



STUDENT AFFAIRS **ANNUAL REPORT**

2021-2022

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Dear Provost Clarke,

When we asked Student Affairs leaders to submit their information for this annual report, we asked them to include a short summary evaluation of the year from the director's perspective. In addition to quantitative analysis of the year's accomplishments, the directors' own thoughts give great insight into the challenges and opportunities this year brought.

Many of our directors characterized 2021-2022 as a year of transition, as the university shifted to a fully in-person student experience. They also noted that Student Affairs was not immune to the problem that faced many Virginia Tech units and the student affairs profession nationwide: high employee turnover and staffing issues.

Yet the mood from these leaders was one of optimism and perseverance. Words like "reconnect," "renew," "rebound," "reinvent," "rethink," "recalibrate," and "reignite" peppered their writing and conveyed a sense of anticipation, creativity, and gratitude for the chance to once again be with students and each other in person. Some wrote that their departments' "agility" and "adaptability" were called upon as they took what was best from the time of remote communications and combined it with new approaches to serving students.

The ability of Student Affairs employees to rise to any occasion has been documented in previous annual reports, and I am in awe of their fidelity to our goals: to support the individual success and well-being of every student.

Student Affairs has the privilege of guiding and helping students at a time when they are making decisions and having experiences that will shape who they are now and who they will become in the future. Our commitment to students includes giving them new information and experiences that promote personal and professional knowledge, skills, and character development. Our aim is for all students to fully ExperienceVT and grow in their understanding of the Aspirations for Student Learning.

From orientation through graduation, both in and out of the classroom, Student Affairs provides a framework for academic achievement, personal growth, and lifelong fulfillment by providing rich co-curricular learning opportunities, events, resources, programs, and essential student services. Student Affairs is composed of faculty; full-time staff; wage employees; graduate assistants; and student employees, leaders, and interns – more than 3,600 people who touch nearly every aspect of students' lives. The programs, essential services, events, and resources Student Affairs provides complement and complete the academic rigor of a Virginia Tech education.

Our mission, [Beyond Boundaries](#), [InclusiveVT](#), the [Aspirations for Student Learning](#), and our motto, Ut Prosim (That I May Serve), remain our guiding lights and have helped us to solidify a culture that is dynamic, human-centered, adaptable, and always preparing our students to understand the deeply moral calling of Ut Prosim to make the world better for all.

In this report, we outline the ways in which we are building, sustaining, and strengthening that culture.



Frances B. Keene
Interim Vice President for Student Affairs
Virginia Tech

Student Affairs strategic goals support the Aspirations for Student Learning, Virginia Tech’s [Principles of Community](#), and our [Beyond Boundaries](#) vision as our roadmap to help students discover the value of a Virginia Tech education.

Each of the programs, services, and activities noted in this report supports at least one of these goals. Student Affairs strives to provide:

- Opportunities for students to Experience VT
- A culture of student success and well-being
- A culture of employee well-being and flourishing
- A culture of inclusion and belonging
- A culture of administrative excellence and effectiveness
- A culture of data-informed decision making
- A culture of teamwork, collaboration, and innovation

Key accomplishments and notable changes in outcomes

Opportunities for students to Experience VT

Experience VT is an experiential learning movement to help students identify their strengths, clarify their goals, and create pathways that allow them to cultivate a sense of agency to meet their goals. Highlights of opportunities for students to Experience VT in 2021-2022 include:

Living Learning Programs

The Office of Living Learning Programs (LLPs) launched to support the university’s strategic goal of increasing the number of undergraduate students in Living Learning Programs to 67% by 2024. The office launched 3 new programs (for a total of 17) and increased overall participation from 38% to 41.2%. (Fig. 1) The positive impact of LLP participation was particularly amplified for first-generation students, who scored, on average, 9% higher in all domains than their non-LLP pers.

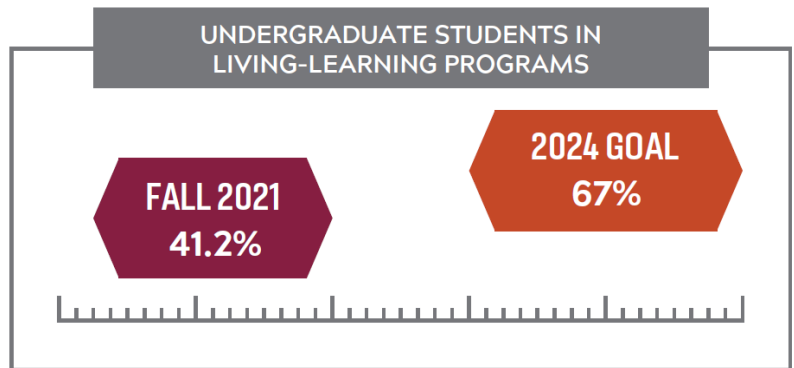


Fig. 1

Student Government

Student Affairs launched the Undergraduate Student Senate (USS) based on recommendations from the [Task Force on the Future of Student Governance](#). USS replaced the Student Government Association (SGA), bringing with it renewed interest and enthusiasm among undergraduates and a full and diverse slate of leaders in undergraduate student government for the first time in a number of years.

Organizations and Engagement

Student Engagement and Campus Life (SECL) offered 1,061 engagement opportunities in 2021-2022, including Gobblerfest, discussion groups, and cross-cultural events, among many others.

SECL also supported 884 student organizations, which include 14,156 reported members.

Fraternity and Sorority Life (FSL) increased the number of Greek organizations at Virginia Tech to 55 and increased the diversity of the community through expansion and reactivation efforts, including six new or revitalized organizations that serve identity-based or special-interest groups.

Civic Engagement and Service

Civic engagement experiences continued to grow with leadership from VT Engage: The Center for Leadership and Service Learning and the students in the Hokies Vote Caucus, with the Virginia Tech student population hitting all-time rates of voter registration rate (90.7%) and voting (73%). (Fig. 2)

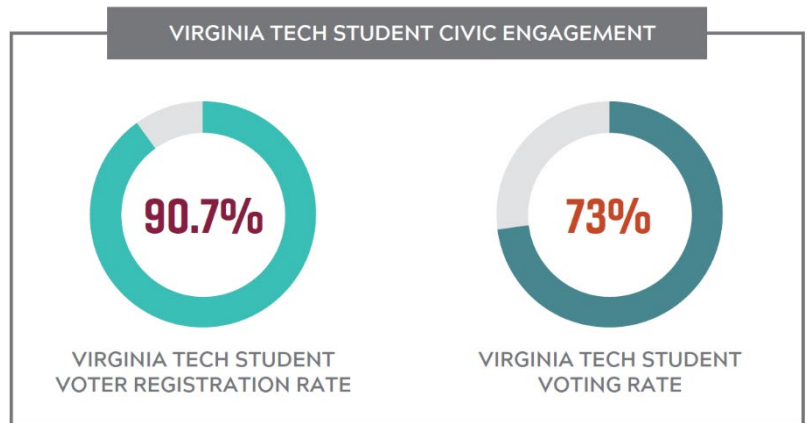


Fig. 2

The Corps of Cadets and its students engaged in over 12,000 service-related efforts last year, and the Corps continues to grow in its role in helping define the ethos and brand of Virginia Tech.

Student success and well-being

Student Affairs provides a framework and environment to foster students’ holistic development, success, and well-being. Highlights of our work in this strategic priority area for 2021-2022 include:

Mental-health Services

Cook Counseling Center implemented strategies that led to increases in key areas of service to students. (Fig. 3)

For example, the Cook Connect Personalized Care Model improved average wait times to first appointment from 11.60 days in 2019-2020 to 8.68 days in 2021-2022.

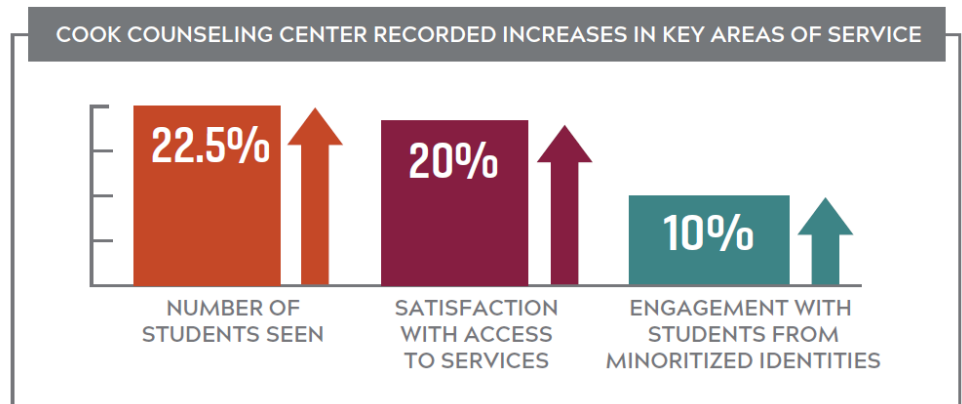


Fig. 3

The Counseling Center increased engagement with underrepresented students and identity-based groups through the addition of three new staff members to work closely with the Black Cultural Center and Ujima Living-Learning Community, the assignment of seven clinicians to serve as liaisons to Cultural and Community Centers and the Corps of Cadets, and implementation of identity-based support groups.

Physical-health services and resources

Schiffert Health Center (SHC) continued to feel the impacts of COVID-19 in 2021-2022, including managing the vaccine mandate and testing clinic--conducting and/or distributing 38,000 tests. SHC providers also saw 16,729 unique students for a total of 55,880 visits.

Recreation continues to be a central part of many students' Virginia Tech experience. Last year, Recreational Sports recorded 688,941 visits to McComas Hall and other facilities; 34,785 Group Exercise class participations; and 44,691 Intramural Sports participations. Rec Sports also supported five sports club teams that were named national champions in their conference.

Orientation and Transfer Experiences

New Student and Family Programs (NSFP) collaborated with academic partners to introduce a new Welcome and Transition Experience to yield and retain the target class size that the university has set as its goal for first year and transfer students. Asynchronous virtual orientation was attended at a rate of 97% with 8,223 students, and 8,041 students completed all asynchronous virtual modules. In addition, 2,072 students attended on-campus tours, bringing 2,741 people with them.

Disability Accommodations and support

Services for Students with Disabilities (SSD) supported over 3,800 students with disabilities by determining reasonable accommodations for campus participation. Support included proctoring over 9,000 assessments on behalf of instructors for students with disabilities and expanding testing center hours to several evenings a week to provide students and instructors greater availability; providing financial assistance for eight students with disabilities and 15 students in need of psycho-educational evaluations; and instituting a peer mentoring program focused on social engagement.

Financial and Food Assistance

The Dean of Students office provided over \$288,000 in emergency funds for students with one-time, immediate financial needs.

VT Engage and the Dean of Students partnered to launch The Market of Virginia Tech to provide food assistance to students who, for whatever reason, have a challenging time obtaining regular, healthy meals. In this first year, The Market enrolled 100 students and provided 11,000 meals.

Sexual Violence Prevention and Education

Student Affairs played a pivotal role in the President's Sexual Violence Culture and Climate Work Group, with employees and departments contributing to multiple sub-committees and implementation efforts. Student Affairs Communications worked with others to develop SAFE at VT, Virginia Tech's new website for advancing a university environment that protects against sexual violence, and to design campaign materials and strategies. Hokie Wellness also contributed greatly through its new Sexual Violence Prevention Specialist and training for Residential Well-being staff.

Inclusion and belonging

Student Affairs supports access and success for all students by engaging them in programs, conversations, and experiences that develop cultural competency, foster inclusion, build bridges of understanding, and teach effective advocacy. Highlights in this priority area in 2021-2022 include:

Events and Experiences

VT Engage hosted Ms. Opal Lee, the Grandmother of Juneteenth, bringing students the wisdom of a pioneer in diversity and an understanding of the difference that one person's service to a cause and community can make. This event garnered 780 participants.

Cranwell International Center held the 61st annual International Street Fair after a two-year hiatus and saw more groups and individuals participate than ever before.

Human Resources

Dining Services increased and supported staff diversity at all levels through multiple strategies, including: increasing starting pay to \$15 an hour, partnering with Student Affairs Human Resources to hire refugees through the Blacksburg Refugee Partnerships, and implementing the Skill Up program to help employees gain English proficiency.

Administrative excellence and effectiveness

Student Affairs recognizes that our mission to support, educate, and care for students is best achieved through effective policies, practices, and processes that keep people at the center. Highlights in this area in 2021-2022 include:

Advancement

2021-2022 was another banner year for the Advancement team in Student Affairs. Five years into a ten-year campaign, Student Affairs is already at 88% (\$22 million) of our \$25 million campaign goal. (Fig. 4) We have also exceeded our FY22 fundraising goal by 62%. (Fig. 5)

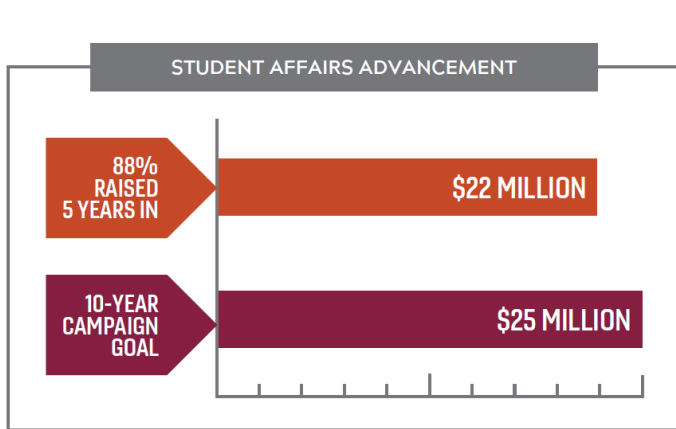


Fig. 4

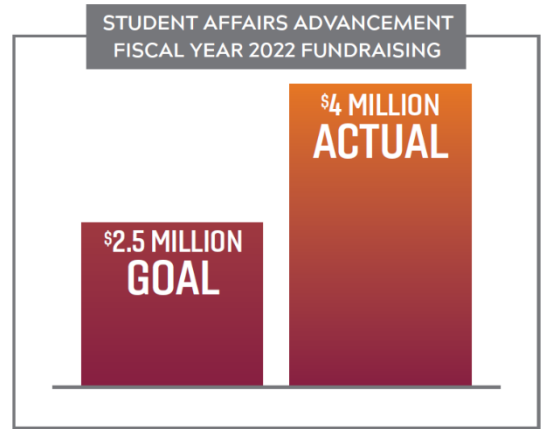


Fig. 5

Hiring

Dining Services and Student Affairs Human Resources initiated a centralized hiring program for all student and non-student wage entry-level positions, which resulted in a 97.3% increase in student hiring from FY21. (Fig. 6)

Data-informed decision making

In 2021-2022, Student Affairs worked with Enrollment Management and other university partners to begin identifying how the wealth of the division’s data about the student experience can contribute to the University Data Commons to identify strategies and opportunities for collaboration to improve student success.

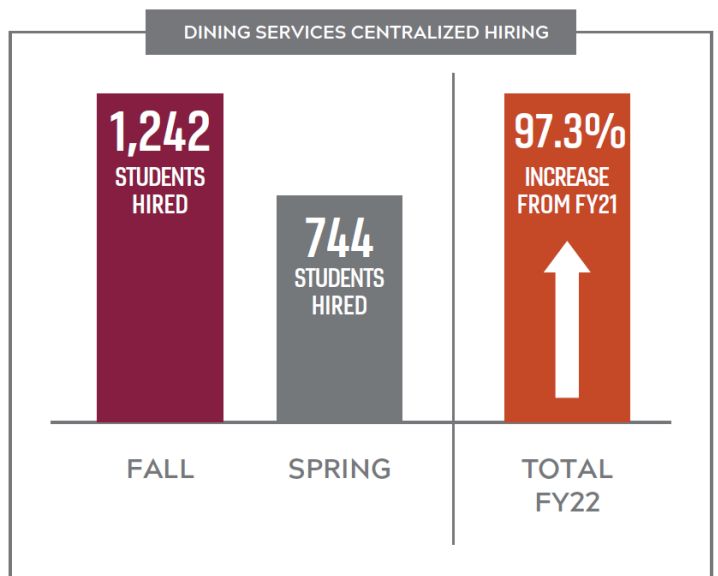


Fig. 6

Assessment and Professional Development and Student Affairs IT also collaborated to develop departmental dashboards in Power BI to remove data silos and show how departments are positively impacting the student experience.

Plans and goals for the coming year and new and innovative programs

Office of Inclusion and Belonging

The Office of Inclusion and Belonging, launched this year, is the newest addition to Student Affairs diversity efforts. Through new and innovative practices, increased support of current initiatives, and collaboration across units, Inclusion and Belonging will support students in their efforts to challenge their assumptions and make connections across differences. In addition, the office will form partnerships with the Cultural and Community Centers, the Office of Inclusion and Diversity, and diversity directors throughout campus. These partnerships will allow us to create opportunities for students to engage the values of inclusion and belonging in all parts of their lives. At the center of this work is our core belief that students are important leaders in making all feel included.

Residential Well-being

Launched in fall 2022, the Residential Well-being initiative brings resources and programs into students' living and learning environments to reach students when and where there are the greatest opportunities to affect their well-being.

With live-in, embedded counsellors; an emphasis on student-leader positions that prioritize students' well-being, engagement, and success; and ongoing mentoring and support from faculty and staff coaches, the initiative supports holistic well-being and the mental health of Virginia Tech students by bringing helpful resources to their residence halls.

Inclusion and belonging are foundational to the student experience in the Residential Well-being model of holistic living, giving students who live on campus new ways to interact with each other, with staff, and with Student Affairs programming. To foster inclusion and belonging, the Residential Well-being model organizes Virginia Tech's large residential campus into smaller communities, each supported by professional case managers, well-being coordinators, Experience VT coordinators, embedded counselors, and highly trained student leaders who focus on inclusion and belonging, well-being, and engagement.

TimelyCare

TimelyCare, a virtual health service, is the latest addition to Virginia Tech's mental health and wellness resources. It brings virtual mental health counseling and wellness coaching to students -- anytime, anywhere, free, and fast.

Through TimelyCare, students can connect to a counselor for immediate care, scheduled counseling, or health coaching. They can access TimelyCare with a phone, computer, or tablet, and they can choose phone or video sessions. The service accommodates more than 250 languages and offers translation services. In addition, for scheduled counseling and health coaching, students can look at the biographical information and photos of counselors and choose the one they feel best suits their needs.

Another benefit is that students can access TimelyCare when they are home for holidays or away from campus for internships, regardless of their location in the United States. TalkNow is also available internationally with a U.S.-based phone number or virtual private network.

Civic Democracy and Leadership Initiative

The Civic and Democracy Leadership Initiative (CDLI), which will launch in spring 2023, is designed to prepare Virginia Tech students to lead with a deep commitment to democratic ideals and civic practices. With a politically and intellectually diverse cohort of students, participants will:

1. learn the basic tenants of democracy.
2. develop superior listening skills.
3. practice finding common ground among deep differences of perspective
4. prepare to lead lives marked by active and productive engagement in civic life, industry, education, government, and other outlets in pursuit of the common good.

Each year, Virginia Tech will select 50 students to participate in a year-long series of leadership discussions, practical experiences, and skill-building modules that culminate in receiving a CDLI Certificate. In subsequent years, these students will mentor new CDLI participants, as well as engage the larger Virginia Tech student community in opportunities to learn more about productive civic behavior and the attributes of democracy.