

## ***STANDARD VI***

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### ***STUDENT SERVICES***

#### **Description**

Responsibilities for services for students are shared among various divisions of the University, as shown by the Table of Organization.

#### **1. Student Affairs**

Student Affairs staff members are committed to carrying out the University's mission to prepare students for lifelong learning and leadership as ethical and responsible citizens in a diverse and global community.

The Vice President for Student Affairs is in his third year in that office, having previously served as Dean of the School of Professional Studies

In order to obtain data from current students and recent graduates, the CSU System Office annually administers surveys, developed with the advice of the Institutional Research Advisory Council, composed of institutional research officers on each of the four CSU campuses, plus the System Office. The data from these surveys are reviewed and recommendations for changes are made on the basis of the results of the analysis of the data. The Division of Student Affairs' Assessment Committee, with the assistance of the Institutional Research and Assessment Office, distributed a survey with questions designed to elicit information about student learning objectives and participation in co-curricular programs. The Fall 2002 survey was distributed to 800 residential and 1000 commuter students and is currently being reviewed. The housing and residential life staff use an Association of College and University Housing Officers' (ACUHO) evaluation instrument to collect information from students who live in campus housing. Students in the Educational Achievement and Access Program (EA<sup>2</sup>P) students are also given questionnaires and their academic progress is monitored.

Mission and Planning: During the summer of 2000, the staff of Student Affairs developed revised mission and vision statements that are tied directly to the University's mission statement; after completing a strengths-weaknesses-opportunities-threats (SWOT) analysis, the staff formulated a strategic plan with eight major goals for 2001-2005. In response to findings of that planning session, two key committees have been established in Student Affairs: the Assessment Committee and the Technology Committee.

- Assessment Committee: The main purpose is to provide ongoing assessment of programs, services, and activities within Student Affairs, looking not only at student satisfaction surveys, but also at student learning outcomes in their co-curricular and extra-curricular world.
- Technology Committee: After appraising division needs in the areas of hardware, software, and training, the Technology Committee developed a three-year technology upgrade and

replacement plan. The plan also includes an implementation scheme for training staff, and several workshops have already been offered. The plan has been submitted to the University's Information Technology Committee (please see Standard VII for additional information on the ITC), and will be incorporated into University planning for technology.

Personnel and Funding: Student Affairs has a qualified, professional staff, with appropriate credentials and training (many are doctorally prepared); all are dedicated to student development. In addition to a new Dean of Student Affairs, the Director of the Counseling Center and the physician who is head of health services were new to the campus in Fall 2002. (The previous Director of Health Services had been on staff for approximately 18 years.) Two new coaches have been added, as well.

Many Student Affairs offices are located in the recently expanded and renovated Student Center on the Midtown campus. Athletic staff have new offices in the William A. O'Neill Athletic and Convocation Center on the Westside campus.

Budgets have increased in recent years in Student Affairs, but the current economic climate is not positive.

Student Center/Student Life Office: The Student Center/Student Life staff work with the Student Government Association, the Student Center Board, and student organizations to provide students with opportunities for educational and social experiences beyond the classroom. The Student Center/Student Life Office is responsible for student club advisement and organization publicity, as well as assisting with bulletin board postings, and meeting room reservations; free fax machine access is provided.

The Student Center/Student Life Office administers a variety of tests, including graduate school admissions tests and the Miller Analogies Test. The College Level Examination Program (CLEP) tests for students seeking credit by examination for a wide variety of undergraduate coursework are administered by the Student Center/Student Life Office.

Equal Opportunity and Diversity: The Pre-Collegiate and Access Programs, reporting through the Division of Student Affairs, are designed to develop and strengthen the academic skills of eligible middle and high school students to prepare them for a successful post-secondary experience, both academically and socially. These grant-funded pre-college programs (Upward Bound, Connecticut Collegiate Awareness and Preparation Program, and Connecticut College Access and Success Program) empower first generation, low-income students to achieve their highest academic potential through a program of educational activities and summer programs. The students have the opportunity to learn study skills and receive ongoing counseling to help them succeed in college.

It is the mission of the Office of Minority Affairs to serve minority students by developing programs to assist them throughout their University careers. The office also provides supplemental counseling for social, personal, and academic referrals, and the staff members work with the entire University community to enhance people's awareness of and sensitivity to the needs of minority students.

Campus Ministries: A variety of activities and programs are offered by WestConn's campus ministries. The Newman Center, operated by the Catholic Campus Ministry, and the WestConn Christian Ministry, with an office in the Student Center, sponsor worship, fellowship, outreach, and educational opportunities for students. Students of other faiths can also find spiritual counselors, activities, and programs on campus.

Career Development Center: The Career Development Center, located in the Student Center, offers three major career-related services: (1) Career Planning and Placement, designed to assist students in the job search (résumé writing and interviewing strategies, e.g.); (2) Cooperative Education and Internships; and (3) Career development workshops on a wide variety of career-related topics. More than 4,500 students visit the Career Development Center each year. The Center has a library of career-related materials, career guidance software (SIGI+), an electronic job referral system, and information on part-time jobs. Staff from the Career Development Center do discipline-based workshops, visit classrooms on request, produce a regular newsletter, and maintain an ongoing relationship with area businesses through internships and cooperative education placements. A Career Fair is held annually, with over fifty employers and more than 500 students present at the April 2002 event. Job postings arrive 24 hours/day. Staff critique résumés via fax and e-mail, and job applications and résumés are forwarded to prospective employers electronically.

Health Service: The University Health Service Office, located in Litchfield Hall on the Midtown campus, provides treatment to all full-time students; emergency care only is available for part-time students, faculty and staff. Ambulatory care is available for full-time students, and referrals can be made for specialized health care. Seriously ill students or emergency cases are referred to Danbury Hospital (located only a few minutes from the Midtown campus) for evaluation, treatment, and/or hospitalization. University Health Service is open Monday through Friday, 8:00 a.m. to 4:00 p.m. A full-time physician and three full-time nurses are on staff.

Counseling Center: Located in the Student Center on the Midtown campus, the Counseling Center offers confidential, short-term counseling for personal, career, and academic concerns. The professional counselors on the staff offer interest and personality inventories. Outreach and group sessions are held on topics of interest to students. The Center is also involved at the beginning of each semester with a special orientation program for non-traditional students. Services (including response to emergencies) are available at no fee for students. A peer-tutoring program is also coordinated by the Counseling Center.

Student Government: The Student Government Association is the sole governing body for student organizations at WestConn. The purpose of the SGA is “to represent [students] on various University committees, serve as the voice of the student body, establish channels of communication within the university population, to develop and fund many campus activities, and to protect the rights and freedoms of individual students and student groups in academic and social areas.” Some twenty academic organizations (Biology Club, Finance Club, Nursing Club, e.g.), three fraternities and four sororities, three religious organizations, five oversight organizations (Greek Council, e.g.), ten recreational organizations, and a number of publications/media/theater organizations (*The Echo*, the student newspaper, and WXCI 91.7, campus radio, e.g.), five honor societies, nine multi-cultural organizations, five residence hall associations, five special interest organizations (Phoenix Society for non-traditional students, Habitat for Humanity, Youth for Justice, e.g.), and three music organizations offer participation and leadership opportunities for students.

The SGA Legal Clinic was established in 1999 with a mission to “prevent, ameliorate, or assist in the resolution of legal problems that confront students by providing initial legal counseling and advice.” The Legal Clinic also seeks to educate students about their rights and responsibilities through shared information and legal resources, various information programs, lectures and presentations, and individual student counseling. A faculty member in the Justice and Law Administration division who holds a J.D. degree and is a member of the Connecticut Bar Association serves as adviser to the clinic. The adviser does not serve as a clinic attorney nor does he accept students as clients. The attorneys who serve in the Legal Clinic are independent contractors with the SGA, and are not employees of the University. Attorneys counsel and advise students on general legal concerns,

consumer complaints, debts and bankruptcy, family law, landlord-tenant issues, wills and probate matters, litigation, criminal matters, administration agency matters (Veterans Administration, e.g.), and small claims. (The participating attorneys do not counsel and advise students on student vs. student issues, student vs. faculty, administration, SGA, University matters, or student disciplinary matters that are handled on campus.)

Athletics: Western Connecticut State University has a National Collegiate Athletic Association (NCAA) Division III athletic program for both men and women, with students participating in twelve varsity sports (soccer, football, basketball, tennis, and baseball for men, and volleyball, tennis, soccer, basketball, swimming and diving, softball and lacrosse for women). The University has a full-time Director of Athletics and a full-time Director of Recreation and Intramural Programs. Club sports are organized on recreational, instructional, and competitive levels, with activities ranging from informal play to regular practice or instruction and intercollegiate and tournament competition. Funds are available from the Intramural and Recreation Department to hire instructors and/or coaches.

WestConn adheres to the principles of Title IX (equity of funding, programs and facilities for male and female athletics). All programs are budgeted on an annual basis, and budgets are closely monitored by the Athletic Director and the Vice President for Student Affairs.

The William A. O'Neill Athletic and Convocation Center, on the Westside campus, houses a six-lane indoor running track and four full basketball/tennis/volleyball courts. The Westside campus also has fully lighted rugby, intramural, baseball and softball fields, a weight training facility, and a swimming pool. There is also a gymnasium and a weight training room in Berkshire Hall on the Midtown campus.

Residence Life: The University has three residence halls on the Midtown campus (Fairfield, Litchfield, and Newbury), and two apartment style residence halls on the Westside campus (Pinney and Ella Grasso; for additional information on the residence halls, please see Standard VIII). There are also some students housed at the local motor inn. The residence halls can accommodate up to 1,294 students. With 12 full-time professional staff members, 44 resident assistants, seven academic resource mentors, about 70 information desk workers, plus support and custodial staff, the Department of Housing and Residence Life is one of the largest departments at the University.

Information on housing and residence life is contained in *The Guide to Housing & Residence Life, 2002-2003*, distributed to all students living on campus. The guide provides quick access to information on campus policies and procedures, safety and security, community leadership opportunities, and the CULTURE Program. CULTURE (Creating Undergraduate Learning Through Unique Residential Experiences) includes peer academic support services, academic resource mentors, community standards, campus resources, and a system of priority points. This last feature involves awarding points for behavior, academic standing, and other criteria; an individual student's point value, combined with that of his/her roommates/apartment mates, determines status for room assignments.

Student Rights and Responsibilities: Rules and procedures have been established for all four campuses of the Connecticut State University system; this information is published in *Guidelines for Student Rights and Responsibilities*, distributed to all students each year; a summary version appears in the *Student Handbook* and in the catalogs, as well as online. Copies of the guidelines are distributed at new student orientation and are also available in the residence halls and at the Information Desk in the Student Center, which is staffed 12 hours/day, five days/week. The summary version clearly delineates punishable offenses and sanctions, defines academic misconduct, establishes who may file charges, describes the pre-hearing investigation, enumerates the rights of the

accused, and defines disciplinary penalties. The Dean of Students is the hearing officer for all non-housing judicial issues.

Orientation: There is a new student orientation at the beginning of each semester, with opportunities for newcomers to meet other students and become more familiar with academic and co-curricular life on campus. The Student Center/Student Life Office is directly responsible for orientation, but faculty are members of a joint Student Affairs/Academic Affairs planning committee, and faculty are also very much involved in orientation activities.

Beginning in Fall 2001, orientation took on a more academic character with the establishment of a new tradition at the University: to mark the beginning of their new life, students march through the gates of the campus and are welcomed by faculty in academic regalia. Faculty, as well as student services personnel, student orientation leaders and resident assistants, are available to talk with students and parents on orientation day.

With a goal of working toward a shared learning community, the Office of Academic Affairs and faculty worked closely with the Office of Student Affairs to create a new student orientation program, as well as other joint program activities.

## **2. Academic Affairs**

Freshman Seminar: A three-credit Freshman Seminar, developed after a year of planning by the School of Arts and Sciences and the Student Affairs Division, was offered for the first time in the Fall 2001 semester. Although the course is voluntary, there were five sections with 76 students in the first year; in Fall 2002, 83 students were enrolled. Data have been collected and are being analyzed in a grant-sponsored project.

Advising: All academic advising in the majors is done through the academic departments. Matriculated students who have declared a major are assigned an adviser within the first few weeks of their entering semester. Full- and part-time students who have been formally admitted to the University but have not decided on a major are advised through the Academic Advisement Center, which has up-to-date information on all academic programs. The Center will be supervised by the Dean of the School of Arts and Sciences, beginning in Fall 2003. The athletic director and the coaches maintain regular contact with student athletes and their faculty advisers in order to monitor student progress and achievement. Coaches hold regular study halls for students.

Academic Support Services: The Learning Centers include a Mathematics and Computer Science Clinic, a Study Skills Lab, and a Writing Lab. Based in departments of the School of Arts and Sciences, the Learning Centers provide academic services for students who need help in specific subjects or who want to improve their study skills. The labs are located on the Midtown Campus, where most of the first-year resident students live. The Mathematics and CS Clinic and the Writing Lab are open Monday through Friday; the Study Skills Lab is open Monday through Thursday. The Study Skills Lab offers workshops on a variety of topics.

Student Technology Training Center: The Student Technology Training Center (STTC), a collaborative effort between University Computing and the Office of Student Life, is directed toward empowering students with a practical understanding of current technology. The STCC offers workshops and tutorials throughout the academic year. Workshops are offered on library databases, Lotus Notes (e-mail), the Microsoft Office Suite, Microsoft Publisher and Microsoft FrontPage. One-on-one tutorials are available for a variety of software applications. The STCC is open seven days a week.

Admissions: Under the direction of the Enrollment Management Officer, the Admissions Office is responsible for the recruitment and admission of freshmen and transfer students. Admissions counselors meet with prospective students at open houses and college fairs, talking with them about academic and co-curricular opportunities at the University. The office adheres to principles of good practice and guidelines of the national Association of College Admissions Counselors (ACAC). Working with the Admissions Office is an Admissions Committee, with six faculty members and three students; the Director of Admissions serves *ex officio*.

Beginning in the Fall 2002 semester, graduate recruitment, admissions and registration are under the direction of the Dean of Graduate Studies and External Programs.

Student Financial Aid: The Financial Aid Office, located in Old Main, is responsible for administering all federal, state, and institutional grants, loans and scholarships; veterans' certifications, work study and student employment programs are also administered by this office. Information about various forms of financial aid is available in print (in the catalogs, and in pamphlets and brochures) and online through the University's web site.

Registrar: The Registrar's Office coordinates the scheduling of all (undergraduate and graduate, day and evening) credit-bearing classes offered by the University in all its academic terms (fall and spring semesters, intersession, spring break and summer). The office is also responsible for the registration of all undergraduate-level students.

There is a full page of information on educational records and the Family Education Rights and Privacy Act (FERPA) in the catalogs (print and online). Much of the same information appears in question-and-answer format in the *Student Handbook 2002-2003*. "Guidelines and Policies for Computer Use" and "WestConn Computer Policy" are printed in the *Graduate Catalog* and on the University's web site.

Continuing Education: In Fall 2002, the scheduling and registration functions of the Continuing Education Office were absorbed into the Registrar's Office. The University Center for Adult Education (UCAE) now reports to the Enrollment Management Officer.

### **3. Executive Assistant to the President for Multicultural Affairs and Disability Services (Office of the President)**

In compliance with the Americans with Disabilities Act and Sec. 504 of the Rehabilitation Act of 1973, the University is fully committed to meeting its responsibilities to admit and provide reasonable accommodations and appropriate services to qualified students who have a disability. The Office of Disability Services directs and coordinates services for students with disabilities, such as advocacy, early registration, confidential counseling, empowerment counseling, complaint processing, accommodation planning and referrals, referrals to other University services, exam proctoring, and accessibility.

### **4. Finance and Administration**

Bookstores: The two bookstores (one in the Student Center on the Midtown campus, the other in the Westside classroom building) are operated by Barnes & Noble. The Midtown bookstore is open approximately 45 hours/week; the Westside bookstore is open 32 hours/week. During the first week of classes, both bookstores are open until 8 p.m., Monday through Thursday, and until 5:00 p.m. on Friday.

Child Care Center: The WestConn Child Care Center, an accredited, licensed program for children ages three through five, opened in 1997 in Alumni Hall. The Center, open from 7:00 a.m. to 5:00 p.m. weekdays, primarily serves children of University faculty and students. Fund-raising events help pay for scholarships to make the service more affordable for students. Operated by Education Connection, the regional educational services agency, the Center also provides a learning laboratory for the University's Education and Educational Psychology Department.

Public Safety: The Department of Public Safety, under the direction of the Associate Vice President for Public Safety, includes the University Police Department, the Office of Health, Safety, and Environmental Affairs, Property Management and Shipping Receiving, and the Office of Technical Services. A Community Services Unit coordinates crime prevention programs and community policing initiatives. The Department of Public Safety is also responsible for the shuttle service that operates (a) between the Midtown and Westside campuses, and (b) between the local motor inn and the two campuses. A Community Oriented Police Service (C.O.P.S.) officer is responsible for coordinating all community-oriented police activities (e.g., liaison officer with University residence life offices and campus student groups). The C.O.P.S. position was originally established with grant support from the U.S. Department of Justice.

Food Service: Wood Dining Services holds the exclusive contract for food services at the University. There is a student dining hall in the Student Center, food courts in the lower level of the Student Center and a convenience store and a snack bar in the Westside classroom building. Midtown residence hall students are required to participate in one of three meal plans (19, 14, or 10, with the latter two having flex dollars that may be used at any campus food service locations). On the Westside campus, students may participate in either the full meal plan or two alternative plans (50 or 25, also with flex dollar options).

## **Appraisal**

### **1. Student Affairs**

Under the current Vice President for Student Affairs, the division has intensified efforts to enhance the connection between Student Affairs and Academic Affairs; the collaboration between Student Affairs and the School of Arts and Sciences to plan and develop the Freshman Seminar is a good example. Faculty and Student Affairs have collaborated in planning and conducting orientation for new students. In addition, the Vice President for Student Affairs and the Academic Affairs staff have worked together to produce information sessions and online materials to improve students' awareness of where to go and whom to see about academic and co-curricular needs.

Currently, there are limited student services available on the University's Westside campus. The Student Center/Student Life Office and the SGA share space in the Westside classroom building, and the office is staffed during the day, beginning at 7:30 a.m., either by someone from the Student Center/Student Life Office, an SGA senator, or someone hired by the SGA. With the cutbacks in student payroll, however, the coverage has been less than ideal.

The Information Technology Committee has been an asset to technology planning, training, and the acquisition of appropriate hardware and software. This committee and its recommendations have been fully integrated into the University-wide Information Technology Committee's (ITC) planning. (Please see Standard VII for additional information on the ITC). Offices have been supplied with the necessary equipment, and the staff have been appropriately trained, greatly enhancing the quality of services for students.

The Assessment Committee, working closely with the Office of Institutional Research and Assessment, has been able to make changes directed toward the improvement of services for students based on analyses of data from student forums and surveys of both current students and graduates. Library and technology services have been enhanced in response to survey data; “one-stop shopping” in the renovated Old Main building has been instituted to simplify and improve services; and the student handbook has been revised in a more user-friendly question and answer format.

In Spring 2002, the Jason and Ellen Hancock Student Endowment Fund began generating annual scholarships, 25% of which are to support student leadership initiatives (distinguished leadership program, workshops and seminars on leadership for club presidents, for example). Fifty percent of the interest has been designated for need-based student scholarships, and another 25% has been designated to integrate the creative arts and technology at WestConn. The Hancocks’ contribution was the first \$1 million gift in the University’s 100-year history.

Thirty-two percent of seniors who participated in the National Survey of Student Engagement in 2002, indicated that they were involved in co-curricular activities (organizations, campus publications, student government, social fraternity/sorority, intercollegiate or intramural sports, e.g.) at least 1-5 hours per week, with another 12% responding that they participated 6-30 hours per week. Since 61% of students reported spending at least 1-5 hours/week commuting to class, another 56% indicated that they spent anywhere between one and 30 (16%) hours per week providing care for dependents who lived with them, and 80% worked at least 1-5 hours per week off campus (with 30% indicating that they worked more than 30 hours/week), it is not surprising that the percentage of students participating in co-curricular activities is not higher.

The Survey of Graduates 1997-2000 indicates satisfaction rates with the following areas of student services:

- Campus Ministries: 97%
- Student clubs and organizations: 90%
- Student Government: 87%
- Social life on campus: 71%
- University-sponsored social programs: 74%
- Cultural events: 83%
- Recreational/intramural programs: 80%

Although students have many opportunities to serve on University-wide committees, including standing committees of the University Senate, participation has been disappointing. The hours and locations for these meetings are not always convenient for students, many of whom work off campus. Seventy-two percent of alumni (1997-2000) report being satisfied with the level of student voice in determining University policies.

Career Development Center: The Career Development Center evaluates the quality and effectiveness of its services through a number of surveys and instruments such as employer and student evaluations and individual follow-up on the Co-Op Program, employer evaluations of the recruiting program, and employer/attendee evaluations of the Career Fair. Although the budget for the Career Development Center has increased modestly and new computing equipment has been provided, the growing demand for services will be a challenge for staff. Ninety percent of the full-time faculty and 99% of non-teaching staff think that WestConn provides students with appropriate and effective career



development and placement counseling. Seventy-three percent of alumni (1997-2000) indicate they are satisfied with WestConn's career counseling and placement services.

Athletics: Approximately 300 athletes participate in varsity sports annually. In addition, club sports, intramurals, and recreation programs offer students the opportunity to develop leadership skills, athletic abilities, self-discipline, and a lifelong appreciation of the importance of physical activity for good health. The freshman-to-sophomore retention rate for male and female athletes (80% and 85%, respectively) exceeds the rate for non-athletes (66% for males, 72% for females).

Residence Life: The CULTURE Program, developed in response to feedback from housing and residential life surveys, has made a number of improvements in residential life, many of them focused on the students' academic life, with quiet hours, a faculty fellows program that brings faculty members into the residence halls, peer tutoring, and visits from faculty, for example. While the staff members in Student Affairs are trying to develop attractive and worthwhile programs for the growing population of residential students, they are also trying to provide appropriate services for commuters, who are often non-traditional students.

Four-year averages from the Survey of Graduates (1997-2000) indicate that 84% are satisfied with the University Housing Office, 83% with residence hall services and programs, and 85% with resident assistants.

Health Services: As part of its overall assessment plan, Student Affairs invited consultants from the American College Health Association to visit the campus in December 2002 for a two-day assessment of health services with a view toward providing the best possible health care for students. Eighty-six percent of alumni (1997-2000) report being satisfied with student health services.

Counseling Center: The Counseling Center has added a full-time staff member, though the counselor to student ratio is still below recommended national norms (1:1500 for universities of WestConn's size). The case load for counselors is very time intensive, and the number of students seeking counseling continues to grow. Several options are being discussed, including the possible involvement of master's degree students in the Counselor Education Program, but there is clearly a need for additional professional staff. Ninety-one percent of alumni (1997-2000) report being satisfied with counseling services.

## **2. Academic Affairs**

Advising: More than two-thirds of seniors who participated in the National Survey of Student Engagement in 2001 and 2002 indicated that the quality of advising at WestConn was "Excellent" or "Good," with approximately a quarter rating advising as "Fair." The remaining 12% said that advising was "Poor." Eighty percent of graduates (1997-2000) indicate they are satisfied with the academic advising they received while they were students.

There is concern about advising for students who are only on campus in the evening, since not all full-time faculty are available.

Seven percent of seniors report that they had studied abroad; 24% of freshmen say they plan to study abroad, and another 38% are undecided.

Learning Centers: Effectiveness of the Learning Centers has been assessed by informal surveys. Students who participated in the surveys recommended an increase in the number of tutors and in hours of operation. The University Senate's *ad hoc* Committee on Remediation prepared a report that

recommended increased hours of operation, more tutors, and a full-time supervisor for all three labs. This proposal was approved by the University Senate but has not yet been implemented.

Admissions: The Admissions Office is currently located in Warner Hall on the Midtown campus. Technology has enabled online applications through the WestConn home page. (For additional information, see Standard IV.)

Financial Aid: The Financial Aid Office is on the front line with students and parents; financial aid is a complicated and potentially sensitive area. Most full-time faculty, staff, and recent graduates responding to surveys indicated satisfaction with the services provided by the Financial Aid Office.

Registrar: The successful implementation of SCT Banner 2000, a suite of administrative software applications, was a lengthy and difficult process. The Registrar's Office and University Computing work closely together to resolve problems. The Banner System greatly expands and improves services offered to students, faculty, and staff. General registration information is now accessible from the University's home page, and it is now possible for previously enrolled students to register for classes electronically once they have obtained a Personal Identification Number (PIN) from their advisers. Using their student identification number and their PIN, students may add and drop classes, order unofficial transcripts, view account summaries, and pay their bills online. However, there are problems with posting transfer credits in a timely fashion. Seventy-three percent of alumni (1997-2000) report being satisfied with the registration process.

In 2002, the Registrar's Office, Continuing Education, University Center for Adult Education (non-credit courses), the Cashier's Office and Financial Aid were relocated to the renovated and attractively designed first floor of Old Main, providing comprehensive, centralized services for all students. Increased work and storage space are also now available for staff.

Of the students who responded to the National Survey of Student Engagement in 2001 and 2002, 80% thought the institution provided the support they needed to help them succeed academically.

### **3. Executive Assistant to the President for Multicultural Affairs and Disability Services (Office of the President)**

A Coordinator of Disability Services was added to the staff in Fall 2002.

More than two-thirds of the full-time faculty and three-quarters of the non-teaching staff think that WestConn delivers appropriate services to students with special learning needs; a similar number of full-time faculty and non-teaching staff agreed with the statement: "WestConn delivers appropriate services to the physically disabled." Three-quarters of alumni (1997-2000) report being satisfied with services for people with disabilities.

### **4. Finance and Administration**

Most alumni (1997-2000) responding to the 2000 Survey of Graduates report satisfaction with the Cashier/Billing Office in the Division of Finance and Administration and indicate satisfaction with campus police; the bookstore, and student ID card services. More than half report they are satisfied with food services.

## Projection

### 1. Student Affairs

Because of the state's current financial situation, there are not likely to be increases in staffing in the coming year. With economic recovery, however, positions in Student Affairs may be added on a prioritized basis.

The Student Affairs division will continue to work to ensure that programs and activities are fully integrated with the academic plan for the University.

A drug and alcohol task force, made up of members from Student Affairs, faculty, and students, is preparing recommendations for programs and staffing for initiatives to address identified needs in this area.

The Student Affairs Division and standing committees of the University Senate are looking at ways to encourage student participation in University governance.

A new model for orientation for new students will begin in Summer 2003. The revised and enhanced two-to-three-day program will combine testing, advising, registration and orientation. The fact that the program is not mandatory continues to be a problem because not all incoming students participate. The Student Affairs staff, the Office of Academic Affairs, and faculty members who work together to plan orientation will continue to try to find ways to address the needs of commuter and transfer students.

A new residence hall on the Westside campus will provide housing for 350 additional students; construction is scheduled to begin in Fall 2003. Long-range plans include a satellite health service operation on the Westside. An option under discussion for enhancement of health services is a project that would involve nurse interns from the Nursing Department's Post Master's Certificate Adult Nurse Practitioner Program.

The completion of a planned Westside Student Center (Fall 2004) will create a visible presence for the Student Affairs Division on the Westside and fill a critical need for student life/center services on the Westside campus.

The data from the survey developed by Student Affairs and the Office of Institutional Research and Assessment, administered to students in the Fall 2002 semester, will be analyzed. Student Affairs will review programs and practices and make appropriate changes.

### 2. Academic Affairs

Orientation: The staff of Student Affairs, the Office of Academic Affairs, and the faculty will continue to work together to enhance programs for entering students. Assigned readings for discussion are planned for the class that enters in Fall 2003, another element in the overall plan to include academic experiences in the orientation process.

Advising: Faculty in the academic departments and the Advisement Center will continue to find ways to improve the advising process. An advisement training workshop for new faculty may be reintroduced in Fall 2003. More permanent quarters for the staff of the Advisement Center would

make it easier for students to find and use the services offered. Although technology has made registration procedures easier, students (and particularly students who have not declared a major) will continue to consult in person with their advisers about their programs. The University will look at ways to meet the needs of students who need to talk with an adviser in the evening. In addition, some faculty concerns about online registration and advisement are being considered. Further expansion of programs for students would require hiring additional advisers.

Admissions: Admissions counselors have a complex and full recruiting schedule. The workload is such that a counselor and one additional administrator would enhance services for prospective students. At the direction of the President, the Office of Admissions is developing recruitment strategies to increase enrollment of international students, particularly in the sciences, but in other programs, as well.

Financial Aid: The issue of short-staffing in the Financial Aid Office is being addressed which will improve services to students.

An online degree audit system will become accessible to students by the Fall of 2003 so that they can readily monitor their own progress toward the degree.

### **3. Finance and Administration**

When the new Westside Student Center is opened, the bookstore and food services will offer enhanced services on that campus.

The Department of Public Safety will continue its outreach programs designed to help prevent crime and promote safety for all members of the University community. The opening of a new dormitory on the Westside will eliminate the need for shuttle bus service to and from the Ramada Inn where some students are currently housed.

Ethical Standards: The University will continue to adhere to the highest ethical standards in its policies and procedures.