The Division of Student Affairs enhances Eastern students’ academic and social development through a variety of comprehensive services and programs. The integration of initiatives from the University Strategic Plan and/or from the Division of Student Affairs Strategic Plan into departmental activities ensures that each department in the Division is working to achieve the same goals yet in a manner appropriate for its own mission.

Annual assessments are conducted to evaluate the effectiveness of departments’ work to achieve intended outcomes. These assessments are used to refine the next year’s operating plans and guide departments on where to focus resources.

This report features a sample of the action steps each unit took in 2014-15, results these steps have yielded, and next steps each unit will take in the future toward its own mission as well as Eastern and/or Division plans.

The report that follows highlights important goals, actions and results from Academic Year 2014-15. Although all departments have operating plans, not all conducted assessment during the reporting year. As additional assessments are conducted, they will be included in next year’s report.

Ken Bedini
Vice President for Student Affairs

EASTERN CONNECTICUT STATE UNIVERSITY
A Liberal Education. Practically Applied.
Mission: Build a culture of civic responsibility and engaged learning by providing resources and creating sustainable, effective, and productive relations with community partners that benefit students, faculty and the community.

**Strategic Plan Initiative**
Increase Retention and Persistence Rates Especially Among Freshmen.

**Action Step**
Strategically match volunteers to community projects to increase engagement in community and education.

**Next Steps**
Continue to track persistence rates to identify trends.

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**Results**
% of Freshmen retained to Sophomore Year

- Volunteers: 84%
- Non-Volunteers: 72%

Average 2012-14

**Volunteer Population vs Eastern Student Body**

- 62% female
- 37% racial & ethnic minority
- 35% freshman
- 52% female
- 30% racial & ethnic minority
- 20% freshman

**Strategic Plan Initiative**
Sustain Inclusive and Diverse Student Populations

**Action Step**
Recruit students who are representative of the campus community with respect to demographics and academic interests.

**Next Steps**
Create targeted outreach strategies to recruit more males and upperclassmen.
Mission: Engage students in the lifelong process of career development by offering counseling and resources; Promoting self-awareness and career exploration through a 4-year development plan; Linking students with employers and career opportunities; Encouraging pre-professional experiences and internships; Teaching integrative life planning, job search, and career goal-setting skills.

Strategic Plan Initiative
Provide Professional Development Opportunities to Students

Action Step
Increase employer relations and partnerships with Eastern as well as add more companies to our on-campus Workhub space.

Companies Utilizing Workhub

<table>
<thead>
<tr>
<th>Year</th>
<th>Jobs</th>
<th>Internships</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013-14</td>
<td>778</td>
<td>750</td>
</tr>
<tr>
<td>2014-15</td>
<td>854</td>
<td>940</td>
</tr>
</tbody>
</table>

Results

Next Steps
Continue to promote Workhub through networking events and workshops the CICD attends.

Next Steps
Continue to increase job and internship offerings posted in the new Symplicity database.
Mission: Support learning, growth, leadership and academic success of Eastern’s increasingly diverse student and staff population; Facilitate opportunities for cross-cultural community building, interaction, understanding and support.

Strategic Plan Initiative
Enhance and Sustain a Culture of Inclusion

Action Step
Provide diversity training for student leaders and Multicultural Leadership Council (MLC) clubs so that they can build cultural competence across the campus.

Results
Training Satisfaction Survey

- 75% of respondents felt the training was helpful in learning about diversity.
- 85% of respondents agreed that the MLC training enhanced their club’s cultural awareness.
- 100% of respondents indicated the Peer Diversity Educators (PDE) training was helpful in terms of understanding the importance of having conversations surrounding diversity.

Next Steps
Increase faculty participation in the training for PDE.
Continue to offer diversity and leadership training to all MLC clubs twice a semester.
Mission: The Office of Housing and Residential Life strives to provide a nurturing, safe, enriching environment that fosters lifelong learning and allows students to grow intellectually and socially. Students will be exposed to an interactive living-learning experience that provides hands-on opportunities to interact with students in the residential communities designed to make their college experience meaningful.

Strategic Plan Initiative
Establish theme-based residence halls

Action Step
Implement methods to track and monitor theme housing participants as it pertains to rate of retention.

Next Steps
Determine methods to encourage Residence Hall Associations to become invested in a societal issue and increase the number of service projects.

Results
72% Reduction in Bursar Holds between Fall 2013 and Spring 2015

Strategic Plan Initiative
Maximize Value of Eastern Degree & Retention

Action Step
Develop and implement early interventions and assistance for students who reside in Housing and have Bursar Holds.

Next Steps
Embrace and utilize the Financial Literacy SALT Software to provide resources and early interventions to students experiencing financial difficulties to continue to lower the number of students who have Bursar Holds.

Results
70% of Theme Housing Students Plan to Return to Theme Housing in AY 2015-16
Office of Judicial Affairs

Mission: Provide instructional and educational administration of the Student Code of Conduct; provide students with core values and lessons on how to act as a responsible adult in a community-based, living-learning environment.

Strategic Plan Initiative
Enable Academic Achievement for all Students

Action Step
The Office of Judicial Affairs will employ progressive discipline with repeat offenders to reduce recidivism in student conduct violations

Next Steps
Continue progressive discipline to help students better understand the negative behavior and allow them to learn from their mistakes

Results
23%
Reduction of recidivism in student conduct violations between AY 2013-14 & AY 2014-15

Strategic Plan Initiative
Increase Public Awareness of Eastern’s Unique Mission and Community

Action Steps
Increase staff visibility in the on and off-campus communities beyond regular business hours through 6 ride-alongs with Willimantic Police and 5 off-campus residential shadowing events

Next Steps
Continue to increase staff visibility to the campus and Willimantic publics through ride-alongs that will include additional events and through continued residential events

Students report seeing staff increasingly off campus outside normal business hours
Office of AccessAbility Services (OAS)

Mission: Encourage independence, assist students in realizing their academic potential, and facilitate the elimination of physical, programmatic, and attitudinal barriers.

Strategic Plan Initiative
Retention, Enhancing Academic Achievement, & Enhancing and Sustaining a Culture of Inclusion

Action Step
Continue to expand support and accommodation programs for OAS-registered students while operating under best practices.

Results
Services Provided and Requested Have Increased

Next Steps
Increase efforts to streamline the process of implementing proctoring and note-taking services, including efforts to manage issues relating to lack of space and staff.

Results
Students Reporting a Psychological Disability

Next Steps
Continue to make a concerted effort to employ mental health counselors as OAS staff, in light of the increase of psychological disabilities amongst Eastern students.
Student Activities

Mission: Provide social and educational activities outside the classroom which enhance learning and personal development. Through engagement, students participate in leadership development opportunities that empower them to become socially responsible leaders.

Strategic Plan Initiative
Engagement

Action Step
Use targeted marketing and outreach strategies to engage commuter students in on-campus activities.

Next Steps
Continue targeted marketing and outreach strategies to continually increase engagement.

Results

As a result of training, which skills have you been able to improve?

<table>
<thead>
<tr>
<th>Skill</th>
<th>% of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stress Management</td>
<td>55%</td>
</tr>
<tr>
<td>Time Management</td>
<td>66%</td>
</tr>
<tr>
<td>Conflict Management</td>
<td>70%</td>
</tr>
<tr>
<td>Critical Thinking</td>
<td>73%</td>
</tr>
<tr>
<td>Self Confidence</td>
<td>75%</td>
</tr>
<tr>
<td>Leadership Skills</td>
<td>77%</td>
</tr>
<tr>
<td>Communication Skills</td>
<td>83%</td>
</tr>
</tbody>
</table>

Strategic Plan Initiative
Professional Development

Action Step
Develop an intentional program for the hiring, training, evaluation, and structure of student employees and Graduate Assistants.

Next Steps
We will continue to offer professional development for student employees that helps them build important skills for the workplace.
Pride Room

Mission: Serve the diversity of the LGBTQIAA (lesbian, gay, bisexual, transgender, queer, intersex, asexual, and ally) community on Eastern’s campus; create a space that is safe, accessible, open, and confidential for all students; cultivate a community of advocacy and support for all students, especially members of the LGBTQIAA community; provide programming that increases LGBTQIAA awareness and informs the community about issues related to sexuality and gender identity.

Strategic Plan
Enhance the professional development opportunities for all members of Eastern’s workforce.

Action Step
Provide educational opportunities to faculty, staff, and students regarding LGBTQIAA topics.

Next Steps
Continue targeted marketing and outreach strategies to further increase engagement.

Results
Which Pride Room services are you aware of?

<table>
<thead>
<tr>
<th>Service</th>
<th>% of Survey Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Programs &amp; Events</td>
<td>64%</td>
</tr>
<tr>
<td>Website</td>
<td>64%</td>
</tr>
<tr>
<td>Safe Zone Training</td>
<td>53%</td>
</tr>
<tr>
<td>Men’s Group</td>
<td>48%</td>
</tr>
</tbody>
</table>

Strategic Plan Initiative
Increase Student Awareness of University Support Services.

Action Step
Obtain benchmark data on what services the campus is aware that the Pride Room provides.

Next Steps
Continue to promote services with heightened emphasis on the items that did not make the top 4.

Results
100% of faculty and staff who participated in Safe Zone Training in Spring 2015 felt the time they spent in the training was "worthwhile and will help me better serve students"
Women’s Center

Mission: Advance the personal growth and intellectual development of individuals and communities of all identities with a particular focus on women; cultivate socially responsible leaders by advocating for social justice and gender equity, addressing campus climates, and providing resources and support for everyone.

Strategic Plan Initiative
Engagement of students in University Support Services.

Action Step
Educate the Eastern community on issues related to the Sexual Assault & Interpersonal Violence-Response Team (SAIV-RT) and work collaboratively with community agencies.

Results

54% increase in reports to the Sexual Assault & Interpersonal Violence Response Team between AY 2013-14 & AY 2014-15

73% of Eastern students completed Part 1 of an online course for Sexual Assault Training

Next Steps
Use social media to increase the number of Eastern students who complete the Haven: Sexual Assault Training
Develop strategies to increase the number of students accessing resources and services of the Sexual Assault & Interpersonal Violence Response Team