

## **Webster University Student Life Self Study 2007**

### Mission Statement

Student Affairs directly supports the educational mission of Webster University by providing programs, services, experiences, and facilities that are critical to the recruitment and retention of students, and by creating partnerships with faculty and academic staff to facilitate student learning and the mastering of key competencies needed for meaningful employment and/or graduate study.

### Students Served

While the Career Services department serves all students and alumni throughout the Webster network, the other departments within Student Affairs primarily served full-time flat-fee undergraduates. The number of flat-fee undergraduates has increased significantly (64%) from 1,358 in 1996-97 to 2,222 in 2006-07.

### Addressing the 1996-97 Self Study and the 1998 Team Visit Report

Significant progress has been made on the following recommendations that were included in the 1996-97 Self Study:

- Expand housing – six apartment buildings and two new residence halls added, from 260 spaces to 710.
- Increase staffing – 1.0 FTE in Health Services to meet growing needs, 1.0 FTE in Counseling due to elimination of position in UC, 5.0 FTE in Housing paid for by new housing revenues, and 2.75 FTE in Athletics due to new sports being added to boost enrollment.
- Put student handbook on website – accomplished.
- Increase the international population – growth from 146 students to 350 students in St. Louis.
- Enhance communication with U.S. and International campuses on student life issues – staff were sent to international campuses four times and more interaction has taken place during meetings in St. Louis.
- Increase opportunities for significant learning opportunities outside the classroom – improvements made in student employment program and in student life programming (MCISA, Campus Activities, and residential programs).
- Introduce physical activity courses – Twenty courses are now offered by Athletics staff.
- Making career services more accessible to extended campus students and alumni – Career Builders seminars are now held on 3-5 campuses annually and about half of the appointments are with alumni and extended campus students.
- More students involved in planning campus activities – Many students now involved.
- Enhance student health insurance – accomplished and now mandatory for international students.
- Increase attendance at new student orientation – has grown from 320 to 380 students.
- Improve facilities for counseling – four therapy rooms now available in a consolidated area.
- Provide additional funding for athletics, including facility needs – new sports were added, coaching wages were increased due to FLSA requirements, and additional funding was obtained for dues increases and safer modes of transportation. Improvements were made in the off-campus facilities rented for the use by the baseball, softball, and golf teams. The on-campus facilities remain sorely undersized.

The 1998 Team Report included an observation that there was a lack of accessibility and involvement of SGA and student leaders with senior levels of administration. SGA and student leaders now meet twice a year with the senior administration (see Delegates' Agendas). The SGA president meets monthly with the President and VP of Students and Enrollment Management. The team also noted inconsistent staffing levels in student services, especially the counseling department. An assistant director position was added to Counseling by eliminating a position in the University Center. Staffing in Athletics has been improved from 4.5 FTE to 7.25 FTE.

### Developments in the Student Affairs Departments from 1996-97 through 2006-07

***Dean of Students Office:*** Emergency loan program was expanded to include Money for Textbooks program, and the number of students served has increased from 423 (\$56,000) to 1858 (\$353,834). The

number of student problems and judicial cases handled by the dean's office has increased significantly. Students involved in student leadership development program increased from 90 to 125.

**Campus Dining Services:** Sodexo hired in 1997. Significant growth in meal plan, from 240 to 430. All four facilities were newly added or renovated since 2003.

**Athletics:** Added women's soccer and men's swimming. Dropped swimming in 2007. Plans to add track and field and men's cross country. Grew from 117 student athletes to 199. Increase in GPA from 3.16 to 3.30. Competitively, went from bottom third of conference to top school in conference, winning the Conference All-Sports Award 7 out of the last 8 years. Increased full-time staff from 4.5 to 7.25 FTE.

**Career Services:** Grew from 4 to 5.5 FTE and took on student employment program. Added workshops and services for extended campus students and alumni. Appointments increased from 885 (28% alumni) to 2,494 (50% alumni). Presentation attendance decreased from 1,354 to 1,232. Moved into Garden Park Plaza.

**Counseling and Life Development:** Added an assistant director who also serves as sexual offense advocate, by eliminating one position in UC/SA. Consolidated and added therapy rooms. Lost access to department associate when housing moved out. Growth in students served, from 219 to 457.

**Health Services:** Added one full-time nurse to keep up with demand. Eliminated services for faculty and staff due to increased student demand. Growth in students served, from 849 to 2,419. Added one treatment room and enhanced student health insurance.

**Multicultural Center and International Student Affairs:** Departments were merged in 2002.

International Student Success Committee was formed to work on retention issues. Number of students grew from 146 to 350. Event attendance grew from 665 to 2,000 annually. Size of space was reduced.

**Residential Life and Housing:** Significant growth in housing facilities and staffing. Grew from 260 residents in old facilities to 610 in much newer facilities (apartments and 2 new halls). 710 spaces will be available in Fall 2007. Staffing grew from 2 FTE to 7 FTE.

**University Center and Student Activities:** Staffing was reduced to accommodate a need in Counseling. Sound and lighting in gym and Sunnen Lounge were improved. Dining facilities renovated. Growth in events held in UC from 1,722 to 3,260. Growth in fitness center usage from 26,730 to 29,581. Individual usage of pool declined from 8,499 to 7,295. Memberships in recreation facilities declined from 281 to 187. Attendance at student events sponsored by Campus Activities increased from 1,700 to 4,988. New student activity fee was implemented in 2006. Student organizations grew from 24 to 64.

**New Student Orientation:** Number of student orientation leaders grew from 10 to 30. Number of student attendees grew from 320 to 380.

#### Overall Growth of Student Affairs

Staffing in the Student Affairs departments (excluding part-time coaches) increased from 25.5 FTE in 1996-97 to 35.5 FTE in 2006-07, primarily due to: 1 FTE transferred over from Financial Aid, 1.0 FTE in Health Services to meet growing needs, 5.0 FTE in Housing paid for by new housing revenues, and 2.75 FTE in Athletics due to new sports being added to boost enrollment.

The overall budget for the Student Affairs units has grown by 22.8% over the last ten years. The growth has been primarily due to annual salary increases, reclassifications, FLSA mandated wage increases, new sports added, and increased revenues in areas such as Health Services and the University Center. The operating budgets for Student Affairs, excluding salaries, benefits, and wages, actually decreased by 16% during this time period, when adjusted for inflation. See Student Affairs Financial Resources.

#### Significant Physical Changes Since 1996-97

Blimpie Subs n' Salads (1997, renovated 2007), Webster Village Apartments (1998) housing 270 students, south end of Loretto Hall (1999) renovated for 87 bed spaces, Multicultural Center and International Student Affairs renovated and reduced in size due to Registrar's office relocation (2002), Jazzman's Café (2003), Marletto's Marketplace replaced Maria Cafeteria (2004), WOW Café and Freshens (2006) replaces Gorlok Grill, East and West Halls (2006) housing 343 students, Counseling

offices consolidated on Loretto Hall 1<sup>st</sup> floor (2006), treatment room added to Health Services (2006). Maria and Loretto Halls were shut down as residence halls in 2006.

#### Top Four Achievements:

1) Success of Athletics, including more sports, enrollment gains, increase in GPA, and competitive excellence, such as winning the All-Conference Sports Award seven out of the last eight years. 2) Significant growth and improvement in housing and dining facilities and programs. 3) Growth and improvement in space on campus for students to hang out and attend events (e.g., Emerson Library, WVA, and new residence halls), made possible by the clustering of parking in the Garden Park Plaza. 4) Significant growth and improvement in student life programming, due to merger of Multicultural Center and International Student Affairs, the student activity fee, the formation of the Student Activities Council, RA programming, the development of RHA, improvements in New Student Orientation, the growth of student organizations (from 24-64), and the addition of the Summer Freshman Registration Days program.

#### Evaluation and Assessment

Five-year departmental reviews, based on the CAS Standards, instituted for all Student Affairs units in 2006. Reviews have been completed for Health Services, Student Employment, and the University Center and Student Activities. Housing and Residential Life and the WVA utilize annual Quality of Life surveys to get feedback from residents. Campus Dining has used the NACUFS Customer Satisfaction Benchmarking Survey annually since spring 2006. Student Affairs staff attended a full-day retreat on assessment in October 2004 and developed guidelines for assessing student learning outcomes.

#### Support for International Mission: Developing Global Citizens

More housing was added in St. Louis and Geneva to facilitate easy movement of students throughout the Webster network. The Multicultural Center and International Student Affairs departments were merged in order to provide multicultural programming and increase the interaction of international students and U.S. students of color. We intentionally increased the number of international students working in Student Affairs departments. Several members of the Student Affairs staff traveled to Webster's international campuses to improve student life throughout the worldwide network: associate dean Tammy Gocial spent 6 weeks at each of 5 campuses in 2002-03; associate dean Colette Cummings met with other orientation directors in Geneva in 2004; associate dean John Buck helped Geneva staff set policies and expectations for their new housing in 2005; two staff members from Career Services provided workshops at the Geneva, Leiden, and Vienna campuses in 2005. Resident assistants from Geneva will travel to St. Louis for combined RA/OL training in 2007.

#### Challenges for the Future

Meeting the growing demand for campus housing – a renovation of Maria Hall is planned, but nothing else is on the horizon. Continuing the growth in Athletics – planned additions include track and field and men's cross country. Expanding the University Center – the current facility is grossly undersized to meet the needs of athletics, event planners, and students looking for places to recreate and socialize. Departments are spread throughout the campus; students could be better served and greater collaboration could be achieved by locating these departments in central location: MCISA, Counseling, Health Services, and the Academic Resource Center. Meeting the needs of students for key services, with staff and financial resources that have not kept pace with enrollment growth. Determining priorities for the provision of career-related services. Assessment of student learning outcomes. Administrative support for Counseling.