

STUDENT AFFAIRS AT SALISBURY UNIVERSITY
ANNUAL SUMMARY REPORT
2019-2020



Guerrieri
Student Union

Excellence
Innovation
Inclusive

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Note: The mission, vision, and goals on the following page are for the last year of the 2015-2020 division strategic plan. Each will be revised for the new 2020-2025 strategic plan.

EXECUTIVE SUMMARY

Dear Readers:

We are very excited to share with you examples of the work we do for students and their families, the University community and our distinguished alumni/ae, and the surrounding Salisbury community. Our division consists of over 70 dedicated professionals and student leaders who strive to integrate our students' educational experiences into a campus community filled with opportunities and services that promote their development both inside and outside the classroom. Our summary annual report is a record of our commitment to fulfilling our promise to providing exceptional and compassionate services to students and their families from entry until degree completion.

The 2019-2020 academic year started like almost any other academic year – full of energy, excitement, and anticipation for another great year. But then, in March 2020, our world changed: We were all hit and impacted by the COVID-19 global pandemic. In fact, as of this report, we are still adjusting to the demands and consequences thrust upon us by the pandemic. While we have many reasons to celebrate, we are also respectful and mindful of the loss and effects many in our community have endured because of the pandemic. We remember them.

Challenged by the pandemic, we adjusted our services and the modes through which we delivered those services. We altered work schedules. We implemented new social and physical distancing protocols to keep each other safe. We raced against time to reimagine ourselves in this new era.

And, we reaffirmed our unwavering commitment to serving students first; to supporting the University's teaching and learning mission; to diversity, equity, and inclusion; and to continuing collaborative relationships with our distinguished faculty and academic colleagues.

For 2019-2020, examples of our accomplishments include:

- 4** national accreditations or certifications were earned or maintained
- 2,464** potential Sea Gulls were hosted in daily tours
- \$3,000,000+** distributed in federal CARES Act funds
- \$15,000+** distributed to students for emergency purposes such as shelter, utilities, health and wellness, educational supplies, groceries, and transportation
- 80%** of new students reported making connections with other new students at "First Flight" transition program
- 542** events offered to promote student engagement across the campus and in the community
- 180** active organizations provided opportunities for student involvement
- 5** residence halls named for native tribes completed land acknowledgement statements
- 50+** partnerships with University offices and external community entities

Thank you for being our friend, and we look forward to another great year with you!

STUDENT AFFAIRS at Salisbury University



Dr. Dane Foust

*Vice President of Student Affairs
and Enrollment Management*



Dr. Wallace Southerland III

Associate Vice President of Student Affairs

Guerrieri Student Union

STUDENT AFFAIRS

Our Mission

Committed to the fulfillment of the Salisbury University Mission, the Division of Student Affairs endeavors to engage students in supportive student-centered communities where holistic learning and success are possible.

Our Vision

Salisbury University students will be educated to connect learning and living, demonstrate personal and academic integrity, welcome diversity and inclusion, and bring honor to themselves and the University.

Our Operational Goals

Student Affairs goals focus on all aspects of student learning that extends beyond the classroom and includes:

- Goal 1. Foster safe, accessible and inclusive communities for undergraduate and graduate students.
- Goal 2. Educate students for campus, career, and life.
- Goal 3. Embrace innovation.
- Goal 4. Motivate student affairs professionals to increase effectiveness and efficiency.



Student Affairs RECOGNIZED:

Accreditations and Certifications:

- Association of Ambulatory Healthcare, Inc.
- International Association of Counseling Services
- Peer Educator Training Program Certification
- International Tutor Training Program Certification

Dane Foust, D.Ed.

Vice President of Student Affairs and Enrollment Management

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www.salisbury.edu/administration/student-affairs

Student Affairs ENGAGED

Examples of Collaborative Relationships Across the University and in the Community.

(Bold entities are affiliated with SU)

- Academic Affairs
- Administration and Finance
- Advancement
- Alumni Office
- Athletics
- AVID
- Bay Area Center for Independent Living
- Center for International Education
- College of Health and Human Services
- College Readiness Academy with Seidel School
- Diversity and Inclusion Office
- Division of Rehabilitation Services (DORS)
- Environmental Safety Office
- Fruitland Easter Parade
- Fulton School of Liberal Arts
- Graduate Studies Office
- GearUp Grant with Henson School
- Graduate Student Council
- Grants and Sponsored Programs Office
- General Counsel Office
- Haitian Community Fair
- HALO
- Henson School of Science and Technology
- Human Resources Office
- Information Technology Office
- Institutional Equity Office
- Instructional Design and Development Office
- Junior Achievement
- Kindness SBY
- Mayor's Office
- Local and Regional High Schools
- Local and Regional Middle Schools
- Lower Shore Workforce Alliance
- Maryland Collaborative
- PNC Bank
- National Night Out
- Neighborhood Compact
- PACE (Institute for Public Affairs and Civic Engagement)
- Perdue School of Business
- Physical Plant
- President's Office
- Princess Anne Christmas Parade
- Publications Office
- Registrar's Office
- Rite Aid Pharmacy
- Seidel School of Education
- School of Social Work
- Student Government Association
- Talbot County Public Schools Special Education Staff
- TidalHealth Peninsula Regional
- Tournament of Trees
- USSA Softball Opening
- University Analysis, Reporting, and Assessment Office
- University Police Department
- Wicomico County Health Department (Wicomico Goes Purple Initiative)
- Wicomico County Public Schools Special Education Staff
- Wicomico County Youth and Civic Center
- Wicomico Nursing Home

ADMISSIONS

Vision

The Office of Admission will help Salisbury University achieve its enrollment goals by using excellent customer service and relationship building to recruit prospective families.

Mission

The Office of Admission exists to attract prospective families to attend the University while meeting all of the strategic enrollment goals set by University leadership.

Goals

Recruit a diverse, academically talented and motivated group of incoming students each year.

Scope of Practice – Services Provided

Recruit and communicate to prospective families throughout the admissions funnel.

Critical Measures of Success

- 2,464** students participated in daily tours
- 1,472** students participated in Open Houses
- 159** students participated in Scholars Day
- 127** students participated in two Saturday visits
- 10** collaborative relationships within Student Affairs and across the University
- 21** high schools participated in on-site admissions
- 5+** community engagement events



Elizabeth Skoglund, Director
www.salisbury.edu/admissions

CAREER SERVICES

Vision

Career Services is a highly student-centered team focused on innovation that cultivates student wellness with regard to occupational and financial wellness.

Mission

Career Services offers comprehensive services to facilitate self-assessment, skill identification, career exploration, decision-making, career preparation, and graduate school selection. Partnering with faculty, staff, alumni, and employers, Career Services seeks to guide students toward active citizenship in an interdependent world through productive and satisfying work.

Goals

- Goal 1.** Support the life discernment and professional development of a diverse, academically talented, and motivated cohort of incoming students each year.
- Goal 2.** Prepare all students for future employment or educational opportunities through professional preparation and career development.
- Goal 3.** Orchestrate a fully integrated student experience that fosters active engagement in student life both inside and outside of the classroom by introducing students to the must-have skills and experiences and then connecting them with a wide variety of applied learning opportunities and all of the campus resources in place to help them succeed.

Scope of Practice – Services Provided

Career Services serves the entire student population, including on-campus and remote students at the undergraduate and graduate level as well as alumni. They provide services and programming to help students explore and prepare for the next step in their professional development whether it is employment or continued education and even volunteerism.



Critical Measures of Success

- 1,484** individually completed appointments (no duplicates)
- 77** classroom, club, and residence hall presentations focused on job and internship search strategies
- 6** job fairs offered to students
- 36%** of students receiving services were non-white students
- 435** students participated in Fall Job Fair
- 596** students participated in Spring Job Fair

Kevin Fallon, Director

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CASE MANAGEMENT

Goals

- Goal 1.** Provide comprehensive non-clinical interventions to include advocating and coordinating with academic staff for students in crisis.
- Goal 2.** Provide care follow-up for student experiencing medical and psychiatric hospitalizations.
- Goal 3.** Participate in campus wellness initiatives.

Scope of Practice – Services Provided

- Emergency absence notifications
- Follow-up referral and services as directed by Coordinated Response and Care Team
- Short-term crisis management
- Wellness follow-up appointments for students violating conduct policies
- Care connection for students involved with the Office of Institutional Equity
- Support for students medically withdrawing from the university



Critical Measures of Success

- 140** undergraduate and graduate students served
- 8** collaborative relationships within Student Affairs and across the university



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Critical Measures of Success

- 2,897** unique undergraduate students received services
- 27,403** cumulative undergraduate student visits to receive services
- 86.8%** of first-year students downloaded the Navigate app
- 86%** reported learning at least two study skills during SI sessions in fall
- 81%** reported learning at least two study skills during SI sessions in spring
- 88%** reported increased understanding of course content after participating in SI sessions in fall
- 95%** reported increased understanding of course content after participating in SI sessions in spring
- 82%** reported their personal studying is more effective because of SI participation in fall and spring
- 96.2%** of probation students participating in tutoring increased their term GPA
- 56.8%** of students receiving success coaching increased their overall GPA

CENTER FOR STUDENT ACHIEVEMENT

Vision

Students First!

Mission

In collaboration with Academic Affairs and Student Affairs, the mission of the Center for Student Achievement is to enhance student learning, academic success, and personal growth through engagement in the Salisbury University academic community. The CSA provides holistic support to all undergraduate students in their pursuit of personal and academic goals.

Goals

- Goal 1.** Support the academic success of all undergraduate students.
- Goal 2.** Promote academic success through strategic use of resources.
- Goal 3.** Increase students' abilities to become independent learners.
- Goal 4.** Partner with faculty to create a "seamless learning environment" (Kuh, 1996).
- Goal 5.** Help students develop competencies that will directly enhance their success in the classroom.
- Goal 6.** Support initiatives to increase student retention and graduation rates.

Scope of Practice – Services Provided

- Success coaching (academic probation, 3-peat initiatives, mid-semester grades)
- Scholar Holler recognition program
- Study strategy workshops
- Supplemental Instruction (SI)
- SU Bridges
- Tutoring

Heather Holmes, Ph.D., Director

Patricia R. Guerrieri Academic Commons, Suite 270

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CENTER FOR STUDENT INVOLVEMENT AND LEADERSHIP

Vision

Salisbury University students will be educated to connect learning and living, demonstrate personal and academic integrity, welcome diversity and inclusion, and bring honor to themselves and the University.

Mission

The Center for Student Involvement and Leadership advances the mission of Salisbury University and the Division of Student Affairs by providing meaningful opportunities or involvement in campus and community life. These opportunities are designed to improve the quality of community life and to promote the development of responsible citizens and leaders.

Goals

- Goal 1. Create opportunities for student involvement and student development.
- Goal 2. Embrace innovation to enhance student involvement.
- Goal 3. Foster safe and inclusive communities among students, staff and organizations.
- Goal 4. Motivate students to increase their effectiveness within their roles.

Scope of Practice – Services Provided

- Connecting students to programs outside of the classroom
- Offering student wellness programs
- Offering leadership programs and experiences

Critical Measures of Success

14,156 repeat student participation in events through orientation programming

232 "kindness grams" written

2,000+ students participated in fall student activities fair

900+ students participated in spring student activities fair

13,000 repeat student usage of Saferide operations



Tricia Garvey Smith, Director

Guerrieri Student Union

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COUNSELING CENTER

Vision

Salisbury University students will receive education and support that will enable them to connect learning and living, demonstrate personal and academic integrity, welcome diversity and inclusion, and be effective and contributing members of the University, their community, and the broader society.

Mission

The primary purpose of the Counseling Center is the provision of high-quality and professional mental health services, including prevention, assessment, and treatment of psychological problems, emotional concerns, or mental conditions of individuals or groups. The Counseling Center also aims to provide psychoeducation related to early problem detection and intervention, student advocacy, and effective access to services.

Goals

- Goal 1.** Provide therapy and counseling services to students who may be experiencing psychological, interpersonal, or behavioral difficulties.
- Goal 2.** Provide consultation to faculty, staff, parents, and students to help foster an environment that is conducive to students' psychological, intellectual, emotional, and physical development.
- Goal 3.** Provide training, outreach, mental health promotion, and other programs to students, faculty, and staff.
- Goal 4.** Provide education, training, and supervision to graduate students to foster their development as competent mental health professionals.

Scope of Practice – Services Provided

The Counseling Center is accredited by International Association of Counseling Services.

- Individual therapy
- Interpersonal group therapy
- Outreach and consultation
- Referral services
- Support groups

Critical Measures of Success

- 564** unique undergraduate students served
- 10** unique graduate students served
- 25** outreach, service, consultations, or training events for students, faculty, and/or staff
- 14** collaborative relationships within Student Affairs and across the University

Student Learning Outcomes

- Exercise critical thinking, reflective thinking, and effective reasoning skills.
- Make informed decisions and draw reasoned conclusions using sound criteria.
- Express ethical reasoning in personal, academic, and professional decision-making.
- Articulate knowledge, skills, and accomplishments integrating academic, social, and life experiences.
- Organize and articulate thoughts and ideas in a clear and cohesive manner.
- Listen with openness and allow others to express different views.
- Employ honest, respectful, and responsible engagement with others.
- Demonstrate the ability to lead with confidence.

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DISABILITY RESOURCE CENTER

Vision

The Disability Resource Center aims to inform, educate, and support students with disabilities in ways that allow them to achieve their educational, career, and life goals, on the basis of their personal skills, abilities, interests, and values.

Mission

The DRC is committed to fostering accessible learning opportunities and environments for qualified students with disabilities. To support its mission, the DRC serves as a resource for students and instructors and values student self-empowerment, self-direction, and self-determination while believing that access to educational opportunities for students with disabilities should in no way compromise the intended learning outcomes of any educational opportunity or environment inside or outside of the classroom setting.

Goals

- Goal 1.** Advance student leadership development by encouraging and promoting student advocacy and self-empowerment regarding issues of disability.
- Goal 2.** Foster accessible and inclusive communities for students through outreach to the campus community and beyond regarding disability issues.
- Goal 3.** Recognize and celebrate student success.

Scope of Practice – Services Provided

- Provision of quality resources/services to students with disabilities (including temporary disabilities)
- Facilitation of technology training for students with technology accommodations
- Advisement of on- and off-campus resources for students
- Facilitation of individual and group academic coaching and social skills development for students
- Coordination with on- and off-campus resources as it relates to disability accommodations and access
- Event programming related to disability issues (e.g., Disability History and Awareness Month campaign)
- Training for university staff and faculty
- Consultations to University, community, and University System of Maryland entities
- Advisement of Delta Alpha Pi, disability services honor society

Student Learning Outcomes

DRC-registered students will be able to:

- Explain the process for requesting and implementing reasonable accommodations at SU
- Clearly articulate their accommodation needs
- Identify at least three campus resources for achieving academic success
- Identify their rights and responsibilities under the Americans with Disabilities Act



Critical Measures of Success

703 unique undergraduate students registered for services

18 unique graduate students registered for services

1,090 service contact hours across all types of services provided

23 collaborative relationships within Student Affairs and across the university

89% of respondents indicated they "strongly agreed" or "agreed" that "registering with the DRC has had a positive impact on [their] academic performance"

Candace Henry, M.S., Director

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FINANCIAL AID AND SCHOLARSHIPS

Mission

The Salisbury University Office of Financial Aid and Scholarships understands that financing a higher education is one of the most important decisions a student and their family may face in post-secondary education. Their mission is to facilitate a student's educational goals with timely counseling, the appropriate resource allocation, and superior student service to ensure students can focus on academics rather than finances.

Scope of Practice

- **For Students and Families.** Identify available aid for eligible students, ensure eligibility requirements are met, provide equitable distribution of limited institutional resources, counsel students appropriately to ensure continued award renewal, and provide students the tools to make smart financial decisions in and out of school.
- **For the Institution.** Assist with the enrollment and retention of students; facilitate the receipt of federal, state, institutional, and external aid to assist students with meeting educational costs; administer federal work study employment opportunities; ensure compliance with voluminous and detailed federal, state, and local statute and regulations; and provide accurate and timely reporting to assist with creating a transparent operational environment.
- **For Student Affairs.** Provide data and analytics necessary to justify aid increases or reallocation of limited financial resources; justify institutional budgets to regulators; contribute information toward creating a robust dialogue between institutional, state, and federal constituents; advocate on behalf of our students and Salisbury University; and support efforts to increase access and affordability within higher education.
- **For the Community.** Provide resources to increase financial literacy, act as a resource for high school guidance counselors, and serve as a resource for working adults attempting to further their educational goals.

Critical Measures of Success

5,800 emails were responded to assisting students and their families with financial aid needs between April 2020 and June 2020

5 collaborative relationships within Student Affairs and across the University



Mason White, Director

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GUERRIERI STUDENT UNION

The Guerrieri Student Union also includes Event Technical Services, Neighborhood Relations, and Sophomore Year Experience. Each is discussed below.

Vision

The Guerrieri Student Union provides program support, services, facilities, and amenities for students, faculty, staff, alumni, and guests.

Mission

The Guerrieri Student Union's mission is to help create and sustain an ambiance where all members of our community, and students in particular, are provided the opportunity, encouragement and support necessary to better realize their potential as individuals and scholars.

Goals

- Goal 1.** Promote student engagement, leadership, learning, and success by supporting opportunities for participation and involvement in a diverse array of programs, activities, and employment.
- Goal 2.** Foster interaction among University constituency groups and guests.
- Goal 3.** Provide a safe, accessible, and welcoming environment for the campus community within a well-maintained facility.
- Goal 4.** Support campus partners located in the Guerrieri Student Union.
- Goal 5.** Offer amenities that enhance campus life, including dining options and services for the campus community.
- Goal 6.** Assist patrons with excellent event services support, including room reservations, event planning, and production.
- Goal 7.** Participate in on-going assessment and evaluation of services in an effort to best meet the ever-changing needs of the University community.
- Goal 8.** Promote school spirit and pride in Salisbury University.

GSU Amenities

- Guerrieri Student Union facilities include quick service restaurants: Chick-fil-A and Cool Beans
- Schedulable meeting rooms
- Lounges
- Information Desk services
- Billiards, table tennis, and other gaming equipment usage/rental
- Automated Teller Machine

Several Student Affairs and other student service offices:

- Office of the Vice President
- Dean of Students
- Career Services
- Student Counseling Services
- Disability Resource Center
- Orientation Transitions
- Off-Campus Housing
- Neighborhood Relations
- Commuter Services
- GSU Art Space
- Center for Student Involvement and Leadership (CSIL)
- Student radio station WXSU
- Student newspaper, *The Flyer*
- Student Government Association
- Appropriations
- Saferide
- SOAP

Student Learning Outcomes

Students will be able to:

- Navigate in a more global and diverse environment through social, cultural, and recreational opportunities experienced through the GSU.
- Identify three or more services provided by the GSU.
- Distinguish leadership skills from social and civic responsibilities.

Critical Measures of Success

- 1,746** unique students were served
- 16** major events, activities, or initiatives that serve students and the University community
- 1,700** students, parents, employees, and other guests participated in inaugural President's reception at orientation
- 600** students participated in virtual events
- 5** events focused on engaging transfer students and promoting their success and sense of belonging
- 10** collaborative relationships within Student Affairs and across the University

Event Technical Services

Mission

The Office of Event Technical Services mission is to provide audio-visual, sound, and lighting needs for events located on campus that are outside of the classroom or at designated off-campus venues while delivering exceptional customer service. As technology continues to improve and expand, Event Technical Services is working to stay at the forefront of these new technologies and find meaningful ways to incorporate them into our events for our clients. Event Technical Services works diligently to relate to their customers, whether faculty, staff, students, or the community and understand their overall goals and objectives so that we can deliver professional events that live up to their expectations.

Goals

- Goal 1.** Provide excellent customer service relations through providing timely and high-quality AV services.
- Goal 2.** Foster growth of student employees professionally and academically.
- Goal 3.** Stay abreast of current trends and advancements in the AV industry.
- Goal 4.** Continue to seek opportunities for upgrades to campus venues, with priority being given to “eco-friendly” options.
- Goal 5.** Support SU’s community relations via downtown events, cultural events, and community-attended events on campus.

Scope of Practice – Services Provided

- Sound and lighting production
- Archival recording
- Live event streaming

Student Learning Outcomes

Students will be able to:

- Identify key services provided by the Event Technical Services Office.
- Identify effective leadership and organizational management skills necessary to navigate in a sound and lighting profession.

Neighborhood Relations

Vision

The Office of Neighborhood Relations works to continually improve town/gown relationships.

Mission

The Office of Neighborhood Relations mission is to foster good relationships between neighbors and students by building common ground between students and community living and working together.

Goals

- Goal 1.** Effective communications among students, the University, permanent town residents, town leaders, and local government.
- Goal 2.** Build an understanding of the history and culture of the University, students, faculty, and staff, as well as the city and its residents, along with the physical aspects of the broader community and its capacities.
- Goal 3.** Build mutually beneficial partnerships and leveraging resources between the University, town residents, town leaders, and local government.

Scope of Practice – Services Provided

- Preparation and dissemination of information on events, programs, local ordinances, etc.
- Host programs and events to support good neighborhood relations
- Hosting regular meetings for all stakeholders to come together

Student Learning Outcomes

Students will be able to:

- Define at least three characteristics of effective town-town relations.
- Explain elements of an effective non-punitive restorative justice model.

Sophomore Year Experience

Mission

The Sophomore Year Experience mission is to help create and sustain traditions and communal experiences to mark sophomore year and highlight to sophomore students the significance of sophomore year in their academic, professional, and vocational journey.

Goals

- Goal 1.** Establish traditions and communal experiences to mark sophomore year and highlight to sophomore students the significance of sophomore year in their academic, professional, and vocational journey.
- Goal 2.** Increase academic performance, improve and enhance relationship development, positively influence career and vocational exploration, and ultimately impact retention.
- Goal 3.** Explore vocation and life purpose to help students determine their path to career goals, life aspirations, and the practical steps and experiences.
- Goal 4.** Facilitate self-exploration; sophomore students will engage in focused exploration of themselves and their places in the Salisbury University community, the greater Salisbury community, and the world.
- Goal 5.** Cultivate their sense of belonging and feel confident to begin developing a network of connections both within their identity groups and branching out to other groups.
- Goal 6.** Exposure to diverse perspectives, allow space for students to build cultural humility, and learn how to better establish relationships with others that identify differently than themselves.
- Goal 7.** Assist students in making a successful transition from their first year to second year and second year to third year ultimately impacting retention.

Scope of Practice – Services Provided

- Provide innovative programs to assist sophomores in making a successful transition from their first year to second year and second year to third year.
- Provide career and vocation exploration opportunities (undergraduate research, internships, study abroad, major and minor fairs, student involvement).

Student Learning Outcomes

Students will be able to:

- Identify at least three resources that are available to support them academically, personally, and socially.
- Identify the differences between freshman, sophomore, junior, and senior years of college.
- Identify at least three career opportunities.

Lawanda Dockins-Mills, Ph.D., Associate Dean of Students and Director

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HOUSING AND RESIDENCE LIFE

Mission

Housing and Residence Life fosters an inclusive community that inspires lifelong learning, responsible living, and academic success.

Goals

Goal 1. Focus on diversity and inclusion programming.

Goal 2. Ensure safe housing accommodations.

Goal 3. Implement residential education programming.

Goal 4. Ensure staff development.

Scope of Practice – Services Provided

- Educational programming
- Transition to college living
- Housing assignments
- Room change assistance
- Roommate mediations
- Help with maintenance and housekeeping concerns
- 24-hour, on-call coverage
- Inter-departmental support (e.g., Dining Services, Conference Services)
- Staff development

Dimensions of Student Learning

The Housing and Residence Life program model is based on Learning Reconsidered. For the next few years, staff plan to focus on the following dimensions of student learning:

- **Personal Development:** Lifelong learning habits, intellectual curiosity and inquiry, ethical reasoning, financial literacy, personal values, and self-identity.
- **Social Responsibility:** Civic and community engagement, political literacy, intercultural knowledge, respect for diversity, commitment to environmental and social stewardship, and knowledge of emerging and global issues.



Critical Measures of Success

- 2,293** unique students housed and served
- 8** major activities, events, and initiatives that serve students and their families
- 100** parents participated in Living and Learning Community Parent-Family Weekend
- 5** residence halls named after native tribes

Dave Gutoskey, Director

Sea Gull Square

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STUDENT ACCOUNTABILITY AND COMMUNITY STANDARDS

Vision

Student Accountability and Community Standards is guided by the belief that a community exists on the basis of shared values and principles.

Mission

The mission of Student Accountability and Community Standards is to maintain the integrity of the campus community and foster student learning, development, and success by upholding the University's community standards through proactive programming for the campus community, individual student conversations, alternative resolution practices, and the establishment of a fair and educational framework to address potential violations of the Code of Community Standards.

Goals

- Goal 1.** Educate members of the campus community about policies, regulations, and statuses governing their behavior.
- Goal 2.** Uphold community standards at the University, in the local community, and beyond.
- Goal 3.** Provide an outlet for community members to address conflict through alternative resolution practices.
- Goal 4.** Encourage learning outcomes, personal responsibility and accountability, and responsible decision-making.

Scope of Practice – Services Provided

- Implement the Code of Community Standards.
- Investigate and resolve alleged violations of the Code of Community Standards.
- Develop and implement adaptable resolution pathways for complaints and/or reports of misconduct.
- Create learning opportunities for students through their services, programs, activities, and educational sanctions.
- Provide programming on accountability, integrity, civility, and other ethical issues to the University community.
- Advise University and Student Affairs leadership and other members of the University community.
- Provide disciplinary verification.

Student Learning Outcomes

Students who engage in services, programs, and activities provided will be able to:

- Articulate Salisbury University's standards of behavior outlined in the Code of Community Standards.
- Recognize why standards of conduct exist and why the University is concerned about student behavior.
- Identify how actions are consistent or inconsistent with personal and community values and expectations.
- Develop an action plan for being successful at SU and beyond and avoiding future violations.
- Describe how interaction with the office will help (re)define behavior and be(come) responsible members of the community.

Critical Measures of Success

- 408 (62%)** cases closed successfully
- 62.1%** completion rate for "Think About It: Part I" online education and intervention course in fall 2019
- 90.38%** completion rate for "Under the Influence" intervention module to promote responsible decision-making
- 82.69%** completion rate for "Under the Influence II" intervention module to promote responsible decision-making
- 83.33%** completion rate for "Conflict Wise" intervention module to promote responsible decision-making
- 9** collaborative relationships within Student Affairs and across the University



Helena Hill, Assistant Dean for Student Accountability and Community Standards

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STUDENT HEALTH SERVICES

Vision

To be an exceptional student health care facility for all Salisbury University students.

Mission

Student Health Services' mission is for optimal health to facilitate learning and success for the Salisbury University students. They do this by providing quality clinical care in an ambulatory setting and promoting wellness through education and outreach. As a department within Student Affairs, they support the mission of helping students reach their maximum potential as individuals and scholars.

Goals

Goal 1. Improve student health by improving students' understanding of health and wellness strategies.

Goal 2. Maintain national accreditation with Association for Ambulatory Health Care, Inc.

Goal 3. Track and provide immunizations to prevent the spread of communicable diseases.

Goal 4. Increase compliance for students to complete the Tuberculosis Risk Screening Questionnaire, with follow-up TB testing for high-risk students.

Scope of Practice – Services Provided

Student Health Services is accredited by the Association for Ambulatory Health Care, Inc. Physicians, board certified nurse practitioners, and a registered nurse provide sick and preventative health care services.

- | | | |
|--|--|---|
| <ul style="list-style-type: none">• Women's health services• STI testing and treatment• Allergy injections• Mental health prescriptions• Well physicals• Pre-op physicals• Employment and graduate study physicals | <ul style="list-style-type: none">• Immunizations• Health education and awareness• Minor surgical services• Collaborations across campus and in Student Affairs• Collaboration with Community Partners (Wicomico County Health Department, Sexual Assault Resource Team) | <ul style="list-style-type: none">• Pre-participation sports physicals with Athletics• Wellness fairs• Orientation presentations• Beginning March 2020 with COVID-19, Telehealth visits were initiated to continue care for students due to campus closure |
|--|--|---|

Student Learning Outcomes

- Female students receiving services will be able to identify two potential warning signs for birth control pills.
- Students receiving services will be able to identify two ways to prevent sexually transmitted infections.
- Students receiving services will be able to identify two reasons why antibiotics are not prescribed for viral pharyngitis.

Critical Measures of Success

4,492 patient encounters

81% student satisfaction with services

99% compliance with vaccination documentation

486 flu shots provided at no cost to students and employees – a partnership with Human Resources and the local Rite Aid Pharmacy



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STUDENT TRANSITIONS

Mission

The mission of Student Transitions is to provide a comprehensive program that will engage and retain new students.

Goals

Goal 1. Provide excellent transition programs for students and their families as they become members of the SU family.

Goal 2. Provide a strong outreach program to families of SU students.

Goal 3. Provide programs that support student success inside and outside the classroom, and whether students are on-campus or virtual.

Scope of Practice – Services Provided

- Orientation in January, June (Sea Gull Start-Up) and August (First Flight)
- Communication to new students, parents, and families
- Student leadership development through Orientation Leader positions
- Marketing and publications targeted to new students and families

Student Learning Outcomes

- Identify resources and services they may need for their success in college.
- Learn how to access and use SU technologies, including GullNet, Zoom, MyClasses, and Navigate.



Critical Measures of Success

3,296 undergraduate and graduate students were served through transitional programs: Sea Gull Start-Up and First Flight

2,000 new students received programming to develop affinity, belonging, and connection to SU during First Flight and January Orientation

80% of new students reported making connections with other new students during First Flight

82% of fall 2020 cohort completed all the modules in MyClasses SGSU Online course

300 family members attended Family Weekend

7,301 access points to the SU Family Experience Portal

14 major initiatives and activities to assist students with transitioning into the university

13 collaborative relationships within Student Affairs and across the university

Stefanie Kasven, Assistant Dean

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TRIO STUDENT SUPPORT SERVICES

Vision

The TRIO Student Support Services Program (TRIO SSS) will be recognized for exceptional programming, excellent academic success practices, campus-wide partnerships, and strong student leadership amongst our participants and student workers.

Mission

To support generations of students on the Eastern Shore at Salisbury University to have a strong foundation for a lifetime of success.



Goals

- Goal 1.** Foster a culture of student success and high academic expectations.
- Goal 2.** Contribute to campus retention, persistence, and graduation.
- Goal 3.** Improve financial and economic literacy of students.

Grant-Approved Objectives

- Objective 1:** 85% of all participants served by the SSS Project will persist from one academic year to the beginning of the next academic year or will have earned a bachelor's degree at the grantee institution during the academic year.
- Objective 2:** 88% of all enrolled SSS participants being served will meet the performance level required to stay in good academic standing at the grantee institution.
- Objective 3:** 70% of new participants served each year will graduate from the grantee institution with a bachelor's degree or equivalent within six years.

Scope of Practice – Services Provided

- Academic Assistance (e.g., assistance with course selection, graduate school preparation, academic coaching, time management, study strategies)
- Financial Master Classes (e.g., financial literacy and financial aid information)
- Career Master Classes (e.g., workplace competencies, assessment inventories, résumé development)
- Cultural and Educational Enrichment (e.g., cultural and educational exposure not usually available)
- Social Belonging (e.g., holiday socials, pre- and post-exam gatherings, end-of-year events, TRIO Day)
- Master Class Series (e.g., resilience, personal empowerment, lifelong success)

Critical Measures of Success

- 100%** recruitment target achieved
- 92%** persistence rate for all participants served by the project who persisted from one academic year to the beginning of the next academic year or graduated
- 93%** of all enrolled participants served by the project met the performance level required to stay in good academic standing at the university
- 78%** six-year graduation rate for new participants served

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For more information about the Student Affairs Annual Report, contact:
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Designed by Ana Maldonado, *Graphic Designer*

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