

Division of Student Affairs 2008-2009 Annual Report

The 2008-2009 year was filled with an array of noteworthy accomplishments for the Division of Student Affairs. Listed below are highlights of the division's most significant achievements, in addition to accomplishments of each of the division's 15 departments. These achievements support the university's strategic planning goal to *educate the whole student* in the following areas: the development of student leaders, the promotion of international and multicultural competencies in students and employees, and the support of continuous improvement through the assessment of student learning outcomes in co-curricular programming.

Special note: The Division of Student Affairs and the university community mourned the untimely passing of Vice President for Student Affairs, Dr. Zenobia Lawrence Hikes, in October 2008 due to complications following heart surgery. In early November 2008, the division transitioned to the leadership of the new Vice President for Student Affairs, Dr. Edward Spencer.

I. Division of Student Affairs Accomplishments Related to the University's Strategic Plan

- Transitioned to a division-wide shared services model in which human resources, communications and marketing, and emergency management functions that formerly served the departments in the Student Programs area were expanded in scope to address the needs of the entire Division of Student Affairs. In addition to providing economies of scale, this model has allowed for increased coordination and communication across the division among staff responsible for a variety of administrative functions and services.
- Demonstrated adherence to standards and requirements set forth by the Southern Association of Colleges and Schools (SACS), updating and expanding material describing Student Support Services (2.10), Student Rights and Responsibilities (3.9.1), Qualified Staff (3.9.3), and Student Complaints (4.5).
- Continued the implementation of a four-year, comprehensive program review for each department in the division, in an effort to continuously assess and evaluate programs and services. This year the division completed program reviews for six units—including the Virginia Tech Corps of Cadets, Dining Services, Residence Life, Multicultural Programs and Services, Fraternity and Sorority Life, and the Campus Alcohol Abuse Prevention Center.
- Administered the Profile of the American College Student Survey to a cross section of Virginia Tech students during the spring 2009 semester. An analysis of the survey results will be conducted in 2009-2010.
- Hosted the annual Student Life Roundtable during the fall of 2008 in order to better acquaint students with the Division of Student Affairs. The event was presented in an interactive game show format, featuring an Olympics theme and providing students the opportunity to learn more about Virginia Tech, its students, and the programs and services offered by the Division of Student Affairs.
- Scheduled 156 class presentations for faculty during 2008-2009 through the *While You're Away* program.
- Provided a series of professional development workshops to division faculty and staff, consistent with the division's commitment to continued professional development. A Professional Development Day during the fall semester included the annual presentation of the four division awards. Breakout sessions followed in the afternoon, with employees invited to attend four sessions of their choosing. In the spring, the division offered faculty and staff the opportunity to participate in three book clubs and to hear reiterations of

divisional presentations made to the student affairs and athletics committee of the Board of Visitors.

- Hosted an end-of-year appreciation event and softball tournament for the Division of Student Affairs to acknowledge the hard work and efforts of faculty and staff.
- Participated in Family Day, offering a student affairs showcase that featured departmental booth and a series of student performances that drew large crowds.
- Brought the division's fundraising total to 83.2 percent of the \$3 million development goal through the acquisition of contributions and deferred gifts.
- Published *You're In. Now What?*, a comprehensive new guide book written in a vernacular appealing to incoming students, which prepares them for their entry into the Virginia Tech community. This five year project, completed by the division's communications and marketing unit, minimizes the many mailings new students receive from the university. With the creation of this new publication, the *Hokie Handbook* also has a new look and is now an on-line guide for student conduct at the university.
- Hosted the Friends General Conference, commonly referred to as "The Gathering" for the third time in the last 10 years. This major international conference rotates across the United States and seldom returns to a college campus. This frequent hosting is due to the positive relationship that has been cultivated through exceptional customer service provided by the division's conference and guest services unit and enhanced by the relationship with Unique Venues—a non-traditional conference venue locator and promoter.
- Enhanced division's emergency management preparedness through (a) establishing contacts with officials from the Virginia Department of Emergency Management, and Montgomery County, as well as the new director of emergency management at Virginia Tech; (b) participating in state and FEMA conferences and training sessions; (c) requiring key staff to complete FEMA on-line classes; (d) sponsoring a class to certify licensed Amateur Radio operators (HAMS); (e) promoting "Ready Virginia" among employees; and (f) laying the groundwork to develop a Campus Community Emergency Response Team (C-CERT).
- Worked with staff from the University Architect and Capital Design and Construction to implement furniture purchases, logistics for relocation, and a new departmental receptionist position for New Residence Hall West.

II. Division of Student Affairs 2008-2009 Department Accomplishments

A. Campus Alcohol Abuse Prevention Center

- Implemented a total of 69 outreach programs, reaching an estimated 13,000 students and 76 faculty and staff. This was a 77 percent increase over last year.
- Provided alcohol education sessions to 756 students, including 738 referred through the judicial system and 18 walk-ins. Staff met individually with 317 students, including multiple meetings (two to four sessions) with 90 students.
- Developed and implemented the IMPACT peer alcohol education program. Twenty five students were recruited, received approximately 17 hours of training and implemented 12 programs on-campus reaching approximately 2,300 students. In addition, peers co-facilitated a total of 27 alcohol education classes for judicially referred students. Eight students attended state and regional conferences.
- Created the *Under My Own Influence* student social support group with a private donation (\$1,250) and held 10 weekly meetings and events with five to 15 students.
- Implemented the Alcohol-Wise on-line class for all first-year students. The program was completed by 99.9 percent of students. Preliminary results indicate lower drinking rates, fewer judicial referrals, and a decrease in vandalism in residence halls.

- Revitalized the Blacksburg Community Coalition on Alcohol by a) holding seven monthly coalition meetings; b) meeting with police, members of town council, restaurant owners, property managers, and other community leaders; c) starting a newsletter and publishing two issues; and d) creating a community alcohol hotline that will begin in fall 2009.
- Developed and implemented Project R.E.A.C.H., a program designed to educate faculty and staff about alcohol abuse at Virginia Tech and how to intervene appropriately. Six trainings were provided that reached 76 faculty and staff.
- Implemented a Curriculum Infusion Project with academic faculty that resulted in 25 classroom presentations reaching approximately 1,300 students; 19 were tailored to fit the course curriculum. This resulted in a 67 percent increase in classroom presentations over last year.
- Completed a departmental program review and presented the key findings and recommendations to the division's executive leadership group.

B. Career Services

- Experienced progressive decline in employer activity with 22 percent fewer employers conducting on-campus interviews and up to 35 percent less participation in career fairs. As a result of this turn of events that paralleled the economy's downturn:
 - Graduates expressed grave concerns about future jobs, some deciding to extend coursework and delay graduation; numerous employers rescinded job offers or delayed job start dates; and at the time of graduation 7.5 percent fewer seniors reported having firm plans compared to 2007-08 with an increased number reporting admission to graduate/professional school (1.3 percent) and 32 percent still seeking employment.
 - Increased marketing efforts in spring 2009 and programming to include two resume critique sessions and one mock interview marathon session resulting in nearly 300 student participants, and 10 first-ever weekly job clubs were offered in spring; launched a *Hire-A-Hokie* Campaign to solicit job listings from parents, alumni, and currently registered employers; and included additional job search information on the front page of Career Services website.
 - Designed and distributed *Gaining Experience before Graduation* presentation module and materials for faculty and advisors to share with first-year students and sophomores to reinforce the importance of career-related experience. Assessment results from 400 students will guide next year's efforts.
- Expanded outreach and marketing efforts to include 39 outreach events (i.e., career fairs, majors fair, Hokie Focus, Family Weekend), 10 trained career associates (undergraduate students), and accelerated promotions through the Collegiate Times, targeted newsletters, announcements in Facebook, Career Services blog, YouTube videos, A-frames around campus, and a kiosk at University Mall generating:
 - 21 percent increase in the number of workshops offered and requested by professors, advisors, and student organizations compared to last year,
 - 39 percent increase in the number of graduate students taking advantage of the advising hours offered at the Graduate Life Center,
 - 46 percent increase in the number of first-year students and sophomores using the services over three years (with a three year target of 20 percent), and
 - 30,396 contacts (15 percent more than last year) with 10,007 individuals for appointments, walk-in advising, on-campus interviews, workshops, and job fairs.
- Completed the program review process, which also included the use of the CAS standards and an external review team visit. Results of this extensive effort generated 21 internal review recommendations for change and improvement, along with 10 additional

recommendations made by the external review team, all of which have been incorporated in a newly updated strategic plan.

C. Cook Counseling Center

- Increased services to students through the addition of professional staff members. Four professional staff members began work at the center in the past year and enabled counselors to spend more time with students; the average number of student visits rose this year from 4.66 to 5.10.
- Enlarged the physical facilities of the center to accommodate the increased staff size through the addition of a satellite clinic at Collegiate Square. The Collegiate Square office houses three full-time and two part-time professional staff as well as a classified personnel member. The McComas location has utilized all available space for offices and the staff size is no longer constrained by the limited physical facility.
- Hired a full-time case manager to coordinate care of at-risk students internally within the center, with other offices in the Division of Student Affairs and on the Care Team, and externally with hospitals and the community services board.
- Submitted an application for accreditation to the International Association of Counseling Services (IACS). The application is under review and the site visit will likely take place during summer/fall semesters.
- Participated in the initial study of student mental health sponsored by the Center for the Study of Collegiate Mental Health at Pennsylvania State University. This collaborative project will provide data on the presenting concerns of college students and their mental health on a national level and is groundbreaking in terms of the depth and scope of the research.
- Transferred electronic medical records from Mediat to Titanium Software. The change makes use of software expressly designed for counseling centers at a significant annual cost savings.

D. Corps of Cadets

- Hosted several speakers at corps leadership laboratories, including Congressman Rob Wittman, VTCC '81; Ambassador Richard Crowder of the Virginia Tech faculty; and Brigadier General (Retired) David Grange, who gave the opening presentation at the annual VTCC leadership conference, attended by 650 cadets plus 22 cadets and six faculty from the federal service academies and the senior military colleges.
- Supported the travel of 18 Virginia Tech cadets to service academies and senior military colleges to participate in leadership and ethics conferences.
- Collaborated with the Pamplin College and co-sponsored an on-campus leadership conference for 100 first-year students that included 32 cadets.
- The Rice Center awarded the minor in leadership studies to 131 graduates.
- Implemented recruitment and marketing enhancements that will result in an incoming class 10 percent larger than last year's.
- Honored by Governor Kaine with the Governor's Volunteerism and Community Service Award in the government and educational institution category.
- Completed a departmental program review and presented the key findings and recommendations to the division's executive leadership group.

E. Cranwell International Center

- Organized a broad range of community programs that offered international students and their families the opportunity to connect with local community members. In 2008-2009, over 1,000 international students and community friends participated in programs such as the

International Friendship Program, intercultural celebration events, and *Dinners in Homes* (where local residents invite international students to their homes for a shared meal).

- Organized an extensive orientation program for all new and transfer international students. Orientation provides newly arrived international students with vital information including immigration regulations, how to register at Virginia Tech, how the academic system works, transportation, where to shop, social activities, and numerous other things. Approximately 150 community and student volunteers assisted.
- Continued to address personal, local, and global tragedies which affect members of the international community.

F. Dean of Students Office

- Developed case management practices to guide those who respond to distressed students. A featured aspect of the case management practices includes an online record keeping system. The secure system allows for storage of all information related to students of concern and includes a faculty/staff reporting option.
- Planned and implemented a Case Management Roundtable, which included staff from 18 colleges/universities across the country. Participants visited campus and shared experiences, emerging higher education case management practices, procedures, and protocols. Outcomes include a national listserv of participants and a growing collegial network among those refining case management practices.
- Completed a program review resulting in changes to both the diversity and academic components of the orientation program. The Community of Hokies session will be programmatically guided by the Principles of Community. In addition, the academic session will focus on resources that facilitate academic success of first-year students.
- Evaluated the 2008 Hokie Camp pilot program and will implement changes for 2009. The most notable 2009 initiatives include: paid student leadership, partnership with the Bursar's Office to accept online fee payments, and expanding 2009 Hokie Camp to target up to 900 campers over three sessions.
- Continued April 16, 2007 related work through the support of Department of Justice and Education grants. From the grants, the Dean of Students staff added a case coordinator who focuses on empowering and managing needs of the non-physically injured students who were in Norris Hall on April 16.
- Coordinated a successful Family Day 2008 with over 2,000 participants. In addition, parent contact remained high with over 8,800 subscribers to the Parent e-newsletter for 2008-2009.

G. Fraternity and Sorority Life

- Honored by the Virginia Tech Panhellenic Council receiving every award in their category at the 2009 Mid American Greek Association Conference, including the Sutherland Outstanding Council Award. This is the highest award that any Panhellenic Council can receive in America.
- Received the Kaleidoscope Award on behalf of the entire Virginia Tech Fraternity & Sorority Life community for its visit to the Greek community at Northern Illinois University.
- Hosted the largest formal Panhellenic sorority recruitment program in university history with a final record-breaking quota of 51 per nationally recognized chapter.
- Re-chartered the Theta Phi Chapter of Alpha Kappa Alpha Sorority during the academic year after several years of dormancy at Tech.
- Honored by the Virginia Tech chapter of Alpha Phi Alpha Fraternity being named the Regional College Chapter of the Year.
- Reorganized and reinstated Greek Week after a long hiatus and raised over \$7,000 for Relay for Life.

- Completed a successful program review of Fraternity and Sorority Life using the CAS standards as a benchmark.
- Held a 35th Anniversary Banquet to commemorate the anniversary of the re-establishment of the Greek community at Virginia Tech in 1972.

H. Housing and Dining Services

- Increased off-campus meal plan holders from 7,923 to 9,098, an increase of 1,175 from August 28, 2007 to August 28, 2008.
- Served 5.9 million customers in the calendar year (academic year was 5.7 million) with \$40.9 million in total sales.
- Awarded the prestigious Ivy Award, 2009.
- Continued to offer and enhance international menu items in all of dining facilities.
- Completed survey for monitoring student's nutritional learning and entered data into WEAVE.
- Residence hall occupancy rate averaged 99 percent for the 2008-2009 academic year.
- Coordinated 60+ student disability accommodation requests with Services for Students with Disabilities, and directly provided disability accommodations to 33 residents under the Americans with Disabilities Act.
- Completed a shift to more ecologically friendly cleaning products and supplies and replaced old cleaning equipment with new, environmentally friendly equipment.
- Replaced remaining 1,400 student room faucets with more efficient 2-handle faucets.
- Completed study and repair to enhance hot water flow in Main Eggleston, thereby reducing necessity for residents to run water for long periods.
- Maintained a Level 2 housekeeping cleanliness standard as set forth in the Association of Physical Plant Administrators guidelines.
- Completed a departmental program review and presented the key findings and recommendations to the division's executive leadership group.

I. Multicultural Programs and Services

- Coordinated the Black Cultural Center Alumni Advisory Board (BCCAAB) brunch where more than 50 student leaders, university administrators, faculty, staff, and alumni gathered for an invitation-only networking brunch in the Black Cultural Center.
- Promoted the development of a network of cultural programming opportunities for the university community with over 180+ programs representing collaborations with over 85 campus partners reaching an estimated audience in excess of 12,500 participants.
- Completed first program review of current procedures and practices associated with student advising, programming, and learning outcomes. Several recommendations were developed for both internal processes and external communications.

J. Office of Student Conduct (formerly Judicial Affairs)

- Received and processed 2,777 individual student incidents. Of those, 2,050 involved male students and 695 involved female students. Note: this includes 472 students (17 percent) with more than one incident in 2008-2009.
- Completed 1,772 background checks for government investigators, United States Office of Personnel, law schools, transfer certifications, and Virginia Tech departments and offices.
- Issued 131 suspensions, including 31 zero tolerance drug violation suspensions, 79 alcohol suspensions, and eight suspensions for both alcohol and drug violations.
- Adjudicated 27 student organization cases involving 24 different student organizations. Three cases held over from 07-08 were adjudicated in fall 2008, eight new cases were adjudicated in the fall, and 16 in the spring. Three cases are pending for adjudication in fall

2009. Student organizational cases decreased from 35 cases in 2007-2008 to 27 cases in 2008-2009.

- Utilized the U.S. Department of Justice grant to address violence against women (VAWA), a joint project between the Women's Center and the Office of Student Conduct to support four large scale programs reaching approximately 1,500 students; 53 Stop Abuse presentations reaching 6,246 students, faculty, and staff; and 19 training events reaching 875 faculty, staff, and allied professionals.

K. Recreational Sports

- Finalized designs on the expansion of the recreational facilities of McComas Hall and preparing for construction to begin August 1, 2009, with an anticipated opening date of September 1, 2010; resurfaced 12 tennis courts on Washington Street and constructed six new courts on the South Recreation Area; completed the renovation of the McComas pool air handling system; and began planning for an additional recreational facility and field space in the Oak Lane area of campus.
- Assisted coordinating the *3.2 Run in Remembrance* which was a success with over 4,500 total runners.
- Collaborated with several division departments to provide recreational therapy, opportunities, and programs for students.
- Received two National Intramural Recreational Sports Association Creative Excellence Awards; 1st Place for department video and 2nd place for the department calendar.
- Completed Division of Student Affairs program review.
- Experienced growth in group exercise participation by 17 percent over last year and added 19 classes (28 percent) during fall semester and 29 classes (40 percent) during spring semester to keep pace with demand.
- Hosted the Division of Student Affairs Appreciation Event (softball games) which brought employees from throughout the division to outdoor facilities.

L. Residence Life

- Honored by the Residence Hall Federation (RHF) being named the 2008-2009 University Chartered Student Organization of the Year.
- Tripled the National Residence Hall Honorary (NRHH) membership and submitted a record number of "Of the Month" award nominations throughout the year, winning two regional "Of the Month" awards.
- Raised a combined total of over \$25,000 in collaboration with Relay for Life.
- Launched the Residence Life alumni connection efforts.
- Completed the second year of *Hokie F6* with an estimated 1,800 student participants.
- Completed a departmental program review and presented the key findings and recommendations to the division's executive leadership group.

M. Schiffert Health Center

- Implemented on-line secure provider messaging, on-line self appointments program, and self check-in.
- Established a free HIV Clinic.
- Filled the positions of sports medicine physician, medical director, and staff physician.
- Continued to provide students with walk-in service for self assessment and cost-free cold medications at the Cold Care Clinic.
- Continued to provide advanced care through the Wound Care Clinic to an increasing number of patients.

- Continued to promote the *Non-Smoking HOKIE* t-shirt campaign exhibiting positive non-smoking messages and continued educational classes with Blacksburg Middle School students.
- Performed a total of 2,204 radiology examinations.
- Clinical services experienced a total of 32,422 visits in the Medical Clinic and 3,617 visits in the Women's Clinic with 2,116 individual visits.
- Dispensed 45,993 prescriptions with 27,466 patient visits. Total pharmacy transactions were 55,434 with 35,044 patient visits.
- Performed 30,750 lab tests for 13,124 individual patients.
- Fielded a total of 7,036 visits at the Allergy Clinic.
- Vaccinated 222 students with the Human Papilloma Virus (HPV) vaccine.
- Reached 4,885 students who participated in education and behavioral change programs.

N. Services for Students with Disabilities

- Followed-up on the SSD program review completed in 2007 and incorporated a new assessment, utilized PDA's and *Student Voice*, and collaborated with Institutional Research to analyze student learning outcomes of those who utilized the services as compared to their cohorts at Virginia Tech.
- Lobbied for and received increased base funding along with a disability reserve fund that will serve as a readily accessible source to fund out of the ordinary accommodation needs for students on short notice (i.e. interpreting or C-Print captioning services, assistive technology and equipment and software upgrades).
- Sustained another successful year in enlisting Virginia Tech students to serve as volunteer note-takers for students with disabilities who need the service as an accommodation. Including summer 2008, fall 2008 and spring 2009, 201 students served as volunteer note-takers for a total of 9,426 hours of service.
- Honored with the selection of a Virginia Tech interpreter as one of four interpreters nationwide to provide interpreting services during President Obama's Inaugural speech. Additionally, interpreters provided services for former President Clinton's presentation while visiting campus. Interpreters also provided interpreting services for faculty, staff, and the community at presentations, workshops, programs, and university commencement programs.
- Provided services for approximately 924 students which represented an increase of 20 percent from last year. Additionally, the office had four AP staff persons who provided over 1,288 clock hours (from June 10, 2008 – December 31, 2008) spent in specialty training and for direct counseling/services to students classified under a Department of Justice grant as victims of crime (post April 16).

O. Student Activities

- Enjoyed another outstanding year with two sold out events and three almost near capacity events among the six concerts held in 08-09.
- Increased interest in the 08-09 season with strong attendance at a majority of film showings. The average weekend attendance was approximately 250.
- Provided another successful Winterfest carnival. This year, the event welcomed approximately 2,500 attendees who enjoyed games, cotton candy, popcorn, and snow cones.
- Realized the following milestones in student organizations and student organization accounting:
 - 718 student organizations registered for 2008-2009
 - 99 organizations submitted annual funding budgets (most ever submitted)
 - \$931,185 was funded to 96 organizations

- \$111,386 was directly funded for other mandated programs
- \$73,636 funded for Student Legal Services
- \$20,000 funded for Summer Leadership Employment Program
- \$16,000 funded for music copyright fees
- \$1,750 funded for student organization accounting office expenses
- 108 organizations were funded through the contingency/ small grant program and \$129,625 was allocated to the program
- 78 different organizations received small grants
- Received largest application pool to date for Leadership Tech Year 1 (227) and Leadership Tech Year 2 (176). Students in Year 1 completed over 1500 hours of community service and attended 200 hours of leadership seminars, conferences, or workshops.

P. University Unions

- Installed synthetic bowling forces in the Break Zone and increased the number of teams participating in bowling leagues. The new lanes require less maintenance, thus lowering costs.
- Transitioned to an Event Management System and will soon offer opportunities for on-line reservations.
- Installed 11 duress buttons in various service areas located in all four UUSA facilities and implemented a new Facility Maintenance Software Program to automate and centralize service requests and project management that will assist with renovations and the implementation of a preventative maintenance plan.
- Collaborated with the Graduate School to develop a Graduate Life Center bike loan program that was used 121 times in the spring.
- Initiated a recycling program, upgraded the GLC Auditorium lighting system, and hosted 1,393 events. Major flooding in the GLC also required significant repairs.
- Coordinated GobblerFest 2008, a new welcome festival to provide information on businesses, services, student organizations, and volunteer organizations to new and returning students, faculty and staff, and community members. Approximately 15,000 attended this event.
- Designed and installed technology packages in Squires rooms 145 and 147 to include projection system, sound system, and intelligent light board.
- Reviewed and revised emergency plans for all facilities and emergency training and conducted emergency evacuation drills. Facilities were upgraded to meet most of the required university and state security standards. Remaining updates will be completed as funding is provided.

III. Division of Student Affairs Diversity Accomplishments

A. Division-Wide Initiatives

- Supported a Diversity Committee to promote diversity and multiculturalism across the division. To better communicate the extensive array of diversity initiatives taking place throughout the division, the committee is developing a newsletter to provide information on diversity-related programs and services.
- Engaged a student in the Higher Education graduate program to conduct an independent study project analyzing the diversity section of the Profile of the American College Student. The results will be used to inform the university community on issues related to campus climate for students.

- Continued to build a close working partnership with Monterrey Tec in Mexico, sending a group of student leaders and resident advisors to Monterrey Tec for a student leadership conference. The Department of Residence Life welcomed two resident advisors from Monterrey Tec to its staff, one in the fall semester and one in the spring. In addition, the division provided summer session housing and meal plans for a group of Monterrey Tec students who participated in the Global Citizen Partnership bilateral exchange sponsored by the Virginia Tech Service Learning Center.
- Hired 31 new faculty members to the division in 2008-2009. Of those hired 10 were persons of color, representing 32 percent of new hires, and 21 were female, representing 68 percent of the total.

B. Career Services

- Increased measures to heighten student awareness of workplace diversity and multiculturalism.
- Hired a graduate assistant to research and develop a plan to use a \$150K corporate grant for the career development of under-represented engineering students. The first year of this multi-year plan will be launched in 2009-10 to include a career development certificate series of seven workshops throughout each year, plus a nationally known speaker, and two paid undergraduate research opportunities each summer.

C. Cook Counseling Center

- Coordinated outreach to potentially underserved populations through pairings with the Graduate School and Cranwell International Center. The counseling center, for the first time, had a presence in the Graduate School that will be expanded in the upcoming academic year. The Cranwell International Center has developed programs that allow for a greater counseling presence with international students during orientation and the academic year.

D. Corps of Cadets

- Utilized a grant from the Olmsted Foundation to conduct a two-week cultural immersion in Panama for four Virginia Tech cadets and two Naval ROTC cadets from other schools.
- Honored for a sixth consecutive year with the university's outstanding undergraduate leader. Cadet Adnan Barqawi, a native of Kuwait who was recently sworn in as a citizen of the United States, was the recipient.

E. Cranwell International Center

- Added to the J-1 Exchange Program which allows foreign students currently enrolled and pursuing a degree in a postsecondary academic institution outside of the United States to participate in a student internship program at Virginia Tech. Some departments use this program to recruit some of the best and brightest students in the world for future studies.
- About 320 students participated in service learning programs at the Cranwell International Center, 140 of them were international students. International students benefit from service learning programs because of the opportunities to practice their informal English conversational skills, learn more about American culture, and share their own culture with other students. Service learning students get a chance to learn about international customs and cultures.

F. Multicultural Programs and Services

- Increased campus awareness of *Hokie Coaches*, the new title for Each One Reach One peer mentors to a group of 60-75 first-year students during the 2009-2010 academic year.
- Provided introductory level diversity training to the entire residential advising staff, several residence hall communities, the Wachovia Bank Collection Center in Roanoke Virginia, on-

site at New River Community College, Freshman Leadership Experience (FLEX), a select group from the Wing theme-housing program, several volunteer members of the academic community, and scheduled to provide similar training to upcoming summer 2009 SEAHO Advance summer residential intern program.

G. Residence Life

- Participated in Monterrey Tec collaboration in October 2008. Four resident advisors and one complex director attended the SIM 2008 International Leadership conference at ITESM in Monterrey, Mexico.
- Increased resident advisor applicant pool overall number from 302 to 450 and diversity of that pool to above the university percentages.

H. Services for Students with Disabilities

- Secured foundation funds used to endow a scholarship for an upperclass student with a disability attending Virginia Tech, provided supplies and survey materials for students that participate in the Academic Coaching Program through SSD, and helped defray costs for students with lack of financial resources who needed to undergo psycho-educational testing in order to qualify for academic accommodations.

IV. Strategic Plan Scorecard

The Division of Student Affairs has three division-specific measures that have been developed to evaluate its performance against the university's strategic planning goal to educate the whole student. Data have been collected over the past five years.

A. Contribute to Holistic and Transformative Educational Experiences of Students

- Engaged students in co-curricular programs with a leadership or wellness focus.
- Increased student participation in leadership programs by 80 percent over the past six years, attributed in part to new leadership programs developed by several departments including Student Activities, the Virginia Tech Corps of Cadets, and Fraternity and Sorority Life.
- Made greater use of peer educators, training students for leadership roles in outreach to fellow students.
- Increased student engagement in wellness and health-related activities by 92 percent, driven by increased student use of self-care and on-line health assessments offered by Schiffert Health Center and the ability of Recreational Sports to attract increasing numbers of students to its offerings.

B. Promote the Development of International and Multicultural Competencies

- Increased student involvement in international and multicultural competencies by 31 percent over the past six years. This increase can be attributed to new program offerings from Multicultural Programs and Services, such as *Finding My Path* and *Dialogue across Differences*, as well as increased participation in programs offered by the Cranwell International Center, such as *Fridays at Cranwell* and dinners in American homes.
- Involved increasing numbers of students in programs that focus on international themes and address diversity and multicultural issues, as facilitated, in part, by Residence Life.

C. Support the University's Commitment to Continuous Improvement

- Implemented student learning outcomes in all co-curricular programs, establishing learning outcomes for all division programs and services.

- Developed a minimum of two programmatic and/or learning outcomes per department within the division. These learning outcomes were then entered into WEAVE.
- Facilitated the collection of data related to the learning outcomes by becoming a *Student Voice* member. This membership provided unlimited access the *Student Voice* survey tools.