

2018-2019

Division of Student and Alumni Affairs





Dear USF Community and Friends of USF:

Welcome to the sixth annual Student & Alumni Affairs Annual Report! The departments that represent this division provided top-notch service to our students and state-of-the-art experiences in 2018-2019. Students continue to see a strong value in the outside-the-classroom education we provide, and our students are taking full advantage of the opportunities afforded to them. In short, it's a great time to be a Fighting Saint!

As you read in the pages that follow, you will find a strong commitment to student success from each of our areas. Every department has a pivotal role in the persistence and completion of our students, and the results are outstanding. We are currently poised to exceed national averages compared to our peers in our first-year to second-year fall-to-fall retention for the fourth straight year – AND with a first-year class where almost two-thirds of our students are first generation college students. It shows that St. Francis isn't just a place that talks about student support. We live it. Every day.

I'd like to highlight four shining examples of this commitment to student success. In athletics, our students not only succeed in their respective sports (28th place finish in all-sports nationally), but also, 20 of our 22 teams were named NAIA Scholar Teams, proving that our institution truly puts the student in student-athlete.

In the residence halls, our satisfaction numbers have exceeded our wildest dreams. Of the 246 schools who participated in a national survey on residence hall satisfaction, USF was the highest rated in Overall Learning nationally. In addition, USF ranked 2nd of 246 in five additional factors including Overall Program Effectiveness. Put simply, our Residence Education team provides an excellent experience for our residents!

Third, our Career Success Center team was named a Career Development Office of Distinction as measured by the Colleges of Distinction group. Offering our students quality high-impact practices is one of many criteria which earned USF this honor.

Finally, our Student Alumni Mentoring (SAM) program continues to effectively integrate the student experience and the alumni experience. Our students gain key networking skills from someone who has "been there, done that," and our alumni remain engaged with the institution. We have seen increased completion rates from our students as well as increased donor engagement from alumni.

Our students are the focus of our work, and every day, I am blessed to work with dedicated employees who know that they've succeeded when our students succeed. Enjoy reading our latest effort, and in true Catholic, Franciscan spirit, I offer you,

Pace e bene (peace and all good things),

Damon M. Sloan



Damon M. Sloan Vice President of Student & Alumni Affairs

Jeffrey Chiapello

Planning Committee Member of Joliet Chamber of Commerce's Community Leadership School

ETHIC OF CARE

The Advising Center had approximately 2,000 "touch points" with students, continuing their trend of high volume traffic. These touch points include general advising meetings, new student registration programs (for new first year and transfer students), registrations for new students in all areas including graduate, and meeting with students who are having difficulty in their classes, or students changing their major and needing guidance.

A new tracking system was implemented during this year that is designed to help individualize the data received. This will not only give us numbers on the touch points we have with students, but to see if the services we provide have any relation to retention, persistence and completion for the students with whom we interact. This data are placed directly into Banner and assist the Advising Center on creating future initiatives.

The Advising Center continued its outreach to faculty, with trainings dedicated towards how to assist first-year students through the advising process and sessions on the art of using the data we have on each individual student to address their individual needs. Short training sessions were also done as part of the Foundations I Summer Institute and for all new full-time faculty who will have an advising caseload.

In addition, the Advising Center continues to see growth in their objective to develop a clear degree plan which is used to navigate towards graduation and help incoming students understand articulation, evaluation and the advising process. During the

2018–2019 school year, 89% of students strongly agreed and 9% agreed that they had an understanding and development of a clear degree plan which is used to navigate towards graduation after they met with someone on the advising staff. This was a 6% increase over the previous year, where only 83% strongly agreed. The Advising staff has made it a goal to continue to see growth in this area, as they believe it is crucial that the students understand this before they reach their faculty advisor.

In collaboration with the Academic Resource Center, staff from the Advising Center went through an Academic Coaching training to assist in the academic development of students who are on academic probation. The training revolved around digging deeper to figure out the student's needs and assist them with study skills, time management, organization, note taking and more to aid the students in achieving their academic goals. There were also weekly meetings discussing the students who were being academically coached, providing collaboration between the two departments on how to best serve the students and troubleshoot any issues.

October 2018
Joanna Kourtidis presented at one conference during the year:
National College Learning Center
Association

Sample of average grades of students who attended SI vs. non-attendees:

Anatomy, Spring 2019	3.00/2.00
Pathophysiology, Spring 2019	2.57/2.33
Chemistry I, Fall 2018	2.75/2.48

Certification Levels for Tutors

Spring 2019	
Active tutors	30
Certified Level 1	9
Certified Level 2	6
Certified Level 3	15

WELCOMING COMMUNITY OF LEARNERS

The Academic Resource Center (ARC) had another successful year in supporting our students through our various outreach, which includes peer tutoring, supplemental instruction, academic coaching and consulting, self-help resources, and providing upperclass mentors for first-year students. We recorded over 4,400 "touch points" with the students during the 2018-2019 school year, which presented over a 2% increase from the prior year.

ARC improved usage of by-appointment-tutoring in a number of areas by creating business cards for its by-appointment-tutors and having the tutors visit as many classes as possible to introduce themselves. This has assisted in creating a welcoming environment and increasing awareness with our peer tutoring groups.

Peer tutoring saw increases in usage of the Math Center (up 221 visits in the Fall, 160 in the Spring) and in number of students being seen, with an increase of 20 students over the previous year. This is the first year we've been able to determine distinct users over each semester for the total because we switched tracking systems to a homegrown system that links directly into Banner. More data will be compiled on the retention of the students who use our services, but positive signs can be seen with a lower D/F/W rate in all subject areas in which a student received tutoring.

Supplemental Instruction continues to receive high marks, having a lower D/F/W rate in several courses for students who attended. Supplemental Instruction is only offered in areas that have traditionally higher D/F/W rates. The courses from this year include Pathophysiology, Anatomy, Biology I, Chemistry I, Health Assessment, and Organic Chemistry. As it was with tutoring, the data

is being tracked in our new system and we will be data mining to figure out the rates on retention, persistence and completion.

Seminar has been revised again as a result of changes in Foundations. ARC moved to a group presentation of learning research so as to complement but not duplicate Foundations' efforts. Many study skills exercises have been removed from Foundations but are necessary at ensuring a practice/trial of any habit change. As a result, Seminar has moved back to a common read on brain science, supplemented with weekly assignments implementing the content from the text, and a weekly metacognition journal. The actively engaged students had a 93% retention from Fall to Spring, higher than our overall average – with these being considered our most at-risk new student population.

The ARC collaborated with Undergraduate Admissions on a new process for provisionally admitted students (students who do not meet the immediate admissions criteria). Students in the conditional admittance area are required to fill out an online form based on the Academic Coaching Registration form, which would inform the staff of a student's outside commitments and challenges, strengths and weaknesses, future planning (goals), and a reflection of their academic past. The staff of the Academic Resource Center use this information, along with their previous academic record to better inform them on how to best support the student when they arrive. For Fall 2019, there is a 10% increase in students enrolled in one of our academic support programs (Coaching or Seminar). We'll be assessing this after more data is available on the retention, persistence, and completion of these students.

CAMPUS OF DOERS

The Alumni & Family Relations Office had a strong focus on ensuring students feel connected to USF alumni through a restructured and streamlined Student Alumni Mentoring (SAM) program, Distinguished Leadership, and increase in engaged alumni this year.

By requiring student attendance at the Induction Dinner, and sending reminder communications, we saw our percentage of attendance increase by 20%. We had the same number of marketing touchpoints (18), which we believe is the ideal number to leverage student participation. We provided six monthly topics of discussions with professional articles. We increased the number of SAM attendees at the Career Dinner as well (up by 25%) with more advertising via our popcorn campaign, e-mails, flyers, etc. We had a slightly higher percent of renewals at the conclusion of the program, up by 2%. We think this is an important focus and plan to keep this in order to continue this progress with target marketing and providing the application sooner and more often.

Sought to achieve 100% of Distinguished Leaders participating in meetings and events. We achieved our goal this year by creating a calendar with sign-up opportunities for students requiring them each to select (at least) one. We offered more network opportunities due to collaboration with our Young Alumni & Students Committee of the Alumni Board. This group had an energetic year with a focus on networking with alumni and bridging the gap between student and alumni groups.

Attempted to increase alumni engagements with students, which we accomplished by 21%, due to the popularity of the Student Alumni Mentoring (SAM) program. We are looking to slightly increase or maintain this level based on our ability, but our focus on the next strategic plan will be more so on first-time attendees (alumni who have not yet been engaged with USF).

Focused on increasing student engagement as well, which we achieved by 5%. This has grown due to more students in the SAM program and better advertising of student events as well as the incorporation of our Young Alumni & Student Committee of the Alumni Board into our brainstorming and programming. Again, we expect this number to begin to maintain eventually due to resources, but we always do our best to include more and more students in our events and programs.

Professional Development

Webinar - Executive Panel
Discussion: Engagement Strategies
for Recent Graduates

Webinar - Strada Alumni Outcomes

Webinar - Strada Illumination Lab









CAMPUS OF DOERS

SCHOOL-RECORD 20 TEAMS CLAIM NAIA SCHOLAR TEAM STATUS

Another banner academic season for the University of St. Francis athletic program culminated with a school-record 20 of a possible 22 teams earning National Association of Intercollegiate Athletics (NAIA) Scholar Team status for 2018-19. The 20 teams gaining the distinction tied for fourth most among the nearly 450 institutions competing at the NAIA level.

"This is an incredible accomplishment for our programs," stated USF director of athletics Dave Laketa. "It speaks so highly of the emphasis that both our coaches and student-athletes place on academics here at St. Francis.

"Our student-athletes work tremendously hard both in the classroom and at their playing venues and their efforts show through honors like the NAIA Scholar Team program."

To be eligible for the award, a team must have at least a 3.0 grade point average (on a 4.0 scale) as defined by the institution at the completion of the academic year.

USF's top overall program was women's golf with a 3.52 grade point average over

the past two semesters, while basketball boasted the highest gpa on the men's side at 3.27. Other teams recognized included baseball (3.10), women's basketball (3.40), men's bowling (3.03), women's bowling (3.42), competitive cheer (3.04), competitive dance (3.410), men's cross country (3.21), women's cross country (3.21) and men's golf (3.14). Also earning scholar status were women's indoor track & field (3.25), men's outdoor track & field (3.07), women's outdoor track & field (3.31), men's soccer (3.18), women's soccer (3.35), softball (3.27), men's tennis (3.21), women's tennis (3.35) and women's volleyball (3.46).

The team honors come on top of numerous individual academic accolades earned by USF's better than 430 student-athletes throughout the year. Among the individual honors were two Google Cloud Academic All-Americans, 50 NAIA Scholar-Athletes, 73 Chicagoland Collegiate Athletic Conference (CCAC) All-Academic selections and 19 Mid-States Football Association (MSFA) All-Academic picks.

Including this past spring semester, USF student-athletes boast a combined 3.16 cumulative grade point average.

TEN TEAMS ADVANCE TO NATIONALS IN 2018-19 LEADING TO TOP 30 FINISH

For the eighth year in a row, the University of St. Francis athletic department posted a top-40 finish in the Learfield Directors' Cup NAIA Standings.

The Saints totaled 454.5 points to register a 28th-place finish out of nearly 450 NAIA institutions. This is USF's fourth-best showing in recent memory (10th in 2016-17, 24th in 2014-15, 25th in 2017-18).

Ten of St. Francis' 22 athletic teams made appearances at NAIA National Championship events in 2018-19. Those teams included men's and women's basketball, men's and women's bowling, men's and women's indoor and outdoor track & field and men's and women's cross country.

Known as "The Crowning Achievement in College Athletics," the Learfield Directors' Cup gives points based on performance at NAIA championship events.



2018-2019 ACCOMPLISHMENTS

(* signifies a new record for the department)

Budget Development

- Totaled 437 student-athletes in the program covering 22 sports
- Raised over \$70,000 in fundraising

Awards/Honors

- Athletic department finished 28th in the NAIA Learfield Cup standings
- Athletic department finished 2nd in the CCAC All-Sports Cup standings
- 10 of 22 teams advanced to NAIA national championship tournaments
- 19 NAIA All-America selections
- 72 Chicagoland Collegiate Athletic Conference all-league selections
- 10 Mid-States Football Association all-conference selections
- 3 Chicagoland Collegiate Athletic Conference Coaches of the Year
- 64 CCAC/MSFA Conference Players/ Pichers/Performers of the Year

Team Success

- National championship appearance:
 Men's Basketball: Second Round
- National championship appearance: Women's Basketball: Second Round
- National championship appearance:
 Men's Cross Country: 3rd in the nation

- National championship appearance: Women's Cross Country: 8th in the nation*
- National championship appearance:
 Men's Indoor T&F: 10th in the nation*
- National championship appearance:
 Women's Indoor T&F: 27th in the nation
- National championship appearance: Men's Outdoor T&F: 56th in the nation
- National championship appearance: Women's Outdoor T&F: 16th in the nation
- NAIA invitational championship appearance: Men's Bowling: 3rd in the nation*
- NAIA invitational championship appearance: Women's Bowling: 7th in the nation

Academic Achievement Among Student-Athletes

- 20 of 22 sports named NAIA Scholar Teams*
- 3.14 cumulative grade point average for 437 student-athletes in Fall, 2018
- 3.16 cumulative grade point average for 404 student-athletes in Spring, 2019
- 3 CoSIDA College Division Academic All-America selections

- 50 NAIA Scholar-Athletes
- 73 CCAC All-Academic selections
- 19 MSFA All-Academic selections

Community Service

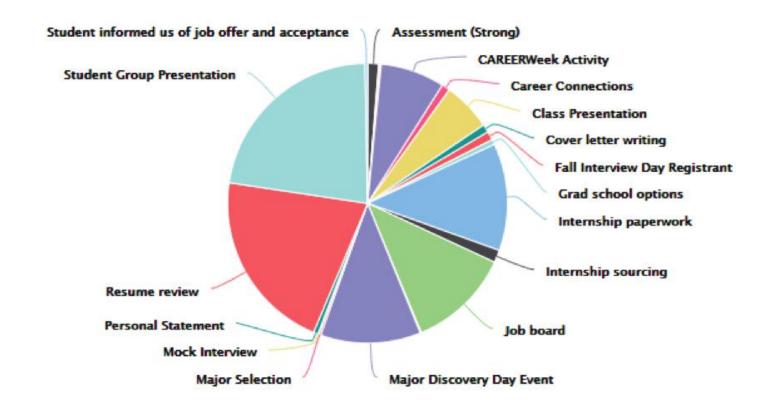
 20 of 22 teams completed community service projects ranging from working at a homeless shelter, to working at a food bank, to picking up garbage in area parks, to raising funds for cancer, to working a youth camp, to assisting with the Miracle League, to working at an animal rescue

Champions of Character in the Department

 All student-athletes completed both the Live 5 and myPlaybook courses for their respective year in the program (i.e. first-year student athletes completed Live 5 Course #1 and myPlaybook Course #1) as well as the myPlaybook course on sexual assault awareness



Service Name





WORLD THROUGH SERVICE & LEADERSHIP

CONTRIBUTING TO THE

The Career Success Center is committed to the mission of the University of St. Francis. In FY19, we kicked off the year by incorporating the Strong Interest Inventory, worksheet assignment and Major Fair into the Foundations I course. At the Major Fair event in October students spoke to professors not only about the coursework, but also the career paths of alumni from that college or major. We had 204 students complete the Strong Interest Inventory, (an assessment that helps choose vocation) and participate in the Major Fair. Further, 93% of the participants said that the Inventory, worksheet assignment, and event helped them choose a major.

The Center is part of several consortiums such as the College Career Consortium of Illinois, and Associate College of Illinois. The consortiums host career-related events like career fairs, professional development workshops, and Fall Interview Day, where our students and alumni can participate. We had 28 students apply for Fall Interview Day. Last year, CSC hosted 75 on-campus employers and over 142 off-campus employers.

We had 74 students participate in Internships. Examples of this experiential learning include—a Finance major interning at Ameriprise doing investment research, forecasting interest rates, financial planning and more. Another intern, a Biochemistry major interned at The Center for Bioethics & Human Dignity

assisting research fellows, and we had an Information Technology major interning at Argonne National Lab as an assistant IT intern including maintenance and troubleshooting.

This past spring, the Center hosted a Career Week with over 15 events for students and alumni which included four Career Fairs.

The Career Success Center provides services such as resume review, mock interviews, LinkedIn presentations, Assessments, Job search strategies and Career advising. In FY19 the center serviced 1726 students and alumni. The Center's professional staff includes Betty Kohl, the Employer & Internship Support Specialist, Kellie Wujek, Part-Time Career Advisor and Maribeth Hearn, Director.

Professional Development

June 2019
Gallup Summit
StrengthFinder Training for Higher
Education

June 2019
College Career Consortium Training
Best Practices in Higher Ed

June 2019
National Career
Developers Association
Creating Career Interventions
to Break Barriers

November 2019
Will Grundy Human Resources
Association Summit
HR Trends & Topics

August 8th, 2018
Sequence IX: Ethics & Risk
Management in Complex Clinical
Conundrums
Washington, D.C.

August 22, 2018 Introduction to Incident Command System Emergency Management Institute

August 28, 2018
An Introduction to the National
Incident Management System
Emergency Management Institute

September 12, 2018 Psychologist Self-Care and Renewal National Register of Health Service Psychologists

September 28th, 2018
Protecting Human Research
Participants
National Institutes of Health

October 31st, 2018
Digging in your Data
Illinois Higher Education Center for
Alcohol, other Drug, & Violence
Prevention

CAMPUS OF DOERS

The Wellness Center continues to strive to provide quality medical health services to our USF students. Over the 2018-2019 academic year, the Wellness Center made contact with 2,825 students who walked in for various issues, e.g., health records, copies of health records, insurance questions, etc. The Wellness Center treated 792 ill and/or injured students and provided a total of 208 vaccines.

Students who do not have private medical insurance have the ability to purchase medical insurance through our USF Student Health Insurance plan. The health insurance representative is easily accessible and will return call/s within 24 hours to the students. Usually as a campus, we have approximately over 100 students who need this insurance.

When students need further medical care beyond what the Wellness Center can offer, they are given a recommendation/ referral to an outside medical facility/ agency in the Joliet area. The Wellness Center continues to strive to protect our students and refer them to trusted outside resources needed to address their medical issue(s).

WELCOME TO THE USF COUNSELING CENTER TEAM!

We would like to introduce Matthew
Caston, LPC, as one of our new full-time
mental health counselors. Mr. Caston is an
alumnus from Lewis University and holds
a Master of Arts degree in Counseling
Psychology. He is doing wonderful work
with our students and is geared up to
partner with other departments on
2019-2020 events such as "It's on Us,"
"Brother 2 Brother." "Self-Made: Gender
Dynamics" and promoting a skills-based
therapy group.

STATISTICS AND GOALS

The Counseling Department continues to see a rise in students accessing mental health services. From August 2018-July 2019, we conducted 125 intakes, led 815 individual counseling and 45 consultation sessions, and addressed 56 crises. The total amount of hours served by the Counseling Center to meet student need for mental health wellness for the year was 1,944. The Counseling Department spent 43 hours in the USF community and gave presentations on: counseling services, mental health first aid, responding to student crises, engaging in stress management and mindfulness, increasing "mental toughness and resiliency" in the men's football team, perspectives on masculinity (in conjunction with students groups Brother 2 Brother and Black Student Association), raising awareness on commercial sex trafficking (in conjunction with Title IX), and alcohol, substance use, and eating disorders.

WE HAVE MET OUR 2018-2019 GOALS IN:

 Adding a third mental health counselor on staff to meet the growing demand of mental health services

BASED ON OUR CLIENT SATISFACTION SURVEY:

- 90% of students found services helpful, would recommend counseling to their peers, reported that appointments were made in a timely manner, and that the counselor helped clarify their concerns.
- 88% thought counseling helped them feel better and/or resolved their problem
- 71% thought that counseling provided them skills to resolve challenges in their personal and academic concerns

- 96% stated they were satisfied with their experience at the USF Counseling Center
- Linking USF students to other resources on campus (Academic Resource Center, Wellness Center, Residence Life, Security) that may help resolve their presenting concerns in counseling
- Increasing outreach presentations on mental health, alcohol and substance use, and healthy eating and relationships to the USF and local community



February 28th, 2019 National Response Framework: An Introduction Emergency Management Institute

May 3rd, 2019
DBT 101, Part 1: Basics of
Mindfulness and Interpersonal
Effectiveness
Willis Counseling & Consultation

May 8th, 2019
Navigating Grief
Willis Counseling & Consultation

May 17th, 2019
DBT 101, Part 2: Basics of Distress
Tolerance and Emotional Regulation
Willis Counseling & Consultation

July 11th, 2019 First Aid CPR AED American Heart Association



Served on Executive Board as Illinois State Delegate

October 2018
Attended Conference
Great Lakes Association of College
and University Housing Officers

WELCOME COMMUNITY OF LEARNERS

Residence Education continues to focus their efforts on the mission-derived objective, collectively creating a welcoming USF community. The efforts that were taken to achieve the onjective this year included creating a new program where student leaders who returned to their position from spring of 2018 to fall of 2018 were able to complete higher-level leadership development. These select students were then encouraged to present to their peers about their learning. Overall, continued learning was a focus for the Resident Assistant and Multicultural Assistant teams in 2018-2019. Each staff member received over 104 hours of group training throughout the academic year. The staff members also met one-on-one every other week with their supervisor to increase knowledge retention and support problem-solving skills. This time was also used to discuss and create action plans for resident engagement, which continues to be a priority. Over 90% of the residential staff achieved 100% engagement through intentional interactions with their residents. The outcome of these engagement strategies were strong results on the Bi-Annual Benchwork survey, a national Residence Education survey. This is a survey over 60% of our residents completed in Spring of 2019 about their campus living experience in 2018-2019. Also, 246 institutions take the survey nationally. USF was number one of 246 in overall learning!!! USF was number two of 246 in satisfaction: room assignment; learning outcomes: personal interactions; learning outcomes: self-management; learning outcomes: sustainability; and overall program effectiveness. These positive results are a direct result of the work being done by the Residence Education and campus team.

CAMPUS OF DOERS

Student Life has also worked to focus on the objective to help students build interdependent support systems and integrate learning, ideas, and experiences towards personal and professional growth. With these efforts, the department created a new program titled Bernie Buddies, which engages new students and offers them the opportunity to engage with an assigned peer with similar majors and interests to ease the transition to college. This year over 35 students requested a Bernie Buddy. 2018-2019 was also the first year of the increased Commuter Assistant team. This student leader group transitioned from three positions to eight positions. This group increased the number of programs hosted for commuter students ten-fold with an increase in attendance. We look forward to seeing the impact on student engagement in the years to come. Student Government Association also saw an increase in student engagement. As a result of partnering to support more student club activities and student participation, there was an increase of over 1,000 students in attendance recorded. There were also two new clubs created in 2018-2019. Finally, Greek life participation is consistent with the two Greek letter organizations that USF currently has. Annual membership is at 53 students. Student Life worked throughout the year to understand what additional Greek letter organizations students are interested in having on campus. These efforts will continue in 2019.

Safety & Security

Professional Development

June 2018 Severe Weather Spotting Training

June 2018 Counter
Terrorism Conference
JJC

July 2018
Will County Office of Emergency
Management Symposium
Active Shooter

July 2018
Emergency Management
Conference
University of Wisconsin Madison

August 2018
USF FT dispatcher attended
SMHEC Dispatcher Training
Moraine Valley Community College

September 2018 Attended VAWA Conference Fort Worth, Texas

CAMPUS OF DOERS

Last year was a very productive year for the Safety & Security Department. We added an additional parking lot in Spring 2019. This gave much needed parking relief to our many commuter students who desire to park on campus. Our new lot (Taylor St. South lot) provides approximately 100 additional parking spaces.

Training has always been a top priority for Safety & Security, and we conducted several exercises that we believe fall in line with our department's strategic plan. First, we hosted a Crisis Team meeting, which included the entire team and training for each role within each group when it comes to emergency response. Roles were defined and checklists were created for each position in case of an emergency where critical steps are documented. The team had a group discussion where additional information was shared for the Emergency Operations Manual update. This update was followed by a four-month review of the Crisis Emergency Operations Manual. As a result, there were additional categories created and all areas were updated with new information. This team meeting resulted in advancing significant goals within the crisis management plan and was the prelude to the next tabletop exercise, which was held in the Fall of 2018.

The Fall Crisis Team training included every member of the team including the President and Provost to individual department heads. Local fire and police personnel were also included as a truly

collaborative experience. The USF team learned about outside agency response. Because of the training, we have reorganized procedures in training and security response. We look forward to conducting more training with Joliet PD ad Joliet FD in the future.

ETHIC OF CARE

In Fall 2018, the Safety & Security team revitalized the Campus & Parking Lot Safety Committee. The group met once a month and covered all safety issues concerning our campus and parking lots. Student interest is growing as they become more aware and find their voice on campus. A new marketing campaign is being implemented this year in order to get more students involved. This group discusses everything from low light concerns around campus to how to be safe while walking at night. This group also helps Safety & Security report safety concerns around campus.



