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Student Affairs Annual Report

2008 - 2009

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University of Arkansas Student Affairs - Connecting Students to Success

**WELCOME TO THE
UNIVERSITY OF**

ARKANSAS DIVISION OF STUDENT AFFAIRS 2008 - 2009 ANNUAL REPORT

Dear Readers,

The University of Arkansas Division of Student Affairs proudly presents our Annual Report for the 2008-2009 fiscal year. We value and celebrate the accomplishments of the Division, its departments, and our staff; and we hope you will share in our delight as you read about our achievements on behalf of and in service to our students.

This online annual report contains highlights from the great works of the staff comprising this Division. Much of the information in this report comes from departmental annual reports available in their entirety through each department itself.

Please take some time to look around the site, which will help you to understand what the Division is about, and how we “connect students to success.”

Sincerely,



Daniel J. Pugh, Sr., Ph.D.
Vice Provost for Student Affairs/Dean of Students

The Division of Student Affairs

We believe that learning, both inside and outside the classroom, is central to the University of Arkansas Experience and that the Division of Student Affairs is a significant partner in the development of a campus learning community. We recognize that this campus learning community is impacted by the individual's unique learning style and life experience. We believe our values (listed below) strengthen and enrich this learning environment.

Values

- We are student centered
- We are an inclusive community
- We treat all individuals with dignity and respect
- We encourage and model civility in all relationships
- We provide friendly, helpful, and responsive service
- We embrace our role as scholars and educators
- We present the highest ethical standards based on trust, honesty, and integrity
- We are committed to the pursuit of professional excellence
- We strive for the acquisition and use of knowledge
- We act as partners and collaborators in all endeavors

Vision

The Division of Student Affairs will maximize the University of Arkansas Experience by challenging, supporting, and encouraging each student to become intellectually engaged, more self-aware, and strongly bonded to the university.

Mission

The Division of Student Affairs' mission is to help students achieve their goals through the provision of high quality support services and comprehensive programs that stimulate, enhance, and extend student learning; empowering University of Arkansas graduates to become active, engaged citizen leaders in Arkansas and throughout the world.

Strategic Goals

- Foster the development of an inclusive community
- Enhance student learning
- Promote professional and personal development

- Increase and responsibly manage resources
- Promote innovative programs and services
- Advocate rights and responsibilities
- Encourage the application and use of new and emerging technologies

Motto

“Connecting Students to Success”

DEPARTMENTAL SUMMARIES

ARKANSAS UNION

Download <http://union.uark.edu/>



The FY09 Arkansas Union goals revolved around service, marketing, diversity, and facilities. We made significant strides in the last year to enhance the Union through improved services and facilities and the increased efforts of the Union staff and various faculty, staff, and students.

Service: We continued to utilize the pre- and post-assessments for all student employees as well as maintained high expectations for all full- and part-time staff. Communication among staff improved immensely and productivity improved. Through meetings and trainings, communication and teamwork improved again this year. The Arkansas Union Advisory Committee (AUAC) continued the liaison program to strengthen ties and improve communication among Union tenants. Custodial supervisors conducted tenant visits to improve working relationships related to custodial services. The new banner system was revamped to make the process more customer-friendly. The Union continued to see increases in building guests (9.2 million yearly guests), reservations (8,000+ yearly events), and tenant sales.

During the fall, we received a Diversity Initiative Grant to hold a Students First Diversity Artwork

Contest and then held a banquet to recognize the winners and celebrate diversity on campus.

Marketing: We continued the Union Tenant Report to promote understanding of the Union and how it operates. We held another tenant meeting in the fall to cover the new tenant report, the Union's Strategic Plan, and the Union's Master Plan. Union Day grew as we served a Chartwell's catered lunch to more than 800 students, faculty, and staff participating in an information fair featuring all departments within the Union. Throughout the year, the marketing department updated signage in the building as necessary and created new or improved maps and floor plans to display on every floor. Exterior signage was added to make visitors more aware of the Union and to help them navigate the building from the parking garage or Stadium Drive. One large sign, seen from the street, was mounted above the walkway. While the website was updated several times over the year, we still need help to make it more functional and efficient. We continued to send out the monthly Union newsletter, the RazorWire, to highlight activities within the Union. We added a sustainability tip to every edition to encourage recycling and energy savings. The Union conducted a Reservation Satisfaction survey and a general satisfaction survey to get feedback on how we can better serve everyone who uses the Union.

Diversity: Diversity remained a major focus. During the fall, we received a Diversity Initiative Grant to hold a Students F1rst Diversity Artwork Contest and then held a banquet to recognize the winners and celebrate diversity on campus. We received very positive feedback from the art contest as well as the banquet and hope to make it an annual event. The winning pieces from the contest will be on display outside the Multicultural Center beginning summer 2009. Projects of the AUAC focused heavily on diversity. To promote the Diversity Artwork Contest, the AUAC held an event to create the diversity handprint murals that now hang above the stairwells. More diversity-related artwork was added throughout the building in accordance with the Diversity and Artwork Plans.

Facilities: Updates continued to focus on signage as exterior and interior signs were added or improved. Lighting was replaced in the Living Room on 3A, as well as on the 4th floor outside the Multicultural Center and the Anne Kittrell Art Gallery. Lighting in the Alltel

Ballroom was replaced and paneling around the ballroom is in the process of being updated. Meeting room 504 was converted into a "smart room" with a projector and screen. Leaks in the roof were repaired. Restrooms on the 2nd floor were repainted. Patio chairs were replaced. Offices on 6A were remodeled, and tables and chairs were added in the hallways. The Union is currently in the process of upgrading all the water fountains in the building, with only one left to be upgraded. Part of the 2nd floor was remodeled; a partial wall was added, walls painted, furniture, and a flat-screen TV were also added to create a lounge area. An artwork display was added to the 4th floor outside the Anne Kittrell Art Gallery and the Theatre Lounge was revamped as well. Various areas in the building received wireless upgrades, including the ballroom. A new camera was installed on 3A and added to the University website. Club Red was repainted, new chilled water pumps were installed, and HVAC systems were upgraded. Glass was replaced on the 2nd and 5th floors, the fire alarms were upgraded, and the loading dock roll-up doors were replaced.

CAMPUS CARD OFFICE

Download <http://campuscardoffice.uark.edu/>

The Campus Card Office had an amazing year. The Blackboard Transaction System processed over 3.5 million transactions. Enrollment verification represents 400,000 transactions. A total of 5,100 meal plans were loaded into this system fall semester 2008, and meal plans totaled over 4,800 for the spring 2009 semester. The Campus Card Office staff made 8,700 ID cards. Deposits to the campus debit program, Razorback\$, totaled over \$450,000.

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Several collaborative projects were launched, including a system to wirelessly verify enrollment during major athletic events and developing a print management system. Two major endeavors with outside vendors included adding off-campus merchants to the list of merchants accepting Razorback\$ and contracting with JSA Technologies to

implement a new secure online deposit system. In addition, the vending machine project was completed, with over 100 readers installed on vending machines.

Payment Card Industry (PCI) compliance and the Federal Trade Commission's (FTC) Red Flag Policies are becoming a major factor in the way the Card Office does business. The Card Office staff no longer sees or touches credit cards in order to meet PCI compliance. All credit card payments are now made over the internet via the Universities Q-Pay system. In order to meet the FTC's Red Flag Policies, all persons requiring a campus ID card must present a valid, state-issued ID, driver's license, passport, or military ID, in order to obtain a University ID card.

CAMPUS DINING SERVICES

<http://www.dineoncampus.com/razorbacks/>

The University Dining Services Program, operated by the Chartwells Higher Education Division of Compass Group U.S.A., provides food service to the University of Arkansas. Chartwells currently manages 14 different food outlets; these range from a multi-concept food court and "all-you-care-to-eat" dining halls, to grab n' go convenience stores and coffee houses.

All three of the dining halls went "trayless" this year. This initiative serves to reduce post-consumer waste, save energy, and encourage patrons to be more thoughtful in their selection of food.

In 2008-2009, the Business Services Director worked with Chartwells to focus on the following goals, as set forth in the Division of Student Affairs Strategic Plan: 1) promoting innovative programs and services; 2) increasing and responsibly managing resources; and 3) fostering the development of an inclusive community.

Specific action plans to meet these goals were established and carried out. These included initiatives, such as offering another meal plan option for residents in the new Maple Hill Residence Hall and opening a new retail concept, Freshens. An addition to the N.W. Quad dining hall was completed, which

accommodates additional students on the north side of campus and also provides a multi-use private dining location. Many innovative programs, such as Kitchen Kred were developed as an educational venue for both students and the culinary staff.

Campus dining has built sustainable practices into every aspect of operations, including research and planning, student involvement, purchasing practices, facility construction, waste management, and utility consumption. All three of the dining halls went “trayless” this year. This initiative serves to reduce post-consumer waste, save energy, and encourage patrons to be more thoughtful in their selection of food. The importance of “going green” is clear, and the food service department will help ease the climate crisis by continuing to improve practices, develop new programs, and partner with the Campus-Wide Sustainability Committee.

CAREER DEVELOPMENT CENTER

Download <http://career.uark.edu/Default.aspx>

The Career Development Center seeks to educate and develop a diverse population of students in areas of career decision-making and to help students reach a level of career maturity necessary for responsible citizenship. We provide resources for University of Arkansas students and key constituents in order to identify and create job and graduate school opportunities. Career Center staff members foster and align partnerships with employers and human resource professionals in order to create an environment of expanded commitment to and between the University of Arkansas and its key constituents.

We provide resources for University of Arkansas students and key constituents in order to identify and create job and graduate school opportunities.

The center’s signature program, “Professional Development Institute” (PDI), serves as both a marketing and educational tool. 323 students completed the program this academic year compared

with 121 the previous year. The program consists of career-building workshops, easily accessed online webinars, and individualized Career. Both the Freshman Engineering Program faculty and the Apparel Studies Pre-Internship faculty selected PDI as a mandatory component of their curricula.

Enhanced web applications enable students, at no charge, to access resume-preparation resources, mock interview, job boards, on-line presentations, and career assessments from any location and any time of day.

Using a tool designed by Associate Director Andy Matthews, CDC collects placement information online regarding graduates' plans following graduation. Results from fall 2008 and spring 2009 suggest the center can report the placement of 60-70% of graduates as compared to 30% from previous years. Fulbright College, Bumpers College, College of Education and Health Professions, School of Architecture, Graduate School, and the College of Engineering adopted this new placement system and gave favorable feedback.

The center hosted professional networking events such as the BIG Event and Pathways to Possibilities. Each of these programs offered current students opportunities for networking with alumni, employers and community leaders while polishing their professional job search skills.

Student appointments have increased this year as well as student contact through "walk-in" resume reviews and mock interviews. We attribute this to the strong professional relationships built between the students and their PDI Coaches. Career counselors have met 4000+ student appointments and "walk in" contacts. The use of online tools does not seem to reduce the number of students seeking individual contact with a counselor.

CENTER FOR EDUCATIONAL ACCESS

Download <http://www.uark.edu/ua/csd/>

During 2008-09, the Center for Educational Access continued to provide high quality support services and

accommodations for the growing population of students with disabilities at the University of Arkansas. Approximately 980 students were registered with the Center during the year, which represented a 22% increase from 2007-2008. Students were provided accommodations which included examination proctoring (readers, scribes, typists), notetaking assistance, American Sign Language Interpreting, Typewell transcription/captioning, print materials in alternative formats (Braille, electronic and audio), magnification software, assistive technology and supplemental transportation assistance around campus.

Approximately 980 students were registered with the Center during the year, which represented a 22% increase from 2007-2008.

Much effort was spent in programming, educational outreach and training during the year, consistent with the expanded mission of the department and the divisional goal to develop an inclusive university community. Workshops focusing on disability awareness, universal design, assistive technology, transition to college from secondary education, teaching students with disabilities, accessible web design, legal issues and disability, and accessible program planning were offered to 12 campus departments and to students in four undergraduate and graduate courses. Technical assistance regarding accessibility was provided to 8 campus departments and 6 regional colleges/universities and community agencies.

A significant collaboration was further developed during FY09 with Northwest Arkansas Community College that involved a shared agreement regarding the training and utilization of Typewell transcriptionists between the two institutions. The agreement will serve to decrease the overhead costs to provide the service, while maintaining the critical level of needed transcriptionists in the community to accommodate Deaf and Hard-of-Hearing students attending both schools. The collaboration generated a savings for the Center of approximately \$2,700.

The Center's assistive technology lab continued to be a regional leader in the efficient and timely conversion of print material during FY09. This year the Center converted 199 books and printed materials to

alternative formats (electronic text and Braille) for 47 students with visual and print based disabilities, representing an 88% increase in production from FY08. At year's end, contracts for print media conversion combined to generate over \$1,000 revenue for the Center.

CENTER FOR LEADERSHIP & COMMUNITY ENGAGEMENT

Download <http://leadership.uark.edu/>

The Center for Leadership and Community Engagement (CLCE) advanced the University of Arkansas Mission during 2008-2009 with several new and innovative student leadership programs, improved fundraising and fiscal management, and increased service to the community through student volunteerism efforts. The CLCE conducted 113 distinct leadership retreats, workshops, educational seminars, and trainings during the year, reaching 3,325 participants including over 1,800 unique students, faculty, and staff. Total attendance at all CLCE events was 18,791 attendees at 185 events which included welcome weeks events, a volunteer fair, orientation sessions, and FYE presentations.

The CLCE conducted 113 distinct leadership retreats, workshops, educational seminars, and trainings during the year, reaching 3,325 participants including over 1,800 unique students, faculty, and staff.

The service arm of the CLCE, the Volunteer Action Center (VAC), made significant gains with the addition of a full time Assistant Director. The VAC had 2,308 volunteers contribute 9,003 hours of service to the university and local communities. VAC efforts included community town hall meetings in Fayetteville and Springdale to develop partnerships with 38 Northwest Arkansas community agencies, the Campus Restoration Day following the ice storm, a partnership with Susan G. Komen Race for the Cure to manage

the logistics of the race, and an Alternative Spring Break civil rights tour where students met with civil rights leaders, visited historic sites, and participated in service projects.

The CLCE initiated four new Leadership programs including an educational trip to President Barack Obama's inauguration, the LeaderShape Catalyst program, a Project Adventure small group facilitation workshop, and a leadership retreat for African students participating in the Spring International Program. CLCE partnered with University Housing, Walton College of Business, Associated Student Government, and Residents Inter-Hall Congress to conduct an Educational trip to the Inauguration of President Barack Obama for 46 students. These students attended lectures at George Washington University that were jointly conducted by faculty of both institutions. In December, Project Adventure staff visited campus to train 22 university staff members and students in a three day workshop on small group facilitation techniques. The LeaderShape Catalyst program engaged participants in an exploration of personal values, strengths, and interpersonal communication styles. The Emerging Leaders (EL) Program graduated 82 student participants, and 30 upper-class EL mentors provided their leadership insights to our new student leaders.

The CLCE had 318 student organizations register during the year and 175 received over \$230,000 in ASG student fee allocations for events such as the Diwali banquet, Autumn Festival and Chinese New Year banquet. The RSO program trained nearly 600 students to serve as officers in their organizations and offered continuous learning opportunities through the Leadership Workshop Series. The Advisor Development Series provided additional training for advisors on topics such as transitioning new leaders, becoming familiar with the funding process and mentoring. Communication and online resources for faculty advisors, staff advisors, and student officers have increased to meet the needs of the RSOs and their advisors.

Associated Student Government (ASG) had a highly successful year manifested by the ASG Poll, the Campus Restoration Day, the Safe Ride Program, the USA Today Readership Program, and developing late night Library hours of service. The Safe Ride Program safely transported over 12,000 riders during the year

which equaled the previous year despite the loss of fixed route bus service. CLCE staff and ASG applied for and received a \$21,000 gift from the Women's Giving Circle for a new fixed route handicap accessible bus that will be operational in September of 2009. The Readership Program became the 11th largest in the nation, with a distribution that exceeded 300,000 newspapers. ASG collaborated with several departments to keep the Mullins library open later at night. This year ASG collaborated with the Volunteer Action Center, Facilities Management, Faculty and Staff members to coordinate a campus wide volunteer effort to restore campus after the 2009 Ice Storm. Campus Restoration Day had over 500 student volunteers and over 640 total volunteers.

COMMUNITY STANDARDS & STUDENT ETHICS

Download <http://ethics.uark.edu/index.htm>

During the 2008-2009 academic year, the Office of Community Standards & Student Ethics (OCSSE) focused on ten subcategories that aimed to reach the overarching goal of developing and sustaining comprehensive educational programs for the University campus. As a result, OCSSE continued to provide services to the campus community that aimed to address their established goals. During the 2008-09 academic year, OCSSE provided presentations to International Students and Scholars, the Communication Department, the English Department, First Year Experience courses in the Department of Health Professions and Education, and Masters of Arts in Teaching students, faculty, and staff regarding the University of Arkansas' policy on Academic Integrity. OCSSE continued with their collaboration with the Quality Writing Center for the implementation of the Understanding and Avoiding Plagiarism workshop, wherein *[insert numbers]* students successfully participated and completed the program. Furthermore, to date, students whose sanctions included participation in this workshop have not had subsequent violations to these policies. OCSSE in collaboration with University Housing saw the successful implementation of the RMS Judicial

database. The RMS database will allow the OCSSE to effectively track judicial trends and therefore develop programs and services to address these trends.

In continuing with OCSSE's goals of providing educational programs for the University of Arkansas community, OCSSE offered for the first time, an eight week, one hour credit course regarding ethical decision making skills.

In continuing with OCSSE's goals of providing educational programs for the University of Arkansas community, OCSSE offered for the first time, an eight week, one hour credit course regarding ethical decision making skills. This course will be utilized as a sanctioning tool for administrative hearing officers and conduct boards and will also be accessible to the general University community. During spring 2009, OCSSE offered students the opportunity to gain additional insight into their referring conduct behaviors and overall academic goals by allowing them to complete two validated inventories, the Achenbach Adult Self-Report and the Holland Self-Directed Search.

In addition, OCSSE successfully hired a new Assistant Director and two Graduate Assistants for the upcoming academic year. Each professional and paraprofessional arrives with disciplinary and program development skills that will contribute to the services OCSSE offers the University of Arkansas community and that aim to meet the Division of Student Affairs strategic goals.

Finally, OCSSE continued its pre-existing collaborative partnership with Residential Education for the purpose of Resident Director and Resident Assistant training. OCSSE's efforts this past academic year consistently worked in the direction of the Division of Student Affairs' overall strategic goals of fostering the development of an inclusive community, enhancing student learning, promoting professional and personal development, promoting innovative programs and services, and advocating for rights and responsibilities.

**ENHANCED LEARNING
CENTER**

The Enhanced Learning Center continued to grow in FY09 with an increase of 20.22% in student participation in all services and an increase of 16.54% in the number of students served over FY08. Services showing the greatest growth were Supplemental Instruction (48.58%) and Workshops and Workshop Series (144%). A new collaboration (Math Coaching) with the Math Department generated an additional 44,568 in student participation (duplicated headcount). However, this figure is not included in any of the growth figures for FY09. This decision was based on two factors: First, this approach to tutoring occurs in the computer-based classroom with a general ratio of 16 students to 1 tutor. Obviously, this does not incorporate the opportunity for extended one-on-one tutoring normally offered and reported by the E. L. C.; and second, the Math Department is considering other approaches to tutoring which may be used in FY10. As would be expected, Math Coaching had a significant impact on student participation in math tutoring. Because of the historically strong participation in math tutoring, tutoring as a whole showed a decrease of 16.10% from FY08 despite significant increases in Quality Writing Center (QWC) tutoring.

The Enhanced Learning Center continued to grow in FY09 with an increase of 20.22% in student participation in all services and an increase of 16.54% in the number of students served over FY08.

The 144% increase in Workshops and Workshop Series is primarily due to the QWC's work with the "Understanding and Avoiding Plagiarism" Workshop. The QWC took a variation of this workshop into the classroom with a focus on the discipline being taught. This approach to reaching students has been very well received and is addressing a widespread concern of faculty from multiple colleges within the University.

A number of new collaborations were piloted in FY09 which have the potential to substantially increase student participation in FY10. These included the provision of tutoring in Mullins Library by both the E. L. C. and the QWC, and the offering of Supplemental Instruction for Principles of Macro and Microeconomics. The third collaboration was unique to the E. L. C. and was developed in collaboration with the Admissions Office, the College of Education, and

FYE. This program targeted those students provisionally admitted to the University. These students were required to successfully complete the Effective College Learning Program. The challenge was to increase the percentage of these students who were successful at the University. In its first year, the program showed considerable improvement in participating student grades and re-enrollment over previous years.

Despite some of the changes which had a negative impact on reported participation, FY09 continued to be not only a growth year but also a year with many new initiatives which we believe will lay the foundation for ongoing future growth of the Enhanced Learning Center.

FIRST YEAR EXPERIENCE

Download <http://fye.uark.edu/>

Enhanced student learning is evident in the assessment results of revamped Orientation sessions, academic presentations at Academic Convocation and the curriculum of ROCK Camp.

During the 2008 – 2009 academic year, First Year Experience Programs met all of the Division of Student Affairs priorities. FYE has fostered the development of an inclusive community through new programming initiatives such as the Diversity Leadership Institute and the infusion of diversity initiatives throughout FYE Programs and Services. Enhanced student learning is evident in the assessment results of revamped Orientation sessions, academic presentations at Academic Convocation and the curriculum of ROCK Camp. In the area of promoting personal and professional development, FYE staff members have participated in over 80 training sessions worth over 560 training hours. Additionally, all FYE professional staff served on a national board or committee during the 2008-2009 academic year. The promotion of innovative programs and services can be seen in every program and service and evidence of program success can be found in the evaluation and assessment results. Technological advancement can be seen in the On-line Transfer Orientation and the

new ISIS screens developed for ROCK Camp Registration. FYE advocated students' rights and responsibilities through the creation of the Parent Handbook and the "Parent's Guide to the First Year Experience" calendars. Perhaps the largest contribution that FYE has made to the Division of Student Affairs priorities is through increasing and responsibly managing resources. During the 2008-2009 academic year, FYE enhanced several programs and increased the participation numbers while simultaneously containing costs. Through excellent stewardship FYE was able to carry forward in excess of \$100,000 into FY2010. The FYE team has an amazing team spirit and strong work ethic to match which continues to elevate FYE to the next level while providing amazing service and resources to parents and students.

GREEK LIFE

Download <http://uagreeks.uark.edu/>

The Office of Greek Life facilitates an educational process which provides resources and programs to promote the growth and development of students affiliated with fraternities and sororities at the University of Arkansas. Our overall mission is to enhance the academic, cultural, moral, leadership, and social development of students in Greek-lettered organizations as a productive and viable lifestyle on campus. During 2008-2009 academic year, Greek Life experienced many triumphs and accomplishments in the following areas:

Recruitment: Greek councils exceeded expectations by reaching an all-time high of 1410 new members during recruitment and new membership intake this academic year. Forty percent (40%) of this year's freshmen class joined a Greek-lettered organization. Currently, Greek Life is comprised of more than 3100 Greek leaders. Other significant recruitment initiatives included but are not limited to maintaining an 89% retention rate during women's formal recruitment and establishing an All Greek marketing campaign which raised more than \$15,000 from various sponsors.

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academic year. Forty percent (40%) of this year's freshmen class joined a Greek-lettered organization.

Expansion Efforts: Phi Iota Alpha Fraternity, Inc. officially chartered its first chapter in the state this spring. Phi Iota Alpha is the first Latino Greek organization on the UA campus and in the state of Arkansas. The Iota Tau Chapter of Kappa Alpha Psi Fraternity, Inc. was reactivated in Fall 2008. Five new members were initiated. The Sigma Pi colony has made tremendous progress and is on their way to becoming chartered during the upcoming academic year.

Programming Initiatives: Greek Life Facilitators hosted a day-long Greek Summit featuring Dave Westol, a lawyer and renowned national speaker. He presented to more than 230 Greek leaders including facilitating a graphic presentation entitled "Hazing on Trial". This presentation focused on various hazing forms including criminal charges brought against chapter officers and members. New Greek Council sponsored our annual Greek Sing program. More than 359 Greeks performed "Disney" musical selections to a standing room only crowd of 950 people including alumni and parents. Chapters collected over 19,000 can goods and donated to Life Source International including making a \$1000 financial contribution. Fifty (50) Greek leaders traveled to the Mid-American Greek Conference Association in St. Louis.

Diversity & Inclusion: One of the core goals of the University of Arkansas' Greek community is to advocate and actively promote a diverse and inclusive community. Greek Life held its first Greek Diversity Week during the fall semester. Dr. Walter Kimbrough, President of Philander Smith College and author of Black Greek 101, spoke to the entire Greek community about diversity and hazing prevention. To promote diversity, Greek Life distributed over 2000 red, black, and white ribbons to students to wear during the week. More than 2100 Greek students participated during the week of events.

Through collaboration and student involvement, Greek Life partnered with other offices and students to establish a new program called Global Greeks. Global Greeks empowers UA students to learn about life experiences different than their own as a way to strengthen a more inclusive university community

through engagement and mutual respect. Global Greeks received the division's Diversity New Initiative Award in December 2008.

Assessment: In April, thirteen UA Greek chapters received Award of Excellence honors during the Order of Omega Awards Ceremony. Three chapters were recognized as honorable mention. Award of Excellence recognizes top Greek chapters for outstanding achievement in the areas of scholarship, leadership development, risk management, community service/philanthropy, Greek relations, chapter management, and efficiency. All Greek chapters are required to complete and submit Greek Life assessment criteria annually.

Other notable Greek Life achievements include but are not limited to the following:

- All Greek GPA above 3.1
- Donated over \$523,000 to charities in 2008-09
- Performed over 30,000 hours in Community Service
- 22% of students on the U of A campus are Greek OR 1 in every 6 students on the U of A campus is Greek.

INTERNATIONAL STUDENTS & SCHOLARS

Download <http://iss.uark.edu/>

The number of international students enrolled at the University of Arkansas exceeded 1000 students to a total of 1037 international students enrolled.

The University of Arkansas reached an historic mark in international education during the 2008-2009 year. The number of international students enrolled at the University of Arkansas exceeded 1000 students to a total of 1037 international students enrolled. Students from India, China and Japan topped the list of 115 countries represented among the students enrolled at

the University of Arkansas. International Scholar participation at the University of Arkansas also increased from the previous year, reaching 270. International Students and Scholars received needed resources from Academic Affairs to support immigration services to non-student researchers and professors. To comply with Homeland Security requirements while also assisting students to maintain immigration status, James Michael (Mike) Waldie joined the office as Foreign Student Adviser, adding support for the immigration advising of students. Changes in Homeland Security employment regulations for students after their completion of studies put an additional burden on the staff in their attempts to educate students and meet regulatory deadlines. Caribbean students transformed the Arkansas Union into a cruise ship bound to the islands of the Caribbean during the annual cultural immersion. "Passengers" learned about the unique sights, sounds, and flavors of each of the islands of the Caribbean as students provided interactive demonstrations of dances, recreation, and social life of the islands. ISS, along with Greek Affairs, was awarded the Student Affairs Diversity Award for New Initiatives for its program entitled Global Greeks. Greek houses were matched with international students to have shared Razorback experiences. Matthew Sokoloski took Cultural Field Trips to a new level with charter buses transporting students to educational sites in Little Rock, Mountain View, Tahlequah and San Antonio. ISS launched the inaugural year of the Visiting Student Program. Non-degree students from partner institutions enrolled at the University of Arkansas for a semester to a year program. ISS offered special services to these students to engage them in the life of the campus. Also, in its first year, Holcombe hall hosted Global Perspectives, a Fulbright Perspectives section, to pique the interest of first semester students regarding global issues such as immigration, poverty, and human rights. Using the backdrop of the Walton Arts Center Stage, ISS teamed with Fulbright Perspectives and the Department of Music to increase student understanding of culture and history as it relates to the arts. Japanese students presented information about Japan before the participants went to the Taiko Drumming Performance. A student from Argentina opened the world of brothels and the bourgeois as he discussed the history of the Tango in Argentina to participants prior to going to the Tango Fire production.

MULTICULTURAL CENTER

Download <http://multicultural.uark.edu/>

The Multicultural Center (MC) enhances the University of Arkansas educational experience by offering comprehensive educational and cross-cultural programs designed to promote academic excellence, respect differences, and empower students to develop successful strategies for their future. The MC offers an enhancing cultural environment that celebrates unity and inclusiveness through community outreach, scholarship, and mentoring. The MC's programs and initiatives encourage students to share ideas and resources while promoting mutual respect and equality. The MC's culturally based programs and positive support network encourages students to be agents of social change in an increasingly diverse society.

In an effort to get more students involved in our programs and build collaborative partnerships with academic departments across campus, the Center created a Multicultural Ambassador Program.

After solidifying the staff, the MC was able to focus more on assessing and strengthening programs, streamlining day-to-day operations, and focus on retention and recruiting efforts of underrepresented students. The Center continues to be an energetic, highly involved area on campus, and the student involvement in the Center continues to reach new heights. The Staff persists on creating ways to educate students on the importance of leadership and the economic power of diversity. Because of the Center's leadership, vision, commitment to strengthening the quality of diversity programs, and making a difference throughout the community, students consider the Center is an integral part of the University of Arkansas vision and mission.

In an effort to get more students involved in our programs and build collaborative partnerships with academic departments across campus, the Center created a Multicultural Ambassador Program. The Ambassador's will help create more leadership opportunities and a welcoming environment for

underrepresented students at the University of Arkansas. The Ambassadors will assist in conducting presentations, marketing of events, and programming for Real World, Multicultural Grad Celebration, and Black History Month. Monthly meetings are held to get updates from within the Colleges on issues regarding underrepresented students and a way to collaborate on a variety of initiatives.

The Multicultural center serves as an educational support unit that provides access to materials and services benefiting educators, students, and others through the community. The Center will continue to provide an educational environment that will engage the underrepresented student populations at the University of Arkansas with the support of registered student organizations, Academic Affairs, and the Division of Student Affairs.

OFF CAMPUS CONNECTIONS

Download <http://occ.uark.edu/>

The Peer Assistance Leaders (PALS) program received a 2008 Bronze Excellence Award from the National Association of Student Personnel Administrators (NASPA) and continued to provide valuable peer support to both adult and commuter students.

Off Campus Connections strives to help connect the university's 10,837 undergraduate adults and commuter students to campus life. Students who live off-campus face many additional challenges including the balance of work, school, and family life. They have difficulty navigating the system to locate institutional resources that can be helpful to them. They often seek personal support, much like that provided by residence hall staff. Campus and community services have helped fill some of the important gaps, yet these students do not often explore the support systems available to them. Inquiries from individual students totaled 964 in 08-09, a 64% increase over the prior year. The Off-Campus Housing Website celebrated its third successful year with over 2,254,917 hits. The Commuter Meal Plan saw a 26% increase in sales, surpassing the annual goal of 900 plans sold by 139.

The Peer Assistance Leaders (PALS) program received a 2008 Bronze Excellence Award from the National Association of Student Personnel Administrators (NASPA) and continued to provide valuable peer support to both adult and commuter students. Off Campus Connections participated in Map Works (Making Achievement Possible Works), a pilot program focused on the retention of first-year cohort students. The Off Campus Connections Advisory Board (OCCAB), twenty-one faculty/staff, and community members, helped raise awareness and seek solutions to promote adult and commuter student success. A nine-member Student Advisory Board was added this year, resulting in a group of student advocates who have provided invaluable input to the staff. As a result of these and other retention-based efforts, commuter students will remain a vital part of the university community and succeed in obtaining their degree from the University of Arkansas.

PAT WALKER HEALTH CENTER

Download <http://health.uark.edu/>

The medical clinics migrated from paper medical records to electronic records in June. This migration crowned five years of establishing electronic interfaces between the medical record, the pharmacy, x-ray and the clinical laboratory.

The 2008-2009 year was a remarkable year in that Pat Walker Health Center was fully staffed to meet the needs of students in the areas of health promotion and education, counseling and psychological care, and medical care. Three health educators and a team of peer educators and graduate students delivered 749 presentations to a total of 24, 089 students, covering topics such as mindfulness, resilience and thriving, holistic health, bystander intervention, positive psychology, risk reduction in the areas of alcohol and substance abuse, sexual assault and domestic violence, human sexuality and masculinity in America. A team of eight mental health clinicians, five graduate assistants and a part time psychiatrist provided 4,946 mental health clinic visits and 375 mental health group visits. In addition, clinicians taught Case Finder training, a program to increase faculty and staff skills

in identifying students in mental health distress and use of appropriate referral practices. Six physicians and three nurse practitioners with a team of ten nurses as well as x-ray and laboratory technicians provided 22,383 medical visits through the primary care clinic as well as the women's clinic. With the ability to provide preventive care as well as diagnosis and treatment of illnesses, the most common illnesses were upper respiratory illnesses, depression, hypertension and a variety of viruses. The Travel Immunization and Allergy Clinic provide a total of 5,123 visits. Medical and mental health visits served a total of 10,399 individuals of which 9,080 were students and remainder of the individuals were faculty, staff, partners of students and various visitors to campus. While the campus experienced a mild flu season, the World Health Organization declared worldwide pandemic status with the arrival of the novel H1N1 virus. This led to preparation for the possibility of H1N1 in the FY 2009-2010 fiscal year at the University of Arkansas. The medical clinics migrated from paper medical records to electronic records in June. This migration crowned five years of establishing electronic interfaces between the medical record, the pharmacy, x-ray and the clinical laboratory. Students benefited from the alliance of the medical care providers with Health Partners which extended Pat Walker Health Center as preferred providers for a number of major health insurance companies. By year end, the collections from health insurance reimbursements had increased by 5.5% with anticipated increases in the future through electronic insurance filing. Major public health initiatives included the establishment of the University of Arkansas as a tobacco free campus on July 1, 2008, through voluntary compliance with the intent to provide a healthy environment and to reduce illness related to tobacco use and second hand smoke. With the increase in the number of students presenting with mental health needs, visits to the psychiatrist were included as a benefit of the student health fee, thus breaking down a barrier to access to mental health care. This, along with an active team of counselors available each day to meet with students needing care, provided student-centered and focused care. Through a process of focus groups with veterans and increased educational benefits for veterans, a mental health clinician provided leadership to a campus Veterans Task Force and participated in the Governor's Yellow Ribbon Task Force. Increased campus support for veterans will be a reality in FY

2010. The offices of the registrar and admissions worked closely with Pat Walker Health Center staff to strive for one hundred percent compliance with the state requirement for two measles, mumps and rubella immunizations as well as screening for tuberculosis in students from specific areas of the world where TB is prevalent.

PRE-COLLEGE PROGRAMS

Download <http://precollege.uark.edu/menu.html>

At the institutional, state, regional and national levels, staff has expanded involvement and opportunities to collaborate bringing visibility to the institution and support to 2010 goals.

Pre-College Programs remains strongly committed to the divisional and institutional priorities of the University of Arkansas. Efforts to create innovative programs supporting students in their desire for higher education have again resulted in program expansion to diverse student populations. While continuing to make progress in supporting the recommendations of the 2010 commission, efforts are ongoing to assess and improve program services to increase success and overall student impact. With the establishment of intensified college entry and financial aid objectives, positive outcomes have been generated. As a critical unit within the Division of Student Affairs, it is our desire to be counted among the best in the nation, both as a university and as a department. At the institutional, state, regional and national levels, staff has expanded involvement and opportunities to collaborate bringing visibility to the institution and support to 2010 goals. To maximize Pre-College Programs' ability to impact institutional goals, the success and momentum attained this reporting period will be utilized to position the department for continued achievement and student success.

STUDENT ACTIVITIES

Download <http://osa.uark.edu/>

The Office of Student Activities oversees four large programming areas: University Programs (campus programming board), Friday Night Live (FNL), Headliners Concerts Committee and Distinguished Lectures Committee. The Office of Student Activities has had another great year in 2008 – 2009.

FNL had an average an average attendance of 640 this year with 17 programs offered throughout the academic year. The Program Coordinator for FNL was able to continue many campus collaborations this year with 16 different university departments, registered student organizations and corporate support for FNL this year. There was a new themed FNL called Mind, Body and Soul that was co-sponsored with the Pat Walker Health Center and Resident Inter-hall Congress and FNL co-sponsored a Night of Dance along as part of the SWACURH student conference.

University Programs (UP) had another great year providing approximately 161 events this past year with an estimated attendance of 15,461 at these events.

University Programs (UP) had another great year providing approximately 161 events this past year with an estimated attendance of 15,461 at these events. UP continued traditional events, such as, the Freshmen Pep Rally, Homecoming Talent Show and Redeye/Hulapalooza. Some of the new programs were the Buddhist Sand Mandala, Darfur national art exhibit, Day After Tomorrow lecture and movie, and the Fall Free Concert with Guster which had an EcoVillage encouraging students to be green.

The Headliner Concerts Committee was able to have a fall concert for the first time with OAR playing in October. The spring concert was extremely successful with TI performing in February. TI was the first rap performer to be sponsored by the concert fee. With the popularity of this show and subsequent ticket sales a large deposit of proceeds toward future Headliner concerts was possible.

The Distinguished Lectures Committee (DLC) also had a very successful year by hosting Magic Johnson as a fall speaker and former President George Herbert Walker Bush as the spring speaker. The DLC was able to bring a celebrity speaker and political speaker this

past year which was the charge of the fee when it was originally approved.

The Office of Student Activities planned the 5th Annual Razorbash which is a large involvement fair that is a traditional welcome weeks event. Razorbash was a huge success with approximately 4000 in attendance. In 2008 there were 20 university departments, 49 registered student organizations and 53 local businesses that registered for Razorbash. Some new programs included Bank of America's plinko board, Chartwells' with Yarnells ice cream and a photo booth sponsored by a karaoke company. Overall all events sponsored by the Office of Student Activities has an attendance of 39,806 which shows the affects that these programs have on the student experience at the University of Arkansas.

STUDENT MEDIA

Download <http://journalism.uark.edu/mediaapps.php>

Through its member groups, Student Media continued to provide news, information and entertainment geared to the UA student body and to the larger, extended community of the University of Arkansas. The Office of Student Media stewards four member groups. These are The Arkansas Traveler, a color broadsheet newspaper published during the fall and spring semesters, as well as an on-line edition with world-wide readership; the Razorback, a yearbook, published in the fall; UATV, a student-produced television station reaching about 85,000 homes in Arkansas; and KXUA, a 500-watt radio station with coverage extending throughout most of Northwest Arkansas and with an on-line feed reaching listeners around the world.

Students who participate directly with a Student Media group gain valuable knowledge and expertise in the medium they choose to work.

Each of the groups fosters a sense of community for the UA campus. Through their coverage, Student Media groups highlight the diversity of our student groups, individual students, faculty and staff. The Traveler expressly acknowledges this important principle in its Philosophical Statement on Diversity, which states: Our success depends on creating an

environment that embraces mutual respect, acceptance of differences and the desire to help all reach their full potential. Our newspaper must also reflect the people and concerns of the community we serve.

Students who participate directly with a Student Media group gain valuable knowledge and expertise in the medium they choose to work. Student Media enhances student learning by providing a real-world experience in publishing or broadcasting, which compliments and puts into practice the skills and practices explored in the classroom. Because Student Media operates as closely as possible to its counterpart in the professional world, student participation promotes professional and personal development through the training and practice of producing the various publications and broadcasts offered by member groups.

Student Media promotes responsible journalism and advocacy by adhering to the ethical standards expressed in the Society of Professional Journalists and Associated Collegiate Press codes of ethics. Further, Student Media actively strives to be technologically advanced and to offer innovative programming and publications that reflect the dynamic acceleration of technological advancement within the publishing and broadcasting industries. A primary goal of Student Media is to prepare its student employees and volunteers to be successful in their chosen fields. By keeping abreast of industry trends, Student Media better prepares its students for success after college and provides a better, more efficient and accessible product for the UA community.

STUDENT SUPPORT SERVICES

<http://sss.uark.edu/>

During Fall 2008 and Spring 2009, Student Support Services served approximately 327 eligible participants.

Funded by a federal grant through the U.S. Department of Education, Student Support Services aims to increase the retention, progress, and graduation rates of low income, first generation, and

disabled students. Through collaborations, SSS also works to ensure an institutional climate which fosters the success of these students. In July and August, SSS participated in UA Orientation by conducting sessions to introduce students to the SSS program and services. Collaborating with Career Development Center, Pat Walker Health Center, University Libraries, Multicultural Center, the School of Human Environmental Sciences, and the Division of Intercollegiate Athletics; SSS hosted a series of 10 workshops throughout the spring semester. Attendance ranged from 5-10 students per workshop. With the support and assistance of the U.S. Department of Education and the UA Office of Financial Aid, SSS awarded \$25,000 in Supplemental Grant Aid scholarships to participants who were Pell eligible and had highest financial need. During Fall 2008 and Spring 2009, Student Support Services served approximately 327 eligible participants. By end of Spring, 78% were in good academic standing.

UNIVERSITY HOUSING

Download <http://housing.uark.edu/>

University Housing opened two new residential facilities, Maple Hill South and Duncan Avenue Apartments; began a remodel of Futrall Hall with finish date of August 2009; streamlined positions to better serve constituents and reduce costs; ended the year in good financial standing; continued to integrate technological systems to improve efficiency and increase services to students; created systems allowing budgeting and review of expenses to be decentralized and monitored by the cost center owner; and further defined residential programs initiated last year with the goal of impacting students' social and academic integration. Maple Hill South opened as a Leadership in Environmental and Energy Design LEED Silver facility and Duncan Avenue Apartments received One Green Globe certification provided through Green Globes Initiative (GBI). The Duncan community building received Two Green Globes. These were the first Green Globe certified residence halls in the country.

The Duncan Street Apartments community building received Two Green Globes. These were the first Green Globe certified residence halls in the country.

Technology usage continues to grow with more systems and processes moving to an online format. Fall semester was difficult with regard to ResNet. The software University Information Technology Systems (UITS) uses to manage ResNet connectivity experienced a major failure that took a couple of months to completely correct. Progress continued on RMS Judicial, Financial Report, Shop-N-Swap (online assignment process) and TMA (computerized maintenance management system) implementation. TMA was a large focus of time for the technology area because of a software bug. This major bug interrupted operations in the facilities, finance and technology areas.

In January, an unprecedented ice storm struck Northwest Arkansas causing most of Fayetteville and surrounding communities to be without power and closing of the university for four days. Housing staff provided housing for displaced students and distributing 550 cots and linens; residents opened their doors to friends and acquaintances; staff kept students engaged with social activities; and, Residents' Interhall Congress hosted Razorback Idol with approximately 300 in attendance.

The Executive Director worked with the Interim Vice Chancellor of Student Affairs to reorganize Student Affairs as it relates to housing and division auxiliary facilities. The position of Director for Residential Facilities and the Arkansas Union Director were merged into Director for Student Affairs Auxiliary Facilities. Other reorganization benefits included combining human resources, procurement and p-card responsibilities, and summer conferences with union event planning. The reorganization provided savings to both University Housing and the Arkansas Union.

University Housing was successful in meeting departmental goals. Further implementation of the model for prioritizing academic success and citizenship in University Housing students had the following outcomes: by October 7, 2008, 55% of all CORE Residents had completed the initial required components of 3 Connections Groups, StrengthsQuest, and StrengthsQuest; by December 11, 2008, 32% of all CORE Residents had met the required components of three Connections Groups, StrengthsQuest, and StrengthsQuest Overview, and one Faculty Associates Program.

Second, a comprehensive research and/or assessment program helped guide decision makers and insure effective resource utilization to achieve the department's mission. Continued supporting the Division of Student Affairs by having a staff member with Super User Access; conducted focus groups with Maple Hill East and Futrall residents; established a common language regarding research and assessment, piloting MAP-Works, developed a Residence Experience Survey. Cohort retention comparing 2008 new freshmen cohort retention to the University for Fall 2009 was 84.7% for students living on campus.

Third, implementation of Housing Master Plan Phase I is complete. Architects and contractors were selected to begin design for renovation of Pomfret Honors Hall.

Fourth, promote staff development through workshops and conference attendance, on and off site training, peer-to-peer training, and professional journals. Over 91 staff presented at national and regional conferences, published articles, and served in various positions within national professional organizations, in the Division of Student Affairs and the University.

Finally, increase the diversity of University Housing workforce for all department staff positions and increase retention of historically underrepresented students all saw good implementation and strong outcomes. University Housing had 98.5% of full time staff attend "Our Campus" a diversity training program provided through Human Resources; the fourth R.E.A.C.H (Respecting Embracing Appreciating Connecting Housing) team; participation in Diversity Impact Day; and hosting the third student Diversity Leadership training; R.E.A.C.H III receiving the University of Arkansas Diversity Award, and University Housing receiving the Diversity Award from Southwest Association of College and University Housing Officers (SWACUHO).

In the coming year, University Housing expects continued difficulty in attracting diversified and qualified staff for positions limited by state salary constraints especially in the area of technology. University Housing will continue to work towards the goals of having an engaged, competent and knowledgeable staff; providing students with a safe, attractive, and trouble free environment supporting the educational pursuits of students; to have progressive

programs in support of University Housing's vision and service to various constituents; to have an effective and efficient financial system to support the larger management planning efforts; and to have a hardware, software, and support environment that enables the needs and vision of University Housing.

UNIVERSITY OMBUDS

Download <http://ombuds.uark.edu/>

During the 2008-2009 year, the University Ombuds Office (UOO) assisted students and the university community with the resolution of 83 new cases through early, informal, and non-adversarial resolution practices, coordinating solutions with 163 primary constituents. While the number of new cases dropped slightly from last year, the primary constituents served increased 28%. This is due to more group facilitations and more long term, complex cases involving several parties.

Forty-two workshops and educational presentations were provided to hundreds of students and employees regarding conflict resolution theory and practice.

Forty-two workshops and educational presentations were provided to hundreds of students and employees regarding conflict resolution theory and practice. Positive evaluations from workshops to student groups and the university community received the majority of rankings as "Very Good" to "Excellent". An 8-week life skills course was held in both the spring and fall semesters, in collaboration with the Director for Anger Management in Counseling and Psychological Services. For the first time, a four day, 30-hour, professional mediation course was offered to members of the university specifically targeting those who would like to use mediation skills within a university environment to facilitate informal resolutions at the earliest level. This is a "bottom up" approach to creating a more collaborative and inclusive environment on campus. The program received outstanding evaluations from all participants and will be held again in 2010.

UOO continues to be involved in diversity initiatives, and programs to promote responsibility. This includes the Safe Zone Allies program, which supports our gay

and lesbian students and employees and has grown to over 250 allies, and the Restorative Justice program, which brings victims and their offenders together to repair harm and create lasting solutions that lead to behavior change. The Living Library, which brings people from diverse backgrounds together to learn about each other through dialogue, received very high evaluations for both fall and spring events.

DOCUMENTS

PUBLICATIONS & PRESENTATIONS

Peer Reviewed Articles, Conference Presentations, Chapters, & Books

Presented or Published between 1 July 2008 and 30 June 2009

- Bernal, J., Bristow, D., Hernandez, C., & Spencer, Q. (2009, February). NODA Leadership Opportunities. Presented at the annual conference of the National Orientation Directors Association Region IV: Arlington, TX.
 - Craig, A. & Tyler Bowser, P. (2009, February) Opening the Door to NPHC Membership: Hosting the Most Effective NPHC Greek Symposium. Program presented at the annual meeting of the Mid-America Greek Conference Association: St. Louis, MO.
 - Easter, A. & Chapman, L. (2009, February). Wellness goal setting and work-life balance: How two hall directors found time for themselves and became better employees. Presentation at the annual conference of the Southwest Association of College & University Housing Officers: Hot Springs, AR.
 - Ervin, G. & Fuller, F. (2008, September). Multi-program collaboration. Presented at the annual conference of the Council for Opportunity in Education: Washington DC.
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- Evans, K., Jannarone, A., Faust, V., Thornton, M., Robertson-Gann, A., & McLeod, T. (2009, April). Postsecondary Disability Services Directorship. Panel presentation at the annual conference of the Arkansas Association on Higher Education and Disability (Ark-AHEAD): Bismarck, AR.
 - Flanagin, S. & Fullen, C. (2009, Spring) UA Productions: A Model for Creating Multi-Media Communications Content in Student Affairs, Presented at the NASPA, National Conference in Seattle, WA.
 - Flanagin, S. & Fullen, C. (2008, Fall) UA Productions: A Model for Creating Multi-Media Communications Content in Student Affairs, Presented at the NASPA, Region IV-West Conference, Tulsa, OK.
 - Freeman, J. P., & Bresciani, D. L. (2008, August 9). Ethical capitalism: Merging perspectives. *Journal of Economic Research Network Educator*. Available at SSRN: <http://ssrn.com/abstract=1213322>
 - Freeman, J. P., & Burgess, B. (2008, Fall). Reconciling the literature with professional judgment: An evaluation of assessment in higher education. *Journal of Research in Education*, 18, 135-152.
 - Freeman, J. P., & Passarelli, A. (2008, Fall). Discerning purpose: Becoming yourself through your dreams. *ASHE! Journal of Experimental Spirituality*, 7(2), 123-140.
 - Freeman, J. P., & Taylor, C. (2009). Changing student characteristics and socialization. In A. Tull, J. Hirt, & S. Saunders, *From preparation to practice: Effective socialization strategies for new professionals in student affairs administration* (pp. 104-129). Sterling, VA: Stylus.
 - Freeman, J. P., & Tull, A. (2008, December). The cowboy way: Ethical practices on the new frontier. *College Services*, 8(6), 14-15.
 - Freeman, M., Wenzel, C. & Casey, C. (2008, November). NAFSA Academy. Presented at the annual conference of NAFSA Region III: Merida, Mexico.
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- Gutowski, A. & Brown, N. (2008, November). Talent Search workshop models. Presented at the annual conference of the Southwest Association for Student Assistance Programs: Hot Springs, AR.
- Gutowski, A. & Brown, N. (2008, September). Talent Search workshop models. Presented at the annual conference of the Council for Opportunity in Education: Washington, D.C.
- Harbin, J. J (2008, August). Advocacy on foster care rights for LGB citizens in Arkansas. In C. W. Anderson, Opposing Discriminatory Legislation and Initiatives Aimed at LGB Persons. A symposium presented at the American Psychological Association's annual convention. Boston.
- Holland, M. & Vasquez, S. (2009, April). Collaborating with Universities. Presented at the annual Arkansas Underage Drinking Prevention Conference: Springdale, AR.
- Ironside, E. (2008, November). Career Connections: Going Beyond Work Authorization. Presented at the annual conference of NAFSA Region III: Merida, Mexico.
- Ironside, E. (2008, November). Speaking Different Languages: Addressing Generational Gaps within the Workplace. Presented at the annual conference of NAFSA Region III: Merida, Mexico.
- Jannarone, A. & Batson, B. (2008, November). Career Development and Students with Disabilities. Presented at the annual conference of NASPA Region IV-West: Tulsa, OK.
- Johnson, F. (2009, April). MAP-Works at the University of Arkansas. Presentation at the annual conference of the Southwest Association of College & University Housing Officers: Bismarck, AR.
- Johnson, F. (2009, February). Using the power of assessment to ensure student success. Presentation at the Annual Conference on The First-Year Experience: Orlando, FL.
- Johnson, F., Roberts, E., Bingham, N., & Davis, R. A. (2009, April). Empowering

students through the assignments process. Presentation at the annual conference of the Southwest Association of College & University Housing Officers: Bismarck, AR.

- Perrodin, F. (2009, April). Generations at work: Implications for our Housing organizations. Presentation at the annual conference of the Southwest Association of College & University Housing Officers: Bismarck, AR.
 - Perrodin, F., Serafini, M.A., and Brazzell, J. (2008, November). Weaving their way: Defining the college experience through NASPA Undergraduate Fellowship Program. Presentation at the annual conference of the NASPA Region IV-West: Tulsa, Oklahoma.
 - Perrodin, F., Serafini, M.A., and Brazzell, J. (2009, March). Weaving their way: Defining the college experience through NASPA Undergraduate Fellowship Program. Presentation at the annual conference of NASPA: Student Affairs Administrators in Higher Education: Seattle, Washington.
 - Roberts, E., Bingham, N., Davis, R. A., Johnson, F., and Martin, C. (2009, June). Empowering students through the assignments process. Presentation at the Association of College & University Housing Officers-International Conference, Baltimore, MD.
 - Scott, A., Brierton, R., and Brianjak, C. (2009, February). Supporting student success and retention: A multiple campus approach. Presentation at the Annual Conference on The First-Year Experience: Orlando, FL.
 - Scott, A., Schneller, H., & Johnson, F. (2009, April). Empowering others through developing an evidence-based decision-making culture. Presentation at the annual conference of the Southwest Association of College & University Housing Officers: Bismarck, AR.
 - Scott, S., Stiers, S. & Flanagan, S. (2008, November). Models to promote heritage on campus to ensure diversity and inclusion. Presentation at the annual conference of NASPA Region IV-W: Tulsa, OK.
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- Scott, S., Stiers, S. & Flanagan, S (2009, March). Diverse faces: Inclusive and reciprocal learning on college campuses. Presentation at the annual conference of the American College Personnel Association (ACPA): Washington D.C.
- Smith, C. (2009, May). Campus and Community Programming for Intercultural Learning. Invited Pre-Conference Workshop at the annual convention of the National Association of Foreign Student Advisers (NAFSA): Los Angeles, CA.
- Spencer, Q. & Greer, T. (2008, November). All Aboard: ROCK Camp Staff Training. Presented at the annual conference on Extended Orientation Programs: College Station, TX.
- Theiss, S. (2009, Summer). Bullying in Academia. Presented at the annual conference of University and College Ombuds. DeKalb, IL.
- Tull, A., Brazzell, J. C., Harbin, J., Flanagan, S., & Boyles, P. (2009). Trends in Use of Specialist Positions in Staffing the Student Affairs Organization. A panel presentation at the annual conference of the National Association of Student Personnel Administrators (NASPA): Seattle, WA.
- Tull, A., & Freeman, J. P. (2008). Chief student affairs officer titles: Standardization of titles and broadening of labels. *NASPA Journal*, 45(2), 265-281.
- Tyler Bowser, P. (2008, November). Weaving Collaboration into Your Greek Community. Program presented at the annual conference of NASPA Region IV-West: Tulsa, OK.
- Tyler Bowser, P. (2009, February) Weaving Collaboration into Your Greek Community. Program presented at the Mid-America Greek Conference Association Meeting, St. Louis, MO

Other professional publications

- Freeman, J. P., & Kenner, C. (2008, October 8 & 22). Serving the underserved: Are we prepared? NetResults. Part I available online:

<http://www.naspa.org/membership/mem/pubs/nr/default.cfm?id=1662>. Part II available online:

<http://www.naspa.org/membership/mem/pubs/nr/default.cfm?id=1664>.

- Freeman, J. P., & Vianden, J. (2008, July 23 and August 27). The plight of men: Identity development and socialization confusion [Feature]. NetResults. Part I available online:
<http://www.naspa.org/membership/mem/pubs/nr/default.cfm?id=1651>. Part II available online:
<http://www.naspa.org/membership/mem/pubs/nr/default.cfm?id=1655>.
 - Grossberger, C. (2009, Spring). ROCK Camp Mentors 2008. Photograph featured on cover of National Orientation Directors Association Orientation Review Magazine.
 - Vianden, J. (2009). Improving first-year students' out-of-classroom interactions with faculty. E-Source for College Transitions, 6(5).
 - Vianden, J. (2009, April 8 & 22). Exploring support from parents and siblings in the college choice and transition process of first-generation college men. NetResults. Part I available online:
<http://www.naspa.org/membership/mem/pubs/nr/default.cfm?id=1678>. Part II available online:
<http://www.naspa.org/membership/mem/pubs/nr/default.cfm?id=1679>
 - Vianden, J. (2009). Finding common ground in student learning by creating meaningful relationships with faculty members. Life-Line Newsletter: ACPA Commission for Housing and Residence Life, 36(4).
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AWARDS & HONORS

International & National Awards and Honors

- Whitnee Boyd (Student) received the Southwestern Regional Outstanding NPHC Member of the Year Award in October 2008.
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- Pi Beta Phi- The Arkansas Alpha Chapter received the International Balfour Cup for the third consecutive year. This is the highest honor within the sorority making the Arkansas Chapter #1 chapter internationally. The chapter earned other honors including: a national award for Excellence in Pi Phi for Life Senior Programming as well as honorable mentions for Excellence in Appreciation of Fraternity Values, Excellence in Communications, and Excellence in Literacy Activities.
 - Parice S. Bowser, Director of Greek Life, was appointed to the National Collegiate Council of the National Pan-Hellenic Council Inc.
 - NAFSA invited Cynthia Smith of International Students & Scholars to serve as a trainer for one of its Core Education Program components, Campus and Community Programming for Intercultural Learning. She taught during a workshop preceding the NAFSA Annual Convention held in Los Angeles, CA in May, 2009.
 - Allison Black, Graduate Assistant in the Office of Student Activities, was selected as a 2009 Graduate Intern for the National Association of Campus Activities (NACA) Central Region.
 - Tina Korbe, Editor-in-Chief of The Traveler, successfully completed a prestigious internship with the Kiplinger Report.
 - Columbia Scholastic Press Association awarded its prestigious Silver Crown for general excellence to The Razorback for the second year in a row. Also for the second year in a row, The Razorback is an ACP Pacemaker finalist.
 - Altrusa International recognized the collaborative work of the local chapter of Altrusa International and International Culture Team and named them as the recipient of its Dr. Nina Fay Calhoun International Relations Award. The award is presented to local chapters which encourage and stimulate international relations, create an awareness of other cultures and people of the world, and recognize outstanding club achievement in international relations.
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Regional and State Awards and Honors

- NASPA Region IV-West named Monica Holland of Community Standards & Student Ethics as its New Professional of the Year.
- Heidi Scher of the Center for Educational Access served as Treasurer of the Arkansas Association on Higher Education and Disability (Ark-AHEAD).
- NODA Region IV named Quincy Spencer of First Year Experience Programs as its Outstanding Advisor/Director.
- Cecilia Grossberger of First Year Experience Programs received the 2009 Governor's Arkansas Traveler Award for being an Ambassador of Good Will from Arkansas to people of other states or nations beyond the borders of the U.S.
- National Pan-Hellenic Council recognized the NPHC at the University of Arkansas as the Outstanding Collegiate Council in the Southwestern Region.
- During the Mid-America Greek Conference Association Honors Banquet in February, the University of Arkansas National Pan-Hellenic Council received distinguished honors in the areas of academic achievement, leadership and education, and community service. The Panhellenic Council received distinguished honors for our women's recruitment program. They also received the Craig Little Award. The Little Award is presented to one council each year that has not participated in the MGCA Council Awards process in the previous four years and who applied for at least one award.
- Parice S. Bowser, Director of Greek Life, was appointed to serve as the Fraternity/Sorority Life Liaison for Region IV-West of the National Association of Student Personnel Administrators.
- The National Pan-Hellenic Council, Inc., recognized Parice S. Bowser, Director of Greek Life, as the Southwestern Region Outstanding Advisor of the Year.
- Mary Wyandt-Hiebert, Ph.D., Director of STAR Central at the Pat Walker Health Center, and Heather Thordsen of STAR

Central were invited to be a part of a delegation of four to represent the state of Arkansas at the conference on Men and Women as Allies: The Primary Prevention of Violence Against Women.

- National Association for Campus Activities named Mary Coonley, Director of Student Activities, as the Student Projects Coordinator for its Central Region.
- NASPA Region IV-West selected Mary Coonley, Director of Student Activities, to participate in its Mid-Managers Institute in November 2009.
- Society of Professional Journalists Region 12 recognized several student journalists from UA with Mark of Excellence Awards in 2008-2009:
 - Kristina Elaine Korbe: Editorial Writing, First Place
 - Kate Luck: Television Feature, Second Place
 - Marci Manley: Television Feature, Third Place
 - Marci Manley: Television In-Depth Reporting, First Place
 - Daniel Phillips: Radio Feature, First Place
 - Daniel Phillips: Television General News Reporting, Second Place
 - Daniel Phillips: Television Feature Photography, First Place
 - Bart Pohlman : Sports Writing, Third Place
 - Bart Pohlman : Sports Column Writing, Third Place
 - Kimber Wenzelburger : In-Depth Reporting, Third Place
 - Staff of UATV News: Television Newscast, First and Second Place

Local Awards and Honors

- The Northwest Arkansas Business Journal named Peggy Boyles, Director of Development for Student Affairs, as one of its Forty Under 40 for 2008.

Institutional Awards and Recognitions

- Parice S. Bowser, Director of Greek Life, was appointed to the Board of Directors for the UA Black Alumni Society.
- The Division of Student Affairs awarded its inaugural Diversity Initiative Grants to the Arkansas Union and the Multicultural Center.
- Rosa Edwards earned the Division of Student Affairs Award for Individual Diversity Initiative. Rosa is pursuing a Master's degree in Global Civilizations and has worked diligently with international students at the university. She works in the Campus Life Center.
- Global Greeks earned the Division of Student Affairs Award for New Diversity Initiative. Greek Life and International Students & Scholars collaborated to produce this program.
- The Division of Student Affairs named Pre-College Programs as the recipient of its Departmental Award for Commitment to Diversity.

Full-Time Appointed Staff Earning Degrees, Certifications, or Other Credentials

- Trish Nicholson of the Arkansas Union completed the Supervisor Development training program through Human Resources
 - Stacey Doran (University Housing), Juanita Muckleroy (Auxilliary Facilities), and Rebecca Williams (Greek Life) completed the Human Resources Certificate Program through Human Resources
 - Emily Ironside of International Students & Scholars completed the Diversity Certificate through Human Resources.
 - Katy Evans of the Center for Educational Access completed her Doctor of Jurisprudence at the University of Arkansas in Little Rock.
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- The clinical laboratory at the Pat Walker Health Center achieved COLA accreditation.
 - Elizabeth Woods, M.D., Laboratory Director at the Pat Walker Health Center, completed the COLA continuing education program for medical directors.
 - Pat Walker Health Center medical providers became members of Health Partners PHO and were established as preferred providers for Arkansas Blue Cross Blue Shield, Preferred Community Care, Cigna and/or Great-West Healthcare, and Humana/Choice Care Network.
 - Carol Fossey, M.D., Medical Chief of Staff at the Pat Walker Health Center, successfully re-certified with the American Board of Family Medicine.
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BOARDS

Service on Boards, Committees, and Task Forces

Appointed and/or Serving between 1 July 2008 and 30 June 2009

National

- Parice S. Bowser, Director of Greek Life, was appointed to serve on the Board of Directors for the Association for Fraternal Leadership and Values. She also served on the Annual Conference Education Committee for Association of Fraternity Advisors. In addition, she was appointed to the National Collegiate Council of the National Pan-Hellenic Council, Inc.
 - Shelia Higgs Burkhalter, M.B.A., Director of First Year Experience Programs, served as 2007-2009 Chair of the National Association of Student Personnel Administrators (NASPA) Undergraduate Fellows Program (NUFP) Board. She also served on 2009 NUFP Pre-Conference Planning Committee.
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- Judd Harbin, Ph.D., Assistant to the Vice Chancellor for Student Affairs and Adjunct Assistant Professor of Psychology, was invited to serve on the Public Policy Committee for the Society for the Psychological Study of Lesbian, Gay, Bisexual, and Transgender Issues, a division of the American Psychological Association.
- Anne Jannarone, Ed.S., Director of the Center for Educational Access, was invited to serve on the Research Committee for the Association on Higher Education and Disability (AHEAD).
- Robert Mock, Ph.D., Assistant Vice Chancellor for Program Development and Adjunct Assistant Professor of Communications, continued to serve as a captain in the Army National Guard. He has served since 2002.
- Justin Smith of First Year Experience Programs served on the Board for the Knowledge Community on Parent and Family, a professional interest community of the National Association of Student Personnel Administrators.
- Quincy Spencer was named to serve as Chair of the Scholarships and Awards Committee in 2009-2010 for the National Orientation Directors Association (NODA) Board of Directors.
- Susan Stiers of Off Campus Connections served on the Board of Directors for the Commission for Commuter Students and Adult Learners, a commission of the American College Personnel Association.
- Ashley Tull, Ed.D., Associate Dean of Students for Campus Life, and Adjunct Assistant Professor of Higher Education Leadership, served on the editorial boards for five national journals: Oracle: The Research Journal of the Association of Fraternity Advisors, NASPA Journal, College Student Affairs Journal, Journal of Happiness Studies, and Journal of College and Character.
- Angela Williams, Ph.D., Associate Director of the Career Development Center, was selected to serve on the national committee for Network of Executive

Women (NEW), representing Northwest Arkansas.

- Mary Wyandt-Hiebert, Ph.D., C.H.E.S., Assistant Director of the Pat Walker Health Center, and Adjunct Assistant Professor of Health Sciences, continued to serve as a member of the National Emergency Public Health Educator Network for Crisis Response, a collaboration between the Centers for Disease Control and the Society of Public Health Educators.

Regional

- Gina Ervin (Director of Pre-College Outreach Programs), Susan Tharel and Alison Hoffman of Pre-College Programs served on the Vendor Exhibits Committee for the Southwest Association for Student Assistance Programs (SWASAP) five state regional 2008 conference
- Evelyn Fuller (Director of University Access Talent Search; Pre College Programs), Elizabeth Smith, Aimee Gutowski and Migdalia Antuna of Pre-College Programs served on the Fund Raising Committee for the Southwest Association for Student Assistance Programs (SWASAP) five state regional 2008 conference
- Mary Wyandt-Hiebert, Ph.D., C.H.E.S., Assistant Director of the Pat Walker Health Center and Adjunct Assistant Professor of Health Sciences, began serving as the state coordinator for The Bacchus Network, Area 6.

State

- Governor Mike Beebe appointed Carol Altom, Director of Veterans' Upward Bound, and Josette Cline, Ph.D., Assistant Director of CAPS, to serve on the Governor's Yellow Ribbon Task Force on Veterans Affairs.
- Governor Mike Beebe appointed Judd Harbin, Ph.D., to serve on the Arkansas Psychology Board, the state agency which regulates the practice of psychology. The appointment ends in December 2012.
- Katy Evans and Heidi Scher of the Center for Educational Access served on the

Conference Planning Committee for the Arkansas Association on Higher Education and Disability. Ms. Evans served as chair.

- Judd Harbin, Ph.D., continued to serve as a Director-at-Large on the Board of Directors for the Arkansas Psychological Association. He also served as the ArPA Liaison to the American Psychological Association's Office for Lesbian, Gay, & Bisexual Concerns.
- Robert Mock, Ph.D., Assistant Vice Chancellor for Program Development and Adjunct Assistant Professor of Communications, and Sylvia Scott, Director of Off Campus Connections, served on the Arkansas Department of Higher Education's Project Committee for WICHE (Western Interstate Commission on Higher Education).
- Mary Alice Serafini, Assistant Vice Chancellor for Student Development and Executive Director of the Pat Walker Health Center, served as President of the League of Women Voters for Arkansas.
- Quincy Spencer of First Year Experience Programs served on the Board of Directors for the Arkansas Visitation and Exchange Center.
- Mary Wyandt-Hiebert, Ph.D., C.H.E.S., Assistant Director of the Pat Walker Health Center and Adjunct Assistant Professor of Health Sciences, served as a member of several committees of the Arkansas Commission on Child Abuse, Rape, & Domestic Violence as well as the Arkansas Coalition Against Sexual Assault (ACASA). For the Commission, she served on Arkansas Sexual Assault Prevention Education Committee, the Arkansas Sex Offender Management Team, and a committee to address the Sexual Assault Nurse Examiner programs and initiatives. For ACASA, she served as a member of its Advocate Certification Committee as well as its Advisory Committee for training development and consultation.

Local

- Peggy Boyles, Director of Development for Student Affairs, served on the Fayetteville Chamber of Commerce committees for

Teen Leadership as well as Small Businesses. She also served on the Board of Directors for Outcomes, Inc., a local non-profit providing independent living services to individuals with disabilities.

- Robert Mock, Ph.D., Assistant Vice Chancellor for Program Development and Adjunct Assistant Professor of Communications, continued to serve on the Northwest Arkansas Dr. Martin Luther King, Jr. Committee. Also, since 2004, he has served as volunteer basketball coach for girls in grades K-4.
 - Sylvia Scott, Director of Off Campus Connections, served on the Northwest Arkansas Housing Coalition as well as the Northwest Arkansas Apartments Association.
 - Mary Alice Serafini, Assistant Vice Chancellor for Student Development and Executive Director of the Pat Walker Health Center, served on the Strategic Planning Committee for the Northwest Arkansas Tobacco Free Coalition. She also served on the Board of Directors for the Washington County chapter of the League of Women Voters.
 - Quincy Spencer of First Year Experience Programs served on the Board of Directors for Just Communities of Northwest Arkansas/Human EQ.
 - Susan Stiers of Off Campus Connections also served on the Northwest Arkansas Apartments Association.
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CHALLENGES & INFLUENCES

Even during the most successful years, staff will encounter challenges and influences upon their work over which they have little control yet to which they must adapt. Perhaps it is the attitude of staff toward these challenges and influences which determines that a year will be successful. For Division of Student Affairs staff, the attitude is "through collaboration with our partners, we can do it."

With increasing enrollment, departments within Student Affairs have experienced increasing demand for services or programs. As the student body becomes more diverse, the complexity of students' needs also becomes more complex. Communicating with the increasing number of students and communicating in ways which reach the diverse student audiences has challenged every department in the Division. As need for services and programs outpaces the actual or perceived capacity to provide it, students turn more and more to counterproductive if not unhealthy coping strategies such as cheating, interpersonal aggression, misuse of alcohol, or drug abuse. All of these problematic behaviors are present in our student population, and we continue to adapt our responses to meet our students where they are and help them both to meet their needs in productive, healthful ways and to take personal responsibility for their choices and behaviors.

Three significant losses occurred in 2008-2009 for the staff of the Division of Student Affairs and the students of UA. First, our Vice Chancellor of ten years announced her retirement to be effective in January 2009. Second and third were the sudden and untimely deaths of two beloved staff members: Mr. Nianzer Anderson from the Arkansas Union and Mrs. Ernestine Gibson from Student Support Services. The departure of these three campus and community leaders will be felt for some time yet.

After Dr. Brazzell's retirement, the Chancellor commissioned a task force to review the organizational placement and structure of Student Affairs and its departments. The review resulted in Student Affairs reporting to the Provost instead of to the Chancellor, the consolidation of the two senior Student Affairs roles into one Vice Provost for Student Affairs/Dean of Students title; reassignments for half of the Division's existing senior staff; supervisor reassignments for almost half of the departments; and the reassignment of three departments to other major administrative units of the University.

Two public health issues were major challenges: the university's tobacco-free policy, and the global influenza pandemic. In the first full year of the tobacco-free campus policy, students and staff alike sought to understand the implications of the policy. Division personnel act as models for our students, so we expect our staff to set the example of adhering to

campus policies. Despite the availability of tobacco-cessation programs through the Pat Walker Health Center and the Employee Assistance Program, staff members and students persisted in their use of tobacco on campus. Students asked why they should adhere to a policy which staff members violate. Staff and students alike continue to discuss and explore how best to inform campus constituents and guests of the policy and what the most effective enforcement measure may be.

As the fiscal year began, world health professionals and media focused upon an emerging pandemic of H1N1 influenza. Divisional response focused upon preparedness. Departments developed emergency operations plans, work-from-home plans for employees who did not feel well but who might have otherwise reported to their offices, and embraced changes in leave policies at the institutional level. Due to cases of H1N1 occurring in our summer camp populations, we developed mass parental notification protocols. Camps previously had collected information for individual notification in case a single minor-aged camper had an emergency, but camps were under-prepared to contact all parents of minors about a single event.

Other challenges centered on technology. Staff and students eagerly watch for advances in what technology can help them accomplish. Some staff and students adopt promising technologies quickly while other staff wait until the advance has proven itself. These different paces for tech adoption create some tensions among both staff members and students who feel either held back or rushed. As the institution moved from Meeting Maker to Exchange at the end of last fiscal year, UITS lauded this Division for its smooth transition to Exchange with Outlook and Entourage. Staff within Student Affairs have experienced problems with Exchange. Some problems appear to result from user-error. UITS continues to work patiently and diligently with our staff to address problems which persist with frustrating frequency.

As more and more programs and services incorporate online tools, staff and students need more and more to understand how to use online resources. Staff must develop skills at finding or developing tools which work intuitively and require minimal training. Otherwise, training might require more time than the staff or student will save by using the tool. In addition, online

tools require competent and skilled staff to maintain the function as well as the appearance of the application, database, network, and other hardware. Backups must be timely and comprehensive. Some understaffed departments utilize technological tools to serve more students than they could without these tools, and these under-resourced departments also share a single technologist. As a result, these departments lag behind other departments with dedicated technologists who can focus upon the programs and needs of one department—e.g., backups and remote access.

Finally, the global economic downturn affected programs, services, staff, and students. After completing four to six years of higher education, our students discovered that the economic recession meant that employers might not be able to meet the graduating students' expectations of post-graduation employment. The need for volunteers at local agencies and organizations grew, and our Volunteer Action Center within the Center for Leadership & Community Engagement responded by organizing student volunteers in new and more sophisticated ways to meet the call. Part of this approach included implementing an online tool to help connect agencies in need with students seeking to volunteer. Lastly, many current as well as prospective benefactors have cited the economic downturn as prohibiting them from making new or additional private gifts.

CONTRIBUTIONS TO INSTITUTIONAL PRIORITIES

The Division of Student Affairs again enjoyed a very productive and highly successful year, so this report will begin by looking at Division contributions to the institution's 2010 priorities.

Enhance the diversity of faculty, staff, and student body.

In the Division of Student Affairs, our primary focus is the education of our students. We offer programs and services which support and enhance our students' understanding of and actions toward fostering a

campus climate welcoming and affirming of human diversity. Our approach includes efforts to attract students to our campus, supporting our students' success while they are here, and then, helping them upon graduation to transition successfully into the diverse workforce or graduate/professional school.

- Pre-College Programs works to ensure equal educational opportunities for low-income, first generation and underrepresented students. While federally funded programs like Educational Talent Search and Upward Bound may not directly recruiting their participants for UA, other projects such as Summer Institute, KIPP, and Kaufman permit us to recruit promising high school students from under-represented groups.
 - From FY2001 to FY2009, the number of promising pre-college students participating in programs has grown from 1900 to just over 6800.
 - The number choosing UA for higher education has increased over 100%.
 - Of those who come to UA, the first year completion rate has grown from 88% for those entering in Fall 2001 to 95% for those entering in Fall 2008.
 - At the end of FY2009, of those who had enrolled at UA within the past six years, the graduation rate was 56%. (The figure for FY2001 was 44%.)
 - In FY2009, all projects within Pre-College Programs combined served 6,804 students with 1,784 (26.2%) being racial minority.
- International Students & Scholars works with a growing number of international students—both those who seek degrees from UA and those who are visiting UA for a semester or year as part of a study abroad program from their home institutions. Since FY2001, international enrollment has increased 26.2% to 1,037 in FY2009. Unfortunately, during this time, we have seen a steady decline in the first

year retention rate from 94.6% in FY2001 to 76.3% in FY2009. This drop in retention rate essentially nullifies the gains in enrollment of international students. ISS added a foreign student adviser in FY2008, so if the declining retention rate is due mainly to staffing levels, the first year retention rate for the Fall 2008 international students may increase. That retention rate will not be known until Fall 2009.

- The Multicultural Center continues to build collaborative efforts with academic departments and with the community to enhance educational programming. . These programs include heritage months, retreats for student leaders, service learning, and peer and professional mentoring. All of these programs aim to enhance an inclusive institutional climate that values every member of the University.
- Over 200 high school students visited campus for Diversity Impact, a collaborative effort of the Multicultural Center, Office of Admissions, and University Housing. The Multicultural Center and University Housing were instrumental in recruiting and training hosts as well as connecting participants with student leaders and campus resources.

To support these educational efforts, our programs and services need staff who themselves feel the commitment to inclusiveness, understand how to foster a welcoming campus climate, and act to make that climate a reality. To that end, we support our staff to pursue professional development opportunities which educate and empower them to fulfill this expectation.

- Of 310 Division of Student Affairs staff, 294 (94.8%) participated in Our Campus, the signature program through Human Resources which kicks off one's personal commitment to enhancing a campus climate of inclusion for diversity. In 2007-2008, 83.9% had participated. In 2006-2007, 91.1% had participated.
- In addition, 36 staff members (10.3%) have completed the Diversity Certificate through Human Resources with many more at various stages of progress toward completion. Last year, 32 staff had

completed the certificate. We also recruit, hire, and retain qualified staff who not only represent a broad swatch of human diversity but also bring expertise which supports institutional and divisional priorities. Here, we highlight the diversity of our staff. In discussing the next institutional goal to strengthen the quality and reputation of the institution, we discuss the expertise that our staff brings to UA and our students.

- Departments reporting to the Dean of Students completed recruitment-retention plans to enhance the diversity and inclusiveness of our staff in those offices. Departments reporting to other senior staff in the Division will complete their recruitment-retention plans during the next academic year.
- The administrative structure of the senior staff in Student Affairs changed late in FY2009 with the retirement of our Vice Chancellor who had served as our senior student affairs officer (SSAO) since 1999. For the majority of the year, though, seven of the nine members of her senior staff (78%) self-identify as members of under-represented groups. The new structure will appear in next annual report.
- Twelve (12) of the 18 Student Affairs Directors reporting directly to a senior staff member (67%) self-identify as members of under-represented groups: Four (22%) self-identify as ethnic minority; and eleven (61%), women.

Strengthen the academic quality and reputation of the university through programs of excellence in teaching, research, and service.

The reputation of the institution will precede us, so students may choose to attend UA because they know of the excellence in education here. For other students, we aim to highlight some ways that they can engage intellectually.

- Academic Convocation, the official kick-off of the academic year, highlights innovative projects involving collaboration between students and faculty. From 21 nominations, four were selected for presentation during

Convocation with the aim of encouraging first year students to engage with their professors on projects that interest them. Coordinated annually by First Year Experience (FYE), Academic Convocation saw 1.97% more first year student participation than last year. In 2007, 2,439 students participated. In 2008, that number rose to 2,487. Since 2005, student participation has grown 92.0%. Faculty participation decreased from 140 to 110. Award recipients were counted among the faculty in the past, but were excluded from the count this year.

- Student Media continues an award-winning collaboration with the Department of Journalism in Fulbright College in order to produce The Arkansas Traveler, The Razorback, UATV, and KXUA. Student staff of Student Media placed first in the Society of Professional Journalists Mark of Excellence Awards 2008, Region 12, for Editorial Writing (Kristina Elaine Korbe), Radio Feature (Daniel Philips), Television In-Depth Reporting (Marci Manley), and Television Newscast (UATV News). Students placed second in the categories for Television Feature (Kate Luck) and Television General News Reporting (Daniel Phillips). Students placed third in the categories for In-Depth Reporting (Kimber Wenzelburger), Sports Writing (Bart Pohlman), Sports Column Writing (Bart Pohlman), and Television Feature (Marci Manley).
- Staff of Student Affairs produced 57 presentations at professional conferences, peer-reviewed journal articles, or chapters: (18 National conference presentations; 20, Regional; 11, State; 5 journal articles; 2 chapters; 1 book). Another six publications appeared in magazines, newsletters, or other online sources. To see the list, [click here](#).
- Twenty-five (25) members of Division staff served on 43 external committees, task forces, or boards. This included Governor appointments to one State board and one task force. It also includes service on editorial boards for five national journals. To view the entire list, [click here](#).
- For the unprecedented third consecutive year, Pi Beta Phi Sorority awarded its

highest honor, the International Balfour Cup, to its chapter at UA. This honor recognizes the UA chapter of Pi Beta Phi as the top chapter of that sorority in the world.

- Altrusa International recognized the collaborative work of the local chapter of Altrusa International and International Culture Team (International Students & Scholars) and named them as the recipient of its Dr. Nina Fay Calhoun International Relations Award. Altrusa International presents the award to local chapters which encourage and stimulate international relations, create an awareness of other cultures and people of the world, and recognize outstanding club achievement in international relations.
- Tina Korbe, Editor-in-Chief of The Traveler, successfully completed a prestigious internship with the Kiplinger Report.
- NAFSA invited Cynthia Smith of International Students & Scholars to serve as a trainer for one of its Core Education Program components, Campus and Community Programming for Intercultural Learning.
- Columbia Scholastic Press Association awarded its prestigious Silver Crown for general excellence to The Razorback for the second year in a row. Also for the second year in a row, The Razorback was an ACP Pacemaker finalist.
- National Pan-Hellenic Council recognized the NPHC at the University of Arkansas as the Outstanding Collegiate Council in the Southwestern Region.
- Allison Black, Graduate Assistant in the Office of Student Activities, was selected as a 2009 Graduate Intern for the National Association of Campus Activities (NACA) Central Region
- Whitnee Boyd (Student) received the Southwestern Regional Outstanding NPHC Member of the Year Award in October 2008.
- Bacchus Network Area 6 recognized the registered student organization RESPECT as its 2009 Outstanding Affiliate for Excellence in Peer Education at its

regional Peer Education Conference in San Marcos, TX.

- The Mid-America Greek Conference Association awarded the University of Arkansas National Pan-Hellenic Council distinguished honors in the areas of academic achievement, leadership and education, and community service. The Panhellenic Council received distinguished honors for women's recruitment as well as the Craig Little Award. The Little Award is presented to one council each year that has not participated in the MGCA Council Awards process in the previous four years and who applied for at least one award.
- Like the program they coordinate, staff members in Student Affairs earn national, regional, and state reputations for excellence.
 - Association of College & University Housing Officers International (ACUHO-I) honored University Housing its Commitment to Excellence Award in recognition of a decade of annual participation in the ACUHO-I Educational Benchmarking Institute housing assessments.
 - Mary Wyandt-Hiebert, Ph.D., Director of STAR Central at the Pat Walker Health Center, and Heather Thordsen of STAR Central were invited by the Arkansas Commission on Child Abuse, Rape, & Domestic Violence to be a part of a delegation of four to represent the state of Arkansas in Washington, D.C., at the conference on Men and Women as Allies: The Primary Prevention of Men's Violence Against Women.
 - The Division earned five awards from Region IV-W of NASPA: Outstanding Faculty Member – Daniel J. Pugh, Sr.; Outstanding New Professional – Monica Holland (Director of Community Standards & Student Ethics); Rising Star

New Professional – Cedric Kenner; Rising Star Graduate Student – Caleb Rose; and Rising Star: Undergraduate Student – Whitnee Boyd.

- Parice S. Bowser, Director of Greek Life, was appointed to serve as the Fraternity/Sorority Life Liaison for NASPA Region IV-West. The National Pan-Hellenic Council, Inc., recognized her too as the Southwestern Region's Outstanding Advisor of the Year.
- Mary Coonley, Director of Student Activities, was appointed as the National Association for Campus Activities (NACA) Student Projects Coordinator for its Central Region. NASPA Region IV-West selected her also to participate in its Mid-Managers Institute in November 2009.
- National Orientation Directors Association (NODA) Region IV named Quincy Spencer of First Year Experience Programs as its Outstanding Advisor/Director.
- University Housing earned three awards from the Southwestern Association of College & University Housing Officers (SWACUHO): New Professional of Distainction – Michael Seals; Gene Ward Outstanding Student Award – Jason Hogan; and Top Five Programs –Security: Making It Work.
- Heidi Scher of the Center for Educational Access served as Treasurer of the Arkansas Association on Higher Education and Disability (Ark-AHEAD).
- Cecilia Grossberger of First Year Experience Programs received the 2009 Governor's Arkansas Traveler Award for

being an Ambassador of Good Will from Arkansas to people of other states or nations beyond the borders of the U.S.

- The Northwest Arkansas Business Journal named Peggy Boyles, Director of Development for Student Affairs, as one of its Forty Under 40 for 2008.

Increase the size and quality of the student body.

Reaching for this goal includes efforts to recruit as well as retain students. While enrolled here, our programs and services should challenge students to grow in ways which are meaningful both personally and professionally. The programs and services highlighted in this section aim to increase the retention of students through completion of their educational goals at UA.

- After the ice storm devastated the region, student leaders from Associated Student Government as well as the Volunteer Action Center asked to help clean up and clear hazards from campus. Staff from the Center for Leadership & Community Engagement as well as Facilities Management collaborated with these student leaders to coordinate a campus clean-up day. Working over 2,400 hours, 750 students volunteered. Their efforts saved the University an estimated \$50,000 in labor costs.
- The Friendship Family program is a long-standing project of International Students & Scholars (ISS). ISS matches a local volunteer family with an international student for social interaction and cultural opportunities. In a survey of international students' experiences with their friendship families, 90% endorsed that the program helped them to be more tolerant of other cultures. Among friendship families completing a parallel survey, 96% endorsed that their experience as a Friendship Family helped them develop a greater tolerance for other cultures.
- Health concerns can interfere with students academic progress from interfering occasionally with class attendance to

necessitating withdrawals from courses. Educating students about their health and how to promote their own wellbeing is a function of Health Promotion & Education at the Pat Walker Health Center. Visits to HPE increased 22.6% during FY2009 compared to FY2008.

- Students living off campus constitute the majority of our students. Off Campus Connections serves adult learners and other students who commute to campus regardless of distance. They help connect students to resources to address homelessness, low income, childcare, eldercare, and other life issues which could otherwise hinder or disrupt one's academic and career pursuits. Inquiries from individual students to OCC increased 64% over the previous year to total 964.
- The Center for Educational Access developed and piloted a "coaching program" for students with ADHD or other disabilities which adversely affect executive functioning and/or daily life management. Six students participated in the Fall. Five completed the program and returned the following Spring for an 83% retention rate.
- For many of our students, parental engagement promotes the students' progress. The Parent Partnership Association with First Year Experience Programs developed the Parent's Guide to the First Year Experience. Formatted as a calendar, these guides include important academic dates, information on the student transition process, and descriptions with contact information for many resources on campus to assist students and parents. The calendars were available during the 2008 New Student Orientation sessions. Over 1,400 parents of first-year students signed up to participate in the Parent Program for the 2008-2009 academic year.

Increase public financial support, particularly from federal and state government.

Laying the groundwork for public financial support is an important piece of securing the funding later. Our efforts this year emphasized sustainability whether in the form of conserving resources, reducing or

recycling waste, reducing costs, or diversifying the funds supporting programs and services.

- Since FY2001, federal funding for Pre-College Programs has increased 52.4% to its FY2009 level of just over \$2M. With the retirement of Dr. Johnetta Cross Brazzell from the Vice Chancellor for Student Affairs role, Chancellor Gearhart called for a task force to review the structure of the Division of Student Affairs to help faculty and student affairs professionals work more closely together in service to our students. As a result of this review, the Division restructured to report to the Provost. Funds allocated for the Vice Chancellor of Student Affairs were reallocated to fund other needs.
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CONCLUSION & RECOMMENDATIONS

Connecting students to success is more than a motto. It is the prime directive for all staff, events, programs, facilities, services, funds, policies, and procedures within Student Affairs. We must continue to assess how well we meet that motto, fulfill our mission, and move toward seeing our vision become reality.

The transition in the Division's senior staff comes with a challenge to enhance the leadership of the Division. Dr. Brazzell led with great distinction, so improving upon her leadership will be a challenge unto itself. Any enhancements in Division leadership must begin with core staff serving as models of the Principles of the Institution (Integrity, Mutual Respect, Inquiry, Citizenship, and Connection), both caring and competent cultivators of our students' hopes, dreams, and aspirations, and responsible stewards of the Divisions fiscal, technological, and human resources.

Throughout this year, staff members respond to challenges by enhancing skills and knowledge. These challenges may arise from technology, financials, students, parents, staffing, collaborative partners, and so forth. Enhancing the skills and knowledge of Division personnel helps them to meet the needs of students in caring and competent ways. We increase our capacity and ability to respond quickly when opportunities arise—e.g., growing enrollment of

Veterans, Latinos, and adult learners. In a year of cost containments imposed by the external economy, professional development and continuing education must not become casualties of the economic crisis. Rather, departments and staff will take advantage of more webinars and local conferences than in the past.

While students might benefit greatly from additional staff in many of our departments, Division finances cannot sustain the staffing levels sought, so departments explore, discover, and/or innovate ways to serve a growing and diversifying student body. We will add personnel when we can. Departments will develop plans for growth toward 2015 enrollment goals, and those plans will include projections about staffing, space, equipment, and other resources needed.

Given the larger economy, we must look for ways to contain costs, preserve personnel, and deliver effective programs and services to our students and enhance the University of Arkansas experience for all of our students. We must ensure that we responsibly, effectively, and efficiently serve our students, the university, the community, and our state. Tools such as StudentVoice and MAP-Works help us to assess students' needs and the impact of our efforts to meet their needs. As we expand the use of these tools, we will provide ongoing training opportunities for staff to learn how to use them to full advantage. As the Division transition into a new year with a new organizational structure and new leadership, challenges will continue. As long as challenges continue, our staff will continue to evolve to meet those challenges and rise to the opportunities they provide for us to put students first.
