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University of Arkansas

Division of Student Affairs

Annual Report: 2011 - 2012

Home



On behalf of the Division of Student Affairs at the University of Arkansas, I am pleased to present our Annual Report for the 2011-2012 academic year. We value and celebrate the accomplishments of the departments, staff and programs that make up the Division of Student Affairs

In 2009, Chancellor G. David Gearhart realigned the Division of Student Affairs with the Division of Academic Affairs in support of his Students First vision for the University of Arkansas. Since that time, we have endeavored to enhance our efforts of establishing the institution as a premiere student-centered campus. In doing so, we adopted a self-developed challenge of moving all our programs from being good to great. I am pleased to share that the Division of Student Affairs is rapidly establishing departments and programs as models for peer institutions and as leaders in best practices.

Several changes transpired this past year, including the establishment of the Center for Community Engagement (CCE) as an independent department. This new department, led by Angela Oxford, has established itself as a national leader in student-related service efforts, including being one of 5 schools nationally to be invited to the White House as a finalist in the Campus Champions of Change Challenge for our Full Circle Food Pantry. In addition, CCE's Alternative Spring Break initiatives and Community Literacy outreach program are models.

In support of our continued investment in becoming the premiere strengths-based organization in American Higher Education, we appointed the first Director of Strengths Based Initiatives, Adrain Smith. In just the first year of operation, much has been accomplished in the division and many new partnerships have been forged within the campus and the community. While tremendous visibility is evident in our work with students, we continue to make strengths investments daily in our full-time, graduate and undergraduate student staff.

Following a year's revision of the Code of Student Life in 2010-2011 with respects to both academic and behavioral aspects of the code, the Office of Academic Integrity and Student Conduct began operationalizing the new code in 2011-2012. Under the direction of Dr. Monica D. Holland, the recreated department saw record numbers of cases and built tremendous confidence in the new conduct system. To assist, the Division of Student Affairs added an additional support staff member to help facilitate the timely adjudication of cases to support the learning goals of the office.

These are just a few highlights from a very successful year. The following pages contain highlights from the *great* works of the staff comprising this Division. More information about any particular program or service is available through each department.

Please take some time to look around the site, which will help you to understand what the Division

is about and how we are “strengthening students for 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

“Strengthening Students for Success”

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Executive Summary

Last year's executive summary began: "Historic' and 'record-breaking' described this academic year. Record numbers of students enrolled for Fall and Spring semesters. Consequently, programs and services experienced record participation and demand." This year's report begins the same way as enrollment exceeded last year's record levels, and participation stretched programs and services to new limits. Marked with very noteworthy successes, this record-breaking year showcased the Division of Students Affairs staffs' talent and devotion to putting students first.

The White House selected the Full Circle Food Pantry, a student-initiated and student-led service to address food insecurity on campus, as a semi-finalist in the national Champions for Change Challenge. A national online vote, supported by individuals and departments across campus and in the community, elevated the pantry to a finalist position and earned the students a visit to the White House. Aside from this recognition, USA Today highlighted the pantry in an article about food insecurity on college campuses. As a result of this national attention, campuses around the nation contacted our pantry to find out how to start pantries of their own. Functioning in repurposed space with repurposed furnishings, the pantry operated on volunteered hours and stocked its shelves through donations, gifts, and grants.

The Division of Student Affairs creatively and effectively addressed challenges posed by record enrollment, limited facilities and conservative budgets. Student Affairs facilities hosted classes for more than 7,500 students in the ballroom of the Arkansas Union. An additional 3,258 hours of class time took place in residence halls. The Arkansas Union also welcomed a new technology center and satellite fitness center to the building in collaboration with University Information Technology Services and the University Recreational Sports, respectively. Greek Life answered increasing interest in fraternities and sororities by recruiting three new sororities and two new fraternities to join our campus—an unprecedented effort across the nation, so the eyes of Greek systems across America focused on Arkansas and will remain fixed on us for coming year. Dining Services opened Brough A-Go-Go, offering a take-out meal option to reduce crowding in dining halls at lunch. The Pat Walker Health Center adopted a digital records system and streamlined its workflow. The Center for Educational Access met increased demand and realized tremendous savings by compensating student note-takers with community service credit. Staff in the Career Development Center completed nationally-recognized global career development certifications, connected students with employers through a number of additional career fairs, and realized a 31% increase in students served.

In spite of significant challenges, the Division continued to make progressive steps forward in our mission to strengthen students for success. Strengths-Based Initiatives made great progress toward the goal of becoming the nation's premier Strengths-based campus, with over 40% of the freshman class participating in a Strengths experience.

In addition to utilizing Student Affairs facilities for classroom space to accommodate the demand

for classes, our staff continued to nurture collaborations with the faculty. Health educators from Pat Walker Health Center taught a number of courses for academic credit, and the Office of Academic Integrity and Student Conduct, working closely with the Vice Provost for Academic Affairs, stewarded the implementation of a new Academic Integrity Policy.

Students and staff were recognized by a number of external organizations for excellence this year. In addition to recognition at the White House, students received 78 national and regional awards for participation in Student Affairs programs. In addition to the service provided to our own students, Student Affairs staff produced 66 creative or scholarly works, earned 16 awards from external groups and organizations, and served on a variety of external boards and committees relevant to the profession: 13 national, 6 regional, 10 state, and 13 local. The University was also distinguished in the SEC as Associated Student Government hosted the annual SEC exchange, welcoming student government officers from SEC institutions to Fayetteville for a weekend of contact and collaboration. The two newest campus members of the SEC, University of Missouri and Texas A&M University, participated.

The past year provided many challenges, and while the Division deftly addressed the needs of the present, our staff also kept a steady eye on the future as student, staff, and faculty committees began formulating new strategic goals and a new strategic plan. The Division of Student Affairs proudly shares these accomplishments and optimism about prospects for the future – both our own and those of the students we strengthen for success.

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Significant Achievements

One of the most significant challenges facing the Division and its departments this year related to growth in enrollment. Total enrollment for Fall 2011 was 23,199, 8.4% more than the 21,405 enrolled the previous fall. Undergraduate enrollment alone was 19,027, 10.3% more than the 17,247 last year. Freshmen enrollment rose to 5,968, 14.5% more than 5,211 last year. (Source: http://oir.uark.edu/students/enrollment_level.html, accessed 16 July 2012) Growth in demand for services, however, increased even more than enrollment.

- Upon opening the residence halls, 5,486 students had signed contracts for University Housing, exceeding last year's count by 9%.
- The number of women who registered for sorority recruitment reached an all-time high at 1,237. Sororities extended 1,079 bids this year compared to 786 last year, an increase of 37.3%.
- The number of men who registered for fraternity recruitment reached an all-time high of 886. To accommodate the increased interest in fraternity membership, IFC conducted a formal recruitment period in the Spring. Total number of bids issued in either fall or spring recruitment was 694, an increase of 23.4% over last year's 563 bids.
- National Pan-Hellenic Council chapters invited 38 new members this year, a 31% increase from 29 new members last year.
- Sales of off campus meal plans grew more than 47%. This year marks the third consecutive year for commuter meal plan sales to grow more than 40% over the previous year.
- Due to enrollment growth and major construction or renovation of large classroom space, Arkansas Union hosted 38 classes in the Arkansas Union Ballroom and Theater. Cumulative total number of students attending these classes during fall and spring semester exceeded 7,500.
- At the center of campus and conveniently located near our largest academic buildings, Brough Commons dining hall experienced record utilization this year with the first hour of lunch operations each day exceeding the designed capacity for the entire lunch period. In response, Chartwell's introduced a carry-out service through a separate entrance. Students with a meal plan could select a take-out lunch from a selected menu. By end of the semester, Chartwell's routinely served 260 students during the two hours the take-out service was open.
- Responding to requests from Latino students and allies, Greek Life welcomed Sigma Iota Alpha as a new historically Latina sorority. This sorority and one fraternity will constitute a new United Greek Council for multicultural Greek-letter organizations. Other groups of students have approached Greek Life about founding chapters on our campus to become part of this United Greek Council.
- Despite the phenomenal growth and because of the risk management efforts of recent years as well as the thoughtful chapter growth strategies employed by fraternities this year, Greek Life had no hazing violations this academic year and no major alcohol violations for the same period. Chapters also boasted the highest GPAs in recent years.

- Pat Walker Health Center reported an increase in number of healthcare visits of 9.5% over last year, resulting in 36,466 visits. The center created a walk-in service, RazorCare, which yielded an increase of 7% in available appointment times. Still, the increased demand exceeded the increased capacity. Despite an end to free HIV testing, demand for HIV testing increased 17.4% from 636 last year to 747 this year. Number of visits to mental health staff increased 21.2% from 5,369 to 6,507.
- While the number of juniors and seniors enrolled in Fall 2011 was 8,921 (4.5% more than the 8,538 last year), Career Development Center saw a 58% increase in the number of students participating in career fairs. Number of employers participating in career fairs increased 44% increase. CDC also saw a 44% increase in the number of on-campus interviews and information sessions that prospective employers provided for students. The number of students participating in mock interviews grew by 21%. The number of students using online career assessment tools increased 28%. Career advising session participation increased by 24%.

Last year, the Division invested significant resources to train staff to understand the Gallup Corporation's model for strengths-based education, StrengthsQuest. This year, staff focused on implementing that model with all incoming students. Each new student received a code in order to complete the Clifton StrengthsFinder, the online assessment which serves as the basis for StrengthsQuest. By end of the academic year, 40% had completed it. Because several first year programs within Student Affairs—including first year housing and ROCK Camp—already integrated StrengthsQuest, the Director of Strengths-Based Initiatives collaborated with faculty and staff of the colleges to plan to integrate strengths-based philosophies into Freshmen Engineering Program, Lead by Design, and other first year initiatives based in colleges. He also worked with Academic Integrity & Student Conduct to incorporate strengths-coaching into judicial sanctioning.

The substantive changes facing Student Affairs for the past three years include reorganizing and restructuring, and this year saw another shift of departments within the Dean of Students area. The university's three Talent Search programs and four Upward Bound programs shifted to report to the Vice Provost for Diversity. That shift aligned them with university funded programs with similar missions and target populations. Then, the Senior Associate Dean of Students announced his departure to pursue another professional opportunity. The two remaining associate deans split the remaining departments aligning them according to whether they served an advocacy function or leadership development function. Those with an advocacy focus reported to the Associate Dean for Student Life and included Academic Integrity & Student Conduct, Educational Access, Off Campus Connections, Student Ombuds Services, and Veterans Resource & Information Center. The departments with a leadership development focus reported to the Associate Dean for Campus Life and included First Year Experience, Greek Life, Leadership & Community Engagement, Student Activities, and Student Media. Within Campus Life, some programs reorganized to align with departments whose missions and target populations most closely resembled theirs. Leadership & Community Engagement ceased to be a department. Leadership programs shifted to First Year Experience. Associated Student Government and Registered Student Organizations shifted to Student Activities. The Volunteer Action Center, Food Pantry, and other community service programs became a new department, Community Engagement. Late night and weekend programming (e.g., Friday Night Live) shifted from Student Activities to First Year Experience. First Year Experience was renamed New Student & Family Programs.

The Programming Allocations Board (PAB) replaced the Student Fee Review Board, and many student fees which had posted separately in previous years consolidated into one Student Activity Fee. The PAB included representation from each group funded by the consolidated fees:

Associated Student Government, Distinguished Lecturer Series, Headliner Concerts, Safe Ride, Readership, University Programs, and Volunteer Action Center. Those students worked with the advisers for their organizations and the Associate Dean for Campus Life to draft policies which would govern their deliberations and processes. During Spring term, PAB member organizations presented budget requests to PAB, and PAB made decisions about how to allocate the anticipated FY2013 revenues.

Another significant achievement this year helps some departments address the challenge of growing enrollment. Registered student organizations must register each year and their officers must complete an orientation in order to finish the registration process and gain the benefits of registration. Student Activities created an online officer orientation and organization registration process, which they implemented for organizations registering for next academic year. With a conversion fully completed to electronic health records (EHR) in all departments at the Pat Walker Health Center, staff worked with their EHR vendor to provide a secure mechanism through which students, staff, faculty, and eligible dependents can request appointments with providers. Providers can communicate with patients and provide some follow-up or reminders via secured messages. Similarly but with fewer privacy considerations, Off Campus Connections implemented a system for students to request appointments with staff of OCC; this tool permits non-traditional and commuter students to request appointments even when the office is not open. Since many of those students might not have an opportunity to call or email during office hours, this online appointment system has been well received. With the increase in academic integrity violations, faculty requested a more efficient and expedient method to report suspected violations, so Academic Integrity & Student Conduct collaborated with the Vice Provost for Academic Affairs and munity who experiences a sexual assault.

Programs and services within Student Affairs continue to garner national recognitions, contributing to the high quality reputation of the institution. Our student-initiated, student-run Full Circle Food Pantry received national attention in a USA Today feature article on food insecurity at the nation's universities. The National Association of Student Personnel Administrators (NASPA) awarded a bronze medal for outstanding programming to the pantry, and the White House Champions for Change initiative selected the pantry as one of 15 finalists from among thousands of entries, and a popular vote (with a significant social media effort) earned the pantry a 2nd place ranking, and a trip to the White House where student leaders met the President of the United States and participated in a panel about hunger. The Razorback yearbook continues to earn national attention and is again a finalist for a PaceMaker award. The Compass Group, of which Chartwell's is a fully owned subsidiary, has recognized our campus dining services as one of only six Compass Centers for Excellence. Compass operates more than 2,000 dining services around the world.

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Contributions to Strategic Goals

FOSTER THE DEVELOPMENT OF AN INCLUSIVE COMMUNITY

The 2011-2012 academic year opened with a visible commitment to international diversity in the Arkansas Union, as the Division hung 193 flags of the United Nations in the newly re-named International Connections lounge. International students enjoyed greater participation in student programming thanks to Greek Life's *Global Greeks* initiative, which formed collaborative relationships with various student affairs departments to connect international students to campus life programming organized by the Greek community.

The Division of Student Affairs continued a tradition of emphasizing international and intercultural programming. University Programs, the student-led programming group in the Office of Student Activities, delivered twenty-two events focusing on diversity, inclusiveness, and accessibility. New Student & Family Programs' *Friday Night Live* series offered themes celebrating Hispanic, Caribbean, Native American, and Japanese cultures as well as an international carnival featuring foods and creative, performing, and intellectual arts from five continents.

Students and staff, including the entire management staff of Chartwell's Dining Services, engaged in meaningful diversity and inclusiveness training throughout the year. University Housing and New Student & Family Programs collaborated to host the 6th annual Diversity Leadership Institute, where division staff provided diversity and cultural sensitivity training to students serving in peer-leader capacities as resident assistants, orientation leaders, and ROCK Camp mentors.

Strengths-Based Initiatives provided workshops, training and coaching to students and staff focused on identifying and appreciating the unique talents and strengths of all members of the university community, including an emphasis on working with individuals whose perspectives, talents and strengths may differ from one's own.

Ongoing efforts continued to provide opportunities for members of underrepresented populations to enjoy the full benefits of what the University of Arkansas offers. The Career Development Center organized the institution's first Diversity Networking Reception, allowing students from underrepresented populations to learn about internship and professional opportunities on and off campus. Further, the Center for Community Engagement's Dream BIG program engaged students from underrepresented populations in mentorship roles with aspirant college students in rural Arkansas communities.

Off-Campus Connections' programs designed to recognize non-traditional and adult student learners, the Veterans' Resource and Information Center's coordination of Veterans' Celebration Week, and the Center for Educational Access' continued delivery of accommodations to students with needs and educational outreach and training for fellow students, faculty and staff further demonstrated the Division of Student Affairs' efforts to create an environment where diversity was visible and contributed the enrichment of the educational experience for all students.

ENHANCE STUDENT LEARNING

The Division of Student Affairs proudly reports another year of enhancing student learning by providing opportunities for meaningful student engagement through experiential learning, community service, and recognizing the unique needs of individual students and student populations.

Student Affairs staff contributed directly to students' academic success through the delivery and support of classroom instruction. Pat Walker Health Center staff taught thirty-six courses for academic credit to over six-hundred students, and the Office of Academic Integrity and Student Conduct staff facilitated four sections of the *Students Experiencing Ethical Choices* class. The Career Development Center saw an 11% enrollment increase, from 132 to 146 students, for their collaborative internship/co-op program with the College of Engineering. Students participating in Greek Life at the University of Arkansas continued to achieve steady progress toward graduation, as 65% of Greek-affiliated students earned cumulative GPAs of 3.00 or higher by end of the Spring 2012.

Division staff provided a number of programs connecting the university experience to healthy life skills and habits. The Veterans' Resource and Information Center's *Boots to Books: Healthy Transitions for Military Personnel* class assisted a growing population of veteran students with transitions to civilian and student life. Dining Services provided guidance toward lifetime healthy eating habits through the Balanced U program, as well as educating a cohort of twenty-four students during a three-week program studying the planetary impact of food waste and eating/serving amount consciousness.

Departments in Student Affairs consistently provided valuable opportunities for the development and application of knowledge and skills directly related to students' academic interests and professional aspirations. Each outlet – the Arkansas Traveler newspaper, KXUA radio, UATV, and the Razorback Yearbook provided direct hands-on experience as a journalist, producer, announcer, editor, graphic artist, etc., skills which supplement what students learn in the classroom. Student leaders in programs sponsored by the Office of Student Activities gained experience managing budgets and planning events, exercising critical skills in time management and interpersonal relations. The OSA's Officer Development Series provided formal leadership training to supplement direct experience.

In the past year, students also benefitted from service learning opportunities. All students and mentors attending R.O.C.K. Camp took part in community service projects throughout Fayetteville, contributing over two-thousand hours of service to the university community, and the Center for Community Engagement expanded its operating capacity by establishing an internship program for students in the School of Social Work.

The Center for Educational Access assisted students with timely provision of a comprehensive array of accommodations for students with disabilities, which included examination proctoring and note-taking assistance, American Sign Language interpreting, transcription/captioning, and training students with disabilities on various forms of assistive technology.

Strengths-Based Initiatives conducted eighty-seven trainings and workshops on campus, engaging over twenty-three hundred students and staff in a StrengthsQuest learning experience tailored to the individual student.

PROMOTE PROFESSIONAL AND PERSONAL DEVELOPMENT

The Division of Student Affairs at the University of Arkansas is committed to the personal and professional development of all students and staff. The Division of Student Affairs aggressively pursued internal and external development opportunities for students and staff.

Five counselors in the Career Development Center completed the National Career Development Association's (NCDA) Global Career Development Facilitator's certification (GCDF), and student peer leaders in the Pat Walker Health Center's health promotion programs earned the esteemed Bacchus peer-educator certification.

All Arkansas Union staff members completed two levels of FEMA emergency management training; staff in Off Campus Connections and the Campus Card Office also participated in FEMA training.

Staff in the Division of Student Affairs participated actively in professional organizations developing and disseminating the knowledge and skills necessary to excel in their respective fields and functional areas. Associated Student Government hosted the annual SEC exchange, bringing student government representatives from SEC schools together, including new members Texas A&M and Missouri. Division staff attended local, regional, and national meetings of a variety of organizations including but not limited to: the National Association of Student Personnel Administrators, the Association for Fraternity Advisors, the National Orientation Directors Association, the Association of Higher Education Parent/Family Program Professionals, the National Association for Campus Activities, and the Associated Collegiate Press. University of Arkansas students and staff contributed twenty-eight original scholarly and professional peer-reviewed presentations to these events.

Other departments engaged in professional development efforts tailored to their field. Housing invested in professional competency self-assessment kits for critical staff. Culinary staff in Dining Services completed Webtrition Training to better manage recipes and nutritional content of food served in campus dining facilities. Medical practitioners at the Pat Walker Health Center completed over 225 hours of continuing education, and CAPS clinicians provided weekly didactic education sessions to their graduate student clinicians.

Strengths-Based Initiatives hosted the Gallup StrengthsQuest Educator session on campus as well as a follow-up Strengths Mentoring and Advising training session, providing staff from across the Division opportunities to develop their capacities as educators in a Strengths-focused learning environment.

INCREASE AND RESPONSIBLY MANAGE RESOURCES

In a period of relative austerity, the Division of Student Affairs progressed toward its stated goals while employing creative and innovative strategies to conserve, maximize and supplement limited human, financial, and physical resources.

A number of departments reduced operating costs by refurbishing or repurposing surplus goods from other departments. The Center for Community Engagement collected donations from other departments to furnish its new workspace; the Office of Academic Integrity and Student Conduct also acquired additional computers and furniture from the surplus pool. The Campus Card Office fed this pool by continuing to participate in the University's e-cycle program when upgrading student computing facilities.

Several departments established and maintained partnerships to share resources and reduce unnecessary cost duplication. The Career Development Center collaborated with the Walton

College of Business career center and Alumni Association to reduce costs for common efforts. University Housing moved assessment projects to CampusLabs, eliminating the cost of an independent assessment platform. The Office of Student Activities' *Friday Night Live* program consistently secured co-sponsors to provide financial and administrative assistance. The Career Development Center and New Student and Family Programs developed the Arkansas Student Leadership & Career Academy, a collaboration reducing program duplication and developing more natural connections between the Emerging Leaders program and the Professional Development Institute.

Many departments secured external funding to cover operating costs. R.O.C.K. Camp secured community sponsors to cover the cost of program materials. The Pat Walker Health Center's *RESPECT* program received increased grant funding from the state of Arkansas for sexual assault prevention and education. Student Media reversed a three-year trend with a significant increase in revenue from ad sales.

A number of offices simultaneously reduced costs while making environmentally responsible choices. The Office of Academic Integrity and Student Conduct dramatically reduced paper consumption by moving to electronic delivery of hearing packets. The Arkansas Union developed a desk-side recycling program and installed water-bottle refilling stations to encourage students to reduce plastic waste. University Housing also took steps to develop a paperless workflow.

Departments have maximized the physical space available to them to accommodate additional staff and expand the space available for student services. To date, dining services has creatively utilized space and resources to effectively manage and accommodate the increasing campus population without building an additional dining hall. The Pat Walker Health Center consolidated office space to accommodate three new staff positions, and the medical records area formerly used for paper records has been repurposed to create additional examination rooms and offices.

Operating units within Student Affairs have found other innovative ways to reduce costs. The Campus Card office used the RazorTEMPS system to hire extra workers during peak season, enabling them to conclude another year without any fee increases associated with their service. Strengths-Based Initiatives shared a graduate assistant with another department, and obtained training for staff at half cost. The Center for Educational Access realized \$32,240 in cost savings by offering community service credit in lieu of direct pay for note takers for students with disabilities.

PROMOTE INNOVATIVE PROGRAMS AND SERVICES

The Division of Student Affairs strives to provide innovative programs and services to meet the changing needs of our students and the dynamic world in which they work and learn.

The Career Development Center hosted *Career Fest*, a week of professional development events open to all students, including an employer panel discussion, a dining etiquette dinner, networking and social media job search workshops, and drop-in resume reviews and mock interviews.

With future students in mind, the Center for Community Engagement developed plans in partnership with New Student and Family Programs to host a service-oriented R.O.C.K. Camp for future orientation seasons. To meet the needs of current students, the Center for Community Engagement also established a program to assist students applying for SNAP benefits, providing a critical service to students with need and valuable internship opportunities for students from the School of Social Work.

Dining Services implemented YouFirst comment boards to facilitate dialogue between students and Chartwells. Further, the 'Miss a Meal' program allowed students with a meal plan to skip one meal to benefit the Alternative Spring Break program.

In conjunction with the Outdoor Connection Center in the University Recreation Department, New Student and Family Programs held two sessions of an outdoor/wilderness based extended orientation program, R.O.C.K. Camp Adventure, during which students explored the Buffalo River State Park in addition to traditional orientation activities.

The Pat Walker Health Center implemented *RazorCARE*, a same-day appointment system in the primary medical clinic allowing the rapid treatment of patients with upper respiratory illnesses, and a student ambassador program was established to engage smokers in constructive conversations about the reduction of tobacco use.

ADVOCATE RIGHTS AND RESPONSIBILITIES

The Division of Student Affairs prioritized programs and services that help students understand their rights and responsibilities as citizens and members of the University of Arkansas community.

Greek Life sponsored a number of programs toward this end. The Interfraternity Council and Office of Greek Life hosted the third annual Fraternity Alcohol Summit, attended by all chapter executive board officers who then identified risky behaviors and action plans to address those behaviors. Greeks Advocating Mature Management of Alcohol (GAMMA) and Greek Life, in collaboration with the Pat Walker Health Center, University Housing, UAPD, the Office of Academic Integrity and Student Conduct, and No Woman Left Behind provided programs reaching 85% of new members with risk reduction and safety tips related to alcohol.

New Student and Family Programs educated parents and students on their rights within the Family Education Rights and Privacy Act. Further, NSFP educated parents at New Student Orientation about the transition process that takes place during college along with the importance of allowing and encouraging students to make decisions, think critically, and take action independently at the University of Arkansas.

Within the context of the conduct process in the Office of Academic Integrity and Student Conduct, if students shared information outside the purview of OAISC that indicated a violation of students' rights had occurred, staff consistently collaborated with other departments such as the Office of Equal Opportunity and Employment, the University Ombuds, the Office of the Dean of Students, and the Graduate School to empower students to seek out the necessary services to rectify their situations. Further, OAISC took a more active role related to investigating, educating, and enforcing Title IX matters as they related to student-on-student incidents so that students were aware of their options.

Student Media was proud to champion the spirit and letter of the First Amendment to the U.S. Constitution. Students participating in Student Media learned to exercise their First Amendment rights and to appreciate the responsibility accompanying those rights.

ENCOURAGE THE APPLICATION AND USE OF NEW AND EMERGING TECHNOLOGIES

On an annual basis, new and emerging technologies created opportunities to expand our services, streamline productivity, and reduce costs at the University of Arkansas.

The Arkansas Union adopted a new event management system which streamlined and improved

the Union reservation process for student organizations, staff, and faculty. University Housing incorporated text messaging into the service request process, resulting in reduced time from request to service completion. The Pat Walker Health Center's new web portal gave students 24/7 access to appointment making and health history documentation, as well as messaging for test results, immunization and billing information.

Other departments took advantage of online resources in their operations. The Office of Student Activities incorporated CampusLabs tools in their student and self-assessment processes. Off-Campus Connections employed Google Analytics to track statistics of students using their online services. The Center for Community Engagement employed a social media intern to promote service opportunities, contributing to the recognition of the Campus Food Pantry as an exemplary service program by the White House Campus Challenge for Change competition.

In Student Media, the Arkansas Traveler print edition began printing quick response barcodes, allowing readers to use smart phones to access additional content online almost instantaneously beyond what they found in the print edition. The Career Development Center began offering live online chat services with career counselors, and the Center for Educational Access increased provision of Digital Accessible Information Systems (DAISY) 'talking books' for students with visual disabilities, an emerging technology including navigational and reading speed features. Dining Services began using Qpon Revolution, an electronic coupon solution, to provide discounts to students and increase sales. Dining Services also installed a Bready Baking System in Brough Commons providing fresh bake products for students with celiac disease or gluten intolerance.

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Benchmarking and Assessment

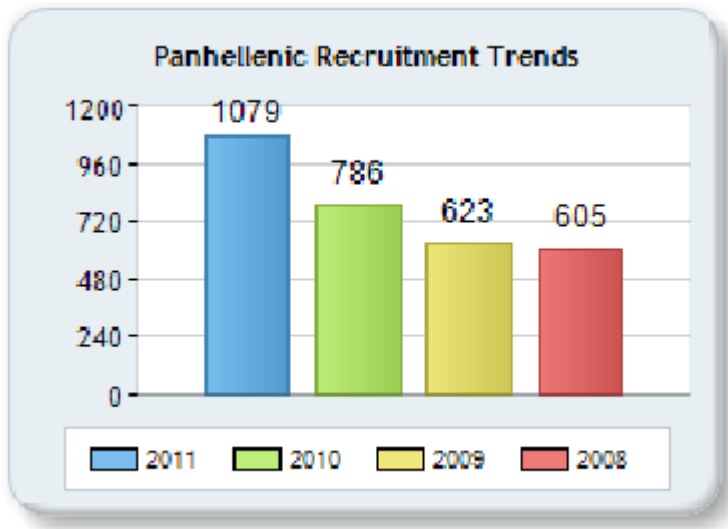
Staff within Student Affairs utilized a variety of methods to assess the impact of programs and services. Departments relied on archived institutional or departmental data sets as well as pre-post measures, rubrics, and surveys to discern the extent to which students achieved the intended outcomes. These methods also provided information about how well departments implemented processes or delivered programs and services.

Database Mining

To establish a baseline for our StrengthsQuest efforts, the Office of the Dean of Students collected unique identifiers for each student who had participated in a program utilizing StrengthsQuest prior to Division-wide implementation. Some departments had incorporated it into their programs as early as 2006, so each department provided a spreadsheet with the students' unique identifiers, name of program, and semester of participation. These spreadsheets were consolidated to show which students had participated in more than one of these StrengthsQuest programs. Then, institutional data related to retention and academic progress were incorporated. For first-time, full-time students who participated in a StrengthsQuest program during their first semester at UA (in all cases, a fall semester), none participated in more than one StrengthsQuest program during their first semester, 95% of them continued during the following spring term, and 88% of them continued during the next fall semester. These retention rates were aggregated across the five reported years, and institutional retention rates were aggregated for comparison. The aggregated institutional retention rates for the same period were 93% retained to spring term and 83% retained to the following fall term. Further analysis of the StrengthsQuest baseline dataset was underway but not completed in time for this annual report. Nonetheless, these preliminary findings offered support for the commitment of resources to division-wide implementation of StrengthsQuest with first-year students. We anticipate that as students accumulate participation in more than one strengths-based program, we will see improvements in their retention and academic progress.

For students with disabilities, registering for accommodations early seemed to be a low priority. Compared when students initially enroll at UA with when they register to receive accommodations for a disability, the Center for Educational Access discovered that most registered students wait until their second year of enrollment (or later) to request accommodations. As a result, CEA will reach out to new students in Fall 2012 to emphasize the importance of registering immediately.

Greek Life experienced unprecedented growth in its member organizations. For the eight (8) National Panhellenic Council sororities currently active on our campus, 1,197 unaffiliated women participated in membership recruitment, and the sororities invited 1,079 of them to become new members. Of those invited to become new members, 944 were offered membership in the sorority ranked as their top choice. The other 135 gained membership in their 2nd choice sorority.



With 90% of the unaffiliated women gaining membership, sororities faced new member classes of 131-137, some of the largest in the nation and exceeding the size of entire chapters on many other campuses. This size hinders the close-knit experience that sororities and fraternities seek to provide, so Greek Life contacted the national association for NPC sororities and petitioned for additional sororities for next year. Normally, NPC permits a campus to add one sorority at a time. However, due to the enrollment growth and strong interest in our Greek community, NPC agreed that our local council could extend campus membership to two new sororities. After a selection period, our local council invited Alpha Chi Omega and Phi Mu, both of which had active chapters on our campus in the past.

Chapter	2011	2010	2009	2008
Alpha Delta Pi	131	64	53	51
Alpha Omicron Pi	137	101	80	80
Chi Omega	135	104	82	82
Delta Delta Delta	137	101	80	81
Kappa Delta	136	105	82	81
Kappa Kappa Gamma	134	105	84	82
Pi Beta Phi	132	103	82	80
Zeta Tau Alpha	137	103	80	68

Pi Kappa Alpha	75	60	50	29
Sigma Alpha Epsilon	58	50	55	54
Sigma Chi	56	50	48	55
Sigma Nu	71	66	62	50
Sigma Phi Epsilon	72	55	36	31
Sigma Pi	58	25	13	16
TOTAL	694	560	505	478

Fraternalities and sororities affiliated with the National Pan-Hellenic Council also saw record growth during their new member intake process. These seven organizations welcomed 38 new members, a 31% increase over last year.

Greek Life created a new council this year to govern new fraternities and sororities not affiliated with NPC, NIC, or NPHC. This new council was dubbed the United Greek Council, and this year, it included two historically Latino or Latina organizations. Together, they welcomed 14 new members.

The All-Greek and individual Chapter cumulative GPAs reached historic highs this year at 3.198 for all Greek affiliated students. The all sorority GPA was 3.309; all fraternity, 3.027. In addition to extraordinary academic performance, the chapters also displayed exemplary social conduct. No chapter this year faced allegations or charges related to hazing or major violations of alcohol and other drug policies.

Academic Integrity & Student Conduct reported counts of violations, outcomes of cases, and results of appeals. Violations of Academic Integrity were reported directly to the Office of the Provost. Among student conduct violations, *underage alcohol use* was the most common. Because more than one charge might apply in each case, the total number of counts exceeds the total number of cases. Regardless of violation, in most cases (58.1), students were found responsible. At the time of this report, 15.2 percent of cases had not been heard yet.

Student Conduction Violation

Counts

1. Inflicts harm, act in a manner that creates risk of harm

52

2. Harassment, abuse, coercion	51
3. Interference with University Operations	9
4. Endangers health/safety	154
5. Discrimination	2
6. Sexual Misconduct	5
7. Sexual Harassment	12
8. Stalking	3
9. Disorderly Conduct	87
10. Damage/Defacement to property	79
11. Theft	46
12. Firearms Possession	17
13. Underage Alcohol Use	815
14. Public Intoxication	185
15. Possession of Controlled Substance	212
16. Intent to Sell Controlled Substance	16
17. Safety Systems Violation	28
18. Possession of Explosive Device	0
19. Possession of dangerous chemical	0

20. Hazing	0
21. Forgery	56
22. Duplication of keys	8
23. Gambling	0
24. Demonstration	0
25. Computing Practices	2
26. Sound Ordinance	1
27. Misuse of telephones	0
28. Pet policy violation	8
29. Smoking on University property	30
30. Failure to comply with sanctions	12
31. Electronic/audio recording	0
32. Abuse of University disciplinary system	18
33. Violation of University Housing policies	162
34. Violation of Arkansas/Federal Law	77
35. Failing to comply with directives	88
36. Furnishing false or misleading information	35
37. Conduct that encourages/enables	502

38. Tampering with elections	0
39. Violation of Published University policies	34
Total Violations	2806
Total Cases (may involve more than one violation)	1531

Of the 1,531 cases that arose during the academic year, 1,299 completed the hearing process. Students appealed 55 of them. Of the appeals, the Vice-Provost/Dean of Students reviewed 17 of them with one vacated, one modified, 12 upheld, and 3 pending at the time of this report. The Chancellor and Vice Provost/Dean of Students jointly reviewed the remaining 38 appeals with three modified, 27 upheld, 5 vacated, and 3 still pending at the time of this report.

Outcomes	Percent
Responsible	58.1
Not Responsible	13.3
Educational Conversation	4.3
Dismissed	9.1
Pending	15.2

The providers at the Pat Walker Health Center utilized their electronic health record systems to conduct ongoing assessments of clinical interventions and patient needs. This year, the medical staff evaluated clinical interventions focused on either treatment of hypertension or obesity. Medical staff discussed findings from the health records and, where indicated, enacted alterations of practice. They followed up in December by reviewing one another's work and assessed multiple treatment and documentation parameters, including how well their peers adhered to professional standards such as those from the American Association of Ambulatory Healthcare (AAAHC), the accrediting body for the medical clinic. In addition, health information and billing staff routinely audit a sample of records to ensure the completeness of documentation and adherence to policies and procedures. These audits included intake information, demographic information, insurance and billing information, lab reports, external/scanned records, and radiology reports, as well as information from the patient visit.

For auxiliary departments like the Pat Walker Health Center, University Housing, and Dining Services; utilization counts for different types of services or locations provided valuable insights into how to budget, staff, equip, and supply various areas throughout the year.

Pre-Post Methods

Some programs assess student's knowledge or skills both at the beginning and end of their involvement in order to determine whether students accomplished the desired learning outcomes. For example, the Career Development Center administered pre-post evaluations for students who participated in the Professional Development Institute, and New Student & Family Programs did so for students who participated in Emerging Leaders. Areas of improvement included self-discovery, communication, teamwork, community service, career preparation, ethics, and appreciation of diversity.

In addition to the pre-post assessment this year, PDI created and implemented rubrics to help mentors and career counselors evaluate students' resumes and mock interviews. The incorporation of rubrics standardized assessment across raters and improved feedback to students.

Embedded Methods

Off Campus Connections assessed the success of its off campus living fair, *On Your Own*, by gathering data during the event from participating students. Pollsters asked participating students up to ten questions including items about community resources, city codes, and good neighbor practices. Of 244 students polled during the event, all indicated that the fair was worth their time. In addition, 78% answered correctly on the questions about housing options and affordability; 9% answered correctly on the questions about parking and public transportation; 5%, budgeting and financial management; 4%, crime prevention and fire safety; 2%, commuter meal plans; and 2%, tenant rights. These results indicated areas for ongoing educational efforts with commuter students, so Off Campus Connections can plan next year's programs to address identified needs. Vendors submitted written comments afterward.

Surveys

Programs that rely on surveys of target populations or participating students for assessment appeared at a disadvantage to programs with other methods of assessment. For surveys, the response rates varied from 5% to 89% of target population or participating individuals with an average response rate of 29%. Low response rates weakened the ability of staff to formulate well-informed recommendations to maintain or change program designs or delivery of services. Information about response rates for various surveys was gleaned from a variety of sources. In cases where CampusLabs Baseline product distributed the survey to identifiable respondents, information about target group, number of respondents, and response rate could be derived from Baseline itself. When Baseline was not used to distribute the survey, these three pieces of information were calculated from information provided in the departmental report. Sometimes, departmental report included the size of the target population and Baseline included the number of surveys completed. Response rate was estimated by dividing the number of completed surveys by the size of the target population, but the reader should note that in these cases, one respondent could complete the survey more than once, so this derived response rate reflects the maximum possible response rate instead of the true response rate.

The Arkansas Union saw an 89% response rate on its survey of 550 students. The Educational Benchmark Institute survey of union services was conducted during the Spring, and EBI will provide data and a summary report during the summer. Results from that survey guide decision-making by the Arkansas Union Advisory Committee and Arkansas Union staff.

With a 66% response rate on the MAP-Works survey, University Housing worked with first year

students to address matters that placed them at moderate or high risk for attrition. 93.1% of students with no risk alerts in the fall continued during the Spring semester, compared to 85.2% of their peers who had at least one risk alert. For the entire Fall 2011 first-year student cohort, Office of Institutional Research reported a semester retention rate of 92.4%. Students with no alerts during the fall semester earned a Fall term average GPA of 2.89, while their peers with at least one alert earned an average GPA of 2.71. Average Fall term GPAs varied by risk category: low risk of attrition, 3.10; moderate, 2.49; high, 2.37. MAP-Works provides information to all respondents, regardless of alert level, about resources on campus to address any difficulties. For students in the moderate or high risk categories, Housing staff followed up with personal communication and visits to assist the students to connect with resources.

With a 59% response rate and 93% strongly favorable student ratings, ROCK Camp Adventure continued to demonstrate favorable outcomes on students' enthusiasm for attending the university, connectedness to the university, development of healthy relationships with new peers, and bonding with other first year students. This version of ROCK Camp involved an outdoor adventure into the Buffalo River National Park for camping, canoeing, spelunking, repelling, and rock climbing. The camp evolved as a collaboration with the Outdoors Connection Center affiliated with Intramural & Recreational Sports.

Surveys about Traditional ROCK Camp saw a 31% response rate. Almost 90% of respondents agreed or strongly agreed that all outcomes had been met. Three of four responded favorably that they felt more enthusiastic about choosing the university, and 85% responded favorably about feeling more connected to the university. Three of four responded favorably about developing healthy relationships with new peers, as well as learning history and traditions of the University of Arkansas.

With response rates from employers between 22% and 40%, the Career Development Center planned changes in Engineering Expo, All Majors Career Fair, and the Diversity Networking Reception. The changes drew from survey responses and comments submitted. To reflect a broader purpose and attract more students, CDC changed the name of *Engineering Expo* to the *Science, Technology, Engineering, and Math (STEM) Career Fair*. Based on comments from participating employers about the difficult layout of the previous location (Bell Engineering), future STEM Career Fairs will be held on the course of Bud Walton Arena. The All Majors Career Fair will become the University of Arkansas Career Fair and focus on careers in agriculture, education, environment, government, health, human services, and non-profit services. Based on survey responses and employer comments, CDC determined that its staff need to focus more on employer relations to recruit more potential employers. Staff also determined that they need to reach out and engage deans and academic department heads in more intentional ways in order to increase student participation. The Diversity Networking Reception was held for its inaugural occasion this year, and feedback through surveys and comments suggested that CDC should host it each semester. Based on that feedback, the venue will change to minimize other student traffic.

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Academic Integrity and Student Conduct

The Office of Academic Integrity and Student Conduct (OASIC) continued to educate the university community on the Code of Student Life and the Academic Integrity policy and subsequently deter behaviors that do not conform to university standards. As a result, the OASIC continued to provide services that addressed this goal. We provided approximately 50 presentations to First Year Experience, Freshman Business Experience, the Department of Health Professions and Education, Department of Health Sciences and Recreation, Masters of Arts in Teaching, and the Teaching and Faculty Support Center. OASIC partnered with the Vice Provost for Academic Affairs and visited several academic departments to discuss the new Academic Integrity process as well as receive and provide feedback. In addition, our staff members continued to serve on various committees, such as search committees, the Professional Development committee, RazorCAT, Alcohol Coalition, and the Student Advocacy committee. On three occasions during the academic year, OASIC distributed *Code Connections*, the department newsletter, to the campus. Topics included academic integrity, civility, bullying, alcohol use, and overall campus trends. Various partners across campus contributed content to the *Code Connections*. OASIC also became more actively involved in Title IX issues which resulted in the Director of OASIC being designated as the Deputy Title IX coordinator responsible for investigating and addressing all student-on-student matters related to Title IX. Further, OASIC also continued to offer the Students Experiencing Ethical Choices course for both sanctioned and non-sanctioned students.

The 2011-12 academic year involved many challenges and successes for the OASIC. Specifically, OASIC secured supplementary funding that allowed for the hiring of an additional administrative support person. With this addition, OASIC can process cases more expeditiously. Through continued efforts to build and maintain relationships across campus, OASIC remains engaged in providing presentations to various groups regarding University policy and procedure. The OASIC continued with previously established collaborative relationships, including but not limited to University Housing, Student Ombuds, STAR Central, Counseling and Psychological Services, and University Police.

Our major accomplishment this year was implementing the new Academic Integrity Policy. Specifically, OASIC assisted the Vice Provost for Academic Affairs in providing guidance to the Academic Integrity Monitors and members of the All-University Academic Integrity Board so that they may effectively fulfill their roles in the process. With the assistance of University Information Technology Services (UITS), OASIC modified the current existing AskIT system to house academic integrity violation referrals. OASIC partnered with UITS to modify the AskIT system so faculty could prepare referrals and correspondence electronically. By doing so, OASIC successfully facilitated a process that was professional in nature.

Our challenges remain constant and include the continued need for additional professional staff to maintain an appropriate level of productivity. The case load continues to increase both in terms of

number and complexity. Cases require more attention and, consequently, impair our ability to provide timely response and resolution to student matters.

Although efforts to alleviate these concerns have occurred, those efforts do not negate the fact that OAISC requires the addition of, at minimum, one full time professional, preferably two.

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Arkansas Union

Enrollment at the University of Arkansas for 2011-2012 was at an all-time high, with an enrollment of 23,199 students. Due to several large-scale construction projects on campus creating a lack of classroom space, the Arkansas Union allocated the Union Ballroom and the Union Theatre for use as academic classrooms. Thirty-eight classes were attended by a combined total of 7500 students in these two areas throughout the entire course of the year.

The increased enrollment and limited classroom space presented challenges for the Union, concerning overcrowded study and lounge space throughout the building, as well as compressed turnaround time for meeting room sets, additional custodial needs, and increased hours of operation. In addition, the Arkansas Union collaborated with the University Recreation Department and Information Technology Services to provide more fitness opportunities and technological options within the Union.

Five key areas emerged within the operation of the Union this year--facilities, sustainability, outreach, online presence, and professional development. Facility improvements in the building included transforming a multi-use room into the "International Connections Lounge" and meeting room upgrades, as well as renovations of the Multicultural Center and the creation of the Student Technology Center and University Recreation Fitness Center.

The Union was involved in various 'green' projects, including the completion of the ENERGY SAVING GROUP project and the installation of water bottle refilling stations. A desk-side recycling program was also established within the Union.

The Arkansas Union held its annual Union Day in September and Union Tenant Meeting in March. Both of these events educated students and staff on Union projects and improvements.

As far as online presence, the Arkansas Union embraced several forms of social media, including Facebook and Twitter. Attention was also paid to updating the Union website, when appropriate.

Professionally speaking, all Arkansas Union staff members have completed a plethora of trainings. Staff members are always encouraged to pursue other forms of professional development.

The Arkansas Union continues to serve the needs of students, staff, faculty, alumni, and guests by focusing its goals and accomplishments around the mission of the Arkansas Union and University of Arkansas objectives.

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Campus Card Office

The Campus Card Office made a record number of student ID cards this year (more than 13,000), and more than 4 million transactions were processed through the Blackboard Transaction System.

We have continued to refine our processes for the new Blackboard software installed last year and are preparing to upgrade to an expanded version of the same system in the coming year. The office staff continues to increase their knowledge of the Windows-based Blackboard Transaction System. The reporting system has been most challenging, for each new report requires great consideration. Other universities moving to this system voiced this as a concern. Sheryl Puckett of Arkansas State University and Kelley Line of Campus Card Office presented on this subject at Blackboard World, the Blackboard Transaction System Annual Users Conference, this year. The presentation received very positive feedback afterwards.

With one of the card printers reaching its end-of-life date, the manufacturer will no longer make parts for it, so we installed a new, next-generation ID printer. The University of Arkansas is one of the first universities to use this printer, and we are very excited to have it to support the continued expansion of the University.

Michael Christiaens, our computer support specialist, spent a great deal of time, in both the fall and spring semesters, supporting the first year of the new Razor Rewards program. Students swipe their cards for points at athletic and educational events to earn points. Those points were accumulated throughout the semester to win a variety of prizes. Students with the most points won prizes such as lunch with the Chancellor, iPads, and lunch with Athletic Director, Jeff Long. Michael was instrumental in creating the process necessary to accumulate and track the points, and on a weekly basis, he transferred the points to ASG and Athletics for prize distribution to students. It was much more time consuming than we originally anticipated. Michael makes all of our workloads easier by creating many computer processes that speed along the data on which we rely so heavily.

One of our ongoing problems has been the large amounts of meal plan changes at the start of each semester. It is a time-consuming process, and it is easy to make mistakes when interrupted. Because we have had to make changes in our spare time, which does not exist at the beginning of the semester, students get frustrated at the slowness of the changes. This year, we decided to take advantage of the RazorTemps program provided by Human Resources and brought in a RazorTemp for the primary purpose of making meal plan changes. The temp was trained on the meal plan changes, as well as ID cards and general office duties. This worked very well. It greatly reduced the calls and visits to the office regarding meal plans that had not yet been changed. She was able to make the changes first thing in the morning, so students were able to see the results quickly. Housing also reported a drop in calls to their office. We will be taking advantage of the RazorTemp program again this year.

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Campus Dining Services

Once again, the University Dining program experienced a year of growth in meal plan numbers. We completed several facility projects to accommodate the increasing enrollment and meal plan participation. These projects included launching a new carry-out concept, Brough A-Go-Go, and expanding the convenience store and the coffee shop in the Student Union.

These efforts to improve services for the students living on campus also benefited off-campus students, and they responded by purchasing off-campus/commuter meal plans in record numbers. In the first semester, over 1,500 students signed up for non-mandatory off-campus/commuter meal plans, an increase of well over 45 percent.

The Compass Group provided a “Fresh Eyes” visitation team of food service professionals who toured and analyzed our campus dining program. Working closely with the Fayetteville staff, this group concluded their evaluation with written recommendations for optimizing the retail units and improving the residential dining program.

Nutrition and wellness initiatives are continually integrated into the food service program. A considerable amount of effort is made in highlighting vegetarian and healthy menu options, and providing items such as gluten-free and non-dairy. Nutritional information is printed and posted online, and students have access to a dietitian for personal counseling.

A significant amount of time was devoted to the planning of a new food service facility and residential hall. This center-of-campus building will provide much needed additional seating and service capacity to the current Brough Commons Center. Additionally, auxiliary units strategically located along the busy McIlroy Avenue, will include an Innovation Café, new Papa Johns, and a local favorite, Slim Chickens.

Campus Dining continues to work on future plans to meet the increasing needs caused by the growing enrollment. The goal is simple: be ready for growth in a responsible and efficient manner.

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Career Development Center

We live in a time of sweeping economic and national changes. How can we provide the best quality career services and resources to our students to ensure that this occurs?

With this question in mind, the CDC staff reviewed our current mission, values, goals and services to discover if we were currently providing such services and resources. Consequently, we revised our vision, mission and established new goals to reflect our new commitment to provide quality services. In order to provide the best services, staff completed training to ensure we are up to date on the latest career resources and job search information. Therefore, all CDC staff members are required to attend multiple professional development seminars each semester in order to remain current on information related to their areas of responsibility. All CDC staff that counsel have completed the National Career Development Association's (NCDA) Global Career Development Facilitators certification (GCDF).

The CDC also provided several career programs this year: Engineering EXPO, Diversity Networking Reception, Graduate School Fair, All Majors Career Fair, "Abstract to Contract", Mock Interviews, Resume Reviews, Workshop for Students with Disabilities and Career Fest 2012. This was the first year for the Diversity Networking Reception which provided an opportunity for employers to meet with students from underrepresented populations who wanted to learn about internships and full-time opportunities. Students and employers were very pleased with the event, and asked that we conduct the event again in the near future. The student attendance for the Engineering expo saw an increase to 98%. However, the employer assessment feedback led to changes in the location and restructuring of the expo. Expo will be replaced fall 2012 with the Science, Technology, Engineering, and Math (STEM) Career Fair. Participation in Abstract to Contract, the Graduate School research competition, increased from 56 in FY11 to 136 FY12 due to the Graduate School's marketing efforts and funding provided by the Research Support and Sponsored Programs department. Career Fest was also a huge success. This event provided a week of professional development events for all UA students. The week included an alumni employer panel discussion, a dining etiquette dinner, networking and social media job search workshops, and drop-in resume reviews and mock interviews. Over 275 students participated in the event.

The CDC continued to serve an increasing number of students through individual appointments and class/group presentations. This year, we increased the number of student appointments by 24%. These career coaching sessions included: educating and coaching students through the process of choosing majors, career paths and professional development, job and internship searches, resume writing (188% increase), and job and graduate school mock interviews (21% increase). We incorporated a career coaching intake form, which enabled students to be more prepared for their career coaching sessions. The number of class presentations by our center dropped 35%; however, the number of students served increased by 31%.

The Professional Development Institute (PDI), our signature program, continues to grow and flourish with a 12% increase in the number of active participants (N = 2367). In order to continue improving this program the Career Development Center purchased Strengths Finder codes for PDI members (thereby incorporating these conversations into our career coaching sessions) and standardized PDI requirements by developing rubrics to score the resume and mock interview requirements.

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Community Engagement

The Center for Community Engagement (CCE) wrapped up its first year as a department. Becoming a department on July 1, 2011, CCE staff included a director, program coordinator, and graduate student along with a team of interns and student workers to create greater impact with fewer financial resources. During this first year, CCE engaged 6,546 volunteers in service for 23,918 hours for an economic impact of \$510,888 and served more than 2,500 people through the services of the Full Circle Campus Food Pantry, which collected over 16,000 pounds of food for the pantry. CCE added new programs like the VAC Literacy Program, which engaged 180 volunteers per week to tutor children in Fayetteville Public Schools; and the Dream B.I.G. mentoring/camp program, which engaged more than 34 UA students to serve as mentors for 42 girls from a school district in the Arkansas Delta. CCE also led the Cotton Bowl Service project in Arlington, Texas, that included 180 volunteers from Kansas State University and the University of Arkansas. The White House Campus Champions for Change Challenge was the highlight of the year, for the Full Circle Food Pantry was selected out of 1,400 entries to be among the top 15 finalists that went into a national online vote. After the vote, Full Circle placed 2nd with more than 57,000 votes. A delegation of four students from Full Circle went to the White House and served on a panel to discuss the food insecurity and the pantry.

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Educational Access

During 2011-12, the Center for Educational Access (CEA) continued to provide high quality support services and accommodations for the growing population of students with disabilities at the University of Arkansas. 1,381 undergraduate and graduate students registered with the Center during the year, which represented an 11% increase from 2010-11. Students with non-visible disabilities (learning disabilities, Attention Deficit Hyperactivity Disorder, psychological disabilities, and traumatic brain injury) continued to make up the greatest proportion of registered students (72%). Students with medical or chronic health conditions represented 13% of the registered population, and the remaining 15% included students with mobility impairments, visual impairments, deafness or hard-of-hearing, and temporary conditions.

CEA provided students accommodations which included examination proctoring (via screen reading software, or live readers, scribes and typists), note taking assistance, American Sign Language Interpreting, Typewell transcription/captioning, print materials in alternative formats (Braille, electronic and audio), magnification software, assistive technology and supplemental transportation mobility assistance around campus (via golf carts).

Consistent with the expanded departmental mission and the divisional goal of developing an inclusive community, CEA staff directed significant effort toward programming, outreach, and training for the university community during the year. Staff participated in campus-wide forums and spoke on such topics as assistive technology, accessible web design, disability awareness, transition to college, teaching students with disabilities, changing legal environment for persons with disabilities, and accessible program planning to 18 different academic and student affairs departments. We regularly provided technical assistance and consultation regarding web and technology accessibility to various areas within the university community.

CEA's assistive technology lab continued to be a regional leader in the timely conversion of print material during 2011-12 serving 110 students with visual impairments and learning disabilities. That lab provided 528 textbooks, articles and other materials in alternative formats this year. At year's end, contracts for print media conversion, golf cart loans, and collaborative transcription services with regional colleges combined to generate approximately \$4,725 in revenue.

Demand for note taking assistance as an accommodation increased during 2011-12. To alleviate some cost of employing fellow student note takers, the Center emphasized a community service credit option for volunteers in lieu of payment. Note-takers opting for community service credit helped CEA to realize \$32,240 in cost-savings. Despite this savings, CEA remained under-budgeted for accommodations, specifically for students who are deaf or hard-of-hearing. With only one deaf student enrolled at UA this year, however, the total financial impact was less substantial this year compared to prior years.

Finally, the department developed and administered a comprehensive survey and several smaller accommodation-specific assessment measures to students with disabilities during the year. 79% of

respondents were either extremely or very satisfied with accommodations received through the Center. Responding students did note that the processes of note taker recruitment and facilitating exam accommodations (both with faculty and CEA) need improvement.

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Greek Life

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. Our 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. We accomplish this mission through work with student leaders, individual chapters, chapter advisers, house corporations, and three governing councils: Interfraternity Council (IFC), National Panhellenic Council (NPC), and National Pan-Hellenic Council (NPHC). This year, Greek Life had many triumphs and accomplishments.

Recruitment and Expansion: Greek councils exceeded expectations by reaching an all-time high of 2,326 new members. Forty percent (40%) of this year's freshmen class joined a Greek-lettered organization. Greek membership was comprised of more than 3,980 Greek leaders. Other significant recruitment initiatives included maintaining a retention rate of 90% during women's formal recruitment, all (8) NPC chapters reaching recruitment quota of 131 new members, initiating the largest NPC new member classes in the nation, and establishing a marketing campaign which raised more than \$15,000 from various sponsors. IFC implemented a formal spring recruitment process. Responding to the growth in demand for Greek organizations, Greek Life extended invitations to three new sororities (Sigma Iota Alpha, Phi Mu, and Alpha Chi Omega) and two new fraternities (Kappa Alpha Order and Beta Theta Pi). We also formed a fourth Greek governing council, the United Greek Council, which joins NPHC, IFC, and NPC to oversee the recruitment and development of sorority and fraternity members.

Community Service & Educational Programming Initiatives: Greek organization membership provides ample opportunities for students to participate in activities to enhance their personal development and leadership skills. Greeks Advocating Mature Management of Alcohol (GAMMA) and Greek Life hosted our third annual "Keeping It Real" program for all IFC, NPHC, and NPC new members. More than 90% of our new members received risk reduction tips related to alcohol consumption and alcohol poisoning as well as safety tips to consider when attending social events. In addition, we hosted *Speed Greeking* to help new members get involved within the community and develop networking skills. More than 90 upperclassmen volunteered to help manage this event including facilitating small groups for more than 1,000 participants. During Greek Week, our Greek community donated \$1,000 and more than 8,000 canned goods to the UA Full Circle Pantry to benefit UA students, faculty, and staff and donated an additional \$1,000 to benefit a local community agency, Life Source International. For the Joplin Dream Prom and Fayetteville High School's Glass Slipper Project, students collected more than 750 dresses. The community also donated \$1,000 to these initiatives. Collectively, members donated more than \$570,100 to charities and performed more than 26,000 hours in Community Service.

Diversity & Inclusion: Advocating and actively promoting a diverse and inclusive community is one of our core goals. Greek Life partnered with various departments and community agencies to

empower students to learn about life experiences different than their own with programs such as Global Greeks, Greek Summit, and Greek Getaway. More than 2,650 Greek students participated.

Assessment: In May, eleven chapters received Awards of Excellence during the Order of Omega Awards Ceremony. The Award of Excellence recognizes top chapters for outstanding achievement in the areas of scholarship, leadership development, risk management, community service/philanthropy, Greek relations, chapter management, and efficiency. All chapters complete and submit Greek Life assessment criteria annually. The All Greek Grade Point Average was 3.198; All Sorority, 3.309; All Fraternity, 3.027.

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New Student and Family Programs

New Student & Family Programs (NSFP) at the University of Arkansas is a collaborative effort developed to enhance the academic and social integration of incoming students through a variety of classroom and co-curricular activities. NSFP is comprised of four programmatic areas including Extended Orientation Programs, Parent & Family Programs, Leadership & Late Night Programs, and First Year Initiatives. During the 2011-2012 academic year, NSFP focused on ways to better serve its constituents through the creation of new programs and services and also focused on ways to enhance programs already in place.

Extended Orientation Programs: More than 500 students participated in the Extended Orientation Camp Programs including R.O.C.K. Camp and R.O.C.K. Camp Adventure. Two sessions of each program were held, and all were huge successes. Also, Hog W.I.L.D. Welcome Weeks was held in both the fall and spring semesters with more than 50 programs and events geared at assisting new students in navigating the campus and successfully transitioning as a student at the University of Arkansas.

Parent & Family Programs: Under a three-fold mission to encourage healthy and supportive family/student relationships, to serve as the link between the University of Arkansas and parents/families, and to provide parents and families with resources, events and communication to encourage their student's growth and personal success; the Parent & Family Programs area provided key resources and events to family members. More than 3,200 guests attended Family Weekend and Spring Family Reunion, and the Parent Partnership Association had a record 600 members. Regional Parent Clubs also launched this year to assist parent and family members in being more connected to the university by networking with others in their areas. Regional Parent Clubs launched in Dallas/Ft. Worth, Little Rock, and Northwest Arkansas. Parent Partner Association, Arkansas Alumni Association, and the Student Alumni Association partnered to offer joint membership benefits to constituents under a new program dubbed Razorback Advantage to be piloted during June 2012 New Student Orientation.

Leadership & Late Night Programs: In its first year under the purview of NSFP, the Leadership & Late Night Programs area celebrated huge successes. Friday Night Live held 14 programs during the fall and spring semesters with more than 9,000 students in attendance. Twenty-seven co-sponsors assisted in providing exceptional programs for students on Friday nights throughout each semester. The Emerging Leaders program revised its curriculum to focus on learning areas including self-awareness, communication, diversity, teamwork, ethics and career opportunities. Also, with the institution restoring December graduation this year, Leadership & Late Night Programs initiated the first Fall Graduating Student Leader Reception as a way to honor those student leaders who graduated during fall commencement.

First Year Initiatives: Comprised of New Student Convocation, First Year Photo Project, AlcoholEdu, and First Year Honor Society, the First Year Initiatives area celebrated many

successes this year. More than 3,000 students attended New Student Convocation and Burger Bash. We secured a charter for a chapter of Alpha Lambda Delta First Year Honor Society.

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Off Campus Connections

Off Campus Connections supports and connects the university's undergraduate commuter students to campus life. These students include first-year students living with family, upperclassmen who live off-campus, transfer students, student veterans, and adult learners. The number of undergraduates living off-campus in fall 2011 was 14,827, an increase of 10.5% (1,408). Of this population, 2,946 (20%) were aged 24+, 2,307 (15.5%) were enrolled part-time, and 1,232 (7%) were married, divorced, separated, or widowed. This population will continue to swell as the institution's student population grows. The number of first-year students living with family was 394.

Off Campus Connections staff had direct contact with 3,333 students/visitors in FY12. Development and use of a new database initiated mid-year will eventually allow for tracking time spent per contact as well as overall time spent. The database will also make interactions more seamless for those visiting multiple times. An online system for appointments began this year. Appointments Plus allows students to schedule an appointment with staff, select from multiple times depending upon student/staff availability, and provide information relating to their specific visit.

Housing options are becoming more important as older students move off-campus to make room for larger freshman classes. The Off-Campus Housing Website (offcampushousing.uark.edu/) celebrated its sixth year with a 34% increase in site visits over FY11. Assessment from the annual Housing Fair revealed that students desire to have larger fairs held each semester. As a result, arrangements are being made to hold fairs in both the fall and spring next year.

The Off-Campus/Commuter Meal Plan for Arkansas students was envisioned and championed by Off Campus Connections and the staff continues to assist Chartwells in marketing plans. Sales took another leap in FY12, increasing from 2,056 in FY11 to 3,050, an increase of 994 (+48.3%).

Two volunteer advisory boards - one of 21 faculty/staff and one of 12 students - provide invaluable input to support the area and help make the institution more commuter and adult student-friendly.

Off Campus Connections continues to support and assist the Veterans Resource and Information Center (VRIC), now beginning its third year at the institution.

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Pat Walker Health Center

With change in a variety of ways, Pat Walker Health Center experienced a year of momentum and high energy. Starting the year with three new mental health clinicians, one additional physician, and one additional registered nurse; medical and counseling services provided easy access and high quality care to a student population that was growing by leaps and bounds. Overall, patient visits to all services increased by 9.5% for a total of 36,466 of which 20,465 were visits to physicians and nurse practitioners, 6,507 were mental health clinic visits and 7,443 were nurse visits. With the first year of a larger Immunization Clinic, services increased by 25% for a total of 6,779 visits of which 398 visits were travel consultations, a 25.5% increase from the prior year. Growth in demand for Counseling and Psychological Services required the reconfiguration of the second floor of the beautiful Pat Walker Health Center facility for three additional CAPS Offices. With complete implementation of electronic medical records and interfaces with the clinical laboratory as well as complete implementation of electronic mental health records, the physical area for Information Technology Services was doubled. In anticipation of growing demands in primary medical care services, another physician was hired mid-year and plans for reconfiguration of the former paper medical records area into four exam rooms and two offices were developed to be accomplished before the start of the next academic year. While the physical space for Health Promotion and Education was consolidated, a new team member was recruited as Coordinator of Substance Abuse Prevention, a position housed in Pat Walker Health Center but with significant campus responsibilities to reduce the risks of alcohol and other drug abuse.

Health Educators took a lead in sexual assault prevention, teaching mindfulness, coping skills and resiliency, environmental health and a number of other subjects both in and out of the classroom. 663 students enrolled in 36 one hour credit classes and gained skills and knowledge in many aspects of leading a life of wellness.

In addition to the innovations in health education taking place in and out of Pat Walker Health Center, the primary medical clinic opened a same day appointment clinic called RazorCARE to help students handle a single illness or condition in a timely way. This resulted in over 7% more appointments on a daily basis and less time lost outside of the classroom. In Counseling and Psychological Services, a case management program was implemented to include referrals, tracking and identification of additional campus and community services. This freed clinical and office time to focus on serious mental health conditions.

The student health insurance program was renegotiated to meet the standards put in place under the Affordable Care Act for the coming year.

With efficient software and emerging access to information through the web, insurance claims which used to linger for four weeks are now turning around in one week and remarkable reductions in the Accounts Receivables have been accomplished.

Students on the Student Health Advisory Committee became informed members of the community

on the workings of the Health Center as well as participated in service in the community.

Pat Walker Health Center continues to take its role in contributing to the well-being of students and their success towards graduation very seriously. As the future unrolls, the incredibly talented staff will work with other campus entities to meet the increasing student enrollment through strategic planning, innovative programs and services and a focus on overall well-being.

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Strength Based Initiatives

The Division of Student Affairs is committed to “strengthen students for success.” As a sign of this commitment, the Division created the Office for Strengths-Based Initiatives (SBI) to steward division-wide efforts. SBI developed a two-tier strengths model for student development and staff development. This year the office provided more than 85 trainings and workshops to the university community. This resulted in over 2,300 students and staff members engaging in at least one strengths learning experience. More than 40% (1,500) of the incoming freshmen class of 2011 completed the Clifton StrengthsFinder Assessment. The assessment allows for the discovery, development and application of their talents and strengths for personal and professional success.

The office cultivated relationships inside and outside the Division of Students Affairs to provide opportunities for strengths learning and development. Academic partnerships included the Lead By Design Program in the School of Architecture, Freshmen Engineering Program in the College of Engineering, 2 Exercise Seminar Classes, 2 Hospitality Class sessions, 2 First Year Experience class sessions, 2 Academic Success classes, and the Engagement and Motivation for Organizational Behavior class in Walton College of Business. The Career Development Center made strengths a centerpiece of their Career Exploration Course as well. A new partnership developing with Razorback Athletics will focus on expanding the utilization of strengths with the student athletes in the Rookie Razorback Leadership Academy, a strengths pilot program with Men’s Basketball, the Hogs In Transition Program and the academic advising office. SBI continued the expansion of its partnership with Human Resources by conducting a half-day Strengths Employee Engagement as a section of the Supervisor Development Program. SBI and HR began exploring the possibilities of developing a Leadership Certificate Program with strengths as the cornerstone of the curriculum.

All Division departments completed an assessment of their utilization of StrengthsQuest. This assessment yielded a report shared across the Division and with the Chancellors Executive Committee. SBI coordinated a Gallup StrengthsQuest Educators Training Session for 37 staff members, a Fall Mini-Conference with 70 in attendance and a Gallup Mentoring and Advising Program for 35 staff members. SBI enhanced the judicial sanctioning process by providing strengths coaching sessions for students with low level violations. This year, SBI conducted 35 one on one coaching sessions for student with judicial sanctions, focusing on utilizing the knowledge of their five talent themes to plan, strategize, analyze, and direct their behavior.

SBI has become a national model and resource for other institutions seeking to develop strengths initiatives on their campuses. We have benchmarking consultations with schools such as University of Minnesota, Kansas State University, University of Baltimore, Emory University, and Philander Smith College. The Director of the office along with the Vice Provost for Student Affairs, the Associate Dean of Students, and a Gallup representative presented an educational session at the national conference of the National Association of Student Personnel Administrators in Phoenix. As we continue to build our initiatives and brand, the success of this office has allowed

us to be recognized as one of Gallup's Best Practices Schools. The major focus for next year will be developing and implementing an assessment plan to measure strengths' impact on retention, building of students' self-efficacy, and hope. SBI will grow to have a graduate assistant and 2 student peer leaders serving as Strengths Ambassadors. The graduate assistant will collaborate with faculty members for a Strengths research project.

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Student Activities

The Office of Student Activities (OSA) experienced many transitions with the move of Friday Night Live (FNL) to New Student and Family Programs and the addition of Associated Student Government (ASG) and Registered Student Organizations (RSOs). The new OSA includes University Programs (UP), Associated Student Government (ASG), Registered Student Organizations (RSO), Headliner Concerts Committee (HCC), and Distinguished Lectures Committee (DLC). Through all of these programs, OSA sponsored 367 events with an estimated cumulative attendance of 36,411.

The RSOs recorded 363 clubs and organizations. By category: Governing, 9; Greek, 34; Honorary/Service, 46; Professional, 92; Special Interest, 102. One major accomplishment was the creation of a new student-run organization to reach out to other RSOs and help OSA develop leadership workshops, organize retreats, and execute team-building activities. Called SOOIE (Student Organization Outreach and Involvement Experience), the new organization met individually with students and matched them with RSOs suiting their interests. SOOIE assumed responsibility for organizing the annual Student Involvement Awards and held it in a new venue, Ella's at Carnall Hall. The advisor development series and officer development series continued to be a great success and appreciated by many advisors and student leaders.

ASG undertook several new programs while maintaining many traditional programs. One new program, an incentive program called RazorRewards, allowed ASG to form a stronger partnership with Intercollegiate Athletics to encourage students to attend sporting events. In another new program, ASG purchased a bulk of scantrons that faculty may distribute with tests to all students at no additional charge. ASG continued to collaborate in traditional programs such as Homecoming, Welcome Weeks Cookout, MLK Vigil, and Rolling with the Razorbacks. Through Razorback Readership, students picked up nearly 225,000 national newspapers by the end of the academic year, an average of 1,400 papers daily. Safe Ride delivered 12,000 passengers to their homes safely. Program vehicles drove nearly 24,000 miles in 9,000 trips. During Homecoming 2011, ASG invited many ASG alums back to campus to celebrate its 90th Anniversary. During Southeastern Conference (SEC) Exchange, ASG hosted student government leaders from the 14 SEC institutions to meet their peers, engage in discussions, and talk about issues occurring on their home campuses. ASG Senate passed more than a dozen pieces of legislation addressing supporting a Joplin relief trip, the US Housing and Infrastructure Act, and the Community Gardens as well as reforming campus campaign finance, moving Senate elections to the spring semester, funding a lobbying trip to Little Rock, and strengthening the Fresh HOGS Program.

University Programs (UP) also had a very successful year with 87 events. UP co-sponsored events with 18 different departments, registered student organizations, and community organizations—including New Student and Family Programming, Volunteer Action Center, Arkansas Music Pavilion, College of Art and Design, Alumni Association, Chinese Student Association, University Recreation Center, Pep Band, Athletics, and PRIDE.

DLC had an amazing year planning four lectures including two co-sponsorships. Fall 2011 showcased Nikki Giovanni and General Wesley Clark in collaboration with the Graduate School and the Veteran's Day Celebration Committee. The committee also sponsored Aron Ralston and Elie Wiesel as part of the lecture series for the year. For the Elie Wiesel lecture, student and community turnout exceeded capacity for the Walton Arts Center with more than 1,400 people attending.

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Student Media

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.

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.

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University Housing

Working on a strategic plan addressing the housing demand from enrollment growth and filling key staff positions dominated the year. Filling vacancies in positions for the Director for Residential Facilities, Director for Residence Education, Assistant Director for Residence Education – Training & Staff Development, Assistant Director for Building Services and Assistant Director for Construction and Management provided strong leadership for the department.

Strategic planning focused on updating the 2004 Housing Master Plan, commissioning a facility audit of major systems in residence halls five years or older or not scheduled for major renovation, a marketing analysis of student housing demand, renovating and opening the south end of Walton Hall, starting the renovation of Hotz Hall in order to return it back into a residence hall, and starting a new residence hall complex called Founders Hall. The master planning process identified the area south of Pomfret Hall for expansion to add semi-suites to meet the housing demand identified in market analysis.

Returning Hotz Hall to student housing required relocation of offices located in the hall. University Housing paid \$4.9 million to support the university purchase of uptown campus property and more than \$270 thousand to relocate housing offices to temporary quarters on Stadium Drive, in Pomfret Hall, and in Futrall Hall. A new housing office is planned on Douglas Street.

Fiscal year 2011 bonds were reallocated after scheduled projects came in higher than planned. Bathrooms were renovated, energy recovery units were installed, and all fan coil units were replaced in C & D wings of Pomfret Hall. All fan coil units were replaced in Futrall Hall, and additional funding was allocated to Hotz and Founders Hall projects. Because of mechanical work done last year in Humphreys Hall, housing invested additional funds to air-condition the hall.

University Housing contracted with Crowne Apartments on Razorback Road again for this year providing additional living options for upper-class students and adequate space for freshmen. Overflow rooms in various halls were used at the start of the fall semester, and six women were assigned temporarily to Staybridge Inn & Suites. Housing re-assigned the women to permanent residence hall spaces by the end of the first week of classes. Upon hall opening, Housing had 5,486 contracted students, a 9% increase over last year.

Conference revenue, including guest housing rental, was \$343,117 with 3,541 participants staying for a total of 19,801 bed nights. Residence hall classroom usage by academic departments was 1,774 bookings reserved for a total of 3,528 hours with an estimated attendance of 56,150. The grand total of all campus groups' usage was 2,779 bookings reserved for 7,693 hours with an estimated attendance of 82,136.

Other projects or actions University Housing completed this year: finance area was an alpha tester for the new university system RazorBuy an on-line procurement process scheduled to be released in mid-2012; new data switches at Northwest Quad; life safety work in Buchanan-Droke

and Gladson-Ripley; preparing implementation of the new web based product by TMA (on-line work order and inventory system) and collaborating with Facilities Management on campus wide bids for pest control.



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Veterans Resource and Information Center

The Veterans Resource & Information Center (VRIC) ensures the academic and professional success of student veterans by understanding their unique needs and by serving as a central point of contact into a seamless collaboration between prospective and current student veterans, the university, the U.S. Department of Veterans Affairs, and a diverse network of community partners.

This year, VRIC hired a Program Coordinator. Office space increased to include two offices and a small hallway for four computer stations. The staff managed 7 to 10 inquiries a day. Most inquiries regarded military educational benefits and beginning the admissions and enrollment process. VRIC added services this year for National Guard and Army Reservists needing assistance to navigate the new Federal Tuition Assistance Program.

The VRIC Staff continued to maintain a network of relationships with the Veteran Affairs Medical Center and continued the VRIC's membership to the **Service Members Opportunity Colleges (SOC)**, which provides educational opportunities to service members. VRIC continued to serve as the liaison between the University of Arkansas and the SOC's Concurrent Admissions Program for Army Enlistees (ConAP), a partnership to help increase college enrollment of Army soldiers, veterans, and reservists.

VRIC staff continued to co-teach with staff of Counseling & Psychological Services (CAPS) the *Boots to Books: Health Treansitions for Military Personnel* course. Designed to assist student veterans transition from military life to the college environment, the curriculum included information on campus resources, guest presentations, student research and writing, and discussion sessions.

In conjunction with CAPS, VRIC implemented two Veterans Resource Fairs during the fall semester. Open to the public, these fairs provided attendees with information regarding education, employment, and military benefits. Representatives attended from the local community and the state and included the Veterans Administration, counseling organizations, service branch organizations, and university organizations.

VRIC in conjunction with various University of Arkansas staff implemented the first University of Arkansas Veterans Week Celebration. Week long events included: A Kick-Off Celebration, Veterans Resource Fair, Panel Presentation, Special Guest Wesley Clark, Veterans Day Photo Exhibit, and reading of fallen service members' names who participated in Operation Enduring Freedom and Operation Iraqi Freedom.

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Boards

Service on Boards, Committees, and Task Forces External to the University Division of Student Affairs Appointed and/or Serving during between Academic Year 2011-2012

National

- Daniel J. Pugh, Sr., Ph.D., Vice Provost for Student Affairs & Dean of Students and Associate Professor of Higher Education, continued to serve on the board for the James E. Scott Academy of the National Association of Student Personnel Administrators (NASPA). His appointment runs through March 2013. In March 2011, the Scott Academy selected Dr. Pugh as one of 25 senior student affairs officers to represent the perspective of higher education administrators at the National Greek Summit held at the University of Pennsylvania and co-hosted by NASPA's Fraternity & Sorority Knowledge Community. In March 2011, he was appointed to a year's service on the editorial board for Leadership Exchange, a quarterly publication of the NASPA dedicated to senior student affairs officers. He will continue to serve on the editorial board for a second term from March 2012 through March 2013. Additionally, Dr. Pugh has been asked to chair a NASPA committee to revitalize NASPA's Richard F. Stevens Institute, the associations premiere continuing education and professional development program for seasoned senior student affairs officers.
- Judd Harbin, Ph.D., Associate Dean of Students and Adjunct Assistant Professor of Psychology, continued 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 (APA).
- Steve Wilkes, Director of Student Media, was appointed to serve as Assistant Chair of the Advertising Committee for Collegiate Media Advisors. This committee provides guidance to membership on advertising, business, marketing, and public relations aspects of student media.
- Parice S. Bowser, Director of Greek Life, continued 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 served on the National Collegiate Council of the National Pan-Hellenic Council, Inc.
- Anne Jannarone, Ed.S., Director of the Center for Educational Access, continued to serve on the Research Committee for the Association on Higher Education and Disability (AHEAD).
- Josette Cline, Ph.D., Associate Director of Counseling & Psychological Services at the Pat Walker Health Center, served on the board of directors for the Association for the Coordination of Counseling Center Clinical Services (ACCCCS) and is President-Elect.

- Heidi Scher of the Center for Educational Access served as Treasurer of Access Technology Higher Education Network (ATHEN). She also served as a member of four ATHEN committees: Business Plan Development, Scholarship Development, Publications, and Presentation Reviews Advisory Board.
- Sylvia Scott, Director of Off Campus Connections, served on the Commission for Commuter Students and Adult Learners, American College Personnel Association.
- Susan Stiers, Associate Director of Off Campus Connections, served as the Adult Learner Coordinator for the Adult Learner and Students with Children Knowledge Community, National Association of Student Personnel Administrators and served on the Commission for Commuter Students and Adult Learners, American College Personnel Association.
- Takama Statton Brooks, Ed.D, Director for Residence Education, serving on the Campus Safety and Emergency Preparedness Task Force for ACPA.
- Anjanette M. Olsen, R.H.I.A., M.Ed., Director of Medical Services of the Pat Walker Health Center, serves on the HIPAA/Health Information Management Coalition for the American College Health Association (ACHA).
- Felisha Perrodin, Assistant Director of University Housing for Residence Education, serves as a member of American Association of University Women (AAUW) National Membership Committee through June 30, 2013.

Regional

- Mary Alice Serafini, Assistant Vice Provost and Executive Director of the Pat Walker Health Center, served as the Regional Coordinator for the NASPA Undergraduate Fellows Program (NUFP). In that role, she served on the Board of Directors for Region IV-West of the National Association of Student Personnel Administrators (NASPA IV-West).
- Parice S. Bowser, Director of Greek Life, served as the Fraternity Sorority Knowledge Community representative on the board for Region IV-West of National Association of Student Personnel Administrators (NASPA IV-West) through March 2011.
- Adrain Smith, Assistant Director for Leadership in the Center for Leadership & Community Engagement, served as the African American Knowledge Community representative on the board for Region IV-West of National Association of Student Personnel Administrators (NASPA IV-West).
- DJ Walch, Program Coordinator for Friday Night Live, served as a Volunteer Development Coordinator for the National Association for Campus Activities (NACA).
- Amanda Finch, Center for Community Engagement Program Coordinator, served as a Special Events Coordinator for the National Association for Campus Activities (NACA).
- Sylvia Scott, Director of Off Campus Connections, served as the Adult Learner and Students with Children Knowledge Community representative on the board for Region IV-West of National Association of Student Personnel Administrators (NASPA IV-West).

State

- Daniel J. Pugh, Sr., Ph.D., Vice Provost & Dean of Students, concluded his service on the Arkansas Academic Challenge Scholarship Advisory Council.
- Judd Harbin, Ph.D., Associate Dean of Students and licensed psychologist, continued to serve on the Arkansas Psychology Board, the state agency which regulates the practice of psychology.
- Angela Oxford, Director of Center for Community Engagement, continued to serve on the State of Arkansas Division of Volunteerism Advisory Board.
- Mary Alice Serafini, Assistant Vice Provost and Executive Director of the Pat Walker Health

Center, served as President of the League of Women Voters of Arkansas.

- Parice S. Bowser, Director of Greek Life, served on the Board of Directors for the Arkansas Gospel Mass Choir.
- Lori Magar, Employer Relations Coordinator of the Career Development Center, served as Secretary of Arkansas Association of Colleges and Employers (AACE).
- Katy Evans, J.D., of the Center for Educational Access served as Acting Chair and Immediate Past Chair, of the Arkansas Association on Higher Education and Disability (AAHEAD). She also served on the Arkansas Interagency Transition Partnership Committee.
- Heidi Scher of the Center for Educational Access served as Treasurer of the Arkansas Association on Higher Education and Disability.
- Rachel Eikenberry, Assistant Director for the Office of Academic Integrity and Student Conduct, is the State Representative for the Association for Student Conduct Administrators.
- Danette Heckathorn, Ph. D., LPC, CAPS Mental Health Clinician, serves as President of the Arkansas Counseling Association.

Local

- Mary Alice Serafini, Assistant Vice Provost and Executive Director of the Pat Walker Health Center also serves as a Strategic Planning Advisor on the Northwest Arkansas Tobacco Free Coalition. In addition, she serves on the Board of Directors for the Northwest Arkansas Free Health Clinic, and she served on the Washington County Emergency Preparedness for Health & Safety Commission. She also served on the board of directors for the Washington County chapter of the League of Women Voters.
- Sylvia Scott, Director of Off Campus Connections, served on the Northwest Arkansas Housing Coalition as well as the Northwest Arkansas Apartment Association.
- Quincy Spencer, Director of First Year Experience, served on the Northwest Arkansas Action Board for Planned Parenthood of Arkansas and Eastern Oklahoma.
- Parice S. Bowser, Director of Greek Life, served on the Board of Directors (Ex-officio member) for the Black Alumni Society.
- Elizabeth Woods, M.D., served on the Washington County Hometown Health Improvement Project.
- Carol A. Fossey, M.D., served on the Medical Reserve Corps, Washington County Planning Committee.
- Susan Rausch, Ph.D., of Health Promotion and Education at the Pat Walker Health Center served as President of the Northwest Arkansas chapter of Mental Health America. She also served as Treasurer of the Washington County chapter of the League of Women Voters.
- Susan Stiers of Off Campus Connections also served on the Northwest Arkansas Apartment Association.
- Angela Oxford, Associate Director of Center for Leadership & Community Engagement, served on the Northwest Arkansas Martin Luther King Jr. Planning Committee.
- Felisha Perrodin, Assistant Director of University Housing for Residence Education, served as President for Fayetteville branch of the American Association of University Women (AAUW).
- John Jones, Coordinator of Traditional Commuter Programs in Off Campus Connections, served on the Northwest Arkansas Housing Coalition as well as the Northwest Arkansas Apartment Association.
- Erika Gamboa, Director of Veterans Resource and Information Center, continues to serve on the Board of Directors (Vice President) for Latino Alumni Society.
- Monica Holland, Director/Deputy Title IX Coordinator for the Office of Academic Integrity and Student Conduct, serves on the Board of Directors for Seven Hills Homeless Shelter.

Name of Award or Recognition	Department Awarding Recognition	Purpose	Name of AY2012 Recipient(s)	Type of Recipient (faculty, staff, student, organization, program)
2012 Arkansas Alumni Association Non-Traditional Student Leadership Award	Off Campus Connections and Arkansas Alumni Association	To recognize leadership in a non-traditional student	Rebecca Krusz	Undergraduate Student
Academic Achievement Certificates	Off Campus Connections	Academic	828 Students (POC: Stiers)	Undergraduate Students, age 24+, Enrolled in 6+ Hours, and semester GPA of 3.5
Alpha Sigma Lambda	Off Campus Connections	Academic	34 Inductees (POC: Stiers)	Undergraduate Students, age 24+, with 24+hrs., and cumulative GPA of 3.6
Cabinet Member of the Year	Associated Student Government	Cabinet member of the year - voted by ASG Exec.	Tyler Clark	Student
Chancellor's Award for Academic Excellence	Student Activities	Recognizes academic achievement of students within specific living unit	Women's - Gibson Hall Men's - Lambda Chi Alpha Co-Educational- Pomfret FYE	Student Living Unit (residence hall, greek house)
Chartwells Scholarship	Chartwells and Student Affairs	stipend	29 students received Chartwells scholarships	Student
Coordinator for Residence Education of the Year	University Housing - Residence Education		Briceli Llavana	Staff
Doyle Z. Williams Student Leadership	Student Activities and Walton College of Business	Leadership award for contributions to Division of Student Affairs & Walton College of Business	Kayln Williams	Student
Faculty of the Year	University Housing - Residence Education		Michael Landman	Faculty
Golden Tusk	Division of Student Affairs	Exemplary service to students and embodying the philosophy of <i>Students First</i> .	Amanda Finch	Staff
Golden Tusk	Division of Student Affairs	Exemplary service to students and embodying the philosophy of <i>Students First</i> .	Angela Oxford	Staff
Golden Tusk	Division of Student Affairs	Exemplary service to students and embodying the philosophy of <i>Students First</i> .	Julie Simpson, Catering Supervisor	Associate: Chartwell's
Golden Tusk	Division of Student Affairs	Exemplary service to students and embodying the philosophy of <i>Students First</i> .	Sandy Boyd, Catering associate	Associate: Chartwell's
Golden Tusk Award	Division of Student Affairs	Exemplary service to students and embodying the philosophy of <i>Students First</i> .	Felisha Perrodin	Staff: University Housing
Golden Tusk Award	Division of Student Affairs	Exemplary service to students and embodying the philosophy of <i>Students First</i> .	Felisha Perrodin	Staff: University Housing
Golden Tusk Award	Division of Student Affairs	Exemplary service to students and embodying the philosophy of <i>Students First</i> .	Jim Barker	Staff: University Housing
Golden Tusk Award	Division of Student Affairs	Exemplary service to students and embodying the philosophy of <i>Students First</i> .	Kerri Smith	Staff: University Housing
Golden Tusk Award	Division of Student Affairs	Exemplary service to students and embodying the philosophy of <i>Students First</i> .	Mark Clark; Lauren Gentry; Danny Bowerman; Timothy Wages; Rosemary Walch	Staff: Arkansas Union
Golden Tusk Award	Division of Student Affairs	Exemplary service to students and embodying the philosophy of <i>Students First</i> .	Mary Alice Serafini	Staff
Golden Tusk Award	Division of Student Affairs	Exemplary service to students and embodying the philosophy of <i>Students First</i> .	Mary Wyandt-Hiebert	Staff: Health Center
Graduating Student Leader	Off Campus Connections	Graduating Leader	Alexandra Trama	Undergraduate Student
Graduating Student Leader	Off Campus Connections	Graduating Leader	Kulwinder Braich	Undergraduate Student
Graduating Student Leader	Off Campus Connections	Graduating Leader	Rocio Pena	Undergraduate Student
Graduating Student Leader Medal	Vice Provost for Student Affairs	Leadership in Student Affairs	Adam K. Brown	Undergraduate Student
Graduating Student Leader Medal	Vice Provost for Student Affairs	Leadership in Student Affairs	Housseine M. Heimid	Undergraduate Student
Graduating Student Leader Medal	Vice Provost for Student Affairs	Leadership in Student Affairs	Jaleesa Limbrick	Undergraduate Student
Graduating Student Leader Medal	Vice Provost for Student Affairs	Leadership in Student Affairs	Joseph Beachner	Undergraduate Student
IFC Academic Excellence-Fall 11	Greek Life	Awarded to the IFC chapter with the highest Grade Point Average	Lambda Chi Alpha	RSO
IFC Academic Excellence-Spring 12	Greek Life	Awarded to the IFC chapter with the highest Grade Point Average	Lambda Chi Alpha	RSO
IFC Big Man on Campus	Greek Life	Awarded to an IFC fraternity member who display outstanding leadership and commitment to the University of Arkansas campus, Fraternity & Sorority community, and NWA community	Mark Machen, IFC President	Student
IFC Big Man on Campus Runners-Up	Greek Life	Awarded to an IFC fraternity members who display outstanding leadership and commitment to the University of Arkansas campus, Fraternity & Sorority community, and NWA community	Graham Talley, Sigma Alpha Epsilon; Garrett Johanssen, Lambda Chi Alpha; JD Bruning, Phi Delta Theta; Will Steinwart, Sigma Chi; Michael Dodd, FIJI	Student
IFC Most Improved Chapter	Greek Life	Awarded to the IFC chapter that displayed the most improvement in all areas relevant to the Award of Excellence criteria	Phi Delta Theta	RSO
IFC Outstanding Chapter President- Fall 11	Greek Life	Awarded to the IFC chapter president who displayed outstanding leadership and commitment to his/her chapter, the University of Arkansas campus, Fraternity & Sorority community, and NWA community	Jeff Hughes, Lambda Chi Alpha	Student
IFC Outstanding Chapter President- Fall 11	Greek Life	Awarded to the IFC chapter president who displayed outstanding leadership and commitment to his/her chapter, the University of Arkansas campus, Fraternity & Sorority community, and NWA community	Mark Fritsche, FIJI	Student
IFC Outstanding Chapter President- Spring 12	Greek Life	Awarded to the IFC chapter president who displayed outstanding leadership and commitment to his/her chapter, the University of Arkansas campus, Fraternity & Sorority community, and NWA community	Gentry Wahlmeier, Sigma Pi	Student
IFC Outstanding Chapter President- Spring 12	Greek Life	Awarded to the IFC chapter president who displayed outstanding leadership and commitment to his/her chapter, the University of Arkansas campus, Fraternity & Sorority community, and NWA community	Will Carter, Sigma Alpha Epsilon	Student
IFC Outstanding Greek Man	Greek Life	Awarded to an IFC fraternity member who display outstanding leadership and commitment to the University of Arkansas campus, Fraternity & Sorority community, and NWA community	Daniel Kleine, Sigma Chi	Student
Model Initiate	Greek Life	Awarded to an IFC, NPC, & NPHC fraternity and sorority new member who display outstanding leadership and commitment to the University of Arkansas campus, Fraternity & Sorority community, and NWA	Lindsey Bach, Delta Delta Delta	Student
Model Initiate	Greek Life	Awarded to an IFC, NPC, & NPHC fraternity and sorority new member who display outstanding leadership and commitment to the University of Arkansas campus, Fraternity & Sorority community, and NWA	Lucas Fair, Sigma Chi	Student
NPC Academic Excellence- Fall 11	Greek Life	Awarded to the NPC chapter with the highest Grade Point Average	Pi Beta Phi	RSO
NPC Academic Excellence- Spring 12	Greek Life	Awarded to the NPC chapter with the highest Grade Point Average	Kappa Kappa Gamma	RSO
NPC Greek Woman of the Year	Greek Life	Awarded to an NPC sorority member who display outstanding leadership and commitment to the University of Arkansas campus, Fraternity & Sorority community, and NWA community	Sarah Gibson, Chi Omega	Student
NPC Outstanding Chapter President-Fall 11	Greek Life	Awarded to the NPC chapter president who displayed outstanding leadership and commitment to his/her chapter, the University of Arkansas campus, Fraternity & Sorority community, and NWA community	Elizabeth Milburn, Pi Beta Phi	Student
NPC Outstanding Chapter President-Spring 12	Greek Life	Awarded to the NPC chapter president who displayed outstanding leadership and commitment to his/her chapter, the University of Arkansas campus, Fraternity & Sorority community, and NWA community	Julie Sherrill, Kappa Kappa Gamma	Student
NPC Outstanding Panhellenic Delegate- Spring 12	Greek Life	Awarded to the Panhellenic Delegate who displayed outstanding leadership and commitment to the Panhellenic Council, the University of Arkansas campus, Fraternity & Sorority community, and NWA	Beka Goad, Alpha Delta Pi	Student
NPC Outstanding Community Service	Greek Life	Awarded to the NPC chapter that completed the most successful community service program	Delta Delta Delta	RSO
NPC Outstanding Panhellenic Delegate- Fall 11	Greek Life	Awarded to the Panhellenic Delegate who displayed outstanding leadership and commitment to the Panhellenic Council, the University of Arkansas campus, Fraternity & Sorority community, and NWA	Elizabeth Cordes, Kappa Delta	Student
NPHC Academic Excellence-Fall 11	Greek Life	Awarded to the NPHC chapter with the highest Grade Point Average	Alpha Kappa Alpha	RSO
NPHC Academic Excellence-Spring 12	Greek Life	Awarded to the NPHC chapter with the highest Grade Point Average	Alpha Kappa Alpha	RSO
NPHC Outstanding Chapter Advisor	Greek Life	Awarded to the NPHC Chapter Advisor who displays outstanding leadership and commitment to his/her chapter, the University of Arkansas campus, Fraternity & Sorority community, and NWA community	Latonya Foster	Faculty or Staff
NPHC Outstanding Chapter President	Greek Life	Awarded to the NPHC chapter president who displayed outstanding leadership and commitment to his/her chapter, the University of Arkansas campus, Fraternity & Sorority community, and NWA	Amy Carson, Delta Sigma Theta	Student
NPHC Outstanding Council President	Greek Life	Awarded to the NPHC Council President who displayed outstanding leadership and commitment to the NPHC community and Greek Life community	PJ Lambey, Alpha Phi Alpha	Student

NPHC Outstanding Greek Man (Honorable Mention)	Greek Life	Awarded to an NPHC fraternity member runner-up who displayed outstanding leadership and commitment to the University of Arkansas campus, Fraternity & Sorority community, and NWA	Kentrell Curry, Kappa Alpha Psi	Student
NPHC Outstanding Greek Woman (Honorable Mention)	Greek Life	Awarded to an NPHC sorority member runner-up who displayed outstanding leadership and commitment to the University of Arkansas campus, Fraternity & Sorority community, and NWA community	Ratoya Banks, Alpha Kappa Alpha	Student
NPHC Outstanding Greek Man	Greek Life	Awarded to an NPHC fraternity member who displayed outstanding leadership and commitment to the University of Arkansas campus, Fraternity & Sorority community, and NWA community	Kemmian Johnson, Alpha Phi Alpha	Student
NPHC Outstanding Greek Woman	Greek Life	Awarded to an NPHC sorority member who display outstanding leadership and commitment to the University of Arkansas campus, Fraternity & Sorority community, and NWA community	Jessica Boykin, Delta Sigma Theta	Student
OOO Award of Excellence	Greek Life	Awarded to the chapters who met the maximum criteria for chapter relevance and excellence set forth by the Greek Life	Alpha Delta Pi	RSO
OOO Award of Excellence	Greek Life	Awarded to the chapters who met the maximum criteria for chapter relevance and excellence set forth by the Greek Life	Alpha Omicron Pi	RSO
OOO Award of Excellence	Greek Life	Awarded to the chapters who met the maximum criteria for chapter relevance and excellence set forth by the Greek Life	Chi Omega	RSO
OOO Award of Excellence	Greek Life	Awarded to the chapters who met the maximum criteria for chapter relevance and excellence set forth by the Greek Life	Delta Delta Delta	RSO
OOO Award of Excellence	Greek Life	Awarded to the chapters who met the maximum criteria for chapter relevance and excellence set forth by the Greek Life	FarmHouse	RSO
OOO Award of Excellence	Greek Life	Awarded to the chapters who met the maximum criteria for chapter relevance and excellence set forth by the Greek Life	Kappa Delta	RSO
OOO Award of Excellence	Greek Life	Awarded to the chapters who met the maximum criteria for chapter relevance and excellence set forth by the Greek Life	Kappa Kappa Gamma	RSO
OOO Award of Excellence	Greek Life	Awarded to the chapters who met the maximum criteria for chapter relevance and excellence set forth by the Greek Life	Pi Beta Phi	RSO
OOO Award of Excellence	Greek Life	Awarded to the chapters who met the maximum criteria for chapter relevance and excellence set forth by the Greek Life	Sigma Chi	RSO
OOO Award of Excellence	Greek Life	Awarded to the chapters who met the maximum criteria for chapter relevance and excellence set forth by the Greek Life	Sigma Nu	RSO
OOO Award of Excellence	Greek Life	Awarded to the chapters who met the maximum criteria for chapter relevance and excellence set forth by the Greek Life	Zeta Tau Alpha	RSO
OOO Greek Hall of Fame	Greek Life	Awarded to an alumni of the Greek community who displays strong commitment to the University of Arkansas community, Fraternity & Sorority community, and NWA community.	Jennifer Irwin, Chi Omega	Alumnae
OOO Outstanding Faculty Member	Greek Life	Awarded to a faculty member who displays outstanding commitment to the University of Arkansas and all students	Dr. Pearl Ford Dowe	Faculty
Outstanding RSO Member	Student Activities	Recognize a male and female outstanding org. leader	MarTeze Hammonds & Fallon English	Student
Outstanding Sophomore	Greek Life	Awarded to a Sophomore fraternity and sorority member who display outstanding leadership and commitment to the University of Arkansas campus, Fraternity & Sorority community, and NWA	Katie Streepy, Kappa Delta	Student
Outstanding Cabinet Member	Associated Student Government	Outstanding cabinet member - voted by fellow Cabinet members	Kaleb Cox	Student
Outstanding Collaborative Program	Student Activities	Recognizes outstanding collaborations between student orgs. &/or depts.	"Think Pink FNL" Resident Interhall Congress	Registered Student Organization/dept.
Outstanding Junior	Greek Life	Awarded to a Junior fraternity and sorority member who display outstanding leadership and commitment to the University of Arkansas campus, Fraternity & Sorority community, and NWA community	Kelly Lamb, Chi Omega	Student
Outstanding Junior	Greek Life	Awarded to a Junior fraternity and sorority member who display outstanding leadership and commitment to the University of Arkansas campus, Fraternity & Sorority community, and NWA community	Kemmian Johnson, Alpha Phi Alpha	Student
Outstanding Mentor Partnership	New Student & Family Programs	Outstanding service as Mentor Partners	DeShaun Artis and Katie Brewer	Student
Outstanding New RSO	Student Activities	Exceptional achievements by a new org.	Hogs of Texas	Registered Student Organization
Outstanding R.O.C.K. Camp Mentor	New Student & Family Programs	Outstanding service as a R.O.C.K. Camp Mentor	Tanner Marcantel	Student
Outstanding RSO	Student Activities	Most outstanding returning RSO of the year	Residents' Interhall Congress	Registered Student Organization
Outstanding RSO Advisor	Student Activities	Recognizing an outstanding faculty/staff advisor	Dr. Charles Leflar	Faculty
Outstanding RSO Program	Student Activities	Recognizes organizational program/event	National Coming Out Day - PRIDE	Registered Student Organization
Outstanding Senator	Associated Student Government	Outstanding Senator of the year - voted by fellow Senators	Bo Renner	Student
Outstanding Senior	Greek Life	Awarded to a Senior fraternity and sorority member who display outstanding leadership and commitment to the University of Arkansas campus, Fraternity & Sorority community, and NWA community	Jake Fair, Sigma Chi	Student
Outstanding Senior	Greek Life	Awarded to a Senior fraternity and sorority member who display outstanding leadership and commitment to the University of Arkansas campus, Fraternity & Sorority community, and NWA community	Lauren Waldrip, Kappa Kappa Gamma	Student
Outstanding Sophomore	Greek Life	Awarded to a Sophomore fraternity and sorority member who display outstanding leadership and commitment to the University of Arkansas campus, Fraternity & Sorority community, and NWA	Thomas Roblee, Kappa Sigma	Student
Recovering Student Scholarship	Pat Walker Health Center	Awarded to student in continuous recovery	Privacy Protection--HIPAA	Student
Secretary of the Year	University Housing - Residence Education		Diane Allen	Staff
Senator of the Year	Associated Student Government	Outstanding student leader - voted by ASG Exec.	Autumn Lewis	Student
Teacher of the Year	Associated Student Government	Outstanding teaching in the classroom	Dr. Suzanne McCray, Prof. Dub Ashton, Prof. Cindy Moore	Faculty
Watercarrier Award	Student Activities	Outstanding student leader award	Cameron Peter Mussar	Student

Students Earning Honors Related to Involvement in Student Affairs
Academic Year 2012 (June 2011-May 2012)

Name of Award	Presented by	Recipient	Recipient's Department	In Recognition of
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Ben Groce	Student Media	Student Life Writing, Third Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Brady Tackett	Student Media	ACMA Reporter of the Year
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Brady Tackett	Student Media	Newswriting, Second Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Erik Northfell	Student Media	ACMA Advertising Designer of the Year
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Erik Northfell	Student Media	Advertising Design, First Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Erik Northfell	Student Media	Front page Newspaper design, Third Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Erin Blasdel	Student Media	Feature Photo, First Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Gareth Patterson	Student Media	Nes Photo, HM
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Gareth Patterson	Student Media	Featurer Photo, First Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Gareth Patterson	Student Media	Yearbook Sports Photo, Second Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Gareth Patterson	Student Media	Yearbook Sports Photo, Third Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Gareth Patterson	Student Media	Academics Photo, First Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Gloria Trinidad	Student Media	Organizations Writing, Second Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Helen Chase	Student Media	Academics Writing, Second Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Jacki Frost	Student Media	Feature Photo, First Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Jimmy Carter	Student Media	Sports News Writing, First Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Jimmy Carter	Student Media	Sports News Writing, Second Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Jimmy Carter	Student Media	Sports News Writing, Third Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Jimmy Carter	Student Media	Sports News Writing, First Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Jimmy Carter	Student Media	Sports News Writing, First Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Jimmy Carter	Student Media	Sports Page Layout, First Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Johanna Rowe	Student Media	Academic Layout, First Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Johanna Rowe	Student Media	Organization/Greek Layout, Third Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Kaitlynn Bianconi	Student Media	Organizations Writing, First Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Katherine Hunt	Student Media	Academics Writing, First Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Kelsi Ford	Student Media	Feature Writing, Second Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Megan Clark	Student Media	Sports Writing, Second Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Razorback Staff	Student Media	Cover Design, First Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Razorback Staff	Student Media	Introduction Theme Page/Opening, Second Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Razorback Staff	Student Media	Divider Page Design, Third Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Razorback staff	Student Media	Typographic Presentation, Second Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Rebecca Soard	Student Media	Sports Writing, First Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Saba Naseem	Student Media	ACMA Editor of the Year
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Saba Naseem	Student Media	Speech and Meeting Coverage, Second Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Saba Naseem	Student Media	Personality Profile, Second Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	Sarah Colpitts	Student Media	Front page Newspaper design, Third Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	The Arkansas Traveler	Student Media	General Excellence, Second Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	The Razorback	Student Media	General Excellence, First Place
ACMA Annual Awards for Excellence in Journalism	Arkansas College Media Association	The Traveler Magazine	Student Media	General Excellence, Second Place
Best Mocktails Presentation	BACCHUS Area 6 Education Network	RESPECT Peer Educators	Pat Walker Health Center	Health Education for Students
Campus Champions of Change Challenge	White House	Julia Lyon and Volunteer Action Center	Office of Community Engagement	Full Circle Campus Food Pantry
Continuing Student Scholarships	Office of Financial Aid	James Nathan Pruitt, Resident Assistant	University Housing	
Continuing Student Scholarships	Office of Financial Aid	Lane Wood, Resident Assistant	University Housing	
Continuing Student Scholarships	Office of Financial Aid	Mary Young, Resident Assistant	University Housing	
Diversity Program of the Month- April	Southwest Association of College and University Residence Halls	Holcombe Hall	University Housing	Dance Around the World
Educational Programming Award	Association for Fraternal Leadership & Values	National Pan-Hellenic Council and National Panhellenic Council	Greek Life	
Gene Ward Student Leader for State of Arkansas	Southwest Association of College and University Housing Officers	Cameron Mussar	University Housing	
Institutional Diversity Award	Southwest Association of College and University Housing Officers	Holcombe Hall	University Housing	

Students Earning Honors Related to Involvement in Student Affairs
Academic Year 2012 (June 2011-May 2012)

Name of Award	Presented by	Recipient	Recipient's Department	In Recognition of
J. Dwight Peterson Significant Chapter	Sigma Chi National Fraternity	UA Chapter of Sigma Chi	Greek Life	
Jenny Runkles Watercarrier	Student Activities	Cameron Mussar	University Housing	Outstanding Student Leadership
Judicial Award	Association for Fraternal Leadership & Values	National Pan-Hellenic Council and National Panhellenic Council	Greek Life	
Leader of the Month for November 2011	Student Activities	Tyler Overstreet	University Housing	Residents' Interhall Congress Director in Training
Mark of Excellence	Society of Professional Journalists	Jimmy Carter	Student Media	Excellence in sports reporting. First Place: National
Mark of Excellence	Society of Professional Journalists, Region 12	Brady Tackett	Student Media	On-line Feature Writing. Third Place
Mark of Excellence	Society of Professional Journalists, Region 12	Erik Northfell	Student Media	Photo Illustration. First Place
Mark of Excellence	Society of Professional Journalists, Region 12	Erik Northfell	Student Media	Photo Illustration. Second Place
Mark of Excellence	Society of Professional Journalists, Region 12	Gareth Patterson	Student Media	Feature Photography. First Place
Mark of Excellence	Society of Professional Journalists, Region 12	Gareth Patterson	Student Media	Photo Illustration. First Place
Mark of Excellence	Society of Professional Journalists, Region 12	Gareth Patterson	Student Media	Photo Illustration. Second Place
Mark of Excellence	Society of Professional Journalists, Region 12	Jimmy Carter	Student Media	Breaking News Reporting. First Place
Mark of Excellence	Society of Professional Journalists, Region 12	Jimmy Carter	Student Media	Sports Writin., First Place
Mark of Excellence	Society of Professional Journalists, Region 12	Jordain Carney	Student Media	Editorial Writing. Second Place
Mark of Excellence	Society of Professional Journalists, Region 12	Judy Luna	Student Media	Television Feature Reporting. Second Place
Mark of Excellence	Society of Professional Journalists, Region 12	Mattie Quinn	Student Media	Editorial Writing. Second Place
Mark of Excellence	Society of Professional Journalists, Region 12	Saba Naseem	Student Media	Editorial Writing. Second Place
Mark of Excellence	Society of Professional Journalists, Region 12	Saba Naseem	Student Media	General Column Writing. Third Place
Mark of Excellence	Society of Professional Journalists, Region 12	The Arkansas Traveler	Student Media	Best All-around Newspaper. Third Place
Mark of Excellence	Society of Professional Journalists, Region 12	Tony Cosgrove	Student Media	Television Feature Reporting. Second Place
Mark of Excellence	Society of Professional Journalists, Region 12	Tony Cosgrove	Student Media	Television Feature Reporting. Third Place
Mark of Excellence	Society of Professional Journalists, Region 12	Tony Cosgrove	Student Media	Television Feature Photography. First Place
Mark of Excellence	Society of Professional Journalists, Region 12	Tony Cosgrove	Student Media	Television Feature Photography. Second Place
Membership Recruitment	Association for Fraternal Leadership & Values	National Pan-Hellenic Council and National Panhellenic Council	Greek Life	
Outstanding Chapter of Year	Kappa Kappa Gamma National Sorority	UA Chapter of Kappa Kappa Gamma	Greek Life	
Outstanding Collaborative Program	Student Activities	RIC and Friday Night Live	University Housing	Think Pink Tailgate
Outstanding Exhibit: 1st Place	BACCHUS Area 6 Education Network	RESPECT Peer Educators	Pat Walker Health Center	Flashmob/Health Education
Outstanding Registered Student Organization	Student Activities	Residents' Interhall Congress	University Housing	
Pacemaker 2010 Finalist	Associated Collegiate Press	The Razorback	Student Media	General Excellence
Pacemaker 2011 Finalist (TBA fall 2012)	Associated Collegiate Press	The Razorback	Student Media	General Excellence
Program of the Year	Southwest Association of College and University Residence Halls	Residents' Interhall Congress	University Housing	Straight Shot Program
Public Relations	Association for Fraternal Leadership & Values	National Pan-Hellenic Council and National Panhellenic Council	Greek Life	
Rising Star - Graduate Student	NASPA Region IV-West	Megan Francis	Greek Life	
Rising Star - Undergraduate Student	NASPA Region IV-West	Hayley Keene	Pat Walker Health Center	
Scholarship	Arkansas Society of CPA's Student Education Fund	Philip Jones, student Resident Assistant	University Housing	
Scholarship	Education/Teaching Certificate Program	Elizabeth Sanders, student Resident Assistant	University Housing	
Spirit Award	BACCHUS Area 6 Education Network	RESPECT Peer Educators	Pat Walker Health Center	Enthusiasm

Student Affairs Departments, Programs, and Personnel Earning Professional Honors
Academic Year 2012 (June 2011- May 2012)

Name of Award	Presented by	Recipient	Recipient's Department	In Recognition of
Be A Star / Star 1 - Safety Recognition for Best Practice	Chartwells Corporate HQ	Chartwells Dining Services at The University of Arkansas	Chartwells Dining Services	Effective safety training and practices
Be A Star / Star 2 -Associate Recognition for Julie Simpson, Catering Supervisor	Chartwells Corporate HQ	Chartwells Dining Services at The University of Arkansas	Chartwells Dining Services	Leadership management in best practices ideation, customer service and operational efficiencies.
Center for Excellence (Chartwells Higher Education Sector)	Compass Group	Chartwells Dining Services at The University of Arkansas	Chartwells Dining Services	Operational, customer service and culinary performance
Center for Excellence (Cross Sector)	Compass Group	Chartwells Dining Services at The University of Arkansas	Chartwells Dining Services	Operational, customer service and culinary performance
Diversity Award	UA Human Resources	Trisha Blau, Angela Oxford, Amanda Finch	Student Activities	Alternative Spring Break
Diversity Team Award	UA Human Resources	Angela Oxford, Amanda Finch	Office of Community Engagement	Dream BIG/Technology Service
Dr. Ronald Miller Academic Scholarship	College of Education and Health Professions	Deven Ford	University Housing	Academic Achievement
Employee of the Quarter	UA Staff Senate	Parice Bowser	Greek Life	Outstanding Service to the University
Employee of the Quarter	UA Staff Senate	Josette Cline	Pat Walker Health Center	Outstanding Service to the University
Employee of the Quarter, Category III - Technical/Paraprofessional, 2nd Quarter	UA Staff Senate	Keukeu Abdullah	Campus Card	Outstanding Service to the University
Employee of the Year	UA Human Resources	Josette Cline	Pat Walker Health Center	Outstanding Service to the University
Fowler House Cocktail Reception	Dr. & Mrs. Gearhart	Chartwells Catering associates	Chartwells Dining Services	Quality service at Fowler House
Global Career Development Facilitators Certification (GCDF)	National Career Development Association's (NCDA)	Marshall Carter	Career Development	Mastery of 12 GCDF competencies
Global Career Development Facilitators Certification (GCDF)	National Career Development Association's (NCDA)	Angela Williams	Career Development	Mastery of 12 GCDF competencies
Global Career Development Facilitators Certification (GCDF)	National Career Development Association's (NCDA)	Erica Estes-Beard	Career Development	Mastery of 12 GCDF competencies
Global Career Development Facilitators Certification (GCDF)	National Career Development Association's (NCDA)	Aleshia Sokoloski	Career Development	Mastery of 12 GCDF competencies
Global Career Development Facilitators Certification (GCDF)	National Career Development Association's (NCDA)	George Winter	Career Development	Mastery of 12 GCDF competencies
Human Relations Award	Dale Carnegie Training	Debra Morgan	Pat Walker Health Center	Outstanding Performance, Determination, Desire for Self-Improvement
James Grimm National Housing Training Institute Scholarship	Southwest Association of College and University Housing Officers	Adam Stafford	University Housing	Being selected as one of this year's participants
NODA Region IV Outstanding New Professional Award	National Orientation Directors Association Region IV	Allison Leach	New Student and Family Programs	Outstanding performance as a New Professional in Orientation, Transition and Retention programs.
Outstanding Advisor Appreciation	Campus Chapter of NAACP	Deven Ford	University Housing	Her work as advisor to the campus chapter of NAACP
Partnership Award	Fayetteville Boys and Girls Club Award	Angela Oxford	Community Engagement	VAC Literacy Program and ongoing volunteer recruitment
Program Bronze Award	NASPA National	Center for Community Engagement	Community Engagement	Full Circle Campus Food Pantry
Program Excellence Award	NASPA IV West	Center for Community Engagement	Community Engagement	Full Circle Campus Food Pantry
Service Award	UA Human Resources	Kelley Line	Campus Card	20 Years of Service
Service Award	UA Human Resources	Bill Finley	University Housing	5 Years of Service
Service Award	UA Human Resources	Stephanine Haase	University Housing	5 Years of Service
Service Award	UA Human Resources	Mark Clark	Arkansas Union	35 years of Service
Service Award	Student Support Services	Ed Mink	Pat Walker Health Center	Health Education for Students
Service to Mental Health America in Northwest Arkansas	Mental Health America in Northwest Arkansas	Susan Rausch	Pat Walker Health Center	Service to the organization as President
Thompson Family Scholarship	Association of College and University Housing Officers - International	Adam Stafford	University Housing	Being selected as one of this year's participants
Voluntary Meal Plan Sales Performance	Chartwells Corporate HQ	Chartwells Dining Services at The University of Arkansas	Chartwells Dining Services	Sales performance over last year of off-campus and faculty/staff meal plans
YouFirst Customer Service	Chartwells peer associates	15 Chartwells support associates	Chartwells Dining Services	Excellent support provided to help the whole team deliver 100% customer satisfaction
YouFirst Customer Service Awards	Chartwells on behalf of campus customer votes	15 Chartwells service associates	Chartwells Dining Services	Delivering 100% customer satisfaction on a regular basis

University of Arkansas

Division of Student Affairs

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Bibliography of Scholarly and Creative Works

Bibliography Draft as of 15:36 23 July 2012

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BOOKS

n/a

CHAPTERS

Edington, L. (2012). The Art and Science of Telephone Triage: How to Practice Nursing Over the Phone. In C. Rutenberg & L. Greenberg (Eds.), *Promoting Nurse Triage in a College Health Center Setting* (14 -21). American Academy of Ambulatory Care Nursing: Pittman, NJ.

ARTICLES IN REFEREED JOURNALS

Vianden, J. & **Smith, K.** (2011). Unfamiliar territory: Faculty discomfort about interactions with students during out-of-class academic initiatives. *CSPA-NYS Journal of Student Affairs*, 11(2), 27-46.

UNREFEREED PUBLICATIONS AND PROCEEDINGS

n/a

INVITED LECTURES

Braun, B. & **Finch, A.** (2012, May). *Volunteer action center literacy program assessment results*. Invited presentation for the Donald W. Reynolds Boys and Girls Club & Fayetteville Public Schools Administrators and Principals, Fayetteville, AR.

Finch, A. & **Oxford, A.** (2012, May). *Incorporating and sustaining a student development model in campus service programs*. Invited webinar presented for the CollegiateLink Users series by Campus Labs. <http://www.campuslabs.com/support/training>

Rice, A., Christakis, M., & **Harbin, J.** (2011, October 3). *Annual Reporting*. Invited webinar for the Professional Development Series by Campus Labs. <http://www.campuslabs.com/support/training>

Rice, A., **Harbin, J.**, & Christakis, M. (2012, April 11). *Annual Reporting*. Invited webinar for the Professional Development Series by Campus Labs. <http://www.campuslabs.com/support/training>

Oxford, A. (2011, September). *Developing your volunteer program*. Invited lecture for the AmeriCorps Training Program for the Arkansas Service Commission, Springdale, AR.

Wyandt-Hiebert, M.A. (2011, October). *Documenting success of peer education*. Invited online lecture delivered for the BACCHUS network.

Wyandt-Hiebert, M.A. (2012, March). *Presentation and facilitation skills*. Invited for the Arkansas Commission on Child Abuse, Rape, and Domestic Violence, Conway, AR.

OTHER LECTURES, PAPERS, AND ORAL PRESENTATIONS

Blau, T. & Johnson, A. (2011, October). *Unexpected masterpiece: Overcoming changes during the event planning process*. Session presented at the National Association of Campus Activities Central Regional Conference, Tulsa, OK.

Guobida, M., **Bowser, P.**, and Wrona, D. (2012, February). *NBGLC after party, closing session*. Session presented at the Association for Fraternal Leadership and Values Central Fraternal Leadership Conference, St. Louis, MO.

Anderson, C., Guobida, M., **Bowser, P.** (2012, February). *NBGLC town hall meeting*. Session presented at the Association for Fraternal Leadership and Values Central Fraternal Leadership Conference, St. Louis, MO.

Chronister, L. D. (2011, October). *Basic programming (the Matrix)*. Session presented at the National Association of Campus Activities (NACA) Central Regional Conference, Tulsa, OK.

Cline, J., & Jesmer, L. (2012, May). *Got attitude? Addressing conflict in the workplace*. Session presented at the Association for the Coordination of Counseling Center Clinical Services annual conference, Chapel Hill, NC.

Daily, S. L. & Shaver, J. (2011, November). *Adult trauma recovery: Principles, theories, and guidelines*. Session presented at the Arkansas Counseling Association annual conference, Hot Springs, AR.

Daily, S. L. & Shaver, J. (2011, December). *Adult trauma recovery: Stages, interventions, and modalities - basics for using prolonged exposure and cognitive reprocessing therapy*. Session presented at the Association for the Treatment of Sexual Abuse Survivors regional conference, Fayetteville, AR.

Davis, E. A., & Payton, L. J. (2011, July). *There's NOTHING ironic about graduate student development*. Session presented at the Association of College and University Housing Officers - International (ACUHO-I) annual conference, New Orleans, LA.

Allan, A. & Davis, E. A. (2012, March). *The one with the new live-in professionals*. Session presented at the Southwest Association of College and University Housing Officers (SWACUHO) annual conference, College Station, TX.

Finch, A. & Oxford, A. (2012, April). *Leveraging the skills of college students for your cause*. Session presented at the Arkansas Department of Human Services Division of Community Service and Nonprofit Support annual conference, Little Rock, AR.

Gentry, L., & McGriff, M. (2012, February). *What's a diamond without its setting: Preparing a*

foundation for effective tutoring. Session presented at the annual conference of the South Central Writing Centers Association, Little Rock, AR.

Jenkins T. (2012, February). *What are excuses? Taking NPHC to the next level.* Session presented at the Association for Fraternal Leadership and Values Central Fraternal Leadership Conference, St. Louis, MO.

Johnston, B., et al. (2011, November). *Review of treatment available for survivors of sexual assault.* Session presented at the Arkansas Counseling Association annual conference, Hot Springs, AR.

Johnston, B., et al. (2011, November). *Understanding sexual revictimization.* Session presented at the Arkansas Counseling Association annual conference, Hot Springs, AR.

Pugh, D., Smith, A., & Harbin, J. (2012, March). *Igniting a division-wide strengths-based approach to success.* Session presented at the annual conference of NASPA: Student Affairs Administrators in Higher Education, Phoenix, AZ.

Scott, S. (2011, October). *From wax to crayons: Development through NACA.* Session presented at the National Association for Campus Activities (NACA) Central Regional Conference, Tulsa, OK.

Shaver, J. & Daily, S. L. (2011, December). *Treating adult survivors of child abuse: Cloitre's STAIR/NST.* Session presented at the Arkansas Association for the Treatment of Sexual Abuse Survivors conference, Fayetteville, AR.

Smith, K. & Breffle, J. (2011, October). *Creating a self-sustaining living-learning culture at your institution.* Session presented at the Association of College and University Housing Officers – International (ACUHO-I) Living/Learning Programs conference, Orlando, FL.

Stoudenmire, C., Serafini, M. A., & Pugh, D. J. Sr. (2012, March). *Turning international experience in to intercultural competence.* Session presented at the National Association of Student Personnel Administrators annual conference, Phoenix, AZ.

Thorne, J. T. & Wallace, S. L. (2012, June). *Sexual attraction with clients and how to avoid boundary violations.* Session presented at the American Association of Sexuality Educators, Counselors and Therapists annual conference, Austin, TX.

Wallace, S. L. & **Thorne, J. T.** (2012, June). *The intersection of deviance and normative adolescent sexuality.* Session presented at the American Association of Sexuality Educators, Counselors and Therapists annual conference, Austin, TX.

Thorne, J. T. & Wallace, S. L. (2011, November). *Discussing sexual boundary violations in clinical practice.* Session presented at the Arkansas Counselors Association annual conference. Hot Springs, AR.

Wallace, S. L. & **Thorne, J. T.** (2011, November). *Teacher sexual misconduct.* Session presented at the Arkansas Counselors Association annual conference. Hot Springs, AR.

Walch, D. J., & Samaha, A. (2011, October). *Building your professional portfolio through NACA.* Session presented at the National Association of Campus Activities (NACA) Central Regional Conference, Tulsa, OK.

Wilkes, S. (2012, March). *Convergence isn't just an editorial challenge*. Session presented at the annual conference of College Media Association, New York, NY.

Wyandt-Hiebert, M.A., & Webb, K. (2011, June). *Current trends in sexual violence prevention*. Session presented at the American College Health Association (ACHA) annual conference, Phoenix, AZ.

OTHER CREATIVE ENDEAVORS SUCH AS RECITALS, CONCERTS, SHOWS, PERFORMANCES, AND COMPARABLE ACTIVITIES

Chronister, L.D. (2012, April). *Diverse programming*. Session presented at the 2012 Diversity Leadership Institute at the University of Arkansas, Fayetteville, AR.

Chronister, L. D. (2012, May). *Social change theory: Commitment*. Session facilitated at the annual NACA Huge Leadership weekend, New Braunfels, TX.

Chronister, L. D., & Walch, D. J. (2012, February). *Interpersonal communication skills*. Session facilitated for the Emerging Leaders program at the University of Arkansas, Fayetteville, AR.

Del Cielo, A. (2012, April). *Like my status! Breaking down barriers of socioeconomic status*. Session presented at the annual Diversity Leadership Institute at the University of Arkansas, Fayetteville, AR.

Finch, A., Jenkins, Q., Poole, J. H., & Wilson, L. (2011, November). *Children of the Delta*. Photography exhibit and documentary presented at the Anne Kitrell Gallery at the University of Arkansas, Fayetteville, AR.

Gamboa, E. & Ainley, R. (2012, May). University of Arkansas Veterans Resource and Information Center. Presentation delivered to the Fayetteville Lions Club. Fayetteville, AR.

Jones, W. N. (2012, April). *Going camping with your knapsack of privilege*. Session presented at the annual Diversity Leadership Institute at the University of Arkansas, Fayetteville, AR.

Leach, A. M., & Young, N. C. (2012, April). *Decision Making and Building Consensus*. Session presented at the annual Diversity Leadership Institute at the University of Arkansas, Fayetteville, AR.

Scott, S., Stiers, S., & Jones, J. (2012, February). *The role of Off-Campus Connections at the University of Arkansas*. Presentation delivered to the Northwest Arkansas Apartment Association monthly business meeting, Springdale, AR.

Scott, S., Stiers, S., & Jones, J. (2012, February). *Transfer day*. Presentation delivered to prospective transfer students at the Northwest Arkansas Community College, Bentonville, AR.

Smith, S. (2012, February). *Time for everything*. Session presented for the University of Arkansas Employee Development Program, Fayetteville, AR.

Smith, S. (2012, March). *Internal customer service*. Session presented at the University of Arkansas Administrative Support Staff Retreat, Fayetteville, AR.

Smith, K. & Statton-Brooks, T. (2011, December). *StrengthsQuest developmental framework*. Session presented at the annual StrengthsQuest mini-conference at the University of Arkansas,

Fayetteville, AR.

Spencer, Q. D., & Young, N. C. (2011, December). *Your team & strengths*. Session presented at the annual StrengthsQuest mini-conference at the University of Arkansas, Fayetteville, AR.

Stafford, A. (2012, March). *The pursuit of happiness remix*. Session presented for Resident Assistant in-service training at the University of Arkansas, Fayetteville, AR.

Stoudenmire, C. (2011, October). *Born in the USA; Back from the (former) GSSR*. Presentation delivered for the College of Education & Health Professions' international students and scholars lecture series at the University of Arkansas, Fayetteville, AR.

Thorne, J. T. & Wallace, S. L. (2012, March). *Exploring adolescent sexual development*. Presentation for *Counseling Children and Adolescents (CNED 6093)* graduate studies course at the University of Arkansas, Fayetteville, AR.

Trejo, R. (2011, September). *Attitudes toward differences*. Session facilitated for training of Fresh HOGS participants at the University of Arkansas, Fayetteville, AR.

Trejo, R. (2011, October). *Student affairs as a first year professional*. Presentation and panel discussion for *Student Affairs in Higher Education (HIED 5033)* graduate studies course at the University of Arkansas, Fayetteville, AR.

Trejo, R. (2012, February). *Attitudes toward differences*. Session facilitated for training of Dream BIG mentors at the University of Arkansas, Fayetteville, AR.

Trejo, R. (2012, March). *Attitudes toward differences*. Session facilitated for training of Arkansas Leadership Academy participants at the University of Arkansas, Fayetteville, AR.

Trejo, R. (2012, April). *Attitudes toward differences*. Session facilitated for the Human Resources Diversity Certificate Program at the University of Arkansas, Fayetteville, AR.

Walch, D. J., & Leach, A.M. (2011, December). *Incorporating StrengthsQuest into the job search*. Session presented at the annual StrengthsQuest mini-conference at the University of Arkansas, Fayetteville, AR.

Walch, D. J., & Blau, T. M. (2012, April). *#AdultsDontGetUs #WeDontGetThem*. Session presented at the annual Diversity Leadership Institute at the University of Arkansas, Fayetteville, AR.

Walch, D. J., & Davey, J. D. (2011, October). *Orientation and evening programming: Together at last*. Session presented at the annual conference of NACA Central Region, Tulsa, OK.

Wilkes, S. (2011, May). Musical performance with Fayetteville Jazz Collective for University of Arkansas Commencement ceremony. Fayetteville, AR.

Wilkes, S. (2011, June). Musical performance with Claudia Burson Trio and other musicians in support of the KUAF Summer Jazz Festival. Walton Arts Center, Fayetteville, AR.

Wilkes, S. (2011, October). Live jazz radio broadcast with UA faculty musicians on KUAF NPR radio in support of their semi-annual fund raiser. KUAF Studios, Fayetteville, AR.

Wilkes, S. (2011, August). Musical performance with Claudia Burson Trio for a major concert featuring world-renowned jazz vibraphonist Warren Wolf. Walton Arts Center, Fayetteville, AR.

Wilkes, S. (2011, December). Musical performance with Claudia Burson Trio for Chancellor Gearhart's annual faculty holiday party. Fayetteville, AR.

Wyandt-Hiebert, M.A. (2012, March). *Rape culture: Addressing with bystander intervention*. Presentation for University of Arkansas Administrative Assistants Retreat, Fayetteville, AR.