DIVISION PROFILE

The Division of Student Affairs consists of 14 functional departments, each of which is responsible for providing a variety of student support, service and educational programs for the university community. The staff members are dedicated individuals known for their passion and commitment to programs and services that positively affect student development.

This report is compiled by Student Affairs Assessment, Research and Planning and highlights progress and success that we’ve made as a division over the past year.

We hope that this summary will communicate the vision of a division committed to continuous improvement and a culture that reflects our core values of student-centeredness, pluralism, integrity, collaboration and engagement.
By taking a moment to reflect on 2019–20, I am reminded that it was a productive year for the Division of Student Affairs, marked by constant adjustment to external challenges. While starting the year in partial recovery from Hurricane Florence, we had a less impactful but still significant Hurricane Dorian disrupt classes and campus activities in the fall 2019 term. In the spring term, our campus experienced a greater disruption from the impact of COVID–19, a global pandemic that caused the university to move classes to an online format and send students home from residential housing. Departments took significant steps to adjust the delivery of services, activities and student organizational support, moving to an online format. All of this occurred against the backdrop of national and local unrest associated with racial and social injustices and the sad passing of our longstanding Vice Chancellor for Student Affairs, Pat Leonard. Her legacy of leadership and collaboration, combined with her unwavering commitment to student-centered learning experiences, will continue to inspire generations of Seahawks for years to come. Despite the cross currents of the challenges we faced, the division remained committed to providing strong support to our students.

The accomplishments detailed in this report demonstrate the resilience and commitment of our 180+ divisional staff and their dedication to a supportive and developmental approach to engaging students. This was particularly significant in that much of the work was accomplished while teleworking and converting student programming to a virtual format. Despite managing their own health and that of their families, they continued to nurture health, leadership, communication, critical thinking, experiential learning, volunteer engagement, and a commitment to diversity among our student community. No statistic or theme you will read in this report is as important as the people who make up the Division of Student Affairs and their incredible commitment to hard work, leadership by example and support of our students.

As UNCW continues to grow both in number and in academic programs, we look forward to new ways to illustrate our vision for growing alongside it. We will be updating our DSA Strategic Plan to assist in achieving the new UNCW mission and strategic goals. In the year ahead, we intend to evaluate and enhance our services, expand sophomore and transfer housing, develop a sophomore experience and support model, create public dashboards to chart our progress, and enhance staff and student diversity and inclusion training and engagement.

We are proud of the achievements you will read in the following pages. Thank you for taking the time to review and share in our success.

Brian Victor, Ph.D.
Interim Vice Chancellor for Student Affairs
MISSION
Student Affairs is an integral partner in student-centered learning; we engage students in opportunities, experiences and services designed to promote academic and personal success. Our culture reflects our commitment to diversity, ethics, community, and lifelong learning.

VISION
The Division of Student Affairs will create experiences for life for our students by being a national leader among higher education institutions through our commitment to holistic student development, responsiveness to students’ changing needs, and ability to embrace innovative programs and practices.
VALUES

Student-Centered
We keep students at the forefront of every program we design, every decision we make and every educational opportunity we embrace. We balance our support of students by challenging them to think critically and solve problems. We contribute to a campus environment that focuses on success at UNCW and beyond.

Pluralism
We promote diversity by cultivating a respectful and inclusive community in which myriad identities, perspectives, ideas and beliefs contribute to academic rigor, self-exploration and an understanding of others.

We encourage students to broaden their views, to be open to new experiences and to apply their education toward addressing social, political, economic and environmental challenges confronting our communities.

Integrity
We are committed to ethical practices, civility and accountability in our work. We educate our students in an atmosphere of openness and are committed to the highest professional standards.

Collaboration
We engage students, faculty, staff and community partners with mutual trust, unconditional regard and support. We treat each other with dignity, respect and appreciation. Modeling these behaviors, we help prepare students to approach life and work in a collaborative manner.

Engagement
We emphasize the critical importance of engagement as a means of promoting personal growth and learning in all aspects of students’ lives. Engagement is a process that builds community, fosters intellectual curiosity and civic responsibility and creates leaders. We engage with the total campus environment and the broader community to educate our students about the benefit of experiential learning.
BY THE NUMBERS

35,800 Average monthly Student Recreation Center visits, up 6% from 2018-19

3,747 students lived on campus at the start of the fall 2019 semester, including 2,036 new freshmen – a Housing and Residence Life occupancy rate of 100%

2,367 students participated in convocation ceremonies in fall 2019

11,249 student visits were made to the Abrons Student Health Center during the 2019-20 academic year

The Disability Resource Center saw a 97% increase in exams proctored during the fall 2019 semester.

Students averaged five visits to the University Learning Center this year. Student visit frequency matters because studies support that more tutoring visits equals greater gains in GPA; three or more visits for the greatest impact. This year, 2,392 (48%) made three or more visits and 1,940 (39%) made four or more visits.

6,634 student contacts were made through outreach and prevention efforts from the Counseling Center

97% of students agreed or strongly agreed that, as a result of attending Orientation, they know the resources available to them at UNCW if they are having academic difficulty.

95% of students either agreed or strongly agreed that, as a result of Orientation, they feel a part of the UNCW community.
IMPACT

CARE
Following CARE’s End-of-Year Direct Client Survey, 85% of respondents reported feeling that working with a CARE advocate assisted them in remaining enrolled as a student at UNCW. Of the respondents, 100% of the first-year students stated that working with a CARE advocate assisted them in remaining enrolled.

ENGAGEMENT
In fall 2019, the Department of Assessment Research and Planning examined whether involvement in student programming and visiting either the rec center or career center correlates with student success. The analysis took Campus Life student programming data, rec center and career center visitation data and compared the median number of engagements between student who retained into their sophomore year and those who didn’t. The results of our analysis showed that first-year students who retained in their sophomore year were three times as engaged on campus as those who didn’t. This finding informed and validated the division’s efforts to find creative ways to engage students who haven’t participated in university programming or services.
UNIVERSITY LEARNING CENTER

Studies have shown that tutoring can have positive impacts on students’ academic success. At the end of the spring 2020 semester, we looked at whether students in the Academic Mentoring Program were successful in increasing their GPA. Our analysis showed that students who participated the program increased their semester GPA by 65% on average, while non-participants’ GPA increased by 15% on average. These results provide strong evidence that the academic services of the University Learning Center help the students of UNCW.

average starting semester GPA for participants = 1.53

average ending semester GPA for participants = 2.53

average starting semester GPA for non-participants = 1.59

average ending semester GPA for non-participants = 1.83
IMPACT

CAMPUS LIFE

Over the last two years, Campus Life has been implementing the Iowa GROW® program, which helps connect student employment with students’ academic and professional development. Upon collection of program evaluation data, 60% of student employees showed significant growth in all eight of the National Association of Colleges and Employers competencies, especially in the critical skill areas of communication, teamwork and critical thinking.

Increasing student engagement Increasing student success

93% of the Office of Student Leadership and Engagement Student Leadership Conference attendees felt they could apply what they learned at the conference in their daily lives as students.
CAMPUS LIFE

• Completed Burney Center audio and video upgrades
• Supported SGA’s efforts around mental health and sustainability
• Reached 1,900 students in virtual programs after moving online in spring 2020

CAMPUS RECREATION

• The continued efforts of Campus Recreation, the Counseling Center and Student Health led to a greater presence of the Healthy Hawk initiative on campus.
• A graduate assistantship was created and was responsible for developing three in-person workshops and a podcast series focusing on student employee development
• Staff participated in more than 2,500 hours of professional development and provided 471.75 hours of service to the university.

CARE

• Collaborated with Association for Campus Entertainment to bring the #metoo movement founder, Tarana Burke, to speak on campus
• Maintained a high level of care after moving services online with 90% of clients reporting their CARE advocate was supportive during this time
• Trained the largest group of CARE Peer Educators in the department’s history
CAREER CENTER
• Implemented PathwayU as a required part of the UNI class curriculum
• Hosted a spring career fair with a 67% increase in student attendance from the prior year
• Developed Virtual Career Week, a series of live webinars with career and professional programming topics

COUNSELING CENTER
• Expanded walk-in services to meet client demand
• Made more than 6,600 contacts with students through outreach and prevention efforts across campus
• Started a “Waves of Wellness” workshop initiative
• Rapidly expanded telehealth services

DEPARTMENT HIGHLIGHTS

67% increase in student attendance

more than 6,600 contacts
DEPARTMENT HIGHLIGHTS

DISABILITY RESOURCE CENTER
• To fulfill responsibilities while providing a high level of service to students, the DRC implemented a new online appointment booking module through the DRC student portal
• DRC proudly hosted the North Carolina Association for Higher Education and Disability Fall 2019 conference at UNCW
• Implemented DRC outreach in freshman orientation to reach prospective students more efficiently

HOUSING AND RESIDENCE LIFE
• Housing and Residence Life staff flawlessly opened the returning student portal for fall 2020 applications after a rebuild of the site
• Completed phase 1 of the Seahawk Quad dormitories
• Successfully recruited new residence life staff virtually

OFFICE OF THE DEAN OF STUDENTS
• Department moved to a new location on the first floor of DePaolo Hall
• Implemented the Tenant Education Program, a series of online education modules created to inform students about their rights and responsibilities when living off-campus in the Wilmington community
OFFICE OF STUDENT LEADERSHIP AND ENGAGEMENT

- Facilitated 161 workshops to 3,565 participants on campus
- Partnered with the Office of Scholarships and Financial Aid to host a very successful bridge program for SOAR ambassadors
- Saw a 60% year-to-year increase in student volunteers for Weekly Service Program

ABRONS STUDENT HEALTH CENTER

- Coordinated with national, state and local health officials to lead the university’s response to COVID-19
- Developed a plan to expand trans healthcare to students. There is a lack of services in Wilmington and these planning efforts were appreciated by trans students and the local providers serving our students.
- Increased outreach and programming around vaping and E-cigarette and Vaping Associated Lung Illness
- The department was named as the 2020 Outstanding Student Affairs Team by their division colleagues.

TITLE IX AND CLERY COMPLIANCE

- Successfully implemented the student UGotThis! online sexual misconduct training program
- Hosted an investigations and adjudicating training on campus in conjunction with the UNC System Office and Parker Poe law firm
- Transferred department data into cloud storage, which enabled more efficient reporting

60% year-to-year increase

2020 Outstanding Student Affairs Team

Title IX 94% completion rate of UGotThis!
DEPARTMENT HIGHLIGHTS

TRANSITION PROGRAMS

• Increased outreach to family members through Family Chat livestream events, garnering over 4,800 views

• Expanded transfer student programming to 33 events, reaching more than 800 students

UNIVERSITY LEARNING CENTER

• The office moved and consolidated its space, allowing to both unify and expand services in new and innovative ways

• Streamlined supplemental instruction to cover more courses with fewer instructors

• Created an Academic Mentoring Program flag in Starfish to allow for seamless communication between AMP students and their advisors

• Tutoring Services expanded study sessions offered due to a new dedicated space