

Webster University
Student Affairs Annual Report
2003-2004

Organization

The Student Affairs departmental annual reports are organized into the following sections:

- ✓ Recap of the Year
- ✓ Numbers Served
- ✓ Major Goals Accomplished
- ✓ Summary of Impact on Student Learning
- ✓ Key Activities and Events
- ✓ Unforeseen Challenges
- ✓ Personnel Changes
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Dean of Students Office

Recap of Year

This was a very difficult year for the dean of students office. A great deal of time and energy went into the planning for new housing. The neighborhood association's efforts to block city approvals for the new housing have put this project in limbo. As a result, our waiting list for housing in the fall will likely approach 70 freshmen, which will have a negative impact on enrollments. A number of complex judicial and/or grievance cases added to the demands on the staff, especially during the second semester. This all happened within the context of key staff learning new roles (associate dean and interim assistant dean).

Numbers Served

- 224 emergency loans were issued to students for a total of \$60,550.00.
 - 125 students used the emergency loan program to buy books while waiting for their financial aid to be awarded, for a total of \$37,925.
 - 6 students used the emergency loan program to buy supplies not at the bookstore for a total of \$1,300.
 - 50 students used the emergency loan program for living expenses, for a total of \$11,796.
 - 23 students used the emergency loan program for other types of emergencies in the first three weeks of school, for a total of 5,317.
 - 20 students used the emergency loan program for other types of emergencies, after the first three weeks of school, for a total of \$4,212.
- 486 graduate students and 866 undergraduate students have used the bookstore cheque program during the year to purchase their books while waiting for their financial aid disbursement, for a total of \$359,526.
- The total number of students served for both of these programs: 1576 students requesting \$420,076 in bookstore cheques and emergency loans. This is an 18% increase in the number of students using these programs and a 23% increase in the amount of funds distributed, compared to last year.

The volume of these two programs is now stretching well beyond our ability to support it. Complaints from local students have become more frequent about the lack of evening hours and the inconvenience of forcing them to walk all over campus to get approvals and then pickup the cheques and then go to the bookstore. And from extended campus students we hear complaints about the lack of access to these programs for anyone outside of St. Louis.

Student Government advocated for automation of the bookstore cheque program this year. They plan to increase their efforts to get this program changed in the coming year. The Bookstore staff also reported increasing problems with the Bookstore Cheque system. As they have closed loopholes in the system, some students have gotten increasingly aggressive and abusive in their attempts to scam the system and receive cash. The problem seems to involve some adult students' strong motivation to get cash from their student loans prior to when the loans are disbursed and ready for refund.

- The Tuition Adjustment Committee reviewed 49 tuition appeals, approved 38, and denied 11.
- Two students were given Anna Janes loans this year. The Anna Janes fund has had a chance to regenerate due to payments received from former students and we can now resume making loans

available to needy students who fit the criteria for the program.

- Assisted 86 students (25% decrease in quantity from last year) in student ombudsman role on a wide variety of issues, including complaints about faculty and advisors, money issues, the lack of financial guidance, housing and dining issues, student insurance issues, and situations at extended campuses. While the quantity of cases decreased, the complexity and time involved in working on these cases increased significantly. Overall, there were more complaints this year, but they did not seem to focus on any one aspect of the University. An increasing number of cases involved students from our extended campuses. Another increasing trend is the heavy involvement of parents in bringing complaints on behalf of their sons and daughters. There were a half-dozen very complicated, highly time-consuming cases this year, usually involving students with behavioral and mental health issues and parents or spouses who complicated the issues.
- We continue to struggle with an ineffective and unauthorized official grievance policy. Several students tried to use the grievance policy this year. Without a fully approved policy, this created some very difficult situations.
- The International Student Success Committee discussed the cases of 126 at-risk international students during our monthly meetings this year. A large number of the students were repeat cases, especially Kansai and PIEE students from Japan. In addition to the number reported above, we handled over 100 cases of students who were about to have their enrollments cancelled due to delinquent payments.

Major Goals Accomplished

- ✓ *Complete the design phase and groundbreaking phase on the construction of new residence halls to house approximately 340 students; new bed spaces to be available for Fall 2005. Design phase went well but the Big Bend Neighborhood Association was successful in blocking WG city approvals for this project. The project is now on hold pending further work on the Master Plan and identification of alternative housing sites.*
- ✓ *Complete designs, blueprints, cost estimates, and project approval for a full renovation of the cafeteria to create a de-institutionalized restaurant-style marketplace featuring several serving stations with freshly prepared foods and a variety of comfortable seating options. An exciting design was completed and enthusiastically endorsed by the Food Service Planning Committee. Problems were encountered due to various parties on the project team working toward inconsistent goals. Project is underway and due for completion in time for the start of fall classes. Project may be compromised due to poor communication between contractors and designer.*
- ✓ *Implement the Retention Management System program to increase the retention of new first-year students beginning in Fall 2003. Objective is to increase retention of at-risk group from 25% to 60% through special advising and a new University 101 course. The program was implemented successfully. The retention statistics will not be known until September 2004. One University 101 course was held with five students.*
- ✓ *Re-focus the efforts of the Student Affairs staff on the Five-Year Plan objectives. This was once again put on hold due to a) the need to concentrate on staff development within the plan team, which included a number of new members, and b) the time devoted to the planning for new housing.*

Key Activities and Events

- ✓ Chaired the International Student Success Committee
- ✓ Student Leadership Awards Luncheon; new awards implemented
- ✓ Dean's Award for Service program held four times during the year.
- ✓ Continued to support the planning for new residence halls.
- ✓ Conducted our annual study of factors involved in the attrition of freshmen and implemented the Noel Levitz Retention Management System.
- ✓ Offered a financial management session for new students during Orientation.
- ✓ Presented two sessions on Dealing with Classroom Disruptions for faculty
- ✓ Participated in numerous University-wide planning teams and committees.
- ✓ Presented a session for new faculty orientation.
- ✓ Co-coordinated the annual golf outing for the extended campus directors meeting.

Professional Development Activities

Ted Hoef attended the NASPA regional conference in Santa Fe and presented a workshop on Working Smarter and Setting Priorities. He also attended the NACUFS national conference in Kansas City, the ACUI national conference in Washington, DC, and presented a keynote address on Working Smarter for the Student Services staff at Johnson County Community College. He also completed the requirements for a Ph.D. in Higher Education Administration from the University of Missouri-St. Louis.

Other Developments in the Department

John Buck was promoted to interim assistant dean to replace Tammy Gocial who departed for a dean of students position at the College of Santa Fe. Colette Cummings also took on some of Tammy's previous duties: judicial affairs and commencement support.

Hiring of International Students

The Dean's Office hired one international student, representing 32% of our student employment budget.

Associate Dean of Students – Colette Cummings

Recap of the Year

This was a year of transition and a lot of learning for me. My role within the division changed from more of a hands' on role in regards to planning programs and events to focusing more on supervision and special projects. I worked a great deal more with faculty and the extended campus directors in my role as the judicial affairs officer. I was also able to work with the Orientation directors from the European campuses and particularly with Kerry Grummert from the Geneva campus. I worked on several key projects for the division including the University 101 course, the first commencement exercises at the Edward Jones dome, and a pilot overnight registration program for incoming freshman. Overall, it was a good year with many wonderful learning experiences!

Numbers Served

Student Advocacy

Information and/or problem solving was sought by 20 people (16 students, 2 parents, 2 faculty/staff). Concerns included such issues as: financial difficulties, family concerns, concerns about the safety of students studying abroad, concerns about faculty or staff and information regarding student affairs as a career.

Judicial Affairs

33 students were charged with judicial offenses for a code of conduct violation other than alcohol or drugs. One student was suspended for a year from the Webster Groves campus. Our major issues this year were class room disruptions. I worked with the campus directors at five of our extended campuses on various disciplinary matters that they were handling.

Major Goals Accomplished

- ✓ *Create a successful model for University 101 course as a part of the freshman retention project and seek out ways to expand offering for next fall.*
- ✓ *Continue to work on a pilot summer orientation program with hopes of implementation for the summer of 2004.*
- ✓ *Provide leadership for the Multicultural Center and University Center to help them achieve their annual goals.*
- ✓ *To get my hands around my two new job responsibilities: judicial affairs and commencement.*

Summary of Impact on Student Learning

I think the major impact on student learning came through the University 101 course that was initiated this fall. The five students in the class all did really well in all of their classes in the fall semester. I think that the major goals of having the students learn about various campus resources, connect with a key member of the staff or faculty, and make connections were all met in this course. The students who took the course are all active in various campus organizations such as AAC, Campus Crusade, SIFE and others. One of the students moved into the residence halls during the second semester so that he could experience living on campus and get more involved.

I think I also had an opportunity to have an impact on student learning in a broader sense through the information that Valerie Lewis and I shared with our contacts during the meeting of the Orientation

Directors from all of the sites. I have sense been contact by most of the people there and they are implementing some of our suggestions into their orientation programs.

Key Activities and Events

- ✓ University 101 course – Eight week class for incoming freshmen focusing on campus resources and making wise decisions.
- ✓ Conferred with several extended campus directors on discipline matters.
- ✓ Dean’s Focus- Focus groups with first year students to gain insight to their experiences during the first eight weeks of campus
- ✓ Worked with Shana Wilson and marketing on new student handbook design.
- ✓ Coordinated staff and student workers for 2004 Commencement.

Summary of Customer/Client Feedback

I received great feedback from students regarding the University 101 course, the Leadership Class and Ready, Set, Go. The evaluations for all of these programs were excellent. The students enjoyed the discussion format of the courses and the information shared. The students who participated in the Ready, St, Go program were all really pleased with the program and happy to have the opportunity to come to campus and meet a group of people before August.

Professional Development Activities

National Association of Student Personnel Administrators – 2004 National Conference – Denver, CO.

National Orientation Directors Association – 2003 National Conference – Seattle, WA.

Webster University Orientation Director’s Meeting- 2003 – Geneva, Switzerland

National Conference on Race and Ethnicity in Higher Education, 2004 National Conference – Miami, FL

Presented – “Bringing in the New: Finding and Adapting Innovative Diversity Activities for your Campus”

Assistant Dean of Students – John Buck

Recap of the Year

Overall, this has been a challenging year for me professionally, but one from which I have learned enormous amounts. It began with the departure of Tammy Gocial and my move up into an assistant dean role, with oversight responsibilities of residential life and the student leadership development program (SLDP). Both facets of this new role provided substantial challenges for different reasons. Much time has been spent working very closely with Karen Rasure and her transition from a graduate assistantship to her first full-time role as Coordinator of Housing & Residential Life. Transitioning information from my head and other files to her meant a significant learning curve for Karen. Additionally, I inherited an SLDP program that was extraordinarily disorganized from an administrative point of view, which led to several students not being in the loop, not knowing where they were in the program (and I could not confirm that information), and not knowing an accurate picture all students involved. While we have turned a major corner in the re-organization of this program in recent months, this past year has been difficult to coordinate because information is, in many cases, unavailable. These recent months of planning, however, have the SLDP program poised for a strong year in 2004-05.

Numbers Served

Student Leadership Development Program (SLDP)

We attempted to maintain a foundation for the SLDP this year while maintaining the size of the program. 41 attended the Diversity retreat sponsored by the Multicultural Center, which also served as the Advanced Leaders Retreat, while 16 students attended the Eighth Annual Emerging Leaders Retreat. The Leadership class was team-taught by Colette Cummings and Suzanne Jones. The SLDP also offered 10 workshops for 33 students who sought leadership certificate credit Omicron Delta Kappa, the national leadership honor society, inducted 22 into the fifth circle in December (this includes myself and Debra Carpenter). This year, there were 89 students who indicated that they were pursuing the SLDP certificate. At the conclusion of this seventh year of the program, 60 students have completed all components of the SLDP and received their leadership certificates.

Major Goals Accomplished

- ✓ *Evaluate and further develop components and direction of the student leadership development program to enhance opportunities for student learning.*
- ✓ *Provide leadership in a variety of areas for the plans for new student housing, which provide opportunity for student learning and will impact future student recruitment*
- ✓ *Provide leadership and smooth transition to the Office of Housing and Residential Life*

These goals all received attention throughout the year, albeit the objectives and processes changed. The changes to the SLDP program will be complete this summer.

Summary of Impact on Student Learning

I think the major impact on student learning came through the SLDP program. Leadership Certificate awardees report a different set of skills they have acquired to complement their academic degree. Additionally, the RA staff, their training and their subsequent impact on residents continues to be a major source of student learning.

Key Activities and Events

- ✓ Student Leadership Development Program -- Coordinated a retreat, coordinated Leadership Scholars program; worked with Kim Alt in her role as program assistant; established an office presence in Loretto Hall for the program.
- ✓ Oversaw the transition of Karen Rasure into the Coordinator of Housing & Residential Life role.

Personnel Changes

Karen Rasure completed a good year as our new Coordinator of Housing & Residential Life.

Summary of Customer/Client Feedback

We received great feedback from students regarding the Emerging Leadership Retreat. Themes that emerged included students learning a great deal about themselves and their learning styles, how to market their leadership skills in the world of work, how to use their voices to facilitate realistic changes on campus, and the importance of personal renewal if they are to be effective leaders. We are working diligently this summer to orient all new, incoming scholars and incorporating current scholars into that orientation.

Professional Development Activities

Chief Housing Officer Institute, January 24-28, 2004, Orlando, FL

ACPA Annual Convention, April 1-5, 2004, Philadelphia, PA

- Completed second year of three year term on the Commission for Housing & Residential Life.
- Incoming Vice Chair of the Commission

President, St. Louis Area College Housing Association (SLACHA)

Keynote Speaker, NACURH 2004 Annual Conference, Saint Louis University, May 27, 2004.

Athletics

Recap of Year

The 2003/2004 year was another successful campaign for the Gorloks with an impressive departmental GPA and continued success on the field of play and in the community. The year began with the department deciding to raise the academic expectation of the student athletes from a 3.1 to a 3.2 GPA. Combined with a 3.23 Departmental GPA, (with only two students out of 177 under a 2.0) Athletics seems to be emphasizing the importance of student learning. On the field of play, the Gorloks experienced another fine season. With only one team capturing a conference championship, Webster was still able to secure second place in the SLIAC all sports trophy standings. This All Sports Award emphasizes the depth and all around excellence of our intercollegiate teams.

Numbers Served

- Students Recruited 90 overall (up from 72 last year)
72 freshmen, 18 transfer
- # of students on team rosters 210 (up from 180 last year)
- # of students who participated 203 (up from 188 last year)
- # of students who finished year 186 (up from 177 last year)
- # of students Academic All-Conference 66 (up from 56)
- Departmental GPA 3.23 (up from 3.19 last year)
- Recreation Programs See University Center Report
- Total Attendance at Recreation Programs See University Center Report

Major Goals Accomplished

- ✓ *Recruit 70 new student athletes to Webster University.* This year we recruited 90 new student athletes. While reaching our goal for the 8th consecutive year is impressive, the retention of students has led to more students competing for Webster than at any time in history.
- ✓ *Establish electronic departmental newsletter.* This year three issues of the Gorlok Gazette made its way onto computer screens across the country. A considerable amount of time was spent organizing the distribution of the newsletter. There is also now a link to the newsletters on the website for easy access. Ultimately the plan is to publish at least 10 issues next year.
- ✓ *Retain 87% of student athletes.* Of the 132 underclassmen eligible to return next year, 107 have registered for Fall classes as of 6/10/03 (81%). A final report will be completed in September.
- ✓ *Maintain a departmental GPA of 3.2.* This goal was achieved by the student athletes during the Fall with a departmental GPA of 3.36. Students at risk were identified through the year with no students requesting waiver on academic eligibility. Currently three students fail to have a 2.0 GPA in the entire department.
- ✓ *Establish a departmental community service activity.* During the spring semester student athletes volunteered over 800 hours at Hudson Elementary School in Webster Groves. Working with the Homework Club, the student tutored 2nd through 5th graders Monday –Thursday.

Key Activities and Events

- ✓ Men's basketball and soccer beat Washington University.
- ✓ Dax Garrison and Erin Rubinelli won conference tournaments in golf and women's tennis respectively.
- ✓ Women's soccer advanced to NCAA championship tournament.

- ✓ Travel: baseball, softball traveled to Florida; women's soccer traveled to California, golf traveled to Alabama and Georgia, women's tennis traveled to South Carolina, volleyball visited Upstate New York.
- ✓ Offered and taught 20 Physical Education activity classes
- ✓ Team fund raising (other than Gorlok Open) topped \$40,000
- ✓ First year of varsity men's swim team
- ✓ Placed second in SLIAC All Sports Award
- ✓ Published three electronic issues of the Gorlok Gazette
- ✓ Began work on Hall of Excellence with photo display unveiled.
- ✓ Construction begins on new and improved trophy case in hallway.
- ✓ Department community service initiative established with Hudson Elementary school.
- ✓ Kansas City Chiefs running back Tony Richardson was keynote speaker at Athletic Department banquet.
- ✓ Established a working agreement with CORE Services for athletic training coverage at practices and games.

Unforeseen Challenges

The unforeseen challenge of 2003-2004 was the sudden resignation of Karen Fennell the athletic trainer in late August. While the month of September proved quite challenging, by October an arrangement was established with CORE Services. This lemon truly turned into lemonade when Martin Fields exceeded expectations and a long term operating agreement was reached. This agreement allowed Athletics to address other staffing concerns and improve the overall function of the department..

Personnel Changes

As mentioned earlier, Karen Fennell resigned as Athletic trainer in August. A relationship with CORE services was established to outsource our athletic training services. Martin Fields is the designated trainer supplied by CORE. This agreement has resulted in a full time slot to be opened up. The resulting staff changes include Ryan Barke coming to Athletics full time as the strength and conditioning coach and departmental fund raiser (in addition to his coaching duties). Matt Gardner did not work out as swim coach and Kevin Mabie was hired to lead the swim program. Additionally, Tom Hart has relinquished his coaching responsibilities with the golf team and Tom Heyer and Andrew Belsky are now leading that program. In late fall Kate Malesevich was named head coach of both the men's and women's tennis programs leaving Merry Graf more time for volleyball. Merry Graf has also replaced Myrna Greer as senior women's administrator in the department.

Professional Development Activities

Tom Hart attended the NCAA convention in Nashville. Chris Bunch attended the National Association of Basketball Coaches convention in San Antonio. Karen Fennell attended the NATA convention in St. Louis. Luigi Scire and Marty Todt attended the NSCAA convention in Charlotte. Merry Graf completed her Masters degree from SIU Edwardsville.

Other Developments

Athletics hired two international students to perform Web Page maintenance. These students earned over \$3,000 but all student employment wages came from University Communications.

Career Services

Recap of Year

In addition to providing and maintaining the quality of existing services, new initiatives for Career Services included:

- Hosting international Career Builder Seminars in Geneva, Switzerland; Vienna, Austria and Leiden, The Netherlands. Program partners included Alumni Programs, the Dean of Students, and the Vice President for Students and Enrollment Management.
- Hosting domestic Career Builder Seminars in Denver/Colorado Springs, Colorado; Space Coast, Florida; Charleston and Greenville, South Carolina; Albuquerque, New Mexico; Chicago, Illinois and Washington, DC. Program partners included Academic Affairs (Extended Campus Administration), Alumni Programs, the Dean of Students, and the Vice President for Students and Enrollment Management.
- Developing several resources designed to meet the needs of our international students and students attending our international campuses.
- Updating the Career Services website to include international resources.

Numbers Served

- 1,203 student and alumni appointments
- 177 student and alumni walk-in contacts
- 934 students and alumni participating in Career Services programs (see below)
- 529 students and alumni participating in classroom/organization presentations (see below)
- 2,842 total students and alumni served

Additional Relevant Statistics

- 3,243 student and alumni registrants via eRecruiting
- 3,564 jobs vacancies posted via eRecruiting
- 42 internships posted via eRecruiting
- 12 organizations hosting information tables on campus
- 10 organizations interviewing 66 students on campus

Major Goals Accomplished

- ✓ *Develop and implement a pilot European Career Builder Seminar program for three campuses including Geneva, Vienna and Leiden.* From March 22 to March 31, 2004, O. Ray Angle and Suzanne Jones visited these three campuses conducting five Career Builder Seminars and 56 individual career counseling appointments.
- ✓ *Prepare the second comprehensive Success Report (graduate follow-up information).* On April 30, 2004, Career Services released the 2002-2003 Success Report announcing a 95% Comprehensive Success Rate (74% Professionally Employed, 5% Continuing Education and 16% Underemployed).
- ✓ *Develop print and on-line resources specifically designed to meet the needs of our international student populations.* Prior to visiting the European campuses, Career Services staff members researched and developed new Career Services materials related to conducting an international job search, writing curriculum vitas and job search letters and preparing for an international interview. These documents are now included on the Career Services website.
- ✓ *Target academic majors with graduates needing special career development assistance and create a program to meet the needs of those individuals:* Career Services targeted

Communications majors as needing additional assistance in locating professional employment after graduation. In response to this need, Career Services planned and presented the School of Communication Alumni Career Development Panel on Friday, March 18, 2004. Career Services invited recent alumni to come to campus to discuss their career paths since graduating from college. The program was also videotaped to show to School of Communications classes in the future.

Summary of Impact on Student Learning

Career Services has contributed to Webster University’s mission of giving students real knowledge for the real world, using a model for career development education called the “Five Es of Career Development.” The model, a description of the model and related career services are provided below.

- **Evaluation:** People typically begin the career development cycle by evaluating themselves. Career Services helps students evaluate their values, interests, personality and skills as they seek to either choose a major or an occupational interest area. **Sample related services:** Career Counseling, SIGI Plus Online Software, Myers-Briggs Type Indicator, Campbell Interest and Skill Survey, Self-Directed Search assessment and Strong Interest Inventory.

- **Exploration:** Once students have evaluated themselves, they are ready to explore the world of work to determine what careers best fit their unique set of characteristics. Career Services helps students gather occupational information so they can better choose a career path. **Sample related services:** Career Counseling, Career Resources Library, and SIGI Plus Online Software.

- **Experience:** While students may believe that they have chosen the right careers, Career Services suggests that they explore their chosen careers by getting experience. Career Services offers assistance to students in obtaining internships, part-time and/or summer jobs to gain practical experience. **Sample related services:** eRecruiting Software (internship listings), Internship Advising (resumes, cover letters, job search strategies and networking), Student Employment Program and Career Fair.

- **Employment:** As students near completion of their college degrees, their thoughts turn to full-time jobs or graduate school. Career Services has developed services to help graduates either prepare for graduate school or find a job. **Sample related services:** Individual Employment Advising (resume writing, cover letters, interviewing, job search strategies, networking), Career Fairs (Webster’s annual Career Fair and the Gateway Career Services Association job fair), eRecruiting Software (job vacancies, resume referrals, mentoring program), On-Campus Recruiting and Employer Information Tables.

- **Education:** Throughout the career development cycle education is a critical factor. In order to remain employable or to advance professionally everyone needs to seek out educational opportunities and become life long learners. Career Services offers programs, workshops and services that teach the basics of career development that will help graduates throughout their lifetime. **Sample related services:** Career Builder Seminars, Classroom Presentations, Mock Interview Day, Dining and Professional Etiquette Workshop and Dress for Success Workshop.

Key Activities & Events

<i>Program/Event</i>	<i>Number of Participants</i>	<i>Customer Feedback</i>
✓ Career Builder Seminar, Space Coast, Florida	48	9.91

✓ Apprentice Teaching Workshop	26	Not Evaluated
✓ Apprentice Teaching Workshop	30	9.82
✓ Major Decisions Workshop	2	10.00
✓ Edward Jones Information Session 2003	25	8.35
✓ Dress for Success Workshop	14	9.30
✓ Department of State Workshop	37	6.00
✓ Alumni Networking Program, Columbia, South Carolina	41	Not Evaluated
✓ Career Builder Seminar, Charleston, South Carolina	33	9.92
✓ Career Builder Seminar Albuquerque, New Mexico	23	8.50
✓ School of Communication Interns Presentation	29	9.24
✓ Career Fair Preparation Workshop	11	9.82
✓ Career Fair Preparation Workshop	~15	Not Evaluated
✓ Relational Leadership Presentation	16	9.19
✓ Global Issues in Human Services Presentation	20	9.25
✓ Resume and Cover Letter Writing Presentation to Business Writing Class	19	Not Evaluated
✓ Career Fair (62 Employer Participants)	343	7.26
✓ International Job Search Strategies	~15	Not Evaluated
✓ Interviewing Strategies for International Students	~15	Not Evaluated
✓ Career Builder Seminar, Greenville, South Carolina	28	9.96
✓ RA Training Workshop	11	9.27
✓ Employer Presentation, Aon Consulting (for GESA)	~25	Not Evaluated
✓ How to Identify Personal Traits & Career Information Classroom Presentation	9	9.78
✓ Resume and Cover Letter Writing Workshop (co-sponsored with Academic Resource Center)	12	Not Evaluated
✓ Resume and Cover Letter Writing Workshop for Writing Center Staff	7	Not Evaluated
✓ Career Builder Seminar, Denver/Colorado Springs, Colorado	30	9.96
✓ Supervisor Workshop	31	9.04
✓ Webster Staff Alliance Presentation	~30	Not Evaluated
✓ Edward Jones Information Session 2004	30	8.94
✓ Union Planters Bank Information Session	15	9.64
✓ Internship Class Presentation, School of Communications	21	9.30
✓ Teacher Recruitment Fair (22 School District Participants) Co-Sponsored with School of Education	92	Not Evaluated
✓ Mock Interview Day (8 Employer Participants)	32	9.42
✓ Internship Class Presentation,		

School of Communications	20	8.90
✓ School of Communications Alumni Career Development Panel	33	Not Evaluated
✓ Classroom Presentation	6	9.83
✓ Career Builder Seminar, Chicago, Illinois	26	9.61
✓ Career Builder Seminar, Vienna, Austria	28	9.61
✓ Career Builder Seminar, Emerging Professionals Geneva, Switzerland	45	9.20
✓ Career Builder Seminar, Experienced Professionals Geneva Switzerland	18	9.38
✓ Career Builder Seminar, Emerging Professionals Leiden, Amsterdam	21	8.57
✓ Career Builder Seminar, Experienced Professionals Leiden, Amsterdam	15	9.14
✓ Career Builder Seminar, Washington D.C.	8	9.50
✓ Dining and Professional Etiquette Dinner	42	9.00
✓ Keynote Presentation, Prospective Graduate Student Session	41	Not Evaluated
✓ Health and Wellness Classroom Presentation	18	9.56
✓ Mixin' & Minglin' for SLDP	2	Not Evaluated
✓ Challenge in the Workplace Classroom Presentation	19	9.05

Total individuals attending Career Services Programs and Presentations: 1,462

Summary of Customer Feedback

In addition to the quantitative feedback provided in the “Key Activities & Events” section of this report, Career Services received positive qualitative feedback from program participants. Selected comments from program participants include:

- Great information! From beginning to end you kept my attention. (Washington D.C. Career Builder)
- Thanks for a great career fair! (Career Fair)
- The mock interview helps me a lot for my job search, interviewing and doing research. (Mock Interview Day)
- The entire seminar proved to be very valuable. (Dining and Professional Etiquette Dinner)
- I loved the presentation and I think people can learn a lot about themselves by listening. (Relational Leadership Presentation)
- Suzanne is very enthusiastic and extremely helpful! (Challenge in the Workplace Presentation)
- This seminar was very informative. (Apprentice Teaching Workshop)
- Ray is an excellent speaker and great motivator. Very knowledgeable in his field and has a lot of excellent examples. (Chicago Career Builder)

Personnel Changes

Carol Connor (Department Associate) ended her service to the University opting for an early retirement.

Trezette Dixon (Assistant Director, Employment Services) reclassified from a full-time 5 day a week employee to a full-time 4 day a week employee.

Maureen Stroer began serving as the Department Associate on May 17, 2004.

Professional Development Activities

O. Ray Angle, Director

- Served as the Vice President-College of the Midwest Association of Colleges and Employers
- Elected to serve as President-Elect of the Midwest Association of College and Employers in 2004-2005
- Attended the Annual Conference of the Midwest Association of Colleges and Employers
- Attended the Spring Professional Development Meeting of the Gateway Career Services Association
- Continued earning credits toward a Ph.D. in Leadership Studies at Gonzaga University

Trezette Dixon, Assistant Director, Employment Services

- Completed MBTI Qualifying Program
- Attended the Midwest Association of Colleges and Employers annual conference
- Attended Gateway Career Services Association Fall Employer/Colleges Networking Breakfast
- Attended Gateway Career Services Association Spring Professional Development Meeting

Tamara Gegg-LaPlume, Assistant Director, Career Development

- Served as Secretary of the Executive Board for the Gateway Career Services Association
- Attended the Spring Professional Development Meeting of the Gateway Career Services Association
- Attended the International Career Development Conference of the National Career Development Association

Suzanne Jones, Assistant Director, Experiential Education

- Attended the National Association of Colleges and Employers Management Leadership Institute
- Served as member of the National Multiple Sclerosis Society – Gateway Chapter’s Volunteer Committee
- Served as member of Webster University’s Accessibility Committee and Inclusion Education Sub-Committee

International Student Employment

In accordance with Student Affairs’ commitment to recruit and employ international students, Career Services employed Yasmin and Veronica Rivera (Panama).

Student Employment Program

Recap of Year

The student employment program received more attention through presentations to incoming students as part of Freshman Registration Days. An additional 69 student employees worked on campus than in 2002-2003. The number of work sites and supervisors increased for the third year in a row. Work study appeals were denied starting in January 2004 due to a lack of available additional funding to disburse to student employees with continued financial need.

Numbers Served

Employed through the student employment program:

925 total student employees (increase of 7.5% from 2002-2003)

209 student employees received primary funding through department budgets (increase of 12.4% from 2002-2003)

75 international students worked from budget, Federal Work Study, or International Webster Work Study funds (decrease of \$16.7% from 2002-2003)

60 student employees worked in community service sites (no change)

181 supervisors of student employees within 97 work sites (increases of 5.0% and 2.1% respectively from 2002-2003)

Dollars earned through Federal and Webster Work Study programs as of payroll ending 5/21/04:

\$674,006.65	Federal Work Study (increase of 1.9% from 2002-2003)
\$95,223.61	Community Service (Federal) Work Study (decrease of 7.7% from 2002-2003 earnings on this date)
\$548,059.59	Webster Work Study (increase of 10.2% from 2002-03 earnings)

Training sessions for new student employees:

7 sessions offered (August-September 2003) ~100 total students in attendance

Major Goals Accomplished

- ✓ *Reached and surpassed 7% federal requirement for Federal Work Study dollars spent for community service.* Exceeded 7% federal requirement to spend 12.4% of federal funding on community service student employment (as of 5/21/04, with fiscal year ending 6/30/04). Although a decrease from 2002-2003, the total number is still comfortably above the federal requirement. The number of community service student employees stayed consistent at 60, but the work sites decreased to 14 total (a decrease of 41.7% from 2002-2003).
- ✓ *Used technology to share information with student employees, parents, and supervisors to increase retention and learning from student employment.* Available positions posted earlier and more consistently to student employment web site, resulting in student employees finding employment earlier in the Fall 2003 semester. Three articles on student employment topics were written for the parents' e-newsletter, published through the Dean of Students' Office. E-mail distribution list for supervisors was used on several occasions to distribute information about supervisor's workshop, required paperwork and upcoming deadlines. The Supervisor's Manual was recreated and revised, with an expected web posting date of June 2004 (three months ahead of schedule).

Summary of Impact on Student Learning

Student employees have continued to become educated on how to locate employment positions through the student employment web site. The increase in total student employees on campus is a reflection of the more proactive nature of new student employees after being presented with program information during Freshman Registration Days. A healthy number of 31 supervisors attended a workshop in the spring to hear information on funding shortages, in order to help their student employees manage their work study awards and continued employment.

Key Activities and Events

- ✓ Orientation/training sessions for new student employees and incoming freshman
- ✓ Outstanding Student Employee Award presented to eleven students between Fall 1, 2003 and Spring 2, 2004.
- ✓ Corresponded with over 900 students awarded work study March-September 2003.
- ✓ Collaborated with the staffs of the Financial Aid Office and the Payroll Office to present a supervisor's workshop in February 2004, with a focus on answering questions about work study paperwork, appeals, and funding.
- ✓ Pursued process by which student employees on the St. Louis campus may be eligible to earn their work study awards while studying abroad at Webster's international campuses.

Summary of Customer/Client Feedback

Multiple supervisors, students, and parents commented over the year on their pleasure in having their questions answered completely and promptly by the staff coordinating the Student Employment Program. The Supervisor's Workshop received an overall excellence ranking of 9.04/10.0.

Professional Development Activities

Suzanne Jones attended the National Association of Colleges and Employers' Management Leadership Institute. Also, Suzanne served as a member of National Multiple Sclerosis Society-Gateway Chapter's Volunteer Committee and the Webster University Accessibility Committee and its Inclusion Education Sub-Committee. During the spring of 2004, she co-taught the leadership class with Colette Cummings, Associate Dean of Students. Suzanne traveled with O. Ray Angle to present Career Builder Seminars and conduct individual career counseling appointments at three of the European campuses in March 2004.

Hiring of International Students

The Student Employment Program had one student employee with work study funding during the 2003-2004. The other student employees in Career Services, including two international students, assisted with mailings, web site maintenance, and customer service to hundreds of student employees visiting the office with questions over the course of the year.

Counseling and Life Development

Recap of Year

Positive and productive year. The counseling staff has worked well. Each counselor has contributed to the department success. We really enjoy serving students, staff and faculty.

Numbers Served

<u># Sessions</u>	<u>1-4</u>	<u>5-10</u>	<u>10-14</u>	<u>15+</u>	<u>Totals</u>	
Patrick Stack	119	61	47	6	233	
Gladys Smith	101	58	19	12	190	
Chris Pryor	21	8	2	2	33	
Kellee Watkins	<u>19</u>	<u>2</u>	<u>1</u>	<u>0</u>	<u>22</u>	
	260	129	69	20	478 (-51)	
Commuters	92	43	15	6	156 (-41)	
Residents	135	61	42	12	250 (+1)	
Faculty/Staff	6	10	1		17 (-37)	
International	27	15	11	2	55 (+26)	
Fall Semester	109	52	22	9	192 (-30)	
Spring Semester (-21)		151	77	47	11	286
Undergraduates	232	112	63	17	424 (-5)	
Graduate	22	7	5	3	37 (-9)	
*Faculty/Staff	6	10	1		17 (-37)	
Females	139	91	52	13	295 (-7)	
Males	121	38	17	7	183 (+10)	

*Did not identify sex of faculty/staff

Issues Identified in Counseling

Transitions	1%
*Relationships (Family, teacher, romance)	32%
Personal Growth	5%
*Stress/Anxiety	27%
*Self-esteem	26%
Alcohol/Drugs	9%
Referrals from faculty/staff	393 or 78%

*Depression is an overriding symptom but not the issue.

Group Work

Gladys conducted support groups – eating disorders and victims of sexual assault.

Major Goals Accomplished

- ✓ Gladys successfully hosted student support groups during daytime and evening hours.

- ✓ *Collaboration with other student affairs departments addressing Wellness topics, leadership development, ATOD concerns, student graduation follow ups, transitions for international students into the United States of America, R.A. in-service.*
- ✓ *Visit to each residential student during Freshmen Orientation Week.*
- ✓ *Wider use of Alcohol Edu and raised awareness of www.ulifeline.com.*

Summary of Impact on Student Learning

Counseling sessions assist to maximize student coping skills. Particular attention is given to obstacles that prevent optimal learning. 96% of students served in 2002-2003 returned to Webster University.

Crisis Response

- Three hospitalizations

Key Activities and Events

- ✓ Eating disorder and Sexual Assault & Recovery support groups
- ✓ Numerous curriculum in-services
- ✓ Conducted a “pulse taking” of students in a particular department at request of chairperson.
- ✓ Staff/faculty moderator of PEZ.
- ✓ Staff/faculty moderator of S.W.A.D.

Personnel Changes

Kellee Watkins, social work intern from Washington University, completed her internship.

Chris Pryor, counseling extern for Missouri State license as Professional Counselor, was accepted into the St. Louis University Ph.D. program.

Karen Geren, social work intern from Washington University, will begin her internship August 2004.

Summary of Customer/Client Feedback

Clients are provided evaluation card after first session and evaluation forms after last session. Return rate is poor. Fifty-three evaluations report positive to very positive experience.

Professional Development Activities

Patrick conducts Server Training for local businesses; Board member of UNITE 2000; completed volume 13 of Directions in Mental Health Counseling; completed volumes 3&4 of Directions in Substance Abuse Counseling; completed volumes 3, 4, & 5 of Ethical Issues in Professional Counseling. Attended Bacchus Gamma Area 5 conference with students.

Gladys attended conferences in Biloxi, Mississippi and Chicago, Illinois on sexual assault and harassment; conducted ATOD in-service to the parent/teacher program of Bristol Elementary School; Conference presenter of Missouri American Counseling Association, Columbia, Missouri. Conference presenter to Missouri Substance Abuse Counselors, Ozarks, Missouri; Unite 2000 member.

Hiring of International Students

There is no budget monies allotted to Counseling and Life Development for student workers. There are three international students working in the Counseling/Residential Office and Peer Educators.

Campus Ministry

- Campus Crusade for Christ is the largest and most active campus ministry program. They are one of the largest student organizations with 70+ students.
- Three Bible study classes took place throughout the year. The Baptist Student Union (BSU) conducted a Tuesday Evening Bible study at the University Center. The Pentecostal Campus

Ministry conducted a Bible Study on Monday Evenings at Webster Village. Campus Crusade conducted Thursday Evening Bible Study.

- There are currently 16 campus ministry programs serving the faiths of Judaism, Christianity, and Islam.
- Throughout the year numerous referrals are made to campus ministers.

Community Activities

- Unite 2000 – Webster Groves Safe and Drug Free School and Community
- Server-training for local businesses that sell alcohol by the drink
- 22 Webster School District families and three Nerinx Hall families participated in the four week Alcohol/Drug Education & Prevention Program

Health Services

Recap of Year

The numbers enrolled in the student insurance policy increased again this year. We now insure over 800 students. Approximately 30 of those have graduated and continue to take classes at Webster University in order to enroll in our insurance.

Our insurance was sent out for bids. Only 2 companies offered to bid. An insurance committee was formed. The decision was made to stay with our current insurance company. The cost increased approximately 45%. Again this was due to the high claims experience by our students.

Numbers Served – 6/1/03 through 6/1/04

- 5,914 Total Patient visits
- 1,509 Employees
- 3,018 Students
- An average of 1.3 visits per patient.
- 2,463 Phone Consultations (Medical and Insurance Claims Issues)

Summary of Impact on Student Learning

Students were involved in all aspects of the Health Services department including general office duties and CPR classes.

A new group of students was formed called “Student Educators”. The group consists of 9 very diverse students. Their goal was to reach and educate students on health issues.

Key Activities and Events

- ✓ Trained over 150 people in CPR, First Aid, and Preventing Disease Transmission
- ✓ Trained all the Public Safety Staff in CPR, First Aid, Preventing Disease Transmission, Oxygen, and Infant Child CPR.
- ✓ Continued the WebsterWorksWorldWide On-Campus Work Room.
- ✓ The Student Educators had 19 programs. Approximately 1,100 students attended the programs.
- ✓ Health Services partnered with Counseling/Life Development for Eating Disorder Awareness Week (2/04).

Professional Development Activities

Susan Daily and Susan Wilborn were on the planning committee for and attended the Central College Health Association Conference (3/04).

Susan Wilborn attended the “Making the Most of Your Health Services” workshop (4/04).

Susan Wilborn and 6 Student Educators attended “A Meeting of the Minds” conference (4/04).

Other Developments

An additional AED (Automatic External Defibrillator) was purchased and placed in the Music Annex.

Multicultural Center and International Student Affairs Office

Recap of the Year

This year was particularly challenging and rewarding. With three staff changes, the office had to redefine itself and function amidst the changes. The number of programs as well as the number of participants increased from previous years.

Numbers Served

- More than 2000 students, faculty, staff, alumni, and community members attended/used 41 programs sponsored or co-sponsored by the department this year and services provided.
- 200 students came to the office for individual appointments with Brandyn, Shay, Rene and Kat to talk about a variety of concerns from housing to financial aid, and from personal crises to graduation requirements.

Major Goals Accomplished

- ✓ *Use the information gathered from a research project completed last year to focus some of our programs, events, and services on the needs identified in the report, specifically: the Buddy Program and activities for the families of international students. Although there was an increase in the number of programs at the end of the year that specifically encouraged family members to attend, this goal was only partially implemented, with hopes to continue it “unofficially” as a goal in following years.*
- ✓ *Establish the Multicultural Student Advisory Committee to identify and address the needs and desired competency skills of multicultural students. This committee will consist of people within the university, alumni, employers, and other people/organizational representatives who have worked with Webster University [students] in the past. This goal was not accomplished this year.*
- ✓ *Build relationships with students in order to make them feel connected to the university and provide them an opportunity and contact person with whom they can discuss any issues, concerns, or problems they have. This goal was successfully implemented. Although the number of “appointments” may have been less this year, there were a significant number of students who had on-going issues that frequently visited. Likewise, there were several students who remarked about how pleased they were to even know of the existence of our department and the services we provided.*
- ✓ *Improve the MCISA’s relationship within the community by encouraging their participation in events and providing opportunities for cultural understanding and awareness, and to make them (especially the extended campuses in the St. Louis area) aware of the MCISA’s services. This goal was achieved through visits to a grade school, high school, a local civic center, and donations to community organizations.*

Summary of Impact on Student Learning

This year, with the Diversity Retreat, the multicultural and international focus that wove throughout almost all the programs, visits to classrooms, and a newsletter, we were able to reach a broader audience who have become more involved with our programs and services, but brought a multicultural perspective to their other campus involvements.

Key Activities and Events

- ✓ International Student Barbecue
- ✓ The Lion King
- ✓ Get On The Bus: Memphis
- ✓ Diversity Retreat
- ✓ International Week
- ✓ Holidays Around the World and Dress A Doll Contest

- ✓ Black History Month: The History of Music through African American Eyes
- ✓ Shoshana Johnson: Heroism Has No Color
- ✓ Minnie Bruce-Pratt
- ✓ Visits to Hazelwood East High School and Webster-Kirkwood Shepherd's Center
- ✓ International Night 2004: Taste the Rhythm

Personnel Changes

Katharina Volker was hired as the Graduate Assistant.
 Shalon (Shay) Malone was hired as the Program Coordinator.
 Brandyn Woodard assumed the position of Interim Director.

Summary of Customer/Client Feedback

Overall, participants were pleased with the number and quality of programs we provided. There were requests for additional off-campus programs and joint programs with other campuses in the area.

Professional Development Activities

Brandyn Woodard:

- MABHE/LS-HAMP Conference
- Stop the Hate: Train the Trainer
- Continuing graduate work

Shay Malone:

- Stop the Hate: Train the Trainer

Rene Murph

- Diversity Week

Statistics on the Hiring of International Students

The Multicultural Center and International Student Affairs employed 2 international students over the course of the academic year.

Orientation

Recap of Year

Fall undergraduate orientation saw its largest turn out. There were 391 students in attendance along with a number of parents and family members. Twenty six student orientation leaders worked extremely hard over four days to help students acclimate to there new environment. Overall the program went extremely well. The major glitch in the program was the inability to use the Loretto Hilton Theatre for a number of our larger sessions. Colette and Valerie were able to attend meeting with the Orientation Staff members from the European campuses and share information with them. Ready, Set, Go, the overnight summer registration pilot program was very successful this year.

Numbers Served

- Fall Undergraduate Orientation – 391 students attended the program, an increase of 121 students
- Spring Undergraduate Orientation- 25 students attended this orientation session. This is a decrease of 45 students from last year.
- Ready, Set, Go- 20 students participated in this pilot overnight program in May.

Major Goals Accomplished

- ✓ *Implement two Summer Orientation Pilots.*
One session of Ready, Set, Go was held May19-20, 2004. .
- ✓ *Increase the usage of the website in providing information and services to incoming students.*
This goal is still in progress.

Summary of Impact on Student Learning

Orientation programs helped students to feel comfortable in their surroundings in order to make a successful transition to Webster. Orientation staff provided information to new students about academic and social life at Webster and in the community. The students who participated in the Ready, Set, Go program were able to register for classes and meet new people.

Key Activities and Events

- | | |
|------------------------|--------------------|
| ✓ Fall Undergraduate | August 21-23, 2003 |
| ✓ Spring Undergraduate | January 10, 2004 |
| ✓ Ready, Set, Go | May 19-20, 2004 |

Summary of Customer/Client Feedback

Feedback from undergraduate students and their family members indicates that they were pleased with the information and services provided during fall orientation. They felt that the activities planned helped to answer their questions, acquaint them with their new surroundings, and meet other new students. Students who attended the Ready, Set, Go program thought the program was an excellent idea, especially those students who lived further away and had not yet had the opportunity to visit the campus. They enjoyed the small group and the ability to stay overnight.

Statistics on the Hiring of International Students

Orientation Programs employed 3 international students as orientation leaders this academic year.

Professional Development Activities

Colette Cummings and Valerie Lewis attended the National Orientation Director's Association annual conference in Seattle, WA. They also went to a meeting of the European Orientation Staff Coordinators at the Geneva Campus.

Housing and Residential Life

Recap of Year

Overall, Housing and Residential Life had an exceptional year. The opportunity to focus on impacting the lives of first year students had significant retention implications. We responded well to crises, both personal and facility related and were responsive to a variety of resident needs. Programming efforts improved, the RA staff was very strong and consistent, and administrative processes were improved and streamlined.

Numbers Served

- We opened the Halls and Houses with 214 residents (203 in the halls including RA's and 11 in the houses). We ended the year with 196 residents (190 students in the halls including RA's and 6 in the houses).
- On opening day, we did not have a waiting list. We were able to house 6 sophomores who needed housing for the fall semester. This summer, it did peak at 20. Last year (FY 03), our wait list reached 20. The year before (FY 02), our wait list peaked at 24.
- The residence hall RA staff planned, implemented, and evaluated a grand total of 348 educational and social programs, which attracted over 2,700 in attendance. Collaborative programs with WVA staff Homeless and Hunger Awareness Week, Women of Webster Week, and trips to St. Louis landmarks.
- RHA had a productive year. They received the student organization award for Outstanding Community Service at the leadership awards banquet in April. They also co-sponsored with Webster's National Residence Hall Honorary (NRHH) the first-annual Rezzies awards ceremony to recognize student leaders and programming within on-campus housing.
- Incident report numbers modestly decreased compared to last year. We logged 72 incident reports, down from 87 last year. Of those, 53 were pursued judicially, the remaining 19 included several general reports on empty alcohol bottles/cans in trash or recycling bins.

Major Goals Accomplished

- ✓ *To support residential student retention and student learning outcomes through intentional programmatic efforts.*
Programming in the Webster Village Houses was disrupted in November when six of the residents learned that their houses would possibly be demolished the following semester. Although faculty were not directly involved in planning programs for the remaining house, their program during the fall semester featured a multicultural component. RAs in the residence halls found great success this year in planning programs with faculty, and the goal was exceeded. Many of the RAs planned community service activities, but the highlight of the year for community service programming was Homeless and Hunger Awareness Week. Not only did the week provide food, clothing, money and volunteers for a local shelter, but it was one of several programs that succeeded due to the collaborative efforts of RAs in the halls and apartments.
- ✓ *Development of a student worker staff focused on providing outstanding service to clients & customers, which also offers an experience to employees that enhances student learning.*
There have been several discussions in preparation for student staff training and an evaluation process to begin in August 2004. The plans will be further developed during the summer. In the Fall Semester residents received a survey through which they could provide feedback about the student worker staff. The feedback was highly positive. Due to scheduling difficulties, there were no RA staff in-service training sessions this past year. These sessions will be scheduled and planned during the summer to prepare for the next academic year.

Summary of Impact on Student Learning

RA Staff worked with the clear expectation that they were to "change the world by impacting the lives of their residents." This meant several things for them, the foremost being the building of relationships with their residents. The RA's were challenged with meeting and providing programming for residents that enhanced this relationship building process. The real student learning occurred on individual levels and on a variety of topics: academic struggles, roommate mediations, supporting resident-initiated programs, supporting RHA, homesickness, community living and lifestyle choices. RA's made several referrals to support offices such as counseling & life development, student health, academic support center and to the housing coordinator. Programs, both planned and spontaneous, provided opportunities for student learning. However, there were dozens of occurrences this year when RA's challenged and supported student learning on individual levels. Because our system is small, our impact in this regard can be great.

According to summary data from our Quality of Life Survey in May, 60% reported they agree/strongly agree that residence hall programming enhanced their student learning. Overall, floor GPAs were up over last year, however 15 hall residents finished their first semester below a 2.0, up from 11 last year. None of our student workers finished the fall semester below 2.0.

Key Activities and Events

- ✓ The RA Staff from the halls and apartments collaborated on educational programs including Homeless Awareness Week and Women of Webster Week, for which they received the Outstanding Contribution to Cultural Awareness award at the Student Leadership Awards Banquet.
- ✓ Cafeteria remodeling
- ✓ Gully Unplugged 7 & 8 were again well attended
- ✓ RHA Date Auction raised over \$1300 for the American Heart Association.
- ✓ RHA received Outstanding Community Service Award at Student Leadership Awards Banquet.

Personnel Changes

In July, Buck took on the role of Assistant Dean of Students for Housing and Residential Life and Student Leadership Development, and Karen took over the position of Coordinator, becoming full-time. We hosted an intern as part of a program sponsored by the Association of College and University Housing Officers -International (ACUHO-I). Cara Bernstein, Tulane University, spent the summer at Webster.

Summary of Client/Customer Feedback

Quality of Life Evaluations: We received 180 surveys upon check-out in May. Overall, the students had a very positive experience. Regarding customer service, students were pleased with the facilities and the availability of RA's (90% were satisfied or very satisfied with their availability). Students liked having Ethernet, thought maintenance issues were addressed quickly, and felt that living in the halls was very convenient to other things on campus. 69% reported they were able to study sufficiently in the halls. 76% reported having a good roommate experience. Students were concerned about the quality and the general "healthiness" of the food. 85% report living on campus has enhanced their experience at Webster University.

Professional Development Activities

Karen attended the UMR-ACUHO regional conference in Overland Park, KS. Karen also accompanied RHA delegations to the MACURH regional conference and the NACURH national conference.

Statistics on the hiring of international students

We employed 8 student office assistants (shared with counseling and life development) student workers and 7 RA's. Within the student office assistant positions, we hired 2 international students and also hired an international RA. The goal of 30% was not met (20%). One of the challenges we find is that, since Residential Life and Counseling Life Development share these workers, we need to hire students who can respond quickly in a psychological or emotional emergency. We have hired 1 international student to be an RA in the Webster Village Apartments next year.

University Center and Student Activities

Recap of Year

During fall training for the entire department staff, the theme of “Our House” was introduced as a metaphor for the University Center. This theme carried throughout the year, and helped to spread the high morale amongst the staff members. Students demonstrated a great deal of intradepartmental cooperation this year, truly creating a feeling of ownership of our house. Programmatically, this was the most significant year for Campus Recreation so far. The number and quality of programs increased dramatically, and the attendance nearly quintupled. Their continued partnership with the Student Activities Council also helped to produce excellent programs by both groups.

Numbers Served

▪ Gorlok Grill	12,290	+23.4%
▪ Commons	12,968	+20.7%
▪ Student Leadership Center	6,906	+22.1%
▪ Sunnen Lounge	11,159	-2.9%
▪ Conference Room	3,542	-1.41%
▪ Presentation Room	4,799	+2.17%
▪ Priority Scheduled Events for 2004-2005	765 (822 requests)	-33%
▪ Fitness Center	35,837	-2.21%*
▪ Swimming Pool Individual Users	8,580	+8.3%
▪ Swimming Pool Group Users	20,383	+16.5%
▪ Grant Gymnasium	63,196	+57.1%
▪ Athletics Lobby	5,408	+67.4%
▪ Group Rental of Pool	\$16,972.50	-36%
▪ Total Revenue for Building Rental	\$37,770.50	-15%
▪ Membership Revenue	\$32,182	+7.2%
▪ Attendance at SAC Events	4,510	+12%
▪ Attendance at Recreation Programs	2,618	+489%

*Last year’s Fitness Center statistic of 34,034 was for the end of April, 2003. The May 2003 statistic had not yet been calculated by the writing of the Annual Report. Last year’s Fitness Center statistic should have read 36,647, an increase of 19% for that year.

Major Goals Accomplished

- ✓ *Continue to expand faculty partnerships with University Center programming efforts to increase student learning.* Brochures advertising the Bridge Initiative were distributed widely to faculty. Twelve programs were sponsored, along with nearly \$5000 of support for this learning outside the classroom. Five of these were coordinated with the assistance of Program Managers. Also, Campus Recreation involved faculty in the implementation of several of their programs, including the very popular salsa dance lessons.
- ✓ *Increase the Student Activities Council and Campus Recreation overall program attendance by 10%.* This goal was achieved, with increases by 12% and 489%, respectively. An additional subgoal was for Campus Recreation to have at least 3 programs per month, which was achieved (46 total programs for the year).
- ✓ *Work with Admissions staffs to create methods in the University Center to impact student recruitment.* University Center staff members met with Admissions staff members to discuss how to make the University Center a recruitment tool in and of itself. The result included painting and new furniture in the Gorlok Grill. Additionally, student staff were made more aware of when the Admissions tours come through the University Center, in order to provide a special welcome for

potential students.

Summary of Impact on Student Learning

As mentioned above, the Bridge Initiative experienced a successful second year, and University Center student programmers worked closely to assist the faculty programs with nearly half of the events sponsored by the Initiative.

Key Activities and Events (either sponsored or co-sponsored by this department)

- ✓ Welcome Back Week
- ✓ Involvement Fair
- ✓ FUSION
- ✓ Trip to Six Flags
- ✓ Tee Time Trip
- ✓ Homecoming: Gallery Hop, Webster Idol, 5K run
- ✓ Fall Folk Series
- ✓ Sexual Education Week
- ✓ Movie Sneak Previews
- ✓ 10-week recreational bowling league
- ✓ Weekly volleyball nights
- ✓ Springfest (Brazilian Dancing, Luau, Battle of the Bands, Softball Game)
- ✓ Great SpikeOut Volleyball Tournament
- ✓ Vegas Night Spectacular
- ✓ Cardinals Game
- ✓ Spring Recruitment Fair
- ✓ Additional Aqua Aerobics Classes

Personnel Changes

None.

Summary of Customer/Client Feedback

No formal method of customer feedback was conducted this year. Several steps of customer service were taken by staff members to provide a more friendly and welcoming atmosphere. This included using the “Our House” theme verbally and on t-shirts and staff lanyards. The increased morale demonstrated a better feeling of ownership, which served the customers better. Also, Student Building Managers worked to meet and greet clients at the meeting rooms at the start of the larger meetings to attend to their needs.

Professional Development Activities

John Ginsburg attended the Association of College Unions International (ACUI) Annual Conference, where he also presented. John chaired ACUI Region 11 Conference Committee, and became a member of the ACUI International Elections Committee and the Region 11 Leadership Team

Shana Wilson attended the ACUI International Conference, and was a member of the Region 11 Conference Committee. She also attended the Missouri Association of Blacks in Higher Education conference.

Niki Femmer was a member of the ACUI Region 11 Conference Committee.

Myrna Greer attended the National Park and Recreation Association - Aquatics Section Conference.

Students funded by the University Center & Student Activities Department to attend regional and international conferences included:

ACUI I-LEAD: David Kraemer, Brian Holtz, AJ Fernandez, Annie Hafner

ACUI Regional Conference: Mary Phelan, Linda Golden, Katie McComb, Jill Gillespie, Annie Hafner, David Kraemer, Brian Holtz, Mimi Toure’, Christie Zawacki, Curtis Conrod, Ciara Murphy, Gina Lovecchio.

International Student Hiring

The Pool employed 2 international students out of 6 budget employees (33%)

The Front Desk employed 2 international students out of 10 budget employees (20%)

The Fitness Center employed 1 international students out of 4 budget employees (25%)

Student Activities Council and Campus Recreation did not employ any international students (6 students out of 10 had work study)

University Center student employee total: 5/24 international/budget (21%).

Other Developments

University Center staff provided support for the student-run pilot of the snack stands (“Gorlok Grub-on-the-Go”) in the Priest House and Webster Groves High School. A student supervisor was hired, and she met regularly with the Director. The feedback was positive, especially in the Priest House, but the income was far lower than expected. The size and scope of what will be done next year is being evaluated.

The University Center and Student Activities took over responsibility for reservations and set-ups in the new Library Conference Room. This additional work for University Center staff and students helped to establish a positive partnership with the Library staff.

The position of SGA Elections Commissioner was created due to the issues last year with the elections. Having an impartial student in charge of the elections process was very important to implement for both the Fall and Spring elections. The learning curve was high, and the process was not without significant challenges (violation of elections rules by a presidential candidate and a tie in a senate race), but overall, the Commissioner position was a success. Also, on-line elections were implemented in the Spring, making the tabulation of the votes much easier.

Aesthetic and systematic improvements included new lighting for Sunnen Lounge, a new sound system for the Grant Gymnasium, and new furniture for the Gorlok Grill area. As mentioned above, the Grill is also getting painted by student employees, and will look especially colorful for the Fall.

Webster Village Apartments

Recap of the Year

This has been a year of tightening processes for everyone involved in the Webster Village Apartments. We were able to strengthen existing systems this year, from having the AD create a position binder to implementing a system wide birthday program and partnering with the University in the 04/05 budget process. We continually assessed the needs of our current residents while keeping an eye on future needs. We concentrated on updating old processes, connecting with each resident, and providing attractive, clean, well-maintained facilities.

Numbers Served

- Webster Village Apartments spent time over the summer facilitating the leasing process while coordinating summer conferences. We had as many as 90 students on a waiting list prior to opening in Fall semester. Throughout the year, WVA housed between 273-280 students ranging from first-year students to graduate students. Our numbers varied depending on the term as we worked to accommodate international students and students who wished to study abroad. By September 15, the waiting list was down to 5, and we were able to offer space to each of those people for Spring I. By March 31, we had re-instated the waiting list for Fall 04.
- We had six Resident Assistants to serve approximately 44 students each. We had 6 Office Assistants working in our main office. Our main office was open from 8:30 a.m. until 7 p.m. on weekdays and we extended weekend hours from 1p.m. until 3 p.m. to ensure that the residents of the apartments could get the service that they needed at a convenient time.
- The Resident Assistants planned and implemented over 115 programs throughout the course of the year. This was greater than our numbers last year and we found a better balance between social and educational programs. These programs were offered in addition to the area meetings and other opportunities provided by RHA, SGA, and SAC. Our staff responded to approximately 15 incidents of policy violations, from minor reports such as noise disturbance and pets to more serious situations involving alcohol and drugs. We decided to add an additional RA staff person this year to serve the residents in building three as well as take a leadership role in academic programming which has helped tremendously.
- Our Maintenance Supervisor responded, usually within 24 hours, to over 350 student reports of maintenance concerns in their particular apartments. He also handled innumerable public area problems and coordinated responses on issues such as accountability for US Lawns and Maintenance USA. In addition, he also handled many safety repairs such as replacing cement stairs that were deteriorating and new door levers as residents were getting locked into their apartments.

Major Goals Accomplished

- ✓ *Promote service learning in the WVA.* We have accomplished this by having each of the 6 RA's as well as the professional staff lead a Webster Works Worldwide team. In addition, each RA met the Lend-A-Hand program requirement by exposing their residents to more opportunities of service through Habitat for Humanity, Locks of Love program and the American Red Cross. Our goal was to have 40% of our residents participate in service and we fell short of that by about 5%.
- ✓ *Support student learning in the WVA.* We made the most strides in this area as each staff member accomplished the goal of providing a program with a faculty member. These programs ranged from attending a movie and facilitating a post dinner discussion with a professor to hosting a Polish Heritage Night in an RA's apartment. These programs provided invaluable opportunities

for both faculty and residents and fostered great learning outside the classroom. Our goal was to 25% of our residents in attendance and we fell short of this by 7%.

- ✓ *Foster retention of residents within apartments by improving facilities.* This was accomplished through a variety of methods. I created worksheet that tracked what capital improvements we have begun and what are planned for each year. I monitored feedback from our residents through our suggestion box and Quality of Life survey on what they felt were the top priorities. Based on many of these suggestions, we replaced the sidewalk around building 5 and over 20 carpets this year. I worked closely with the University to make sure that all money that was set aside for the WVA was managed in a timely and fiscally responsible manner. Our goal was to have 65% retention but it is looking closer to 50% which is allowing us to accommodate more Residence Hall, transfer and international students.

Summary of Impact on Student Learning

Growth and learning was accomplished on every level, from professional staff, to student staff, to residents. The students had to learn what it meant to live independently, pay rent, report problems, and interact with their roommates and neighbors. We facilitated this process through large-scale apartment programs planned and implemented by the whole staff, more intimate programs sponsored by individual resident assistants, and individual meetings between students and staff. Several trends in student behavior provide evidence of student learning in the Apartments. Discipline overall was lower than last year and fewer students paid rent late, once the significance of late charges was understood. General apartment damage also seemed to be at a record low at the end of the year, with many students taking responsibility for their apartments.

Key Activities and Events

- ✓ We had some phenomenal activities provided by the RA's this year and the main office. The Homeless and Hunger Awareness Week in November and the Women's Week in March provided some of the most effective programming we've ever had. 3 programs; Caramel Apple Making, Shish Ka Bob to the Future and Lord of the Rings all had turnout of over 50 people. In addition, we've had the smoothest summer turnover yet in preparation for conferences.

Personnel Changes

We didn't have any full-time personnel or students staff changes this year, which added considerably to the success we've experienced this year at the WVA.

Summary of Client/Customer Feedback

We distributed the Quality of Life survey in November and received the highest return rate ever. The students liked all the amenities, especially our new DVD's, pool & spa and extended cable included in the rent. We changed the options in our vending machine as requested and we've received the most feedback from our "Suggestion/Comment/Response" board we added in the Laundry Room. Overall, the office hours met their needs.

Professional Development Activities

Professional development was average in the Apartments this year. The Managing Director attended the CCHM fall and spring conferences which included an Apartment Manager certification course. 3 student staff attended the UNI RA conference and the new 04/05 RA's went to a Spring training workshop hosted by SLACHA. This area needs more work.

Other Developments

The Webster Village Apartments complex has strongly established itself as a highly desirable option for students in the apartment housing market in Webster Groves. This is evident in the record number of re-applications that we received, even after a 4% price increase. Each year I feel that we are getting stronger defining our office. Residents really felt that we listened to them this year and strongly felt that this was a

home away from home. Some areas to strengthen next year will be our Office Assistants, educational programming, and continuing to find the most fair way to determine resident priority.

International Student Hiring

Of the 12 student employees working for Webster Village Apartments, one was an international student, representing 8% of the student employment budget.