



Division of Student Affairs

Annual Report 2009–2010



From the Vice President for Student Affairs

As our name indicates, the primary focus of the Division of Student Affairs is Virginia Tech's students. Our obligation to students extends beyond the classroom to fostering individual learning and development, as well as instilling a sense of responsibility to the communities in which they live. Our role is to provide opportunities for new experiences and growth during students' time here, and to create a desire for exploration and learning that will continue throughout their lives.

Despite the continuing challenges of the economy, the dedicated staff members in this division have excelled in the past year, finding new ways to achieve success with reduced resources. Though reduced funding has created new obstacles, Virginia Tech continues to offer one of the best values in the state and in the country while still providing the excellent support, services and opportunities our students need to thrive.

As a division, we have made significant progress in accordance with the university's strategic plan. Our departmental initiatives contribute to holistic and transformative educational experiences for our students, promote the development of international and multicultural competencies, and support the university's commitment to continuous improvement.

I believe you will see in the following pages that we continue to achieve excellence in our pursuits and consistently embrace Virginia Tech's spirit of *Ut Prosim* (That I may serve).



Edward F.D. Spencer

Vice President for Student Affairs



Mission

The mission of the Division of Student Affairs is to promote student learning, life skills, and personal growth through a strong focus on holistic student development and collaborative partnerships that deliver superior service to, and care for, students in the spirit of *Ut Prosim*.

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Division of Student Affairs Strategic Plan Scorecard

The Division of Student Affairs has three division-specific measures that have been developed to evaluate its performance against the university's strategic planning goal to educate the whole student. Data have been collected over the past seven years on these measures:

- **Contribute to Holistic and Transformative Educational Experiences of Students**
 - ✓ Engaged students in co-curricular programs with a leadership or wellness focus.
 - ✓ Increased student participation in leadership programs by 90 percent over the past seven years.
 - ✓ Increased student engagement in wellness and health-related activities by 172 percent.
- **Promote the Development of International and Multicultural Competencies**
 - ✓ Increased student involvement in international and multicultural competencies by 40 percent over the past seven years. This increase can be attributed to new program offerings from Multicultural Programs and Services and Cranwell International Center.
- **Support the University's Commitment to Continuous Improvement**
 - ✓ Implemented student learning outcomes in all co-curricular programs, establishing learning outcomes for all division programs and services.
 - ✓ Developed a minimum of two programmatic and/or learning outcomes per department.

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The 2009-2010 year was filled with an array of noteworthy accomplishments for the Division of Student Affairs. The following pages list highlights of the division's most significant achievements, in addition to accomplishments of each of the division's 15 departments. These achievements support the university's strategic planning goal to educate the whole student in the following areas:

- The development of student leaders
- The promotion of international and multicultural competencies in students and employees
- The support of continuous improvement through the assessment of student learning outcomes in co-curricular programming

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Division of Student Affairs Accomplishments Related to the University's Strategic Plan

This year the Division of Student Affairs revised its mission statement so that it more accurately reflects the emphasis that the division places on collaborative partnerships and services to students. The division also developed a set of Aspirations for Student Learning. These aspirations reflect the division's desire to:

- Lead students in their quest to commit to unwavering curiosity
- Pursue self-understanding and integrity
- Practice civility
- Prepare for a life of courageous leadership
- Embrace the university motto *Ut Prosim* (That I May Serve) as a way of life

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In addition, division-wide Guiding Principles for Service were implemented. These principles foster a community of excellence and opportunity through learning, service, respect, and innovation.

The division undertook a comprehensive review of University Unions and Student Activities that focused on evaluating budget, staffing, programs, and services. In addition, the division completed the implementation of a four-year, comprehensive program review in which each department continuously assesses and evaluates its programs and services. The following departments comprised the final cohort of the first cycle:

- Cook Counseling Center
- Dean of Students Office
- Schiffert Health Service

The division also expanded the role and scope of the student programs emergency management planner to serve the emergency preparedness needs of the entire division. This change reflects the division's effort to ensure that all 15 departments are able to address and recover from a wide variety of possible emergency situations.

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A number of exciting accomplishments were achieved this year. The division saw the following successes:

- Completed and successfully opened New Hall West, a state-of-the-art residence hall and office building.
- Achieved 92 percent of the division's \$3 million campaign goal.
- Celebrated the 25th anniversary of the Order of the Gavel.
- Offered a Rest, Renewal, and Reflection opportunity to 30 employees in the division who assumed uncommon responsibility for the care of our community during the difficult times since April 16, 2007.
- Hosted an annual student event, Beach Bash, during Hokie Hi 2009 to better acquaint new students with the Division of Student Affairs.
- Recognized as a Gold Winner in the 25th annual educational advertising awards by Higher Ed Marketing for *You're in, Now What?* The publication also received a Silver Addy from the Advertising Federation of the Roanoke Valley and an Emma Award from the Central Virginia Chapter of the American Marketing Association.

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Aside from the division's successes, a new venture was also set into motion. A proposal was developed and approved that will allow for the expansion of Greek housing in a partnership arrangement whereby the Greek house corporation will contribute one third of the cost of new houses in the Oak Lane Community.

As in years past, the division continued to provide a series of professional development workshops for faculty and staff that is consistent with the division's commitment to continued professional development.

In terms of its continuing commitment to diversity, the division:

- Supported a Diversity Committee to promote diversity and multiculturalism across the division.
- Continued to build a close working partnership with Monterrey Tec in Mexico.
- Hired 10 new faculty members to the division in 2009-2010. Of those hired, two were persons of color, representing 20 percent of new hires; seven were female, representing 70 percent of the total.

Campus Alcohol Abuse Prevention Center



Campus Alcohol Abuse Prevention Center

This year, the Campus Alcohol Abuse Prevention Center experienced another successful year and was able to:

- Consult individually with 495 students.
- Provide a mandatory online alcohol education program completed by 99.6 percent of new students.
- Provide alcohol education to 899 students referred through the Office of Student Conduct.
- Offer alcohol education programs for 16 fraternities and sororities and in 22 classrooms, reaching nearly 2,500 students.
- Work with 12 peer educators to complete two non-drinking driver campaigns that reached more than 1,100 students.

Career Services



Career Services

- Career Services initiated the Pre-Health Advising Program in spring 2010 in an effort to increase the acceptance rates of Virginia Tech students into post-bachelor's programs in the health professions, such as medical, dental, pharmaceutical, veterinary medicine, occupational and physical therapy, and other allied health fields.
- Career Services also completed preparation for the new 2010-2011 First-Year Experience Program (QEP), collaborating with six of the 10 university pilot programs for 1,500 freshmen and 300 transfer students.

Cook Counseling Center



Cook Counseling Center

The average number of visits per student has doubled over the past five years. In response, the Cook Counseling Center expanded outreach efforts to two groups of potentially underserved populations. To reach those groups on campus, the center:

- Developed satellite offices in the Graduate Life Center (GLC) and Vet-Med School where counselors spent three afternoons a week in the GLC and two afternoons in Vet-Med.
- Relocated another satellite office from Collegiate Square to E. Eggleston Hall, located directly across the hall from the Office of the Dean of Students. This has facilitated improved service delivery to students and better communication between the offices.
- Continued progress with accreditation by the International Association of Counseling Services.
- Coordinated extensive research projects.

Corps of Cadets



Corps of Cadets

- Cadet John Steger was named the university's outstanding undergraduate leader of the year. A cadet has won this award for seven consecutive years.
- Awarded the minor in leadership studies to 140 corps graduates.
- Increased cadet applications 22 percent over 2009 and the corps expects to achieve a 23 percent increase of new cadets entering in August, 2010.
- Raised \$29.3 million to date toward the Virginia Tech Corps of Cadets' \$30 million goal in the Campaign for Virginia Tech.
- Continued to incorporate diversity-related issues in Cadet Leader School.
- The corps continued to develop its relationship with the Women's Center by helping organize and support two of their programs, the White Ribbon Campaign and the Mentors in Violence Prevention Training.

Cranwell International Center



Cranwell International Center

- More than 1,000 students attended culture night programs or participated in the Friendship Program; more than 1,300 attended the Dance of Nations or World Cup tournament; and approximately 15,000 people attended the International Street Fair.
- Implemented the Global Ambassadors Leadership program designed to welcome new international students to the Virginia Tech community, mentor them throughout their first year, and spread awareness about other countries and cultures on campus and in the broader community. Twenty-five student leaders (undergraduate and graduate, domestic and international) participated in this pilot program.
- Initiated a lunch program for Virginia Tech staff about cultural awareness and the issues facing international students and scholars.
- Organized an extensive orientation program for all new and transfer international students.

Dean of Students Office



Dean of Students Office

This year marked an extremely busy time for the Dean of Students Office. The office achieved the following milestones:

- Assisted more than 1,500 students in need during 2009-2010.
- Hired an assistant dean to explore, with local officials, programmatic initiatives aimed at enhancing community relations.
- Planned and implemented initiatives for non-physically injured students who were in Norris Hall on April 16, 2007.
- Created and established the *New Student Programs* moniker — the umbrella name for: transfer, spring, and freshman orientations, as well as Hokie Camp.

Fraternity and Sorority Life



Fraternity and Sorority Life

- Tracked Greek student academic progress, reporting a higher average GPA among Greek students than the average undergraduate GPA during both semesters of the 2009-2010 academic year.
- Advised the Greek community's initiation of a new service tradition called *Greeks Giving Back*.
- Announced recognition by the National Panhellenic Conference for the Virginia Tech Panhellenic Community, which received the Outstanding Membership Recruitment Award for the 2007-2009 biennium for campuses with more than 10 chapters.
- Developed and facilitated a Student Leadership Retreat with all four Greek councils.

Housing and Dining Services



Housing and Dining Services

Housing and Dining Services continued to rank as one of the best dining programs in the country.

The department:

- Ranked #1 for Best Campus Food in *Best 371 Colleges: 2010 Edition, The Princeton Review*.
- Increased off-campus meal plan holders from 9,098 to 9,469, an increase of 371 from August 28, 2008 to August 27, 2009.
- Continued to become more sustainable by purchasing local produce, offering reusable water bottles, donating unused food to area food banks, and composting waste in Owens Food Court, Hokie Grill, Southgate Food Center, and in the football stadium through Personal Touch Catering.
- Employed approximately 1,400 employees, of whom 1,200 listed their ethnic background. Of the respondents, more than 20.5 percent were ethnic minorities (11.6 percent Asian/Pacific Islander, 6.2 percent Black, 2.3 percent Hispanic, and 0.4 percent American Indian/Alaska Native).
- Succeeded in transitioning Pritchard Hall to a co-educational facility, emphasizing the change as a “celebratory transformation.”
- Accepted the transfer of the Conference Services unit to better align conference administrative functions with Housing and Dining Services.

Multicultural Programs and Services



Multicultural Programs and Services

- Co-sponsored a diversity workshop for the campus community and local business concerns. The program was the first effort with the New River Valley Community Services and was open to state-wide attendees. Two hundred and eighty participants were counted for both sessions of the all-day workshop.
- Co-sponsored the first Latino Student Forum.
- Co-sponsored alternative break programs in collaboration with Hillel.
- Directed and co-sponsored the 32nd annual Donning of the Kente, an afro-centric graduation ceremony recognizing the success of African-American presence at Virginia Tech.
- Provided more than 180 cultural awareness and educational programs.

Recreational Sports



Recreational Sports

Recreational Sports developed and improved collaborations with units throughout the Division of Student Affairs, and departments across campus to help shape the Virginia Tech community:

- Created Healthy Paths Partnership with Cook Counseling Center as a way to support students with depression, anxiety, eating disorders, and other health issues.
- Coordinated three fitness and wellness fairs with the Graduate School and the Department of Human Resources.
- Assisted the Office of Recovery and Support Implementation Team and the Student Planning Committee for April 16 to coordinate the second annual 3.2 Run in Remembrance, which was a huge success with approximately 8,000 runners.
- Worked closely with the general contractor, the architect firm, and university departments on the construction of the McComas Hall Recreational Facility expansion that is due to open in late August 2010, and opened six new tennis courts at the South Recreation Area fields.
- Experienced continued growth in participation in intramural sports, instructional swim and gymnastics, and open recreation use of McComas Hall and War Memorial Hall.

Residence Life



Residence Life

- Implemented departmental restructuring to improve student learning through reallocation of existing resources.
- Created inaugural issue of an online alumni publication for former resident advisors.
- Succeeded in implementing the transition of general residential student spaces into living and learning communities through the addition of “Students Engaging and Responding through Volunteer Experiences” (SERVE), a theme community focused on community service.
- Participated in the 2009 EBI Resident Assessment, which showed a dramatic improvement in students’ overall satisfaction with their room and floor in the residence halls.
- Collaborated with the Student Government Association, the GREEN Team, and the Office of Sustainability to teach principles of conservation of environmental and energy resources through the “Virginia Tech Eco-Olympics.” There were noticeable declines in the amount of electricity being consumed in the residence halls, proving the value of the program for the future.
- Presented *The Tunnel*, a major Residence Life programming event sponsored by Hokie F6, which supported the Principles of Community.

Schiffert Health Center



Schiffert Health Center

- Received another three-year term accreditation from the Accreditation Association for Ambulatory Health Care.
- Continued the pioneering program Healthy Paths, which brings interdisciplinary support services to students contending with eating disorders.
- Implemented online appointment scheduling.

Services for Students with Disabilities



Services for Students with Disabilities

- Integrated the delivery of note-taking accommodations for students with disabilities via Scholar.
- Promoted and secured additional Virginia Tech Foundation funds of \$25,000 over a five-year period, to be used for direct student services.
- Developed a dedicated faculty section on the SSD website.
- Partnered with the director of ADA services to bring together a group of cohorts who can provide resources and direct services (both on- and off-campus) for returning veterans and Wounded Warriors.

Student Activities



Student Activities

Student Activities expanded its Leadership Tech (LT) program to include a third-year module, Engaging Leaders. The entire LT program consisted of 59 student facilitators, 147 freshmen, 83 sophomores, and 46 juniors, which is the largest number of participants in the history of the program. Student Activities also realized the following milestones:

- 711 student organizations registered for 2009-2010.
- 6,145 individuals volunteered for SGA's Big Event at Virginia Tech.
- 6,209 people and more than 630 teams participated in SGA's *Relay for Life* and raised more than \$562,000 for the American Cancer Society.
- SGA sold more than 80,000 Hokie Effect shirts and organized 1.8 tons of recyclables at the Green Effect Football Game.

Student Conduct



Student Conduct (formerly Judicial Affairs)

- Received and processed approximately 2,335 individual student incidents. This includes 334 students (14 percent) with more than one incident in 2009-2010.
- Issued 149 suspensions for various types of misconduct. This number increased from 131 in 2008-2009.
- Experienced a decrease in student organizational conduct cases from 27 in 2008-2009 to 15 in 2009-2010.

University Unions



University Unions

- Experienced nearly three million building visits during the 2010 academic year.
- Provided event management support to 15,721 activities.
- Initiated operations of Subway and Seattle's Best Coffee in Johnston Student Center in fall 2009.
- Supported the production of more than 50 cultural events ranging from the Diwali Festival of Lights to Donning of the Kente.

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