STUDENT AFFAIRS ADMINSTRATIVE ACTIVITIES REVIEW

Office of the Vice President for Student Affairs

TAB:

- 1. Accessibility
- 2. Career Services
- 3. Counseling and Testing Center
- 4. Dean of Students Office
- 5. Exploratory Advising and Academic Support
- 6. New Student Orientation, Learning Communities, and Akron Experience
- 7. Residence Life and Housing
- 8. Student Conduct and Community Standards
- 9. Student Health Services
- 10. Student Recreation and Wellness Services
- 11.Student Union/Student Life
- 12. Tutoring Services
- 13. University Registrar
- 14.ZipAssist

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Office of the Vice President for Student Affairs Administrative Activities Review (AAR) August 2018

I. Basic Facts and Description of the Unit.

The Office of the Vice President for Student Affairs oversees the operations and provides direction to the Division of Student Affairs. The office serves as liaison to campus and community constituents, university leadership, academic colleges and the Board of Trustees on matters of the student experience. The office oversees broad campus initiatives and ensures that reporting units achieve intended outcomes.

The Division of Student Affairs engages students in educational, academic support programming, and activities to meet their needs and achieve goals. SA offers a broad range of support services, co-curricular activities, events, and venues of engagement that are consistent with the University of Akron institution mission. SA is comprised of the following departments, programs and initiatives:

- Accessibility
- Akron Experience
- Career Services
- Counseling and Testing Center
- Dean of Students Office
- Exploratory Advising and Academic Support
- Learning Communities
- New Student Orientation
- Rape Crisis Center

- Residence Life and Housing
- Student Conduct and Community Standards
- Student Health Services
- Student Recreation and Wellness Services
- Student Union/Student Life
- Tutoring Services
- University Registrar
- ZipAssist
- Undergraduate Student Government

a. Mission and goals.

Vision:

Defining success with each student, every day

Statement of Purpose:

Support and engage students to advance and achieve their goals.

Strategic Priorities:

- Academic and Personal Development
- Belonging and Respect
- Engagement
- Continuous Improvement

To achieve these priorities the Division of Student Affairs will:

- Support the academic experience
- Integrate student development and learning
- Promote healthy lifestyle achievement and maintenance
- Advocate for students



- Foster an inclusive campus community
- Cultivate the campus experience
- Measure and act

In the past year areas of focus included:

- Develop extensive advising/coaching and other critical academic experiences to ensure the successful entry, transition and overall success of students;
- Facilitate the development and guide retention and completion processes
- Provide academic skill development programs to assess and develop student skills through their college experience;
- Develop and facilitate student experiences that integrate academic learning with student development;
- Develop and implement programs that foster a culture of leadership, service and civic responsibility to help students make positive contributions to our university, community, and society;
- Develop and implement programs that educate and engage students to develop skills and attitudes that incorporate access, personal health, mental health, wellness, and safety;
- Assess students' academic progress, expectations, experiences, and learning outcomes through a variety of means to determine success; and.
- Effectively manage and develop SA's financial resources, as well as analyze effectiveness and efficiencies in all areas of the Division

b. Services.

The Office of the Vice President for Student Affairs provides leadership to the 13 departments within it and provides response to broad university issues and individual student matters, campus initiatives and relationship with Undergraduate Student Government. The Division provides critical student response to crisis, compliance and support. Categories include: Student engagement; resources, responses and wellness; and, academic support and retention.

The Office of the VPSA coordinates the Retention and Completion Plan, Student Success Steering Team, "Hot Topics" Associate Dean's meetings, and supports Undergraduate Student Government activities.

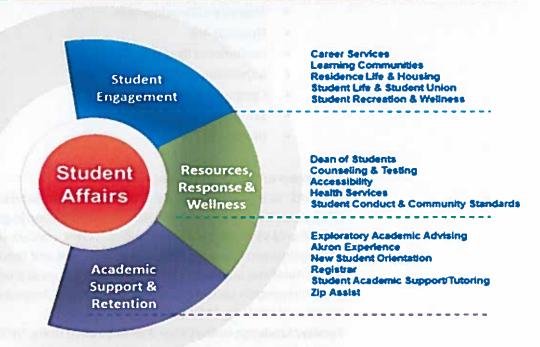
The Division and the Office off the Vice President have been restructured and reorganized over the past several years with consistency in only the last two. In doing so, priorities on the units fall within the following domains:

Emergency and Crisis Response Individual intervention Intervention, prevention, action Compliance Support and response Service Delivery and Support Engagement opportunities



The primary services provided by Student Affairs are organized into major categories below. Each of the departments provides detailed workload for respective measures of accomplishment in the department reports that follow.

These evidence through the unit activities and priorities in the following functional ways.



- For each primary service, describe the following:
 - Critical partners. The respective units provided detailed lists in their individual reports. Overarching examples provided below:
 - Student Engagement:
 - Academic Deans and Faculty
 - Athletics
 - UAPD
 - Inclusion and Equity
 - Academic Affairs
 - EXL Center
 - Employers
 - Institutional Research
 - Information Technology
 - Downtown Akron Partnership
 - Leasing clients



• Resources Response and Wellness

- General Counsel
- National Accreditation Bodies (APA)
- Rape Crisis Center
- Portage Path Behavioral Health
- ODHE- Campus Climate Initiative

Academic Support and Retention

- Faculty and Academic Units
- Alumni and Development
- Financial Aid
- Institutional Research
- Admission, Financial Aid, Bursar
- Computer Based Testing
- Salvation Army
- United Way

Customers or end-users of your services.

Students: as Student Affairs, the Division by design, serves to support all students through their experiences from admission to graduation. For office of VPSA, students and families is crisis, concern or accomplishment are served on a triage basis. The unit reports which follow detail the numbers, volume, type and nature of students served in each respective unit. For example, the Office of Accessibility provided accommodations for 3169 this past year.

Faculty/Academic Units/Other Administrative Units: VPSA and its units support campus operations as a support and resources for crisis support, response, engagement and outreach. Units also coordinate large scale programs and initiatives. For example, the advising transition required coordination amongst academic units, registrar, central advising, admissions and others to execute.

Lessees: several of our facilities are available for rental by external groups for revenue generation. Small scale clients and large scale like Alcoholics Anonymous provide revenues to offset operating costs. Student Union, Student Life and Residence Life and Housing provide detail in their reports regarding revenue from these clients.

- Key performance analysis. Throughout the division, assessment is based upon student involvement/engagement, satisfaction, retention, success.
 Each unit of the division is required to report monthly metrics based upon division wide criteria:
 - Develop extensive advising/coaching and other critical academic experiences to ensure the successful entry, transition and overall success of students;
 - Facilitate the development and guide retention and completion processes



- Provide academic skill development programs to assess and develop student skills through their college experience;
- Develop and facilitate student experiences that integrate academic learning with student development;
- Develop and implement programs that foster a culture of leadership, service and civic responsibility to help students make positive contributions to our university, community, and society;
- Develop and implement programs that educate and engage students to develop skills and attitudes that incorporate access, personal health, mental health, wellness, and safety;
- Assess students' academic progress, expectations, experiences, and learning outcomes through a variety of means to determine success; and,
- Effectively manage and develop SA's financial resources, as well as analyze effectiveness and efficiencies in all areas of the Division

An example of once such metric report is attached in the appendix. In addition, each unit completes individual assessment plans and reporting as noted in the attached reports that follow. These in corporate usage measures through achievement measures and allow review of function at the unit level and beyond. The analysis are enclosed.

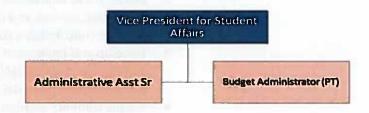
Brief assessment. Departments within the division have done
well in assessing individual unit function as reflected within
respective reports. Dashboards and retention analytics
programs provide insight, but with the significant reorganization
of the Division over the past several years, the Division wide
assessment program has fallen short. Coordinated assessment
will be a focus in upcoming terms.

c. Resources.

Personnel. The Office of the Vice President for Student Affairs and the Division has been reorganized and consolidated significantly over the past five years. The Division of Student Affairs saw the greatest number of layoffs on campus in 2015. Low salary base and no raises have impacted retention and morale. 34 graduate assistant positions were eliminated from the division replaced with 13 full time entry level staff.



OFFICE OF THE VICE PRESIDENT FOR STUDENT AFFAIRS



TITLE	RESPONSIBILITIES	NUMBER
VICE PRESIDENT STUDENT AFFAIRS	Supervision of the division of student affairs. Guide student support initiatives on campus, provide crisis response and serve as liaison to constituent groups on matters impacting students	1
ADMINISTRATIVE ASSISTANT SR.	Provide support to the Vice President, unit initiatives, and campus wide initiatives. Provide frontline response to inquiries and prepare reports as requested	1
BUDGET ADMINISTRATOR (pt)	Assist directors and vice president in budget operations, preparation and distribution. Coordinate budget submittals, transfers and related functions	1/2

- The Division of Student Affairs organization chart is noted in the appendix.
- Financials. Detailed line items are noted in the appendix. Comparison may be difficult because of reorganization. For those lines directly associated with the Office of the Vice President for Student Affairs:

200180- VP Student Affairs	FY15 Actual \$492,380.98	FY16 Actual \$425,850.41		FY19 Budget \$222,174.00
200182- Student Success 200696-CoCurr/USG		\$341,176.25 \$699,654.00	•	_

The VPSA budget has seen significant reductions over the past four years, - 55%. Reductions in unit operations

Space, equipment and technology. The office of VPSA is located in the Jean
Hower Taber Student Union. The main suite has one office, reception and work
room. The budget administrator's office is located in the Student Life Suite on
the first floor. The offices are equipped with standard computer and
copier/printers.

We acknowledge the University of Notre Dame's administrative unit self-study process, which served as a basis for this document (https://ospir.nd.edu/administrative-unit-reviews/tools/)



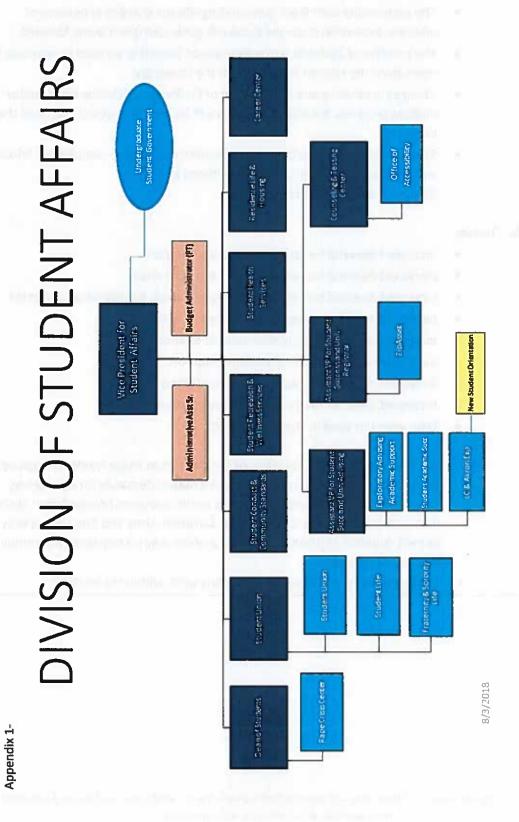
II. Future Plans.

- **a. Potential changes.** The focus of the Division will remain on supporting students and intervening to achieve outcomes.
 - The partnership with Stark State and significant changes in delivery of advising, expansion of career focus will guide changes moving forward.
 - The creation of ZipAssist is one example of providing services in response to need given the current framework of the university.
 - Changes in advising and the creation of Exploratory Advising will monitor student progress. Retention analytics will be used to support units and the division.
 - Scheduling initiatives will provide efficiency and degree completion. Priorities will run central to those initiatives outlined in the Retention and Completion plan.

b. Trends.

- Increased demand for student emotional support
- Increased demand for response to students in crisis
- Increased demand for response to students with suicidal ideation/action
- Increased legislation/regulation related to Title IX
- Increased legislation/regulation related to addiction
- Increased need for student academic support
- Increased changes of major as a national trend
- Increased need for financial resources for students
- Data analytics used in student support
- We have reframed critical areas of the Division in triage mode to respond to students in crisis. Challenge is that as increased demands for counseling, accessibility, Zipassist and other areas occur resources remain flat or shrinking. Partnerships with Rape Crisis Center, Salvation Army and The United Way benefit students and continued partnerships may be required to continue delivery of services.
- Staffing remains and challenge for many units within the division.





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APPENDIX 2: VICE PRESIDENT STUDENT AFFAIRS OPERATING BUDGET

200180- VPSA	FY15 Budget	FY15 Actual	FY16 Budget	FY16 Actual	FY17 Budget	FY17 Actual	FY18 Budget	FY18 Actual	FY19 Budget	
Full Time Faculty	\$9,000.00	\$9,000.00	\$9,720.00	\$9,720.00	\$0.00	\$0.00		\$0.00		
Administration	\$358,536.97	\$358,537.59	\$351,150.02	\$351,150.02	\$288,705.00	\$280,182.93	\$288,705.00	\$182,676.93	\$155,200.00	
Part Time CP	\$10,062.00	\$10,062.00	\$8,141.77	\$8,141.77	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Full Time Staff	\$88,726.51	\$88,725.69	\$32,509.01	\$32,509.01	\$4,847.00	\$52,492.38	\$41,187.00	\$53,501.66	\$41,332.00	
Part Time Staff	\$14,078.46	\$14,079.26	\$7,369.53	\$7,369.53	\$0.00	\$17,798.95	\$20,618.00	\$20,483.25	\$20,618.00	
Overtime	\$51.37	\$51.37	\$0.00	\$0.00	\$0.00	\$475.23	\$0.00	\$937.44	\$0.00	
Graduate Assistant	\$4,374.51	\$4,374.51	\$27,965.62	\$12,526.75	\$721.00	\$15,567.36	\$0.00	\$2,270.24	\$0.00	
Total Compensation	\$484,829.82	\$484,830.42	\$436,855.95	\$421,417.08	\$294,273.00	\$366,516.85	\$350,510.00	\$259,869.52	\$217,150.00	
Student Assistants	\$554.18	\$554.18	\$509.25	\$509,25	\$2,500.00	\$1,230.65	\$2,500.00	\$65.20	\$0.00	
Supplies and Services	\$4,286.28	\$4,286.28	\$4,588.06	\$2,588.06	\$4,360.00	\$4,146.71	\$2,750.00	\$3,281.18	\$3,918.00	
Communications	\$1,708.90	\$1,708.90	\$835.13	\$835.13	\$4,000.00	\$1,387.08	\$0.00	\$0.00	\$0.00	
Plant Fund Expense	\$25,475.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Travel and Hospitality	\$1,107.68	\$1,001.20	\$1,336.81	\$500.89	\$0.00	\$874.50	\$1,500.00	\$50.00	\$1,106.00	
Total other costs	\$33,132.04	\$7,550.56	\$7,269.25	\$4,433.33	\$10,860.00	\$7,638.94	\$6,750.00	\$3,396.38	\$5,024.00	
Total	\$517,961.86	\$492,380.98	\$444,125.20	\$425,850.41	\$305,133.00	\$374,155.79	\$357,260.00	\$263,265.90	\$222,174.00	
200182- Student Success *multiple adjustments and changes in this line make full presentation difficult in comparitive format	\$359,000.00	\$332,985.00	\$359,000.00	\$341,176.25	\$372,218.00	\$324,145.89	\$300,663.00	pending		
200696 Co Curricular/USG Supplies and Services	\$6 \$749,203.00	\$749,203.00	\$693,661.00	\$699,654.00	\$624,295.00	\$624,295.00	\$625,000.00	\$625,000.00		

APPENDIX 4 SAMPLE METRICS REPORT

STUDENT AFFAIRS & STUDENT SUCCESS GOALS & METRICS ACHIEVEMENT REPORT une, 2018

Accessibility (OA)	Registrar (REG)
Career Services (CS)	Residence Life & Housing (RLH)
Counseling & Testing Center (CTC)	Student Academic Services (Tutoring) (SAS)
Dean of Students (DOS)	Student Conduct & Community Standards (SCCS)
Exploratory Advising & Academic Support (EAAS)	Student Health Services (SHS)
Learning Communities (LC) / Akron Experience (AE)	Student Life & Student Union (SL/SU)
New Student Orientation (NSO)	Student Recreation & Wellness Services (SRWS)
	ZipAssist

Develop extensive advising/coaching/supporting and other critical academic experiences to ensure successful entry, transition and overall success of students

Accessibility	Summary of Services	Current Nos.	Previous Yr Total	% Change
	Number of Active Students	1740	1410	+23%
	Current number of students who requested accommodations for Summer 2018	106	117	-9%
	Number of requested accommodations for Summer 2018	208	213	-2%
	Number of courses for which accommodations were requested for Summer 2018	183	212	-13%
	Number of students who requested the use of a notetaker for Summer 2018	25	23	+8%
	Number of courses where a notetaker is assigned for Summer 2018	32	63	-40%
	Number of notetakers assigned for Summer 2018	24	24	n/a
	Number of students requested the use of a transcriber and/or Interpreter for Summer 2018	1	4	-75%
	Number of courses where a transcriber and/or Interpreter is currently assigned for Summer 2018	1	6	-83%
	Number of classroom relocations/lock ins for Summer 2018 (The OA works with University Scheduling to move classes that are not accessible to students, and to "lock in" classes for students who have a fully accessible schedule and do not want classroom locations moved)	6	16	-63%
	Number of requests for special furniture in classes for Summer 2018	4	6	-33%

Monthly Appointment Statistics: 47 appointments totaling 52.37 hours in June 2018

1762

AT-STARS Training - 11

of minutes of video captioning

Student - Individual Student Appointment - 4

Student - Academic Support Session - 3

Student - Intake - 11

Student - Information Request - 1

Student- Walk-in Appointment- 3

Tests - 11

Additional Monthly Statistics:

- New Student Application submission 32 (10% increase from June 2017)
- Student Walk-in STARS 15 students at 7.5 hours

+100%

	New Housing Accommodation Requests for <u>June</u> include: 3 accommodations for 3 students; <u>Previous year</u> : 5 accommodations for 2 students a 40% decrease for accommodations and +33% increase for number of students
	Clinical – Case Coordination (phone/email correspondence) – 67.25 hours
	 Accommodations and Services Coordination – 741.25 hours; 24% increase from previous year During the month of June, 2 exams were rescheduled in order for the student to receive their full extended time, no exams were rescheduled due to proctor availability, and none were rescheduled due to space availability. No exams were scheduled to be proctored by the
	professional staff in the office.
	 Adaptive Technology and Service Coordinator, Leigh Sveda and Associate Director, Jessica DeFago developed an Intake Survey for students to complete. The Intake Survey was launched during April 2018. The purpose of the survey is to aim in improving student satisfaction with the Office of Accessibility. In addition, to tracking how students are referred to the Office of Accessibility. The Intake Survey will be completed at the end of each new student intake appointment.
	o 4 student completed the June Intake Survey Report:
	1) When did you start the registration process?
	3 months prior to the start of the semester: 8
	= 1 month prior to the start of the semester: 2
	Less than 1 month prior to the start of the semester: 2
	I started the registration process during the current semester: 2
	2) How did you hear about the Office of Accessibility?
	High School Counselor/Teacher: 2
	Parent: 5
	Professor: 1
	Outreach Event: 1
	• Self-Referral: 3
	 Other: 4 (Senior Day; Military Services Ctr; Julie Hertzler/Wayne; past notetaker)
	3) How was your experience applying for services through the Student Application? • It was easy 86%
	It was difficult (please explain) 14% (took longer to get my documentation than
	expected)
	4) What was your overall experience with attending the Intake appointment?
	Excellent 85.71%
	Good 14.29%
	Fair (please explain why) 0.00%
	Poor (please explain why) 0.00%
	5) The information in the Intake will help me navigate the accommodation process at
	The University of Akron.
	■ True 100.00%
	■ False 0.00%
Career Services	Student Walk-In Appointments: 314
	Walk-in and Employer Office Hours Appointments: 34
	Handshake Student Usage (unique logins): 1,056
Counseling &	Psychology interns completed their APA accredited internship in Health psychology. All
Testing Center	completed their dissertations and are leaving CTC for new jobs. Dr. Brionez will work at t
	counseling center in Wyoming, Dr. Goodin will work at a post doc at Oberlin College and Dr.
	Hardy will work for the Erie PA school system.
Exploratory	 Since March 2018, 3,197 confirmed students were evaluated for placement testing in advance
Exploratory Advising &	
•	of their participation in New Student Orientation. Since March, over 12,000 email notifications for placement testing have been sent to students and families. Each student receives an email

- 44.9% of the students evaluated required no placement testing based on their ACT/SAT scores (1,435 students).
- 55.1 % of the students evaluated were selected to complete some form of placement testing (1,762 students).
 - Math testing makes up the majority of the placement testing evaluations; 88.3% of the students who need to complete placement testing are selected for math testing (1,556 students).

 43.4% of students needing placement testing were selected for 2 or more subjects (e.g. math, writing, reading, computer literacy) (765 students).

	Placem	ent Testing Evaluati	ons Month	
	March 2018	April 2018	May 2018	June 2018
Total Students Evaluated for Testing	1,845	2,359	3,054	3,197
No Testing Required	897 (48.6%)	1,123 (47.6%)	1,400 (45.8%)	1,435 (44.9%)
Testing Required	948 (51.4%)	1,236 (52.4%)	1,654 (54.2%)	1,762 (55.1%)
Math Testing	823 (86.7%)	1,080 (87.3%)	1,453 (87.8%)	1,556 (88.3%)
Needing 2 or more content areas	335 (35.3%)	469 (37.9%)	696 (42.1%)	765 (43.4%)

Learning Communities/Akron Experience

- For fall 2018, 55 Learning Community offerings are available for incoming students to participate in with a total capacity of 1,216. Of these, 8 Learning Communities will be new offerings for the upcoming fall semester.
- As of 6/28/18, a total of 721 students have been enrolled into a Learning Community for fall 2018. Currently, the LC program is 60% filled. Of those communities offered, 13 learning communities are closed at max enrollment capacity.

Below is point in time comparison of LC enrollment trends between 2017 and 2018 orientation sessions:

Year	# Learning Communities Available (current)	LC Enrollment Capacity (current)	Current LC Enrollment Count	LC Percentage Filled	LCs Canceled/ Filled / Seats Released
2017 (6/28)	48	1,014	588	57.99%	5 Canceled/ 8 Filled/ 10 Released
2018 (6/28)	55	1,204	721	60.0%	0 Canceled/ 13 Filled/ 35 Released

To date, 672 students have been enrolled into an Akron Experience course for fall 2018.

New Student Orientation

- NSO had 17 program dates; attendance numbers and show rates are included on the attached attendance statistics document
- NSO continues to assess our orientation programs, and some student and parent evaluation highlights are attached
- NSO granted 6 Future Zip Confirmation Fee Awards in June (22 total)
 - o One student was denied, but paid the confirmation fee
 - One student is appealing the decision due to a new financial circumstance not reflected on his FAFSA
- NSO met with Nicola Kille to discuss the process of setting up the International Center's online orientation. NSO will continue to work towards an online option for transfer and adult students, potentially with a summer/fall 2020 roll out

Student Academic Success (Tutoring)

 Chris Kolaczewski-Ferris is retiring after 37 years of service on June 30, 2018, and will be returning on a part-time basis in the fall as part of the phased retirement program.

Accessibility	Bulk Emails for the month of June — 6 16 students were sent check in 6	emails regarding t		
	registration process.	2 10 2 2 1 2 1 2 2 2 2 2		he steps to complete the notetaking
	6,819 emails were sent to active scholarship opportunity.	students remind	ing tr	em of the Office of Accessibility
Career Services	Focus2 Career Exploration Usage	130		
	New Employers for Month	497		
	Active Employers (total)	12,655		
	New Job Postings	Full-Time/Pa Internships/		The state of the s
	Career Outcomes (annual) (Spring 2015 Graduating Class)			ement: 77% Spring 2018 graduating clas ning: 82% Spring 2018 graduating class
Exploratory Advising and Academic Support		ent was contacted referral type: t-initiated reques	i indi	
Learning Communities/Akron Experience		8/20. To date, a fee Award. Of those	total e, 19 a	of 14 students have been reviewed for are scheduled for a future workshop in
	t non	July 20	7	
	2110	August 15	1	
		August 20	1	
Student Academic Success/ Tutoring	 Summer Tutoring opened on Jur tutors Tutors are available in Math, Wr Nearly 50 students have attended 	iting and other G	enera	
	Through the Help-A-Zip early ale ZipAssist in the month of June, a	•		[76 unique students] were referred to FY17.
ZipAssist	The Help-A-Zip referral program June 30, 2018. In comparison to	received 725 ref e FY17, from Janua	errals ary 1.	[670 unique students] from January 1-

	Information about eligibility financial-assistance.	for this p	rogram is available at uakron.edu,	/referral/emergency-
Provide academic skil	I development programs to assess	and dev	relop student skills through their o	college experience
Career Services	Classroom and student org outre 1 outreaches 11 students Workshops 0 workshops 0 students	eaches		
Develop and facilitate	student experiences that integra	te acade	mic learning with student develop	oment
Career Services	Mock Interviews Resume Reviews Co-Op Course Registration Employer Office Hours Employer Tabling Events On-Campus Interview Sessions Info-Sessions	8 223 2 0 0 0	# Events # Students # Employers	0 0 0
Learning Communities/Akron Experience			ace on Friday, August 24 th and the adium (rain location is the JAR).	venue confirmed for
Residence Life & Housing	Living-Learning Communities There were 39 LLC programs	and 479	participants during 2017-2018.	
Student Health Services	the summer. Projects that wenter residence halls in fall 2 At UA, out of the 3,401 stude meningitis vaccine prior to extend the state of the state	ere composite of the co	ed vaccination for college students 3%) who didn't receive all three. To ourage parents to check the status	rding students who will ed meningitis vaccine. 8%) received the ve not received the shot because of close living ngitis there are two is the MCV 4 vaccine for MPSV4 is for all ages erogroups A, C, W, and or Trumenba. Even if you st meningitis B. If feel our statistics will is Hep B; upon there was (77%) who did of all immunizations,

Student Recreation & Wellness Services	SRWS led an American Red Cross First Aid/CPR/AED class for the STEP program. 20 leaders participated in this safety-based program that will help in response to medical situations.
ZipAssist	 Beginning fall 2018, ZipAssist will serve as the primary educational resource on campus for financial responsibility/literacy programming. The new campus-wide program, , will include co-sponsorship from Student Financial Aid, various faculty, and campus departments. Each month, ZipAssist will provide outcome-based webinars, workshops, in-classroom trainings, and innovative/interactive programs to engage students in conversations about budgeting, financial wellbeing, and tuition/fee gaps. Additionally, ZipAssist has forged intentional partnerships with community agencies to aid in providing additional resources, training, and one-on-one financial coaching. The office is also designing a more interactive website, which will specifically include resources, activities, and downloadable materials to aid students in "smart budgeting". With the addition of an interactive chat feature, guests visiting the ZipAssist site can now live-chat with a staff member regarding a page/resource of interest as well.
make positive contrib	ent programs that foster a culture of leadership, service and civic responsibility to help students outions to our university, community, and society
Residence Life & Housing	Co-Curricular Programs and Activities There were 134 programs with an attendance and participation of 20,523 for 2017-2018. Hall Government Programming There were 36 programs and 1,556 participants for 2017-2018.
serveAkron	 During the month of June, serveAkron celebrated Flag Day (June 14) with the installation of the American Flag Display around the Student Union (see attached photos). serveAkron FT staff (Adam and Billy) continued the summer tour of community partners and agencies with visits to Asian Services, Inc., Ellet Community Center, Keep Akron Beautiful, Junior Achievement, and Akron Hope. These partnership meetings intend to strengthen our continued relationships with the Akron community and develop new areas for collaboration and support to the agencies with which serveAkron works. Planning for fall 2018 is underway for our programs and services. Additional efforts are being focused towards our alternative break experiences (ASB and Winter Immersion) for spring 2019 as well.
SOuRCe	 During the month of June 2018, 72 students traveled on behalf of 6 student organizations. These students traveled to conferences, trainings and tours in 5 states and Canada. Comparison – June 2017 During the month of June 2017, 69 students traveled on behalf of 4 student organizations. These students travelled to conferences, trainings and tours in 4 states.
Undergraduate Student Government	The Judicial Branch met in June for a summer monthly parking appeals meeting. There were 29 parking appeals to be reviewed. Twenty-six were read and voted upon. Three appeals were

Dean of Students

Crisis Assessment Referral Evaluation (CARE) Team

- Since July 1, 2017 there have been a total of 190 incidents referred to The University of Akron CARE Team; 210 individual students and staff were directly affected by these incidents and another 66 students witnessed the behavior.
 - o 68 students were referred because of a concern related to suicide or suicide ideation
 - 46 students were referred following an academic disruption or prolonged absence
 - o 25 students were referred for unusual or odd behavior
 - 22 students were referred because of medical injury
 - 32 students were referred grieving the loss of a family member or member of community
 - 12 students were referred because they were victims of crime
 - 12 students were referred because of a concern related to dangerous use of drugs or alcohol
 - o 12 students were referred for behavior related to self-injury
 - o 10 students were referred because of a concern they might pose a risk to the community
 - 9 students were referred for sexual misconduct and immediately to the Title IX team for support
 - 5 students were referred with bias complaints
 - o 2 students were referred for a concern related to mental health
 - 2 students were referred as missing
 - 2 student was referred because of a concerning of an eating disorder
- During the 2017-2018 academic year, there was a 28% increase in the number of cases (148 cases in 2016-2017 and 190 cases in 2017-2018), and a 28% increase in the number of impacted students (164 students in 2016-2017 and 210 students in 2017-2018). Increased sensitivity and awareness of the needs of community members following these incidents resulted in additional care referrals, outreach and support provided to students.
 - o 75 students were verified safe through outreach within the community
 - o 59 students met with members of the CARE team for educational conferences
 - 45 students were referred to their Academic College or offered support in discussing absences with faculty
 - o 44 students were referred to the Counseling and Testing Center in Simmons Hall
 - 34 students were referred to a member of the UA community for additional support, encouragement and monitoring
 - 29 students were transported to a local hospital for medical treatment
 - 25 students were referred to the Help-A-Zip program
 - o 15 students were referred to the Title IX team
 - o 14 students withdrew and left the University
 - 9 students were verified to not currently be enrolled as students at the University
 - 6 students were referred to Student Conduct and Community Standards for a behavior concern related to the code of student conduct
 - 5 No-Contact-Directives were issued to students to prevent additional harm
 - 5 students received support provided by the Case Manager in the Dean of Students Office
 - 4 parents of students were notified to ensure additional support from family members
 - 2 University of Akron Police arrests were made
 - 1 student was dismissed from the University
 - 1 student was referred to Health Services
 - 1 student was referred to a rehabilitation facility for support related to addiction
 - o 1 student was referred to support from Student Services at Wayne Campus
 - 1 student's admission to the University was rescinded
 - 23 students declined support
 - 5 records of the student behavior were made to document unusual behavior that was not harmful to the community
- During the 2017-2018 academic year, there was a 37% increase in the total interventions taken by members of the CARE team in support of students referred for support.

During initial review of annual data spikes in the number of cases referred by the CARE team to and from university support networks (Help-A-Zip and Title IX) were identified. Multiple reporting of the same incident may have contributed to the rise in referrals to the CARE team. An assessment will be conducted prior to the 2018-2019 academic year to determine what steps can be taken to reduce duplicative reports involving the same incidents and students.

Title IX

- Since July 1, 2017 there have been 184 Title IX incidents reported to the Deputy Title IX Coordinator for Students directly impacting 446 students, faculty and staff.
- 205 complainants were identified (181 students, 18 individuals not affiliated with the University and 6 staff)
- 180 respondents (99 students, 60 individuals not affiliated with the University, 13 faculty, 8 staff and 5 student organizations or teams)
- 147 witnesses (102 students, 21 staff, 16 faculty, and 8 individuals not affiliated with the University)
- * Complainants often chose not to reveal the names of their assailants. If their name or affiliation if the University is not expressly identified by a complainant the respondent is considered not affiliated.
- During the 2017-2018 academic year there was a 53% increase in the number of reports
 received by the Dean of Students and Deputy Title IX Coordinator for Students from 2016-2017.
 Since 2014-2015 there has been a 75% increase in the number of reports. The steady growth in
 Title IX reports received is partially attributed to continued trust and faith in the University and
 its commitment to sexual violence response and prevention:

Year	ear Referrals		Respondents	Witness
2014-2015	105	113	96	46
2015-2016	111	123	112	112
2016-2017	120	124	134	99
2017-2018	184	205	180	147

SAVE (Sexual Assault Awareness Month) Team

- During May and June 2017-2018 the Sexual Assault and Violence Education team developed a
 campus wide prevention plan to prevent gender based misconduct (sexual harassment, assault,
 intimate partner violence, and stalking). The comprehensive plan outlines goals in seven
 different domains intended for implementation between 2018 and 2023. The plan is still be
 reviewed and revised prior to dissemination to the campus community. Many of the ideas in
 the plan have not yet materialized into initiatives or been assigned to teams to address. The
 prevention plan is necessary for continued participation in the Ohio Department of Higher
 Education Changing Campus Culture Initiative.
- The University of Akron was notified in on June 25 that it will once again be recognized for
 participation in the Ohio Department of Higher Education Changing Campus Culture initiative.
 The university has now been recognized for each of the first three years of the initiative. An
 annual report documenting steps taken to meet each of the five required criteria was prepared
 by and is available from the Dean of Students.

Residence Life & Housing

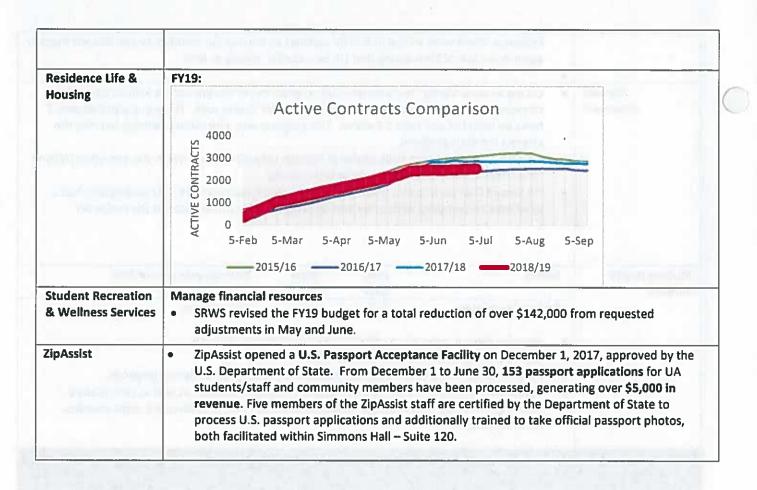
Residential Education Programming

There were 289 programs and 5,238 participants for 2017-2018.

Student Health Services

Summit County Public Health: UA is a site for influenza surveillance this flu season. So far we are seeing many respiratory illnesses with 41 students meeting the criteria suspected to be

	influenza. There wer again in the fall. SCP			the campus community and this will happer or testing as well.					
Outdoor Adventure									
Student Health Services	Metric	June 2017	June 2018	Year-on-year gain or loss					
	Patient Encounters	149	140	7% decrease					
	Significant increase i	ses are viral, derr n mental health o	natitis and re complaints vi	equests for screening physicals. a CTC referrals as well as self-referred. Matt Altiere to discuss a more seamless					
Assess students' expe	ectations, experiences, and	l learning outcon	es through	a variety of means to determine success					
Career Services	Career Outcomes (annua • Knowledge Rate: 95		Graduating (Class					
New Student Orientation				to talk about the experience, what they are he end goal of obtaining the Gold Standard					
Student Recreation & Wellness Services	Survey in compariso	n to the question oth surveys had q	s asked in the	iewing the results of the Food Insecurity e national survey completed by the UA n the USDA food insecurity survey that					
ZipAssist		sistance as well a		not yet registered for fall 2018, offering for scheduling classes and addressing any					
Effectively manage ar Division	nd develop financial resou	rces, as well as a	nalyze effect	iveness and efficiencies in all areas of the					
Career Services	% of Total General F Revenue from Emple			1.88% Fairs (current month): -\$40,825					
Learning Communities/Akron Experience	guide students atter associated messagir University Commun for edits. The target	mpting to pay the ig. Specific messa ications and Marl date to launch th language has be	confirmation ging was req keting has be ne new transi en finalized, t	on has been developing a Qualtrics survey to n fee to the appropriate payment portal and uested by various campus partners. en involved in discussions to review languag fer/adult student confirmation fee will be by testing is conducted, and a scan for site is completed.					



ZipAssist

The University of Akron

SPRING 2018 JANUARY 16-MAY 11, 2018 SEMESTER REVIEW

594

unique individuals were referred to ZipAssist through the early alert referral program, Help--A-Zip. STUDENTS REFERRED

PROGRAM ATTENDEES





1,480

students, staff, and community members attended one of fifty-three ZipAssist sponsored presentations or events.

643

total referrals were received by the Help-A-Zip team, regarding assistance with tuition/finances, academic, emergency financial, and/or personal/social.

HELP-A-ZIP REFERRALS



FINANCIAL SUPPORT TO STUDENTS



\$84K

distributed to students through the Student Emergency Financial Assistance [SEFA] grant program.

REFER. SUPPORT. RETAIN.

ZipAssist serves as a student advocacy and support office on campus.

Our office is here to help ensure that all students are successful and have the resources needed to maintain enrollment at UA.

www.uakron.edu/zipassist

New Student Orientation – Evaluation Highlights

Parent Evaluations

- "The more you know/understand = less fear and concerns. Thank you for thinking of all aspects of new student enrollment"
- "All of the students involved in orientation were clean cut, friendly, helpful, and positive!"
- "Campus is beautiful and stuff is very focused on addressing concerns"
- "Everyone was very friendly and helpful! Being an alumni makes me proud of UA and all the new opportunities for students"
- "The staff!! all are so helpful and friendly. All do an amazing job in the area of first impressions!"
- "The excitement my son now has for college! Looking forward for him to attend in the fall!"
- "Excellent program- well done- student helpers were really great! Very friendly and helpful"
- "Staff and students were very informative, positive, and helped me feel confident that UA was the right choice for my family!"

Student Evaluations

- "I had a great orientation leader. Very nice, knowledgeable, and east to talk to. Treats the new students as if they actually matter and that he genuinely cares about their concerns, and that they succeed. Also, very professional."
- "Orientation leaders were fun and amazing. They showed a lot of knowledge about campus and were very helpful!!"
- "I can't wait to be a Zip!"
- "It was great to be here and I have learned a lot and feel like I really fit in here, thank you!"
- "I truly enjoyed this program. Thank you for the opportunity. I cannot wait to be a zip this fall. Thanks to the staff and leader who all made this possible"

SRWS Totals for June

AQUATICS

SRWS AQUATIC PROGRAM ACTIVITIES	WEEKLY SESSIONS	WEEKLY HOURS	MALE	FEMALE	Total Participations	Day(s) Used
Aquatic Staff Training	1	2	10	12	22	
Swim Lessons SU: Monday & Wed.	8	12	320	320	640	M/W
Swim Lessons: Tues & Thurs	12	8	60	60	120	T/Th
Semi-Private Swim Lessons	38	18	30	12	42	varies
Private Swim Lessons	29	14	21	7	28	N/A

AQUATIC SUMMER CAMP FACILITY USAGE	WEEKLY	WEEKLY HOURS	MALE	FEMALE	Total Participations	Day(s) Used
Academic Achievement Programs	19	38	425	425	850	
UA Sports Camps	23	36	940	940	1880	
Community Camps	11	22	245	245	490	
UA Camps	4	4	30	49	79	100

VARSITY ATHLETIC FACILITY USAGE	WEEKLY	WEEKLY HOURS	MALE	FEMALE	Total Participations	Day(s) Used
Swimming & Diving Practice/Dryland	24	48		240	240	M - Sa

COMMUNITY PROGRAMS FACILITY USAGE	WEEKLY SESSIONS	WEEKLY HOURS	MALE	FEMALE	Total Participations	Day(s) Used
Community Swim Teams	80	160	1,480	1,480	2,960	M-F
Community Diving Teams	4	10	20	20	40	M - Th, Su

AQUA Informal R		SESSIONS	WEEKLY HOURS	MALE	FEMALE	Total Participations	Day(s) Used
ONAT Pool Open Swin	1	20	252	177	109	286	M - F
Leisure Pool Open Swi	m	28	376	844	950	1,794	M - Su
Spa Open Swim		28	376	937	852	1,789	M - Su
Racquetball	EATAN:	20	252	49	4	53	M-F
VIII - III	Aquatics Week Totals:	349	1,628	5,588	5,725	11,313	RIIII

FITNESS & WELLNESS

FITNESS & WELLNESS Program Activities	WEEKLY	WEEKLY HOURS	MALE	FEMALE	Total Participations	Day(s) Used
Fitness Testing	2		1	3	4	M - F
Exercise Program Design	1			1	1	M-F
Personal Training Sessions	4	Daniel C	4	2	6	M - Su
Group Exercise Classes	43		50	151	201	M - Sa
Pink Gloves Boxing	34		54	156	210	M-F

FITNESS & WELLNESS Outreach Program Activities	WEEKLY SESSIONS	WEEKLY HOURS	MALE	FEMALE	Total Participations	Day(s Used
Fitness Week Totals:	84		4,739	1,460	6,199	

OUTDOOR ADVENTURE

OUTDOOR ADVENTURE Program Activities	WEEKLY SESSIONS	WEEKLY HOURS	MALE	FEMALE	Total Participations	Day(s) Used
OA Trip:	1	8	7	15	22	THE TROM
Teambuilding	1	6	21	24	45	
Clinic/Workshop:	2	6		6	6	, III
OA Unique:	2	6	3	4	7	

OUTDOOR ADVENTURE Rock Wall Activities	WEEKLY SESSIONS	WEEKLY HOURS	MALE	FEMALE	Total Participations	Day(s) Used
Participation: Summer	20	100	80	22	102	M-F
Unique:	1	3	18	20	38	

OUTDOOR ADVENTURE Special Event Programming	WEEKLY	WEEKLY	MALE	FEMALE	Total Participations	Day(s Used
OA V Tota	27	129	129	91	220	

INFORMAL RECREATION

Informal Recreation SRWS Program Activities	WEEKLY SESSIONS	WEEKLY	MALE	FEMALE	Total Participations	Day(s) Used
Buchtel Field	20	60				Tuesday - Friday
Central Hower	1	4				N/A

Open Badminton	28	294	Tuesday - Sunday
Open Basketball	63	376	Tuesday - Sunday
Open Futsal	28	315	Friday - Sunday
Open Volleyball	28	301	N/A

Informal Rec ACADEMIC CLASS FACILITY USAGE	WEEKLY	WEEKLY	MALE	FEMALE	Total Participations	Day(s) Used
Academic Facility Usage	168	1,350	4			

Spaces: 245=Classroom, 233=Conference, RW=Rock Wall, C1=Court, RB1=Racquetball, CH=Central Hower, BF=Buchtel Field, GXA=Studio A, TR=Track

Informal Rec Rental Usage	WEEKLY	WEEKLY HOURS	Space(s) Used	Total Participations	Day(s) Used
Inform Renta Totals	44	157			

CERTIFICATION CLASSES

CLASS	The second section is a second	WEEKLY SESSIONS	WEEKLY HOURS	MALE	FEMALE	Total Participations	Day(s) Used
		1	6	8	8	16	
	ertification otals:	1	6	8	8	16	

Memberships	Fac & Staff	Affiliate	Alumni	Retiree	Community	Student	Totals
Total Sold - Annual Memberships	3	1	13				17
Total Sold - 1 Month Memberships	5		16	1			22
Total Sold - 3 Month Memberships		1	9				10
Total Sold - 6 Month Memberships	-1		2				1
Total Sold - Semester (student only)						77	77
					Pool Only	SRWC	
Day Passes					46	65	111

ACTIVE HOUSING CONTRACTS

Dotted line denotes occupancy projection based on prior year averages and this year's decline.

