

Dean of Students Annual Report 2022-2023

Contents

Report Completion Data	1
Section A: Department Profile and Productivity At-A-Glance.....	2
Section B: Summary of Major Departmental Accomplishments.....	5
Section C: Annual Progress in Assessing Administrative Department Effectiveness.....	13
Section D: Overall Departmental Health and Plans for the Upcoming Year	18

Report Completion Data

Report submitted by Jami Hall on August 14, 2023.

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Section A: Department Profile and Productivity At-A-Glance

Data Item	Subcategory	Prior Year (FY 2022)	Current Year (FY 2023)
Number of students served (duplicated)	Total	42,224	43,863
	CARE	255	259
	Career	1,394	1,529
	Conduct	559	269
	Dean of Students Office	929	150
	Disability	384	398
	Hardship Withdrawals	61	52
	Student Emergency Funding	324	102
	Student Life	123	93
	The Nest		
	<i>Birdfeeder</i>	1,732	2,085
	<i>Career Closet</i>	n/a	141 units
	Civic Engagement	361	1,136
	*Verified volunteer hours	5,026 hours	4,223 hours
	Game Room	16,788	11,933
	Leadership	48	117
	Programming	4260	2,281
	RSOs/Greeks	111	1,178
	Student Government	263	187
	Mountain Campus	n/a	129
	Testing Center (including community exams)	2,188	2,971
	Tutoring	2,093	1,748
	Supplemental Instruction	675	1,808
	Math and Science Learning Center	3,786	4,541
	Academic Programming	1,648	1,666
	Grammarly	3,437	4,705
Financial Fitness	220	46 (until 11/1/22)	
Financial Programming	585	116 (until 11/1/22)	
Total number of faculty and staff served by services	Total	1,974	2,947
	CARE	113	225

Data Item	Subcategory	Prior Year (FY 2022)	Current Year (FY 2023)
(duplicated)	Career	142	168
	Conduct	88	88
	Disability	25	19
	Birdfeeder	0	0
	Civic Engagement	26	35
	Game Room	0	0
	Leadership	17	20
	Programming	0	0
	RSOs/Greeks	30	32
	Student Government	22	22
	Mountain Campus	n/a	25
	Testing Center	1,469	2,230
	Peer Education	42	22
Number of student activities offered	Total	388	270
	CARE Team	N/A	6
	Career	16	25
	Conduct	3	3
	Disability	8	8
	Hispanic and Latinx Outreach	5	5
	Birdfeeder	4	4
	Civic Engagement	15	14
	Leadership	8	8
	Programming	30	30
	RSOs/Greeks	251	116
	Student Government	10	10
	Mountain Campus	n/a	5
	Testing Center	2	2
	Peer Education	36	34
Number of active campus clubs		30	30
Number of full-time staff		13	12
Number of part-time staff		1	1

Data Item	Subcategory	Prior Year (FY 2022)	Current Year (FY 2023)
Percentage of staff serving on committees		85%	66%
Percentage of staff engaged in community/public service		85%	100%
Total operating expenditures		\$931,289.36	\$866,176.29
Operating supplies and expenses		\$318,376.14	\$231,442.68
Equipment expenditures			\$18,195.00

The Financial Fitness and Financial Programming are listed as “Until 11/1/2022” as oversight of the Financial Fitness Learning Center transitioned to the Office of Financial Aid at that time.

Please note that CARE Team numbers are pulled directly from Maxient. However, additional students are served through tabling and classroom presentations. During FY23, CARE hosted 6 CARE Team tables, and during these events, 430 additional students were interacted with. Further, note that the Dean of Students “number of students served” has decreased above. We assume this is b/c we are no longer requesting OCIS to retrieve virtual appointments schedule via Microsoft Teams every 30 days. We are only tracking card swipes in at the front desk of students who physically enter the office. Lastly, Game Room numbers have also decreased significantly. However, we pulled out the large communal table that was in the Game Room and solo used for “hang-out” space for those not gaming. Therefore, much of this non-gaming traffic is not taking place in the Lower Level of Pope as opposed to being centralized in the Game Room.

Section B: Summary of Major Departmental Accomplishments

1) Dean of Students

- a) During the 2022-2023 academic year, the Dean of Students Office saw several requests for hardship withdrawals, Roadrunner Student Emergency Funding applications, and referrals to the CARE Team.
- i. The Dean of Students Office received 52 requests for a hardship withdrawal. This is a decrease from 61 in the previous year.
 - ii. The Dean of Students Office received 102 Roadrunner Student Emergency Fund applications. A decrease from the 324 applications received the previous year. However, RRSEF guidelines were much stricter than in previous years, requiring students to have taken out a subsidized loan from Financial Aid, if available, and provide ample documentation.
 - iii. The CARE Team received 259 referrals for the 2022-2023 school year. This is a slight increase from 255 during the previous year.

Case Type	Number of Cases
Hardship Withdraws	52
CARE Team	259
Roadrunner Student Emergency Fund	102
Totals	408

2) Career & Professional Development

- a) During the 2022-2023 academic year, Career & Professional Development (CPD) met with students/alumni in one-on-one sessions in person or virtually to provide career advisement and resources. CPD also hosted several career-focused events, such as the Majors Fair, Internship Fair, Graduate School Fair, LinkedIn Workshop, Multiple Career Fairs, Free Headshot Day, Career Week, Graduate Portrait Day, SchmoosaPalooza (networking event), and Interview Workshop.
- b) CPD launched SteppingBlocks, a digital career counselor resource purchased by the University System of Georgia, to the campus in January 2023.
- c) The Assistant Director for Career & Professional Development (ADCPD) sat on two (2) Board of Directors: Georgia Association of Colleges and Employers (as the Vice President of Institutions) and the Northwest Georgia Junior Achievement. The ADCPD acted as Past Chair for the USG Career Services RAC Group throughout the year. The ADCPD continues to serve on the Executive Cabinet as a Parliamentarian for the DSC Staff Council. The ADCPD participated in and completed the Dalton Public Schools Ambassador Program. In Spring 2023, Dalton State was awarded the Bronze Award by President Joe Biden for

contributing the most volunteer hours in Georgia to Junior Achievement. This was accomplished by the students enrolled in the Wright School of Business Professional Development course taught by the ADCPD.

3) Conduct

- a) During the 2022-2023 academic year, Dalton State continued using EVERFI's Foundry platform to administer AlcoholEdu for College and Sexual Assault Prevention for Undergraduates. These two online programs train students on alcohol, drugs, sexual assault prevention, and bystander intervention. These programs met the standards for the federal guidelines from Title IX and VAWA amendments. In January 2023, Vector Solutions completed the purchase of EVERFI Foundry and was responsible for the training in the Spring of 2023. The impact reports from EVERFI and Vector Solutions during the transition provided the following data during the transition period.
 - i. During the 2022-2023 school year, 600 students completed the AlcoholEdu for College course.
 - ii. During the 2022-2023 school year, 1299 students completed the Sexual Assault Prevention for Undergraduates course.
- b) Student Conduct collaborated with The GreenHouse CAC/SAC and Alpha Kappa Lambda Fraternity to host the "These Hands Don't Hurt" program in October 2022. This program educated 215 college students on the issues regarding domestic violence and allows students to pledge to intervene if they witness an incident. Student Conduct also partnered with Residential Life to host an education program on Sexual Assault Awareness and Consent in April Of 2023. This event engaged 37 residential students.
- c) Student Conduct adjudicated 185 cases. An increase of 125% from the 82 cases during the 2021-2022 school year. 66 were Academic Dishonesty cases, and 119 were Student Behavioral cases.

4) Disability Access

- a) Disability Access numbers increased this year. The number of students registered to receive accommodations last year was approximately 230. Intakes of new students seeking services more than doubled from 133 in FY 21/22 to 270 in FY 22/23. In addition to the typical way incoming students seek Disability Access, the overlap of students referred to the CARE Team who also need accommodations continues to grow. Students with psychological impairments continue to be the primary disability served at Dalton State.

5) Exit Interviews

- a) From August 2022 to February 2023, Exit Interviews continued to be conducted by the Dean of Students Office. During that time, 115 exit interviews were

completed. In February, the Dean of Students Office no longer conducted exit interviews. The process moved to an online format created and monitored by the Enrollment Services Office.

6) Student Life

a) Fraternity & Sorority Life

- i. Dalton State has one fraternity, Alpha Kappa Lambda, and two active sororities, Alpha Omicron Pi and Alpha Sigma Tau. All three organizations participated in each orientation session to engage with new students and promote their respective student organizations. All three organizations utilize continuous recruitment or the 365-recruitment model to grow membership. Fraternity and Sorority Life sponsored an end-of-year banquet in December 2022 and a “Greek Week” in April 2023.
- ii. The College Panhellenic Association saw more women participating in primary recruitment for Fall 2022. 28 women participated in sorority recruitment, an increase from 7 during the Fall 2021 semester.

b) Civic Learning and Democratic Engagement

- i. SAVE’s committee for Civic Learning and Democratic Engagement (CLDE) programming for the academic year engaged 372 students, a 3.04% increase from the prior academic year.

c) The Nest (Birdfeeder and Professional Clothing Closet)

- i. In the 2022-2023 academic year, The Birdfeeder saw increased visits and sustained distributed items. The breakdown of data is below:
 1. Total number of visits (duplicated users): 1,701 (22.57% increase from FY22)
 2. Number of unique users: 313 (2.49% decrease from FY22)
 3. Items distributed: 6,340
 - a. Personal Hygiene: 956
 - b. Food: 5,243
 - c. Clothing: 141

d) AmeriCorps VISTA Grant

- i. The AmeriCorps VISTA Grant has been renewed for an additional service year. Student Life and assigned sites are recruiting to fill two vacant positions that will dually support assigned Dalton State departments and complementary community partners.

7) Peer Education

a) Overview

- i. Peer Education saw a 17% increase in total student touchpoints (FY 22: 14,630; FY 21: 12,444).

- ii. Peer Education hosted several campus-wide resource awareness and skill development events, including TutorTalks, SI Tie Dye, Hatching Habits for Midterms, and offering tutoring assistance at Student Life's Food for Finals Program. Additionally, collaborative programs were hosted to engage students while addressing the navigation of academic stress. Related programs included Goat Yoga and rejuvenation through professional artist-led paint sessions.
- iii. Peer Education's study skills and time management program was reimagined after conducting a campus-wide student survey on academic skill attainment. The program leverages a more holistic approach to student success and is now known as the BEAK (building essential academic knowledge) program. Salient findings that shaped program redesign include the top four skills that students would like to develop: (1) enhancing memory; (2) improving test-taking skills; (3) reducing test anxiety; and (4) time management. Also, informing the redesign, students noted the three most significant obstacles preventing them from reaching their goals: (1) being easily distracted; (2) poor study habits; and (3) test anxiety. Over 200 BEAK sessions were facilitated in FY22.

b) Tutoring

- i. One-on-one tutoring sessions saw a 16% decrease (FY 22: 1,748; FY 21: 2,093).
- ii. An AmeriCorps VISTA, the Academic Wellness Advocate, was hired to provide capacity-building support following a slight decline in tutoring availability due to post-pandemic recruitment. The AmeriCorps VISTA's work emphasizes the development of structures and processes that will further expand and sustain tutoring capacity following complete implementation.

c) Supplemental Instruction (SI)

- i. SI saw a 167% increase in student touchpoints through optional academic support small group sessions (FY 22: 1,808; FY 21: 675).
- ii. The SI attendance rate sat at 24%, outperforming the International Center for Supplemental Instruction's target of 15%.
- iii. The average DFW rate difference between SI and non-SI groups was 17 percentage points (SI: 11%; non-SI: 28%).
- iv. The program was granted Accredited SI Program status by the International Center for Supplemental Instruction, which distinguishes programs with robust SI Leader observation procedures and an extensive focus on planning and continuous improvement. Additionally, recognized programs must be staffed by Certified SI Trainers and maintain a DFW rate difference between SI and non-SI groups.

d) Math & Science Learning Center (MSLC)

- i. The MSLC saw a 20% increase in student touchpoints through providing math and science walk-in academic support and resources (FY 22: 4,541; FY 21: 3,786).
- ii. The MSLC physical space was reimaged to encompass new collaborative seating and resources to benefit student learning. Practical and aesthetically pleasing signage and murals were integrated to enhance brand recognition while transforming the center into a space where students enjoy spending their time.

e) Financial Fitness Learning Center (FFLC)

- i. In FY 22, The FFLC facilitated one-on-one sessions, programming, and module-based financial literacy education within Peer Education until November 1, 2022. In November, oversight of the FFLC transitioned to the Department of Financial Aid.

f) Grammarly Premium

- i. There was almost a 37% increase in unique, active Grammarly Premium users (FY 22: 4,705; FY 21: 3,437). User writing sessions increased by 88% (FY 22: 395,463; FY 21: 46,040). In FY22, 60.4% of writing sessions were improved, calculated based on the number of writing sessions where users resolved writing issues divided by the total number of writing sessions.

8) Testing Center**a) Overview**

- i. The Testing Center continued to support incoming, current (both in person and online), and graduating students by providing an effective and efficient testing environment.
- ii. Under the new Coordinator, Jacob Dills, the Testing Center's priorities shifted from for-profit, community exams to make-up and accommodated testing to serve our Dalton State student testers better. The number of student testers served has increased by over 35% from last year. However, the Testing Center continues to proctor GACE certification exams every weekend, increasing the number of GACE Paraprofessional exams to continue serving our greater community. The Testing Center also worked closely with Advising, Enrollment Services, and the Dual-Enrollment Coordinator to ensure that incoming and graduating students completed exam requirements earlier.
- iii. FY 22/23 priorities included increasing the number of testers the Testing Center can serve by expanding the number of testing stations, hiring and training more student workers and one part-time employee, and updating our proctoring computers. Other priorities included: providing a

more welcoming and inclusive testing environment by ensuring our testing stations meet ADA standards, providing a more secure testing environment by installing a camera surveillance system, and simplifying our proctoring procedures by streamlining our processes and better organizing our office.

9) Other Office Accomplishments

- i. In January of 2023, Jami attended NASPA's AVP Symposium in Portland, OR. Then, in February of 2023, Jami Hall was selected to serve as the next RAC-DoS president. In addition, on February 16th, 2022, Jami, along with Dr. Jennifer Randall, co-presented a 7-Minute Sizzle titled Accessibility, Community, and Virtual Meetings for e-Campus. And, throughout the Spring 2023 semester, Jami completed AACRAO's Strategic Enrollment Management Course online. In March of this year, Jami extended a special invitation to participate in a *virtual* training workshop designed for current and prospective SACSCOC Student Services peer evaluators. Finally, Jami wrapped up the fiscal year by completing the Biennial Review and writing the Annual Notification.
- ii. Heather Williams completed all coursework for her educational doctorate program and is now working on her dissertation. Heather attended the Embark Georgia Leadership Conference in February 2023, the NASPA Mid Managers Institute in May 2023, and the Leadership Educators Master Facilitator Certification Program in June 2023 as continued professional development. Additionally, Heather worked with Embark Georgia and the USG System to host the inaugural Camp Kaleidoscope at Dalton State. Camp Kaleidoscope was funded through a USG Grant and invited foster youth from around the state to participate in an overnight pre-collegiate college experience.
- iii. Cameron Godfrey completed all coursework and oral comprehensive exams for the Master of Arts in History at Georgia State University. He is in the final stages of thesis completion.
- iv. Brooklyn Herrera accomplished the following: (1) received two publication acceptances: Cole Herrera, B., Gibbs, A.F., Williams, L., & Adams, K.R. (in press) and Minority serving institutions in Georgia: Exploring theories of rural cultural impact. In *Race and rurality: Considerations for advancing higher education equity*. Routledge. Cole Herrera, B., & Lanford, M. (in press). No dejes nada en la Puerta: Achieving equity at a rural HSI through asset-based peer support. *New Directions for Community Colleges*; (2) Became a Certified Student Affairs Educator (CSAEd) granted by the Higher Education Consortium for Student Affairs following the award of a NASPA Foundation Access Scholarship; (3) Collaboratively wrote DSCs updated Quality Enhancement Plan, contributing to the College's reaffirmation by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC); (4) served as the Georgia Association for

- Women in Higher Education (GAWHE) Executive Board Secretary and Chair for the Louise McBee Scholarship Committee; (5) became a NASPA Certified Peer Educator Trainer and (6) presented her dissertation research at the annual NASPA conference in Boston, MA after receiving a University of North Georgia graduate student travel grant.
- v. Mallory Safley attended the Mentoring Institute Annual Conference at the University of New Mexico in October 2022. As an adjunct faculty for the Wright School of Business, Mallory's students volunteered the most hours in the state of Georgia at the Dalton Junior Achievement Discovery Center. Because of this, Dalton State College was awarded the Bronze Award from President Joe Biden at the summit hosted in Washington, DC, in June 2023. Due to her marketing and design skills, Mallory has been elected as the Marketing and Communications Chair for the Georgia Association of Colleges and Employers for FY2024. Mallory is collaborating with other former Young Gamechangers in Dalton to create a Young Professionals group/program in Dalton.
 - vi. William Mast was a small group facilitator for the 2023 Phi Sigma Kappa Fraternity Officer Academy Conclave hosted in Atlanta, GA, in February 2023. He also presented to volunteer Chapter Advisors at the Officer Academy on ways to address Title IX concerns within a fraternity on a college campus. William was selected to attend the 2023 NASPA Region III/SACSA Mid-Managers Institute in May 2023. Lastly, William attended the 2023 Maxfest Conference hosted by the Software as a Service Maxient company. Dalton State College uses Maxient for Student Conduct, Title IX, CARE Team, Case Management, Hardship Withdrawals, and Roadrunner Student Emergency Funds.
 - vii. Andrea Roberson participated in opportunities to increase knowledge and effectiveness in her role on the CARE Team. These included NaBITA's Violence Risk report writing virtual workshop and a "Reimagining Crisis Response" Webinar. She also presented two sessions at the NaBITA Case Management Summit in June 2023, along with Nancy Avila de Welles, DoS Non-Clinical Case Manager.
 - viii. Jacob Dills hired and trained Jessica Brewer as a part-time staff member, overhauled the Testing Center's policy manual for students and faculty, proctored an off-site Accuplacer exam session for incoming dual-enrollment students with Hayley Cooper at the Dalton Academy, worked with Harley Burton and OCIS to install a camera surveillance system to provide testers with a more secure environment, and completed QPR Suicide Prevention and Mental Health First Aid Training, and attended the following webinars/online training modules: NCTA (National College Testing Association), GACE Paraprofessional, and Accuplacer, and a New Approach to Supervision.
 - ix. Nancy Avila de Welles is the Nonclinical Case Manager in the Dean of Students Office in January 2022. This position was created via the Title III HSI Grant and

reports to the Associate Director for Student Conduct and Case Management. The Case Manager serves on the CARE Team and supports students with campus and community referrals, assists with addressing student needs, and promotes CARE to the campus. In March 2022, she began serving on the DSC Hispanic Advisory Board. She is certified in SNAP benefits enrollment.

- x. Chelsi Dill is an AmeriCorps VISTA and serves as the Academic Wellness Advocate in the Department of Peer Education. She was recognized as a Noyce Scholar for STEM teacher education and received the Dalton State College James E. Brown Foundation Scholarship.

Section C: Annual Progress in Assessing Administrative Department Effectiveness

Unit Goals

Career and Professional Development

1. Participation is pivotal for student connectedness. The Dean of Students Office will engage the diverse student population through an array of programming and initiatives.
2. Opportunities for learning exist everywhere. The Dean of Students Office will enhance student learning through transformative and intentional co-curricular experiences.
3. Holistic student development is vital for students to achieve their full potential. The Dean of Students Office will assist students in fostering their comprehensive growth through extensive engagement, leadership opportunities, and campus-wide/community involvement.

Disability Access and Student Support Services

1. Disability Access provides a broad range of support and services to make academic and campus life accessible through encouraging students to develop self-advocacy, empowerment, responsibility, independence, and growth. We provide equal access, not guaranteed success.

Student Life

1. Participation is pivotal for student connectedness. The Dean of Students Office will engage the diverse student population through an array of programming and initiatives.
2. Opportunities for learning exist everywhere. The DoS Office will enhance student learning through transformative and intentional co-curricular experiences.

Annual Departmental Outcomes

Career and Professional Development (CPD)

CPD Outcome 1: Create and implement eight (8) work-study training modules that campus employers can use to increase the development and professionalism of their student work study.

Unit Goal(s) Supported: Unit Goal 1

Measure 1: Will have at least 20 work-study students complete the training modules by the end of FY21. Can see how many students complete the modules through the count collected by Microsoft Forms.

Target: Create and implement a set of eight (8) professional development work-study training modules. Have at least 20 students completed at least one (1) module by the end of FY23.

Results: The goal was exceeded. In FY 23, 75 students completed at least one (1) module.

Analysis for Outcome 1 Measures: The number of students completing the modules decreased by 2.6%.

Action Plan(s) for Outcome 1: CPD will work with Human Resources to promote the modules to campus employers and work-study students.

CPD Outcome 2: Create and host career events and presentations in a virtual format.

Unit Goal(s) Supported: Unit Goal 2

Measure 1: Due to the pandemic, we adjusted how we provided services to our students/alumni. Using Microsoft Teams, we are able to offer events, meetings, and presentations in a virtual format. Microsoft Teams collects data on participation, student comments, and shared documents. It also records presentations and events hosted on Microsoft Teams Live. These videos are then shared with students/alumni who could not participate live. Microsoft Teams Live can also track how many people watched the video after the event. Through this data, we can track participation in virtual events.

Target: Will increase participation by 10%.

Results: In FY23, no virtual career events were held, but eight in-person career fairs were held and attended by over 650 students (duplicated).

Analysis for Outcome 2 Measures: We no longer host virtual career events because we are through with the pandemic, and students/employers prefer in-person.

Action Plan(s) for Outcome 2: CPD will no longer offer virtual career events but still give the options for a virtual career appointment.

CPD Outcome 3: Receive completed graduation survey for students leaving Dalton State College.

Unit Goal(s) Supported: Unit Goal 3

Measure 1: Internal electronic survey of students graduating each Fall and Spring.

Target: 80% response rate

Results: In FY23, we had a 78.4% response rate on the Graduation Survey.

Analysis for Outcome 3 Measures: The response rate decreased by 18.8%. This could be due to graduates not checking email towards the end of their last semester.

Action Plan(s) for Outcome 3: Continue to find ways to entice graduates to complete the graduate survey by offering incentives or connecting the survey in some way to the graduate application process.

Disability Access and Student Support Services (DASSS)

DASSS Outcome 1: Disability Access will make academic and campus life accessible by encouraging students to develop self-advocacy, empowerment, responsibility, independence, and growth.

Unit Goal(s) Supported: Unit Goal 1

Measure 1: The number of events and programs offered to students regarding Disability Access
Target: 4 events

Results: 8 events were held during the fall 22 and spring 23 semesters.

Analysis for Outcome 1 Measures: Target was exceeded, and DASSS was able to host double the anticipated programs.

Action Plan(s) for Outcome 1: Collaborative events with Counseling and CARE team will continue to be held throughout the entire school year.

DASSS Outcome 2: The Testing Center works collaboratively with both campus and community members to provide a secure and accessible environment for test takers to perform at their maximum ability.

Unit Goal(s) Supported: Unit Goal 1

Measure 1: Testing center will increase the number of exams that have a virtual option.
Target: 3 exams

Results: Testing Center Coordinator increased offerings of virtual exams by 2. Credit by exams Anatomy and Physiology 1 and 2.

Analysis for Outcome 2 Measures: Targeted number of exams was not met.

Action Plan(s) for Outcome 2: The Testing Center will continue to investigate and advocate for online exams where appropriate.

DASSS Outcome 3: Peer Education (Formerly Tutoring and Supplemental Instruction) assists in developing the skills needed for students to become independent learners who grow personally and academically through knowledge sharing and peer facilitation.

Unit Goal(s) Supported: Unit Goal 1

Measure 1: Create a new financial fitness learning center and peer financial fitness coach program to increase students' personal finance knowledge. Financial fitness coaches should promote productive decisions that allow students to focus less on the stressors of life and more on the college experience while developing a foundation for life-long financial decision-making.
Target: Secure funding, staff, and Financial Fitness Learning Center space.

Results: Successful. Title V grant-funded area, part-time staff hired, and space identified. In November 2022, the center was moved to the Department of Financial Aid.

Analysis for Outcome 3 Measures: The Financial Fitness Center was established and piloted before transitioning its leadership to the Department of Financial Aid.

Action Plan(s) for Outcome 3: No further action plans.

Student Life

SL Outcome 1: Student Life will engage and educate students by increasing the amount of service/volunteerism opportunities provided to students.

Unit Goal(s) Supported: Unit Goal 1

Measure 1: Student Life will track events with calendars and benchmarking data.

Target: Increasing by 10% from the previous year.

Results: There was a 19.93% decrease from the overall economic impact of FY22.

Analysis for Outcome 1 Measures: A decrease in volunteerism has been consistent following the impacts of COVID-19. Additionally, Student Life was understaffed and did not have the capacity or resources to implement targeted action plans for this area. 1,002 community need responses generated 4,223 verified volunteer hours –an economic impact of \$125,296.41*. ***monetary worth of volunteer hours is based on the state value of volunteer time (\$29.67) listed at <https://independentsector.org/wp-content/uploads/2023/04/Value-of-Volunteer-Time-by-State-2001-2022.pdf>*

Action Plan(s) for Outcome 1: Student Life hired a new coordinator to begin in FY23 to help revitalize volunteer programs post-covid. This will include intentional marketing and heavy promotion of RoadrunnerServe, our volunteer management portal.

SL Outcome 2: Student Life will collaborate with community organizations to plan community-wide events/programs benefiting both campus and community.

Unit Goal(s) Supported: Unit Goal 2

Measure 1: Student Life will meet with community partners to enhance programming on and off campus.

Target 1: Two collaborative community events directly benefit the campus and community.

Results: Student Life and SAVE's Community Engagement Committee collaborated to plan and implement ten coordinated volunteer projects with 57 volunteers. These projects included the 9/11 Day of Service, The Big Event, and Community Action Days. These projects accounted for 3,267 verified service hours and an economic impact of \$96,931.89.

Target 2: Assistant Director for Leadership and Civic Engagement will attend at least two community meetings per semester to build relationships and partnerships with the community.

Results: Student Life met with several agencies to discuss mutually beneficial partnerships, including Truist Leadership Institute, Junior Achievement, Chattanooga Area Foodbank, etc.

Analysis for Outcome 2 Measures: The continued efforts to build community relationships have been successful.

Action Plan(s) for Outcome 2: The new Student Life coordinator starting July 2023, will continue to carry out these efforts as she works to increase the capacity of volunteer opportunities and partnerships.

Strategic Plan Action Plans

Action Plans for 2022-2023

None listed.

Action Plans for 2023-2024

Action Plan 1:

Strategic Initiative Supported: Nothing is currently established.

Section D: Overall Departmental Health and Plans for the Upcoming Year

Each of the DOS Departmental health plans for the

1) Dean of Students Office

i. CARE Team

With additional funding from the Title III Grant, more marketing and outreach is planned for FY23, with CARE Team tabling and Prospective Class visits. In addition, branded tablecloths, banners, bookmarks, fliers, and t-shirts have been created for FY23. Further a \$35,000 grant was secured through the Fanning Institute to assist with short-term housing for student in Foster Care (or McKinney-Vento) who are experiencing homelessness.

2) Disability Access and Student Support Services

i. Disability Access

Disability Access has continued to work to educate our student leaders on ways to identify students who may need accommodations. Opportunities to present to and educate RA's, Peer Educators, and Orientation Leaders remain integral to this office. Increased numbers of students continue to seek services, and many connections are made through the role held on the CARE Team. The Director will continue to outreach to students (including leaders), employees, and the K12 system. Plans will be continued to increase my education and collaborate across campus regarding technology and accessibility, including attending a national technology and disability conference.

3) Peer Education

- i. Peer Education's work in the coming year will focus on responding to identified student needs and wants that will facilitate learning and success. Future alignment will be made with the institution's National Survey of Student Engagement (NSSE) data forthcoming.

4) Testing Center

- i. The Testing Center will continue to employ a part-time staff member to ensure our student tester population is served to the best of our ability. The department also plans to raise faculty and student awareness of our services by working closely with administrative assistants from each school, attending department meetings, and advertising our services to incoming students at events sponsored by Peer Education and Enrollment Services. To help increase enrollment, the Testing Center plans to work with the Dual-Enrollment coordinator to proctor more off-site Accuplacer exams at local high schools. The department is also considering expanding the community tests offered by gauging demand.

5) Student Life

- i. Student Life operated with one full-time staff member for the entirety of the fiscal year. The department focused on quality over quantity and is actively working to streamline processes and procedures for the upcoming academic year.
- ii. Student Life searched for a Student Life Coordinator to start July 1, 2023. This position will be responsible for advising the Campus Activities Board and SAVE.
- iii. It continues to be a concern that an administrative position salary is still coming from the Student Activity Fee budget. Student Government representatives and staff will continue to advocate for the administrative salary and benefits (Dean of Students) to be assumed by the institution. Alternatively, if the salary cannot be reassigned, we will advocate for other ways to increase student activity fee dollars without jeopardizing the needed Student Life support staff.

6) Career & Professional Development

- i. CPD will oversee the Dean of Students Office Marketing Intern, who will develop, create, collect, and post/share content from the different departments within the Dean of Students Office with the student body.
- ii. CPD will create and distribute a yearly Career Guide to all students who use CPD throughout the year that is funded by employer ads. This guide will also be available in flipbook format on the website, in emails, and in other electronic locations.
- iii. CPD hopes to create an Annual Shadowing Day that employers will know about and take in interested students who want to learn more about their industry and occupations.