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During the 2017-18 academic year, I assumed leadership of Eastern Connecticut State University’s Division of Student Affairs on an interim basis following more than 19 years of service to the University. The Division of Student Affairs 2013-18 Strategic Plan was developed in response to the University’s Strategic Plan. The Strategic Plan seeks to engage our students in meaningful ways, connecting them to experiences that separate them from their peers in higher education and provide them both an intellectual epiphany and a competitive edge in the marketplace.

Our Student Affairs staff allow Eastern students to grow in meaningful ways, by offering opportunity, resources, and support towards graduation and employment. This annual report highlights the work that occurred within the Division of Student Affairs at Eastern Connecticut State University for the 2017-18 academic year.

Sincerely,

Walter Diaz, Ed.D.
Vice President for Student Affairs
Mission

The Division of Student Affairs creates a supportive and challenging environment that is conducive to academic achievement and is responsive to student needs through inclusive excellence. The Division prepares students to be successful leaders in a global society through programs and services that enhance student learning, personal and professional development, and civic responsibility.

In seeking to accomplish our mission, we are committed to Student Affairs Strategic Initiatives.

RETENTION

The connections that Student Affairs staff make with students are integral to the successful retention and graduation of Eastern students. The Division of Student Affairs will:

1. Develop strategies to meet the needs of a diverse and changing student population, e.g., at-risk, first generation, transfer, veterans, honors, athletes, and students with disabilities;
2. Increase student awareness of University support services;
3. Effectively engage with students to create meaningful student impact;
4. Enhance collaborations with academic departments and faculty to support student success; and,
5. Increase collaboration with the Financial Aid Office to ensure staff members are familiar with financial support opportunities for students.

ASSESSMENT

The Division of Student Affairs is committed to an intentional, rigorous, and honest assessment of the programs and services provided by its offices. The purpose of such assessment is to foster a culture of learning within Student Affairs that determines the collective impact of the entire Division on the education and development of Eastern students. The Division of Student Affairs will assess its programs and services through:

1. Development of goals and measurable outcomes.
2. Measurement and analysis through quality assessment tools and strategies.
4. Application of results for continuous improvement.
ENGAGEMENT

Students who are actively engaged invest their time and efforts in activities that:

1. Encourage personal, social and professional development.
3. Forge a connection with their peers, the University and the community.
4. Develop the ability to mutually respect and understand others

The Division of Student Affairs will focus its efforts to enhance student engagement in several key areas:

i. Leadership development.
ii. Cultural, social and athletic activities.
iii. Personal development, wellness and positive decision-making.
iv. Experiential education and community engagement.

PROFESSIONAL DEVELOPMENT

The Division of Student Affairs is committed to developing the knowledge and skills of our students and staff members. We value the education and career development of each student and employee and believe professional development is essential to promoting a standard of excellence within a learning organization. We focus on continued development of students and team members to ensure intentional preparation for the work of Student Affairs. The professional development process includes:

1. Formal and informal learning strategies for professional and personal growth;
2. Knowledge that is shared, skills that are expanded, new thinking and ideas that are stimulated and models of cooperation and collaboration and are provided to strengthen the community;
3. A lifelong commitment that includes development of skills at varying levels and at different stages throughout the career path.
ENHANCING AND SUSTAINING A CULTURE OF INCLUSION

The Division of Student Affairs will provide effective leadership and support to create an inclusive life-long learning environment in support of the University’s core value of Inclusion. The Division will:

1. Promote inclusive excellence across the Division of Student Affairs and the University;
2. Plan and deliver programs and services that embrace and advance the University’s commitment to inclusiveness;
3. Enhance efforts to improve the diversity climate within campus life;
4. Pursue opportunities to collaborate with the academic community in areas that will enhance diversity and multicultural competence; and,
5. Develop and implement effective strategies to recruit, hire and retain a diverse student workforce within the division.

ENABLE ACADEMIC ACHIEVEMENT FOR ALL STUDENTS

Student academic achievement is a core value of the University and is central to the mission of the Division of Student Affairs. In keeping with Eastern’s liberal arts mission, the division will provide support for and will facilitate transformative student experiences that integrate academic learning with student development through:

1. Assisting and engaging students in their academic and co-curricular experience;
2. Development of student learning objectives and outcomes for all programs and services that connect to students’ academic experiences;
3. Partnerships with academic departments and programs to meet the needs of students; and,
4. Alignment divisional learning goals and departmental learning outcomes with the University’s Strategic Plan.
THE OFFICE OF ACCESSIBILITY SERVICES

Mission
The Office of AccessAbility Services (OAS) philosophy and mission is to encourage independence, assist students in realizing their academic potential, and to facilitate the elimination of physical, programmatic, and attitudinal barriers. The OAS works to assist individuals with disabilities in meeting their educational challenges successfully. The OAS guides its work with best practices under the strategic plan of the University and the Division of Student Affairs. OAS services are designed to meet the unique educational needs of students with documented permanent and temporary disabilities such as ADHD, ASD, learning disabilities, psychological disabilities, deafness and hearing impairments, blindness and visual impairments, and physical disabilities.

2017-18 Highlights
- First full academic year in which the OAS Testing Center (TC) was in use as a stand-alone entity. The TC has succeeded in cultivating a warm, welcoming environment and culture that enables students to access their testing accommodations in a private, professional, inclusive space.
- OAS began the implementation of Accommodate, a case management system created specifically for Disability Services offices.
- The OAS Scholarship Committee awarded $1,000 Scholarships to four students with disabilities.
- Developed a series providing students with eight workshops throughout the fall-spring semesters. The goal of the workshop series was to promote campus resources and increase student employability efforts.
- In collaboration with the DiverseAbility Club, the OAS hosted five outreach events throughout the year. Programming targeted various developmental skills such as, social, educational, creative and critical thinking.

$1,000 
Scholarships Awarded to Four Students with Disabilities

10% 
Increase in Exams Proctored (N=894)

509
Students Registered with OAS 10% Increase from 2016-17

28%
Increase in Note-takers Provided (N=472)
By placing its highest priority on the overall quality of the liberal arts educational experience, Eastern Connecticut State University’s Department of Intercollegiate Athletics, Intramurals & Recreation seeks to integrate its programs and goals with academic and developmental objectives and to assure the assimilation of student-athletes into the general student body. To achieve this end:

- Eastern offers a broad-based, Division III athletic program aimed at safeguarding the amateur aspects of the various sports and maintaining the proper perspective of athletics within the academic mission of the University;
- Eastern encourages male and female students from all backgrounds to participate in some component of the athletic program to develop their full potential, so they may contribute more effectively to our society and live richer, fuller lives;
- Eastern places emphasis on good sportsmanship on the part of student-athletes, both when engaged in competition and when supporting their peers from the stands;
- Eastern offers a quality co-curricular athletic program that positively affects the health and wellbeing of the student population, either directly through participation, or indirectly through spectatorship and school spirit.

### 2017-18 Highlights

- Awarded the Commissioner’s Cup. This was the first time in school history Eastern won the Commissioner’s Cup.
- LEC Conference championships in Women’s Cross Country and Men’s Basketball.
- Hosted Men’s Basketball NCAA games (record setting attendance).
- Second Annual “Warriors at Work” resulted in two, well-attended, alumni career events.
- Successfully completed softball field naming campaign raising over $105,000.
- Day of Giving raised over $61,000 for Athletics.
- Instituted senior exit interviews for all sports.
- Awarded a two-year $45,000 NCAA Ethnic Minorities and Women’s Internship Grant.
Mission

The Center for Community Engagement (CCE) supports the mission and vision of Eastern Connecticut State University by providing resources to build a culture of civic responsibility and engaged learning. The CCE creates sustainable, effective, and productive relationships with community partners that benefit students, faculty, staff, and the community.
2017-18 Highlights

Student Engagement:
- Developed a comprehensive transportation schedule to manage volunteer transportation in collaboration with Colibri.

Faculty Engagement:
- Completed Eastern’s Civic Action Plan as requested by President Núñez, in collaboration with faculty.
- The second Civic Action Conference was held in November, 2018 with 50 Eastern faculty attendees and 12 faculty presenters.
- A workshop was held for 25 faculty members on developing service learning writing assignments.
- Worked with faculty to help design course-specific content and community connections.

Community Engagement:
- Engaged in one-on-one program evaluations with community partners to ensure quality.

<table>
<thead>
<tr>
<th>Individual</th>
<th>63</th>
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<tbody>
<tr>
<td>Weekly Programs &amp; Shifts for Community/Organizations</td>
<td>61</td>
</tr>
<tr>
<td>Schools</td>
<td>Media Programs were Produced To Support Community Organizations, Faculty, Staff</td>
</tr>
<tr>
<td>72 Special Events</td>
<td>Students</td>
</tr>
<tr>
<td>13 Local &amp; Statewide Boards &amp; Commissions</td>
<td>11% Increase Over AY17</td>
</tr>
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CCE Staff Served on Local & Statewide Boards & Commissions
Mission

The Center for Internships and Career Development provides advising and resources to actively engage students in the lifelong process of career development. Our mission is to encourage students to:

- Explore the process of self-evaluation and career exploration by utilizing our 4 Year Career Plan.
- Network and engage with employers through career education programs and career fairs.
- Participate in pre-professional and experiential learning opportunities, such as internships, co-ops, joining clubs and organizations and taking part in volunteer activities.
- Engage in office programs to acquire integrative skills connected to goal setting, life planning and the internship and job search process.

2017-18 Highlights

- Developed new on-campus professional networking events for students which included Career Conversations and a Business Lunch Etiquette program involving employers from different industries.
- Instituted the Employer Education Series: Employers conducted workshops for students on each of the eight core competencies.
- Continued modification of the 4-year career plan for students.
- Hired an Employer Developer for employer engagement.

| Information Tables Increased | On Campus Recruitment Increased | 85% of Employers Were Satisfied with Career Fair | 95% of Students Reported Increased Knowledge of Career Topic of Choice After Meeting with a Counselor | Internship Postings Increased 45% | 14% | 64% |
COUNSELING & PSYCHOLOGICAL SERVICES

Mission
The mission of Counseling and Psychological Services is to provide a resource for the students of Eastern who are in need of information, support, consultation, and/or clinical intervention. It is the belief of our professional staff that an essential part of a student’s education involves developing an understanding of themselves and how they interact with the world around them. Ultimately, our services are designed to help students mature and work toward obtaining more fulfilling educational, vocational, and personal lives during their time at Eastern and beyond. Although our primary goal is to serve the mental health and developmental needs of students, we also serve as a source of information, consultation, and support to faculty and staff.

2017-18 Highlights
- CAPS moved its Main Office from 192 High Street to 182 High Street and created a satellite office in The Grant House.
- 182 High Street was renovated to make it handicapped-accessible. The move into The Grant House expanded the number of offices available and enabled CAPS to accept more trainees, thus providing additional counseling resources.
- Created two post-graduate positions (CAPS Fellows) to fill staff vacancies.
- Streamlined the Intake and Case Disposition processes, decreasing times between students contacting office and beginning counseling.

Provided
2,451
Individual Hours of Counseling for 247 Clients

Provided
165 Hours of Group Counseling
HEALTH SERVICES

Mission
The mission of the Student Health Services is to promote the lifelong health and well-being of Eastern’s students through the provision of accessible, comprehensive, caring, and cost-effective primary health care and educational outreach.

2017-18 Highlights
• Maintained a high level of services despite the departure of one of our four practitioners (a 25% reduction in clinical staff) for a significant portion of the year;
• Established and implemented a new protocol addressing patient appointment cancellations which allows us to fill time slots on a same-day basis, decreasing wait time;
• Initiated a self-care protocol for viral respiratory infections;
• Contributed to and enhanced the employability of student workers.

4,413
Students Provided High Quality Medical Care

100%
Meningococcal Immunization Compliance

97%
MMR Immunization Compliance

93%
Varicella Immunization Compliance
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.

2017-18 Highlights

- Eastern Housing & Residential Life became affiliated with the National Association of College & University Residence Halls (NACURH) and Northeast Association of College & University Residence Halls (NEACURH) which will enhance leadership opportunities for students involved with UROC and RHAs.
- Eastern UROC was awarded the “Program of the Year” Award at the annual NEACURH Conference.
- Revised RA Programming Model to encourage more weekend programs. Subsequently, Housing & Residential Life sponsored the most weekend programs of all departments in Students Affairs.

Housing & Residential Life Offered
- 35 Community Service Events
- 906 Unique Volunteers Completed
- The Six-Week Challenge had a Total Attendance of 7,022 Participants with an Average Participation Rate of 8.6 Events per Student

RA Programming Offered
- 1,155 Programs Which Were Attended by 30,222 Students

Perception of Housing Survey Reflected that 90% of Residents Felt that their Floor/Area had a Positive Community
- Developed and implemented mobile attendance technology to more accurately record and track student attendance at programs, events, and service projects.
- Developed and implemented a staffing structure that incorporates “Alternate Resident Assistants” to ensure smooth transitions to trained student staff when RA vacancies arise.
- Maintained the three-year average of first-year retention in residence halls from Fall to Spring.
- Successfully trained and on-boarded six new Hall Directors (50% of Hall Director staff).

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<tr>
<th>Attendance and Participation in Residential Programs</th>
<th>Survey Reflected that</th>
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<tbody>
<tr>
<td>6,070 Students Attended</td>
<td>90% of Residents Felt that their Floor/Area had a Positive Community</td>
</tr>
<tr>
<td>190 Weekend Programs</td>
<td>Increased Student Participation In 2016-17 to 234</td>
</tr>
<tr>
<td>25,624 Participants Consisting of Over</td>
<td>In Themed Housing In 2017-18 270</td>
</tr>
<tr>
<td>2,000 Unique Students</td>
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STUDENT ACTIVITIES

Mission

Student Activities office works to provide a supportive and challenging environment that is conducive to academic achievement and is responsive to student needs through inclusive excellence. Our offerings, in line with the mission of the Division of Student Affairs, seek to engage our students in meaningful ways, connecting them to experiences that separate them from their peers in higher education.

The staff in the Student Activities office strive to support new and returning students to actively engage as learners among their peers and ultimately graduate as employable leaders through co-curricular learning, both on and off campus. Our staff support clubs and organizations to plan and execute educational, social, and community service driven events. We also provide a number of department initiatives to support an enhanced, engaging experience for the students of Eastern, helping them to feel connected to Eastern, be retained, and provide experiences that will promote employability, professional development, and a culture of inclusion.

2017-18 Highlights

- **Warrior Welcome** - Provided an opportunity for freshmen to meet with the chairs of all academic departments during an academic major meeting. Freshmen felt more prepared for their classes and connected to the faculty members in their majors before the start of the school year.

  **WarriorThon**, sponsored by **Love Your Melon** raised more than **$11,000** dollars for the **Children’s Memorial Hospital**.

  Their event ranked number **#11** for the Top First-Year Fundraising Program.
• **Student Employment Opportunities** - Job descriptions, goals and objectives, training and evaluations for CAB staff, Student Orientation Counselors, and Student Center Staff were provided. Discussions and activities have been incorporated into staff meetings and trainings to discuss ways that students can translate their experiences into marketable skills to future employers.

• **Transfer Orientation Enhancements** - Group sessions/activities were added to the Spring SOAR schedule to help build a sense of community amongst transfer students.

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**March for Our Lives**

Sponsored by the Social Work Club, Organized
A Campus-Wide March for Students in Response to Gun Violence on College Campuses

**Total Attendance At CAB Events 2017-18**

16,322 and 113 Events

**Overall GPA of Students Participating In Clubs and Organizations was**

3.03 Versus of Students Not Participating 2.80

**44%**

Of Our Residential Students were Active Members In Clubs and Organizations

**89**

Clubs Operated as Active Clubs and Organizations

**223**

Programs Were Offered By Clubs and Organizations in Spring 2018

**1,500**

Students were Active Members In Clubs and Organizations
STUDENT CONDUCT

Mission
The Office of Student Conduct is both instructional and educational in design while providing protection to the academic community in a collegiate setting. It provides students with core values and lessons on how to act as a responsible adult in a community-based living-learning environment. Through this process, students are encouraged to take responsibility for their actions and realize that the University, by design, is its own community.

2017-18 Highlights
• Coordinated and offered a day-long Title IX Support Person Training for staff.
• Significant decrease in community concerns expressed during Town & Gown Committee meetings.

76%
Reduction in Spring Semester Off Campus Arrests in the Local Community from Spring 2017 to Spring 2018

50%
Reduction in Amount of Students Being found Responsible for More than One Code of Conduct Violation from 2016–17 to 2017–18

41%
Reduction of Students found Responsible for Code of Conduct Violations from 2016–17 to 2017–18

8%
Were Neutral

When Surveyed,
80% of Students Felt Respected During Student Conduct Process
Mission

The Arthur L. Johnson Unity Wing has grown to become an intersectional space to celebrate, understand, and develop fully engaged beings capable of critical consciousness. The Unity Wing is a visible symbol at Eastern that reflects who and what Eastern stands for. The Unity Wing is comprised of the Intercultural Center, Pride Center, and Women’s Center.

The Intercultural Center (IC) within the Arthur L. Johnson Unity Wing is a support resource that creates a climate of cultural awareness and inclusion, provides a courageous space and services that support, embrace, and celebrate a myriad of cultures and identities. Working closely with Eastern students from backgrounds traditionally marginalized and underrepresented, the Center facilitates activities through cross-cultural dialogues, guest lectures, and initiatives that celebrate and share the rich cultures of the students, staff, and faculty that make up our community.

The Pride Center within the Arthur L. Johnson Unity Wing serves the diversity of the LGBTQ+ (lesbian, gay, bisexual, transgender, queer, intersex, asexual, and all sexual/gender minorities and their allies) community of students, staff and faculty on the Eastern campus. The Center is a brave space whose support efforts include providing resources such as information and referral services, organizing campus programming, and activities that increase awareness of issues affecting the LGBTQ+ community while cultivating a community of advocacy and support.

The Women’s Center (WC) within the Arthur L. Johnson Unity Wing aims to advance the personal growth and intellectual development of all students, staff, and faculty that make up our community. The Center offers a variety of support and services for and about women. While serving as a resource and referral center for all students, the WC organizes events, activities, and sponsors educational initiatives that promote gender equity, knowledge of women-centered issues, and more.

2017-18 Highlights

- Staffed the Centers with diverse administrators and student ambassadors to support Center mission and work.
- Increased the visibility of the Centers and developed effective branding and messaging so that all students see each space as a positive place that has relevance to their lives and promote a sense of social responsibility.
- Increased visibility of and improved access to policies and student support resources.
Developed and organized inclusive programming individually and collectively that recognizes dimensions of diversity which comprises of the countless factors that make up intersectionality (i.e. age, class, color, culture, mental or physical disability and ability, ethnicity, gender, gender expression, gender identity, immigration status, race, religion, spirituality, sex, sexual orientation), embraces differences, celebrates unity, and commits to increasing awareness of social justice issues.

Hosted Over 100 Programs Increasing Programming by 63%

Pride Center Hosted 6 Safe Zone Ally Training for Campus Community

Pride Center Hosted the 3rd Annual Lavender Graduation with a 59% Increase In Attendance

The Pride Center and Intercultural Center Facilitated a 50% Increase In Programming
Mission
The Veterans Education and Transition Services (VETS) Center’s mission is to provide comprehensive support services for prospective and current students, including community college transfers who are current members or veterans of the Armed Forces.

2017-18 Highlights
• Provided a place of refuge that fostered the academic and transitional advancement of service members and veterans
• Aided veterans and service members with collecting, preparing, and submitting veteran-related or service-related financial aid documents.
• Re-instituted the Veteran Advisory Board Council.
• Aided veterans and service members with academic and personal issues.
• Promoted healthy integration of veterans and service members with the general student body through internal VETS Center activities and departmental collaborations across the University.
• Established a direct line of communication between the VETS Center and key state/Veterans Affairs allies: Senator Blumenthal’s office, Vocational Rehabilitation Headquarters, Veteran’s Administration (Newington).
• Launched the “Books-4-Vets” Scholarship Program for veterans and service members.
WELLNESS EDUCATION & PROMOTION

Mission
The Office of Wellness Education holds as its mission to support Eastern Connecticut State University students by enhancing their capacity for academic and personal success, emphasizing physical, emotional, intellectual, environmental, social, and spiritual wellbeing. Targeted programs and outreach initiatives have worked to support both the Division of Student Affairs goals and the University’s Core Values.

2017-18 Highlights
- 44% decrease in the number of students with a first-time violation for alcohol
- Obtained a state funded grant for opioid awareness, education and prevention, securing $11,000 for outreach initiatives across campus. Over 500 students and staff participated in grant related outreach activities.
- CORE survey was conducted to measure substance use among students, as well as poll for perception of substance use by others. The CORE survey was delivered as one element of the Opioid Prevention grant.
- Nine students were trained as Wellness Warriors in standards of mental health. The program was expanded to offer certification in a nationally recognized peer education program provided by NASPA.
- The number of alcohol related Emergency Room transports has dropped to a three-year low.

Survey results showed a 12.5% Decrease (compared to 2014 survey results) In Number of Students Who Reported Consumption of Alcohol within the Past Year

2018 Core Survey Indicates
Increase Knowledge of Alcohol and Drug Prevention Programs

59.6%
In 2018 Up from
37.2%
In 2014

2,298 Students have been served through Educational Outreach and Program Initiatives, Including Choices and Basics

59.6%
In 2018 Up from
37.2%
In 2014

Survey results showed a 12.5% Decrease (compared to 2014 survey results) In Number of Students Who Reported Consumption of Alcohol within the Past Year