



CAMPUS LIFE ACADEMY

SEPTEMBER 7, 2010

HITTING OUR TARGET IN 2010-2011

TODAY'S AGENDA

-  AVC WELCOME AND OVERVIEW
-  EXECUTIVE DIRECTOR PRESENTATIONS
-  CAMPUS LIVE AMBASSADOR PROGRAM OVERVIEW
-  STAFF AWARDS AND RECOGNITION
-  CLOSING ACTIVITY - REFLECTION
-  REFRESHMENTS AND NETWORKING





ASSOCIATE VICE CHANCELLOR

WHAT IS OUR TARGET?

AVC/Dean of Students Central Office 2009-2010 Accomplishments

- Student Advocacy: 79 individual meetings with students seeking assistance; 76 student group meetings with administrators, other students, etc.
- Launch of Campus Life Ambassador Program
- Coordination of the Student Regent Recruitment Process
- Coordination and oversight for the Campus Elections process - 2010 voter turnout was 40.01%, highest in at least 11 years
- Protest management for 35 events



CROSSING THE FINISH LINE

COMPLETING COLLEGE AT AMERICA'S PUBLIC UNIVERSITIES

CHALLENGES OUR STUDENTS MUST OVERCOME



The overall level of educational attainment in the United States today is both too low and stagnant



The U.S. educational system harbors huge disparities in outcomes - especially as measured by graduation rates - that are systematically related to race/ethnicity and gender, as well as socioeconomic status



Issue 1 and 2 are linked: the only way to substantially improve overall levels of educational attainment is by improving graduation rates for the rapidly growing Hispanic population, for underrepresented minority students in general (with black men requiring special attention), and for students of low socioeconomic backgrounds



Time-to-degree matters as well as ultimate graduation rates



It is essential to recognize that public universities have to be the principal engines of progress in addressing these challenges



STUDENT AFFAIRS GOALS & OBJECTIVES

1. Engage the division in a concerted effort to increase retention rates and improve overall student satisfaction.
2. Evaluate the impact of Student Affairs units through program reviews, fiscal analysis, and more robust accountability measures to develop greater effectiveness across the division.
3. Advance the division's development efforts to increase resources for scholarships for students experiencing financial hardships as well as other critical Campaign priorities.



SAMPLE AVC/DEAN OF STUDENTS GOALS & OBJECTIVES

GOAL 1: Increase Retention

Utilizing Chapter 12 from *Crossing the Finish Line* as a guide, the Campus Life units will meet this goal as follows:

Retention Services: Assessment of student cases. Providing holistic programs such as Sophomore Bridge experience, Transfer experience, Themed Housing, Veterans programs, AB540 students.

OPERS/SOAR/Student Media: These units will integrate as one organization, and will consider how school-life balance is impacting student retention

Health Services: Further integration of health services to improve services to students.



GOAL 2: EVALUATION

Campus Life Ambassador Program will continue in its second year. In its pilot year, the Ambassador Program completed 1,200 student surveys in a peer to peer format. AVC will complete data analysis of these surveys regarding student input on Campus Life services.

In collaboration with the Student Union Assembly, a Student Advisory Board will be established to advise the new Managing Director and Resource Center Directors.



GOAL 3: DEVELOPMENT



Continue to support events such as the Golf Scramble, and encourage staff to attend more networking and fundraising events where they can connect with alumni and other potential donors.



Identify students who are willing to attend events and sponsor their participation, ie. provide funding for a student to attend the Scholarship Dinner.



Continue to fund student initiatives, student organization programs and events that will benefit the campus and advance the academic experience of students.





Executive Director Presentations



ON TARGET

Ryan Andrews, Executive Director
OPERS/SOAR/Student Media

2009 - 2010 OPERS Accomplishments

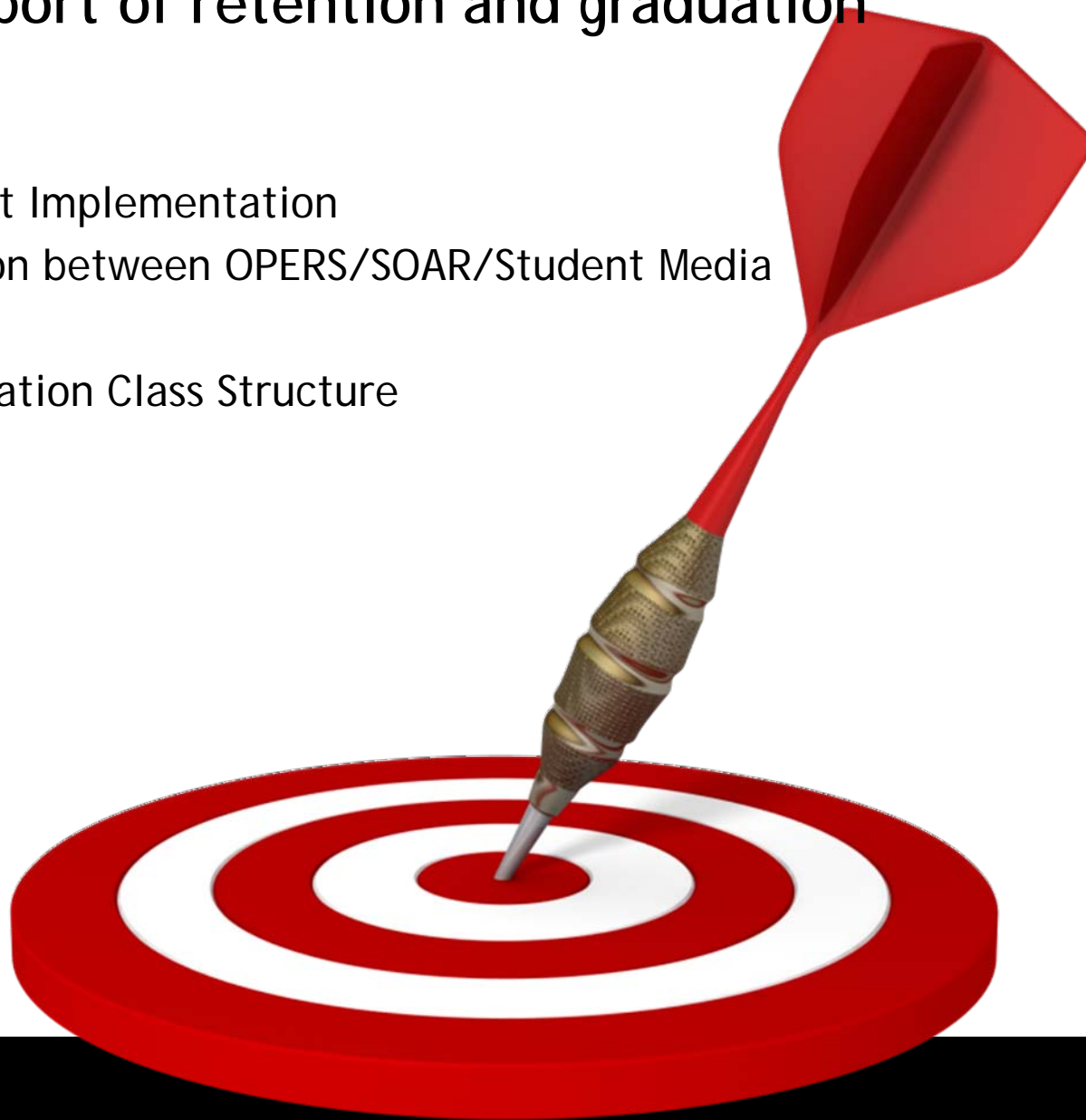
- **Facilities:** Pool Renovation, "Green" initiatives, updated process for facility management/rentals
- **Technology:** Recreation Management Software
- **Outreach:** Custom Programming, Leadership Training



Target Goals and Initiatives in 2010 - 2011

...in support of retention and graduation

- Active Net Implementation
- Integration between OPERS/SOAR/Student Media
- Athletics
- PE/Recreation Class Structure



Staff Accomplishments

- Wellness
- Recreation
- Admin
- Facilities and Maintenance

- New staff members
 - Todd Hollenbeck
 - Aaron Jacobsen





ON TARGET

Pablo G. Reguerín, Executive Director
Retention Services

2009 - 2010 Retention Services Accomplishments

- All units have engaged in organizational analysis and restructuring initiatives in addition to providing direct services;
- EOP: Redesigned Bridge program, participated in the development of R.PAATH (Rosa Parks African American Theme House at Stevenson College)
- LSS: Increased utilization of services with EOP and general student population to 33% and produced multiple studies on student achievement and equity



2009 - 2010 Retention Services Accomplishments

- STARS: Led the campus to be more inclusive of Veteran students and increased scholarship funding for transfer students to new heights
- DRC: Continues to increase access to services by providing support to students with financial hardship and implementing customized solutions in AIS
- Career Center: Increased corporate sponsorship and implemented multiple technology solutions to enhance student access including online appt scheduling
- SOAR: Launched peer advising program and completed a restructuring plan to fully integrate SOAR and Student Media in collaboration with CAD
- Resource Centers: Increased collaborative programming across centers and engaged in student consultation as a part of ongoing restructuring efforts



Target Goals and Initiatives in 2010 - 2011

...in support of retention and graduation

- High quality direct services to students, especially vulnerable populations such as students of color, veteran students, international students and GLBTI students;
- Increased focus on transfer experience;
- Support pipeline to graduation;
- Increased integration of services through collaborative partnerships;
- Increase capacity to utilize data to inform practice and develop solutions that address critical retention points;
- Develop and launch Retention Services Leadership Team.



Staff Accomplishments

- Isabel Dees, Special Projects Coord/DRC
- Charis Herzon, Asst Director/LSS
- Lilly Pinedo, Academic Adviser/EOP
- Tam Welch, Program Coord/Cantu Queer Resource Center
- New Staff:
 - Angel Martinez, SOAR
 - David Tylicki, DRC
 - Dr. Alan Wong, Career Center





ON TARGET

Mary Knudtson, Executive Director
Student Health Services

2009 - 2010 Health Services Accomplishments

- Facilities
 - Increased delivery of services to students despite suboptimal facility.
 - Integrated counseling and psychiatry into one combined unit.
 - New expanded pharmacy opened March 2010.
- Technology
 - Implemented patient self check-in kiosks to reduce wait times.
 - Implemented on line: travel clearances, health history and vaccine verification.
 - Provided selected test results to patients by secure messaging.
 - Implemented multi prong strategies to further enhance privacy safeguards.
- Budget
 - Minimized impact of budget reductions to students.
- Outreach
 - Minimized the effect of the H1N1 epidemic to Campus and to students.
 - Conducted regular patient satisfaction surveys with Survey Monkey.
 - Achieved 100% completion rate alcohol.edu
 - Provided educational programming on Sex and Consent to all incoming Freshman.
- Services
 - Implemented same day appointments to meet student needs.
 - Developed telephone triage unit for students.



Mission

- Our Mission

The UCSC Student Health Services mission is to provide services which promote physical and emotional well-being focused on the diverse needs of students.

- Our Vision

We strive to create a caring and supportive environment to assist students in improving their physical and emotional well being to aid in their academic success.

- Our Values

We value respect, teamwork and communication.

Respect

We respect the dignity, diversity and individuality of all. This drives our effort to develop an inclusive multi-cultural community in which differences are respected and valued.

Teamwork

Student Health Services staff work as a team with the University, community and students- valuing our varied roles and responsibilities - striving for individual and collective excellence in the services we provide.

Communication

We value clear, respectful, compassionate communication -as individuals and team members responsibly contribute toward the creation of a healthy and safe environment for all.

- WE CARE



Target Goals and Initiatives in 2010 - 2011

...in support of retention and graduation

➤ Facilities

- Completion of seismic retrofitting, expansion and greening of health center.
- Moving SHOP back to Health Center.

➤ Technology

- Expand online appointment options for students.
- Develop self screening tools for students: STI's, Depression, Substance Abuse, Eating Disorders, Contraception.
- Electronic medical record implementation for CAPS.

➤ Budget

- Minimize the effect of any budget reductions on services to students.

➤ Outreach

- Expanding resources for sexual assault victims on campus.

➤ Services

- Expanding education regarding sexual health.
- Offering free and anonymous rapid HIV testing.
- Expanding wellness and education focus
 - Integrative Medicine.
 - 100% coverage preventive care USHIP/GSHIP insurance.



Staff Accomplishments

- Counseling Center received IACS accreditation.
- Laboratory received COLA accreditation and excellence award.
- Planning to apply for accreditation this year for Health Center

- New Staff Members
 - Dr Schute
 - Dr Ford
 - Dr Hughes
 - Dr Kutcher
 - Deb Berardo, RPH
 - Beth Hyde, NP
 - Dawn Stewart, RN



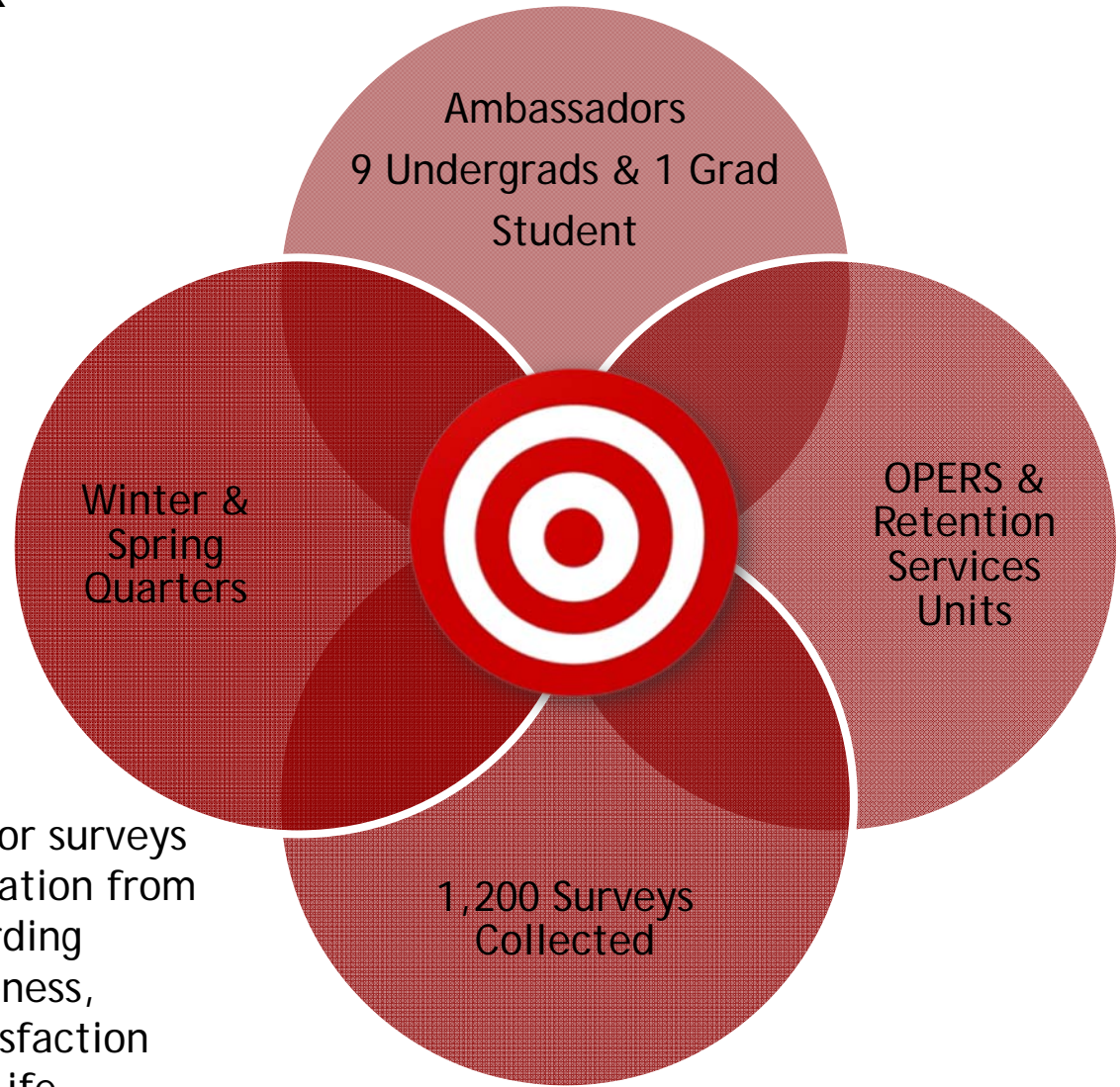
ARE WE HITTING OUR TARGET?

**CAMPUS LIFE AMBASSADOR
PROGRAM**



2009-2010 AMBASSADOR PROGRAM COMPONENTS

The Campus Life Ambassador Program was developed as a means for the AVC/DOS to gather student feedback on services provided by the departments in the Campus Life Organization. The Ambassadors also served as a focus group and provided the AVC/Dean of Students with advice on important student issues.



The Ambassador surveys collect information from students regarding student awareness, usage and satisfaction with Campus Life services

Sample Data Points



HEALTH
SERVICES

COMING
SOON....
FALL 2010



OPERS

Of 106 undergraduate students who responded in Spring 2010, 91% of these students were either satisfied or very satisfied with Physical Education classes



RETENTION
SERVICES

Of 124 undergraduate EOP students (includes transfers) who responded in Spring 2010, 88% of these students were either satisfied or very satisfied with EOP services and programs



Ambassador Program: Next Steps

- Orient our new CUIP Intern - Feliz Quinones
- Select and orient new Ambassador group
- Launch Health Services survey
- Implementation of a regular reporting system via CUIP intern and Lucy
- On-going program review



Staff Awards & Recognition

Spring Quarter Awards
Anniversaries



Reflection Exercise:

Welcome Adrienne Harrell,
Dean of Undergraduate Affairs
Baskin School of Engineering



Final Thoughts and Wrap-Up

1. Thank you for your time today!
2. Coming soon: Professional development survey
3. Best wishes for a successful fall opening
4. Refreshments and Networking immediately following in the lobby

