• The Office of Student Life kicked off a historic year by sponsoring events
• Two new online forms, in addition to three from the previous year,
• A program review with a national consultant from the American
• The Ellen Bommarito LGBT Center hosted its first Pride Celebration
•aid options and/or outstanding requirements long before the start of the
• evening dates were set aside in Summer 2008 to meet one-on-one
• The number of individuals participating in events and visiting the Center
• Counseling Services increased collaborations to improve and
• Accessibility Services experienced an 88% increase in student utilization
• The number of recognized student organizations topped 100 for the first
• University of Michigan-Flint takes pride in putting students first. This was confirmed once again in the 5th and most
• Students Speak . . . UM-Flint Listens

OVERALL STUDENT SATISFACTION

OVERALL STUDENT SATISFACTION, UM-Flint vs. National Average, 2008

Students Speak . . . UM-Flint Listens
The University of Michigan-Flint takes pride in putting students first. This was confirmed once again in the 5th and most recent administration of the National Student Satisfaction Inventory (NSSI).

ENGAGING MINDS, PREPARING LEADERS

ANNUAL REPORT
Student Services and Enrollment Management
2008 - 2009
ANNUAL REPORT
Student Services and Enrollment Management
2008 - 2009

It is a pleasure to share the “real actions” of the Student Services and Enrollment Management (SSSEM) Annual Report. Its purpose is to communicate the achievements of the division while highlighting the essential role that student services and enrollment management play in building a strong university community.

Student Services and Enrollment Management provides an array of services to the University of Michigan-Flint, including academic advising, career development, counseling, computerized services, financial aid, housing, residence life, student conduct, assessment, and recruitment. The division is committed to helping students achieve personal and academic success.

Our mission is to provide exceptional service to students, faculty, staff, and the community through the delivery of student services and enrollment management programs. We strive to create a learner-centered community where inclusiveness, academic excellence, and diversity are valued. We are committed to supporting student success through collaboration with other campus offices and departments.

We thank all the students, faculty, staff, and members of the University community for their support and encouragement. We look forward to continuing our efforts to support student success in the years ahead.

Engaging Minds, Preparing Leaders

FOCUS ON EXCELLENCE IN TEACHING, LEARNING, AND SCHOLARSHIP

The 2008/2009 Division-Wide Highlights reflect the division’s commitment to excellence in teaching, learning, and scholarship. The division’s strategic plan, Student Services and Enrollment Management: Excellence in Teaching, Learning, and Scholarship, outlines the goals and objectives for the division. The division is dedicated to creating a learner-centered community where inclusiveness, academic excellence, and diversity are valued.

The division is committed to supporting student success through collaboration with other campus offices and departments. We strive to create a learner-centered community where inclusiveness, academic excellence, and diversity are valued. We are committed to supporting student success through collaboration with other campus offices and departments.

AECADMIC ADVISING AND CAREER CENTER

The Academic Advising and Career Center (AACAC) provides a variety of services to students, including academic advising, career development, and personal counseling. The center is dedicated to helping students achieve their academic and career goals.

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New Student Programs (Orientation)

The New Student Programs (Orientation) office is responsible for welcoming new students to the University of Michigan-Flint. The office offers a variety of programs to help new students navigate the transition to college life.

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Office of the Ombud

The Office of the Ombud is responsible for resolving conflicts and complaints. The office provides a confidential and impartial resolution process for students, faculty, and staff. The office is committed to providing a fair and equitable resolution process for all parties involved.

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Financial Aid

The Office of Financial Aid is responsible for awarding financial aid to students. The office provides a variety of programs to help students pay for college, including scholarships, grants, and loans.

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Housing and Residential Life

The Office of Housing and Residential Life is responsible for providing a safe and supportive living environment for students. The office offers a variety of programs to help students develop social and personal skills.

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APPROVAL AND ADVISING CENTER at the Academic Advising Center (AAC) identified a major project: to make the office a true advising center that was organized, efficient, and educational.

• • The AAC is in collaboration with Academic Affairs, representing the ongoing, long-standing, national goal of student retention. Faculty members serving as mentors and coaches for students who are at risk for academic failure or who have academic difficulties were placed into the AAC. The AAC hosted an additional nine meetings during the year.

• • The AAC began the online career development program that is aimed at assisting students who have not yet decided on their major, are interested in a career change, or are uncertain about their career direction. The program is designed to provide students with a comprehensive understanding of the career planning process and to help them make informed decisions about their future careers.

• • The AAC is currently developing a new online program that will provide students with an opportunity to explore different fields of study and career options. The program will include interactive modules, online workshops, and one-on-one advising sessions with career counselors. The AAC is also working on a new online resource that will provide students with access to up-to-date information about job opportunities and career development resources.

• • The AAC is currently collaborating with Academic Affairs and the College of Business Administration on a new online program that will provide students with an opportunity to earn a certificate in data analytics. The program will include online courses on data collection, data analysis, and data visualization, as well as a capstone project that will allow students to apply their knowledge and skills in a real-world setting.

• • The AAC is also working on a new online program that will provide students with an opportunity to earn a certificate in project management. The program will include online courses on project planning, project execution, and project control, as well as a capstone project that will allow students to apply their knowledge and skills in a real-world setting.

• • The AAC is currently collaborating with Academic Affairs and the College of Education on a new online program that will provide students with an opportunity to earn a certificate in educational technology. The program will include online courses on educational technology, educational psychology, and educational leadership, as well as a capstone project that will allow students to apply their knowledge and skills in a real-world setting.

• • The AAC is also working on a new online program that will provide students with an opportunity to earn a certificate in human resources. The program will include online courses on human resources management, employment law, and organizational behavior, as well as a capstone project that will allow students to apply their knowledge and skills in a real-world setting.
**ANNUAL REPORT**
Student Services and Enrollment Management 2008 - 2009

It is a pleasure to share the “Final edition” of the Student Services and Administration (SSA) Annual Report. Its purpose is to communicate to the University community and our external stakeholders our successes, challenges, and progress over the past year. This report is at the heart of our mission to provide exceptional service to all members of the University community. The staff at SSA has worked tirelessly to ensure that our services are delivered with excellence, integrity, and responsiveness.

**MISSION STATEMENT**
Student Services and Enrollment Management will promote the University of Michigan's mission of providing an excellent educational experience for all students and to provide a safe, productive, and enjoyable environment to all members of the University community.

**ENGAGING MINDS, PREPARING LEADERS**

**OFFICE OF THE VICE CHANCELLOR FOR STUDENT SERVICES AND ENROLLMENT MANAGEMENT**

**Office of the Orduitos**

The Office of the Orduitos, which is responsible for the development and implementation of policies, procedures, and guidelines related to student conduct and housing, is dedicated to creating a safe and healthy environment for all students. The Office of the Orduitos is committed to promoting the academic success and personal growth of all students by providing a supportive and inclusive environment.

**Technology**

The Office of the Orduitos is committed to using technology to improve the quality of student service delivery. The Office is investing in new software programs to improve the efficiency and effectiveness of its operations. The Office is also working to ensure that all students have access to the technology they need to succeed.

**Office of the Vice President for Student Affairs**

The Office of the Vice President for Student Affairs is responsible for overseeing the development and implementation of policies, procedures, and guidelines related to student conduct and housing. The Office is committed to promoting the academic success and personal growth of all students by providing a supportive and inclusive environment.

**Housing and Residential Life**

The Office of Housing and Residential Life is responsible for providing a safe, healthy, and welcoming environment for all students. The Office is committed to promoting the academic success and personal growth of all students by providing a supportive and inclusive environment.

**Invest in Your Success Academic Program**

The Invest in Your Success Academic Program is a support program for students who are struggling academically. The program provides academic support and resources to help students succeed.

**Academic Advising and Career Center**

The Academic Advising and Career Center is a resource for all students, faculty, and staff. The Center provides a variety of services to help students achieve their academic and career goals.

**Financial Aid**

The Office of Financial Aid is responsible for providing financial assistance to students who demonstrate financial need. The Office is committed to providing a comprehensive and transparent financial aid program to help students achieve their academic goals.

**Office of the Vice President for Student Affairs**

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• Two new software products were introduced for the registration.

• A program review with a national consultant from the American Association of Collegiate Registrars and Admissions Officers (AACRAO) was concluded. The consultant’s preliminary report offered recommendations to streamline processes, improve efficiency, and enhance student satisfaction. Recommendations included a structural reorganization and process improvements in many areas.

• A program review, a dinner from the previous year, was implemented for the benefit of our students. These included the Women’s Center and National Student Drug/Directed Violence Prevention Committee. These programs, in addition to the three previously mentioned, and Rights and Resources offered recommendations to streamline processes, improve efficiency, and enhance student satisfaction.

• Two new software products were introduced for our students, faculty, and staff.

• A new student/family visit program was successfully implemented. Three evening dates were set aside in Summer 2008 to meet one-on-one with prospective students and family members. Students appreciated the ease and convenience of the software, and information tables in the University Center (UCEN) staffed with staff, students, and volunteers.

• Academic Enrichment Center (AEC) tutorial contacts were up 3% from Fall 2008 to Winter 2009. The number of recognized student organizations topped 100 for the first time in University history. This included an expansion of the College of Business to its highest level of satisfaction. This was confirmed once again in the fifth and most recent administration of the Noel-Levitz Student Satisfaction Inventory (SSI).

• The University of Michigan-Flint takes pride in putting students first. This was confirmed once again in the fifth and most recent administration of the Noel-Levitz Student Satisfaction Inventory (SSI).
Two new software products were introduced for the Office of Student Life kicked off a historic year by sponsoring events. The Ellen Bommarito LGBT Center experienced an unprecedented academic year. Two new online forms, in addition to three from the previous year, were implemented for the benefit of our students. These included the National Center for Student Activities’ online triennial reports, the Student Activities Office (SAO) online production application, and the Student Activities Office (SAO) online production application. The number of recognized student organizations topped 100 for the first time in school history. This included an increase in community service projects, and growth provided ample opportunities for student involvement and leadership. The Academic Enrichment Center—debuted its highly successful “Get Ready for Success” program—proved effective and efficient for students with accessibility needs. When surveyed in Winter 2009, 99% of respondents who were recipients of services reported satisfaction, with at least 50% rated their experience as “fully satisfied” with their participation. Such outcomes are consistent with accessibility services in Fall 2008 and agreed to offer counseling services for UM-Flint students in Fall 2009. Intra-campus collaborations were similarly fostered to transition coordinators from local public school districts, and participating in several activities. This included attending Life After High School college night events for the Genesee Intermediate School District’s Transition Program. Accessibility Services experienced an 88% increase in student utilization when Counseling Services teamed up with the Academic Enrichment Center to provide comprehensive career and academic counseling. A second full-time Campus Counselor was hired in Fall 2008. Accessibility Services increased in presence in the community by participating in several outreach activities such as the United Way’s Give and Live, Michigan Unversity-Flint’s “You Are Here” event, and the American Association of University Women (AAUW). Accessibility Services offered a resource information about most regional organizations of care. English Language Development Center (ELDC) Center—debuted its highly successful “Get Ready for Success” program, proved effective and efficient for students with accessibility needs. When surveyed in Winter 2009, 99% of respondents who were recipients of services reported satisfaction, with at least 50% rated their experience as “fully satisfied” with their participation while no less than 50% rated their experience as “fully satisfied” with their participation while no less than 50% rated their experience as “fully satisfied” with their participation while no less than 50% rated their experience as “fully satisfied” with their participation while no less than 50% rated their experience as “fully satisfied” with their participation while no less than 50% rated their experience as “fully satisfied” with their participation while no less than 50% rated their experience as “fully satisfied” with their participation while no less than 50% rated their experience as “fully satisfied” with their participation.