The Division of Student Affairs (DSA) began the academic year with its customary annual division-wide retreat facilitated by Anne E. Lundquist of Western Michigan University and Higher Education Consultant Allan L. Shackelford. With the theme, “Student Well-Being: The Role of DSA in Creating a Web of Caring,” facilitators guided retreat participants through a series of activities and discussions using Appreciative Inquiry. The end goal was to move DSA beyond formal organizational structures, and engage in partnerships that foster well-being and student success. Steps in the Appreciative Inquiry Model include:

**DISCOVER:** The identification of organizational processes that work well.

**DREAM:** The envisioning of processes that would work well in the future.

**DESIGN:** Planning and prioritizing processes that would work well.

**DESTINY:** The implementation of the proposed design.

Discovery continued into the academic year as the Student Affairs Leadership Team embarked upon a process to review and revise the division’s vision and mission.

Mary Jo Sekelsky, Ed.D.
Vice Chancellor
2012/2013 DIVISION-WIDE HIGHLIGHTS

“As institutions of higher education face new challenges, we often find it necessary to implement our responsibilities in new and different ways. Approaches and strategies previously successful may need to be amended as institutions and programs evolve and student populations and characteristics change. As new developments result in previously unrecognized or newly identified student needs, programs and services must change as well.”

This excerpt, from the Council for the Advancement of Standards in Higher Education, speaks to the many plans, proposals, and projects underway to ensure the realization of key initiatives in the university’s current Strategic Plan. The plan identifies innovative collaborations between Student Affairs and Academic Affairs. Such collaborations are designed to help students achieve academic success while living up to their full potential.

- Student Affairs transferred the Academic Advising and Career Center (AACC), along with its base budget, to Academic Affairs in response to the July 2012 Final Report and Recommendations of the Student Success Center Steering Committee. An additional recommendation in a three-year implementation plan involved the continued exploration by a Student Success Center Advisory Committee of the optimum reporting structure for services such as tutoring. The retirement of Assistant Vice Chancellor Dr. Johnny Young, along with plans for an extensive restructuring and renovation of the space currently occupied by Counseling, Accessibility, and Psychological Services (CAPS), prompted the relocation of Tutorial Services and its coordinator to the AACC in August 2012.

- DSA secured a grant totaling $423,908 in 2012 from the Michigan Department of Human Services to address the needs of young adults aging out of foster care. This was significant as Genesee County is second to Wayne County in the number of youth in foster care, and “...only 10 percent of all traditionally college-aged youth from foster care enroll in some form of postsecondary education, even though nearly 70 percent have aspirations to do so.” (College Access, Financial Aid, and College Success for Undergraduates from Foster Care, 2006) Mpowering My Success provides foster-care youth with the resources, tools, and connections necessary to successfully transition to UM-Flint, and persist to degree completion.

- The Student Affairs Professional Development Committee was active in 2012-2013 hosting several events including a workshop titled, Communicating with our Students: Intercultural Communication and Cross-Cultural Awareness. Dr. Rudolfo Altamirano, Director of International Student and Scholar Services at the University of Pennsylvania facilitated the workshop. Participants engaged in a simulation revealing what can happen when language barriers and cultural norms are challenged in an unfamiliar culture.

OFFICE OF THE VICE CHANCELLOR FOR STUDENT AFFAIRS

OFFICE OF THE OMBUDS

- The Office of the Ombuds marked its ninth 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 2013 Annual Conference of the International Ombudsman Association (IOA). The University Ombuds received certificates of completion for IOA courses entitled, “Recognizing and Managing the Impact of Mental Health Symptoms in Ombudsman Practice” and “The Reflective Observer Model: Incorporating Reflective Practice into your Ombuds Work.”

- The total number of complainants was thirty-eight (38), and remained within the range of 29 to 53 of the past nine years. Approximately 92% of clients in 2012-2013 were students, and over 60% of student concerns were academic in nature. The total ombuds actions required to resolve and/or enable clients to resolve concerns was 212 with an average of five-plus per complainant.

ADMINISTRATIVE INFORMATION MANAGEMENT SERVICES

- Administrative Information Management Services (AIMS) collaborated with Human Resources (HR) and Information Technology Services (ITS) to complete Phase I of the “All Systems Single Access Request Form.” The completed eform enabled HR staff to initiate faculty/staff/student worker access to all systems at UM-Flint such as Banner, SIS, WebFOCUS, and ImageNow. This automated workflow simplified requests, and enabled the university to track and archive for auditing purposes.

- The AIMS team embarked upon installing touch-screen digital displays in strategic, high-traffic locations around campus. AIMS piloted the touch-screen concept in the University Pavilion (UPAV) frequented by students and the general public. The screens provide detailed electronic maps to enable visitors to locate a campus building or department.

- AIMS designed new WebFOCUS data warehouse tables to enable creating dashboards by Institutional Analysis, generating reports by Registrar’s, and conducting data analysis by other administrative offices. Satisfactory Academic Progress (SAP) dashboards were also
developed for Financial Aid in order to better track students who may benefit from early intervention. Financial Aid and other campus units additionally profited from new scholarship data warehouse tables introduced by AIMS.

- New software was introduced by AIMS for use in the Office of Student Conduct and Housing and Residential Life. Advocate will streamline the reporting and case management of judicial incidents. The Department of Public Safety will also utilize Advocate for reporting purposes associated with the federal Clery Act.

COUNSELING, ACCESSIBILITY, AND PSYCHOLOGICAL SERVICES

- The former Student Development Center (SDC) completed a major restructuring this past year in accordance with recommendations from a comprehensive site review conducted by Dr. Edward Hattauer of St. John’s University in Winter 2012. SDC was renamed Counseling, Accessibility, and Psychological Services (CAPS). Additionally, Tutorial Services of the Academic Enrichment Center moved from SDC in the University Center (UCEN) to the Academic Advising and Career Center (AACC) in the University Pavilion (UPAV) in preparation for becoming part of a Student Success Center.
- CAPS transformed into an integrated, clinical setting with a sole focus on the mental health and disability needs of students. A new Administrative Assistant with a background in mental health was hired, and a national search was conducted for a Counseling Center Social Worker. The staffing enhancements were designed to facilitate a full merger of CAPS policies and procedures, clinical documentation, and reporting functions utilizing Titanium Schedule™.
- Accessibility Services completed a process-mapping evaluation in Fall 2012 facilitated by Administrative Information Management Services (AIMS) that sought to identify and address issues in this functional area. Students subsequently benefited from changes to Testing Center procedures and an updated Student Handbook. Additionally, Read and Write Gold, a text reading and writing software package, was made available across campus.
- CAPS collaborated with Facilities Management and the Office of the Vice Chancellor for Student Affairs to plan a full renovation of the current suite. The renovation calls for a more efficient use of the available square footage with an added space to conduct training and accommodate group-therapy sessions. Construction was scheduled to begin in Fall 2013.

HOUSING AND RESIDENTIAL LIFE

- The Connection Officer Program (COP) was introduced in First Street Residence Hall. Housing and Residential Life (HRL) in collaboration with Public Safety formed a new student group, Block Club, to promote community engagement. There was a decline in incidents within the residence hall as more students appreciated safety is everyone’s responsibility.
- First Street Residence Hall students excelled academically this past year. 49% of students received a 3.0 or higher cumulative GPA in the Fall semester while 69% had a 2.5 or above. The respective percentages for Winter semester were 46% and 66% while 8% of residents received a 4.0!
- HRL and the Office of Admissions continued the successful overnight program for over 50 prospective students. Up to five students were hosted on Wednesdays for weekly overnight visits. HRL and Admissions additionally hosted a yield event in the First Street Residence Hall for admitted students.
- An online tool was developed by HRL for First Street residents to evaluate staff, programs, and services. This was utilized in recognizing and celebrating staff and their contributions to students at the First Annual HRL Banquet. Evaluation responses going forward will guide planning for the upcoming year.
- Housing and Residential Life worked with Event and Building Services (EBS) and University Dining Services to create a First Street Residence Hall Meal Plan. Students now have multiple meal options, and more choice within each plan. This will afford students greater flexibility in spending their meal-plan dollars.

ENGAGE. EMPOWER. TRANSFORM.
OFFICE OF STUDENT LIFE

CLUB SPORTS
- Men’s Hockey closed out the season as the American Collegiate Hockey Association (ACHA) Division 3 National Runner Up in 2013. The club finished second among 155 teams. A best-ever club record of 29-6-1 was posted for the season that included, for the first time, a Big Ten Tournament championship!
- A number of club sports tasted success this past year. The Football Club was undefeated at home and posted their first winning record of 5-4, Men’s Lacrosse also finished 5-4 in their first competitive year, and Women’s Ice Hockey won the 5th Annual Oakland Edge Adult Hockey Tournament in the Women’s Division. Club sports participation increased 24% among University of Michigan-Flint students continuing the growth trajectory of the last three academic years!
- The 4th Annual Club Sports Recognition Dinner was held on April 5, 2013 with over 40 club participants and supporters in attendance including Executive Officers and prominent community members. Attendees heard an inspirational presentation from Assistant Director of Intramural Sports Ervin Leavy, Jr. The former Chicago Bulls Draft Pick and University of Michigan-Flint alumnus shared the importance of being a well-rounded athlete, student, and citizen.

FRATERNITY AND SORORITY LIFE
- Fraternity and Sorority Life continued to grow at the University of Michigan-Flint. Alpha Sigma Phi Fraternity was added as a colony during the Fall and Sigma Gamma Rho Sorority, Inc. was chartered as the Sigma Pi Chapter in Winter semester. Grade points were also on the increase as the Greek women’s GPA surpassed all undergraduate women for both Fall and Winter semesters!
- University of Michigan-Flint hosted for the second time the three-day North-American Interfraternity Conference IMPACT (Influence, Motivation, Purpose, Action, Commitment, and Trust) Institute in February for 42 fraternity and sorority members. The institute was an intense living-learning community experience that combined community building,

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OFFICE OF FINANCIAL AID
- Financial aid awards for 2012-13 exceeded $79,000,000. This represented an approximate 5% increase over total dollars awarded the preceding year.
- The Mpowering My Success Program kicked off in Fall of 2012 in partnership with Ennis Center for Children of Flint, and thanks to a grant from the Michigan Department of Human Services (DHS). Mpowering My Success provides support, mentoring, and funding to students who have aged out of foster care. Key to this program was the hiring of a Life Skills Coach and part-time clerical support both of whom have joined the Financial Aid team.
- Financial Aid enhanced its staff with the hiring of three exceptional employees into open positions. Two hires are University of Michigan-Flint alumni both boasting BBA degrees, and one possessing five years of professional experience in admissions as well as financial aid at Baker and Mott Community College. The third staff member has similarly stellar credentials including over ten years of financial aid experience at Baker College of Flint.

OFFICE OF THE REGISTRAR
- The Office of the Registrar continued work with Information Technology Services (ITS) on a three-phase implementation of an online transcript process in partnership with the National Student Clearinghouse. Phases one and two, allowing students to login to SIS and order transcripts through the Clearinghouse, were completed last year. The third phase permits students to choose an electronic version of the transcript whereby the new pdf format arrives at its intended destination in approximately 20 minutes 24/7!
- Registrar’s coordinated and implemented three Reverse Transfer Agreements with Mott Community College, St. Clair County Community College, and Delta College at the behest of Michigan legislators. The agreements allow students who transferred from these community colleges to transfer completed University of Michigan-Flint work back to the community colleges in order to satisfy outstanding requirements for associate degrees. Final implementation was completed in early June.
- A one-year Course Schedule was produced for Spring, Summer, Fall 2012, and Winter 2013. The Provost, Academic Affairs Advisory Committee (AAAC), CAS, and professional schools lent their support to this important initiative. Students and Advisors were thus able to plan course schedules a year in advance for the first time!
group dynamics, values-based change, and self-reflection to help students better understand various aspects of chapter operations as well as their personal commitment to leadership and capacity to make a difference. A shared set of goals for enhancing the success of fraternity and sorority life at UM-Flint was developed prior to the conclusion of the weekend.

Thirteen 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 Greek unity among all chapters, raising chapter grade point averages, and conducting values-based membership recruitment programs.

LESBIAN, GAY, BISEXUAL AND TRANSGENDER (LGBT) CENTER

The Ellen Bommarito LGBT Center hosted a number of activities for National Coming Out Day in November. One such activity was a well-attended photo shoot where people from across the campus could “Come Out and Stay Out for Equality.” Another program in the series was a National Coming Out Day Celebration where LGBT individuals and allies shared their stories in a supportive environment.

The LGBT Center welcomed Robyn Ochs back to campus in February. Ms. Ochs is an award-winning activist and editor of a bisexuality anthology who has garnered national renown. “Loosening the Gender Girdle: How Gender Affects You” was the title of her presentation and interactive workshop.

STUDENT ACTIVITIES

The Office of Student Life in partnership with Housing and Residential Life implemented the Student Leadership Development Program in Fall 2012. 25 selected students were provided with a guided and structured leadership-development experience. Through various workshops, retreats, and off-campus outings, students gained insight, confidence, and exposure to leadership skills that will last a lifetime!

Student leaders took top honors not only in leadership roles in their respective groups, but also in academics. Nine Maize and Blue Awardees were current or former officers of student organizations. Additionally, the President of the Philosophy Club as well as Running Club was selected as Student Speaker for Spring Commencement marking the third straight year a current officer was selected as a speaker for this ceremony.

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