



Division of Student Affairs

Annual Report

2008-2009



University of
Massachusetts
Dartmouth

November 2009

It is with pleasure that I share this Student Affairs 2008-09 Annual Report. This report is comprised of sections of the Annual Reports submitted by sixteen department heads and supervisors within Student Affairs (sometimes referred to as DOSA). These sections are intended to provide an overview and highlights of what each department has accomplished over the past year. Collectively, they represent achievements made possible by the countless hours of hard work the staff members of the division have provided. As I am sure you will agree when you read this report, the university is fortunate to have student affairs staff and administrators of such high caliber and dedication to support and educate students, which greatly contributes to their personal and academic success.

The various sections of this report are presented in alphabetical order, following the sections contributed by the administrators tasked with the primary leadership of the division. The authors of each section are listed and I would like to acknowledge each department head for their considerable contributions to the success of the division in 2008-09. Missing from this report are the contributions from the Vice Chancellor of Student Affairs, Dr. Jean Kim, who left the University shortly after Commencement 2009. The accomplishments of Dr. Kim were many, but have not been included in this report. Also missing are sections from Athletics and Campus Services, departments that were an integral part of Student Affairs during the 2008-09 year, but have since been moved to the division of Administration and Finance. Finally, due to an awful car accident the director of the Center for Access and Success experienced during the summer, that section is also excluded. We are thankful that Wendi Chaka is now ok and has rejoined the Student Affairs team!

In addition to the authors of these sections, I'd like to also express great appreciation to all of the staff within each department who contributed so much to make these achievements possible. With the dedication and commitment of each of these staff members, the collective work of the division was strengthened considerably. I would also like to take this opportunity to appreciate the tremendous work of three very special people - Francine Alfonse, Ann Valentino, and Marjorie Fernandes.

I hope you enjoy this report. Please do contact us if you have any questions or comments.

Sincerely,

A handwritten signature in black ink, appearing to read 'David Milstone'.

Dr. David Milstone
Associate Vice Chancellor for Student Affairs

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OFFICE OF STUDENT AFFAIRS

Associate Vice Chancellor for Student Affairs

Submitted by Dr. David Milstone, Associate Vice Chancellor for Student Affairs

I. SUMMARY OF THE YEAR

The 2008-09 year was a very productive one, but also a stressful one for me, Student Affairs, and for the entire campus. I was fortunate to be part of many new initiatives across the campus and accomplished many goals involving program development, student engagement, and student assessment. However, the significant need to reduce budgets both in terms of program and later in terms of staffing dominated the stressful nature of the campus climate over the course of the year.

Focusing on the positive, a great deal of progress was made in our efforts to encourage Student Affairs and Academic Affairs to work more closely together and for the University to more readily view students as whole beings, via the initiation of two new committees: the Integrated Student Learning Outcomes (ISLO) committee and the First-Year Student Experience (FYE) committee. The work accomplished by these groups of faculty, students and staff brought a synergy to our working goals, and a great deal of future potential.

At the start of the year, Student Affairs experienced several staffing transitions. After year-long searches, we hired an Assistant Vice Chancellor for Student Affairs, a director of Housing and Residential Life, and a director for the Center for Access and Success – all integral positions in our division.

II. ACCOMPLISHMENTS OF THE YEAR

Supervision

- Supervised the directors of Housing and Residential Life, Counseling Services, Health Services, Career Development, Community Service and Partnerships, and the Principle Analyst for Assessment.
- In the absence of a director of Housing and Residential Life from May through September, I directly supervised the four Associate and Assistant Directors of that department via individual and group meetings.
- In the absence of an Assistant Vice Chancellor for Student Affairs for the first couple of months of the academic year, I maintained direct supervisory responsibility for all of the direct reports to that position.
- Assumed responsibility for overall supervision of the division staff following the departure of the Vice Chancellor at the end of May. This included finalizing budget development for all departments, revising job descriptions for numerous staff, and

meeting (with HR staff) with all Student Affairs employees whose positions had been eliminated or reduced in contract length as part of the Retrenchment process.

Division Program Development

- Coordinated (with divisional colleagues) Program Assessments for three Student Affairs departments: Woman's Resource Center, Career Development Center, and SAIL Office.
- Worked with all directors under my supervision to develop Annual Operating Plans.
- Worked with Vice Chancellor and director of Career Development Center to restructure the operations of the Career Office. Under this new model, career development goals have been established, and each staff member of the CDC will work directly with one College in order to better meet the unique needs of each College.
- Charged a new University Alcohol Committee (UAC) to analyze current efforts, best practices, and to make recommendations regarding new campus programs and policies to reduce students' misuse of alcohol.
- Developed new Responding to a Student Death Protocol for division.

Division Leadership Support

- Chaired the search for the new Assistant Vice Chancellor.
- Coordinated the search for the new director of Housing and Residential Life.
- Created staff development opportunities for Student Affairs staff in the form of monthly Student Affairs Think Tanks, a January Retreat, holiday celebrations for department heads and central office staff, and a summer retreat for Student Affairs department heads.
- Co-chaired and improved the Student Fee Allocation Committee (SFAC) process.
- Worked with Student Affairs Senior-Leadership Team to determine necessary position eliminations and staff reductions in contract lengths to meet the University's mandate to reduce divisional budgets due to state 501C cuts.

Research, Assessment, and Grants

Coordinated and/or worked with Dr. Norman Barber to develop/complete the following assessments:

- CIRP data analysis
- Student Satisfaction Survey
- Leave of Absence/Withdrawal Report
- Diversity Campus Climate Surveys (separate surveys for Students, Staff, and Faculty)
- Senior Exit Survey
- Three department Program Reviews

- Participant of Grant Proposal involving Service-Learning and the residential community.

Campus Leadership

- Chaired and coordinated Commencement process that included two separate events – one for undergraduates (in the rain!) and one for graduates.
- Served on the AFT Union Contract negotiating team representing University Management.
- Co-chaired a new Integrated Student Learning Outcomes (ISLO) committee with Dr. Richard Panofsky.
- Co-chaired a new First-Year Experience committee with Dr. Magali Carrera.
- Co-chaired the NEASC Standard 6 subcommittee and served on Steering Committee. Worked with a group of faculty, staff and students to complete a report detailing how the University measures itself vs. the components of the Standard.
- Served on Carnegie Classification for Service Learning committee. Successfully achieved Carnegie status.
- Coordinated Student Leave and Withdrawal Process, including all Medical Leaves.
- Active member of the Senior Enrollment Management Team (SEMT) and member of the Enrollment Management Team (EMT).
- Member of the University Diversity Committee.
- Member of the Dukakis Internship Committee.
- Member of the Orientation Book Committee that selected the book used as the New Student Orientation reading.
- Represented Student Affairs on the Emergency Response Team Committee.
- Communicated with numerous families on behalf of Chancellor in an effort to resolve problems and complaints after they were submitted to the Chancellor's Office.

Student Involvement

- Served as Advisor to Student Senate. Met weekly with Executive Board and weekly with General Senate body. Coordinated a January retreat for the Executive Board, and presided over internal election process.
- Served as the Advisor to Golden Key after it was deemed necessary to change the current advising structure of the group. Met regularly with President and GK members to plan programs.

- Served as Advisor to Haitian-American Student Association (HASA) and Chi Phi Fraternity.
- Served as supervisor of NASPA Student Intern – Michael Andrade '09.
- Worked with multiple campus agencies to sponsor four students to participate in the Presidential Inauguration in Washington.
- Attended a wide variety of campus social activities, athletic events, celebrations, and focus groups.
- Offered numerous training sessions and workshops for the student population on topics such as Effective Leadership, Confrontation Skills, and Transferable Skills.

External Contributions

- Served as a Program Reviewer for the American College Personnel Association (ACPA) 2009 National Conference.
- Served as a Program Reviewer for the National Association of Student Personnel Administrators (NASPA) 2009 National Conference.
- Served as University –based Notary Public.

Assistant Vice Chancellor for Student Affairs

Submitted by Cynthia Cummings, Assistant Vice Chancellor for Student Affairs

I. SUMMARY OF THE YEAR

I joined the UMass Dartmouth Student Affairs staff in July 2008 after working in student affairs at the University of Delaware for 25 years. I adjusted to this new and unique culture quickly, mostly due to the warm reception and support I received from my colleagues and staff. Dr. Jean Kim, Vice Chancellor for Student Affairs, immediately assigned me the responsibility for developing new initiatives, most of which were neither included in my job description nor discussed during the interview process. Never being afraid of a challenge and wanting to prove myself capable of rising to the occasion, I set out to achieve the goals that my supervisor had set for me.

I established myself as an effective division leader, team member, and supervisor. I managed a wide variety of student and family challenges, handling disciplinary matters, alcohol and drug incidents, hospitalizations, as well as academic and financial issues. I developed strong relationships with many students and became known as a trusted advisor, mentor, and advocate.

II. ACCOMPLISHMENTS OF THE YEAR

- Supervised the Associate and Assistant Deans of Students and the directors of the Center for Access and Success, Frederick Douglass Unity House, International Student and Scholar Center, Religious Resource Center, and Women's Resource Center.
- Revamped on-call emergency procedures, resulting in more decision-making authority for the housing staff and more effective follow-up with “at risk” students and their parents.
- Provided effective leadership for the Student Alert Group Engagement (SAGE), a network of faculty and staff that provides coordinated resources for students who are experiencing serious personal or academic difficulties.
- Responded to 51 emergency calls related to student behavior or crises. Notified parents and followed up with students.
- Developed parent relations services including an electronic mailing list for parents; monthly e-mail newsletters to parents and a website for parents.
- Assisted with the planning of the newly created Family and Friends Weekend.
- Reviewed and revised student conduct policies, procedures, and practices to enhance the system’s effectiveness. Strengthened sanctions for alcohol and drug violations. Handled several sensitive and controversial judicial appeals effectively.

- Reviewed and revised policies, procedures, and practices of the Center for Access and Success to ensure compliance with federal guidelines.
- With Director of Graduate Studies, developed an operating plan for graduate student services.
- Worked with faculty and students to organize memorial services for two deceased students.
- Conducted many leave of absence and withdrawal meetings with students.
- Met with many students and parents on a variety of issues.
- Served on the following committees: Assistant Vice Chancellor for Administration Search Committee, First-Year Experience Committee, NEASC Standard 10 sub-committee, International Women's Day Committee, Admissions Review Committee, Senior Leadership Team, Unity House Steering Committee, First-Year Book Committee.
- Gave presentations at the following events: 2008 Freshman book discussion, Faculty Senate meeting, Library Associates meeting, Greek Leadership Conference, UMD 101, Mid-year Orientation, Transfer Orientation, and Family Orientation.
- Advised the newly created Order of Omega, Greek Honor Society.

Associate Dean of Students

Submitted by Mary Beckwith, Associate Dean of Students

I. SUMMARY OF THE YEAR

The main highlight of this past year would be the success of the expanded New Student Orientation Program which included the traditional overnight 5 session program in June, a new 3.5 day program for all new students in August, and a first year reading project. In addition there was a shift to a more pronounced emphasis on academic success in both programs and of course, with the reading project. Highlights of the program were the high level of involvement by commuter students, a matriculation ceremony that was well-attended by the entire campus community, and the Corsair Olympics competition. The program was well received by new students and their families and impressed the returning students and faculty. All in all, the program was embraced by the campus community and efforts particularly by Jean Kim, Jen Riley, and Cathy Houser to involve more faculty were successful.

Another particular highlight for me was the addition of the Assistant Vice Chancellor position and more specifically the addition of Cynthia Cummings to our leadership team. My workload was eased substantially with the addition of Cynthia in the sharing of crisis response, on call, SAGE, and the Leave of Absence/Withdrawal process. In addition, I had more access to my supervisor particularly on an informal basis and quickly developed a short hand of working with Cynthia. I also feel that I was able to understand her priorities, philosophy, and style quickly due to her direct and open approach and could easily and quickly discuss situations and determine appropriate response.

Other highlights include:

- The implementation at mid year of the Good Samaritan Policy for which I was involved in the development of both response/follow up and record keeping procedures.
- The completion of the revisions to the Student Judicial Policies and Procedures which was a 2 year project.
- The visit by Terry Tempest Williams, author of the book in the first year reading project. This was a collaborative event between the English Department and New Student Orientation.
- A presentation on Hazing by a nationally known speaker on the subject. This event was required for all Greeks, athletes, and Resident Assistants.
- Participation in a CITS project to develop online event registration/payment process which was used for the first time with Family Orientation.

II. ACCOMPLISHMENTS OF THE YEAR

Operating Plan

For the most part the strategies and tactics related to Goal #1 – Assess changes the New Student Orientation Program – were accomplished. Some examples:

- Chris Laib attended the national NODA conference in October.
- Sought and used feedback from a number of constituencies related to orientation.
- Decided to eliminate graduate assistant positions and add a third Orientation Coordinator position. Also, expanded the office support staff during the summer from one to four students.
- Improved response time to email/phone inquiries.
- Improved coordination with admissions and participated in new UMD 101 program.
- My participation in MyCourses training to explore online capabilities for delivery of orientation components.

Other Accomplishments

In addition to the above highlights, I also:

- Focused on veteran's issues by meeting with our campus veteran's affairs staff to better understand the benefits available and to get a sense of the population on campus. Together we brought staff from the statewide SAVE program to campus for a half day visit and provided information sessions for DOSA leads and Resident Directors. In addition I attended the Gold Star Mothers Banquet hosted by Sigma Tau Gamma.
- Wrote a sexual assault response procedure.
- Wrote a charge for a sexual violence awareness committee.
- Completed the search for the Director of the Center for Access and Success.
- Heard 16 appeals, conducted 2 Pre-Hearing Conferences, and served on 1 appeal hearing with University Appellate Board and 1 judicial hearing with the Conduct Board.
- Provided triage for 21 SAGE referrals.
- Responded to emergency calls related to 68 students and conducted 30 related follow up meetings.
- Attended 1 funeral, 1 wake, and 1 memorial service for students or former students.
- Wrote Dean Certifications for students seeking admission for transfer or law school and for students seeking employment with the government.
- Conducted Leave of Absence and Withdrawal meetings with students.
- Met with students and parents on a variety of concerns.

- Served as a Marshall at both Commencement Ceremonies.
- Attended FDUH Latino Banquet and Alana Graduation.
- Served as a judge in UMD's Got Talent event.
- Participated in Family and Friends Weekend.
- Participated in UMD 101 sessions as a panel moderator.
- Attended Leadership Banquet.
- Attended annual Athletic Banquet and Athletic Hall of Fame Banquet.
- Attended Student Leader Dinner and two Conversations That Matter Dinners.
- Presented at the Graduate Student Orientation in the College of Engineering.
- Attended Honor's Convocation.

CAREER DEVELOPMENT CENTER

Submitted by Dr. Gail Berman-Martin, Director of Career Development Center

I. SUMMARY OF THE YEAR

A. Overview

Although the Career Resource Center (CRC) achieved many successes and implemented many new systems and ideas to improve and update career services during AY'08-'09, this academic year was overshadowed by the tremendous downward turn in the overall national economy. As the stock market tumbled and the economic recession set in, shockwaves were felt throughout all college recruitment and hiring. Nationally, according to the National Association of Colleges & Employers (NACE: March 2009), college recruiting *dropped by more than 22 percent*.

At UMass Dartmouth, despite the terrible economic news, Fall '08 started off fine with three successful CRC career events: **Work'n Serve Job Fair**, **Accounting & Finance Career Night** and **Networking 101**. The On-Campus Recruiting Program and the annual spring career expo, "Green Career Day: Expo 2009", however, did suffer from a constricting job market and fewer employers participated in both.

New state-of-the-art technologies: *eRecruiting*, *OptimalResume* and *CareeriNet*, have made it easier for students, employers and the CRC to communicate more effectively with one another. The CRC staff continued to implement and teach these new systems to students, faculty and employers. With the use of these new systems, students are now able to create and send more professional resumes, cover-letters and portfolios to potential employers electronically. *OptimalResume* provides a way to create an electronic portfolio (e-portfolio) that may include a resume, cover letter, and can even stream an electronic video containing an interview or capstone project(s). The other new system, *eRecruiting*, a career services management system, allows the CRC staff to electronically interface with many more employers to both schedule and coordinate the On-Campus Recruiting Program(OCRCP), as well as, special events such as the Work'n Serve Job Fair, the annual Career Expo, and many other activities. Students are now able to communicate directly with the CRC staff and also with employers. Of the 8795 students who have been electronically registered with eRecruiting, **2656** have created resumes and used the system up from 893 in AY '07-'08, or **almost 300% increase**. In addition, employers can now post employment and internship opportunities on-line which then can be sent immediately to students. The number of employers who have actively used the system over the course of the AY '08-'09 was **2236**, also up from 1027 employers in the previous year, or **more than 200% increase!**

CareeriNet, a 24 hour broadband transmission, telecasts on 42 inch plasma screens in two locations, in the lobby of the CRC and in the lower level of the Campus Center. *CareeriNet* provides continuous career information including job-hunting, interviewing tips and "dress-for-success" information. This year it also scrolled all the graduating students' names in the Class of '09 with a congratulatory message. In addition, *CareeriNet* broadcasts specific CRC information and updates relating to special events, workshops and on-campus recruiting schedules.

B. Student Outreach

The CRC staff focused its attention on increasing student outreach and campus visibility. In addition to the new online technologies, the CRC came up with creative ways to reach out to students. The “*Career Cube*”, a mobile career information cubicle on wheels was built over winter intersession. The “Cube” was decorated with various “Dilbert” cartoon characters from the comic strip which satirizes “office workers in a corporate world”. During these very serious economic times, CRC was able to engage more students and provide career information in a lighthearted way by utilizing “Dilbert” as the logo for the “Career Cube”. Students were also offered “Dilbert dollars” which when filled out and returned to the CRC would enter them in a raffle to win a “Green Career Day” T-shirt promoting the annual Career Expo. All 100 t-shirts that were ordered were handed out!

C. Academic Outreach

With the establishment in AY’07-’08 of an academic advising committee, CRC Academic Liaisons, the CRC director continued to include faculty and deans in developing career-related workshops and events. A CRC Liaison session was held on February 22nd to update the liaisons on the new initiatives that were taking place and to request more of their input in coordinating services and activities. The following faculty became the 2008-09 CRC Liaisons:

CRC Liaisons:

Garry Clayton, Interim Assistant Dean	Charlton College of Business
Karen Dixon, Assistant Dean	Liberal Arts
Tesfay Meressi, Assistant Dean	Engineering
Prof. Sonja Peterson	Nursing
Prof. Harvey Goldman	CVPA
Frank Smith, Communications Specialist	SMAST

Having academic CRC Liaisons has been a great help to our outreach efforts over the past two years and has increased student participation in all CRC events.

D. New Initiatives

1. “Networking 101 & 102”. A mentoring and professional development program began in the Fall 2008. The CRC with much assistance from Dean Emeritus Dr. Richard Ward, retired Dean of the Charlton College of Business, who volunteered to outreach and invite many highly regarded business professionals and UMD alumni to meet with students in networking sessions to help develop their communication and interviewing skills was a great success. The CRC now has a database of 60 mentors, named “*UMD Champions*”, who are willing to volunteer their time to help our students to prepare for a challenging job market in a constricted economy. The mentors were acknowledged by Chancellor Jean MacCormack in a reception on April 9th called “*Breakfast of UMD Champions*” and Dean Ward was presented a citation in recognition of his “service in retirement” and was honored as “**SIR**” Richard!

2. *Res Life/ Career Workshops.* More outreach to residential students included offering career development workshops in residence halls during the Spring ’09 semester. The CRC staff coordinated with the RD’s to outreach and advertise programs to residents students. A variety of workshops were offered including: “Career Development & Assessment”, “Planning an Internship”, “Resume Writing”, “Interviewing & Networking Techniques”, “How to Find a Job in a Recession”. Unfortunately, even with much advertisement, e.g. dorm storming flyers,

emails, CareerNet, coordinating with RD's, offering refreshments, etc. the student turnout was very limited.

II. ACCOMPLISHMENTS OF THE YEAR

Much has been accomplished to date with regards to the Director's Operational Plan 2008-09. The following represents the objectives, strategies, tactics, and accomplishments during the established '08-'09 Timeline:

A. Improve effectiveness of CRC services to support students in successfully pursuing post graduate opportunities.

Outcome remarks:

The CRC director met with the colleges' deans or their designees to establish better ways of communicating and discussing mutual recruitment & placement goals. The CRC Liaison Program brought faculty liaisons from each college together to share and discuss ways to improve engaging students with career activities and services. Programs such as "Business Career Night" and "Networking 101 & 102" were planned with much cooperation from student organizations and faculty advisors.

B. Develop more collaboration between Alumni Affairs and CRC.

Outcome remarks:

The CRC Director and the Alumni Affairs Director, Mary Ellen Defrias, worked collaboratively throughout the year on several activities and projects including: "Networking 101 & 102" and "Breakfast of UMD Champions". The Alumni office also collaborated with CRC to purchase the senior gift, a book "Life After School Explained" and disseminated 200 of them at the UMD Bookstore as students completed their "Senior Exit Survey."

C. Improve CRC marketing strategies to campus.

Outcome remarks:

The CRC developed many new and creative marketing initiatives utilizing both high tech and low tech techniques. Students were emailed regularly about upcoming career events and activities via *eRecruiting* and *CareerNet* continually streamed messages. A student Marketing Intern, Colleen Foley, was hired in Fall '09 and worked throughout the academic year assisting the CRC staff with student outreach. She was also responsible for supervising and scheduling work study students who were stationed at the "Career Cube". "Dilbert Dollars" were handed out at the "Career Cube" which were then entered into a raffle to win "Green Career Day" t-shirts, 100 were given away at the Career Expo. Also, the "Torch" ran a regular feature called the "Career Corner", which offered career information and helpful tips in finding employment during recession.

D. Strategic tactics that meet DOSA goals.

Outcome remarks:

By increasing more career development activities and implementing a 4-Year Career Development model, the Career Resource Center at the end of the '08-'09 academic year changed its name to the Career Development Center (CDC). It is hoped by focusing students on career preparation that retention rates will improve and students will feel more engaged with their studies and the University.

CHILDREN'S CENTER FOR LEARNING

Submitted by A. Diane Sansoucy, Director of the Children's Center for Learning

I. SUMMARY OF THE YEAR

The UMD Children's Center for Learning continues to be accredited by the National Association for the Education of Young Children (NAEYC) and licensed by the Massachusetts Department of Early Education and Care. Memberships in the National Coalition of Children's Campus Centers and the Massachusetts Coalition of Campus Children's Centers continue to be held. Thirteen federal work study students were employed as teacher aides and volunteers from various departments on campus were actively involved in our preschool program.

In an effort to show appreciation of our community, the UMDCCCL held an Open House in November with a parent/family luncheon made, in part, by the children. Families participated in many activities with their children during the celebration. An ice cream social was held in honor of parent volunteers and our work study students and a program was held for families who celebrated their children's graduation from preschool.

Along with the strong preschool curriculum, special events were held to enrich the early education program. District 3 Firefighters and Campus Public Safety Officers presented lessons regarding fire prevention and safety during Halloween. The Carney Library on campus and the Frederick Douglass Unity House hosted stories and snacks for the children. French lessons were given by Nathalie Hegedus and yoga was presented by Stephanie Matson on an on-going basis. The Lloyd Center for the Environment gave a hands-on presentation on estuaries, the children attended an African drumming session, and Dr. Toby Dills offered an annual storytelling session. There was a visit from a chiropractor and a parent gave an informational session regarding tarantulas and lizards. Individual student portfolios were created over the academic year and were given to parents as a reflection of their children's growth.

In regard to publicizing the UMD CCL, advertising on behalf of the Center has been on the campus marquee, on WUMD, in the Torch, the Chronicle (see attached sample) and on our website. Informational pamphlets have been distributed during International and Commuter Orientations and have been given to 27 departments for distribution. The News and Public Information Office is working on distribution of information about the CCL as public service announcements.

II. ACCOMPLISHMENTS OF THE YEAR

The top departmental priority for 2008-2009 was to renew our license from the Massachusetts Department of Early Education and Care. This was successfully accomplished after program study, submission of data and an on-site review by the state licenser.

The following Departmental Tactics based on the DOSA Strategic Plan from our Operating Plan were met:

1A1: Offers for the opportunity for parents, work study and volunteers to conduct lessons with the children were accepted and followed through.

1C1: The Faculty Senate President was contacted to request that he notify members that the UMD CCL is a site for students to volunteer, to obtain credits, and to do observations. In addition, mention of the CCL was made to inform faculty about the opportunity to enroll children in our program.

2A2: Guidelines for licensing of the CCL by MA Department of Early Education and Care were followed, resulting in relicensing. Accreditation renewal by the National Association for the Education of Young Children was accomplished.

2B3: International student shared knowledge of her country (Ghana) with the children.

2D4: Same as 1.C. 1.

2E1: Informational pamphlets about the CCL were sent to 27 parties in various departments to disseminate. Enrollment of children of student parents helps the parents stay in school.

2G3: The lead teacher, an alum of UMD, made herself available as a mentor in job shadowing.

3B4: Students' volunteering was rewarded by public acknowledgement and posting of photos depicting their work.

3C1: Continued membership with PACE Child Care Works, the regional early education and care resource and referral agency, to continue receiving information about available workshops to satisfy the MA Dept. of Early Education and Care staff training requirements. The CCL continued being a recipient of vouchers for student parents through this agency.

4A1: An assessment of educational materials that reflect diversity was made and was determined to be sufficient.

4A2: Staff included diversity topics in recorded plans for the children's curriculum which were posted in monthly parent calendars. Activities were recorded in photographs which were posted in the classroom and in the local newspaper.

4B1: Continued collaboration with the Frederick Douglass Unity House through bi-weekly story telling hours.

4C1: Continued employment of students of color in our preschool program.

5A1: Kept the CCL professional staff current with the relicensing criteria of the Massachusetts Department of Early Education and Care.

5A3: Researched assessment tools for early childhood programs. Selected High Scope for future implementation.

5A2: Showed appreciation for the work staff does by acknowledging them personally and in public gatherings.

5D4: Created a departmental Emergency Response Plan for the CCL to coordinate with that of DOSA.

6B2: Incorporated a balanced schedule in our children's curriculum to promote their good health and wellness.

6C: As of June 30, 2009, staff each will have earned 16 hours of training to satisfy the requirements of the state licensing agency. This is logged in individual staff files and is kept in the CCL office.

OTHER ACCOMPLISHMENTS

Our professional staff maintained CPR and First Aid certification, special needs training, and general training in preschool topics to fulfill annual MA Department of Early Education and Care requirements. Newsletters about our program were written by teachers and distributed to families whose children have been enrolled in the program this year.

The preschool curriculum has remained strong and developmentally appropriate for preschoolers. Themes such as personal growth and development, farm animals, fire safety, family traditions, world cultural celebrations, weather, African American history, US presidents, outer space, measuring, seasons, physiology, ocean studies, the earth, nutrition, insects, volcanoes, dinosaurs, maps and directions, and civility were included.

COMMUNITY SERVICE AND PARTNERSHIPS

Submitted by: Deirdre Healy, Director of Community Service and Partnerships

I. SUMMARY OF THE YEAR

The '08-'09 academic year was a important year for the Office of Community Service and Partnerships for many reasons including the very successful collaboration with the Center for Civic Engagement on a regional Civic Engagement summit here at the University of Massachusetts Dartmouth on May 6th 2009 just after the successful passage of the Edward M. Kennedy Serve America Act. This event spawned the development of SouthCoast Serves and the Social Capital Think Tank both facilitated by the office, which are poised to increase the infrastructure for service in the region.

The UMD Office of Community Service and Partnerships was able to have a successful year engaging students in our regular programs (i.e. America READS) and developing new and innovative programs such as the College Access Corps, our celebration of the International Day of Peace and the community service van design contest despite challenging circumstances of lack of defined administrative support.

II. ACCOMPLISHMENTS OF THE YEAR

A. Improved Marketing and Communication of the office of Community Service and Partnership

- Development of a marketing plan for the Office of Community Service and Partnerships with marketing students.
- Successful completion of a student design competition for the community service van that also resulted in a logo for the office.
- Development of an RA community service "kit" for 2009-2010.
- Developed marketing internship program.

B. Increased Student Participation in Service Activities

- Recruitment and placement of over 50 America READS student Tutors serving over 5,000 hours at the Greater New Bedford Boys and Girls Club and Carney Academy in New Bedford.
- VITA (Volunteer Income Tax Assistance) Partnership with Charlton School of Business and Community Economic Development Center of Southeastern Massachusetts resulting in 18 UMD students providing over 800 hours of income tax assistance that helped to return millions of dollars to the community.

- Coordinated successful celebrations of: first annual International Day of Peace, African American READ-IN (with the Unity House) , International Women's Day (with the Women's Resource Center & International Student Center), "In Our Own Backyard alternative Spring Break ", Earth Eve Procession on AHA night in downtown New Bedford, 1st annual Earth Day Poetry experience, end of the year recognition celebration.
- Participated in Center for Civic Engagement "Service Learning Fellows" program.
- Connected the Big Brothers, Big Sister program with the Football team and Theater Club which should result in increased involvement for '09-10.

C. Increased Understanding of Community Needs and Implications of "University and Community Partnerships

- Successful partnership with AmeriCorps*VISTA United Way of Greater New Bedford and United Neighbors Inc. resulting in continued collaborations into 09-10.
- Facilitated AmeriCorps*VISTA awards for the United Way of Greater New Bedford and the Economic Development Center of Southeastern MA for 09-10.
- Development of a community advisory board in conjunction with the Center for Civic Engagement.
- Partnered with the Center for Civic Engagement for a regional Civic Engagement Summit keynoted by Tom Sander from Harvard's Saguaro Seminar and attended by over 250 participants. Project also included collaboration on the University of Massachusetts Dartmouth Center for Policy Analysis Social Capital Community Benchmark Survey research developed by the Saguaro Seminar. The report is available at: <http://www.umassd.edu/seppce/policyanalysis/index.html>.
- Start up of SouthCoast Serves Partnership to build infrastructure for service in the SouthCoast region and Social Capital Think Tank to build on the Social Capital Community Benchmark Survey mentioned above.

D. Develop a "College Access Service Corps

- A successful "kick-off" College Access year with our partner the Greater New Bedford Regional Vocational Technical High School. Our Massachusetts Campus Compact College Access Corps member Ashlee White did a great job developing this new program that assists high school students achieve a college education including a service learning pilot project with Dr. Elizabeth Richardson in the Psychology Dept.

E. Development of UMass Dartmouth "Service" Leaders

- In conjunction with financial aid office developed a "Service Leaders" incentive program that will offer 10 students \$1,000 stipends in exchange for 100 hours of service per semester via Connections program.

F. Focus on Student Centeredness to develop an "ethic of service"

- Supported Myriam Jeannis HASA project with "Hope for Haiti" project.
- Worked with marketing students and developed marketing intern program.
- Supported students request for career guidance for fulltime service opportunities.
- Facilitation of \$5,000 in Service Scholarships from the Corporation for National Service for '08-'09.

G. Develop Mission, Vision and Budget for OCSP

- Recipient of: \$10,000 grant from Comcast, \$3,500 grant from Southeastern Environmental Educators Alliance, Massachusetts AmeriCorps*VISTA award for '09-10.
- Collaborated on submissions for the successful receipt of both the President's Higher Education Community Service Honor Roll and The Carnegie Foundation for the Advancement of Teaching 2008 Community Engagement Classification.
- Worked with Liz Bender to obtain new office design and new (to us) office furniture.

COUNSELING SERVICES

Submitted by Dr. Christine Frizzell, Director of Counseling Services

I. SUMMARY OF THE YEAR

The Counseling Center experienced an unprecedented increase in demand for services this year. We saw 12% more students than the previous year and 15% more appointments. College and university counseling centers throughout the country reported significant increases in demand for services as students and their families struggled with stress related to the economic crisis, so we were not alone in our difficulty coping with more students that we had time and staff to attend to. We coped by shortening appointment times to half an hour or scheduling appointments every second or third week and by having a wait list near the end of the semester. The pace was unsustainable and consequently we are working on developing additional resources for referring more students off campus for services next year. We are contacting all local providers for additional information for our referral list and posting referral options on our website. We recently developed guidelines for deciding who gets services on campus and who will be referred to off-campus providers. The guidelines make services to first year students, services directly related to academic performance and retention, and services to students from out of the area a priority. We will be limiting students with certain specific presenting complaints to group counseling if they opt for on-campus services. The goal is to maintain our ability to respond to crises, to provide high quality consultation to faculty and staff about problem situations, and to maximize our ability to affect retention of students.

A student suicide on campus during first semester exams had a profound impact on the Counseling Center. The student was receiving services here at the time of her death and staff involved with her were deeply saddened. We provided services to many students affected by her death during spring semester.

We attempted to provide a significant level of support to all students returning from medical leaves initiated because of psychological problems and tracked their academic progress closely.

We were unable to do outreach activities this year due to the heavy demand for clinical services. Fortunately, Active Minds, whose mission is to raise awareness of mental health issues on campus and encourage help-seeking behavior, was very effective this year. They did frequent informational tabling on anxiety, depression and bipolar disorder, provided stress reduction information and materials during exams, and sponsored depression and anxiety screening as well as a speaker on mental illness.

We implemented billing for psychiatric services this year. The credentialing process which preceded this took about 6 months and much paperwork. It will be another 6 months or so before the full benefit of this can be assessed.

We implemented a web-based process for intake paperwork in January which cut staff time spent entering data into our electronic record system significantly, freeing time for more direct clinical services.

At the request of Athletics we implemented an athletic peer advisor program and trained two members of each team in how to recognize signs of distress and make referrals to the Counseling Center and other campus services. We also provided workshops on time management, study skills, memory tricks and test-taking strategies to athletes with GPA's below the department's cut-off.

Our internship program continues to thrive. We had two master's interns from UMD and three doctoral interns from the Massachusetts School of Professional Psychology this year. All three doctoral students will be returning for a second year with us in 2009-2010. An additional doctoral intern from Antioch, who happens to be a UMD alum, will join them. We are always pleased when interns spend a second year with us, as their contribution to the program is much greater the second year.

For the first time this year, we recruited a program aide for Southcoast Compeer from UMD psychology grad students, utilizing a tuition remission formerly utilized for a third masters intern. Since we will have no master's interns next year, we hope to have three graduate student program aids for Compeer next year. We experimented with matching Compeer student volunteers with students with Asperger's Disorder this year and had two very successful matches. The university enrolls more students with Asperger's each year and this may prove to be an effective way of providing them with additional support.

II. ACCOMPLISHMENTS OF THE YEAR

Instituting billing for psychiatric services, dealing with a very significant increase in demand for services, providing some extra assistance to Athletics and a successful year for Active Minds were the major accomplishments of the year.

Compeer made it through its first year without Department of Mental Health funding, increased the size of its Advisory Board, thanks to help from retired Dean Richard Ward, and raised enough money to ensure its continued operation for another year.

FREDERICK DOUGLASS UNITY HOUSE

Submitted by Keith Wilder, Assistant Dean of Students and Director, FDUH

I. SUMMARY OF THE YEAR

This was a year of considerable challenges and milestones for the Unity House. Nationally, two events stand out. First, a historical presidential run of the first elected African American President of the United States, Barak Obama. Secondly, the collapsing economy and the ripple effect on education, and on the world. Last year's annual report was distinguished by physical, philosophical, and principle changes within the Unity House organization. During 2007-08, Unity House staff had worked to develop a foundation from which to build on in 2008-09. In 2008-09, our preparation gave us the groundwork to beginning this year with a road map. As a staff, we began the process of living up to our goals and values identified in the previous year. The primary objective for the academic year 2008-09 was to begin our year aligning our goals, objectives, values and strategic plan with our daily operations. As we did this, we built on the quality of programs and prioritized events, services and offerings.

Using the language of the plan:

We began to use the language of our plan on a daily basis and we regularly referred to it as a staff and team. For instance, we worked each day to align program planning with our newly defined SSS programming (i.e. Surface, Significant and Signature programs). Below in the accomplishment section you will find the most noteworthy events and programs for the year. You will also see a list of those programs and where they fit with respect to our objectives for each individual type of program. My staff began to integrate this philosophical change when planning events.

Education a priority in all we do this year and in the next:

The Unity house team worked to continue our collaboration with academic affairs by offering faculty members our space to hold classes. We had valuable conversations with our brown bag series. We began to focus more on how our offerings educate our participants. We reached out to our knowledgeable community by asking several colleagues from regional institutions and within the UMass system to participate in our first "Lessons in Leadership Seminar".

II. ACCOMPLISHMENTS OF THE YEAR

Developing Relationships:

Throughout this year FDUH has developed relationships with several departments, student groups and community organizations. Specifically, we partnered with:

- Crime & Justice Studies faculty (Hanna-Saleh, Joseph) to support and embrace the new student organization **Social Justice for the Middle East (SJME)**.

- We worked closely with the Society of Hispanic Professional Engineers (SHPE) to implement a mentoring component and support the groups' regional travel to participate in leadership activities.
- We further strengthened our relationship with AAA department through the hosting of two AAA/English classes for each semester and the maintenance of office hours for English faculty member M. Peters, and through regular information sessions and course primers with AAA, Sociology and CVPA faculty.
- Additionally we continue to improve cross cultural communications through outreach and program collaboration with internal (Ctr. For Jewish Studies, Religious Resource Ctr., Children's Learning Ctr., Office for Community Service, Labor Education Ctr.) and external (H.O.P.E. Collaborative, 3rdEye Unlimited, YouthBuild, New Bedford Public Schools & New Bedford Historical Society) stakeholders.

Develop & identify signature programs and create an inclusive environment in the Unity House:

- We created, directed and implemented a leadership program (**LIL-Lessons in Leadership & Civic Responsibility**) targeting an ethnically, culturally and socio-economically diverse population for training and development based on social justice theory. Through the creation of **LIL** we have identified a signature program to meet the need for a diverse pool of leaders.
- We have also implemented another signature program-**Difficult Dialogues** which focuses on inclusion.
- Additionally, we have begun the task of re-tooling our marketing strategy with the preliminary step of upgrading our website and newsletters and with the ongoing development of a Frederick Douglass Unity House logo.

Provide the campus with Inclusive Leadership:

Through daily and weekly programming (ex. Peace of Mind Mondays offer a variety of musical genres not often promoted in mainstream radio; another example is the careful selection of presenters to represent a variety of life-style choices and perspectives) and monthly awareness recognition activities (i.e. Native American week, Hispanic heritage month, Women's history, etc) FDUH continuously provides inclusive leadership.

- Unity House also provided leadership in the area of diversity training and awareness seminars. UH staff provided training to all tutors, resident directors, advisors and international students.
- Involvement on Diversity and Pluralism Committee.
- Provided feed back and research for newly developed Diversity Survey.

- Provided programs such as Difficult Dialogues which provide peer reviewed articles on current education issues.
- Took leadership initiative on exploring religion and ethics which explored diversity of faith within the campus community.

Create learning opportunities for all students:

Utilizing our extensive internal and external stakeholder connections the FDUH creates learning opportunities throughout the campus.

- One example is the use of the counseling support services staff & the Ombudsmen office to conduct trainings and workshops on student development.
- Another illustration of this is when we drew on current events to develop relevant programs such as the pop culture issue on dating violence. We helped to initiate a series of discussions with the WRC, Women's Studies Department and Psychology faculty. The presidential primary and election further inspired dialogue with Political Science faculty and students.
 - Providing Leadership development through employment at UH.
 - Provided students a voice through our quarterly newsletter.

Develop assessment tools for Unity House programs & services:

Swipe card technology has been developed and will commence with a pilot initiation project for 4 weeks next Fall with full implementation in Spring 2010. The FDUH steering committee and student board have been targeted for quarterly and weekly assessment of program outcomes.

Additional accomplishments:

The successful creation and implementation of Lessons in Leadership, a 25 hour training and development seminar; the positive and noticeably increased participation of community and campus members in awareness week/month activities; the increased collaborations with departments and offices and the growing number of new or first time visitors to the FDUH. All of these are things we are proud of and will continue to work on and improve.

HEALTH EDUCATION AND PROMOTION

Submitted by Beth-Anne Vieira, Coordinator of Health Education and Promotion

I. SUMMARY OF THE YEAR

II. ACCOMPLISHMENTS OF THE YEAR

LiveWell Office

In Summer 2008, the majority of the office suite on the 2nd floor of Oak Glen was dedicated for health promotion activities. Separate work spaces were designated for the Coordinator of Health Education & Promotion, nutritionist, administrative assistant, and student staff. The Coordinator and nutritionist now have enclosed offices, vital to maintaining confidentiality. The expansion also allowed staff to work concurrently, boosting productivity and teamwork.

Peer Health Education Program

Six students enrolled in the Peer Health Educator internship in Fall 2008, five of whom successfully completed the internship. These students developed two new workshops to add to our repertoire of programs.

The Peer Health Educators (PHEs) now offer a total of 11 educational workshops:

- **Sex Jeopardy** (Sexual Health)
- **Ultimate Sex Jeopardy** (Sexual Health)
- **Girl Talk: All About Us!** (Women's Health. Program for female audiences *only*.)
- **The Absolute Truth** (Alcohol)
- **Rxology 101** (Prescription Drug Misuse/Abuse)
- **Truly Tired: A College Guide to Sleep** (Sleep)
- **Stress: Making it Work for You** (Stress Management)
- **Consent is Sexy!** (Consent/Sexual Assault)
- **STARR-Students Teaching About & Advocating for Respect in Relationships** (Healthy/Unhealthy Relationships)
- **The College Life**
(Addresses many issues related to the transition to college life. Program designed for first-year students.)
- **Healthy Feud** (Nutrition)

There was an 8% increase in workshop attendance. The PHEs succeeded in diversifying their audience by aggressively marketing their programs to student groups outside of Residential Life (Res Life - approx. 60%; Greek Life - approx. 33%; other student groups - 8%). Evaluations of the PHEs' workshops remain consistently positive.

The PHEs greatly expanded their educational "street" outreach to the residence halls, focusing on high-risk alcohol use and the Good Samaritan Policy. Additionally, the PHEs visited local bars and restaurants frequented by UMD students to encourage these establishments to participate in a *Good to Drive?* program administered by the Massachusetts State Executive Office of Public Safety and Security, that encourages safe driving and the use of designated drivers. Participating vendors agree to provide free non-alcoholic beverages to designated drivers.

The UMass Dartmouth Peer Health Educators were awarded Outstanding Peer Education Group-New England by the Bacchus Network. Additionally, George Henry Aulson IV (Nursing, '08), was named Outstanding Peer Educator Alumnus-New England.

I administered the first UMass Dartmouth Peer Health Educator Alumni Survey.

Committee/Policy Work

The Good Samaritan Policy, which I drafted in December 2007, was adopted in February 2009.

I was appointed co-chair of the Student Health Advisory Board and the University Alcohol Committee. I also served on the following committees: DOSA Programming Committee, Integrated Student Learning Outcomes (ISLO) Task Force, and the Sexual Violence Prevention Committee.

I was invited by the Massachusetts Department of Public Health (MA DPH) and the Suicide Prevention Resource Center (SPRC) to participate in a College Suicide Prevention Working Group to develop goals and recommendations for training, consultation, and other support for campuses to plan, implement, evaluate, and sustain suicide prevention and mental health promotion programs.

HEALTH SERVICES

Submitted by Barbara Agee, Director of Health Services

I. SUMMARY OF THE YEAR

The largest success for Health Services was surviving a very challenging year. The number of students seen increased by more than 500 visits. This was accomplished despite several staffing changes. At the end of the year, another challenge was the H1N1 (Swine Flu). This ended up being a very good live drill to prepare staff for a future pandemic. Despite this and several personnel who had some very challenging and tragic personal issues, we were able to work as a team and provide quality care and meet the demands put on our services.

II. ACCOMPLISHMENTS OF THE YEAR

Strategic Objectives '08-09

A. Billing Students.

Billing continues to provide revenue. This is our first full year of billing. We achieved 92% of the amount that Highland predicted – almost \$100,000. We had one site visit by Highland Group to review records on all clinicians to determine appropriate billing and coding. Highland determined that we are losing significant revenue due to the lack of referrals from students who have HMO insurance. We initiated a new procedure in April that hopefully will address this issue. We are in the process of becoming credentialed with Fallon Health Insurance. On call activity by nurse practitioners has mostly involved following up on abnormal lab values that come in on the week-end.

B. Team Building Efforts in the Department

I have attended the monthly staff meetings for both the RN staff and the NP staff. Staff meetings this year were enhanced by bringing in Tidemark in August for a team building exercise. Out of that came other suggestions which we implemented. I had Mary Beckwith and Norman Barber come in January and offer a session on Student Development and CIRP respectively. Both sessions were very well received with staff stating how they would use the information. All clinical staff had the opportunity this year to attend a program(s) to earn CEU's required for licensure.

C. Provide Easy Access for Students

Increased the number of appointments by decreasing the number of no shows. Pre-booked appointments were called to remind them of their appointment. Due to a misreading of the software program, the number of no shows for last year was underreported. The 332 reported last year was really 1,455. This year the number decreased to 643. We achieved a remarkable decrease in the number of missed appointments by calling students and reminding them about their appointment. When we go to the new appointment scheduler and can make it fully operational, there is a built in feature that will provide this notification automatically. We found that our on line student satisfaction survey was netting very few responses. We would e-mail students who had been seen recently and still had no response. We have now gone to paper surveys given out at the end of a visit, for students to drop into a box as they leave. We received

feedback from 100 students which was all very positive. Moving forward we will be able to generate an automatic e-mail via our new portal which may be worth a try to see if we can increase student feedback about our visits. The Student Affairs survey is also very useful.

D. Assess Current State with Accreditation Standards

We are still reviewing standards. We have made great strides but still have a few to implement. With regard to space, we have a plan and pricing.

E. Student Portal

We tested the Highland Group portal in January. There were many issues which have been resolved with a release scheduled for June 30th 2009. This release was not in time for us to use with Fall admissions. We plan to implement the revised portal in January 2010.

F. Interdepartmental Goals.

Two committees: The Disability/Housing Committee and the Housing/Meal Plan Contract Releases met several time this year.

DOSA Strategic Plan Tactics

Goal 1A1 Per suggestions of workshop attendees, adding workshops on marijuana and common mental health issues (depression, anxiety) in AY 09-10.

Goal 1A2 Done 1/09 Staff verbalized increased knowledge of student development and how they can use the information in their day to day interactions.

Goal 2C1-6 Evaluations were conducted after every PHE workshop this past year. Overall the evaluations ranged from the 84-88% range for students who strongly agreed with the following: presenter was well prepared, material was clearly presented, presenters responded to questions clearly and knowledgeably, presenter respected differing points of view, topic was interesting, program provided me with new information, and I would recommend this program to a friend.

Goal 2D4 This goal has been addressed slightly ahead of the 2010 target. The Peer Health Educators developed “The College Life”, a workshop for first-year students addressing many issues related to the transition to college life.

Goal 2E1 December 2008 Mary Beckwith spoke to all staff about SAGE and how to make referrals. We now have in place with new orientation of all new staff that they will be made aware of this as a part of their orientation.

Goal 2E4 In AY 08-09 promoted through parent newsletter developed by Dr. Jean Kim and Cynthia Cummings.

Goal 3B1-B4 This was done ahead of the Fall '11 and '12 target. The Peer Health Educators collaborated with Greek Life on the 2nd Annual “Kick the Silence, Stop the Violence” Kickball Tournament to End Violence Against Women. Financial contributions benefitted the Women’s Center (New Bedford). Donated goods benefitted HarbOur House, a family homeless shelter (New Bedford). Implemented mandatory group community service project for Peer Health Educators in AY 09-10.

Goal 3C2 Feb. '09 we visited Hawthorne Medical and made a connection for referrals for things like sleep studies, ENT peritonsillar referrals etc. This goal will be ongoing.

Goal 4C1 Current staffing has three minorities. As positions open we look to maintain a diverse staff.

Goal 4C 3-4 Diversity and multiculturalism are addressed in training through the Peer Health Educator internship and continuing education opportunities, including the Bacchus Network's Regional Spring Conference. Peer Health Educators added a workshop "Girl Talk: All About Us!" addressing women's health concerns. This workshop is offered to female audiences only.

Goal 5 A 1-2 All clinical staff have attended CEU programs that are required for licensure. Several in-services have been provided for all staff this year.

Goal 5C8 A new space plan for Health Services is done.

Goal 6B1 As part of their internship experience, Peer Health Educators choose a behavior change goal and then document their progress in a journal. "Balance" is also addressed in 1:1 meetings with students.

Goal 6D4 Staff participation/input/suggestions continuously solicited during weekly staff meetings, office hours, 1:1's etc. University/divisional news is shared as appropriate, at weekly staff meetings.

Other Accomplishment:

We started a Student Health Advisory Committee. There was only one organizational meeting last year. We plan to have this group meet on a regular basis in the future.

HOUSING AND RESIDENTIAL LIFE

Submitted by Lucinda Poudrier-Aaronson, Director of Housing and Residential Life

I. SUMMARY OF THE YEAR

The 2008-2009 year was fast-paced, challenging, and also full of possibility for the Office of Housing and Residential Life. I began employment at UMass Dartmouth and joined the housing department just after Fall Opening. Students were assigned bed spaces in excess of 100% occupancy, professional and student staff training had already occurred, summer projects were completed, and the residence halls were open when I arrived in early September 2008.

The facilities functional area successfully completed all summer 2008 projects including: 18+ individual projects up to \$25k, \$1M+ capital projects (Painting of Elmwood & Roberts, Floor replacement of Chestnut & Maple Ridge), \$425K in new furniture replacement for Cedar Dell West, and provided a smooth transition of newly renovated Cedar Dell West from the general contractor and architect. Additionally, last summer was one of the smoothest summer conference seasons based on the work of the recently created Operations Manager position. HFOS is also very proud of the expansion and increased single stream recycling to all 14 residential buildings in 2008-2009. The residential buildings collected just over 74 tons of recycled material compared to 16.37 tons the previous year.

As I learned by listening and completing the first set of “Director Walk-Abouts”, the facilities functional area is and will continue to be challenged by large scale facilities needs particularly in the first year halls. These halls have gone without attention to mounting infrastructure needs – roofs, energy efficiency, window replacements and other capital projects. The facilities function is faced with the challenge to balance the buildings’ infrastructure needs with the students more visible and tangible living needs. The balance is needed in order to support student retention. Other challenges for the facilities functional area came in the form of personnel and labor issues. Several of these issues impacted the ability to fully staff the second and third shift. Lastly, late changes to intersession housing and consolidation to one housing facility, as well as the university closing in December proved to be challenging. Like summer, the winter break and intersession are typically a time much more facilities related work and projects can be accomplished because the occupancy of the residential buildings is decreased.

The residential life functional area enjoyed a new consistency in supervision of the RDs due to consolidation from two Assistant Directors to one. This unified supervision trickled down to provide more consistency among our 11 communities and 128 RAs. The reduction in professional staff has also created new opportunities for the RD staff to be involved in chairing committees that cover departmental functions such as Fall Opening, RA Selection and RA Training. In addition, our newly introduced programming model and other community building efforts such as Corsair Olympics highlight fresh attempts to create positive co-curricular experiences for our students, and has begun the framework to what will be the new community focused UMD residential campus culture.

Our community development efforts still leave room for improvement. Many RAs feel that the requirements are daunting and administrative tasks can overshadow the most necessary community building aspect. In addition, efforts to build stronger ties with faculty in programming have not been successfully prioritized, thus this goal has gone unrealized. Other areas of challenge for the residential life function involves the release of several RAs this year due to choices that conflicted with their role.

We believe this pattern indicates a new approach is needed to successfully instill our departmental values within our student staff. They must be better educated about their role and what is expected of them. Further, their connection to the professional staff and belief in the work of the larger department must be strengthened. Finally, the first year quad continued to be a place where a surprising amount of incidents involving alcohol, drugs, violence, and disrespectful behaviors occur. While the Residential Life staff works to curb this negative activity, a stronger presence and partnership with Public Safety will be needed to impact the first year campus culture.

The business and operations functional area met with good success by involving students and other stakeholders in discussion about room selection, intersession housing, and other business processes. Overall, Room Selection seemed to go much smoother as we planned for the possibility the demand for housing might exceed supply. The Housing website has undergone some much needed re-design and organization. We will continue to work on this over-haul to present updated information in the most logical and informative format to several varying stakeholders (new students, returning students, parents, UMD faculty and staff).

The business and operations functional area certainly faced several challenges as well. More timely coordination and collaboration is needed with other departments to address student issues of non-enrollment, outstanding balances, and immunization compliance. Improved internal processes are needed to adequately capture individual check-in and check-out status as these dates and times impact the bills sent to students. Enhanced room change request procedures and tools will be necessary to facilitate a student friendly process. We are continually challenged by the coordination and communication needed to maintain the residence hall access management (electronic locks), and we will need to work to streamline this process. And finally, a significant business challenge coming at the end of the year was the revelation that the Housing Debt Service payment, managed by the Building Authority, for 08-09 was unexpected increased by \$2M. This significantly impacted the current fiscal year efforts as well the financial outlook for several years ahead.

I would be remiss if I did not mention the on-going challenge of managing in a climate of such financial uncertainty. The Chancellor's town meetings have been effective at providing the necessary context and background information on current financial matters, however the ambiguity of the day to day details, and the distractions of the possible reorganizations and layoffs have proven to be challenging for individual employees and managers within OHRL and across the university.

II. ACCOMPLISHMENTS OF THE YEAR

Facilities

- HFOS increased the single stream recycling to all 14 residential building in 2008-2009. The Residential building collected just over 74 tons of recycled material compared to 16.37 tons the previous year.
- UMass Dartmouth residential students participated in RecycleMania, the nationwide recycling competition with over 500 colleges and universities. We were able to advertise and market the single stream recycling through competitions between halls. Weekly results were posted in *The Torch* and on the Housing website. Our recycling collection improved by over 5 tons from the previous semester.

- The Green Navigator program was started in February 2009 to bring education and awareness to the students on campus. The Green Navigators were instrumental in door to door campaigns, Dorm Storm Collection, energy awareness campaigns, plastic bag swap for a re-usable bag, and Green Week.
- Initiated move out program, *Project Move Out * Code Green** in all residence halls to collect unwanted items (unopened food, toiletries, clothing and small appliances). Over 4000lbs of items were collected and donated to Catholic Social Services in New Bedford.
- Implementation of FAMIS/CAMIS work order system, while completing 4,043 out of 5218 for 77% completion rate for academic year 2008-2009.
- Supported Summer Conferencing with turnover of rooms making sure that each room was cleaned for over 4,267 participants usually with less than 24 hours.
- Purchase and coordinate the installation of brand new furniture for Cedar Dell West with total project worth over \$425k.
- Improve security with the thinning of the areas around building including the new areas off of Dorm Road across from Oak Glen and behind Elmwood.
- Collaborated and significantly assisted with the on-time opening of Cedar Dell West with various projects including purchase and installation of window treatments, purchase new stoves and installation of all appliances. Actively participated in walkthrough and punching out all apartments.
- Support Residential Life with upgrading of RA rooms with new furniture and couches, addition of four kitchenettes converted within the traditional halls reverted and provided thirteen common rooms with over \$55k of new furniture. Constructed new RD & RA offices within Elmwood Hall and created Fitness Center with televisions to include sanitizing stations and custodial support within Maple Ridge Hall.
- Painted all of Oak Glen's student suites and rooms (over 213 rooms) with staff and summer students.
- Replaced over 200 plastic signage for rooms, closets, stairwells in the 6 Woodland Apartment buildings with zinc plated ADA plaques with Braille and text. In Pine Dale and Oak Glen Hall, all closets (storage, IT, electrical) and any missing signs were replaced with zinc plated ADA plaques with Braille and text.
- Continue with the next phase of the Woodland's, Oak Glen, and Pine Dale buildings room sign upgrade and replacement. Plan on replacing up to 200 metal tamper proof ADA signs.
- Code Blue phone installation in Cedar Dell South & West and behind Dorm Road.
- Completed installation of the blinking crosswalk lights at Cedar Dell entrance at Ring Road.
- Purchased and collaborated with UMass Pass \$30k Lenel card access licensing and software upgrade for all of the residential areas.
- Increased 2nd shift custodial services to cover 7 days a week.
- Repaired entire roof of Oak Glen Hall at no cost to the University through claim and assertion of warranty saving over \$10k.
- Enacted and benefited with combined, collaborative efforts with Campus Facilities and realized purchasing power through streamlining all custodial purchases.
- Combined efforts with Campus Facilities to sweep and re-paint all residential parking areas as well as more collaborative snow removal processes.

Residential Life

Department Specific Goals

- New Programming Model designed and implemented
We were successful in creating and implementing the new BGC model (Building Growing Communities) which made some improvements on the old REACH model. The model includes a new community service component, is more user-friendly to RAs and was found to meet residents' needs more successfully. One example of this is the new "programming blitz" that occurred within the first month of the semester.
- Continued RD Retention & Increased Job Satisfaction
Happily, we maintained the majority of the RD professional staff for the entire year, with only 1 exception due to an RD leaving after an offer to work at his alma mater mid-year. We have experienced unification and consistency of RD supervision in consolidating this under the one remaining Assistant Director.
- Set new tone in RD & RA Training: emphasis on RAs as peer resources, not student police
We were able to change the tone of RA Training to better illustrate the RA as a peer resource and de-emphasize the role of RAs in policy enforcement, confrontation and documentation. A new emphasis on community development involving Boyer's Community Development theory will be our next step, related to this goal.
- Focus on hall community and identity

Especially in the first year halls, we worked early on to establish hall identity and pride by creating, implementing & evaluating the first-ever Corsair Olympics – a first year residential/commuter student community builder that helped the class to develop its identity, each hall identity, create positive early connections and memories of the UMD experience.

We successfully shifted the culture of Oak Glen Hall mid-year to require the locking of suite doors instead of the previous policy that asked them to be left open for staff but left additional safety issues.

A new fitness center was created in Maple Ridge Hall (after receiving gently used equipment from Athletics) which developed significant use by students over the course of the year, and added another interesting element to the first year quad.

We transformed the RA check-in office in the Woodland Commons building into the centralized RA Resource Room complete with new materials such as computer, printer, copier, laminator and dye cut machine to promote more community building and programming work in the halls.

Inter-Departmental Goals

- Continued partnership with DPS at all staffing levels with a shared expectation on how these two groups will work together to address incidents.
This relationship has maintained a general positive and successful tone, as we continue to work together to address anecdotal concerns as they come up.

- Continued progress in partnering with HFOS on facilities issues such as opening, closing, damage billing, and keys.
While we may have our occasional miscommunications, we continue to enjoy an excellent partnership and communication in this area. We are hopeful that this will remain despite the new re-structuring of our department that moves HFOS out of the OHRL department.
- Improved OHRL Department-wide communication and teamwork.
We are in a better place this year than last and will continue to improve, especially with new leadership, possible regular OHRL staff meetings, and the office relocation plan.
- Promotion of a positive perception of the Residential Life department with the rest of the University community, and universal support of this from the Student Affairs Division.
Student Affairs has indeed supported this goal and our continued work on shared University initiatives such as Orientation, Family & Friends Weekend, and Career Services. This outreach has given us the opportunity to promote a more positive perception.

Other Residential Life Accomplishments

- Supporting inaugural Family & Friends Weekend.
- Implemented a RL department-wide session on Sexual Harassment to educate all staff on parameters, expectations of the University and response/follow-up available.
- Implemented new community grills in the Cedar Dell area to allow this highly popular community-building activity while meeting safety standards of the new fire marshal.
- Infused new life into January RA Training with the use of “Community Construction”, an experiential social justice themed activity and successfully involved skilled Student Affairs colleagues.
- Continued valuable weekly meetings with Residential Life & Housing Advisory Committee, receiving valuable feedback and input on departmental policies and procedures. Examples include the question of continued use of RA stipend awarded on subjective “merit” standards, fire door safety, RA Resource Room location/resources therein/use, and staff clothing.
- Newly instituted weekly Occupancy Meetings have improved communication with Housing Operations colleagues on room changes and check-outs.
- Creation of RA Server (accessible only by RAs logged in on RA office computers) to place items commonly used by RAs in an accessible but protected space – RA manual, programming forms, incident forms, and hall rosters.
- Additional efforts to expand in the area of Off-Campus Housing to include new information on the web-site and provide preparedness workshops to students looking to live off-campus.
- Contributions at Senior Staff meetings held weekly this year.
- Successful attendance at and involvement in professional conferences by the majority of the professional staff.
- Room Change Process: last year, the RDs, the Assignments Coordinator and Associate Director sat down to create a new more detail-oriented system for communicating Room Change Requests. We utilized the new system and experienced improvements although there are still challenges.
- Judicial: 1489 total cases were assigned to RDs in the fall and 839 student cases in the spring. The majority of RDs kept up with the workload in a timely manner, and we worked to address performance concerns for those who did not.

- Awards and Recognition Activities
 - Each RA's birthday was recognized with a card signed by the central RL office staff or an email.
 - We recognized RA staff throughout the year through staff development programs, gift bags, certificates, programming awards and 2 end of the semester events.
 - RA Appreciation in the form of activities to celebrate RA accomplishments. The events included: door decorating, e-mail from various depts., commemorative pens, personal messages from OHRL professional staff, an editorial in the Torch, and an afternoon carnival.
 - We also held our 3rd annual RD Appreciation Day. This was a partnership with RA staffs and included door decorating, gifts from RA staffs, certificates of appreciation, balloons and a pancake breakfast held in the OG Guest Apartment.
 - Once again, outstanding RAs were recognized at the End of Year Res Life Banquet.

Business Operations

- Room Selection Enhancements
 - Interest Survey conducted on-line rather than while making Housing Deposit.
Made it easier for RD's and RA's to perform room deposit function more efficiently within individual residence halls. The Interest Survey was sent to all students who made their Housing Deposit so they could provide details about their interests and desires (room retention, thematic choice, etc).
 - Contract signing option provided daily after each room selection period vs. one week after the entire room selection process complete.
This resulted in fewer students losing their room selection booking due to non-signature of Housing contract.
 - Timing - start of the process moved up one month.
Provided Main Office with more time to resolve Room Selection issues at the conclusion of the process.
 - Participation Lottery.
Created a Participation Lottery to make insure demand for housing was adjusted to meet actual supply. Students benefit by early notification if on-campus housing will be unavailable; staff managers benefit via less capacity problems at the end of room selection process.
 - Restricted Sophomore pull-in into Cedar Dell and Woodlands until ALL the Juniors and Seniors had received the opportunity to select a room, then Sophomore could be pulled in or choose an apartment during General Room Selection.
 - No major Room Selection concerns or issues at the conclusion of the process.
 - Housing options offered to all wait listed students earlier in the summer (from last year).

- Housing Website Enhancement
Re-design and reorganized the Housing website so site information much more logically designed and informative.

- Collaboration with Bursar to collect outstanding balances
The OHRL was instrumental in assisting the Bursar's Office in the collection of individuals' outstanding balances in excess of \$500 for those who lived on campus.

- Intersession Housing consolidation to Cedar Dell
Successful communication and coordination between all three functional areas resulted in approximately 180 students being housed in one consolidated location during the 5 week winter intersession. All halls except Cedar Dell were closed for the full five weeks. This was certainly a noteworthy accomplishment given our limited planning time and no prior communication to students prior to October 2008.
- All break housing assignments (Thanksgiving, Intersession, Spring Break and Summer) facilitated through the Business Operations Office.
This was a change in practice as communication and room assignments were made previously by facilities or residence life functions. In an effort to insure consistency and streamline billing, Assignments and Systems staff are now responsible for this task.

International Student & Scholar Center (ISSC)

Submitted by Tina Bruen, Director of International Student and Scholars Center

I. SUMMARY OF THE YEAR

The primary goal of ISSC is to support international students and scholars by providing the best possible services within the parameters of the current resources. The primary responsibilities of the Center are to assist students and scholars with the regulatory requirements, endeavor to create the processes and procedures to promote University compliance and respond as needed and if possible to promote the internationalization of the campus.

The Director is the Principle Designated School Official (PDSO) (F visa) and Responsible Officer (RO) (J visa) for the campus. The Director regularly updates the required forms such as the I-17 (to maintain ability to issue I-20 documents) and applied for and secured the J Program Designation which occurs every two years. The J Annual Report was submitted in July 2008 and the July 2009 Annual Report is in its early stages of preparation for submission by July 30. The Center is currently considered a department within the Division of Student Affairs. The Director is supervised by the Assistant Vice Chancellor of Student Affairs and functions as a member of the DOSA Leads team. The Director represents ISSC in a variety of university committees and collaborates with a number of academic and student life departments. When appropriate and relevant the Director interacts with, or responds to organizations and individuals external to the University community. The Director meets frequently with students either individually or in groups, consults often with the Admission Offices, and provides guidance for faculty and staff around issues pertaining to government regulations. The Director provides supervision for the two University staff people as well as oversight supervision of the student staff. The Administrative Assistant II (as Designated School Official-DSO and Alternate Responsible Officer-ARO) along with the Director inputs and maintains F and J records in SEVIS, processes a variety of applications, updates student documents, maintains student hard copy files, and other related activities as well as functioning as timekeeper, inventory/property designee for department and purchasing agent for Center. The ten month Clerk performs receptionist duties including but not limited answering phones, faxes and email, greets visitors, schedules appointments for director, books rooms for meetings, tracks expenditures, pro card activities including reallocation, and maintains the budget.

The International Student & Scholar Center continued to maintain a busy schedule year round responding to the needs of the students and the scholars as well as the individual departments who sponsor or admit them. Programs organized by ISSC tend to be either large multi session events such as Fall and Mid-Year Orientations, Curricular (CPT) and Optional (OPT) Practical Training employment workshops or cultural events planned in conjunction with student groups or other university departments.

II. ACCOMPLISHMENTS OF THE YEAR

Report on successful goals/objectives/tactics for 2008-2009 based on Operating Plan

Other Accomplishments including but not limited to:

- Workshops for students seeking off campus employment (approximately 12 per academic year)
- Mass Maritime Academy/UMass Dartmouth/Shanghai Maritime University Tri Lateral Exchange
- Graduate Orientation program development
- Recycle Bicycle project
- Volunteer Translator
- Newsletters for students
- International Education Week (collaborative)
- International Women's Day (collaborative)
- Holiday Calendar Project
- Support of student sponsored/cultural events
 - Harvest Festival (CSSA)
 - Garba night (ISA)
 - Diwali (ISA)
 - Spring Festival
 - Holi (ISA)
 - India Independence Day
 - Commencement Lunch
 - Mentoring of individual students
 - New Student and Transfer Orientation Committee Meetings

RELIGIOUS RESOURCE CENTER

Submitted by Sister Madeleine Tacy

I. SUMMARY OF THE YEAR

II. HIGHLIGHTS OF THE YEAR

- Father Michael Fitzpartick was appointed as the new Catholic Campus Ministry.
- Held a day long retreat at Newman House with students from UMD and BCC.
- Participated in New Student orientation.
- Mass on Sunday evening and Wednesday noontime when school is in session.
- Provided opportunities for celebration of the sacraments and spiritual direction/counseling.
- Penance service during lent.
- Weekly pasta dinners were held at the Newman House.
- The monthly soup kitchen in with collaboration with Sodexo was continued. When school is in session various student group and organizations volunteer (Christian Fellowship, Delta Pi Omega, Writing Center, Haitian American Student Association, Sigma Tau Gamma). When school is not in session staff members volunteer. Staff volunteers this year were from nursing, SMAST, FDUH and Campus Services.
- Giving Tree Project to provide Christmas gifts in collaboration with Catholic Social Services.
- Advent and Lenten Reflections were provided on the Mondays of Advent and Lent
- Stations of the Cross on the Friday's of lent.
- Weekly lectionary based scripture study.
- Fund raiser to provide Thanksgiving baskets in collaboration with Holy Family-Holy Name Elementary School.
- Maintained contact with the Muslim Student Association and Christian Fellowship.
- Maintained regular office hours.
- Ongoing penny collection for charity. Different departments and individuals collect pennies to support this project.
- Coordinated and participated in memorial services for two deceased students.
- Provided community service for Sigma Tau Gamma at Newman House and 25-30 Pathways students at Catholic Social Services and at the Giving Tree.
- Mardi Gras party at Newman House (burned ashes for Ash Wednesday).
- Met with Pagan society to discuss use of the Reflection Room.
- Festival of Lights (Christian Fellowship, Hillel, Catholic Campus Ministry).
- Panel on sustainability – Catholic Theology and Sustainability.
Invited to present to various classes, Fr. Michael Fitzpatrick in Prof Stauder's class - Catholicism in America and Sr. Madeleine Tacy in Rabbi Satlow's Old Testament class.
- Monthly meetings with the director of the Center for Jewish Culture, Rabbi Jacqueline Satlow and the Protestant Campus Ministry, Rev. Neil Damgaard and sometimes Swami Yogatmananda to plan programs and support one another.
- Weekly column in the TORCH rotated among Rabbi Jacqueline Satlow, Rev. Neil Damgaard, Fr. Michael Fitzpatrick and Sr. Madeleine Tacy.

STUDENT ACTIVITIES, INVOLVEMENT, & LEADERSHIP

Submitted by Jamie Jacquart, Director of SAIL & Chris Laib, Assistant Director of SAIL

I. SUMMARY OF THE YEAR

The 2008-09 year was extremely busy and productive for the SAIL office. The number of Student Organizations increased to over 120, we offered a President's roundtable meeting toward the end of the Fall semester and implemented the new SGMS software for registering student groups, and we sponsored 46 social and educational programs throughout the year serving 6,400 students. SAIL combined the Leadership Banquet with the Senior Banquet for a more streamlined way to recognize student accomplishments to a larger audience. Campus Design operated with a profit and purchased a new large-format printer. The Campus Activities Board revised its constitution and organizational structure to create a board that has the ability to move the organization forward in the upcoming year. Greek Affairs added Zeta Lambda Chi (a co-ed Greek Letter social organization).

II. ACCOMPLISHMENTS OF THE YEAR

- ***Student Organization Registration and Support***
The Student Groups Management Software implementation occurred at the end of the academic year. This was by far the biggest accomplishment of the year as the project began in September with a focus group/demonstration and the software went live in late April/early May. The number of student organizations increased with several social awareness organizations being added as well as a few more recreational groups. We added an intern in the spring semester to focus on assisting student groups in their programming. Due to the success of this position, for FY '10 we have integrated it with our existing registration position and expanded this to include three students to provide outreach and support to our student groups.
- ***Programming***
The department worked with 17 different student organizations and campus departments to sponsor 46 social and cultural events throughout the year. We were able to reach 6,396 students, faculty, staff and community members through these programs. SAIL provided all of the logistical support for the Cultural Affairs Committee (6 events), a new initiative for us this year. Most events were held on campus and were spread across Thursday – Sunday nights.
- ***Leadership***
This was the 10th anniversary of the Emerging Leadership Symposium for first year students. We continue to operate it with a facilitator team of 7 student leaders, many of whom have participated in the program previously. The three-day format immediately before the start of the second semester works well and we had 28 participants. We were able to add the Spring Leadership Symposium to assist with the transition of officers and provide some skill building to next year's officers. Approximately 75 student leaders attended the program which included a nationally known speaker, Nancy Hunter Denny, and will hopefully start the year off more quickly with better-trained officers.

- ***Campus Design***
 This was the 2nd year for the student coordinator, AG Garthaus, which proved both a benefit and a challenge. The good news was that fiscally this area is, for the most part, self-sustaining in its operation. They received a subsidy from SFAC to purchase a new large-format printer. This was key in improving the quality of their output and decreasing both the time and expense of their large-format work. As such, what used to take them 60 minutes to print now takes 7 minutes. What used to cost them \$35 to produce now costs them \$16. We will be working to lower prices accordingly for this next year, which will hopefully increase the demand for their products and make them available to a larger number of student groups.
- ***Office Operations***
 We had some very good students working as our front desk coordinator and assistant coordinator. This allowed us to do more training with our office staff and respond quickly to any concerns with our staff or service. In addition, our copier program was self-sustaining this year, which is significant given the increase in publicity for our programming.
- ***Financial Operations***
 We worked with A&F to create a Financial Policies and Procedures Manual which ensures that we are in compliance with University standards. We piloted the use of ProCards for travel purposes, which was a savings in time and paperwork for the department and University. We also consolidated the number of ProCards and are using one master card for the office to support the small volume of purchases that a group may have, but not warrant having their own card. We dropped from a high of 50 cards last year to only about 20 this year. This too helps cut down of the volume of paperwork and amount of time it takes to reconcile multiple accounts.
- ***Campus Activities Board***
 The Campus Activities Board worked hard this year to increase the quality of their promotions. Their promotions chair was outstanding in terms of working with all board members to produce higher quality materials that were more visually appealing for students. In addition, CAB transformed their Mr./Ms. UMD Pageants into full-fledged events with professional recording artists and theatrical sets that added to the event. The executive board struggled throughout the year to work together, which led to the ousting of several older board members. Those members were replaced by first and second year students who appeared to be fully committed to their positions and to the organization as a whole. This change bodes well for the upcoming academic year.
- ***Greek Affairs***
 The Greek Coordinators did a great job in pulling together the organizations and encouraged them to collaborate much more than they have in the past. A pair of organizations organized monthly events that brought not only the two coordinating groups together, but also the system together as a whole. The Greek Community worked cooperatively with the Athletic Department in the fall semester to sponsor a speaker/presentation that was focused on hazing. It was mandatory for all student athletes as well as all Greeks. In January, roughly 80 Greek Leaders took part in the Greek Leadership Symposium. It was once again a HUGE success and saw the

incorporation of a keynote speaker at the closing lunch on Sunday. This year the Greeks were fortunate to have an opportunity to listen to a national organization president and get his views of what it means to be Greek on a college campus. The year ended with all of the groups organizing a very successful Greek Week. Student participation was high.

- ***Torch***

This was a successful year for the staff of the Torch in that they were, for the most part, able to put behind them the staffing challenges of the past and produce 26 issues of content focused on the campus. The paper came out on time every week, included some innovative layouts, and improved in both its editorial and news sections.

- ***Scrimshaw Yearbook***

The staff had a cadre of writers and photographers to provide content and the sale of Senior Portraits increased from previous years.

STUDENT CONDUCT AND DISPUTE RESOLUTION

Submitted by Monique Sadarangani, Director of Student Conduct and Dispute Resolution

I. SUMMARY OF THE YEAR

II. ACCOMPLISHMENTS OF THE YEAR

- Coordinated the adjudication of 1204 student conduct cases involving 2553 students via residential staff, conduct boards, and administrative hearings.
- Hired a full-time graduate assistant for the department, who worked primarily with the Conduct Board members and monitored formal conduct board hearings. The graduate assistant was also able to help Beth-Anne Vieira with a social norms research project, and she oversaw focus groups related to alcohol programming.
- Recruited two new faculty members for the Conduct Board.
- Brought Conduct Board members back to campus early for training on the conduct process, which included training on sexual assault, victim response, and hate crimes. Juli Parker from the Women's Resource Center and trainers for the Anti-Defamation League of Boston came to present at the training.
- Added a mediation component to the conduct process and trained Resident Directors on mediation techniques.
- Updated the Student Conduct Policies and Procedures to be submitted for approval by the Board of Trustees.
- Began recruitment for the Advocate Program and began its successful implementation in the Spring 2009 semester.
- Evaluated alcohol and drug programs currently used as sanctions for the conduct process and revised program evaluation forms.
- Hazing speaker brought to campus to speak with Greek organizations and athletics (Louise Goodrum and Chris Laib).
- Worked with the Office of Community Service and Partnerships in terms of sanctioning students appropriately.
- Coordinated a program for the campus community through the Programming Committee and brought an LGBT speaker on campus to conduct a Safe Zone Training.

WOMAN'S RESOURCE CENTER

Submitted by Dr. Juli Parker, Director of the Woman's Resource Center

I. SUMMARY OF THE YEAR

Highlights of the 2008-2009 year included our Get Out Her Vote Series, which culminated in former Governor Madeleine Kunin's visit to campus. Our spring highlights included bringing Adrienne Rich to campus for our 2nd Annual fund-raiser with Women's Studies and our external program review. We were excited to bring Bob Jensen to campus and for his facilitation of a white privilege workshop with DOSA staff. Our 2nd Annual Fundraiser was successful and one in which people are beginning to look forward to.

II. ACCOMPLISHMENTS OF THE YEAR

Fall Programming

With the Unity House, and the Department of Foreign Languages & Literature, we brought Tress Vidas, a one woman performance depicting three Latin American/South American women accompanied by chamber music as part of the Programming Committee dollars for Latina History Month.

Most of our fall semester was dedicated to issues of the election. With the Women's Studies program, we developed a Get Out Her Vote series showing three movies, *Iron Jawed Angels*, *What's Your Point, Honey?* and *Running in High Heels*. We worked with the Get Out the Vote team to register students, and to bring the first female Governor of Vermont and former Ambassador to Switzerland, Madeleine Kunin to campus. Attendance was low at the movies (approximately 10 students per movie), but we were still pleased that students came.

Think Pink: The student staff were eager to do their second annual week focusing on breast cancer and put together a bake sale and decorated the campus with pink ribbons to promote the week. They raised over \$340. This event was expanded this year to include a free bra fitting, a showing of the movie *Beyond Words*, and a speaker from the YWCA discussing their services around breast health.

We worked with the YWCA, for the second year, to bring the Clothesline Project to campus for Domestic Violence Awareness Month in October and held the event in the Main Auditorium Annex so that hundreds of people were able to experience this powerful display. My favorite event of the fall was our production of a staged reading of *Trifles* by Susan Glaspell. The play was followed by a panel of students and community members discussing the impact of dating and domestic violence on our campus. This event was well attended and the post show discussion was very interesting.

With the Mentors in Violence Prevention Program (MVP) and the Feminist Majority Leadership Alliance (FMLA), we held a successful Take Back the Night March followed by a panel of staff members working to end violence against women.

Spring Programming

We did a variety of programs in the spring, many of it in collaboration with Women's Studies for Women's History Month. Our first event, *The Vagina Monologues*, raised approximately \$2191 to support the work of the Women's Center, Inc. in New Bedford. Students Laura McHugh, Megan Gauthier, and Samantha Coffin organized, produced and directed the play.

Women's History Month included nine events and a daylong celebration for International Women's Day. The highlight of the month was our first event, author and photographer, Ann Fessler, who talked about her book *The Girls Who Went Away: The Hidden History of Women Who Surrendered Children for Adoption in the Decades Before Roe v Wade*.

For IWD, we added an early lecture by a Portuguese professor and a panel put together by Deidre Healy and Renee Lopes Pocknett. The keynote speaker, Dr. Sorosh Roshon gave an inspiring talk on the role of women in the world. And we presented our 9th annual Outstanding Women Awards celebrating the work of student Sherrie Andre, staff member Beth-Anne Vieira, and faculty member Brenda Berube.

Our biggest event was our co-sponsored event with Women's Studies. We brought Adrienne Rich for our second annual fundraiser. This event was time consuming and detail oriented and went off without a hitch. Dr. Riley and I successfully covered all costs associated with the event with significant support from Campus Services. This event raised \$13,500 shared between the Women's Studies Program and the Women's Resource Center. The funds for the WRC will lay the foundation for next year's event when we will focus the event on raising money to start an endowment for an Endowed Speaker's Series.

Sexual Violence Awareness Month was filled with speakers and events but most were not well attended. These programs were co-sponsored with Men Against Violence (MVP) and the Peer Health Program. The keynote event was Dr. Robert Jensen speaking and showing the movie *The Price of Pleasure: The Negative Effects of Pornography on Male Self Image*. This event was well attended.

Due to a snowstorm, the presentation of Disposable Men was postponed until April. This event was attended by approximately 60 people and was very well received.

When I look back at all the events we ran over the year, I am pleased with the in-depth collaborations we do to bring events to campus, however, I am dismayed at the low attendance at most events this year, including International Women's Day.

I am pleased that each semester was planned the previous semester in strategic planning sessions with the students. We have been aiming for a model where the students are embedded in the programming planning so that the events and programs we bring to campus are what the students want, rather than what we think they need.

Student Advocacy

I advise the Feminist Majority Leadership Alliance (FMLA), who were reinvigorated this year, AST, and the new Latina Sorority, Hermandad de Sigma Iota Alpha, Inc.

Student Staff

We had an eager and motivated staff. They were eager to attend feminist conferences. Seven students went to DC for the Feminist Majority Foundation's annual conference and ten students attended the Hampshire College Civil Liberties and Public Policy 2008 Reproductive Rights Conference.

Our student, Samantha Coffin, submitted weekly articles to *The Torch* on issues relevant to women on campus. This was an excellent forum to communicate our issues and continue to develop our visibility. Samantha won the MWPHE scholarship for a university student.

External Review

We were one of three departments to undergo an external review this year. The focus of the review team's recommendations was on staffing, budget, space and program.