THE UNIVERSITY OF AKRON
DIVISION OF STUDENT AFFAIRS
Defining success with every student, every day
REPORT TO THE BOARD OF TRUSTEES
October 11, 2017

Mission: Support and engage students to advance and achieve their goals through dynamic opportunities.

The Division of Student Success engages all students in educational, academic support programming, and activities to meet student development needs throughout their college experience.

- Academic Achievement Programs
- Academic Advising and Student Success
- Accessibility
- Akron Experience
- Career Services
- Counseling and Testing Center
- Dean of Students Office
- Learning Communities
- New Student Orientation
- Registrar
- Residence Life and Housing
- Student Academic Success (Tutorial Services)
- Student Conduct and Community Standards
- Student Health Services
- Student Recreation and Wellness Services
- Student Life/Student Union
- Zip Assist
Welcome to Roo Town – Student Arrival

- **Residence Life and Housing** welcomed over 2,600 resident students to campus August 18-24.
  - The work of moving in that many students is no small task and to help make that task run as seamless as possible, RLH enlisted the help of **over 400 student volunteers** as well as assistance from each of the following areas:
    - Physical Facilities
    - Operations Center
    - University of Akron Police Department
    - Parking Services
    - Information Technology
    - Fraternity & Sorority Life
    - Admissions
    - Rape Crisis Center
    - Division of Student Affairs/Student Success

Positive Parent Response: The following was submitted via the feedback form on RLH’s website:

*Great experience today moving in our daughter Maddy! Great job to everyone working, volunteers and everyone involved. Thank you*
New Student Convocation/New Student Weekend
On Friday, August 25, 2017 1,340 new students, faculty and staff attended New Student Convocation held at First Energy Stadium-Cub Cadet Field. Immediately following, attendees made their way to a welcome reception on Coleman Common with the chance to mingle with faculty, staff and peers.

- More than 1,400 incoming students registered to participate in New Roo Weekend activities.
- On August 26, over 1,000 new students began a march downtown led by President Wilson and Zippy as a part of New Roo Weekend to introduce students to the downtown experience. Students were guided to their first-year speaker, Jon Vroman, which was held at the Akron Civic Theater.
- After the speaker, students funneled out into Lock 3 for a “Fall in Love with Akron” event promoting community agencies and involvement opportunities in the greater Akron area. New ZIPS were exposed to some of the
opportunities that exist beyond our University and encouraged to become more involved in the community broadly.

- On Sunday, more than 250 class schedule tours were facilitated by New Roo Weekend Leaders to assist new ZIPS in locating their classroom locations for the first week of classes.
- Welcome Team
  - During the first two days of the semester, tables were set up on Buchtel Common, outside of Simmons Hall, outside of the Student Union, in the College of Business Administration and in the Polsky Building to help students find their classes. Welcome Team tables were staffed by over 100 volunteers, including faculty, staff, contract professionals and students from 7am-5pm.

- The Office of Accessibility hosted a Welcome Week to engage and connect with students and to encourage and assist them in managing their accommodation requests.
- Co-Curricular Programs and Activities/Residence Life and Housing presented:
  - RA Lip Sync in EJ Thomas Hall on August 27 had 710 attendees
  - RHPB, RHC and EJ Thomas Hall co-sponsored Casino Night on August 27 with 1,097 attendees.
  - RHPB sponsored Psychic Magician Craig Karges at the 9:09 program on August 29 in EJ Thomas Hall with 672 attendees.
- During Week of Welcome and New Roo Weekend, Student Life delivered a total of 38 different programs and events from August 22-31. Total student participation in these leadership retreats, involvement opportunities, large and small scale programs was over 9,500.
• **serveAkron**
  - During New Roo Weekend, serveAkron hosted the First Year Service Project for students both on and off campus. Students participated with Nazareth Housing Project through home clean-up and small renovation projects, while students on campus volunteered with Relay for Kids, rebuilding toys for children with disabilities.

• **SOuRCe (Student Organization Resource Center)**
  - Over 3,425 students participated in RooFest, the largest student involvement fair at UA. Over 130 student organizations and various campus partners/departments were on display to engage new and returning students about involvement opportunities and services provided.

• **Campus Programs and Zips Programming Network (ZPN)**
  - Union-a-Palooza, an event held to showcase SU services, program offerings and the facility, had 1,770 students participate. There was representation from Fraternity & Sorority Life, serveAkron, Department of Student Life, ZPN and Campus Programs. Students were encouraged to grab a donut and speak with student leaders on how to get involved on campus.
  - ZPN held various events to welcome students throughout Welcome Week.

• **Fraternity and Sorority Life (FSL)**
  - The FSL Community participated in New Roo Weekend holding a variety of events to welcome students to campus and provide them with information about the fraternity and sorority experience. FSL and the governing councils co-sponsored the Glow Party with Campus Programs with over 1,100 students attending. FSL also held an Ice Cream Social which featured 23 chapters, Interfraternity Council, Panhellenic Council and Non-Panhellenic Council and the Circle of Sisterhood with over 600 students attending.
  - The FSL community continued their support of residential student move-in by assisting Residence Life and Housing. There were 376 individuals work at least one shift.

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**Academic Achievement Programs (AAP)**

- The Strive Toward Excellence Program (STEP) new and continuing undergraduates earned a total of $81,520.75 in scholarship dollars. Due to the scholarship cap, $63,271.75 was actually awarded to 28 students. Fall 2017 enrollment of 28 STEP undergraduates represents a 40 percent increase in Firestone Fellows.

- AAP has been successful in gaining five-year funding for three TRiO programs during national competitions over the past two years. The most recent was the Upward Bound Math/Science competition. TRiO programs received a 2.5 percent increase for 2017.
<table>
<thead>
<tr>
<th>Program</th>
<th>Funding</th>
<th>Participants</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educational Talent Search</td>
<td>$478,224.00</td>
<td>972</td>
<td></td>
</tr>
<tr>
<td>Upward Bound</td>
<td>$495,593.00</td>
<td>110</td>
<td>(expecting a 2.5% increase)</td>
</tr>
<tr>
<td>Upward Bound Math/Science</td>
<td>$313,594.00</td>
<td>69</td>
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**Academic Advising and Student Success (CAASS)**
- CAASS has advised a total of 2,039 new summer and fall 2017 admissions. This figure does not represent the additional numbers of College Credit Plus students assisted at MCUC.
- Total numbers of students advised and assisted to date this calendar year include 11,606 students:
  - Appointments – 4,169
  - Walk-ins – 4,755
  - Telephone – 1,046
  - Email – 1,636
- CAASS assisted and advised a total of 650 students during the first 2 week of the fall semester:
  - Walk-ins – 513
  - Telephone/Email – 137

**Accessibility (OA)**
- There are currently 1,495 active students registered with OA which is a .3 percent increase from the same time last year.
- There were 37 students who requested accommodations who are registered with OA which is a 5.3 percent increase from the same time last year.
- New student application submissions had a 13 percent increase from August 2016.
- Melissa Simmons, the scholarship coordinator in OA, runs an annual scholarship to registered OA students. The Michael James and Thomas Edward Flannery Scholarship was established in 2013 through a gift from the estate of the late Sally Flannery Orroak. It was Mrs. Orroak’s intention to establish this scholarship in her son’s memories. Michael and Thomas both lived with muscular dystrophy and attended The University of Akron in the late ’70s before passing away from complications related to their illness. Mrs. Orroak was grateful to the faculty, staff and students who assisted her sons during their time at UA. This year the scholarship was awarded to two students registered with OA. The scholarship monies are $940 total per student, with $470 being dispersed in fall and spring.

**Career Services**
- JCPenney Chapel Hill Mall partnered with The University of Akron and Kent State University to host a “College Suit-Up Event” on September 17 where 368 UA Students attended. The store was closed to the public and open to UA and KSU students and faculty/staff volunteers only to shop for career clothes at heavily discounted prices prior to upcoming career fairs and interviews. A “What do Wear” Guide for students was developed based on “Time, Place and Occasion” insights shared by Noriko Wilson. Zippy and Flash, as well as Noriko Wilson, John Messina, Kim Cole, volunteers from Career Services, Engineering Co-op Office, Admissions, Alumni Affairs, Zip Assist, The School of Law and other departments across campus attended to offer support and advice. Many parents and families attended with their students and were very appreciative of the opportunity to purchase career clothing at such discounted prices and to have faculty and staff on hand to help make their clothing selections.
• **Student Connections for Summer 2017**
  o Students exploring careers with our online assessment tool, Focus2 (272)
  o Student appointments (532 were walk-ins without pre-scheduled appointments) (290)
  o Mock interviews (36)
  o Resume reviews (272)
  o Students using Handshake (job board) (973)

• **Employer Connections for Summer 2017:**
  o Employers using Handshake (job board) (8,991)
  o New job postings on Handshake (full-time and part-time) (4,783)
  o New Internship/Co-Op job postings (699)
  o Total full-time, part-time and internship/co-op job postings on Handshake 5,482)

• **Upcoming Major Events – Fall 2017**
  o The Engineering Co-Op and Placement Office is hosting an Engineering and Engineering Technology Career Fair on October 3.
  o Career Services is hosting a UA Internship and Career Fair on October 4.
  o There will be Part-time/Seasonal Job Fairs on October 18-19, and November 14.
  o Career Services will be hosting an Etiquette Dinner on November 8.

• **New for Fall 2017**
  o The **Career Lab** was launched in the Career Center for students to engage with highly trained Career Assistants (students) in a lab-style setting for resume reviews, mock interviews, and co-op/internship and job searches. This interactive delivery model will allow us to service more students and provide them with hands-on assistance as they develop their resumes and search for internships and jobs.
  o External (RSS) feeds of current jobs posted in Handshake are available to faculty and staff. These live links can help faculty remain current and knowledgeable regarding job trends and opportunities for students in their programs.
  o Several Faculty LinkUps are being held in the Career Center to provide faculty an opportunity to have a LinkedIn photo taken, meet the Career Services Liaison to their college, and learn about the External (RSS) feeds that are available to them. Faculty can also schedule Career Services classroom presentations.

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**Center for Academic Advising and Student Success (CAASS/Tutoring)**

- Summer tutoring opened on June 12 using eight peer tutors and three part-time faculty tutors and continued through August 18.
- Nearly **135** students attended summer tutoring sessions, resulting in approximately **811** visits.
- Tutors were available in Math, Writing and other General Education courses.

**Counseling and Testing Center (CTC)**

- CTC has hired two new psychologists to fill vacancies which will provide comprehensive psychological services and enhance inclusive excellence with campus community outreach, additional treatment emphasis on students with trauma, students of color and International students.
- CTC held its annual open house with 68 students interacting with staff destigmatizing mental concerns and encouraging students to use psychological services.
- Julio Brionez, doctoral psychology intern, presented at the American Psychological Association in Washington, D.C. where he also served as a national Minority Graduate Student Fellow.
**Dean of Students Office (DOS)**

**SAVE Team – Sexual Violence Prevention Programs**
- The SAVE Team has planned and is implementing a series of programs during the first six weeks of the fall semester. The first six weeks are recognized as an interval during which new students face heightened risk for sexual assault, stalking and intimate partner violence.

  Programs occur throughout the six weeks and include:
  - Self-Defense Workshop co-sponsored with Summit County Prosecutor Sheri Bevan Walsh
  - The launch of a program for men called LIFT (Leverage, Insight, Freedom, Truth);
  - The popular "Tea Consent" video [https://www.youtube.com/watch?v=igqM6irCWvM](https://www.youtube.com/watch?v=igqM6irCWvM)
  - An escape room program designed to help students identify intimate partner violence within personal relationships;
  - The launch of the chAAArge (Awareness, Adjustment and Advocacy) campaign to empower UA students to intervene as bystanders when fellow Zips are in harm’s way.

**SAVE Team – Assessment**
- As part of the annual assessment of the campus climate related to sexual violence, the SAVE team held focus groups with three groups of young men during the 2017 spring semester. Three graduate students in the Counseling Psychology PhD program assisted in coding and summarizing the data. Participants perceived that:
  - Men may not find Sexual Violence Prevention programs comfortable because it is an uncomfortable topic; they feel targeted by programs; receive conflicting messages such as: embracing violence prevention programs make men less masculine.
  - Men might not engage in Sexual Violence Prevention programming because they don’t think of themselves as either a perpetrator or a victim. The SAVE team is continuing to discuss the findings and will be working to refine programming strategies to include more peer intervention, discussion formats, and outreach designed specifically to reach male students.

**SAVE Team – Response Training**
- The Dean of Students office, Title IX and SAVE teams worked together to provide training regarding the help and support available to students, reporting procedures and confidential options for receiving assistance to the following groups during August and September:
  - New International students
  - Student employees in the departments of Student Life, Residence Life and Housing, and Student Recreation and Wellness Services
  - Reserve Officer Training Core Cadets
  - Student organizations and leadership training
  - New Faculty Orientation
  - Office of Multicultural Development Peer Mentor Training
  - New Universality of Akron students through partnership with New Student Orientation

**Think About It**
- The SAVE team invited 4,281 new students and 314 new graduate students to complete the online sexual violence prevention training called “Think About It.” The online training presented information about sensitive subjects through interactive and engaging modules. Topics included sex in college, partying smart, sexual violence and healthy relationships. A total of 73 percent of new students and 80 percent of the new graduate students completed the training. Additional follow up including personalized telephone calls from the Dean of Students Office and targeted outreach will be used throughout the fall semester to continue to ensure new students complete the training.

**CARE Team and Individualized Student Support**
- In an effort to coordinate university support for those students impacted by recent natural disasters, the Dean of Students office placed personal telephone calls and emails with invitations to request assistance to all students from Texas, Mexico, Guatemala and Florida.
  - Hurricane Harvey: There were 23 communications made to students from Texas;
  - Earthquake: There were eight communications made following the Earthquake in Southern Mexico;
  - Hurricane Irma: There were 74 made to students from Florida.
  - Only one student responded to our outreach indicating she had concern for property or the safety of her family and was directed to ZipAssist and the Student Emergency Assistance Fund for additional support.
Learning Communities (LC)
- At the start of the semester, a total of 662 students were actively enrolled which is an increase of 222 students over last year.

<table>
<thead>
<tr>
<th></th>
<th>Fall 2017</th>
<th>Fall 2016</th>
<th>Fall 2015</th>
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<tbody>
<tr>
<td># of Learning Communities offered at start of fall semester</td>
<td>38</td>
<td>33</td>
<td>36</td>
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<tr>
<td>Total filled seats at census</td>
<td>662</td>
<td>480</td>
<td>683</td>
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New Student Orientation (NSO)
- Summer 2017 Program Recap:

<table>
<thead>
<tr>
<th>Program Type</th>
<th># Offered</th>
<th># of Students</th>
<th># of Guests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Freshmen (NSOP)</td>
<td>31</td>
<td>3,519</td>
<td>3,527</td>
</tr>
<tr>
<td>Transfer (NSOT)</td>
<td>16</td>
<td>493</td>
<td>194</td>
</tr>
<tr>
<td>Veteran/Adult (NSOV)*</td>
<td>9</td>
<td>54</td>
<td>N/A</td>
</tr>
<tr>
<td>Evening (NSOE)</td>
<td>5</td>
<td>49</td>
<td>1</td>
</tr>
<tr>
<td>Honors (NSOH)*</td>
<td>14</td>
<td>512</td>
<td>N/A</td>
</tr>
<tr>
<td>ADVANCE (NSOA)*</td>
<td>20</td>
<td>231</td>
<td>N/A</td>
</tr>
<tr>
<td>College Credit Plus (CCP)</td>
<td>20</td>
<td>573</td>
<td>465</td>
</tr>
<tr>
<td>Late (NSOL)</td>
<td>3</td>
<td>62</td>
<td>38</td>
</tr>
<tr>
<td>Special Accommodations**</td>
<td></td>
<td>121</td>
<td></td>
</tr>
</tbody>
</table>

*Veteran/Adult, Honors and ADVANCE programs run concurrently with freshmen programs; therefore, the show rate and guest count is a part of the NSOP total.
**Special accommodations are available for students that live out of state, work full-time and cannot attend a traditional program, or have other extenuating circumstances that prevent them from attending a traditional orientation program. Students complete a phone or in-person appointment with their academic advisors and then connect with the office of New Student Orientation prior to the start of classes for additional information.

- Student Program Evaluation Data – 2,153 evaluations collected; percentage reported indicate a four or five on the scale.
- Parent Program Evaluation Data – 1,395 evaluations collected; percentage reported also

Student Health Services (SHS)
- As the campus has gone tobacco-free as of July 1, individual and group counseling, as well as medication and nicotine replacement products, are being offered by SHS to assist students and staff to become tobacco free. As of the date of this report, 10 staff and students have requested help with tobacco cessation.
- Alma Olson, Director of Student Health Services assumed the office of President of the Ohio College Health Association.

Student Life/Student Union (SL/SU)
- Student Union Game Room
  - The Roo Lounge is busy with classes and student activity. During opening week, the Lounge staff hosted cosmic bowling sessions and special games to show off the space and welcomed over 600 students attending.
- Undergraduate Student Government (USG)
  - USG has been busy welcoming students to campus and preparing for the fall semester. A special banner was made for the Class of 2021 to sign and is hanging in the Student Union. Elections and interviews are being held for the empty Senate seats and positions within the Executive and Judicial branches. By way of an Executive Order, Andrew Barry was appointed Vice President.
  - The Executive Branch of USG is working on their contribution to Diversity Week, planning upcoming events such as a Town Hall with President Wilson and Akron Go Day.
The Judicial Branch of USG completed 30 parking appeals for the month of August. The branch is also preparing for fall 217 elections, looking to fill 18 positions across all three branches.

The members of USG participated in the Week of Welcome through Union-A-Palooza, RooFest, Convocation and presenting at informational sessions. Members were able to outreach to a significant amount of students and also handed out upwards of 30 applications to those interested.

- **Zips Programming Network (ZPN)**
  - During the course of a three-hour period, ZPN’s Special Events chair presented ZPN Festival to 706 students with inflatables, free food, raffle prizes and other activities.

**Student Recreation and Wellness Services (SRWS)**

- **SRWS** had a great start to the semester:
  - The first day of class saw 2,456 swipes
  - The first week saw 12,757 swipes

- **Pink Gloves Boxing** filled to capacity with 110 students enrolled!
  - Pink Gloves Boxing is a female-focused fitness program that delivers an amazing workout and an emotionally rewarding experience to small communities of powerful women. Pink Gloves also puts a great deal of focus on social and emotional growth. Using the core movements of competitive boxing, Pink Gloves is a non-contact program for women who want to live a healthy lifestyle.
  - SRWS held 11 free demo classes with a total of 65 participants.

- **Bike Share Program**
  - The University of Akron Bike Share Program is a collaboration between the Knight Foundation, Summit Cycling Center and The University of Akron. A generous grant from the Knight Foundation allows the equipment and services to be available for the campus community at no charge.
  - There are 20 new bikes available for check-out with 10 at the SRWC and 10 at the Parking and Transportation Office outside Simmons Hall. Checkout is free and easy with a valid ZipCard. The program kick-off drew a crowd and media coverage as President Wilson, Dr. John Messina and Taylor Bennington of USG took a ride on the new bikes.
ZipAssist

- ZipAssist staff facilitated intentional campus outreach to various college leadership teams, advising units, student leaders, faculty and student affairs/success units throughout August engaging over 900 campus community members in conversations about ZipAssist services and programs.
- Through the Help-A-Zip online referral system, 24 referrals were received in August, a 300 percent increase from FY17. Referrals have primarily related to financial assistance with aid or emergency financial assistance with textbooks, car repairs and immediate housing needs.
- Through a partnership with the Salvation Army of Summit County to provide up to $500 in textbook scholarships to UA students, six students received semester textbooks in the month of August. To date, ZipAssist is managing over 10 additional inquiries for textbook assistance.
- ZipAssist successfully launched the Student Emergency Financial Assistance (SEFA) program, supported by the Great Lakes Higher Education Corporation & Affiliates – DASH Emergency Grant. This program will provide over $600,000 in retention support to UA students. Grant money became available in late August and two students have qualified for assistance by this program to date.
- ZipAssist finalized plans for UA Family Weekend which will take place in conjunction with Homecoming October 6-8. With recommendation from the Parent & Family Association, ZipAssist designed a family and student centered weekend.
- ZipAssist received official approval by the Department of State National Passport Center to serve as a U.S. Passport Acceptance Facility. As a revenue stream and part of the agreement with the Department of State, ZipAssist will receive $2 for every processed application.