



**BOWLING GREEN STATE UNIVERSITY**  
**DIVISION OF STUDENT AFFAIRS**  
2000-2001 Annual Report

Office of the Vice President for Student Affairs  
305 Saddlemire Student Services Building  
Bowling Green State University  
Bowling Green, OH 43403-0140

# Contents

---

<b>Executive Summary.....</b>	<b>3</b>
<b>Efforts to Increase Retention.....</b>	<b>5</b>
<b>Increased Involvement Opportunities .....</b>	<b>7</b>
<b>Incorporation of Diversity .....</b>	<b>9</b>
<b>Training and Development Opportunities .....</b>	<b>11</b>
<b>Technology Applications .....</b>	<b>13</b>
<b>Enhanced image of Student Affairs .....</b>	<b>15</b>
<b>Assessment of Programs and Services.....</b>	<b>17</b>
<b>Operationalizing the Core Values .....</b>	<b>19</b>
<b>Advancement Opportunities .....</b>	<b>21</b>
<b>Staff Achievements .....</b>	<b>22</b>

## EXECUTIVE SUMMARY

---

This annual report provides an overview of the Division of Student Affairs major achievements during FY2001, it contains bulleted lists of accomplishments pertaining to each of the Division's nine goals for the year. The lists reflect a selected group of accomplishments that capture the work conducted in each of the 15 departments within the Division. In addition to this report, each department has a more in-depth review on file in the Office of the Vice President for Student Affairs. The Division's goals reflect the University's annual priorities. In this regard, progress toward the accomplishment of the Division's goals contributed to the achievement of these priorities. The Division's FY2001 goals were:

- Increase retention efforts in order to facilitate timely graduation.
- Provide increased involvement opportunities for students, staff, and faculty in student life programs.
- Ensure all programs and services incorporate appropriate themes of diversity.
- Enhance training and development opportunities congruent with University priorities.
- Increase technology application opportunities.
- Enhance Student Affairs' image internally and externally.
- Emphasize assessment as a critical component of programs and services.
- Identify advancement opportunities that promote high quality student life.
- Operationalize the University's core values in program and service delivery.

Overall, the year was marked by many successes in the midst of several significant challenges (the untimely death of Barb Kalman, Director of the Counseling Center, the Student Union being off-line for renovations, and an unusually high number of personnel changes). The success achieved can be attributed to the commitment of staff members throughout the Division. Collaboration and communication were themes emphasized continuously this year with the result being a greater sense of shared purpose and identity. These two themes will continue to be a focus for the Division in the coming year.

As the lead administrative office for the Division, the Office of the Vice President for Student Affairs Office targeted 12 priorities for the year. Through the combined efforts of the office's staff, progress was made on all but two. Efforts to redesign the academic honesty code were delayed based on suggestions from the Faculty Senate. Likewise, the development of an Employee Wellness Program was postponed due to the changes in University's employee health insurance plan and University budget forecast for FY2002.

The Student Union renovation project continued on schedule and within the established budget. The addition of Dr. Jack Taylor to the staff at midyear enabled the office to place a greater emphasis on student retention in all aspects of program and service delivery. The Vice President and Athletic Director continued to develop strategies to improve the financial situation of Intercollegiate Athletics. Continued support was provided for the reorganization efforts in the departments of Student Life, Campus Involvement, Intercollegiate Athletics and Multicultural and Academic Initiatives resulting in improved service. The Senior Associate Vice President provided direction in determining measurable institutional outcomes for Success Challenge supported programs and services. Efforts to work closely with the new Provost and Vice President for Academic Affairs to enhance relationships between the two Divisions culminated with a lecture in May by Dr. Larry Roper, Vice Provost for Student Affairs at Oregon State University, entitled "Constructing Relationships Between Academic and Student Affairs Professionals."

---

The program review was completed for the Judicial Affairs area in the Office of Student Life. Changes are being implemented in the judicial process, based on the results of that review. Both the Assistant to the Vice President and one of the Assistant Vice Presidents for Student Affairs were charged with identifying opportunities for the Division to capitalize on the technology enhancements associated with the infrastructure project. Recreational Sports will be one of the first departments on campus to participate in the new Black Board Web portal program. The Senior Associate Vice President for Student Affairs served as a liaison between the main campus and the Firelands campus in addition to assisting the Interim Dean of the Firelands Campus with various projects and initiatives. A new Staff Training Team was developed and conducted an assessment of the training and development needs for the Division. Based on the results of that assessment a new training model has been designed and will be instituted starting in 2001 fall semester.

With the successful completion of another year, the leadership team within the Division has reevaluated the goals and priorities for the coming year. Once again, these goals and priorities are intended to align the efforts in each department with the broader University goals and strategic future directions. As the institution continues to focus its collective attention on issues associated with student success, student retention, diversity, core values, and external funding opportunities, the FY2002 goals for the Division are, in many ways, similar to those of the previous two years. Although some new departmental priorities have been identified, the lists also contain reoccurring priorities as departments attempt to achieve higher standards of success in those respective areas.

### **DIVISION OF STUDENT AFFAIRS MISSION**

*Bowling Green State University aspires to be the premier learning community in Ohio and one of the best in the nation. Consistent with this vision, the mission of the Division of Student Affairs is to promote and provide a positive environment that enhances student learning, development, and academic success. The Division's goals and department priorities reflect this mission.*

### **DIVISION OF STUDENT AFFAIRS FY 2002 GOALS**

1. Increase student retention
2. "Connect" students to the University
3. Weave diversity initiatives throughout all programs and services
4. Support high quality programs and services
5. Strengthen relations with academic affairs areas
6. Promote responsible behavior among students

## **DIVISION GOAL: INCREASE RETENTION EFFORTS IN ORDER TO FACILITATE TIMELY GRADUATION**

---

### **ATHLETICS**

Increased the amount of funding provided for student-athletes' grants-in-aid through record giving within the Falcon Club and a nearly \$200,000 increase in the athletic endowment program.

Implemented a more collaborative approach to student-athlete advising involving Academic Enhancement, Disability Services, and the College undergraduate advising centers.

### **CAREER SERVICES**

Offered 20 sections of UNIV 131, Career and Life Planning, with a total enrollment of 348 students.

Employed approximately 4,500 students at Bowling Green State University through the Student Employment Program. Estimated earnings exceeded \$7 million.

### **CENTER FOR MULTICULTURAL AND ACADEMIC INITIATIVES**

Introduced the BMOC (Black Man On Campus) Project for 20 African American first year students. Although there is no empirical data to support increased retention, anecdotal data supports the success of, and need for, such a project.

Hired a Financial Aid Specialist who provided a much-needed service for students in providing assistance to program participants, as well as prospective students and parents.

Created a Coordinator of Special Programs position to establish and enhance several program initiatives related to cultural diversity. The new initiatives included the first extended orientation program for students of color, cultural programming for Hispanic, Native American, and Asian Heritage Month Celebrations; field trips for the Partners in Excellence participants; and the implementation of a learning style assessment for first year students.

Provided 92 percent of the entering first year students of color with either academic, career, financial, or personal assistance by the office.

### **COUNSELING CENTER**

Surveyed students who had utilized the services of the Counseling Center. Thirty-five percent agreed, or strongly agreed, that Counseling had helped their academic performance. Between 23.5 percent (fall) and 52 percent (spring) agreed or strongly agreed that Counseling had helped them to study more effectively. Approximately 21.5 percent agreed or strongly agreed that they would have dropped out of school because of personal concerns had they not received counseling.

### **DISABILITY SERVICES FOR STUDENTS**

Advised 70 students with disabilities on strategies for balancing course work with regard to individual disability related strengths and weaknesses.

---

---

## **FIRST YEAR EXPERIENCE PROGRAM**

Expanded the number of UNIV 100 sections offered from 30 to 38, including 18 theme sections and three sections offered in the spring. Approximately 750 students were enrolled during the 2000-2001 academic year.

Enrolled 50 new commuter students in the BG Effect Mentoring Program, in cooperation with the Off-Campus Student Center.

## **OFFICE STUDENT LIFE**

Received Success Challenge dollars to develop a conflict mediation program to assist students at risk either personally or academically.

Conducted UAO weekend programming events during the spring semester, that over 6,300 students attended.

Established a 1-800 help-line, an e-mail account, and a Web site for the Parent and Family Program in order to help parents and family members access useful information.

Offered new student leadership programs such as LeaderShape, New Student Leaders Retreat, a workshop series, and Student Leaders summit to provide students with skills, abilities, and access to administrators.

Piloted the student interest survey aimed at helping students make connections early in their college career by having them select organizations or activities in which they want to be involved. This information was shared with the appropriate department or organization.

## **RECREATIONAL SPORTS**

Registered over 11,000 participants (including 5,300 different students) in Intramural sports.

## **RESIDENCE LIFE AND DINING SERVICES**

Enrolled 188 students of color in the Students of Color Mentoring Aiding Retaining and Teaching ("SMART") program. Twenty-four undergraduate students served as Peer Mentors and four students served as Team Leaders this year, nearly doubling the number from last year.

Completed the Conklin North, Offenhauer, and McDonald North and East residence hall remodeling projects. Other projects included an electrical upgrade in Kohl hall and an air conditioning upgrade in Harshman and Kreischer Halls.

Completed refinements on the Web based housing system for greater ease of use and virtually no system interruptions resulted. Greater refinements are underway including cluster-housing capability.

## **STUDENT SUPPORT SERVICES**

Continued the Student Support Services (SSS) retention programs. The academic status of SSS participants is 84 percent have a 2.0 or better, 85 percent of first year students persisted, 95 percent of second, third and fourth year students persisted, 51 Graduates, and 74 percent of students had a contact with the academic counselor.

# **DIVISION GOAL: PROVIDE INCREASED INVOLVEMENT OPPORTUNITIES FOR STUDENTS, STAFF, AND FACULTY IN STUDENT LIFE PROGRAMS**

---

## **ATHLETICS**

Recruited coaches to speak to students in residence halls and the Greek organizations.

## **CAMPUS INVOLVEMENT**

Developed a “welcome packet” for all new full-time tenure track faculty, which included a welcome letter, office magnet, tri-lighter, and programs and services brochure.

Conducted 16 presentations to UNIV 100 classes regarding involvement; six UNIV 100 classes visited the office.

Held a workshop entitled “A Mutually Beneficial Relationship: The Organization and Its Advisor” as a way to highlight the benefits to administrators and faculty of advising a student organization.

Attended a Deans’ Council meeting to address concerns related to faculty participation in Orientation and Welcome Programs. The Deans were interested in increasing faculty involvement at the New Student Convocation and demonstrated a desire to increase collaboration related to Welcome programs.

## **CAREER SERVICES**

Conducted the first Graduate College Fair during the fall semester.

Placed more than 6,000 telephone calls to sophomore and junior level students to promote participation in career education programs. In addition, letters were sent to 4,000 seniors and an additional 1,400 students served by Pre-Major Advising.

## **CENTER FOR MULTICULTURAL AND ACADEMIC INITIATIVES**

Increased the number of diversity programs by 20 percent from the previous year.

Worked with the Office of Academic Outreach and Ethnic Studies department to plan the Campus Week of Dialogue Celebration.

Worked with Ethnic Studies to plan the Native American Heritage Month Celebration, the Office of Campus Involvement and other student organizations to coordinate Black History Month activities, and provided leadership in coordinating the Black and Latino Issues Conferences.

Targeted specific sections of Ethnic Studies and UNIV 100 to attend the monthly lecture series.

## **COUNSELING CENTER**

Utilized graduate students from the departments of Psychology and College Student Personnel to assist in providing more Counseling Center outreach programming. Members of the Counseling Center staff trained these students to conduct educational programming for undergraduate students.

## **DISABILITY SERVICES**

Conducted the first disability marathon as a campus wide event designed to increase knowledge and stimulate discourse on issues surrounding the disability experience.

---

---

### **FIRST YEAR EXPERIENCE PROGRAM**

Developed a BGSU Planner for purchase in the University Bookstore.

Utilized approximately 50 faculty and staff volunteers as mentors for the BG Effect Mentoring Program.

Developed a summer reading program through The Common Learning Experience group that will be piloted in three sections of UNIV 100 and three sections of General Studies Writing - English 111 in Fall 2001.

Coordinated the Faculty-Staff Move-In Crew for fall opening weekend and approximately 75 volunteers participated.

### **OFFICE OF STUDENT LIFE**

Created a Coordinator of Graduate Student Affairs position in the Office of Student Life.

Added more faculty, staff, and students to the University Discipline Committee.

Established a committee to increase student involvement in the planning of Homecoming as well as increase student participation in Homecoming activities.

### **RECREATIONAL SPORTS**

Sent invitations to participate in Intramural events to the faculty e-mail list-serve members as well as to Administrative Staff Council and Classified Staff Council listserv members.

### **RESIDENCE LIFE AND DINING SERVICES**

Implemented plans to provide close to \$98,000 in additional funds for student programming for FY 2002.

Developed stronger working relationships with the College of Technology and the College of Family and Consumer Sciences by providing student internship and career training opportunities in Dining Services.

Provided a 20 percent discount on catered events to all student organizations.

Required all hall directors to participate as facilitators for either Springboard or UNIV 100.

### **STUDENT PUBLICATIONS**

Conducted visits to select journalism and related major classes encouraging students to consider involvement in one of the student publications.

Arranged several visits by the *BG News* editor to key University student leader meetings and met with individual students in an effort to enhance our outreach.

## **DIVISION GOAL: ENSURE ALL PROGRAMS AND SERVICES INCORPORATE APPROPRIATE THEMES OF DIVERSITY**

---

### **CAMPUS INVOLVEMENT**

Conducted the first hip hop concert event featuring The Roots and Run DMC. Comedian Tracy Morgan was on campus as part of an Evening of Comedy. UAO also sponsored Hispanic comedian Eric Nieves and African American slam poet Kirk Nugent.

Continued to introduce first year students and their families to issues of diversity through the ED 101 and Colors of BGSU programs during Orientation and Registration.

Collaborated with the Center for Multicultural and Academic Initiatives to produce the annual Martin Luther King, Jr./Black History Month calendar.

### **CAREER SERVICES**

Promoted the Multicultural Career Institute with students from diverse populations.

### **CENTER FOR MULTICULTURAL AND ACADEMIC INITIATIVES**

Sponsored 11 cultural programs and 14 diversity workshops including: La Mesa Obliqua (Monthly lecture series), Black Issues Conference, Latino Issues Conference, Asian Heritage Month Celebration (Japanese Tea Party), Hispanic Heritage Month (Art exhibit and reception), Native American Heritage Month (Lecture and display), Black History Month (Dinner Theater), Women's Heritage Month (panel), and Kwanzaa.

Expanded The Center's definition of multicultural to include programming related to religious diversity and gay, lesbian, and transgendered issues.

### **DISABILITY SERVICES**

Continued efforts to establish a dialogue regarding the testing and diagnosis of students with learning disabilities with appropriate personnel at feeder schools with a high percentage of minority students.

### **FIRST YEAR EXPERIENCE PROGRAM**

Continued to require diversity issues as a class topic in the UNIV 100 course. The Center for Multicultural and Academic Initiatives provided assistance with curriculum issues related to diversity.

Included a diversity chapter, written by BGSU staff members, in the revised UNIV 100 textbook.

Developed more diversity classroom resources for UNIV 100 instructors.

Incorporated diversity issues into articles printed in the new-student publications - *Connections* and *FYI - First Year Insight* magazine.

### **RESIDENCE LIFE AND DINING SERVICES**

Hosted an international dinner for the campus community incorporating recipes provided by international students enrolled at the University. Dining Services worked closely with these students to expand the recipes to appropriate quantities and serve them to the public.

Maintained the PEOPLE committee (renamed "Residence Life Diversity Committee" this year), which

---

---

conducted Diversity Week in October, with a schedule of more than a dozen events that were cosponsored with other University organizations and departments. Programs included Break the Silence of Violence, a diversity coffeehouse and art gallery, the Toledo Silverstreaks Wheelchair basketball, and various other lectures and presentations.

Collaborated on the development of a Hispanic Living Community in Offenhauer Towers

Presented the Paulsen Lecture featuring Judy Shepard, mother of Matthew Shepard.

Created a fourth Greek governing body to support the two Latino Greek letter organizations on campus. This organization will have a full-time staff advisor and a graduate staff advisor.

### **STUDENT PUBLICATIONS**

Continued to produce *The Obsidian* as a communication bridge to all members of the University community, by being widely circulated as a full-run insert in *The BG News*. *The Obsidian* explores issues of specific interest to students of color, provides significant opinion and perspective from the multicultural viewpoint, and provides a forum of creative expression through publishing poetry and short stories.

## **DIVISION GOAL: ENHANCE TRAINING AND DEVELOPMENT OPPORTUNITIES CONGRUENT WITH UNIVERSITY PRIORITIES**

---

### **ATHLETICS**

Conducted round table discussions with coaches on health issues affecting student-athletes.

Continued to educate coaches and staff concerning NCAA rules and regulations, so that the Department can operate within those guidelines.

### **COUNSELING CENTER**

Completed the requirements for the Counseling Center to be a provider of continuing education as administered by the Ohio Psychological Association. Each psychologist must obtain 20 CEUs for each two-year period of licensure.

### **DISABILITY SERVICES FOR STUDENTS**

Sponsored two nationwide teleconferences on disability issues, both of which were well attended.

Staff attended national conferences related to students with learning disabilities, students who are deaf or hard of hearing, and maintaining institutional compliance with relevant federal and state mandates.

### **FIRST YEAR EXPERIENCE PROGRAM**

Provided four training sessions during the Spring semester for Fall 2001 UNIV 100 instructors and peer facilitators.

### **RESIDENCE LIFE & DINING SERVICES**

Presented customer service workshops in July 2000 and January 2001 for all Residence Life staff.

Provided certification and training opportunities for Dining Services staff in the following areas: Sanitation Certification Program, Cook's Professional Development Training Program, student management and intern training programs, and Professional Food Service Management Certification Program.

Introduced the "Leadership Institute" for full-time professional hall director staff for the first time. This month-long program attempted to help new hall staff build strong relationships with their peers as well as to understand their position and how it fit into the office and University structure. Participants developed professional development plans to enhance their skills while focusing on future growth, and examined personal values and how those relate to professional style.

Supported the attendance of seven graduate students along with four professional staff members at the Annual Association of Fraternity Advisors Convention.

### **RECREATIONAL SPORTS**

Staff attended a professional State workshop (ORSA) and the NIRSA national conference.

---

Hosted the Wilderness First Responder Course in which several full-time and student staff participated. The Outdoor staff (plus 4 students) participated in the International Conference on Outdoor Recreation and Education.

### **STUDENT UNION**

Supported staff attendance at the Association of College and Unions International (ACUI) regional and national conferences. Staff also attended site visits to other Unions to get ideas and concepts to incorporate in the new Bowen-Thompson Student Union.

## **DIVISION GOAL: INCREASE TECHNOLOGY APPLICATION OPPORTUNITIES**

---

### **ATHLETICS**

Purchased two additional laptop computers with Success Challenge funds for student-athletes to use while traveling.

Created a listproc for all Falcon Club members to send weekly updates on events and activities.

### **CAREER SERVICES**

Posted student employment hiring and change forms and Myers-Briggs Type Indicator and Strong Interest Inventory on-line.

Piloted the Electronic Portfolio program in Fall UNIV 131 classes.

### **DISABILITY SERVICES FOR STUDENTS**

Completed the adaptive computing lab for students with disabilities while also continuing to work towards the completion of the comprehensive Braille center.

### **FIRST YEAR EXPERIENCE PROGRAM**

Created a UNIV 100 instructor resource site containing course information and easily accessible resources on the FYE Web page.

### **OFFICE OF STUDENT LIFE**

Created a student organization listproc to allow for the exchange of information between organization members, advisers, and the Office of Campus Involvement.

Received a \$10,000 grant to build a new student judicial database and program in the Office of Student Life as well as provide support dollars for training and development of staff within Residence Life and Student Life.

Developed a Parent and Family Program electronic mailing list to provide family members the opportunity to receive updates about BGSU campus events, answers to frequently asked questions, and notices of changes to the Parent and Family Network Web site.

Developed the Off-Campus Housing Program Web pages; the pages contain on-line forms, links to Realtors, and community and University information.

### **RECREATIONAL SPORTS**

Added an electronic "Suggestion Box" on the intramural and club sports Web page.

### **RESIDENCE LIFE AND DINING SERVICES**

Posted all forms that are pertinent to the daily operation of the halls on to the residence life server; the hall and house staffs have immediate access to all forms necessary for purchasing, budgeting and related activities.

---

Developed a Residence Life internal Web page to help with software downloads, frequently asked questions, Residence Life Forms, residential safety policies and information, and forms on-line for Residence Life staff changes for accounts on listprocs and servers.

Distributed a CD to each on-campus resident to assist with configuring his or her computer to connect to the University network.

Created an on-line database for students to request network connection assistance and maintained a telephone hot line for support of connections.

Connected over 4,400 computers to the University network from student rooms, up from about 600 at the end of spring 1998.

## **DIVISION GOAL: ENHANCE STUDENT AFFAIRS IMAGE INTERNALLY AND EXTERNALLY**

---

### **ATHLETICS**

Increased daily visitors to the department's Web site — [bgsufalcons.com](http://bgsufalcons.com).

Added seminars on planned giving and volunteer management to Falcon Club presentations.

Positioned Scott Seeliger on the Board of Trustees of the Bowling Green Chamber of Commerce, helping to develop a stronger link between the Bowling Green community and BGSU community.

### **CAMPUS INVOLVEMENT**

Disseminated "The Spring Summary" and "Fall Feedback" newsletters to deans, department chairs, and directors. The newsletters highlight staff accomplishments, programs, and research conducted by the office.

The BGSU LeaderShape Institute brought together students, faculty, and administrators for a 6-day intensive leadership training workshop.

Accompanied the Office of Admissions on fall (10 college fairs) and spring (4 college fairs) recruitment trips.

Collaborated with the Volunteer Action Center of Toledo to produce "The Volunteer Services Directory."

### **CAREER SERVICES**

Presented to 75 guidance counselors at the Office of Admission's regional recruitment events.

Provided a feature presentation on Success Challenge Outcomes at the Ohio Board of Regents Conference held on campus in December.

Presented at the Department of Human Resources New Employee Orientation programs to educate new employees about the range and quality of services offered by the department.

Had approximately 900 recruiters participate in Career Services job fairs and 684 recruiters conducted 4,432 on-campus interviews.

Recruited 350 organizations to recruit on campus last summer. The focus of this effort was on pharmaceutical and life science companies; public relations and advertising firms; social service organizations; and other Fortune 500 businesses. A mailing to 550 new organizations was sent in early June. On-site visits were made to Ford Motor Company, Fergurson Enterprises, Marine Corps, Eaton, Owens Corning, Software Architects, and several local employers to promote the Job Location and Development services.

### **CENTER FOR MULTICULTURAL AND ACADEMIC INITIATIVES**

Enrolled 29 African-American and Hispanic students in the six-week Pre-college Enrichment Program (PEP). The participants came from 15 different cities and represented 17 different high schools.

### **COUNSELING CENTER**

Received full accreditation and high praise from the International Association of Counseling Services, Inc., the association that conducted the department's external review.

---

---

## **DISABILITY SERVICES FOR STUDENTS**

Continued to work with faculty from the University of Michigan School of Social Work to establish a Supported Education program for students in this area with mental illness. This endeavor is the result of having been awarded a three-year FIPSE grant in conjunction with Dr. Catherine Stein from BGSU's Psychology Department.

Completed an interagency agreement between the Ohio Board of Regents and the State of Ohio Rehabilitation Services Commission (RSC) regarding serving students/agency clients with disabilities. BGSU's negotiated agreement with the local RSC area office was cited as an exemplary model. Additionally, the office was given administrative responsibility for administering the Jerry D. Conrad Scholarship in conjunction with the Office of Development.

## **STUDENT PUBLICATIONS**

Collaborated with numerous offices to produce publications such as the *FYI Magazine*, the *University Telephone Directory*, the *Student Handbook*. Provided graphics development for several academic journals and for the city of Bowling Green through the Unigraphcis department.

## **RECREATIONAL SPORTS**

Served as the host site for a number of events normally celebrated in the Lenhart Ball Room of the Student Union due to the renovation of that facility. Among these events were the Latino Palooza, Dinner Theatre, and several job fairs.

Hosted high school regional swimming and diving competitions, Buckeye Boys State, Athletic Department summer camps, a Football Development Clinic, and other events involving off-campus guests.

Brought a new level of recognition to the Recreational Sports program through the ongoing development of the Outdoor Recreation Program.

## **RESIDENCE LIFE AND DINING SERVICES**

Renovated selected dining areas in McDonald and Kreischer Halls and purchased all new chairs for the Commons Dining Center.

## **DIVISION GOAL: EMPHASIZE ASSESSMENT AS A CRITICAL COMPONENT OF PROGRAMS AND SERVICES**

---

### **ATHLETICS**

Implemented a new year-end evaluation forms used for all head coaches to more accurately reflect what is expected of them and their programs.

Revised the student-athlete exit interview survey and process making it easier for student-athletes to provide valuable feedback to the department regarding their experiences throughout their time on campus.

### **CAMPUS INVOLVEMENT**

Parents and students completed evaluations at the conclusion of O-Reg. Students also completed Welcome program evaluations.

Created a pre- and post-assessment instrument to ascertain skill development of the Dance Marathon steering committee. The purpose was to validate anecdotal comments made by the students and use the empirical data as a recruitment tool for future Dance Marathon leaders.

Pilot-tested a leadership development outcomes based assessment in the UNIV 210 class (Seminar for the Student Leader). As a result, the course has been modified to spend more discussion time on valuing people and additional resources will be provided for students to use on their own within the context of their organization.

### **CAREER SERVICES**

Created an student employee exit survey, in cooperation with Institutional Research, to determine why students leave their on-campus positions. This survey was mailed to 200 former employees of Dining Services to assess the work experience of these students.

Compiled a database of career assessment instruments. The database is organized into tables that hold data about articles reviewed, authors, and instruments reviewed in the articles. One goal of this work was to identify instruments that could gauge the effectiveness of various interventions provided by the department. Several instruments were recommended and will be considered for future implementation.

Conducted a needs analysis survey of the Greek community to identify member involvement in, and need for, career development services.

### **CENTER FOR MULTICULTURAL AND ACADEMIC INITIATIVES**

Conducted a program review of services and programs. The self-study component was completed in the fall semester and the external review occurred in March. Results from the program review will be used to enhance the programs and services in the Center for Multicultural and Academic Initiatives.

Conducted the LASSI Learning Style Inventory with all Multicultural Affairs participants. The feedback from the assessment was used to help students be more aware of the strategies used in their own learning.

Completed a program review, including an internal and external review, for the Student Support Services program.

---

---

Completed a course evaluation for each Student Support Services course, as well as an evaluation on tutoring and satisfaction with services provided by the Specialist. The results are used to modify course content and provision of service.

### **DISABILITY SERVICES**

Administered both a faculty and a student satisfaction survey in order to assess successful practices and policies. Noted areas for improvement included providing more information to faculty regarding “how certain characteristics are labeled disabilities,” information regarding the waiving or substituting of course requirements, increased access to technology, and increased opportunities for one-on-one academic assistance (tutoring).

### **FIRST YEAR EXPERIENCE**

Revised the UNIV 100 course evaluation and implemented student focus groups to gain feedback on their course experiences.

### **RECREATIONAL SPORTS**

Added an electronic “suggestion box” to the intramurals and sport clubs Web site.

### **OFFICE OF STUDENT LIFE**

Developed a customer service satisfaction survey regarding the delivery of services and programs within the Office of Student Life. Survey results will be used to develop staff training programs.

Completed program reviews for the student discipline and new student orientation programs.

### **RESIDENCE LIFE AND DINING SERVICES**

Implemented a departmental review in Dining Services, including a self-assessment and an external review team assessment. Task forces are being developed to deal with issues identified that will help improve the department.

Implemented the Residence Life Quality of Life Survey that examined a number of different areas and services within the residence halls, from safety and security to academics and dining services. The return rate was over 50 percent and the results have been disseminated and used to determine changes to a number of services.

Administered the Core Alcohol Survey during Greek Odyssey, a new-member leadership program.

### **STUDENT UNION**

Conducted a survey to assess student opinion regarding services to be provided in the new Bowen-Thompson Student Union.

## **DIVISION GOAL: OPERATIONALIZE THE UNIVERSITY'S CORE VALUES IN PROGRAM AND SERVICE DELIVERY**

---

### **CAREER SERVICES**

Involved faculty and staff from the Counseling Center, Affirmative Action, Office of General Counsel, and Disability Resources for Students as presenters for supervisor training sessions.

Developed the "GETSET!" program to orient new student employees and educate them on their rights and responsibilities as employees of the University.

### **CENTER FOR MULTICULTURAL AND ACADEMIC INITIATIVES**

Partnered with the Office of Academic Outreach and Department of Ethnic Studies to plan the Campus Week of Dialogue celebration

Worked with the Department of Ethnic Studies to plan the Native American Heritage Month celebration

Collaborated with the Office of Campus Involvement and other student organizations to coordinate Black History Month activities.

Provided leadership in coordinating the Black and Latino Issues Conferences.

### **DISABILITY SERVICES FOR STUDENTS**

Involved students, staff, and faculty members on programming related to Disability Awareness Month during the fall semester. The "Disability Marathon" was a campus wide event designed to increase knowledge and stimulate discourse on issues surrounding the disability experience.

### **FIRST YEAR EXPERIENCE PROGRAM**

Utilized approximately 50 faculty and staff volunteers as mentors for the BG Effect Mentoring Program.

Coordinated the Faculty-Staff Move-In Crew for fall opening weekend and had approximately 75 volunteers from across campus participate.

### **OFFICE OF STUDENT LIFE**

Worked with Organization Development professor Dr. Mitch Neubert to develop skill modules for student organizations (e.g., visioning, conflict resolution, team decision making, and delegation). Organizational Development students are available to present the modules to interested student organizations.

---

---

## **RESIDENCE LIFE AND DINING SERVICES**

Sponsored the Paulsen Lecture with Judy Shepard, who spoke about her son Matt who was killed because of his sexual orientation.

Continued the “Break the Silence of Violence” program for the second year. The residence halls on Wooster Street sponsored this program as a remembrance of the victims of violence. Paper bricks were displayed in the lobby to commemorate those victims.

Continued the Darrow Hall service learning component and conducted a number of community service projects throughout the year.

Conducted an end-of-year food drive that resulted in more than three truckloads of nonperishable food items donated by residential students to the Northwest Ohio Food Bank.

Implemented the Kohl Hall “Silent Solidarity” in recognition of those who are silenced by violence or are the victims of sexual assault, incest, or abuse. Nearly half of the hall residents participated

Involved 140 students in two “Emerging Leaders” programs. “Emerging Leaders” is a weekend retreat designed for Greek men and women within their first year of membership.

Utilized the Greek Odyssey program to educate new Greek members on a variety of topics including academic success, values, hazing, ritual, dating, communication skills, and involvement opportunities.

Developed a stronger relationship with campus ministries by conducting meetings to discuss concerns and issues, share program initiatives, and provide information regarding University programs and services.

## **DIVISION GOAL: IDENTIFY ADVANCEMENT OPPORTUNITIES THAT PROMOTE HIGH QUALITY STUDENT LIFE**

---

### **ATHLETICS**

Added seminars on Planned Giving and Volunteer Management as a part of the Falcon Club programs.

### **CAREER SERVICES**

Obtained external funds to support the Multicultural Career Institute, Center for Career Resources, all career guides and newspaper supplements, and three major job fairs and career days.

### **CENTER FOR MULTICULTURAL AND ACADEMIC INITIATIVES**

Yielded additional funding for scholarships through the Center for Multicultural and Academic Initiatives participation in the Diamante Awards Program, in cooperation with the University of Toledo and Mercy Hospital.

Received a renewal grant from the Department of Education for the Student Support Services program.

### **COLLEGE ACCESS PROGRAMS**

Received an \$18,000 grant from the Lucas County Housing Authority to support the College Access Program efforts in the greater Toledo area.

Created a new Upward Bound office in Toledo that will assist with recruiting students for BGSU. This office will also be utilized by the University's Affirmative Action Office as an employee-recruiting center.

Received a \$30,000 grant from GTE/Verizon for the Pre-College Enrichment Program.

### **RECREATIONAL SPORTS**

Generated additional income in the Student Recreation Center through conference and individual rentals, non-student memberships and guest fees.

## STAFF ACHIEVEMENTS

---

### AWARDS:

Michelle Simmons, Associate Director, Career Services, received the 2001 Vice President for Student Affairs Service Award

Elizabeth Yarris, Counseling Psychologist, Counseling Center, received the 2001 Division of Student Affairs, Administrative Staff Member of the Year Award.

Yolanda Flores, Secretary, Center for Multicultural and Academic Initiatives, received the 2001 Division of Student Affairs Classified Staff Member of the Year Award.

Julie Somppi, Graduate Assistant, First Year Experience Program, received the 2001 Division of Student Affairs Graduate Staff Member of the Year Award.

Elizabeth Yarris, Counseling Psychologist, was awarded the 2nd Place NEDA Award, sponsored by Wood County Victim Services.

Janna Blais, Associate Athletic Director, was the keynote speaker for the Women's Leadership Conference held March 4, 2001.

Leigh Ross-Shaw, Head Softball Coach, was named MAC Coach of the Year in May, 2001.

Darren Hamilton, Assistant Athletic Director for Academic Affairs, was selected for the 2001-02 NCAA Leadership Institute for Ethnic Minority Males.

Scott Seeliger, Associate Athletic Director, was elected to the Board of Trustees of the Bowling Green Chamber of Commerce.

The Falcon Club Brochure received the Association for Women in Communications' Crystal Award for the category of Non-Profit Public Relations - Special Purpose Publication, Four Color or More.

Paul Obringer, Creative Manager, Unigraphics, had three logo designs accepted for national display by Print Magazine. All three were included in Print's national best-of-show spring publication. Each logo was created for University clients through UniGraphics.

Celeste Robertson, Assistant Director, Career Services, received the Finer Women of Color Award, Zeta Phi Beta Sorority, Inc, Psi Epsilon Chapter, February, 2001

### GRANTS:

U.S. Department of Education four-year renewal grant to support Student Support Services program (Sidney Childs, Director, Student Support Services).

Lucas County Housing Authority grant for \$18,000 to support the College Access Program efforts in the greater Toledo area (Bonita Bemby, Director, College Access Programs).

GTE/Verizon grant for \$30,000 to support the Pre-College Enrichment Program (Shelia Brown, Assistant Director, Center for Multicultural and Academic Initiatives).

Ohio Department of Health grant of \$1,300 to sponsor "Positive Images: A Body Esteem Retreat for Women in the University Community." (Claudia Clark, Clinical Psychologist)

Faculty Speed Grant of \$350 to assist in sponsoring the Center Staff Development program "Training in Clinical Supervision." (Barbara Kalman, Counseling Psychologist, Assistant Professor, Deceased)

## STAFF ACHIEVEMENTS

---

Faculty Speed Grant of \$350 to assist in sponsoring the Center Staff Development program “Advanced Issues in Multicultural Counseling.” (Elizabeth Yarris, Counseling Psychologist, Associate Professor, Interim Director)

Faculty Speed Grant of \$169.75 to attend the day-long workshop “Cognitive Behavioral Treatment of Borderline Personality Disorder.” (Craig Vickio, Clinical Psychologist, Associate Professor)

### PUBLICATIONS:

William Arnold, Executive Assistant to the Vice President for Student Affairs

Murphy, R.K., Arnold, W.H., Hansen, K. R., & Mertler, C.A. (2001). The effects of the campus security act on the perceptions of safety and safety behaviors of first year students. The Journal of College and University Student Housing, 29:2, 31-35.

Mark Krauthaim, Ph. D., Counseling Psychologist

Carter, E. F., Mitchell, S.L., & Krauthaim, M. D. (2001). Understanding and addressing clients’ resistance to group counseling. Journal for Specialists in Group Work, 26, 66-79.

Krauthaim, M. D. (2001). Instructor’s manual with test bank for Richard Sharf’s Life Choices. Belmont, CA: Wadsworth.

Gretchen Lohman, Graduate Assistant, First Year Experience Program

Palmer, C. J., Lohman, G., Gehring, D. D., Carlson, S., & Garrett, O. (2001). Parental notification: A new strategy to reduce alcohol abuse on campus. NASPA Journal, 38, 372-385.

Rhonda Mayes, Ph.D., Psychology Fellow

Mayes, R. (2001). Book review for Hartcourt Brace Publishing Company, Personality Theories Workbook by Donna Ashcraft.

Rena Murphy, Graduate Assistant, Office of the Vice President for Student Affairs

Murphy, R.K., Arnold, W.H., Hansen, K. R., & Mertler, C.A. (2001). The effects of the campus security act on the perceptions of safety and safety behaviors of first year students. The Journal of College and University Student Housing, 29:2, 31-35.

Palmer, C., Murphy, R.K., Parrott, K.P., & Steinke, K., (2001). An international study of burnout among residence hall directors. The Journal of College and University Student Housing, 29:2, 36-44.

Ellen Nagy, Associate Director, Career Services

Nagy, E., (2001). Behavioral interviewing, 2001 Job Search Handbook for Educators, Columbus, OH: American Association for Employment in Education,

---

Bettina Shuford, Assistant Vice President for Student Affairs and Director of the Center for Multicultural and Academic Initiatives

Shuford, B. C., & Haney, N. (2000). Diversity at BGSU. In J. Webb, UNIV 100: University Success, Bowling Green State University Specific Material, Bowling Green, OH.

Craig Vickio, Clinical Psychologist, Associate Professor

Vickio, C. (2000). Developing beliefs that are compatible with death: Revising our assumptions about predictability, control, and continuity. Death Studies.