



DIVISION OF
STUDENT AFFAIRS
at Florida State University

ANNUAL REPORT **2016-2017**

studentaffairs.fsu.edu

The Division of STUDENT AFFAIRS

ANNUAL REPORT 2016-2017

The Division of Student Affairs provides programs and services to maximize learning and to enhance the quality of student life. Our philosophy focuses on students' educational, intellectual, leadership, physical, spiritual, and personal development.

This report provides information about the breadth of educational programming efforts and intentional services available to our students. Beyond direct student services, each of the departments demonstrates strong linkages with academic units that support student success and achievement.

We appreciate your interest and support.



Mary B. Coburn
Vice President for Student Affairs



Allison H. Crume
Associate Vice President for
Student Affairs



Brandon Bowden
Assistant Vice President for
Student Affairs

ABOUT STUDENT AFFAIRS

MISSION

The Division of Student Affairs collaborates with students, faculty, and staff to create welcoming, supportive and challenging environments that maximize opportunities for student learning and success. Through high quality programs and services, the Division staff facilitates student development, celebrates differences, and promotes civic and global responsibility.

VISION

We envision a Florida State University where students, faculty and staff embrace an inclusive learning community with respect, responsibility and acceptance for all cultures. Graduates will make meaningful contributions to a global society through character, competence and integrity. They will make ethical decisions and be committed to a life of service and leadership.

VALUES

We value a University community where the tenets of the Seminole Creed are essential to the development of strength (Vires), skill (Artes) and character (Mores). We are committed to providing a caring environment which promotes sustained achievement, and fosters learning and the holistic development of students, faculty and staff.

DEPARTMENTS



Campus Recreation



Oglesby Union



The Career Center



Student Government Association



The Center for Academic Retention & Enhancement



University Counseling Center



The Center for Global Engagement



University Health Services



The Center for Leadership & Social Change



University Housing



The Dean of Students Department



Student Affairs
DEPARTMENTAL
HIGHLIGHTS

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CAMPUS RECREATION

Campus Recreation strives to support all members of the FSU community in their pursuit of lifelong wellness by providing a diverse array of high-quality recreational programs, services, and facilities. This year, Campus Recreation:

- Welcomed members of the Leach family along with current and former participants and staff to campus in September to celebrate the **25th year of the Dr. Bobby E. Leach Student Recreation Center**. A leadership gift from former SGA President Randy Drew launched the **Bobby E. Leach Fund for Leadership Development** to benefit student leaders within Campus Recreation.
- Demonstrated a commitment to providing accessible facilities and services to every student on campus by launching **web resources featuring ADA** compliance maps and accommodation request forms for participation in all programs.
- Increased **accessibility to better serve** transgender students by enhancing the Leach Center locker room areas and conducting student leadership trainings that included an abbreviated Safe Zone and Allies workshops. **90% of Campus Recreation student leaders** felt more comfortable in their abilities to provide equal access to transgender individuals following the trainings.
- Recognized growth in executive leadership, collaborative efforts, community service, and competitive success among the 40 student organizations in the Sport Club program. Club members combined to provide over **3,100 hours of community service** to more than 25 local organizations on and off campus during the year.
- Earned top provider honors for health and safety certifications in the state of Florida by the American Red Cross. **271 certifications** were achieved throughout the year with a **passing rate over 99%** on course examinations.
- Provided **additional leadership opportunities** to student staff members through growth in student director positions and targeted participation in **LeaderShape** by 8 Campus Recreation student leaders.
- Focused on strategic goals to enhance student learning especially critical thinking and decision-making skills.



 **Campus Recreation**

 **850.644.0551**

 **campusrec.fsu.edu**

 **@FSUCampusRec**

The CAREER CENTER

The mission of the Career Center is to provide comprehensive career services, train career service practitioners, conduct life and career development research, and disseminate information about life and career services to the University community and beyond. This year, the Career Center:

- Advised 20,242 students through **career advising** and **counseling sessions**, an increase of 4% over last year.
- Increased employment opportunities through **on-campus recruiting** by hosting 1,149 employers conducting 4,403 interviews, increases of 25% and 104% over last year, respectively.
- Provided students and alumni 11,003 **job listings** via **SeminoleLink**, an increase of 6% from last year, and referred 11,424 **resumes** to employers.
- Taught 12 sections of the **Career Planning Course** in partnership with the Educational Psychology and Learning Systems Department, enrolling 390 students.
- Coordinated 19 **career fairs**, including **Seminole Futures**, which provided an opportunity for 1,579 employers and graduate/professional schools to connect with 10,529 Florida State students.
- Presented 1,048 workshops on **employability skills** and **graduate preparation** to 40,393 participants with increases of 11% and 3% over last year, respectively.
- Managed the **Career Portfolio**, providing **93,567** students and alumni users with opportunities to identify and document skills employers and graduate schools seek in candidates.



The
Career Center
linking futures

☎ 850.644.6431

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The Center for ACADEMIC RETENTION & ENHANCEMENT

The Center for Academic Retention and Enhancement (CARE) provides preparation, orientation, and academic support programming for students who are among the first in their families to attend college. These students often face unique challenges because of educational or economic circumstances. This year, CARE:

- Guided students through the **College Life Coaching Program**, a requirement for all sophomore participants in CARE. Coaching has been highly effective in sustaining student engagement and success. This year, CARE achieved a 93.2% second-to-third year retention rate for the cohort receiving coaching, compared to 84% for students not using coaching.
- Supported at-risk students in their academic pursuits with 97.52% of all enrolled CARE students (1,251 total students) achieving **satisfactory academic progress**, an increase of 1.7% from last year, and **graduated** 299 students.
- **94,165** student visits in the **CARE Tutoring and Computer Lab**, an increase of 64.08% from last year.
- Continued the **Unconquered Scholars Program** to serve students previously classified as members of foster care, relative care, wards of the State, or homeless, seeking to increase the peer support and engagement activities for this highly at-risk population at Florida State. Efforts to support these students resulted in a 97.75% retention and an average Cumulative GPA of 3.06. Unconquered Scholars also **graduated its first cohort**, earning an 85% 4-year graduation rate.
- Developed the new **Guides and Delegates** programs that helped increase recruitment of traditionally underrepresented students to FSU. CARE Delegates (off-campus student recruiters) met with 430 students, while CARE Guides (on-campus tour guides and presenters) connected to 961 visitors to FSU, including 850 campus tours.
- Enrolled **411** students in the 2016 Summer Bridge Program, the largest class in history.
- Graduated **100%** of CARE's **Pre-Collegiate Division** high school seniors who were accepted into a post-secondary institution.
- CARE's **Student Support Services (SSS)** and **Student Support Services-STEM (SSS-STEM)** began operating in 2015-2016. SSS earned a 100% retention rate, and all participants were in good academic standing by the end of the year. SSS-STEM earned a 99% retention rate of students remaining enrolled and in a STEM degree program, as well as having **99%** of all participants were in good academic standing by the end of the year.



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The Center for GLOBAL ENGAGEMENT

The mission of the Center for Global Engagement (CGE) is to facilitate international diversity and foster global understanding and awareness within the Florida State community. The CGE is committed to enhancing Florida State's internationalization initiatives through Intercultural Programs, the Global Pathways Certificate, Cross-cultural Exchanges, Immigration Services, and collaborative efforts with Academic Affairs and across campus. This year, the CGE:

- Developed the **Global Citizenship Certificate program** to help undergraduate students develop critical thinking skills through a combination of academic and co-curricular activities. 130 students are currently enrolled, while 380 students have completed the first foundation course.
- Continued the **International Graduate Ambassador (IGA)** program providing new international graduate students with a student ambassador, also an international student, who served as a resource for pre-arrival questions regarding housing, transportation, and campus and community life.
- Administered a **Campus Climate Survey for International Graduate Students** that was designed to gather information about graduate student experiences at FSU and in the community to identify ways to better support, attract and retain graduate students.
- Utilized the **Intercultural Effectiveness Scale (IES) Test** (Kozai Group) in the Global Citizenship Certificate program and Global Partner Certificate training to measure and evaluate the pre and post program scores on interaction among people of different cultures to measure the effect of the trainings.
- Led 26 graduate students and staff through the **Global Partner Certificate** that is designed to help faculty, staff and graduate students increase their intercultural competencies and interact more successfully with people from diverse cultures.
- Collaborated with Academic Affairs to strengthen and expand **FSU's global partnerships** with 20 new agreements including six new, 'university-wide' bilateral exchange programs in England, Japan, Macau, Spain, Thailand, and Wales increasing opportunities for students to participate in a student exchange program.
- Developed the **GLOBAL NOLE** program designed to facilitate student volunteers to act as cultural mentors for international students. 40 incoming exchange students participated in the program.
- Supported over 2,200 currently enrolled international students.



Center for
Global Engagement

☎ 850.644.1702

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🐦 @fsucge

The Center for LEADERSHIP & SOCIAL CHANGE

The Center for Leadership & Social Change transforms lives through leadership education, identity development, and community engagement. Across curricular and co-curricular programs and services, the Center develops students who are engaged in the world around them and use their talents and means to create a more just and humane society. This year, the Center:

- Established Florida State as an Affiliate Campus of the **National Coalition Building Institute (NCBI)**, and created a campus-wide NCBI team to facilitate prejudice reduction workshops and serve as a critical response team. A total of 150 faculty, staff, and administrators participated in NCBI workshops and trainings.
- Facilitated community engagement of 7,251 students who participated in the ServScript Program, completing 391,940.5 hours of community service. This is a 3% increase in student participation and 6% increase in service hours from last year.
- Created the **Leadership Learning Research Center (LLRC)**, a collaborative effort of the Educational Leadership, Higher Education Department, and the Center for Leadership & Social Change. The team presented research at 6 international and national conferences, published 4 issues of *New Directions for Student Leadership*, and entered a contract to produce a book series.
- Held the **5th Annual Mentoring Institute** with 100 participants from campus and community mentoring initiatives. This institute was free of charge to attendees and included educational opportunities through breakout sessions by campus and community professionals, a keynote by State Representative Ramon Alexander, and a closing roundtable discussion.
- Led 458 students through **leadership retreats** occurring both on and off campus, and in partnership with colleagues across our community. Retreats included: LeaderShape Institute, Multicultural Leadership Summit, Service Leadership Seminar, Learning in the Outdoors for Group and Individual Change (LOGIC), Women's Leadership Institute, and the ACC Student Leadership Conference.
- Honored graduating seniors and our Seminole traditions through the **Rite of A-rak-kc-ce-tv**. This cultural graduation ceremony celebrated 150 graduates, a 50% increase from the previous year, in the spring and 65 graduates in the newly added fall ceremony.
- Increased enrollment in **Undergraduate Certificate in Leadership Studies** courses by 38% from the previous year. Enrolled 1,101 students in 40 sections of 15 different LDR courses. In addition, two new courses were approved through the statewide curriculum committee, LDR 2241: Black Male Leadership and LDR 2325: Leadership and Empowerment.



CENTER FOR
LEADERSHIP
&
SOCIAL CHANGE

☎ 850.644.3342

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🐦 @TheCenterFSU

The DEAN *of* STUDENTS DEPARTMENT

The Dean of Students Department supports the holistic development of students through advocacy, empowerment, leadership, accountability, and community. This year, the Dean of Students Department:

- Launched report.fsu.edu designed to be a “**one-stop shop**” for reporting any Florida State student issues or concerns, including sexual misconduct and stalking, non-academic conduct violations, on-campus housing issues, concerning student behavior, ADA/accessibility issues, acts of discrimination, and hazing. Reports are routed to designated campus personnel for appropriate follow-up and management in the Maxient database.
- Developed **Maxient**, an online student conduct and crisis management database, that allows individuals to report issues in an efficient, easy-to-use manner, and enhances the university’s ability to address student issues or concerns. The database is currently utilized by over 85 unique users in 15 campus offices.
- Provided 624 students, faculty, and staff with critical support through the **Victim Advocate Program**, an increase of 13% from last year.
- Served over 1,754 students in distress or crisis through the **Case Management Program**, an increase of 42% from last year.
- Assisted with relief efforts for over 2,000 students during Hurricane Hermine. Provided “**on-location**” **Food for Thought Food Pantry** and contacted families throughout the inclement weather via the **What’s Going ‘Round e-Newsletter** reaching 36,893 concerned family members.
- Facilitated 10,441 exams, an increase of 22.7% from last year, to 2,578 students, an increase of 40% from last year, registered with the **Student Disability Resource Center**.



FLORIDA STATE UNIVERSITY
DEAN OF STUDENTS

☎ 850.644.2428

💻 deanofstudents.fsu.edu

OGLESBY UNION

The Oglesby Union is the community center of the university for students, faculty, staff, alumni and guests. The department serves as a unifying force that honors each individual and values diversity and inclusion while fostering a sense of community that cultivates enduring loyalty to the university. The Union provides services and conveniences for members of the university community and creates an environment for formal and informal connections. This year, the Oglesby Union:

- Provided the opportunity for over 1,000 individuals to express their creativity during group “Paint-a-Pot” sessions in the **Art Center**, an increase of 72% from last year. The Art Center also saw a 16% increase in enrollment for the various classes offered.
- Hosted 12% more main theater programs and Gaming events in the **Askew Student Life Center** that saw a 55% increase in student involvement in programmed attendance.
- Increased reservations for groups and organizations in **Crenshaw Lanes** by 21% for Bowling socials.
- Supported academic success of **Fraternity & Sorority Life** students whose average GPA was above all undergraduate GPA, and raised \$900,000 through for the various philanthropies supported by chapters.
- Hosted over 4,000 individuals during the annual **FSU Flying High Circus Halloween Show**, an increase of 25% from last year.
- Expanded participation in the **Student Activities Center** late night **Friday Night Bites** program by 12%, and **Market Wednesday** saw an increase of 6% in organizations participation. In addition, **Peer Involvement Mentors** assisted 64% more students in identifying ways for them to get involved on campus.
- Hosted 2,000 dancers, an 11% increase in participation from last year, and raised 30% more in donations for a total \$1,435,120.32 for Children’s Miracle Network at Shands Children’s Hospital and the FSU College of Medicine’s Pediatric Outreach Programs through **Dance Marathon**.



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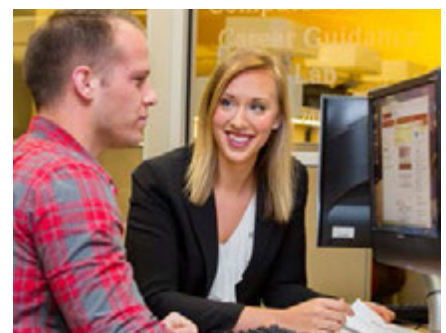
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🐦 @OglesbyUnion

STUDENT GOVERNMENT ASSOCIATION

The Department of Student Government assists students in reaching their full potential by focusing on leadership and identity development, belonging and inclusion, civic engagement and participation, and financial responsibility and stewardship. This year, the Student Government Association:

- Advised student organizations in leadership development, programming, and advocacy. The identity-based **SGA Agencies** hosted over 175 cultural, educational, and social events open to the entire campus community with an attendance of over 11,500.
- Facilitated the **All Agency Advance** that provided 70 agency student leaders with an opportunity to develop leadership skills and expanded knowledge.
- Hosted **world-renowned speakers** to students and the Tallahassee community through SGA entities and the Golden Tribe Lecture Series, including writer, author, and educator Jelani Cobb, and actor James Franco. SGA and the Headliners Committee supported Homecoming artist, hip hop star Chance the Rapper and comedian Whitney Cummings.
- Allocated **Activities and Service funding** of \$12,860,000 to the Oglesby Union, Campus Recreation, Student Activities and Organizations, and the Congress of Graduate Students.
- Certified over 1,300 student leaders regarding **fiscal responsibility, planning, and stewardship** through the Activities and Service budget process.
- Expanded the **Allies & Safe Zones** program exponentially as over 1000+ students, faculty, staff, and community members have participated in the workshops facilitated by various professionals across campus with a vibrant online presence of resources. More in-depth workshops explore personal identity development, students navigating the holidays, the coming out process, and being an ally to the trans community.
- Designed and advertised 720 student-based services and events through **Student Publications**, creating graphic-design project, photography services, and marketing campaigns for Recognized Student Organizations, SGA entities, and university-wide events.
- Partnered with the **Career Center** and academic departments to provide over 25 undergraduate and graduate student internships, engaging students in experiential learning and reflection opportunities to prepare for successful careers in the future.
- Supported students' **civic engagement participation** in campus and nationwide elections with over 20% of the student body voting in the Spring election, and worked with the **Leon County Office of Elections** to coordinate opportunities to register and educate students on voting. 2,500 people voted at the Oglesby Union polling location on national Election Day.



FLORIDA STATE UNIVERSITY
STUDENT GOVERNMENT ASSOCIATION

☎ 850.644.1811

💻 sga.fsu.edu

🐦 @FSUSGA

UNIVERSITY COUNSELING CENTER

The University Counseling Center's (UCC) primary mission is to address the psychological needs and personal concerns that may interfere with students' academic progress, social development and emotional well-being. The UCC provides free and confidential psychological counseling to students and outreach and consultation services. This year, The University Counseling Center:

- Delivered 18,207 **individual and group counseling sessions** to 3,934 students, an increase of 3% from last year.
- Offered **walk-in therapeutic services** to 3,923 students who walked in to the UCC without a scheduled appointment, an increase of 4% from last year.
- Offered **rapid access to clinical services** by providing a **walk-in procedure** for initial clinical contact. The average wait time to speak with a clinician throughout the Fall was 35 minutes and 51 seconds upon completing clinical forms.
- Provided immediate access for students to speak with a counselor by telephone after regular office hours as well as on weekends and holidays through the **UCC after-hours program**.
- Led 251 **outreach and prevention programs promoting mental health awareness** to 16,811 students, an increase of 12% from last year.
- Presented 107 outreach programs to 4,016 students through **RENEW (Realizing Everyone's Need for Emotional Wellness)**. RENEW is UCC's peer educator group comprised of 55 undergraduates from a variety of majors including social work, communications, psychology and marketing.
- Provided **Clinical Internships** in psychology for four doctoral interns in psychology and offered a two- semester **Practicum** for two doctoral students from the FSU Combined Counseling and School Psychology Program. UCC staff supervised one **Post-Master's Degree Counselor** for licensure in Mental Health Counseling and provided supervision and training to two interns through the **Master's Internship** program. In addition, the UCC provided clinical training to three **Post-Doctoral Psychology Residents** who obtained their licenses to practice independently in 2016.



UNIVERSITY
COUNSELING CENTER
at Florida State University

☎ 850.644.2003

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UNIVERSITY HEALTH SERVICES

University Health Services (UHS) provides healthcare, prevention, education, and outreach services to a diverse student population in a safe and supportive environment. University Health Services promotes campus wellness by encouraging healthy lifestyles and personal responsibility to enhance students' capacity for reaching academic and personal goals. This year, University Health Services:

- Provided services through a total of 68,128 **patient visits**.
- Provided psychiatry services through a total of 5,719 **psychiatry visits**.
- Provided diagnostic imaging services through a total of 5,556 **imaging studies**. The UHS also provided x-ray services at the home football games for both visiting and Florida State University athletes.
- Added a third clinician to the "**Fast Track**" clinic for patients with eye, ear, throat and sinus infections. This allowed 25 walk-in patients per clinician to be seen on a daily basis.
- Contracted with local specialists to provide 6,499 students, faculty and staff with **specialty care** in the Allergy/Immunology, Chiropractic, Massage Therapy, Dental, Dermatology, Endocrinology and Diabetes Educators. An additional specialty provider was added in November 2016, Neurology.
- Facilitated 170 presentations and 104 events by the **Center for Health Advocacy and Wellness (CHAW)** for a total of 274 outreach programs attended by 17,788 students.



HEALTH & WELLNESS
CENTER

☎ 850.644.6230

💻 uhs.fsu.edu

UNIVERSITY HOUSING

The mission of University Housing is to provide exceptional living opportunities for students to succeed academically. Residential Student Services fosters the lifelong learning of every resident through the promotion of responsible citizenship, appreciation of differences, personal wellness, and involvement. This year, University Housing:

- Housed 6,345 undergraduate and graduate students in 17 facilities.
- Administered a **student climate survey** assessing satisfaction with University Housing services and processes over 1,000 students responding. Highlights include an 86.72% satisfaction rate with move-in and an 82.36% satisfaction rate with the on-campus living experience.
- Hosted the **Annual Showcase of Seminole Scholars** recognizing approximately 500 residents for their academic achievement and involvement in five academic honor societies.
- Collaborated with Academic Affairs to provide seven **living-learning communities** accommodating 437 first year students.
- Conducted a system wide **Facility Audit** with results expected in 2017.
- Updated **emergency generators** for residence hall facilities adding generator coverage in all halls.
- Provided 66 student parents with **childcare** and 123 children with care and education. The department purchased 71 children's multi-language and multicultural books, an increase of 48 from last year, to encourage exposure to diverse cultures and inclusion of non-native English speaking family members in the **reading activities** of the center.
- Hired and trained over 330 student staff in various roles within the on-campus residence halls.
- Won the State bid to host the Florida Association of Residence Halls (FARH) Annual Conference.



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OVERALL DIVISION STRATEGIC PLAN

The Florida State University's Division of Student Affairs maintains, expands and protects the University's focus on students. We achieve this by:

- Advocating for students individually and systemically
- Educating students through courses, programs and activities
- Assisting students' intellectual, emotional, physical, and spiritual development
- Collaborating with campus and community partners to design policies and programs that are student-centered
- Consulting with all University divisions to anticipate student needs and resolve issues

The Division accomplishes these tasks through utilizing best practices as identified by international higher education professional organizations to create evidence-based programs and services.

STRATEGIC GOALS

- Build Community: Facilitate a student-centered campus through fostering greater interaction, integration, understanding and appreciation of all cultures in our community and beyond.
- Educate Leaders to Make a Difference: Prepare ethical leaders for a global society.
- Integrate Learning: Educate students and collaborate with Academic Affairs to provide a comprehensive culture of learning.
- Ensure Operational Excellence: Maximize resources to create safe, healthy, and supportive learning environments.

OVERALL STRATEGIC PRIORITIES

1. Develop strategies to increase student engagement, promote learning opportunities, and foster inclusiveness across campus.
2. Enhance and support student leadership learning initiatives.
3. Expand internship and experiential opportunities.
4. Expand internationalization efforts in partnership with Academic Affairs.
5. Increase mental health and wellness resources.
6. Implement Division of Student Affairs student leader learning outcomes assessment.
7. Encourage the study of the college student experience and program effectiveness to promote student success.

With your support, we look forward to a successful new year.



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DIVISION OF
STUDENT AFFAIRS
at Florida State University