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. Our staff are dedicated individuals known for their passion and commitment to programs and services that positively impact student development.

This report is compiled by the Department of Student Affairs Assessment, Research and Planning. It serves to highlight the successes and progress that we have 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: student-centeredness, pluralism, integrity, collaboration and engagement.
A MESSAGE FROM
THE VICE CHANCELLOR
FOR STUDENT AFFAIRS
DR. LOWELL K. DAVIS

REFLECTING ON THE YEAR:

2020-21 was a great year for the Division of Student Affairs at the University of North Carolina Wilmington. Under the leadership and direction of Interim Vice Chancellor Dr. Brian Victor, the division continued to “Create Experiences for Life” in the midst of a global pandemic. On behalf of the Division of Student Affairs, I would like to thank Dr. Victor for his steadfast leadership during a time of rapid change in higher education.

The Division of Student Affairs stayed true to its mission by promoting lifelong learning and engaging students in memorable experiences that are designed to further their development during and beyond college. No one could have imagined what a year on a college campus would look like amid a pandemic. Many programs moved to a virtual format, residence halls were de-densified, faculty and staff managed remote work schedules while servicing our campus community with compassion and professionalism. I would like to thank everyone in the Division for your tireless work to provide a student experience like no other!

The details contained in this report show that UNCW is a world class institution and how wonderful it is to work in the Division of Student Affairs. Staff continue to encourage students to get involved, train them for leadership, help them to understand what it means to operate in a global society, think critically, embrace principles of diversity and inclusion all while focusing on a commitment to service.

We are proud of our accomplishments, but our work is not done. We are a resilient group of professionals who are committed to the business of “Changing Lives.” As your new Vice Chancellor for Student Affairs, I will lead our staff to focus our attention to support students who have aged out of foster care, emancipated from their parents or experienced homelessness. We will look at how we can offer better support for graduate students, focus on professional development for our student employees, re-imagine pre-college and bridge programs, support students who may experience food insecurity, and continue to make a focus on diversity, equity and inclusion a priority. We will deepen and strengthen our commitment to partnerships across the campus and finally, WE WILL BE GREAT. As we launch the process for a new strategic plan, I am excited about where the division is going, and I am excited to embark on this journey with such an amazing group of professionals. When I think about Seahawks, I think of how high they soar and their willingness to dive deep. Student Affairs will continue to soar!

Lowell K. Davis, Ph.D.
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 our 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.
COVID-19 RESPONSE

Navigating a Global Pandemic

The fall 2020 and spring 2021 semesters were structured around the evolving challenges and guidelines given in response to the COVID-19 global pandemic. The Division of Student Affairs worked tirelessly to redefine traditional approaches to student engagement, services, programs, campus events, and protocols in order to meet student needs in an unprecedented magnitude. Despite facing new challenges, the Division of Student Affairs showcased unwavering dedication to our students, ending the academic year with countless accomplishments and stories that highlight the compassion, creativity, flexibility, skill, and resilience of the division while modeling social responsibility and safe student-centered practices during the COVID-19 pandemic.

**Abrons Student Health Center** delivered top-quality care and response to COVID-19 campus needs. Campus testing, weekly surveillance testing, on-campus vaccination clinics, contact tracing, vaccine management, coordination of campus volunteers, coordination of quarantine/isolation services, and extended work hours with short notice are a few examples of the Student Health Center’s response to COVID-19. Additionally, the Student Health Center team administered 46,853 COVID tests and more than 2,987 vaccines.

**Assessment, Research, and Planning** responded to institutional COVID-19 needs by authoring a variety of response and management tools, including the campus COVID-19 Dashboard and reports on the effects of COVID-19 on on-campus living.

**Housing & Residence Life** implemented de-densification efforts, assisting approximately 700 students in returning home mid-year, and moving approximately 350 students to single occupancy rooms on campus for the academic year.

**The University Learning Center** successfully converted their support services to virtual formats including labs, study sessions, supplemental instruction services, and presentations.

**CARE** offered advocacy services telephonically and virtually using Doxy.me, as well as videos and interactive online programs for physical education classes and new Greek member orientation.

  - Interpersonal violence prevention programs and awareness programs continued via virtual platforms, including events for Domestic Violence Awareness Month and Sexual Assault Awareness Month.

**University Testing Services** initially converted all proctoring to virtual, eventually transitioning to in-person testing following strict COVID-19 guidelines with social distancing and occupancy standards.

**Campus Recreation** hosted 174 virtual group fitness classes in addition to traditional in-person classes. This was accomplished through the creation of new protocols to accommodate COVID-19 gathering restrictions, which allowed patrons to still use the facility in person and participate in virtual programs.

  - Altered training materials to a hybrid structure via Canvas, Zoom, and select trainings were facilitated in-person while following social distancing guidelines.

**The Disability Resource Center** adjusted all consultations and meetings to a virtual format while catering to student accommodations, as well as a successful virtual programmatic Accession Series.
**COVID-19 RESPONSE**

**Transition Programs** provided a virtual commencement experience for the Class of 2020, as well as a virtual and in-person experience for the Class of 2021. All main campus graduates could order their regalia and have it shipped directly to their homes at no cost (extension students had the option to purchase as they do not pay a commencement fee). The Class of 2020 and spring 2021 graduates all received a commencement box delivered to their homes before commencement day. The commencement boxes included a letter from the Chancellor, a diploma holder, two official commencement programs, a class year tassel keychain, alumni pendant, pom pom, UNCW journal, and stickers.

**Office of Student Leadership and Engagement** transitioned all programming to a virtual delivery, including the Emotionally Intelligent Leadership series, CliftonStrengths curriculum, Fraternity & Sorority Life New Member Education program, and regional conferences for the Fraternity and Sorority Council leadership.

- Offered in-person, socially distanced community service projects aligned with COVID-19 guidelines.

**The Career Center** transitioned all flagship programs to a virtual delivery (Career & Internship Fair, JC Penney SuitUp Event, Nursing Fair, Education Fair, etc.). All appointments and presentations transitioned to a virtual structure as well.

**Office of the Dean of Students** transitioned to a fully virtual operations model. All meetings, board hearings, trainings, and consultations were held virtually via Zoom or Teams.

- Managed a higher caseload of referrals than ever before, with 71% of conduct cases being related to COVID-19 guidelines.

**Off-Campus Student Services** moved to a virtual programming model and hosted virtual housing fairs for students and off-campus partners.

**The Office of Title IX and Clery Compliance** launched Safety Week with virtual programming, and all services/hearings were transitioned to a virtual format utilizing Zoom.

**The Counseling Center** transitioned all therapy appointments to telehealth and outreach programming requests to Zoom accommodations, while walk-in consultations continued to be offered.

**Campus Life** transitioned UNCWelcome, UNCWEEKENDS, ACE events including Homecoming and Union programs to virtual or hybrid offerings. This included virtual art exhibits, artist talks, concert series, and documentary series.

- Implemented video conferencing technology in four meeting rooms, designed and executed a plan that supports virtual concert events that included professional level video and audio recording, and upgraded the Warwick Center video system.
BLACK STUDENT ACTION GROUP

The Black Student Action Group was developed to create actionable steps in response to the needs presented by Black student leaders at UNCW during summer 2020. As a result, BSAG examined all divisional practices to ensure an enhanced college experience for Black-identifying students at UNCW through their experiences within Student Affairs. In addition, BSAG served as a response to educate, train and develop the professional and student staff within the Division of Student Affairs on the cultural perspectives and needs of Black-identifying individuals.

MISSION STATEMENT

“BSAG strives to enhance the Black student experience by establishing strong foundational support within the Division of Student Affairs at the University of North Carolina Wilmington. Through the establishment of inclusive recruitment practices and ongoing, intensive training and professional development, the group works to prioritize elevating Black cultural competencies within all departments of Student Affairs and within every student experience supported by the Division.”

GOALS

• Develop a comprehensive, ongoing training curriculum for all Student Affairs professional and student staff on Black cultural competency to assist in self-reflection, processing and addressing personal biases to be more supportive to diverse groups on campus.
• Create engagement opportunities that promote learning and growth in the areas of Black cultural competency in the residence halls.
• Increase purposeful recruitment efforts to attract Black-identifying staff to available positions within Student Affairs.

PROFILE

CO-CHAIRS

Jen August
Director of CARE

Dr. Titus Adeleke
Assistant Dean of Students

ADVISORS

Dr. Mike Walker
Associate Vice Chancellor & Dean of Students

Peter Groenendyk
Director of Housing & Residence Life

SUB-COMMITTEES

Staff Training and Development
Gina DeMattei
Erika McCullough-Simpson
Will Wilkinson

Student Staff Training and Development
Erin Williamson
Stefanie Norris
Alexis Pean
Tabatha Radaker
Dom Travers

Staff Hiring and Recruitment
Charles Ozuna
Monica Chase
Paul Cole

Engagement Opportunities in Housing & Residence Life
Christa Faison
Dwayne Altman-Leach
Amber Grove

» Student Affairs staff participated in diversity and equity training with UNCW’s Inclusion & Diversity Learning Development Specialist.
» More than 500 student employees completed training on topics of race, diversity and inclusion.
» Student employee supervisors received a facilitation guide and curriculum on how to conduct team discussions about race, equity, and intersectionality.
» Good Practices for Hiring & Retaining Diverse Staff document was created for divisional hiring officials, search chairs and search committee members.
» All Student Affairs staff completed Equal Employment Opportunity training.
» A training on Critical Race Theory was completed by 93 Resident Assistants and 70 Desk Receptionists.
» QR codes were posted in the residence halls for collecting feedback from students to report issues or concerns.
DISABILITY RESOURCE CENTER
- Hosted the Accession Series in celebration of the ADA's 30th anniversary with three campus-wide virtual events
- Revised the enrollment process to a two-step system, reducing student wait time
- Addressed 7,313 student accommodation requests
- Conducted 2,813 appointments and enrolled 168 new students

ABRONS STUDENT HEALTH CENTER
- Hosted two on-campus community testing sites in collaboration with New Hanover County Health Department and NC DHHS
- Coordinated and hosted 396 students in quarantine/isolation services on campus in Galloway Hall
- Administered over 2,987 COVID-19 vaccines
- Conducted 46,853 COVID-19 tests

DEPARTMENT HIGHLIGHTS
- 46,853 COVID-19 tests conducted
- 2,987 COVID-19 vaccines administered
- 7,313 Accommodation requests
- 2,813 Student appointments

OFFICE OF ASSESSMENT, RESEARCH, AND PLANNING
- New assessment projects implemented:
  » Black Student Action Group assessments
  » Academic mentoring Program longitudinal study
  » Migration of FYS results to Tableau
  » Campus Recreation involvement study
  » COVID-19 reporting tools
- 21 surveys created, deployed and analyzed
  Two new tableau dashboards created for visualizing survey data
DEPARTMENT HIGHLIGHTS

UNIVERSITY COUNSELING CENTER
• Continued to conduct individual therapy sessions as the most popular choice of treatment
• Reached 2,729 students in outreach attendance
• Hosted the “Black Table Talk” program in partnership with the Upperman African American Cultural Center
• Saw 627 clients and conducted 3,848 appointments

UNIVERSITY LEARNING CENTER
• Attendance of students increased 24% for seniors
• Study Skills appointments increased 27% over the past two years as part of the Study Skills mentoring program
• The Integrated Tutoring Assignment initiative received positive feedback from faculty, and increased usage of the University Learning Center for FRH 102, GER 101, and SPN 201 students
• 59 Peer Educators achieved higher tutor certification levels

UNIVERSITY TESTING SERVICES
• 1,226 tests proctored
• Most commonly proctored exams:
  » Praxis/GRE
  » ATI Nursing
  » CLEP (College Level Examination Program)
DEPARTMENT HIGHLIGHTS

OFFICE OF THE DEAN OF STUDENTS
- Responded to 1,016 referrals and adjudicated 1,215 violations, a larger caseload than prior years by a significant margin
- Conducted 23 total suspension cases
- Saw 523 Academic Honor Code violations, which is an 82% increase from last year’s 288 Academic Honor Code violations
- Case Management handled 549 cases

TITLE IX & CLERY COMPLIANCE
- A new programming/educational page was published on the website, including programs such as:
  » Cultivating a Culture of Consent
  » Sexual Misconduct: Masculinity & Societal Norms
  » Seahawk Change Influencers
- 2,721 students completed UGotThis! modules prior to Summer 2021 Orientation
- Responded to 168 reports, including 54 Title IX incidents

CARE
- Advocates spent more than 155 hours assisting clients with court accompaniments
- Facilitated seven ongoing training events for Peer Educators, with 100% of Peer Educators attending at least three training events
- First-year and transfer students achieved a 100% completion rate for UGotThis! modules
- Conducted 99 presentations

COLLABORATION FOR ASSAULT RESPONSE AND EDUCATION
- Responded to 1,016 referrals and adjudicated 1,215 violations, a larger caseload than prior years by a significant margin
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1,016 Total referrals
523 Academic Honor Code violations
155+ hours of court accompaniments
2,721 Students completed UGotThis!
168 Title IX reports
54 Title IX incidents
CAMPUS LIFE
• Launched the Involvement Compass, a year-round resource to connect students with registered student organizations and other engagement opportunities
• Hosted two virtual leadership lectures with Ibram X. Kendi and Jeh Johnson, reaching over 1,000 attendees
• Staff rebuilt an online presence, rising readership by 58% and page views by 53%

HOUSING & RESIDENCE LIFE
• Implemented de-densification efforts in response to COVID-19
• Assisted 700 students to return home and 350 students to relocate to single occupancy spaces on campus
• Maintained the on-time delivery of Phase Two’s 780 beds for the Seahawk Quad: Loggerhead and Terrapin Halls
• Successfully navigated COVID-19 revenue reductions due to fall 2020 housing refunds and spring 2021 housing cancellations

1,222 Healthy Hawk events

22% Increase in Seahawk Fitness usage

178
Students completed the Involvement Compass
More than half of those students joined student organizations!

1,000+
Attendees to virtual Campus Life leadership lectures

700 Students returned home mid-year due to COVID-19

1,222
Students returned home mid-year due to COVID-19

Students returned home mid-year due to COVID-19

CAMPUS RECREATION
• Offered 1,222 Annual Healthy Hawk events and saw a 32% increase in unique attendees
• Led two programs with the College of Health and Human Services that focused on creating positive behavioral changes through movement, meditation and other stress relief techniques
• UNCWWelcome Campus Recreation events saw a 23% increase in participants
• Seahawk Fitness usage increased by 22%
DEPARTMENT HIGHLIGHTS

CAREER CENTER
- Created the “So You Wanna Know” program series on Instagram Live and collaborated with employers to educate students on professional development topics
- 100% of student survey responses indicated they were able to identify at least one actionable item after meeting with a Career Center team member
- 92% of UNI 101 students reported that they felt moderate to extreme confidence on navigating the process of choosing an academic major

OFFICE OF STUDENT LEADERSHIP & ENGAGEMENT
- Attendance for the Emotionally Intelligent Leadership series reached a four-year high of 1,144 participants and 41 sessions
- Presented 115 campus workshops
- UNCW Votes initiative expanded to include a student coalition, hosting 29 campus events
- The 2020 holiday season saw the highest year of participation in Holiday Giving Programs, with 48 food baskets donated and 111 gifts donated to children in need

TRANSITION PROGRAMS
- Seahawk Links logged more than 200 meetings with first-year students
- The Teal Bridge Mentor program saw its most successful recruitment season, attracting more than 30 Peer Mentor transfer applicants
- Implemented a new diversity, equity and inclusion online training for 2,500+ first-years and 1,300+ transfer students
- Family Chats had its highest viewership ever, achieved by a partnership with OSLE for Voting 101 with more than 1,200 views

Student appointments
2,210
Campus events
51
Presentations
129
Seahawk Link meetings
200+
Emotionally Intelligent Leadership series participants
1,144
Campus workshops
115