

**NORTH CAROLINA STATE UNIVERSITY
DIVISION OF STUDENT AFFAIRS
ANNUAL REPORT
2003-2004**

INTRODUCTION:

The 2003-2004 academic year was filled with opportunities and challenges to demonstrate our “Students First” motto. This report will highlight some of the many accomplishments and activities of the units within the Division of Student Affairs.

I. PROGRAMS: Changes in scope of activities, volume of activities, special achievements of significance, and special program reviews, studies or plans

- The Division of Student Affairs created a new office, **Student Affairs Research and Assessment (SARA)**, created a new position, Director of Student Affairs Research and Assessment, and hired Dr. Carrie Zelna. Each unit completed an Assessment Impact Report demonstrating how their unit used the data they collected in the assessment process to make decisions regarding their program.
- **Caldwell Program’s** primary development has been the transition from the leadership of Dr. Gerald Hawkins to Dr. Janice Odom as the Program Director. Through creation of a Caldwell Council, students have taken clear and meaningful leadership roles in the program. The Council has greatly increased the breadth of student engagement, depth of community, and range of program offerings.
- **Career Center** counselors conducted workshops, presentations and information sessions for a total of 156 hours, making a total of 5,803 contacts with students.
- **Counseling Center** has developed an Alternative Readmission Program for suspended students. A grant proposal has been developed for alcohol intervention/relapse prevention services. Improved procedures for crisis counseling are in place, with increased psychiatric services. Counselors recorded 11,695 sessions; 1,930 psychiatric visits; 3,935 students attended 195 group sessions.
- **ARTS NC STATE** programs received excellent local, regional or national attention. For the sixth time, the **Dance Program** was selected to perform at the National College Dance Festival at the Kennedy Center; University Theatre’s critically-acclaimed production of “Cabaret” resulted in the highest attendance for a show in the theatre’s history. Attendance at performances by **Music Department**

ensembles was over 6,000, and Marching Band enrollment grew from 184 to 219; and attendance at the **Center Stage** School Matinee Series more than doubled to over 6,000.

- **Scholars Program** continued to experience significant growth, with average enrollment in the Scholars Forum increasing to 920 in 2003-04, up from 794 only two years earlier.
- **ROTC** programs commissioned sixty-three new Lieutenants and Ensigns this year.
- **Student Health Services** recorded 55,240 patient encounters. Over 620 patients with the norovirus illness were treated between February and April, and the Health Service partnered with several campus departments and the local health department to control the outbreak. The laboratory was inspected by the Commission on Office Laboratory Assessment, received a 100% score, and was awarded COLA's highest commendation, "The Laboratory of Excellence Award." Health Promotion grants totaling \$62,000 were secured for alcohol prevention programs. AlcoholEdu, an on-line science based course, is being made an expected program for every new student. In response to an outbreak of new HIV infections among college-age individuals, a task force of NCSU, local and state health department officials, and community organizations achieved the following: provided over 30 presentations on HIV and STD prevention; free HIV testing was expanded to 5-days/week availability at SHS; articles in the campus newspapers; and distributed 20,000 postcards with HIV testing and condom information.
- **Distance Education and Technology Services** conducted a survey of all distance learners, and results were presented at both a national and local conference. An online form service and bulk email service were launched to provide assistance to units in the Division in administering surveys, registration and evaluation forms via the web and sending bulk email.
- **Talley Student Center** now provides "wireless" computer connectivity and will be one of only two campus locations for group computing, and asbestos abatement was completed on the first floor.
- **Multicultural Student Affairs** quadrupled attendance at the Minority Recruitment Receptions.
- **Student Conduct** – 531 Campus Appearance Tickets were issued, and 502 have been resolved; 215 academic integrity violations were reported; overall, 46 students were suspended, and 1 expelled.
- **Women's Center** initiated new programs including a knitting class and "Generational Dinners" that included discussion of sexual orientation and cultural differences.

- **Center for Student Leadership, Ethics, and Public Service** initiated the first LeaderShape Institute (59 students) and the Ronald C. Butler Leadership Awards Banquet and leadership endowment. The Dance Marathon raised nearly \$11,000 for the NC Children’s Hospital. The alternative spring break service-learning program included international Habitat for Humanity trips to Paraiso, Dominican Republic, and Ecuador and trips to a Navajo reservation school in Arizona and homeless shelters in San Francisco.
- **Student Media** completed WKNC’s power upgrade by increasing to 25,000 watts and potentially reaching more than a million listeners.
- **Campus Activities** - WolfCamp, an extra orientation program for new students, had a 600% increase in student attendance; 2,242 family units attended Parents’ Orientation, an 8% increase; “The ABC’s of NC State: Achieve, Belong, Connect” was attended by over 2,000 students; the “Everyone Welcome Here” LGBT program and conference was presented.
- **Campus Recreation** had 8,261 unique participants: 5,300 male and 2,961 female. Intramural Sports, successfully implemented an on-line scheduling procedure for team sports; and hosted the basketball season championship night in Reynolds Coliseum for the first time.
- Of the 23,985 unique individuals entering **Carmichael Gym**, 2,190 were members and 21,795 were students, representing a 77% involvement rate for students. Total entries increased by 6%.
- RecPack, a joint student employment, development, and leadership program between **Carmichael Complex Facilities and Operations** and **Campus Recreation**, became a registered student organization.
- **Educational Talent Search** and **Upward Bound** served a total of 920 selected participants. The two programs conducted 42 workshops and activities, combined. **ETS** served 89 high school seniors, and to date, 46 have been accepted to post-secondary institutions. **UB** served 44 high school seniors and all of those students have been accepted to post-secondary institutions.
- **Dining** completed a conversion of software and hardware that eliminated the use of Social Security numbers as identifiers. Approximately 40,000 staff and faculty ID cards were replaced. Fountain Dining Hall renovations were completed. An agreement was signed with Athletics to manage a new catering

kitchen in the Press Box Complex at Carter Finley Stadium. Clark Dining attracts over 200 faculty and staff at lunch. A new banking relationship was established with Wachovia Bank.

- **Housing** implemented two new villages, Women in Science and Engineering and Students Advocating for Youth. Construction of WolfVillage continued throughout the year, and the first three apartment buildings housing more than 400 students will be ready in August.
- **Greek Life** hosted the Triangle Greek Leadership Conference with 180 students from areas schools in attendance. Students and staff developed a Standards Program to address critical issues related to chapter behavior and operations, and guidelines will be implemented in fall 2004.
- **Physical Education's** total enrollment of 13,597 was slightly increased from last year. Six new courses were developed and implemented.

II. COMPACT PLAN: Major initiatives

- The \$45/year fee for the **Carmichael Gym** Expansion Project was approved for implementation in Spring 2005. Construction is scheduled to be completed March 31, 2007.
- **Arts Development** launched a new Athletics Bands Endowment, received a gift of \$150,000 for the renovation of Thompson theatre, and increased ARTS NC STATE's Campaign Goal from \$3.2 million to \$5 million.
- **Center Stage/Arts Outreach** introduced a new ARTS NC STATE Curriculum Guide, and successfully advocated for the installation of An Assistive Listening System in Stewart Theatre.
- **Gallery of Art and Design** installed eight new custom-designed display cases in the South Gallery, dramatically improving that space and expanding the number of objects that can be displayed.
- **Carmichael Complex Facilities and Operations** completed approximately 30 facility maintenance projects, such as installing a putting green and resurfacing tennis courts, and purchased equipment for the facilities. Guest pass protocols were implemented and generated over \$2,000 in revenue.
- **Campus Recreation, Outdoor Adventures**, provided their first air-based trip. Intramural Sports implemented a forfeit charge to cover the cost of student employees hired to work events which are cancelled.

- **Distance Education and Technology Services** completed and implemented the redesign of the Division web site.
- **Multicultural Student Affairs** designed a comprehensive multicultural student listserv, added distance education components to ECD 296A, and began an assessment of the Native American Symposium which has just completed its third year.
- **Student Conduct** revised the Procedures Manual and received approval from the Chancellor.
- **Campus Activities** accomplished its initiative to create an off-campus student association, OCRA.
- **Career Center** - Partnerships included sponsoring CHASSnet (25 organizations with over 500 students), PAMS Career Fair (23 employers with 250 students) and College of Management Career Fair (40 employers and 257 students.) The website was redesigned to improve accessibility to students.
- **Greek Life** - Renovations of the Sigma Phi Epsilon, Phi Kappa Tau and Delta Gamma houses were completed. Renovations to Alpha Delta Pi House and the sorority duplex began in May 2004. Pi Beta Phi will join the Greek Life community in the coming year.
- **Student Health Services** converted medical record filing system to terminal digit system thus eliminating Social Security Number as an identifier; became HIPAA privacy and security compliant, and assisted the university in compliance. A proposal was approved by the University Health Committee to move forward on advanced study for a Health Center addition.

III. DIVERSITY: Initiatives and progress

- **Counseling** put an emphasis on LGBT students in clinic, continuing education, outreach and committees.
- Of the 920 selected participants in **Educational Talent Search** and **Upward Bound**, 98% were from traditionally underrepresented groups.
- **Scholars Program** - Forum programming included a major debate on gay marriage, a performance of the major speeches of Martin Luther King, a performance of Flamenco music, and films by great Asian directors.
- **Crafts Center** featured classes and exhibitions on Inuit art, Native American pottery and textiles, and Southern African-American crafts.

- **Physical Education** established a departmental adapted PE committee to liaison with Disability Services for Students.
- The spring semester dinner series for the **Caldwell Programs** took as their theme “The Leader as an Advocate for Diversity.” The leadership of the Caldwell Council helped enrich student planning and ownership in the series and it was well received.
- Two restrooms in **Carmichael Gym** were converted to “special needs” changing spaces.
- **Housing** supported the offering of at least two diversity programs per semester in each residential area.
- **Greek Life** presented S.A.L.A.D. (Seeking Alliances through Leadership and Diversity) for the Greek chapter presidents.
- **Multicultural Student Affairs** hosted the largest-ever Pow Wow and continued partnership with Asian Students’ Association.
- **Women’s Center** hosted a Japanese Etiquette Dinner and co-sponsored Yo Soy Latina.
- **Student Media - Technician** staff conducted a self-assessment on the paper’s diversity coverage and discovered a number of areas for improvement.
- **Campus Activities** provided LGBT programs and services and an LGBT subcommittee was added to the University Diversity Advisory Committee.

IV. STAFF: Major new appointments, kudos and professional activities and recognition.

- **Student Health Services** - Mary Bengtson, M.D., was re-certified by the American Board of Family Practice. All staff participated in workshops on SHS Values and on Giving and Receiving Feedback.
- **Caldwell Programs** – Dr. Janice Odom was appointed as Director following the retirement of Dr. Gerald Hawkins. She was recognized as an Outstanding First Year Student Advocate by the National Resource Center for the First Year Experience.
- **University Theatre** Director, John McIlwee, was selected as the Triangle’s Theatre Man of the Year.
- **Music Department’s** hiring of Dr. Paul Garcia as Assistant Director of Athletic & Jazz Bands resulted in dramatic improvements in the Marching and Athletic Bands. Dr. Bob Petters, Department Head, will retire this year after 28 years of service, and Dr. Mark Scarce has been hired as his replacement.

- **Campus Recreation** - Erin Fink, passed the American College of Sports Med Health/Fitness Instructor Certification. David Parker was elected to another two-year term as the State Director of NC for the National Intramural-Recreational Sports Association.
- Dr. Lisa Zapata assumed administrative responsibility for **Educational Talent Search and Upward Bound**.
- **ROTC** – New commanding officers were appointed in Air Force and Navy, Col. Jeffery Webb and Captain Carlton Puryear, respectively.
- **Physical Education** - Larry Brown was awarded “The Gertrude Cox Award” and the Student Affairs Technology Award; Larry Brown, Lynn Berle and Joel Brothers received Departmental Distinguished Teaching and Service Awards; Marsha Lester received the NCAAHPERD and SDAAHPERD University Dance Teacher of the Year Awards; and March Krotee was elected to a four-year term as Co-Director of the Sport Management Commission for ICHPER.SD.
- **Dining** employees continue to participate in training and programs, nationally and regionally with NACUFS, a university professional association.
- **Housing** - Pete Burke became a Certified Public Manager, and Tim Blair is President of the NC Housing Officers.

IV. RECOMMENDATIONS AND CONCERNS FOR THE FUTURE

- **Career Center** continues to have concerns regarding the large ratio of counselors to students (1:3296). Benchmarking surveys show the seriously understaffed nature of the UCC operation, and also show a lag behind in space available for on campus interviewing by employers. These are high priority needs in order to maintain the Center’s status as a key school for employers and to benefit all students.
- **Campus Recreation** would like to sell, instead of surplus, outdoor equipment. Funds could be used to purchase/replace equipment; otherwise, rental equipment charges must steadily rise to meet this need. The department must determine an organizational structure that is consistent with NIRSA institutions of similar size and scope in order to adequately manage/grow the department.
- **Dining** – Centennial Campus will become a focus for planning in the future. Plans are underway for two Coffee Houses on Centennial and one in the new WolfVillage.

- Current compliance funding for **Educational Talent Search** and **Upward Bound** must increase to accommodate inflated and recurring fees. Otherwise, services to students may have to be reduced.
- As **Carmichael Gym** ages, major renovations are needed for the infrastructure that cannot be accommodated in a normal operating budget.
- While the Expansion of **Carmichael Gym** will provide additional recreational space, it will not fully meet the needs of the current population, those potentially relocating to Centennial Campus, or an enrollment increase.
- **ROTC** will work to get new signs identifying all Detachments in Reynolds.
- **Distance Education and Technology Services** - Emphasis must be given to the establishment of three Technology Support positions and one Web Content Develop position to serve the entire Division. NCS will implement a LANTech requirement and the University will enforce a new regulation requiring accessibility, both of which will be difficult for many units to meet.
- **Physical Education** will continue to develop plans for a Health Minor.
- Priorities in **Greek Life** include community building and issues related to sub-standard academic performance and misuse of alcohol; in **Housing** they include comprehensive renovation of the Quad residence halls which will begin in December 2004 and completion of the design work for the ES King Village Community Center.
- **Caldwell Programs** will pilot an electronic portfolio process as a means for comprehensive student reflection and assessment of student growth and learning.
- **ARTS NC STATE** programs need significant increases in their operating budgets in order to fulfill their missions and well-serve NC State students, the campus and the community.
- An operating budget increase is needed for **Multicultural Student Affairs** to provide services and programming for their increasingly diverse clientele. An additional SPA support position for **Student Conduct**, permanent funding to meet the needs of LGBT students, student fee increases to address 22 million dollars of building deficiencies in the Student Centers, and additional space for the **Women's Center** are also needed.

