

2011–2012 Annual Report



From the Vice President for Student Affairs



With the university's Principles of Community and the Aspirations for Student Learning to guide us, the Division of Student Affairs (DSA) has made significant progress in providing students a framework for academic achievement, personal growth, and lifelong fulfillment. Our goal is to challenge our students to pursue the discovery of new knowledge, both in and outside the classroom. We strive to educate the whole person, and to make the Virginia Tech experience one that ultimately prepares individuals for a rich and rewarding life, in the spirit of *Ut Prosim* (That I may serve).

This annual report covers the Division of Student Affairs' initiatives, programs, and services during the 2011-2012 academic year. This compendium includes significant achievements that occurred before I stepped into my position as vice president for student affairs in August, 2012.

So I must give credit to my predecessor, Edward Spencer, for shepherding the realization of the excellence you see reflected in these pages. Dr. Spencer and the team of talented, dedicated faculty and staff in the DSA have built strong programs and initiated innovative services. The tasks ahead will be easier because of the hard work they have done.

An annual report is more than a compilation of "brag points." It is an opportunity to celebrate successes, assess impact, and plan for the future. It is a snap-shot in time, delineating specific information, in the context of the period it covers. An annual report is an attempt to describe and quantify what is, ultimately, a moving target. It is difficult to capture in text the excitement of our daily interaction with students. It is hard to express in print the momentum of an evolving program, or the moments of understanding, when we realize that we have truly made a difference in students' lives. Ours is a dynamic, proactive, and responsive endeavor. To depict it well would require more than the limitations a document such as this allows. Yet it is necessary and good to use this occasion to take a critical look at ourselves, to renew our commitment to our mission, and to provide a baseline for comparison when we take stock again next year.

Dr. Patricia A. Perillo

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*.

Division of Student Affairs

The 2011-12 school year saw many changes for the Division of Student Affairs, including a change in leadership. Edward Spencer, who served as vice president for student affairs since 2008, retired June 30, 2012 and is succeeded by Patricia Perillo, who was appointed August 1, 2012. These changes present an opportunity to continue supporting successful programs for the holistic education of students as well as to grow and expand new initiatives.

The following report provides highlights of the division's most significant achievements from 2011-12 as well as the individual accomplishments of its 15 departments. These support the university's goal to educate the whole student in the following ways:

- Contribute to the educational experiences of students, specifically in terms of student leadership development and engagement in wellness and health-related activities
- Promote the development of international and multicultural competencies among students
- Support the university's commitment to continuous improvement through the assessment of student learning outcomes in co-curricular programming

Division of Student Affairs



Accomplishments Related to the University's Strategic Plan

- Initiated an Alumni Advisory Committee to work with the division leadership programs**
 Fifteen former student leaders returned to campus April 19 to participate in the first committee meeting, where they received an update, met with current student leaders, and toured new facilities.
- Organized panels of alumni to meet with students in leadership programs**
 Leadership Tech, the Corps of Cadets, and Housing and Residence Life hosted three panels featuring nine alumni speakers. Approximately 800 students attended the presentations and many spoke with alumni about how leadership experiences at Virginia Tech influenced them personally and professionally.
- Implemented recommendations from Task Force to Reduce Alcohol Harm, Injuries, and Fatalities**
 Recommendations included integrating "Actively Caring" principles into programs, establishing a chapter of the Red Band Watch, committing to no- and low-alcohol social programs, establishing a health and safety merit system, promoting team risk management, and creating positive incentives for mature behavior. To meet these needs, the division held a Friday-night music and open mic series in Deet's Place; requested additional funding for staff, programs, and renovations for the Campus Alcohol Abuse Prevention Center; and created partnerships with the Actively Caring Program, Virginia Tech Rescue Squad, and Student Centers and Activities.

Division of Student Affairs

- Opened new Honors Residential College in East Ambler Johnston**
 The Honors Residential College opened for fall 2011 to 320 honors students, ranging from first-year to graduate students in all academic majors. Residents earned some of the highest grade point averages on campus, maintained strong participation in events, and had some of the lowest rates of conduct referrals.
- Implemented needed changes in University Policies for Student Life**
 The procedures that govern the student conduct system were reviewed in 2010-11 and approved by the Board of Visitors in August 2011. Resulting changes include the increase of opportunities for student learning and reflection as well as improvement of administrative efficiency.
- Reconsidered Commission on Student Affairs membership structure**
 The commission decided to reduce its membership from 38 to 26 representatives, which was approved by the University Council for the 2012-13 academic year.
- Revised Commission on Student Affairs policies and procedures for the distribution of student activities fees**
 The commission established a sub-committee to review and revise the Student Budget Board funding policies and procedures. A policies and procedures document was created, which includes sections on Student Budget Board funding, Registered Student Organization funding, policies and restrictions, mission/purpose and history of the process, and appeals.
- Reached accord between Commission on Student Affairs and Collegiate Times on anonymous comment policy**
 The Educational Media Company heard the commission's concerns about its online comment policy and implemented changes that addressed the majority of them.
- Renovated and upgraded West Ambler Johnston Residence Hall**
 The Residential College at West Ambler Johnston opened in the 2012 fall semester as home to 830 students, including first-year to graduate students from all academic disciplines. Live-in faculty Fellows and a student life coordinator were selected to provide leadership to the program.
- Initiated design competition for re-envisioning of Upper Quad buildings, including Lane, Brodie, and Rasche Halls**
 The Upper Quad design competition was delayed due to debt capacity issues in 2011-12. It is scheduled to be initiated in 2012-13 instead.
- Renovated and expanded West End Market dining facility**
 This \$7.2 million project was completed during fall 2011, providing 100 additional interior and 66 exterior seats, upgrading food storage facilities, enhancing the main kitchen for food production and sustainability initiatives, correcting mechanical and structural deficiencies, and addressing inadequacies in public restroom space.
- Completed construction of the Academic and Student Affairs Building**
 Lavery Hall opened on time for fall 2012. Turner Place—the building's dining facility with 833 indoor and 244 outdoor seats—will provide food services to the academic side of campus and support Corps of Cadets dining events. The third floor of the building provides space to bring the Services for Students with Disabilities office back onto campus and closer to the students they serve. The building also includes classrooms that will provide some relief to scheduling challenges.

Division of Student Affairs



- **Began construction of Sigma Phi Epsilon fraternity house in Phase IV Special Purpose Housing**
Ground was broken for the Sigma Phi Epsilon fraternity house and the house is scheduled to be ready for occupancy by October 2012, with residents living in temporary campus housing until that time.
- **Implemented centralized auxiliary budget for the division's administrative support units**
A centralized budget for the division's administrative support units was developed and implemented by reallocating resources proportionately from the auxiliary units served.
- **Planned for a smooth transition in division leadership for the new vice president for student affairs**
The search for the next vice president concluded in April with the selection of Patricia Perillo, associate dean of students at Davidson College. Perillo received briefings from the outgoing vice president and actively participated in division activities and events to prepare her for assuming the vice presidency in August 2012.

Division of Student Affairs



- **Initiated a plan to evaluate the effectiveness of division administrators on a periodic basis through five-year periodic reviews**
Review committees were appointed to conduct five-year periodic reviews of two executive leadership group members in 2011-12. The committees gathered feedback through surveys and interviews with supervisors, peers, and direct reports and prepared reports of their findings.
- **Supported the university's commitment to continuous improvement through compliance with Administrative Quality and Improvement reporting**
The vice president for student affairs has continued the division's commitment to fulfilling the AdQI. Each of the 15 division departments is actively engaged in assessment, measuring student learning, and administrative functions. In addition, two departments completed internal program reviews, feedback was solicited to evaluate centralization of the five administrative support units, and each associate and assistant vice president conducted at least one assessment of an administrative function.

Division of Student Affairs

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

- Advanced consolidation of the division's administrative support functions by merging a system administrator from Career Services and a graphic designer from Dining Services into the central auxiliary.
- Implemented a new human resource database for routing forms and tracking transactions, transfers, pay action requests, and employee relations issues such as disciplinary actions and terminations.
- Developed and delivered training programs for division supervisors on performance management and staff search and recruitment processes.
- Offered an expanded assessment summer camp experience to familiarize staff with assessment theories and techniques and provided an opportunity for departments to develop assessment plans for the year.
- Utilized graduate students in the higher education program to conduct assessment projects for selected departments.
- Completed more than 1500 projects supporting the division's communications and marketing needs
- Organized the inaugural Spring Family Weekend with over 60 events in collaboration with students from a Hospitality and Tourism Management event management course.
- Received two EMMA Awards from the Central Virginia Region of the American Marketing Association for Excellence in Logo Development (Atomic Pizzeria in Turner Place) and for Excellence in In-House Marketing.
- Received a Silver ADDY Advertising Award from the Virginia American Advertising Federation for the Housing Application Poster.
- Upgraded workstations and servers and addressed critical computer security issues across the division.
- Increased the culture of emergency preparedness in the division through staff participation in departmental tabletop and campus functional exercises.

Campus Alcohol Abuse Prevention Center



Campus Alcohol Abuse Prevention Center

- Compiled results of a biannual survey of Virginia Tech students' alcohol use, indicating a reduction in at-risk and high-risk drinking from 2010 to 2012. These are the lowest drinking rates since Virginia Tech began collecting data in 1998.
- Saw a significant increase over the past two years in the use of preventive behaviors that reduce alcohol-related negative outcomes, including consuming water before drinking, consuming food before drinking, pacing consumption, and using a designated driver.
- Held 41 Reality Check classes facilitated by members of the IMPACT Peer Education and Prevention Team for 302 students referred from Student Conduct and Housing and Residence Life.
- Held 47 programs led by the IMPACT Peer Education and Prevention Team, reaching more than 2,500 students living on campus.
- Completed an agreement with Student Conduct and Housing and Residence Life to receive, screen, and provide educational and intervention services for all students found in violation of Virginia Tech alcohol policies.
- Saw more than 3,000 students attend 22 events during the Friday Night at Deet's alcohol-free entertainment series.

Career Services



Career Services

- Laid the groundwork for the Career Services living-learning community, REACH. The 2012-13 pilot program will be located in Newman Hall.
- Strengthened relationships with academic colleges and departments by invigorating our College Relations program.
- Enhanced the Health Professions Advising program by strengthening advisor time, creating a new ePortfolio, showcasing a broader array of health fields, and initiating an annual luncheon celebrating students' acceptance to their health professional school of choice.
- Increased the number of campus and local job listings on Hokies4Hire by visiting local organizations, becoming active in the Montgomery County Chamber of Commerce, and partnering with University Scholarships and Financial Aid.
- Saw increased employment opportunities for new Virginia Tech graduates and those seeking co-ops and internships as compared to last year, including an increase in on-campus interviews, job listings, and companies registered for the Connection job fair.

Cook Counseling Center



Cook Counseling Center

- Reorganized the leadership team at the beginning of the year, leading to greater supervision of professional staff members and allowing each of the professional staff to meet on a regular basis with a member of the leadership team.
- Enhanced group therapy offerings this year with an increase in the number of students served, which led to an attendance increase of more than 35 percent.
- Added more psychiatric hours, and saw an increase in the number of appointments by 9 percent. Over the past five years, psychiatric appointments have increased by 61 percent.
- Continued accredited status with the International Association of Counseling Services Inc.
- Remained actively involved in research projects with the Center for Collegiate Mental Health.

Corps of Cadets



Corps of Cadets

- Continued to set records for academic success within the Corps of Cadets, highlighted by an overall corps GPA of 3.10.
- Mentored cadet leaders and coordinated with Virginia Blood Services to conduct 14 Corps of Cadets-sponsored blood drives.
- Demonstrated dedication to the university motto with more than 10,000 hours of community service performed by cadets this academic year.
- Granted a minor in leadership studies from the Rice Center for Leader Development to 138 corps graduates.
- Continued successful fundraising efforts, with an excess of \$3.1 million donated to Corps programs this year, surpassing the previous record set last year.

Cranwell International Center



Cranwell International Center

- Hosted the International Street Fair, where 15,000 members of the community shared in the celebration of cultures from around the world.
- Welcomed 2,388 students from 111 countries outside of the United States as part of the Virginia Tech community during 2011-12.
- Helped more than 100 international students live out the motto of Ut Prosim by making Valentine cards for “Meals on Wheels” during the spring community dinner.
- 28 global ambassadors welcomed more than 600 new international students, sharing their experiences at Virginia Tech and developing their intercultural understanding.
- Renovated Cranwell International Center with new and refinished floors to ensure that it will continue to be a welcoming facility for the international community.

Dean of Students Office



Dean of Students Office

- New Student Programs welcomed over 13,000 students and guests in 2011.
- Increased participation at Hokie Camp for the fourth straight year, with 750 participants and 158 student leaders.
- Provided advocacy services to more than 1,750 students who were in crises or had emergencies with more than 2,846 hours of case management services.
- Expanded advocacy services team to six staff members.
- Collaborated with university departments to host the development and implementation of the new peer mentor position in support of the Summer Academy Program.

Dining Services



Dining Services

- Improved sustainability efforts, diverting 51 percent of waste from landfills through composting and recycling programs.
- Renovated West End Market at Cochrane Hall with a new seating area to reduce congestion and provide a better dining experience.
- Received a No. 3 ranking for best campus food by the Princeton Review.
- Received Gold and Grand Prize Loyal E. Horton Awards from the National Association for College and University Food Services for Personal Touch Catering's website redesign and a Bronze Horton Award for the 'Tis the Season special event meal.
- Increased meal plan sales for fall semester, with 9,778 meal plans sold to off-campus students and 8,564 sold to campus residents.
- Served 6.3 million meals over the course of the academic year, generating \$47.15 million in revenue.

Fraternity and Sorority Life



Fraternity and Sorority Life

- Served a fraternity and sorority community of approximately 3,200 students (14 percent of the undergraduate population) in fall 2011 and approximately 3,900 students (18 percent of the undergraduate population) in spring 2012.
- The Fraternity and Sorority Life Advisory Council finalized the community's vision/mission/strategic goal areas and strategic plan.
- The fraternity and sorority community's average GPA was once again higher than the average undergraduate GPA for both fall 2011 and spring 2012.
- Celebrated the groundbreaking of the first facility in Phase IV of the Oak Lane Community (Sigma Phi Epsilon fraternity house).
- Formed the Fraternal Leaders Institute Advisory Committee to develop a series of leadership institutes for the interfraternal community.
- Welcomed two new interfraternal groups in spring 2012: Tau Kappa Epsilon (Interfraternity Council) and Delta Sigma Theta Sorority, Inc. (National Pan-Hellenic Council). Supported the chartering of one colony in fall 2011: FarmHouse (Interfraternity Council).

Housing and Residence Life



Housing and Residence Life

- Completed a seamless merger of Housing and Dining Services and Residence Life into Housing and Residence Life.
- Successfully established the first residential college on campus – Honors Residential College at East Ambler Johnston.
- Established the Community Resource Officers Program, increasing communication between Housing and Residence Life and the Virginia Tech Police.
- Enhanced the department's partnership with the Corps of Cadets by establishing a residential learning coordinator position for the Upper Quad and the corps as a whole.
- Created a 10-year Residential Financial Plan in collaboration with the Budget Office, Capital Assets and Renewal, the Controller's Office, Facilities, and the Commandant of Cadets.
- Accomplished \$2.7 million in deferred maintenance and renovation projects that improved physical spaces for students.

Multicultural Programs and Services



Multicultural Programs and Services

- Expanded the department's association with various student organizations in continued support of diversity and inclusion efforts.
- Supported alternative breaks for approximately 100 students over the winter and spring breaks.
- The Each One Reach One Multicultural Peer Connection engaged more than 100 students as Hokie coaches and peer advisees
- Interest in student leadership positions within the Black Student Alliance and the Black Organizations Council tripled from last year.
- Created the LGBTQ Coordinator position in fall 2011 to address the unique needs of the lesbian, gay, bisexual, transgender, and questioning community and its allies.
- Expanded the Safe Zone program, increasing from one, hour-long training session, to a multi-session. More than 230 individuals across campus completed the new training between September 2011 and July 2012, raising the current number of Safe Zones to more than 500 since 1998.

Recreational Sports



Recreational Sports

- Instituted a pilot program to allow faculty and staff to purchase memberships to the McComas Hall recreational facilities.
- Made improvements to War Memorial Hall and began a renovation project.
- Hosted the 2011 Virginia Recreational Sports Association Workshop and the 2012 Southeast Collegiate Fitness Expo.
- Integrated two additional sport clubs as University Student Life Programs: competitive cheer and roller hockey.
- Managed the 3.2 Run in Remembrance with more than 7,000 participants.
- 25,180 students used McComas Hall during the 2011-2012 academic year. This is a unique number that only counts each student once no matter how many times they enter.

Schiffert Health Center



Schiffert Health Center

- Enhanced clinical services with the addition of an orthopedic surgeon and a state-of-the-art digital radiography machine.
- Improved Wound Care Clinic services with a nurse certified in wound care.
- Retrained staff in Safe Zone and provided new training in Transgender 101.
- Received a grant from Pfizer to continue tobacco reduction and cessation programs, including the Non-Smoking Hokie T-shirt campaign.
- Schiffert Health Center saw more than 38,000 patient visits during the academic year.
- Health Education sponsored five events for Eating Issues and Body Image Awareness Week, counting more than 600 participants.

Services for Students with Disabilities



Services for Students with Disabilities

- Served 106 prospective students and their families, providing guidance, orientation, and transition services for first-year, transfer, and graduate students.
- Hosted the Excellence in Access and Inclusion Awards reception. Sixty-three recipients were nominated and recognized for their contributions to the university.
- Collaborated with Psychological Services and the graduate Psychology Department to organize an Asperger's social support group.
- Collaborated with multiple departments across the university to create accessible academic and living environments for students with low vision and complete blindness.
- Recruited 357 volunteer note-takers from the student body to assist students with disabilities in acquiring their accommodations, resulting in a total contribution of 8,400 hours of volunteer time.
- The Workforce Recruitment Program grew in the number of students with disabilities who are interviewing for both state and federal positions.

Student Centers and Activities



Student Centers and Activities

- Celebrated the 75th Anniversary of Squires Student Center.
- Leadership Tech students completed 3,593 hours of community service, an increase of more than 1,000 hours from 2010-11.
- Established a new faculty director as part of an increased focus on the arts program, resulting in a 32 percent increase in attendance at the Perspective Art Gallery in Squires Student Center.
- The Virginia Tech Union's Lively Arts series included the legendary Bill Cosby, The Avett Brothers, and the Preservation Hall Jazz Band.
- Supported 4,706 reservations (32,619 events) throughout four facilities and outdoor spaces with planning, production, equipment set-up, tickets, and housekeeping.
- Developed a 9-year project management plan for Squires Student Center in preparation for transferring the facility to Academic Affairs and building a new student center.

Student Conduct



Student Conduct

- The university student conduct system received and processed 1,779 individual student incidents.
- The Agreed Resolution Process was implemented as a new procedure for adjudicating cases, which consists of an expedited review for less serious offenses and increases the relational nature of the student conduct system.
- 2,134 background checks were completed for government investigators, the United States Office of Personnel Management, law schools, transfer certifications, and Virginia Tech departments.
- There were 133 suspensions for 2011-12. Of the 133 suspensions, 48 were for drug violations, 50 were for alcohol violations, eight were for both alcohol and drug violations, and 27 were for other and/or multiple violations.
- There were 23 student conduct appeals in 2011-12, a decrease of 63 percent from 2010-11 (62).
- In collaboration with Housing and Residence Life, Student Conduct implemented a new, shared database that allows Student Conduct to communicate with students through HokieSPA.

Appendices

Division of Student Affairs Accomplishments Related to Diversity

Division-wide Initiatives

- Increased the percentage of undergraduate students who indicated on the Profile of Today's College Student that they strongly or somewhat agree that they have become more open-minded about diversity-related issues since starting college, from 53 to 59 percent.
- Increased the percentage of undergraduate students who indicated on the Profile of Today's College Student that they would correct or challenge a stereotype upon hearing a discriminatory/stereotypical comment from 34 to 40 percent.
- Hosted an International Resident Advisor Symposium that was attended by delegations of students and their advisors from Tec de Monterrey in Mexico, Studentenwerk in Germany, and Wake Forest University.
- Hired 26 new faculty members in the division in 2011-12. Of those hired, four were persons of color, representing 16 percent of new hires; 14 were female, representing 54 percent of the total.

Cook Counseling Center

- Increased the diversity of its staff members; at present, the center has counselors available who speak Chinese, Korean, Japanese, Hebrew, and Russian. This has led to greater visibility in the international community at Virginia Tech.
- For the first time, the Language and Culture Institute at Virginia Tech invited the counseling center staff to meet with its faculty for orientation and training.

Appendices

Corps of Cadets

- Through a grant from the Olmsted Foundation, the Corps of Cadets coordinated the travel of four Virginia Tech cadets and four Virginia Military Institute cadets for a two-week immersion program in Panama. This program has served as the model that the Olmsted Foundation advises other institutions to follow so as to optimize intercultural opportunities for traveling cadets.
- Advertised and encouraged cadets to participate in cultural activities including American Indian Heritage Month, Asian-Pacific American Heritage Month, the International Street Fair, 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 being the most relevant component of the course.
- Mentored, counseled, and advised students by setting specific guidelines and expectations for treating all cadets with dignity and respect. Regulations and training guidelines are constantly updated with these principles in mind and all cadets are briefed on their role in this process.
- Supported gender-based violence awareness campaigns through Echo Company's organization of the campus-wide White Ribbon Campaign to stop violence against women as a part of Women's Month. Cadets set-up and operated numerous tables to educate the campus community and also hand delivered ribbons and information to male leadership on campus. In addition, the corps continues to develop its relationship with the Women's Center on campus by helping to organize and support the Mentors in Violence Prevention Training program.
- Held resource and networking sessions throughout the year to mentor female cadets:
 - The female cadre and Maj. Carrie Cox met with first-year women during New Cadet Week to discuss the transition to the new environment, specific female regulations, corps and campus resources, and other pertinent issues.
 - During the fall semester, Maj. Cox met with female first-year students and had numerous upper class women talk to them about their own experiences in the corps, opportunities that are available, and the resources available to them.
 - Held Mentors in Violence Prevention training for all female first-year students, focusing on language and gender roles and gender stereotyping, which led to some outstanding discussion.
- Hosted the 2nd Annual Women of the VTCC Event, which saw more than 100 female cadets and a dozen returning female alumnae in attendance. The event was expanded to include the visiting alumnae attending the women's basketball game with the entire corps. Breakout sessions were held, including "A Walk Down Recovery Lane," a talk on eating disorders; "Emotional Intelligence"; and "RAD: Rape Aggression Defense."

Appendices



Dean of Students

- Orientation leaders led 5,702 new students in the “Community of Hokies” session. This orientation program incorporates the divisional aspirations and introduced new Hokies to community expectations such as Hokies Respect and the Principles of Community.

Recreational Sports

- Hired two minority employees to administrative professional faculty positions.

Services for Students with Disabilities

- In collaboration with Career Services and the Black Male Achievement Task Force, Services for Students with Disabilities was able to secure discretionary funds to cover the cost of psychoeducational assessments for minority students enrolled in the College of Engineering.

Appendices

Student Centers and Activities

- The Leadership Tech applicant pool was more diverse than ever, with application increases from African Americans, Asian Americans, American Indians, Hispanic, and bi-racial/multi-racial students and engineering, agriculture and life science, business, and architecture and urban planning students.
- Partnered with Cranwell International Center to offer international students free play at BreakZONE during their orientation.
- Hosted a Martin Luther King children’s poster contest art exhibit in Perspective Gallery.
- Hosted a reception for the Office of Diversity and Inclusion and student participants and their families in the Perspective Gallery.
- Provided Perspective Gallery with showcases for a poster exhibit sponsored by the Women’s Center at Virginia Tech during Women’s History Month, highlighting the work of International Women In Need’s work with Somalian refugee teens who have recently immigrated to Roanoke, Va.
- Completed several Americans with Disabilities Act access projects, including the addition of automatic door-opening devices for restrooms and the entrance to Colonial Hall.
- Supported non-denominational religious services in War Memorial Chapel.
- Venture Out offered international student-specific programs, including night skiing, day hikes, and horseback riding.

Appendices

Assessment and Planning

The Division of Student Affairs continues to be actively engaged in assessment and planning activities. Administrative outcomes were established and measured throughout the organization. In addition, most departments measured that student learning outcomes aligned with the Aspirations for Student Learning. The division is committed to continuous improvement and action plans for 2012-13 have been developed based on assessment findings from 2011-12. A number of changes were implemented in 2011-12 based on findings from assessments conducted over the past several years. Below are several examples from departments within the division.

Division-wide Assessment Initiatives

- Career Services collected data on student use of the department via a contact management system, C3M. The C3M contact topic-types were revamped to more accurately reflect actual topics addressed in student contacts and to better track the needs presented by students when they contact or visit the department.
- The Campus Alcohol Abuse Prevention Center revised and strengthened its Making Positive Choices class to more closely reflect the brief motivational approach that engages students in behavioral change. This course alteration was made as a result of a post-intervention assessment of behavior changes at the end of the class.
- Services for Students with Disabilities has replaced its hard copy testing center reservation form with an online reservation system developed by the division's IT staff in response to assessment feedback from students and faculty.
- Student Centers and Activities completed an evaluation of the training process for student facilitators in their Leadership Tech program. Based on the results of this assessment, a rubric was developed to provide student facilitators with detailed information on the expectations for their performance. This rubric will also be used to evaluate student facilitators at the end of the program.

Campus Alcohol Abuse Prevention Center

- Completed an evaluation of the Party Positive marketing campaign using focus groups, intercept surveys, and a random sample of Virginia Tech students. Results indicated that the program reaches 92 percent of on-campus students.

Corps of Cadets

- Completed the cadets' yearly Climate Survey in May, with more than 69 percent participation.
- Staff participated in the Virginia Tech Diversity Update, held April 4, 2012, and submitted a post-event assessment, updating the university's diversity and inclusion efforts. The update and assessment assisted the university's Commission on Equal Opportunity and Diversity in the planning of future summits and provided insights for the various groups and offices involved with this year's summit.

Appendices

Fraternity and Sorority Life

- Reworked the Legacy Report to capture both the quantity of achievements within the fraternity and sorority community, and the quality of chapter life through management in 10 key areas of operations.
- Implemented one-on-one coaching sessions between council advisors and each chapter president.

Schiffert Health Center

- The most recent patient satisfaction survey conducted revealed a satisfaction rate greater than 93 percent.

Appendices

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 eight 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 75 percent, using new leadership programs developed by the Dean of Students, Fraternity and Sorority Life, and Student Centers and Activities.
- 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 84 percent, driven by increased use of Schiffert Health Center's online health assessments and increased participation in health education programs, recreational sports opportunities, and alcohol-free evening programs.

Contribute to holistic and transformative educational experiences of students

- Increased student involvement in international and multicultural competency programs by 35 percent, with new program offerings from Multicultural Programs and Services and Fraternity and Sorority Life as well as increased participation in Cranwell International Center programs.
- Involved more students in programs from Cranwell International Center and other departments that address diversity and multicultural and international topics.

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 administrative and/or learning outcomes per division department.
- Facilitated the collection of learning outcomes data by maintaining membership in Student Voice, which provided unlimited access to Student Voice survey tools.
- Participated in several national benchmarking studies related to campus climate and diversity, fraternity and sorority life, college student health, and student activities.
- Offered "Closing the Loop" awards to encourage departments to use assessment outcomes to make improvements in the programs and services they offer students.
- Established a comprehensive program review process, which ensures that each division department undergoes a thorough review every five years. The first cycle has been completed and the second is underway.

Appendices

Goals for 2012-13

With the arrival of Patricia Perillo as vice president for student affairs on August 1, 2012, the development of division goals for 2012-13 is currently in progress.

Our Aspirations for Student Learning



Curiosity

Virginia Tech students will be inspired to lead lives of curiosity, embracing a lifelong commitment to intellectual development.



Self-Understanding & Integrity

Virginia Tech students will form a set of affirmative values and develop the self-understanding to integrate these values into their decision making.



Civility

Virginia Tech students will understand and commit to civility as a way of life in their interactions with others.



Courageous Leadership

Virginia Tech students will be courageous leaders who serve as change agents and make the world more humane and just.



Ut Prosim

Virginia Tech students will enrich their lives through service to others.

