The Division of Student Affairs (DSA) commenced the academic year with reflection, planning, and interaction at our annual DSA staff retreat in August 2011. Our time together, facilitated by Associate Director Amer Ahmed from Ann Arbor’s Office of Multi-Ethnic Student Affairs, was intended as a framework for deepening our understanding of ourselves and our students. We began 2011-2012 intent on answering two questions: Who are we? Who are our students?

Our search for answers had us engaging in a series of introspective exercises listening to a panel of colleagues who shared personal insights and perspectives, and spending time with seven current students. The students proved to be the highlight of our day-long retreat as they spoke eloquently of the past and future, goals and ambitions, and disappointments and achievements. Time was temporarily suspended . . . and the session was transformative. Theirs were stories of hope and inspiration.

Mary Jo Sekelsky, Ed.D.
Vice Chancellor

MISSION

The Division of Student Affairs will promote the University of Michigan-Flint; support students, staff, and members of the community; and strive to provide exceptional service by:

- Exhibiting accuracy, efficiency, and patience in our work.
- Maintaining integrity, professionalism, and respect.
- Valuing differences, diversity, open communication, and creativity.
2011/2012 Division-Wide Highlight

Fall 2011 brought about the sixth and largest administration of the Student Satisfaction Inventory (SSI) since the campus first began utilizing the Noel-Levitz survey in 1996. The SSI makes it possible to track our students' degree of satisfaction with their experience, and compare it with the national average for four-year public universities in twelve (12) key categories. Such data is used for assessment, accreditation and self-study reports, campus planning, and policy analysis.

More than 3,000 surveys were distributed between November 7 and December 9, 2011. We exceeded our forecasted return rate of 35% with the collection of over 1,400 surveys—a return rate of 47%!

One of many survey results revealed overall satisfaction remains above national means (see Figure 3); and when asked, “If you had to do it over, would you enroll at UM-Flint again?” students said, “YES!” (see Figure 5).

Office of the Vice Chancellor for Student Affairs

OFFICE OF THE OMBUDS

- The Office of the Ombuds marked its eighth year on the Flint campus, and continued to offer assistance to students and staff in resolving conflicts, disputes, and/or complaints on an informal, independent, neutral, and confidential basis. Professional development was acquired through training and workshops at the 2012 Annual Conference of the International Ombudsman Association (IOA). The University Ombuds received a certificate of completion for an IOA course entitled, “Conflict Coaching for the Organizational Ombuds.”

- The total number of complainants was thirty-seven (37), and remained within the range of 29 to 53 of the past eight years. Approximately 86% of clients in 2011-2012 were students, and, consistent with previous years, 75% of student concerns were academic in nature. The total ombuds actions required to resolve and/or enable clients to resolve concerns was 234 with an average of six (6) per complainant.

Academic Advising and Career Center

- The Academic Advising and Career Center (AACC) conducted an in-depth study targeted at undecided students coded “major not declared” with the assistance of a graduate student intern from Oakland University (http://www.umflint.edu/dsa/research.html). An intrusive intervention program designed from the onset to be proactive and measurable at its conclusion placed advising holds on 344 student accounts requiring students to meet twice with an advisor where they were assigned “pre” and “post” levels of commitment to a major/career. 84% of identified students participated in the program with most declaring a major by the end of the program while also earning a cumulative 2.8 group-average GPA versus 2.0 for nonparticipants.

- AACC collaborated with Nursing on outreach to pre-nursing majors falling below minimum Nursing Program admission standards. Advising holds were applied on 185 pre-nursing accounts requiring students to meet with an advisor. 60% of identified students participated in the program resulting in the development of academic plans for Nursing Program admission and/or changes to majors/career goals.

- The AACC worked closely with the Education Department to develop and facilitate an academic advising process for the newly redesigned Elementary Education Program. Academic plans for 407 Elementary Education students compared their progression under the original academic requirements versus redesigned program. A series of group meetings were held to assist students in declaring intent for “old” or “new” program with Education taking the lead with those admitted to the major and AACC guiding students still fulfilling admission requirements.

- AACC hosted 23 workshops throughout the year on various academic and career development topics. These included time management, selecting a major, learning styles, portfolio development, resume writing, experiential/career development planning, interview skills, networking skills, and dressing for success. Over 450 students attended the Fall and Winter workshops.
■ New Student Programs redesigned portions of first-year and transfer student orientations. First-year students were provided with more intentional workshops emphasizing Common Read, academic expectations, and General Education while faculty-student relationships were also highlighted as Orientation Leaders co-presented with faculty on the value of developing such relationships. Meanwhile, transfer students were included in the early communication program for the first time with a goal of assisting students in their transition to UM-Flint well in advance of arriving at Orientation.

■ The Academic Advising and Career Center continued to meet the daily needs of students, alumni, and employers that contacted the office. Yearly statistics tracked over 11,000 in-office student advising contacts as well as 4,000 phone and e-mail advising contacts. Moreover, 200 employers visited campus, approximately 1,000 resumes were critiqued, and nearly 3,000 jobs were posted.

Administrative Information Management Services

■ Administrative Information Management Services (AIMS) embarked upon an ambitious project to implement a totally “paperless” admissions application and decision process for the Office of Graduate Programs. This was made possible by the recent acquisition of eForms—a module of the ImageNow system. The process in phase one automatically pulls data from Banner into an eForm from a student application, collects various documents related to a graduate application (e.g., college transcripts, recommendation letters, test scores, etc.), organizes the documents in a virtual file, and routes the folder to Graduate Programs and the respective faculty committee for a final admissions decision.

■ The AIMS team continued to develop new reports in WebFOCUS. Data mart tables were additionally created or enhanced to make information readily available for decision makers. Individualized one-on-one and classroom-style training introduced the UM-Flint community to basic and advanced concepts of WebFOCUS.

■ An ongoing goal to reduce the amount of time it takes to resolve issues, improve quality, and increase efficiency prompted AIMS to purchase TeamViewer. TeamViewer allows any faculty/staff who needs help with ImageNow and WebFOCUS to ask for “remote assistance.” Members of the AIMS team are able to remotely see faculty and staff desktops from the friendly confines of their offices in order to quickly address concerns.

Housing and Residential Life

■ Housing and Residential Life (HRL) continued implementation of online transactions. Contracts were the next phase following the success of online housing applications and deposits that streamlined processes and eliminated paperwork. All housing contracts are now signed electronically in the Student Information System (SIS) and stored for the student’s future reference.

■ Online forms for staff such as duty logs, incident reports, and health and safety inspections replaced paper and carbon copies thereby reducing printing and paper costs. Forms for students were similarly converted for Invest in Your Success (IYS) and emergency contact information. The latter was accomplished with a redirect to a Web page in SIS that updates the student’s record in Banner for the entire university.

■ Planning commenced on several initiatives in preparation for Fall 2012. These included a comprehensive, year-long Leadership Development Program cosponsored with Student Life, dedicated Honors West floor in First Street Residence Hall in partnership with the Honors Program, and collaboration with the Department of Public Safety (DPS) to introduce the Connection Officer Program (COP) in First Street—a proactive, problem-solving model sought after since the hall opened. The goals of the last initiative are for officers to individually know students apart from confrontations and sponsorship of educational programming within the residence hall.

■ First Street celebrated the graduations of 20 students who lived one or more years in the hall since its opening in 2008. Graduates were honored at the bi-annual Midnight Breakfast. The breakfast was sponsored by Hall Council and the Office of the Vice Chancellor for Student Affairs.

■ HRL collaborated with the Office of Undergraduate Admissions and University Relations to host Summer Visit After Dark. This first-ever event brought high school seniors to campus for an overnight stay and provided an unprecedented opportunity to learn more about UM-Flint and downtown. Over 100 prospects enjoyed this successful program!

■ Housing and Residential Life staff continued active involvement in professional organizations at the local, regional, and national levels. Staff attended conferences such as GLACUHO (Great Lakes Association of College and University Housing Officers), NASPA (Student Affairs Administrators in Higher Education), and ACUHO-I (Association of College and University Housing Officers-International) where professional strengths and talents were acknowledged with election to the GLACUHO Executive Board and nomination to a GLACUHO committee. The department also participated in the ACUHO-I summer internship program by hosting a graduate student from the College Student Personnel program at Western Illinois University.
Office of Financial Aid

- Financial aid awards for 2011-12 exceeded $76,000,000. This represented a 3.8% increase over total dollars awarded the preceding year.
- The Office of Financial Aid hosted a Financial Literacy Train-the-Trainer workshop. Attendees were certified by the Texas Guarantee Agency in five areas of Financial Literacy Training. Future workshops will be offered in 2012-13 to faculty, staff, and students to raise awareness campus wide!
- Financial Aid helped launch the Mott2UM-Flint Concurrent Enrollment Program. Other key constituents included Undergraduate Admissions and Academic Advising. This program allows students with less than 32 undergraduate credit hours to take courses simultaneously at Mott Community College (MCC) and UM-Flint while completing an associate's degree and earning credit for a bachelor's.

Office of the Registrar

- The Office of the Registrar, supported by the Provost and Academic Affairs Advisory Committee (AAAC), moved into the 21st century with publication of only an online version of the Catalog. Paper copies were discontinued as Registrar's sought to keep pace with technology. Students and campus officials benefited from timely and ready access.
- A one-year Grade Change deadline policy was implemented in September 2011 with the concurrence of the Provost and nine faculty committees. This policy assists with the maintenance of accurate grade transcript records. Students may nevertheless petition their college or school Academic Standards Committee when circumstances may warrant an exception.
- Registrar's worked with ITS on a three-phase implementation of an online transcript process in partnership with the National Student Clearinghouse. Phases one and two were completed allowing students to login to SIS and order transcripts through the Clearinghouse. Transcript request information backfills into the Banner student database thus eliminating data entry by staff, and distinguishing the University of Michigan-Flint as one of the first in the nation to implement this service.

Office of Student Life

 CLUB SPORTS

- Club Sports continued its phenomenal growth and organizational development. The number of club teams increased from 10 to 16 with the addition of Club Wrestling, Women's Ice Hockey, Club Tennis, Men's Lacrosse, Women's Lacrosse, and Bowling. Student participation in club sports rose 100% due to this impressive expansion!
- The 3rd Annual Club Sports Recognition Dinner was held on April 11, 2012 with nearly 30 club participants and supporters in attendance including the Chancellor, other Executive Officers, and prominent community members. Attendees had a chance to hear a presentation from Flint native Sue Novara-Reber, a two-time World Cycling Champion Gold Medalist and 1988 Olympic Cycling Coach. Ms. Novara-Reber shared insights of a world-class champion, encouraged clubs to adopt some of her philosophies, and spoke of how sports clubs were having a positive impact upon the campus and community.
- Club Sports continued to generate enthusiasm and student/fan support when Club Hockey celebrated their best year as a club sport. Club Hockey compiled an outstanding 24-4-3 regular season record that included wins over National Champion Adrian (Gold), Saginaw Valley State University, and arch-rival Michigan State University (twice)! The team narrowly failed to receive a bid to the American Collegiate Hockey Association (ACHA) National Tournament in the regional finals, yet already looks poised for another great run in 2012-13 as the club lost only one player to graduation.

GREEK LIFE

- Fraternity and Sorority Life continued to grow at the University of Michigan-Flint with the addition of Sigma Gamma Rho Sorority, Inc. as a colony. Grade points were also on the increase as the Greek women's GPA surpassed all undergraduate women for Fall 2011. Not to be overlooked in this upward trajectory were the 27 fraternity and sorority members who graduated in December and April—a record high!
- Twelve students from various fraternities and sororities attended the Undergraduate Interfraternity Institute (UIFI). This five-day institute, hosted by the North-American Interfraternity Conference (NIC) at the University of Indiana in Bloomington, brought "together fraternity men and sorority women from across North America to create opportunities to explore, define, and enhance leadership skills, personal awareness, and commitment...” The UIFI attendees constructed individual blueprints for making changes in their chapters and the Greek Community that included building more Greek unity among all chapters, raising chapter grade point averages, and conducting more values-based membership recruitment programs.

LESBIAN, GAY, BISEXUAL AND TRANSGENDER (LGBT) CENTER

- The Ellen Bommarito LGBT Center hosted Identity Week in November. This series of programs included the Gender Bender Extravaganza with Equality Michigan Executive Director Denise Brogan-Kator as keynote speaker as well as a drag show and party that attracted an enthusiastic crowd. The feature presentation was an interactive workshop entitled Social Justice: When Diversity Isn’t Enough which was facilitated by Jessica Pettitt, an award-winning consultant who works to promote social justice issues.
The LGBT Center presented a film screening of Fish Out of Water with filmmaker Ky Dickens in attendance. Students, staff, and community members considered the intersection of religion and sexual orientation through an interactive and lively discussion after the film. Participants and the filmmaker explored the seven Bible passages most commonly used to condemn homosexuality and justify marriage discrimination.

STUDENT ACTIVITIES

The Office of Student Life kicked off the academic year by transforming Kearsley Street into a carnival during the annual Welcome Back Picnic. This extravaganza capped an exciting two-week period of Fall Welcome events that included the Comedy Explosion featuring nationally acclaimed comedian Finesse Mitchell from NBC’s Saturday Night Live and other fantastic acts. The academic year concluded in similar fashion when student-organization leaders took top honors not only in leadership roles, but also in academics when six current or former officers of student organizations were selected as Maize and Blue Distinguished Scholars with two of the awardees also chosen as Student Speakers for their respective Spring Commencement Ceremonies for the second year in a row.

The Office of Student Life, in collaboration with the Academic Advising and Career Center and AIDS, launched the Student Leadership Transcript. The Student Leadership Transcript is an official University of Michigan-Flint document. It is designed to recognize and validate student leadership positions and other significant activities not documented on the student’s academic transcript, but reflective of the holistic approach to learning emphasized by the university outside the classroom.

Student Development Center

ACADEMIC ENRICHMENT CENTER

The Academic Enrichment Center (AEC) experienced another year of record utilization with an overall increase of 25% for the Fall and Winter semesters. Fall 2011 and Winter 2012 recorded a combined total of 5,821 walk-in and individual tutor contacts versus 4,657 for the previous academic year. That total included a 29.4% increase for Fall 2011 and 20.18% for Winter 2012.

The AEC, with support of a Graduate Student Research Assistant, completed a study that examined recent data regarding growth in tutorial services, student satisfaction with tutors, and effectiveness of Supplemental Instruction (SI). Report findings revealed a high level of student satisfaction with tutors as well as higher average grades and a higher frequency of C+ or above grades in 11 of 15 SI-supported sections for SI attendees in Winter 2010, Fall 2010, and Winter 2011. The report (http://www.umflint.edu/dsa/research.htm), “The Academic Enrichment Center: Continuing Growth, Continuing Success,” was published in February 2012, and will serve as the basis for building upon the delivery, effectiveness, and assessment of Tutorial Services going forward.

ACCESSIBILITY SERVICES

The Office of Accessibility Services celebrated National Disability Employment Awareness Month in October with a presentation from prominent attorney Richard H. Bernstein. Mr. Bernstein discussed his life as a person with a disability who has become a successful lawyer, political candidate, world traveler, and strong advocate for the disabled. An enthusiastic and inquisitive audience warmly welcomed the first guest speaker to visit the University of Michigan-Flint campus in recognition of National Disability Employment Awareness Month.

The Accessibility Services Coordinator attended the Spring Michigan Association for Higher Education and Disability (MIAHEAD) Conference. Service providers received an update on recent changes to the Americans with Disabilities Act at the MIAHEAD conference that included what now constitutes a service animal. Additional knowledge was gleaned at a Motivational Interviewing workshop facilitated by Disability Network and Michigan Rehabilitation Services which introduced new skills for interacting with clients and how to maximize the potential of such techniques.

COUNSELING SERVICES

Dr. Edward Hattauer of St. John’s University conducted a comprehensive site review of Counseling Services based on the International Association of Counseling Services (IACS) Accreditation Standards for University and College Counseling Services. Among other things, the review explored best practices to determine an efficient and cost effective service delivery model, and assessed staffing levels. Counseling Services was pleased with the report, and resulting recommendations will bring considerable change including the hiring of an additional licensed counselor and a complete redesign of the space formerly occupied by the Student Development Center.

Counseling Services hosted “Campus Connect” Gatekeeper Training on our campus in March 2012 with Mott Community College and Kettering University in attendance. The suicide-prevention training program was developed at Syracuse University in 1999, and provides university community members with education and experiential exercises designed to increase an understanding of college student mental health concerns and practice in providing referrals to Counseling Services. Counseling Services prepared for a campus-wide launch of “Campus Connect” during the 2012-13 academic year.