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
- Career Services
- Counseling and Testing Center
- Dean of Students
- Learning Communities / Akron Experience
- 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
- Zip Assist

Accomplishments

- Layne McKinley, Juan Camacho and Amber Knepper, members of UAs Order of Omega Chapter, have been awarded a national scholarship based on their leadership, academics and service to the campus and local community.
- Student Recreation and Wellness Services has received 3rd Place award in the Website category for the NIRSA 2018 Creative Excellence Awards for the redesign of the Zips Rec Website.
- The University of Akron received three Regional Of the Month Awards for November for the Central Atlantic Affiliation of College and University Residence Halls (CAACURH):
  - Community Assistant – Matt Hohman
  - Desk Attendant – Doree Schwarz
  - Student – Rachel Turkovich
- In 2017, The University of Akron has receive 36 Regional and five National Of the Month Awards.
- The American Psychological Association reaccredited the CTC doctoral internship program in health psychology for 10 years, the maximum time allowed for accreditation. Internships are required to become a licensed psychologist and occur at the end of doctorate training. Each year, the Counseling and Testing Center welcomes three interns who are recruited nationally and who provide psychological counseling, assessment and outreach services to the university community under the supervision of the psychologists on staff. The reaccreditation process involved a detailed written self-study and a two day site visit by APA that included meetings with staff, interns, and
university personnel. The Commission on Accreditation of the APA recognized the quality of the training provided and deemed that the program was in substantial compliance with their Standards of Accreditation. The program will not need to be reviewed again until 2027, which is the maximum time allowed between accreditation visits.

- Anne Bruno, executive director of the Student Union, received the Gretchen Laatsch Outstanding Service Award at the Association of College Unions International, Region VI Conference at Ohio University. She was one of three employees and nine students representing UA at the conference. This award is named in honor of Gretchen Laatsch, who retired from UA in 1998 as associate director emeritus of Gardner Student Center. The award "recognizes significant leadership, volunteer service and commitment" to the college union field and Region VI (Ontario, Kentucky, Ohio, Virginia, Michigan, Indiana and West Virginia).

**Academic Advising and Student Success (CAASS)**
- Advising staff partnered with ZipAssist in “Queso & Classes”, a one-stop course registration event, which was held in both the afternoon and evening to include commuter students. Advisors met with eight students.
- CAASS partnered with ZipAssist, Financial Aid, the International Center and Student Accounts for a one-stop course registration event in December for International and continuing students. Advisors assisted 10 students.
- CAASS staff conducted #ResHallBlitz to engage students living on campus who had not yet registered for the spring 2018 semester. In total, 460 students were visited in the residence halls over two days.

**Accessibility (OA)**
- Disabilities Awareness Week took place late fall with a special event being held each day. The week culminated with “Disability 101”, an informative documentary relating to the impact of stuttering called “When I Stutter” and a visit from the WagTime Therapy dogs from Summa.

**Career Services (CS)**
- 822 – Students exploring careers with the online assessment tool (Focus2)
- 557 – Student appointments
- 41 – Mock interviews
- 233 – Resume reviews
- 5819 – Students utilizing Handshake (job board)
- Employer Connections – November/December
  - 9125 – Employers using Handshake
  - 3246 – New job postings on Handshake (part- and full-time)
  - 879 – New internship/co-op job postings on Handshake
  - 4125 – Total full-time, part-time and internship/co-op job postings on Handshake
- Career Services is engaged with the OMIC grant team and the NSF I-USE grant team to provide job shadowing opportunities for students.
- Career Services has expanded their walk-in hours and will be open until 6:30pm on Tuesday and Wednesday evenings.
Counseling and Testing Center (CTC)

- CTC interviewed 30 national candidates for the three APA accredited doctoral internship in psychology positions with results being announced in February.
- The number of students seen for psychotherapy at CTC was up 21 percent for the month of December as compared to 2016.
- CTC staff provided LGBTQ Ally Training to UA Admissions staff as an aid to address inclusive excellence in student recruitment and retention.
- CTC is continuing State of Ohio HB 28 suicide prevention efforts by publicizing the National Crisis Text Line number. The Crisis Text Line is an increasingly common means by which people experiencing a mental health crisis are seeking help.
- CTC experienced a 44 percent decrease in the number of days students waited for services in fall 2017 as compared to fall 2016. This is attributed to increasing the number of full-time psychologists, changing the initial intake to a walk-in system and developing alternative group treatment strategies.

Dean of Students (DOS)

- **Education and Prevention of Sexual Assault**
  - The DOS Office coordinated UA participation in the Ohio Department of Higher Education Changing Campus Culture Initiative. For the third consecutive year, UA was recognized for having met all five of the criteria established by the Department of Higher Education to help prevent sexual assault on college campuses in Ohio. The DOS office is currently partnering with Title IX Coordinator and the Office of General Counsel who are leading a review of UA reporting protocols for gender-based misconduct. This review is one of many steps taken to ensure continued recognition by the Department of Higher Education in 2018.

- **Rape Crisis Center (RCC) Partnership**
  - In 2016, the Rape Crisis Center of Summit and Medina Counties and UA renewed their Memorandum of Understanding to ensure partnership in collective efforts to end sexual assault and all gender-based misconduct at UA. The partnership ensures support is available for survivors of sexual assault. The three-year memorandum continues to shape a collaborative partnership and is recognized as a best practice across the State of Ohio. Shannon Wokojance recently came aboard as the RCC Campus Services Manager for UA.

Learning Communities / Akron Experience

- The following new and restructured learning communities are underway:
  - Exploratory learning community, with a renewed focus of wrapping services within the community (i.e. major mentors, degree-granting college interview, taught by their assigned exploratory advisor, etc.).
  - The first scholars learning community (First Generation) is intended to provide intentional support to first generation students navigating the college experience on their own. The following components are under consideration as details continue to be finalized: an adaptive Akron Experience course, study tables, monthly newsletter to families of first generation students, mentor pairing with a first generation faculty/staff member, and on-campus employment opportunities.
  - A public speaking learning community which will provide support to students who have acute anxiety in public speaking. Students will be required to conduct an assessment to determine eligibility.
  - An outdoor adventure learning community to create an experiential learning community opportunity through an adaptive Akron Experience course. The community will include service learning experiences connected to the outdoors with a potential certification component being tied to the community.
  - There were 44 Akron Experience courses active for fall 2017; at census day, a total of 1,042 students were actively enrolled in the Akron Experience course

- Presentations were made by Student Conduct & Community Standards, Financial Aid, ChAAArge (parts 1 and 2), and Academic Advising in all Akron Experience courses reviewing students’ rights and
responsibilities, financial literacy regarding FASFA, budgeting and preparing to repay student loans, rape culture, bystander intervention, and class registration.

Residence Life and Housing (RLH)

- **Emerging Leaders Akron Experience Program Speaker Series:**
  - As part of the Emerging Leaders Akron Experience course, the Department of Residence Life and Housing hosts a series of top-notch speakers to enhance the classroom experience during the fall semester. **Bill Farmer**, the voice of Goofy, gave a leadership presentation for the Emerging Leaders’ class in November. Later that evening, several Emerging Leaders and upperclassmen had dinner with Bill.

- **Co-Curricular Programs and Activities**
  - Since July 1, 2016, Residence Hall Program Board (RHPB), Residence Hall Council (RHC), Sigma Lambda and the Richard L. Hansford Chapter of National Residence Hall Honorary (NRHH) hosted a combined total of **74 programs** with a **combined attendance of 14,157**. Highlights from November and December include:
    - On November 7, RHC, RHPB, Sigma Lambda and NRHH held the annual SAMS Rock Alike Lip Sync contest in the Student Union Ballrooms. This was the 30th anniversary of SAMS. Brian Butler was the MC and the three judges were President Wilson, Dr. Messina and Dr. Grove. Two UA a cappella groups (Rhythm and Roos and Kanga Blue) made appearances at the show. There were **236 attendees** and over **$1,000** was raised for MS research.
    - On November 15, RHC and RHPB cosponsored the musical duo The Icarus Account at the 7:17pm program in the Student Union Starbucks with **165 attendees**.
    - NRHH sponsored the Favorite Faculty Tea on November 20 with **24 attendees**.
    - On November 28, RHPB and RHC cosponsored singer Haeley Vaughn with **207 attendees**.
    - RHC received **$419.48** for their participation in a Chipotle fundraiser for Students Against Multiple Sclerosis.
    - For exam week, NRHH and Sigma Lambda members made exam goodie bags for the Emerging Leaders.
    - RHC, RHPB, Sigma Lambda, NRHH and Rob’s cosponsored the annual Late Night Study Break in Robertson Dining Hall on December 12 with **738 attendees**.

Student Academic Success (SAS)

- Nearly **3,100 students** utilized the Bierce and/or Polsky Tutoring Labs in fall 2017.
- Students attended **9,410 tutoring sessions** at Bierce and Polsky.
- E-tutoring was used by **246 students** accounting for **587 E-sessions**.
- Learning Assistants saw students for **3,524 contact hours**.
- Over 40 students through the Office of Multicultural Development had biweekly study tables at Bierce Tutoring.
- Current Bierce Library Tutoring Hours:
  - Math Lab: Monday thru Thursday – 9am-9pm; Friday – 9am-1pm
  - Writing Lab: Monday thru Thursday – 10am-7pm; Friday – 10am-2pm
General Tutoring: Monday thru Thursday – 10am-6pm; Friday – 10am-1pm

Student Health Services (SHS)
- Health insurance information as well as health services provided was provided to 50 incoming International students with 14 flu shots being provided. A proposal to initiate mandatory Tb testing for all new international students was presented and approved by University Council in December and is awaiting final approvals.
- The Alcohol/Drug Task Force, which is comprised of 36 members from UA colleagues, Summit County Public Health, Summit County ADM Board, The Depot and University Edge, is in the planning stages to participate in a multi-institutional survey on prescription and illegal drug use sponsored by The Ohio State University which will take place this April.
- Most common diagnoses for fall 2017 were requests for pre-participation physicals, Tb testing, allergies and dermatitis. More freshman are utilizing services. There was an increase in respiratory illness in December, with a minor increase in influenza-like illnesses.

Student Life (SL)
- Community Service
  - serveAkron hosted Winter Wishes Donation Drive during the month of November to collect gifts for classrooms of 20 first-graders and 22 kindergarten students through Akron Hope. Additionally, over 50 winter scarves, gloves and hats were collected to benefit Akron Snow Angels.
  - On December 12, the SOuRCe and Business Office staff volunteered at the Akron-Canton Regional Foodbank, providing over 20 hours of service, packaging over 3,850 meals for the foodbank.
  - As part of the annual department spring retreat, 88 members of the Student Life team volunteered
a total of **176 hours** and packaged **over 11,000 meals** for the greater Akron area served by the foodbank.

- **MLK, Jr. Day of Remembrance Programming**
  - Campus Programs sponsored a new program in honor of Dr. Martin Luther King, Jr. on January 16 and 17 where members of the UA campus community shared how they planned to leave their own legacy in 2018. Participants completed a card detailing their legacy plan that was then put on display. In addition, students participated via the University’s social media platform [Snapchat] by answering questions associated with MLK and the program. **Over 70** members of the campus community participated in this inaugural program.
  - On January 15 serveAkron engaged in a day of service with Nazareth Housing Development where 14 students finished the final stages of the home renovation for the local non-profit. After celebrating its completion, the group took time to reflect on their contribution to the national holiday.

- **Civic Engagement**
  - **Fall 2017 – Semester in Review**
    - Total number of student participants in office-sponsored programs/events: **1,405**
    - Total number of those who served (or contributed to) the community: **833**
    - Total number of service hours completed: **1,314**
    - Service hours equated to minimum wage ($8.10) work for community: **$10,635.30**
    - Estimated total value of goods donated through office-sponsored programs: **$2,523.35**
  - **Service Hours**: **1,314 total service hours**

- **Fraternity & Sorority Life Community Update**
  - On January 10, 15 student leaders from the Panhellenic Council and Interfraternity Council Executive Boards joined the Fraternity and Sorority Life staff for a day-long retreat which started with volunteering at the Akron-Canton Regional Food Bank providing **2,750 meals** to neighbors in need and ended discussing leadership topics, earning about their roles and planning for the semester.
  - There was a day-long retreat for student leaders serving in the roles of chapter presidents, new member educators, risk management officer and council leaders covering topics of leadership, development and team cohesion, risk management policies and crisis response, new member education, and bystander intervention. The students critically examined the future of fraternity and sorority life nationally and made commitments to how they can create positive change in our
community. Featured speakers included President Wilson, Detective Angela Paonessa, Dr. John Messina, Anne Bruno and Thad Doyle.

- The Fraternity & Sorority Life’s average community GPA for fall 2017 is 3.01. Alpha Delta Phi had the highest chapter GPA for the community and Panhellenic, earning an impressive 3.6. The highest IFC fraternity GPA was Phi Gamma Delta (FIJI) with a 3.25, and the highest NPHC chapter GPA was earned by the newly-initiated women of Zeta Phi Beta with 2.87.

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

- **Student supervisor Courtney Styfurak** is the recipient of a William Wasson Award sponsored by NIRSA: Leaders in Collegiate Recreation. As one of four student recipients across NIRSA Region III (Ohio, Michigan, Indiana, Illinois and Wisconsin), Courtney is recognized for her hard work and dedication as a campus recreation employee, for her student leadership, and for her academic success. The award is presented annually to 24 students nationally, and this is the third time in the past four years that a SRWS employee has been a recipient on behalf of UA.

- **Graduate Assistant Aneury Pichardo** was invited to officiate at the NIRSA National Flag Football Championships being held at The University of West Florida. Aneury was selected out of 30 total bids as one of the best student officials in the country. Aneury is also the recipient of a NIRSA Foundation Scholarship which is extended to only a handful of student recipients each year and will cover the cost of registration for the 2018 NIRSA Annual Conference.

- SRWS received a Creative Excellence Award from NIRSA: Leaders in Collegiate Recreation. The SRWS newly-revised website has received a third place award in the website category for the redesign of the Zips Rec website. Jon Dent, Brian Humm and Steve Sedlock did a great job on this complex project.

- Faculty use of SRWC facilities over winter break provided free access to the SRWC from December 15 through January 12. Membership outreach to those staff members will take place in January.
Zip Assist (ZIP)

- Through the Help-A-Zip online referral system, 592 referrals were received during the fall 2017 semester, a 263 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. Referrals related to financial aid/tuition, academic concerns, personal/social, textbook assistance, and emergency financial assistance can be made online at uakron.edu/referral.

- The Student Emergency Financial Assistance (SEFA) program, supported by the Great Lakes Higher Education Corporation & Affiliates – DASH Emergency Grant, has provided over $62,000 in emergency assistance to 85 students. Branch campus colleagues are also trained to offer immediate financial assistance to students enrolled at Wayne, Media, Lakewood, or Millersburg.

- The following are just a sampling of testimonials received from students who received assistance:
  - ZipAssist helped me tremendously when I was in a time of need, and helped me get through the winter with new tires. I had a flat and all worn out tires that wouldn't have got me through, and very tight on money. They also helped with gift cards that helped me get by. December would've been a really rough month without the help of ZipAssist, and I was able to comfortably finish the semester. I was also able to comfortably come into the Spring semester, and I appreciate all of the help from ZipAssist.
  - Late last semester, thanks to the help of Cora and Allie, the DASH fund was made available to me. After buying a new car (a new to me car) about six months ago, the check engine light had come on because of a mass air flow sensor failing. Unfortunately, it was going to be a $520.00 fix. With lot going on in my personal life and school work it was going to be hard to find the time and money to fix it. Within less than day I was approved to get the fund money to fix my car. They even recommended me a really nice mechanic. It was relieving not only for my car to go to a trusted mechanic, have it paid in full, but for PTS to provide me ride to and from campus!
  - I was really worried about taking care of my family, and making ends meet a month ago. We just weren't going to be able to pay our bills. I was thinking of quitting school to go to work, when a friend told me about Zip Assist. I called and asked about applying for assistance, and was so relieved they were able to help us. Thank you so very much.
  - College can be difficult. With matters outside of college going on, college can become even more difficult. These are the years to do well academically and create lifelong lasting relationships. Situations are preventing students from achieving those things, and wonderful programs like this one are put in place to ensure student success. Because of this program, I have been given the opportunity to put my stressors on the back burner and actually dedicate my time to my school work and
become a better student. I feel that through this program, I actually matter to my university and I wasn't just an "oh well." Because of the assistance I have received, I am beyond words and can only truly say thank you!

I haven't attended school in many years. I returned in the fall of 2017 after the loss of my son's father. I realized that I need to better myself if I want to open up doors for my son and make a better life for him. As a single mother, I have encountered a financial hardship and have gotten behind on my utilities. I reached out to other organizations for assistance, but I had no success (including a denial for public assistance). The thought of a second job came to mind. I knew that taking on a second job would be a cause for me to put my education on hold again. While reviewing my University of Akron e-mail, I came across a promotional ad from Zip Assist. With nowhere else to turn, I reached out. I honestly did not have any real hope that I would receive any results (based on my past experiences). My thoughts were wrong. To my surprise, I received a response the next day advising me that I qualified for assistance and I was scheduled for an appointment that following Monday. I was even more astonished when I walked into the office and the staff was very welcoming and understanding of my situation. I did not feel judged. I want to give a special thank you to Tanjanae Harris. She was awesome. She went above and beyond the call of duty. She was very professional. She did not make me feel embarrassed or ashamed of my situation. I am grateful. Her help was definitely a blessing from God. Thank you. This program is a great resource and I definitely recommend anyone who needs assistance to utilize it.