

**EASTERN OREGON UNIVERSITY  
DIVISION OF STUDENT AFFAIRS  
2010-2011 ANNUAL REPORT  
EXECUTIVE SUMMARY**

**Mission Statement**

Student Affairs takes pride in furthering the University's mission by encouraging and enhancing student learning and development in and out of the classroom. With a student-centered focus, Student Affairs staff facilitates transformative experiences that integrate academic learning with co-curricular activities helping students live what they learn and learn as they live. Student Affairs is a leader and partner in programs and services that create a vibrant campus life.

Fundamental assumptions underlying this mission are:

- A student-centered campus environment contributes to a student's growth and development.
- Each student is unique.
- Each student has worth and dignity and deserves to be treated with respect.
- Students are responsible for their own development.
- Students have the opportunity to participate in an array of campus experiences and to interact with persons of diverse cultures and values.

**Student Affairs Leadership Team**

Dr. Camille Consolvo, Vice President for Student Affairs

Dr. Thacher Carter, Director, Counseling Center

Colleen Dunne-Cascio, Director of Student Relations

Stephen Jenkins, Director of Housing and Student Involvement

Heather Cashell, Executive Assistant to the Vice President

**Student Affairs Units**

- Center for Student Involvement (CSI)
- Counseling Center
- First Year Experience Programs
- Hoke Union Building
- Multicultural Center
- Residence Life/Housing
- Student Health Center
- Student Relations (ombudsperson, assessment, student conduct oversight, grievance counselor)
- Office of the Vice President for Student Affairs (Division leadership and management, crisis management, student/parent/faculty and staff concerns and complaints, community relations, Mountie Week of Welcome, Student Health Insurance Program)

## Unit Highlights

- Counseling Center sponsored a panel for campus community on how to deal with students who are veterans
- Continued maintenance, implementation, and training of Campus Sexual Assault Response Program Advocates and Protocol
- Counseling Center assisted 187 individual clients, about 11% of the on-campus population
- Hosted a successful Mountie Orientation and are planning an enhanced Mountie Week of Welcome for 2011
- Eight staff facilitated HUM 101 and HUM 102 courses for first-year students
- Developed a common reading program to be implemented fall 2011
- Implemented first living learning community in the residence halls and developed two for implementation in fall 2011
- Assisted with Safe Zone trainings and Take Back the Night events
- Represented EOU on the Attorney General's Sexual Assault Task Force Campus Committee
- Implemented a Peer Leader program for the HUM courses
- Implemented MAP-Works, an early alert software, to identify and intervene with students at high risk of not being successful at EOU
- Multicultural Center continued enhancement of its diversity and multicultural programming this year: diversity movie night during Hispanic Heritage, Native American Heritage, and Black History months; and diversity-focused programs that centered on social justice issues (e.g., bullying in schools), LGBT issues, and race such as the Out In Silence event, Where Are the Women In Black History?, Portraits of Courage: African Americans You Wish You Knew, Bang Bang You're Dead event, Asian Pacific Islander Heritage presentation: The Aloha Factor, and a tour of the Tamástslíkt Cultural Institute.
- Provided academic and social support to students through the Multicultural Center
- Advised and assisted multicultural clubs and students with leadership development and implementation of cultural club activities and events.
- Worked closely with the Student Council on Multicultural Affairs to support, endorse and assist them in fulfilling their goals and make diversity-focused programs available to students.
- Implemented Orgsync, a student club and organization web-based management system.
- Student Health Center experienced an increase in utilization, 8% increase in patient visits from 2009-2010 academic year.
- Hired a new Health/Wellness Coordinator, Kylie Lanman, in the Student Health Center and an Assistant Director of Student Involvement, Le Alexander.
- Successfully transitioned First Year Experience Programs to Student Affairs.
- Started a popular late-night program in Mac's Grill; increased lunch hours at Mountie Café; and developed a successful partnership was developed with Bear Mountain Pizza allowing students to order pizza using their flex dollars.
- Initiated beginning stages of a renovation project for Hoke and worked closely with Facilities and Planning and SERA Architects to develop conceptual designs with campus input.
- Hosted the first living-learning community on campus in North Hall, The Power of Place.

- CSI implemented its first Leadership Week culminating in the Student Leadership Conference with a goal of continuing to provide and improve opportunities for student growth and development
- CSI introduced the Leadership Resource Zone for all clubs/organizations to utilize for meetings, networking, and minor projects (includes access to computers, a resource library, and a conference space).
- CSI and ASEOU collaborated to involve EOU staff, faculty, and student participation in the City-wide Clean-Up on May 7.
- Implemented a newly formed Residence Hall Association to represent the needs and interest of students living on campus.
- Resident Assistants met quarterly with each of their residents and informally interviewed them with the goal of helping students connect to the community, establish goals, and reflect over their experiences at EOU (RA staff reported on 1,045 of these sessions with residents).
- Retention rates in the halls were among the highest in recorded EOU history and the residence hall three-term average of 446 was the highest in recorded EOU history.
- Revised and mapped Student Affairs Learning Outcomes to the University Learning Outcomes.
- Revised and/or developed the following: Student Code of Conduct, Travel procedures, Animal Control policy, and Sexual Misconduct policy.
- Handled 65 student conduct cases at the University-level.
- Dealt with over 650 student issues and concerns through the Office of the VPSA.

### **Staff and Program Recognition**

- EOU's First-Year Experience programs received recognition in the AAC&U interview/article: *Engaging students with high-impact practices at EOU*, Spring 2011.
- Christy Oliveri and Colleen Dunne-Cascio presented at the OUS Student Success and Retention Conference: *Engaging Practices vs. Skill-Building in a First-Year Experience Course: What Are Students Learning*, January 2011.
- Jae Webb and Stephen Jenkins presented at the NWACUHO Regional Conference, "The Wordle: A lens on community expectations," February, 2011
- Multicultural Center was recognized as the 2010-11 EOU Program/Program series of the year.
- Student Club Recognition: Staff received public acknowledgement and appreciation for their support during the 2011 International Dinner & Show
- Consolvo, C., Ottinger, D., & Ehasz, M. (June, 2010). The senior student affairs officer of the future. Presentation at BGSU HESA 40<sup>th</sup> Anniversary Conference, Bowling Green, OH.
- Dunne-Cascio, C., & Weaver, M. (October, 2010). Student Success: The Utilization of a Campus Advocate Program as a Comprehensive Support in Sexual Misconduct Response. Presentation at the OUS Best Practices Conference: Prevention, Response & Policy in the Reduction of Sexual Misconduct on College Campuses, Eugene, OR.

- Dunne-Cascio, C., & Consolvo, C. (October, 2010). Student Success: A sexual assault awareness and prevention tool. Presentation at the OUS Best Practices Conference: Prevention, Response & Policy in the Reduction of Sexual Misconduct on College Campuses, Eugene, OR.
- Consolvo, C., Balzer, J., & Cooley, D. (November, 2010). Creating innovative pathways to assist veterans. Presentation at NASPA Western Regional Conference, Portland, OR.
- Ondercin, G., Consolvo, C., Collins, K., & Shuford, B. (March, 2011). Learning from transient leaders. Presentation at NASPA Conference, Philadelphia, PA.
- Dunne-Cascio, C., & Oliveri, C. (February, 2011). Student Success and Retention Conference. Engaging Practices vs. Skill Building in a First Year Experience Course: What are Students Learning?, Portland, OR.
- Dunne-Cascio, C., et al. (October, 2010). Compass Grant Teaching Talks: Today's Academics Linking Knowledge and Skills Conference, Portland, OR.
- EOU Ambassadors received the "Outstanding Administrative Support" Award
- Le Alexander received the "Advisor of the Year" Award

### **Issues/Challenges Facing the Student Affairs Units/Departments**

Financial resources continue to be limited as they are on the rest of the campus. For example in the Counseling Center, obtaining quality continuing education credits to maintain psychology licensure and clinical expertise is difficult on their budget, partly because of EOU's geographic location. The Multicultural Center's limited funding makes it difficult to continue providing quality multicultural/diversity-focused programs so they are looking at other ways to achieve this goal in more cost effective ways.

To assist students more effectively, Student Affairs staff would like to have a more collaborative working relationship with all Advising Center staff. We work closely with many of the on-campus advisers and their students in a variety of capacities and having a more open line of communication to problem solve and collaboratively assist students would be helpful. One of the main ways we assist our on-line students is through the regional directors so maintaining strong working relationships with them is essential to serving our students.

One challenge facing the FYE Programs is finding enough skilled facilitators who are willing to teach HUM courses and who are also good at interacting with first-year students. For many staff, doing "extra" work and contributing to the university community and our students beyond their own job description is not seen as a priority. The existence of our FYE courses, however, depends upon the involvement of staff outside their core job responsibilities.

Another FYE challenge involves determining if HUM courses will be a university requirement. Last year, some academic advisors told students that they did not have to take HUM because it was not "officially" required. We are still exploring the possibility of making this course an official university requirement.

With the growing demand from students for support services, the Multicultural Center continues to try to keep up with the demand for services while still providing adequate services for all

traditional underrepresented students. Another challenge the Multicultural Center will deal with in 2011-12 will be to get the Student Council for Multicultural Affairs reorganized and achieving their goals.

For Housing and Residence Life, if occupancy numbers continue to increase like they did in 2010-11, the focus will need to shift to renewal and replacement issues in the residence hall facilities. Housing and Residence Life plans to develop a 10-year facilities plan next year to help in identifying those systems and equipment that need to be addressed. In the short-term, however, Hunt has significant facilities needs if we plan to continue using it as a residence hall long-term. Alikut is reaching the age where some of the equipment and building systems are reaching end of life and will need to be replaced.

If on-campus enrollment growth continues, Housing will need to develop an occupancy management plan. Working with other units on campus to determine an enrollment management plan to understand and address all of the issues surrounding campus growth will be essential.

Renovation planning and work on the Hoke Union building will be a major focus because doing such work in an occupied building that also has food service and summer programs will be challenging. Effective communication with campus constituents and dining services will be required to be truly successful. One challenge will be the transition in leadership for the Hoke Facilities Scheduling Manager because we will not likely have a permanent person in this position until the end of September and he/she will have a short but steep learning curve to be prepared to be effective in that position. Also, the transition to Ad Astra scheduling software will continue to be challenge in Facilities Scheduling until we are as comfortable with it as we were with FastBooks.

The Center for Student Involvement continues to be challenged with the lack of staffing. CSI is hiring additional student staff and implementing a schedule that focuses on providing services at new hours of availability, and training student workers with the necessary information and ability to perform to address this staffing issue and focus on long-term goals and programming.

The Student Affairs staff works closely with Campus Security to meet the needs of our students and to maintain a safe campus. The reduction of staff and change in reporting lines in Campus Security may present challenges when dealing with matters such as persona non-grata (no trespassing orders). Collaboration is underway to meet those challenges head-on and proactively address how we will deal with issues within a new reporting structure.

In spite of the above-mentioned issues and challenges, the staff in the Division of Student Affairs is committed to collaborating with staff and faculty to provide an environment for students that helps them succeed at EOU and beyond.

**Goal Attainment for 2010-2011** (see individual unit/department annual reports)

**Goals for 2011-2012** (see individual unit/department annual reports)