



MEASURING OUR IMPACT

Annual Report 2021–22



UNC
GREENSBORO

Division of
Student Affairs

INTRODUCTION

The 2021–2022 academic year was a busy one in Student Affairs. While our students and staff were still impacted by the effects of the pandemic, it was heartening to see more students on the campus and higher levels of engagement in campus activities. The Student Affairs team was committed to supporting our students and helping to mitigate some of the many impacts brought upon by the pandemic. We prioritized issues around student success and learning, mental health, student belonging and engagement, and basic needs security. We were determined to do what we could to help students succeed.



This report highlights many of the outstanding accomplishments of individuals, committees, departments, and our Division overall. I am incredibly proud of the excellent work the Student Affairs team did this year and in reflection, I know we made a difference. I am honored to be a Spartan and to serve as your Vice Chancellor.

Cathy Akens, Ed.D.
Vice Chancellor for Student Affairs



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DIVISION INITIATIVES

ESPORTS

The Esports Arena, located in Moran Commons, opened in April 2022 with a VIP celebration and ribbon-cutting ceremony. Student engagement in the Arena was very strong with over 2,000 students using the facility during the first seven days of opening. The Esports and Gaming Club is now an official UNCG Sports Club and a number of members are part of competitive teams. In addition to student-focused programming, the Arena will host competitive tournaments, faculty-led course activity, and industry training and events.



FOOD AND HOUSING INSECURITY

UNCG was selected to participate in the inaugural Hope4College learning cohort. Through the cohort, UNCG worked with consultants and national peers to develop strategies to address infrastructure needs and develop advocacy plans. Through the experience, UNCG learned that the basic needs of students are increasing with close to 50% of students experiencing one marker of food insecurity compared to 35% of students before the pandemic. In addition, there is a need to improve students' knowledge of the resources available to them on campus.



On campus, the Dean of Students office saw an increase in the utilization of services around basic needs. There were 358 SAFE (emergency) Fund applications made in 21-22 with 89 applicants approved for support. All students submitting requests received supportive services and additional resources

available to them both on campus and in the community, even if they were not awarded SAFE funds. The utilization of Spartan Open Pantry exploded in 21-22 with 3748 users and 42,028 lbs. distributed from the main pantry. This marks a 15.45% increase in poundage and a 24.73% increase in pantry users.



NEW PROFESSIONALS INSTITUTE

The New Professionals Institute (NPI) launched in August 2022 with 13 professionals and five facilitators. The participants, representing eight departments in Student Affairs, attended eight 2 ½ hour sessions facilitated by 18 presenters. All workshops focused on the ACPA/ NASPA Student Affairs Competencies of social justice, human resources, assessment, supervising, advising, and personal and ethical foundations. A site visit to Wake Forest University was the capstone event for NPI participants. This visit provided participants the opportunity to learn more about campus culture at a private university and the chance to meet colleagues in aspirational roles for conversation and mentorship.



SOPHOMORE STUDENT EXPERIENCE

Additional programming was provided in the Fall of 2022 to support the Sophomore student population. This population had a sense of disconnection from the university due to COVID-19 restrictions during their first-year at UNCG. The Sophomore programs provided students the chance to engage in campus events and connect with other students.



BLACK MEN PROGRAMMING

The Office of Leadership and Civic Engagement received a grant from the Association of Leadership Educators to implement the program, “Brothers Doing Positive.” This initiative focused on engaging and building community among the 71 Black male participants. The program will continue in fall 2022 with a structured mentoring opportunity and additional social and service programs.

SPARTAN EXPERIENCE

The Co-curricular Committee continued work on the development of a division curriculum. The subcommittees developed the foundational level experiences for each of the learning domains so they could be launched in Fall 2022. In Spring 2022, a focus group was held with students concerning the name of the program. Through that experience, Spartan Experience was established as the new name for UNCG’s co-curricular program. The program will be launched for new students in Fall 2022. The committee will then finalize the intermediate and advanced levels of the curriculum for launch in Fall 2023.





SPARTAN READY

The Student Employee Experience Committee had a successful year implementing strategies to help the campus employment experience contribute to students' success, by helping them make meaningful connections between their learning on the job and their academic and career development. The committee hosted programs including a virtual launch

with student employees and supervisors; an in-person interview prep workshop; one-on-one interview prep sessions; and a virtual employer networking meet n' greet session. There was also a newsletter distributed to participants three times during spring semester. The Committee will implement a guided conversation format for the Spartan Ready

Program in Fall 2022. The guided conversations, to occur between the supervisor and student employee, are intended to aid the student in reflecting on what they are learning, and connecting that learning with their coursework and future career goals.

iBELONG PROJECT

This year, the iBelong Committee engaged in a variety of activities to support a sense of belonging at UNCG and advance the goals of the iBelong project. The committee funded 17 mini-grants for projects around the campus that helped promote students' sense of belonging. The impacts were significant, including the installation of a mural in Grogan Hall and sensory spaces across campus. iBelong supported the Ashby Dialogue Lecture Series on Belonging, which included lunch and learn meetings on belonging with diverse groups of students, and was followed by a keynote address by Dr. Elon Hope from NC State University. The UNCG Bias Education Support Team was implemented based on the recommendations from the original iBelong survey. This team of trained staff and faculty is available to process bias incidents on campus, support students in understanding their options and resources for coping, and provide education to the campus around bias and the harmful effects bias has on belonging. The Preferred Names and Pronoun Initiative was also launched to allow students to update their pronouns and preferred name in the university's student information system.



COVID-19

As the campus shifted back to a more normal operational environment in 21-22, Student Affairs departments continued to serve students, providing direct support and opportunities for engagement. Student Affairs also managed the campus-wide COVID case management, student isolation and quarantine process, and the mandatory periodic testing program. Student Health Services provided both symptomatic testing and Covid vaccinations. Their leadership also provided regular consultation to various campus Covid response teams.



The mandatory testing program included 2,464 students in the fall term and 2,075 in the spring. The program included students who did not provide vaccination data and were required to participate in biweekly surveillance testing. Through this program, the university was able to achieve an 85% vaccination reporting rate for students engaged in face-to-face courses. Housing and Residence Life managed participation for approximately 600 unvaccinated students. In addition, HRL processed 1,844 positive cases involving residential students and provided isolation/quarantine housing to over 500 of those cases.

Student Health Services managed care for the campus response to COVID-19 and the two new variants of the virus. Of specific note, the increase in responsibility of COVID-19 case management shifted in August 2021 from managing only student cases in 20-2021 to inclusion of all case management activities for staff, faculty, and students. The SHS Immunizations Office undertook the enormous task of reviewing and documenting 15,000 submitted student COVID-19 vaccine records to support the UNCG vaccine reward program. The Immunization Office also provided COVID-19 boosters to the entire campus, including students, faculty and staff.

DEPARTMENTAL HIGHLIGHTS

CAMPUS ACTIVITIES AND PROGRAMS

The mission of Campus Activities and Programs (CAP) is to provide opportunities for students to create meaningful relationships, explore interests, and develop a sense of self and an appreciation for their community. Due to COVID-19 regulations that restricted attendance and types of programs, the CAP Team needed to develop creative solutions to provide student engagement opportunities. CAP was still able to offer approximately 100 programs with an increase in unique attendees from the 20–21 academic year. In addition, there was an increase in student group membership (8,535 students), particularly amongst graduate students. Student groups hosted over 2,040 meetings and programs. CAP created a resource room to support the work of student organizations and successfully implemented the second annual LEAD Academy (student group leader conference). There was also a 15% increase in participation in Student Group Appreciation Week. Continuing their support for students in organizations, Fraternity and Sorority Life partnered with Career and Professional Development to help graduating students translate their fraternity or sorority memberships into marketable skills as they apply for jobs and internships.



CAREER AND PROFESSIONAL DEVELOPMENT

Career and Professional Development recorded 10,158 participations in their services, a 1490 participation increase from the prior year. In that

recruiting, and other career-related events. Individual coaching appointments and job applications remained high at 77% and 95% respectively, in comparison to last year's engagement. Classroom presentations increased 30% over last year, reflecting the return of the academic experience to greater normalcy.

CPD received a renewal of the State Employees Credit Union \$100K grant in partnership with the Office of Leadership and Civic Engagement to support paid internships for UNCG students. With active promotion, applications for the Campus Greensboro internship program increased from 211 in 20–21 to 510 in the current year. Thirty-three students received internships, which reflects 44% of all internship placements by Campus Greensboro. The number of full-time job opportunities grew substantially through the Handshake platform, to over 662,000 jobs available for UNCG graduates.



total, there were 6,061 unique students, with 600 new unique students over the prior year. The unique engagement is a positive indicator of students returning at higher rates to participate in coaching,

Due to health and safety concerns, all career fairs were hosted virtually this year. The plan is to return to in-person career fairs in Spring 2023.



ARIYAN STARKS

I can say that my professional achievements outside of college thus far would not have happened without my campus involvement. I think that my campus involvement has prepared me for life after UNCG because in each role, I have been challenged to think creatively and intentionally to solve problems which is a skillset that separates me professionally compared to students from other schools. Also campus involvement taught me the power of my voice and how to advocate for myself while also advocating with others, which I feel will help me for the rest of my life.



DEAN OF STUDENTS

The Dean of Students Office and the Office of Student Rights and Responsibilities faced an increased caseload, with the largest coming from OSRR with a 349% increase from the prior year. There was also a 41% increase in crisis management cases, resulting in the Dean of Students staff spending over 42,000 hours meeting with students. The newly formed Bias Education and Support Team assisted 85 students and made 11 campus presentations.



During the 21–22 academic year, the Starfish platform utilizations spiked as a result of a university initiative focused on identifying students at risk early in the term. In order to best serve these students, the team implemented changes in their outreach to ensure students understood the use of Starfish flags and how to access support resources. Calls were made to students with elevated flags or multiple flags. 93% of all students felt supported by the Dean of Students Office through the services provided.

ELLIOTT UNIVERSITY CENTER

The Elliott University Center was impacted by the pandemic for a second year and continued to adjust spaces to allow for university groups to convene with room for additional social distancing. The EUC Help Desk also continued to serve as a campus distribution point for face coverings.

Each year, the EUC sponsors multiple blood drives on campus to support the local American Red Cross. Over the 12 years of the project, students, faculty, and staff have donated a total of 10,028 pints of blood. During the 21–22 academic year, 437 pints of blood was collected. The blood drives also provide

student employees in the EUC with a chance to build their leadership skills by volunteering to manage the blood drives. This year, 160 students contributed 355 hours to the project.

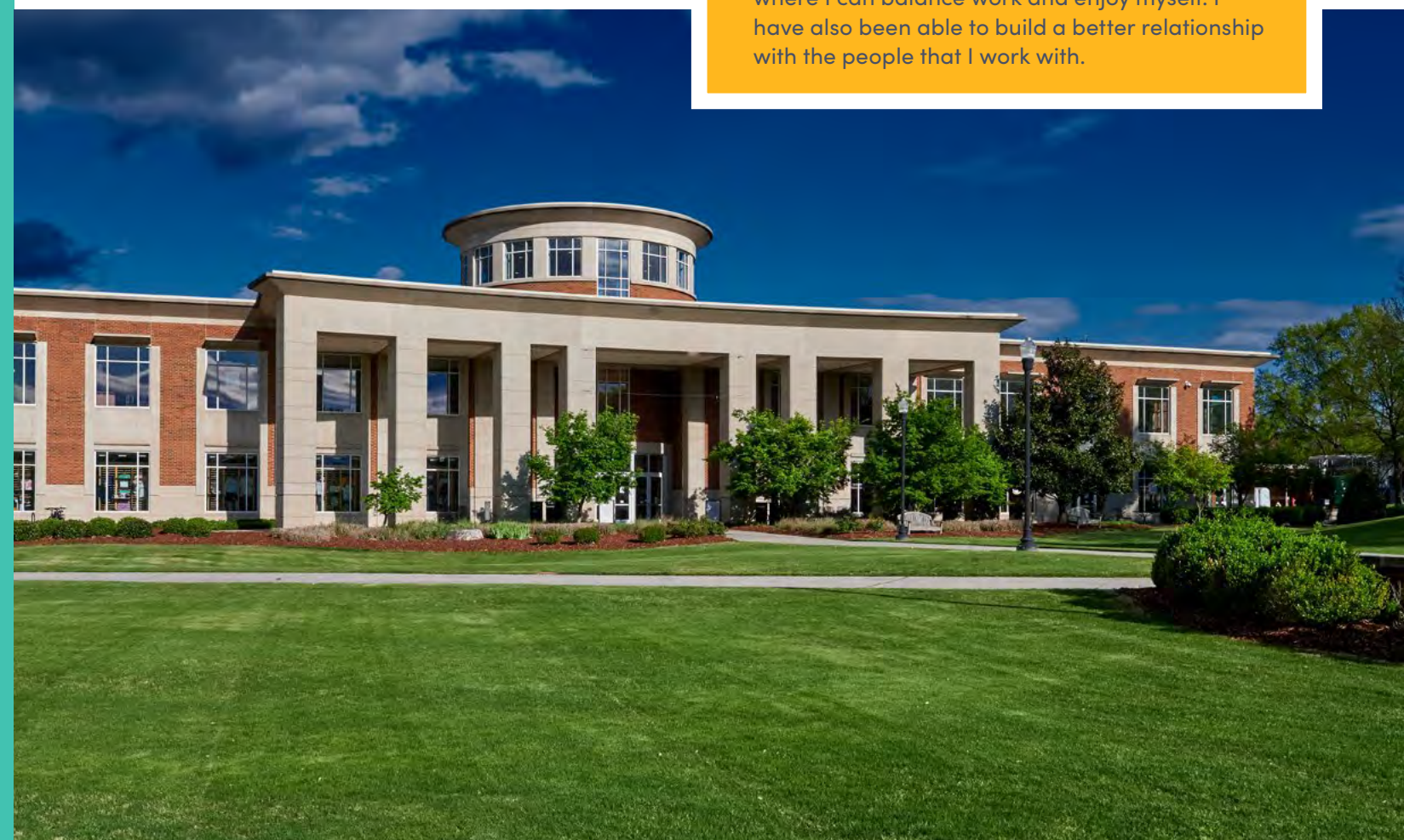
93%

of those who reserved EUC spaces rated services as Very Good/Excellent



ISLEY PULLIAM

Working for the EUC has allowed me to meet amazing people who also work for UNCG. I have built relationships and connections with people I would not have otherwise known. My campus involvement and student leadership experience have prepared me to build a professional life where I can balance work and enjoy myself. I have also been able to build a better relationship with the people that I work with.





MILITARY AFFILIATED SERVICES

UNCG was named a Top Ten Military-Friendly University by Victory Media and a Best for Vets School by Military Times. In Spring 2022, a survey of veteran students and dependent students using VA benefits was conducted in April. This survey provided the Military Affiliated Services staff with an understanding of how students felt about the certification process, what programs they would like to see from the office, and whether they had physically visited the office. The data will be used to improve programming and services in the future.

92%

of students using military benefits were satisfied



HOUSING AND RESIDENCE LIFE

Housing and Residence Life continued to support students through the second year of COVID-19. Housing was able to maintain an average occupancy of 80% of capacity (4,712). From a student support and retention perspective, over 60% of residential students signed back up to live on campus for 22-23. This was 4-5% more than the average pre-Covid retention rate in the residence halls. The HRL team managed 1,844 cases of students with Covid, which involved providing isolation/quarantine housing to over 500 of those cases. In addition, new

partnerships were explored with the College of Business and campus partners who work with the university's First Gen population. Finally, Residence Life implemented a Starfish pilot program, with HRL team members providing direct outreach to students identified as experiencing concerns in the academic environment.

In terms of facility support, Housing secured Green Fund Grants to replace existing lighting with LED in hallways and common areas throughout the

building in Cone, Reynolds, and Ragsdale/Mendenhall Residence Halls. In addition, Housing worked on increasing inspection levels and randomized schedules to meet level 2 cleaning standards.

4,000

campus referrals were made through the "Connections" program



JEFF DUNCAN

As a student veteran pursuing an online degree, coming onto campus seemed like a daunting task when I was just transferring in. The Military-Affiliated Services office has definitely helped me during my transition from soldier to Spartan, and I am very thankful for all of the wonderful services they provide. Just having the opportunity and space to network with other veterans on campus is one of the greatest benefits UNCG has to offer its veteran community, regardless of distance. The certifying officials have been able to provide me with a wealth of information, and the student activities I have been able to participate in have been a blessing I will always be grateful for.

OFFICE OF ACCESSIBILITY RESOURCES AND SERVICES

The Office of Accessibility Resources and Services (OARS) completed a program review through the Association on Higher Education and Disability (AHEAD). The data is being used to structure department redesign and update practices to better support students. In conjunction with that change,

OARS is finalizing the adoption of new software that will make communication with faculty and supporting students more seamless and make the overall experience for students better. OARS also launched UNCG's first sensory lounge. The newly

formed sensory lounge in the EUC provides students with a place to relax and engage in various kinesthetic activities. Based on the success of the initial lounge, a second lounge was established in the Kaplan Center.



941
students were registered with OARS



OFFICE OF INTERCULTURAL ENGAGEMENT

As the campus returned to mostly in-person instruction and programming, the Office of Intercultural Engagement also relaunched in-person programming and achieved new high numbers in several programmatic areas such as Hispanic Heritage Month events, Black History Month events, and Pride Month events. OIE also provided support for free speech concerns and programming that affirmed the identities of UNCG students. OIE had a successful relaunch of Spartans in Dialogue with an expanded curriculum and 56 participants. This curriculum went from a five-week curriculum that focused solely on

18
Peer SCOPES facilitated 18 diversity programs in 21-22



race to one that has 8 starting points including race, ethnicity, religion, gender, sexuality, age, socioeconomic status, and disability. There were 151 students who attended the House of Privilege and approximately 80% of attendees agreed or strongly agreed that attending the event increased their understanding of privilege or challenged them to think about their own lives and experiences.

OIE also provided support to students during a variety of free speech activities held in the spring semester. This included sharing timely messages of support, assisting students with their free speech events, and contributing to campus-wide support for guest speaker events. OIE also created a new advisory council, composed of staff and faculty, to provide OIE with feedback and recommendations on their efforts.

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SIMONE WATKINS

The Office of Intercultural Engagement has done a phenomenal job of supporting me, giving NASA students opportunities to lead, and sharing space with Native people in Greensboro so that we can share our own stories in a sovereign way. They are an office we work closely with on many different projects throughout the year, and their long-standing help has been invaluable.



OFFICE OF LEADERSHIP AND CIVIC ENGAGEMENT

6,440

service hours were completed by democracy fellows



The Office of Leadership and Civic Engagement saw growth in attendance at their programs. The mix of in-person and remote offerings allowed a larger diversity of students to participate in programming that taught them skills and impacted our community. Civic and community engagement programming remained strong. A key feature involved OLCE staff and student leaders facilitating many "Voting 101 for Engaged Citizens" workshops for students. OLCE also offered eight Catalyst experiences for students with a total of 57 participants, with a 97% response to "satisfied or very satisfied with their experience".

DESTINY KING

Through Leadership Challenge, I learned that a student leader is a role model to peers, practices self-love, and embodies what it means to serve. As someone who is in their early 20s and almost done with college, I recognize I have so much to grow as a student leader, and the ways I've been successful are when I take care of myself and put the organization first when serving.

There were a total of 311 student participants and 20 community partners for Spartan Service Day and MLK Day of Service. All service initiatives garnered a 100% response to "they were able to collaborate with other students, community partners, and/or community members towards a common purpose" and "they were likely or very likely to be involved in other service or civic engagement projects after their experience". OLCE also collaborated with Student Affairs and Wesley-Luther to collect \$2,276.56 in monetary donations and 960 lbs of food from the Farmer Foodshare Donation Station, for the Spartan Open Pantry. The Leadership Challenge engaged 300 students through Bronze, Silver, and Gold during the 21-22 academic year. The office also hosted the LiNC conference, a Strengths Summit conference, and two Leadership Weeks, resulting in over 700 students engaging in leadership development.

RECREATION AND WELLNESS

Despite COVID restrictions, Recreation and Wellness saw 395,118 visits from 8,397 students for 21-22. In addition, there were 12,290 logged visits from 424 faculty and staff, and 13,244 from affiliate members. The Center for Student Well-Being strengthened campus and community partnerships for the following initiatives: mental health and suicide prevention, alcohol education and awareness, sexual assault awareness and prevention, HIV Education and prevention, and promotion of safe, healthy behaviors and alternatives to alcohol. The Center coordinated 14 in-person QPR suicide prevention trainings with 222 participants, including 147 faculty, 33 staff, and 42 students. RecWell also

received an iBelong grant to implement a sensory space at the Kaplan Center, the Zen Zone. Fitness worked diligently to return to a more normal schedule for group fitness and personal training. Overall, the group fitness program offered an average of 45 classes a week with over 4,500 participations. Throughout the year, 975 personal training sessions were sold with only 6 trainers on staff.

Recreation and Wellness also had a positive impact on students through their student employment program. Through the end-of-year impact survey, students reported the following: 96.61% Strongly Agreed or Agreed that they developed skills in Teamwork, Time Management,

760 students participated in competitive sports

Expressing Self-Confidence, and Professionalism; 98.31% Strongly Agreed or Agreed that they developed skills in Embracing Diversity and Creating Inclusive Environments, Building Community, Understanding My Own Strengths, Understanding Healthy Behaviors, and Showing Respect for Others; and 100% Strongly Agreed or Agreed that they developed skills in: Creating Interpersonal Relationships with Others, Written and Verbal Communication, Work Ethic, Critical Thinking, and Problem Solving, and Decision Making.



CHIMERI ANAZIA

My campus involvement and student leadership has prepared me for life after UNCG. It has allowed me to work with people who share different experiences from me and may look different from me. It has allowed me to be able to talk to people I may not know and share my story with them. It has allowed to try new things and get involved in things that I care about. It has taught me how to be a leader and how to create a culture of collaboration.



GIVE TO STUDENT AFFAIRS

More than ever, Student Affairs donors provide essential support to emerging areas of need. Whether funding iBelong grants to increase students' sense of belonging, establishing five Spartan Open Pantry To Go locations across campus supported by the Spartan Food Insecurity Fund, or furthering campus initiatives through the Spartan Families Fund, donors are key partners in the co-curricular enterprise. Your gift impacts students' lives, helps them to go farther, and leaves an impact on our campus.

The following represent ways that you can contribute to the Division's work:

- Student Assistance Fund for Emergencies
- Spartan Food Insecurity Fund
- Vice Chancellor's Vision Fund
- Student Excellence Fund

- Spartan Families Fund
- Veterans Enrichment & Support Fund
- Spartan Recovery Program Fund
- Greek Organizations

To give to one of the division funds, use the online giving form and select the fund you are interested in donating to here: giveto.uncg.edu



STUDENT HEALTH SERVICES

Student Health Services was able to receive a successful continuation of Accreditation Association for Ambulatory Health Care (AAAHC) accreditation amidst a worldwide pandemic. The AAAHC is a voluntary accrediting body involving compliance with over 18 chapters and 600 standards ranging from governance, quality of care provided, quality management and improvement to clinical records, infection prevention & control and safety & facilities, and environment. The accreditation involves a detailed site survey every three years and SHS passed with flying colors.

Telehealth services continued both for counseling services and medical services in addition to all regular behavioral health and medical services. As the pandemic progressed and students became more familiar with telemedicine service offerings, we learned through survey data that students preferred to have both face-to-face

and telemedicine options for their care. As students returned to face-to-face classes in 21-22 with some hybrid classes and on-campus housing rates returned to a more normal state, SHS continued to provide routine medical and counseling services to students through multi-modal service delivery.



4,111

students were served by the medical clinic at Student Health Services

ROBIN BILODEAU

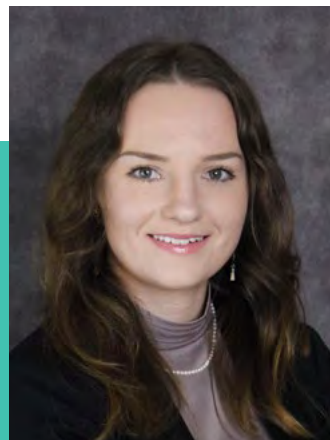
The Spartan Recovery Program has given me a home base on campus. As a person in long term recovery, I felt out of place returning to a university setting as an adult. Chesley Kennedy and the numerous students who make up the Spartan Recovery Program, made a significant impact on my time at UNCG. Spartan Recovery program has offered me numerous opportunities to learn, engage, and grow within the recovery community at both local and national levels.

1,607

students were served by the Counseling and Psychological Services

DIVISION STAFF AWARDS

Each year the Division of Student Affairs honors staff service to the Division. The primary criteria for consideration for each award are service and job performance that goes beyond the daily work of the employee. The awards focus on exemplary performance, significant achievement, leadership, contributing to positive relations, innovative and/or creative ideas, distinguished service, and activities fostering cooperation and inclusion.



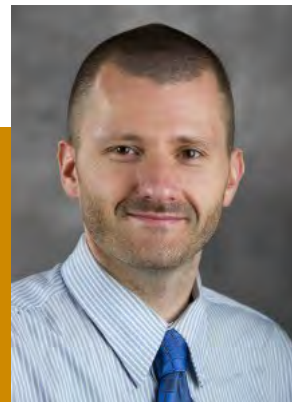
Rookie of the Year
Vivian O'Brien
Career & Professional Development



Unsung Hero
Keeyana Talley
Housing & Residence Life



Diversity & Inclusion
Michael Clinton
Career & Professional Development



Legacy of Excellence
Robert Barker
Student Rights & Responsibilities



Graduate Student of the Year
Abby Draut
Recreation & Wellness



Culture of Care
Denisha Bland
Dean of Students



Team Player
Jayla Beeler
Housing & Residence Life



Excellence in Assessment (Department)
Recreation & Wellness



Excellence in Assessment (individual)
Erik Unger
Recreation & Wellness



Partnership
Dr. Jessica McCall
Senior Lecturer, Communication Studies



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