

## **Division of Student Affairs 2007-2008 Annual Report**

The 2007-2008 year was filled with an array of noteworthy accomplishments for the Division of Student Affairs. Listed below are highlights of the division's most significant achievements, in addition to achievements made by 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, and the support of continuous improvement through the assessment of student learning outcomes in co-curricular programming.

### **I. Division of Student Affairs Accomplishments Related to the University's Strategic Plan**

#### **A. Division-Wide Accomplishments**

- Monitored the continued implementation of 28 assigned recommendations related to the events of April 16, 2007. These recommendations were derived from reports made by four review panels and fall under the general division responsibilities of *Reporting and Helping Distressed Students* and *Engaging and Assisting Students*.
- Hosted an appreciation reception for the entire Division of Student Affairs on November 16, 2007 in order to acknowledge employees' hard work and tremendous efforts following the events of April 16, 2007.
- Demonstrated adherence to standards and requirements set forth by the Southern Association of Colleges and Schools (SACS), submitting an annual report describing Student Support Services (2.10), Student Rights and Responsibilities (3.9.1), Qualified Staff (3.9.3), and Student Complaints (4.5).
- Continued the implementation of a four-year, comprehensive program review for each department in the division, in an effort to continuously assess and evaluate programs and services. This year, the division completed program reviews for six departments—including the departments of Career Services, Cranwell International Center, Housing Services, Recreational Sports, Student Activities, and University Unions—bringing the total of completed reviews to eight in the first two years.
- Administered the Profile of the American College Student Survey to a cross section of Virginia Tech students during the Spring 2008 semester. An analysis of the survey results will be conducted in 2008-2009.
- Hosted the annual Student Life Roundtable during the fall of 2007 in order to better acquaint students with the Division of Student Affairs. The event was presented in an interactive game show format and provided students with the opportunity to learn more about Virginia Tech, its students, and the programs and services provided by the Division of Student Affairs.
- Provided a series of professional development workshops to division faculty and staff, consistent with the division's commitment to continued professional development. A Professional Development Day during the fall semester included the first annual presentation of four new division awards. Breakout sessions followed in the afternoon, with employees invited to attend three sessions of their choosing. In the spring, the division offered a series of three professional development workshops on *Higher Education in Virginia*, *Introduction to Budget and Finance*, and *Advanced Budget and Finance*.

- Implemented an improved faculty performance planning and evaluation form. This form provides all faculty in the division a standardized form with which to report their annual accomplishments, and for supervisors to evaluate and provide feedback.
- Developed Continuity of Operations Plans (COOP), in cooperation with the Office of the Vice President and individual departments in the division. COOP plans were made in compliance with the Governor's 2007 Executive Order #44.
- Updated the division's faculty salary study, with updated data to be used for supervisors' 2008-2009 faculty salary merit adjustment recommendations.
- Participated in the Campaign for Virginia Tech's Kickoff and Family Day Showcase. In addition to hosting departmental booths at the event, the division featured a series of student performances that drew large crowds. While this was the first time Student Affairs had been included in such an event, it appeared to be a success.
- Achieved 82.3% of the division's \$3 Million donation development goal through the acquisition of significant contributions and deferred gifts.
- Produced and distributed several new division publications to broaden awareness of the division and its services. These documents include a Division of Student Affairs brochure, a Division of Student affairs bookmark, a *Community of Hokies* brochure, and a *Highlights of Excellence for Virginia Tech Parents* brochure.

#### **B. Campus Alcohol Abuse Prevention Center**

- Distributed brochures to all on-campus students to address the risks of alcohol overdose and to explain the secondary negative outcomes of alcohol overdose and abuse.
- Designed and implemented five alcohol abuse prevention media campaigns. Alcohol abuse prevention posters were placed at designated campus locations and distributed to all resident assistants.
- Provided web-based 21<sup>st</sup> birthday intervention to all Virginia Tech students in order to discourage alcohol abuse.
- Continued to implement the pilot *Meet Your Neighbor* program, in cooperation with the Neighborhood Services Coordinator from the Town of Blacksburg. *Meet Your Neighbor* promotional materials were also distributed to 2000 Blacksburg residents in five neighborhoods.
- Served on the Town-Gown Committee, working with the town's *Neighborhood Enhancement* program to address alcohol issues in the Blacksburg community and meeting with neighborhood associations throughout the year.
- Facilitated 95 alcohol abuse workshops to 1146 judicially mandated students. This statistic represents a 28% increase (from 893 to 1146) in the number of students served. These workshops included
  - 15 eight-hour (four-session) workshops serving 85 students;
  - 30 four-hour (two-session) workshops serving 302 students; and
  - 50 two-hour workshops serving 714 students.
- Conducted motivational interviews concerning student alcohol use with 469 students. This statistic represents a 54% increase (from 305 to 469) in the number of students served. These motivational interviews include
  - 85 one-hour interview sessions;
  - 302 thirty-minute interview sessions;
  - 45 two-session interview sessions; and
  - 37 additional student counseling sessions concerning student alcohol use.
- Supported the Women's Center's sexual assault prevention efforts, providing staffed information tables at university events.
- Sponsored six alcohol-free programming events for students, in cooperation with CISCO, the German Club, the Ballroom Dance Club, and the Swing Dance club.

- Helped carry out several studies on alcohol abuse among Virginia Tech students, in collaboration with faculty from the Department of Psychology. This collaboration included the supervision of three undergraduate research projects related to celebratory alcohol consumption.
- Served on the Virginia College Alcohol Leadership Council, assisting the Council in planning its state conference and drive-in workshops.

### **C. Career Services**

- Dedicated the new Career Services office building on October 20, 2007 in honor of Garnett and Patsy Smith.
- Successfully launched the new *Hokies4Hire* online career database for Virginia Tech students and alumni. *Hokies4Hire* has registered 6,403 students and 4,478 employer organizations since its launch and has demonstrated an 11% increase in employers who have interviewed students.
- Increased the Post Graduation Survey return rate among graduating students, from 59% (Class of 2005-2006) to 73% (Class of 2006-2007).
- Achieved award recognition for its annual Tailgate Open House Party, including a Division of Student Affairs Award, a NASPA Silver Award, and a NACE Excellence Award.
- Successfully executed the Career Services departmental marketing plan, resulting in the department exceeding its two-year goal to increase freshmen and sophomore use of services by 20% and instead reaching 30%. The marketing plan included
  - Maintaining a departmental presence on the Facebook networking website;
  - Providing regular podcasts to Virginia Tech students and alumni on the Career Services' website;
  - Distributing customized Career Services newsletters to student population groups, including newsletters for specific colleges and especially for freshmen and sophomores; and
  - Increasing student awareness of available services by hosting 43 outreach events around campus and distributing Career Services T-shirts and other promotional materials.
- Increased departmental assessment and evidence-based decision making capabilities. This was achieved by creating four sets of learning outcomes, in addition to assessing advising services and workshops. Assessment results indicated positive learning

### **D. Cook Counseling Center**

- Accommodated an increased student demand for services, providing counseling and psychiatric services to 56% more students than in years past. The demand for counseling and psychiatric services at Cook Counseling Center was increasing prior to April 16, 2007. In the aftermath of the tragedy, the number of student appointments at the center has continued to increase.
- Hired three additional counseling staff members in an effort to meet the increased student demand for psychological services.
- Enhanced coordination of treatment and follow-up care for students requiring hospitalization for depression, suicidal ideation, and other concerns over the course of the year, consistent with Cook's focus on improved patient case management.
- Increased the number of group counseling opportunities available to students, in response to the growing number of students taking advantage of counseling services. Nonetheless, individual counseling remains the dominant mode of treating students who seek psychological services.
- Trained Virginia Tech graduate students in the field of mental health, thereby carrying out an integral part of the Cook Counseling Center's mission. The Center serves as the site for a

Pre-Doctoral Program in Professional Psychology and received notification this year of its re-accreditation by the American Psychological Association.

- Responded to concerns raised in several reports that at-risk students may not be detected or receive appropriate attention. As a result, the Director of the Cook Counseling Center now serves as a member of both the Care Team and Virginia Tech's newly established Threat Assessment Team.

#### **E. Corps of Cadets**

- Sponsored 16 cadets to participate in leadership, honor and, ethics conferences at the North Georgia Military College and State University, the U.S. Military Academy, the U.S. Naval Academy, the U.S. Air Force Academy, the Citadel, and the University of Notre Dame.
- Enhanced the academic rigor of Management 2944, the Virginia Tech military leadership practicum course. Course curriculum focused on the leadership styles of cadets and was helpful in improving the teaching and learning of leadership within the Corps.
- Provided academic tutoring for cadets, in coordination with the University's Center for Academic Enrichment and Excellence (CAEE). Tutoring services were provided to freshmen cadets, in particular, with upper-class cadets majoring in a specific subject area assisting freshmen cadets having difficulty in that discipline. The commitment to cadets is to procure a tutor in any subject in which a cadet is having difficulty.
- Presented the annual Cutchins Lecture featuring CBS newsman Bob Schieffer to a large audience in Burruss Auditorium, in partnership with the Pamplin College of Business.
- Cultivated over 700 Leadership Studies students. The Rice Center for Leader Development awarded the Minor in Leadership Studies to 160 graduates during the 2007-2008 academic year.
- Expanded the Corps of Cadets' *Olmsted Foundation's Cadet Travel and Cultural Immersion Program*, optimizing cadet participation through aggressive liaison with U.S. embassies in visited countries. In recognition of this liaison, the Corps received an additional \$5,000 from the Olmstead Foundation for a total \$20,000 grant for cadet travel in 2008.
- Increased the Corps of Cadets endowment fund in order to build the Emerging Leader Scholarship program and thereby improve new cadet recruiting. The Corps of Cadets' campaign statement was distributed to 15,000 Corps alumni and, as a result, year-end alumni giving increased by 93%.

#### **F. Cranwell International Center**

- Served more than 600 new and transfer students during the fall and spring semesters, offering a welcoming climate in which to begin academic studies and information related to cultural awareness.
- Developed a nutrition and grocery store program for international students, in collaboration with the Office of Health Education at the Schiffert Health Center.
- Provided programs and services for international students in the area of alcohol use and abuse, in cooperation with the College Alcohol Abuse Prevention Center.
- Provided continued support to the internationally located families of April 16, 2007 victims, in collaboration with the Office of Recovery and Support.

#### **G. Dean of Students Office**

- Expanded the Care Team roster to provide a more inclusive group of university advocates.
- Provided follow up services to students who came to the Dean of Students Office, not in immediate crisis, but instead seeking general advocacy and assistance. Follow up was conducted via e-mail and phone call.

- Instituted the *Hokie Camp* initiative, for launch in August 2008. *Hokie Camp* is an optional, two-day retreat for incoming freshmen held at the Smith Mountain Lake 4-H Center in Wirtz, VA
- Co-sponsored *The Forum*, a student initiated program addressing campus climate and diversity issues, in cooperation with the Alliance of Concerned Students (ACS).
- Co-sponsored *Hip Hop: Beyond Beats & Rhymes* with speaker Byron Hurt, a program addressing masculinity issues and contemporary social values. The program was a collaboration between the Dean of Students Office, Judicial Affairs, the Virginia Tech Women's Center, and other university departments.
- Continued to serve as a liaison for the Virginia Tech Interfaith Council.
- Continued to assess freshman orientation attendees in order to improve orientation programming.
- Hired a new Case Manager and completed the hiring search for an Orientation Manager to join the Dean of Students staff, in an attempt to better serve students.
- Instituted a new *Hokie Parent Newsletter* format.
- Merged Family Day events with the University Campaign Kickoff.

#### **H. Fraternity and Sorority Life**

- Organized the university's first ever National Hazing Prevention Week in September 2007.
- Reorganized the three national Greek honor societies at Virginia Tech, implementing higher membership intake standards and programming that emphasized the academic and leadership missions of the honor societies and department as a whole.
- Invited a National Pan-Hellenic Conference Leadership Team to administer the Standards of Greek Excellence (SOGEX) assessment program at Virginia Tech. The many recommendations will be reviewed for possible implementation in the future.
- Provided support to the Northern Illinois University (NIU) community after their campus violence tragedy. A large delegation of Virginia Tech student leaders traveled to NIU to provide support, organize a candlelight vigil, and share experiences that benefited all involved.
- Initiated and completed the first-ever OFSL Learning Outcomes Benchmarking Survey to assess the newly established fraternity and sorority life learning outcomes. The assessment tool will be utilized annually to establish an on-going assessment of the department's learning outcomes, including
  - Academic Success;
  - Service and Citizenship;
  - Life-Time Friendships;
  - Leaderships; and
  - A Healthy Residential Community

#### **I. Housing and Dining Services**

- Achieved high national rankings and award recognition for food quality and dining service, including the following awards
  - Ranked number one for Best On-Campus Food in *The Princeton Review's* annual college publication;
  - Received sales awards from Au Bon Pain Corporation;
  - Achieved award recognition for dining services special events from the National Association of College and University Food Services; and
  - Received a Golden Cup Award from the Specialty Coffee Association of America for Deet's Place dining service.

- Continued work on planned major building projects, including the West Ambler Johnston renovation, New Residence Hall I construction, and the construction and planning of a new dining facility on the former Heavener property.
- Oversaw renovation projects in existing residence halls, including
  - Retiling showers in Pritchard Hall;
  - Making two bathrooms in Slusher Hall ADA accessible;
  - Replacing several flat roofs in the Oak Lane community;
  - Repairing and waterproofing Main Campbell Hall's foundation and cap stones;
  - Painting and repairing several residence halls and Oak Lane buildings;
  - Installing elevator phones and replacing jacks in several buildings; and
  - Replacing furnishings in Payne Hall and several Oak Lane buildings.
- Managed cleaning and housing preparation for all regular student housing and university special events, including
  - Cleaning and preparing 300 rooms for summer school and 672 rooms for Commencement Housing;
  - Preparing rooms and managing housing for 5,000 new students and parents taking part in the Freshman Orientation Program;
  - Cleaning and preparing student rooms, baths/showers, and public areas for Fall 2008 semester opening;
  - Cleaning 9,732 housing rooms to accommodate 14,549 guests for summer conferences; and
  - Preparing 185 lounge spaces to accommodate overflow housing.
- Continued to build towards a maintenance customer approval rating of 90%, using evaluations to improve satisfaction while meeting its goal to resolve customer initiated work-orders within one business day and all work requests within five days.
- Maintained a Level 2 housekeeping cleanliness standard as set forth in the Association of Physical Plant Administrators guidelines.
- Continued to provide emergency housekeeping service 24/7.
- Started an employee recognition program for dining employees to encourage continued excellent employee performance.
- Emphasized healthier menus in the dining centers, providing new whole-grain menu items and trans fat-free desserts and breads at Deet's Place.
- Concentrated on sustainability and social responsibility programs, implementing a pilot program to reduce food waste by
  - Eliminating customer tray usage in D2; and
  - Participating in a student initiative to donate leftover food to a local Salvation Army food bank.

## **J. Judicial Affairs**

- Adjudicated approximately 2,893 individual student cases in 2007-2008, demonstrating a 9.6% decrease in individual adjudications from 3,200 adjudications in 2006-2007.
- Adjudicated 36 student organization cases involving 30 student organizations. Those organizations include 18 Interfraternity Council fraternities, eight National Pan-Hellenic Conference sororities, and four registered, non-Greek student organizations. The number of student organization judicial adjudications this year increased by 100%, from 18 adjudications in 2006-2007 to 36 adjudications in 2007-2008.
- Received a \$300,000 Violence Against Women Act grant from the U.S. Department of Justice, to be shared with the Virginia Tech Women's Center. The grant will be awarded over three years to support three large-scale student programs reaching approximately 1,500 students.

- Conducted a learning outcomes assessment and education sanction assessment project concerning student judicial hearings. A majority of the students surveyed (73%) reported receiving clear communication about their judicial hearing. 72% felt they were treated respectfully, while 66% reported they are less likely to engage in the same misconduct in the future.
- Conducted 1,539 background checks for government investigators, the U.S. Office of Personnel, law schools, transfer certifications, and Virginia Tech departments and offices. This number has increased 12.4% since 2006-2007, when 1,370 student background checks were conducted.

#### **K. Multicultural Programs and Services**

- Executed over 180 cultural programs involving collaborations with more than 60 campus and community partners, reaching an estimated 7,000 attendees.
- Promoted collaboration with several university and community organizations, thereby allowing an office with a \$25,000 base programming budget to create programming in excess of \$150,000.
- Advised the Black Cultural Center Alumni Advisory Board, which provided funding to the Black Cultural Center Foundation for the development of a scholarship endowment.
- Celebrated the tenth anniversary of the *Safezone* Program, a campus-wide alliance in support of the rights of LGBTQ students and faculty.
- Created experiential service learning opportunities for students during school breaks. In partnership with the Hillel student organization, Multicultural Programs and Services organized and allowed student travel to New Orleans in support of Hurricane Katrina rebuilding efforts.

#### **L. Recreational Sports**

- Provided space and event support, on short notice, for President Bill Clinton's visit to Virginia Tech, as sponsored by the Young Democrats at Virginia Tech.
- Hosted fourteen internships for Virginia Tech undergraduate students. The experience allowed Human Nutrition, Foods, and Exercise undergraduate students to apply their education in a fitness setting and helped them with their career directions.
- Provided part-time work experience to 400+ students in areas such as fitness, marketing, facility management, and sports officiating.
- Hosted student leader retreats related to five major recreational sports programming areas, allowing students time away to focus on the skills needed in their leadership positions and to reflect on themselves as leaders.
- Developed the first ever assessment plan for the Department of Recreational Sports, which included evaluating the effectiveness of the department's mission statement as well as the effectiveness of operations.
- Worked with university architects and Hughes Group Architects on the design scheme for the expansion of McComas Hall.
- Began a renovation project to replace the Pool Pak HVAC system in the McComas Pool.
- Began the design of six new tennis courts to replace those lost to the construction of the basketball practice facility and continued to work with the physical plant on the refurbishment of the twelve courts at the Washington Street site.
- Completed various projects within McComas Hall and War Memorial Hall, including replacing floors in the McComas locker rooms and resurfacing the racquetball and squash courts.
- Hosted over half a million visits to McComas and War Memorial Halls, by almost 21,000 different members of the university community.

- Awarded 2<sup>nd</sup> place by NIRSA Creative Excellence Committee at the NIRSA national conference for the Department of Recreational Sports' programming calendar.
- Completed a successful reorganization of the department to allow for more focus on university initiatives such as assessment, technology, development of the whole student, and increased fiscal responsibility.

#### **M. Residence Life**

- Provided programs to first-year students during the first six weeks of the fall semester, in cooperation with the *Hokie F6* program. The programming was received positively by first-year students and various university departments.
- Implemented the *Pylons Programming Model*, as supported by resident advisors, to help R.A.'s connect their residents to the floors, buildings, and areas in which they live.
- Provide theme-housing communities to residential students, combining interest-related activities and academic course work with a residential environment. The theme-housing concept allows students to connect with faculty members, work together in groups, and integrate learning with co-curricular experiences.
- Created standardized learning outcomes for all theme-housing communities, the R.A. position, the student-run Residence Hall Federation, and the Fall Training Leadership Workshop.
- Achieved permanent course designation for the resident advisor course, which has been a goal for the department for two years.
- Maintained high staff morale all year, in keeping with the Department of Residence Life's goals and priorities. High moral was achieved by
  - Providing a "family reunion" for staff members to reconnect with friends and colleagues;
  - Issuing free movie passes to promote staff recreation;
  - Creating forums for student staff members to share ideas on how to prepare for the one year anniversary of the April 16, 2007 shootings; and
  - Providing a counselor from Cook Counseling Center to talk with staff about delayed grieving.
- Continued to promote student staff leadership and professional development, providing ongoing growth opportunities that are meaningful to employees as they move on to the workforce and other positions.

#### **N. Schiffert Health Center**

- Completed remodeling the medical records area, the nursing station, and the reception area of the Schiffert Health Center.
- Provided students with walk-in Cold Care Clinic service, allowing for self assessment and procurement of cost-free cold medications such as Tylenol, ibuprofen, and throat lozenges. The Clinic's online presence also allows students easier access to information and a downloadable form to bring to the pharmacy to receive cold medications.
- Provided advanced wound care in the Wound Care Clinic to an increasing number of patients. In total, the Wound Care Clinic saw 2,883 visits.
- Promoted positive non-smoking messages among Virginia Tech students and Blacksburg Middle School students, distributing *Non-Smoking HOKIE* T-shirts and conducting educational classes.
- Performed a total of 2,396 radiology examinations.
- Provided medical service during 33,453 patient visits to the Medical Clinic and 3,817 visits to the Women's Clinic.
- Dispensed 48,003 prescriptions in the Schiffert Pharmacy during 28,292 patient visits. Total pharmacy transactions were 55,544 for 34,886 patient visits.

- Performed 29,510 laboratory tests for 12,767 individual patients.
- Provided care during 5,197 Allergy Clinic visits and 1,015 TB Clinic visits.
- Provided nurse treatment to 1,621 patients in the Treatment Room and 4,394 patients in Triage.
- Hosted 549,174 Schiffert Health Center web site visits from external sources.

**O. Services for Students with Disabilities**

- Provided interpreting or captioning services for students/staff and general public at extracurricular activities including Commencement, New Student Orientation, staff and student training opportunities, and other special event productions.
- Provided academic coaching for graduate and undergraduate students in the development of skills to enrich their learning both in and out of the classroom.
- Participated in both graduate and undergraduate student course projects.
- Provided in-service training for academic advising groups and academic dean's departments upon request.
- Maintained a close working relationship with all departments within the Division of Student Affairs and in the academic community to provide adequate referrals and knowledge of appropriate resources.
- Participated in the University's New Student and Transfer Orientation program, thereby providing easy access to services and programs for students and their parents.
- Provided training on disability services and how to accommodate students with disabilities during the Graduate Teaching Assistant (GTA) orientation program.
- Collaborated with the Graduate School and the undergraduate academic deans in each college to facilitate requests for academic relief and suspension appeals for students with disabilities.

**P. Student Activities**

- Provided significant staff support and participation in committees and events commemorating April 16. These included the Memorial Dedication, the Concert for Virginia Tech, the Day of Remembrance, and the Northern Illinois visit of administrators and students.
- Established the University Chartered Student Organization (UCSO) advisors' roundtable. The roundtable meets monthly and shares information on significant events, issues, and concerns pertinent to their organizations.
- Increased attendance at the Leadership Seminar Series by 143%. Leadership Tech 1 and 2 also saw an increase in the number of community service hours by students enrolled in both programs, with a combined total of 2760 service hours.
- Taught or enhanced student experience in budget development and management, through budget training and treasurer training, for approximately 350 students and advisors.
- Exposed students to the wide variety of student organizations at Virginia Tech through the Student Organization Showcase 2007, in which 208 groups participated.

**Q. University Unions**

- Continued to play a key role in April 16 recovery efforts by
  - Serving on university committees responding to the Governor's report;
  - Providing space for counseling services, survivor meetings, and gatherings of friends and families;
  - Coordinating the Memorial Dedication;
  - Providing coordination and production for the *VT-Engage* Volunteer Fair; and

- Providing strategic planning, production coordination, and ticket distribution for *A Concert for Virginia Tech* as well as the Art Gallery exhibition and *Expression* activities on April 16, 2008.
- Served as a partner for Sustainability Week, working to ensure sustainability within our facilities by adding additional recycling bins as well as a recycling dumpster.
- Continued to provide equipment and services to students through the *Venture Out* program. *Venture Out* has experienced tremendous growth in participation in the last year and has purchased kayaks, mountain bikes, rafts, and a 14-passenger bus to expand program offerings. A challenge course project has been initiated and could be developed by as early as Spring 2009.
- Participated in the development of *Hokie Camp* and the sustainability of the *VT-Engage* program. Has also served as collaborative programming partners with Student Activities, Multicultural Programs, the Cranwell International Center, and the Graduate School, with plans underway for the inaugural Gobblerfest, a welcome back festival involving campus and community partners.
- Designed a Cultural Arts course to introduce non-majors to the arts, in partnership with the Perspectives Arts Gallery. The 1,200 students who enrolled each semester were required to attend a lecture by an exhibiting artist and visit the gallery to view the artist's work.
- Sponsored several community service events, in partnership with UUSA. These events drew tremendous student and staff participation and included
  - A food drive to benefit the New River Food Bank;
  - A Cherished Child's Bell Project to provide gifts to deserving children in the community; and
  - Forest Trail and River clean-ups.
- Provided a variety of experiential learning experiences for University Union student employees, in partnership with the Student Employment Leadership Foundation.
- Created and implemented a Volunteer Improvement Program to enhance volunteerism among UUSA staff.
- Completed a comprehensive review of all units, including attempts to benchmark research. An improvement plan has been developed as a result of this review.

## **II. Division of Student Affairs Diversity Accomplishments**

### **A. Division-Wide Initiatives**

- Established a new Diversity Committee to promote diversity and multiculturalism across the division. To better communicate the extensive array of diversity initiatives taking place throughout the division, the committee established a diversity page on the division's website with links to relevant documents, reports, related programs and services.
- Administered the Intercultural Development Inventory to the student Resident Advisors in an effort to measure their intercultural sensitivity. The results are being used to develop appropriate training opportunities aimed at expanding their intercultural competence in the residence halls.
- Continued to build a close working partnership with Monterrey Tec in Mexico, inviting two groups of students and advisors from Monterrey Tec to participate in the Blue Ridge Student Leadership Summit. In addition, the division provided summer session housing and meal plans for a group of Monterrey Tec students who participated in the Global Citizen Partnership bilateral exchange sponsored by the Virginia Tech Service Learning Center.
- Hired 13 new faculty members to the division in 2007-2008. Of those 13 hired, three were persons of color, representing 23% of our new hires, and seven were female, representing 54% of the total.

## **B. Career Services**

- Met with the Vice President for Diversity and Equality to better establish a shared vision for Virginia Tech and determine how to best prepare students for a diverse and global workplace.
- Promoted participation in the Diversity Career Day and Job Fair at The University of Virginia, with twenty-four students attended.
- Built a list of learning outcomes, including diversity goals, into the co-op and intern program. Career Exploration classes also included a section on diversity and stereotypes.

## **C. Cook Counseling Center**

- Worked with students to assist during cultural transitions.
- Conducted a discussion group for international students at the Cranwell International Center.
- Conducted a bi-weekly training seminar on multicultural issues for the Cranwell Center's trainees.

## **D. Corps of Cadets**

- Participated in the 2008 Martin Luther King Day workshop and the Diversity Summit, incorporating insights gained into Corps activity and future training development. Throughout the year, cadets were also encouraged to participate in university and area cultural activities including the Diversity Summit, Asian-Pacific American Heritage Month, the Hispanic/Latino Achievement Ceremony, and the Donning the Kente Ceremony.
- Incorporated diversity-related issues in Cadet Leader School coursework to enhance awareness and appropriate actions in dealing with current issues and situations within the Corps. Cadets assessed the utilization of numerous case studies related to ethnicity and gender in Cadet Leader School scenarios as a relevant component of the course.
- Shared the Virginia Tech Corps' model of international travel planning with other Senior Military Colleges and the three service ROTC headquarters. The Army Cadet Command embraced the offer, planning for eight Virginia Tech cadets and 12 cadets from other institutions to travel to Panama City for an intense cultural immersion experience in May 2008.

## **E. Cranwell International Center**

- Held an indoor International Street Fair, spread throughout most of Squires Student Center, to promote a better understanding of various cultural activities.
- Honored the communities affected by the tragedy of April 16, 2007 during its Parade of Nations, with many displays honoring the international victims. Attendance was estimated at over 6,000 people, with 52 international and/or student groups sharing unique and varied aspects of their cultures.
- Enrolled 22 students in the International Bridge Program, UNIV 2984. The course helps students develop strategies to be successful in their transition to cultural and educational expectations at Virginia Tech.
- Presented a day long training session on the role of cultural diversity in disasters.

## **F. Dean of Students**

- Co-sponsored *The Forum* with the Alliance of Concerned Students (ACS), a student initiated targeted to address Session on the the many aspects of diversity and campus climate.
- Co-sponsored *Hip Hop: Beyond Beats & Rhymes* with Judicial Affairs, the VT Women's Center and other university departments. This program addressed masculinity issues and contemporary social values.

- Maintained the *SafeWatch* website, an anonymous reporting system for bias related incidents.

### **G. Fraternity and Sorority Life**

- Incorporated the Homecoming Step Show into homecoming events, sponsored by the Campus Alcohol Abuse Prevention Center.
- Hosted a spring semester Greek forum for students to address concerns and dispel myths about fraternities and sororities.
- Held *Unity* luncheons throughout the spring semester for students from all four councils to come together informally to build community between groups and to facilitate dialogue to address issues of common interest.
- Established the first All-Council Leadership Composite that is inclusive and representative of students in all four communities.

### **H. Housing and Dining Services**

- Provided student disability accommodations in the residence halls and dining halls, based on interaction with students with disabilities and in cooperation with Services for Students with Disabilities.
- Managed the renovation of Slusher Hall restrooms to meet ADA requirements, in conjunction with MOSAIC theme-housing program in this area.
- Offered and enhanced international menu items in all facilities.
- Provided accommodations for international employees based on religious beliefs and other cultural practices.

### **I. Multicultural Programs and Services**

- Served as the leading campus provider of diversity-related programs and developer of leadership within minority student communities.
- Provided the largest number of educational and entertainment-based diversity programs and resources to the Virginia Tech student population as well as the New River Valley community. These services exceeded 180 opportunities and reached in excess of 7,000 participants.
- Helped to promote campus dialogue around issues of campus climate and inclusion through monthly small group forums and semester-based campus-wide forums.
- Initiated a small grants funding program to promote student-led diversity programming.
- Continued its affiliation with the Race and Social Policy and Africana Studies department for a lecture series presented through the Black Cultural Center.
- Provided diversity training to the UUSA student staff, first year engineering students, first year undeclared students, and to the Wachovia Bank employees in Roanoke, Virginia. MPS also supports the *First Year Experience*, leading a class during the first semester.

### **J. Recreational Sports**

- Added Kukuwa's Dance Workout (Latin, African, and Caribbean dance class), Zumba Latin Dance, and Belly Dancing to the 2007-2008 group exercise schedule. Participants enjoyed learning a dance workout that incorporated many different cultural dances.

### **K. Residence Life**

- Provided a theme housing opportunity centered on multiculturalism and social justice. The housing community, called MOSAIC (the Multicultural Opportunity and Social Awareness

Interest Community), was offered in collaboration with staff from the Multicultural Affairs Office.

- Hosted programs such as language conversation groups, the International Friendship Host program, foreign films, and international cooking to enhance the residential living experience, in conjunction with the World Community.

#### **L. Services for Students with Disabilities**

- Sponsored Disability Awareness Week lecture series on Asperger's Syndrome.
- Provided intense academic support through academic coaching for international students.
- Formed and facilitated two semester-long coaching groups for undergraduate women with disabilities. One of these groups was designed for freshmen women in the sciences.
- Provided sign language interpreting for Virginia Tech employees, in order to allow better participation in employee workshops and training.
- Advised and counseled students regarding the concept of "self advocacy", to assist them in becoming more attuned to themselves and their needs and thereby enabling them to educate others about disabilities and the value of differences in others.
- Awarded ADA Access Honor Roll status for four staff members.

#### **M. Student Activities**

- Collaborated with Multicultural Programs and Services to strengthen existing programs and services and created new initiatives to reach underrepresented groups.
- Continued to serve on Black History month planning committee.
- Incorporated multicultural student organizations to perform at the annual *Hokie Hype* event as well as the Division of Student Affairs Fundraising event.

#### **N. University Unions**

- Assisted in coordinating the International Street Festival held in Squires Student Center.
- Provided event planning and production support for cultural programs held in Squires venues and Burruss Auditorium.
- Increased the number of international students patronizing *The Breakzone's* snooker table, table tennis facilities, and bowling facilities. *The Breakzone's Moonlight Bowling* themes focus on different cultures throughout the year. The results of these activities and programs help create an inclusive community within the Breakzone.

### **III. 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 five years.

#### **A. 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 66% over the past five years, attributed in part to new leadership programs developed by several departments including Student Activities, the Corps of Cadets, and Fraternity and Sorority Life.
- Made greater use of peer educators, training students for leadership roles in outreach to fellow students.
- Increased student engagement in wellness and health-related activities by 125%, driven by increased student use of self-care and on-line health assessments offered by Schiffert Health Center and the ability of Recreational Sports to attract increasing numbers of students to its offerings.

**B. Promote the Development of International and Multicultural Competencies**

- Increased student involvement in international and multicultural competencies by 22% over the past five years. This increase can be attributed to new program offerings from Multicultural Programs and Services, such as *Finding My Path* and *Dialogue across Differences*, as well as increased participation in programs offered by the Cranwell International Center, such as *Fridays at Cranwell* and dinners in American homes.
- Involved increasing numbers of students in programs that focus on international themes and address diversity and multicultural issues, as facilitated, in part, by the Department of Residence Life.
- Initiated new training on bias incident response protocol for Resident Advisors.

**C. 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 within the division. These learning outcomes were then entered into WEAVE.
- Facilitated the collection of data related to these learning outcomes by becoming a *Student Voice* member. This membership provided unlimited access the *Student Voice* survey tools.