

**EASTERN OREGON UNIVERSITY  
DIVISION OF STUDENT AFFAIRS  
2011-2012 ANNUAL REPORT  
EXECUTIVE SUMMARY**

**Mission Statement**

Student Affairs furthers the University's mission by being a leader, collaborator, and partner in curricular and co-curricular programs that create a vibrant campus life and a safe and secure environment for a diverse community. We value students as "knowers" who bring real experience and knowledge to the learning interaction. Using goal-directed and assessment-driven practices, we intentionally facilitate students' development, growth, and learning, empowering them to make meaning of their experiences at EOU, in their communities, and beyond.

**Student Affairs Leadership Team**

Dr. Camille Consolvo, Vice President for Student Affairs

Dr. Thacher Carter, Director, Counseling Center

Colleen Dunne-Cascio, Director, Student Relations

Stephen Jenkins, Director, 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 Program
- Hoke Union Building
- Multicultural Center
- Outdoor Program
- 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 workshop for the 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 served 191 clients (about 11% of the on-campus population); Majority lived off campus - 59%; number of sessions: Range = 1-3 and mean 5.1 sessions; Gender = 40% male and 56% female; 18% were ethnic minorities; Freshmen - 26%, Sophomore -

26%, Junior - 21.5%, Senior - 17%, Graduate Student - 2.5%; and 24% reported being first generation college students.

- Conducted 27 alcohol and other drug assessments through the Counseling Center.
- Hosted a successful Mountie Week of Welcome and continued to improve the program for 2012.
- Seven staff facilitated HUM 101 and HUM 102 courses for first-year students and many presented programs during the FYE's First Year Success Series.
- Developed and implemented a successful common reading program Fall 2011.
- Implemented two living learning community in the residence halls Fall 2011 and planned three more for Fall 2012.
- Hosted with Safe Zone trainings for the campus community through the Multicultural Center.
- Assisted with Take Back the Night events – Counseling Center and Student Health Center.
- Represented EOU on the Attorney General's Sexual Assault Task Force Campus Committee.
- Staff presented at all Mountaineer Day events related to living on campus, getting involved, and various campus resources to assist students and their families.
- Continued the Peer Leader program for the HUM courses.
- Multicultural Center continued enhancement of its diversity and multicultural programming this year. Some examples are: Mocktails at the MC; Film Showing: Trouble the Water; International Education & Multicultural Awareness Week events; Tour of the Tamástslíkt Cultural Institute; Martin Luther King, Jr. March; Celebrate, Education & Appreciate Diversity Conference; Portraits of Courage: African Americans You Wish You Had Known; Film Showing: The Help.
- Provided academic and social support to students through the Multicultural Center, residence halls, and FYE HUM courses.
- Implemented First-Year Success Series to provide skills development workshops for new students.
- Hosted 16,799 student visits to the Multicultural Center Computer Lab.

- Hosted the first CEAD (Celebrate, Education, Appreciate Diversity) Conference in February with approximately 60 students and 15 volunteers in attendance.
- Facilitated an Intact course on diversity and inclusion to engage students in multicultural activities.
- 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.
- Continue implementation of Orgsync, a student club and organization web-based management system, working to get more student utilization.
- Student Health Center had 1742 patient visits during the 2011-12 academic year.
- Counseling Center staff collaborated with numerous professionals and organizations (e.g., Center for Human Development, Grande Ronde Hospital, Blue Mountain Psychiatry) to enhance services and increase campus and community relations.
- Hired a new Student Union/Facilities Scheduling Manager, Heather Rapp; Outdoor Program Coordinator, Jerry Isaak; and an Area Coordinator, Ben Corley.
- With the hiring of Jerry Isaak, have the first full-time staff coordinator of the Outdoor Program in its 30+ year existence.
- Received funding for Hoke Union Building renovation with assistance of student-passed referendum and started renovation project, working closely with Facilities and Planning and SERA Architects to develop design and construction documents. Renovation starts Summer 2012.
- Initiated first EOU Alternative Spring Break program, with six students participating in an immersion program associated with JOIN in Portland, which exists to support the efforts of homeless people to transition off the streets and into permanent housing.
- CSI began a reviewing accountability processes for student clubs and organizations through a survey of advisors and student leaders.
- Presented information about dealing with student issues at Faculty Orientation during opening week.

- Provided professional development webinars for staff on: bullying intervention; the Campus SAVE Act; Clery Reporting; identifying and reaching underprepared students; early alert programs; and dealing with international students through the conduct system.
- Finalized Multicultural Center program review and prepared to use information gathered in developing a five-year strategic plan.
- CSI, ASEOU, and residence hall students collaborated to involve EOU students in participating in the City-wide Clean-Up on May 5.
- Navigated the Federal Affordable Care Act and its implications for student health insurance; planned for, and marketed, a new voluntary plan for students.
- Student Health Center providers are credentialed with several major insurance companies and are prepared to initiate 2012-13 insurance billing that is considerably different from the most recent program.
- Oriented a new health and wellness coordinator in Student Health who provided educational group programming and individual consultation and assessment.
- Revised and/or developed the following: Student Code of Conduct, Student Travel procedures, Military Call-Up policy, Grievance Policy, Medical Marijuana Policy.
- Continued facilitation of the campus-wide monthly reading groups to enable discussion on how to successfully support students.
- Handled 89 student conduct cases at the University-level.
- Dealt with over 700 student issues and concerns through the Office of the VPSA.

### **Staff and Program Recognition**

- Bennie Moses was awarded the 2012 Student Club/Organization Advisor of the Year
- The Director of Student Relations was invited to present at the September 2011 Oregon Department of Transportation's annual conference on the topic of *White Identity Development in a Multicultural Age*. Program Evaluations submitted indicates that the information presented was well received.
- The Director of Student Relations was invited to present the topic of *White Identity Development in a Multicultural Age* to the Regional Oregon Department of Transportation staff in October 2011.
- Participated in seven-member EOU team at the AAC&U High Impact Practices Summer Institute (June 2012) – Camille Consolvo, Team Leader, and Colleen Cascio.
- Presented at 2011 Northwest Association of Student Affairs Professionals (NWASAP) conference: *Engaging experiences in a First-Year Experience course: What are students learning?* Christy Oliveri.

- Consolvo, C., Cascio, C., Stypa, D. (2012, March). Leadership Lessons: From Backpacking to Student Affairs. Presentation at NASPA Conference, Phoenix, AZ.

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

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.

To comply with federal healthcare reform, EOU moved from a mandatory basic student health insurance plan to a voluntary major medical student health insurance plan. The voluntary plan is more robust, but it is also much more expensive than the mandatory basic plan (\$264/year to \$1546/year). The new plan design takes effect September 1, 2012. A communication plan is in place to notify current and new students of the availability and value of the voluntary plan. Although the voluntary plan costs more than the mandatory basic, it is a great value when comparing it to other major medical plans available on the market. In many cases the voluntary plan is less expensive and more comprehensive than a plan that the student is currently covered under through a parent. The Student Health Center Director is working to get the providers in the clinic credentialed with many insurance carriers so that a student's private health insurance can be billed through the clinic. Even with the credentialing effort, the Student Health Center will not be able to bill all insurance carriers, thus, the student is likely to incur out-of-pocket expenses for certain types of care/services.

With Thacher Carter's resignation as Director of the Counseling Center, finding the most capable, qualified therapist/administrator to fill that role will be critical to ensuring continuity of care, outreach programming, and vision for that unit.

Related to the FYE Program, several challenges exist. One is insuring there are enough HUM 101 and 102 facilitators to teach these courses. These courses are taught in addition to staff's regular work load so finding people willing to take the time to do this has been a challenge at times. Christy Oliveri, FYE Coordinator, held several information panels for the campus community on how to become a HUM instructor to help recruit additional new instructors for the upcoming academic year. Another challenge involves getting students enrolled in the Living-Learning Communities (LLCs). We are offering three LLCs for Fall 2012 but have found it difficult to get students to register for these. We will be conducting feedback groups with advisors during fall term to discuss how best to address this and get students enrolled.

The Hoke renovation, combined with the Quinn renovation work, will continue to challenge facilities scheduling and hosting camps and conferences. A significant number of meeting rooms will be off-line for much of the year and the potential lack of athletics facilities next summer may impact hosting summer camps and conferences. We will need to work closely with Athletics and Facilities to minimize the impact on these programs and revenue generation.

With a change in interpretation of policies and procedures related to the use of student incidental fee funds, working with students to ensure they are spending the money appropriately is critical. We will work with Finance and Administration to ensure students know what policy allow

because the changes may have significant impacts on student groups and will require new and innovative thinking about how to engage students in a time of already decreasing student engagement.

Housing and Residence Life continues to struggle with the volatility of enrollment at EOU. Planning and budgeting is difficult with yield rates for admissions applications relatively low. This, of course, has significant impacts on the budget. We will also need to find budget to allocate to additional facilities repairs and refurbishment in addition to beginning to fund reserves again.

The staffing model for Residence Life, with its heavy reliance on student staff for the majority of the residence education program, is no longer viable. Risk management, more serious student issues, the need to be more intentional about service provision and assessment, students more in need of academic assistance combined with a changing student mindset as well professional standards and guidelines call for additional professional live-in staff. We will be pursuing a comprehensive overhaul of the entire residential education program this coming year and reviewing different staffing models.

CSI continues to be challenged to engage the on-campus student body and support student success with only one professional staff member. The hiring of additional student staff (including a graduate assistant) and training student workers with the necessary information and ability to perform, has allowed CSI to successfully address this challenge and helped them to focus on long-term goals and programming. CSI will need to continue to properly train student staff and create transitional documentation for incoming student staff to initiate transitions from year-to-year.

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

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