

Counting Down to 24/7 and Beyond

2017-18 Annual Report

DIVISION OF STUDENT AFFAIRS







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On the cover: the new residential community at dusk during construction

A Message from the Vice Chancellor



The countdown to the opening of our new residence hall and creating a 24/7 culture on campus began last year when we broke ground and began developing the processes, procedures, and programs that would bring our vision

to life. As I write this, our countdown clock to move-in that has been in our office since last August now reads 30 days to go until move-in. Getting to this point required much work over the 2017-18 year, during which time the Division of Student Affairs has been engaged with colleagues across campus and our business partners in many meaningful activities – keeping a mindful eye on the clock as we have counted down the days to take-off!

Our Annual Report tells the story of this important year. We have seen an increase in student response for many of the opportunities that Student Affairs offers. Our commitment to student care,

connection, and success has been unwavering as the university has undergone many organizational and leadership changes. I am proud of and grateful for the work of our staff to keep focused on meeting the needs and interests of our current students as we ready for an exciting new world. If you are interested in seeing just what we have been working on to lead the transformation to 24/7, you may want to check out our report at www.umb.edu/twentyfourseven.

I think you will agree that we have made great progress over the past year as we strive to transform lives every day. We are ready and counting down to the blast-off of a new era, with new staff in place, programs developed, and procedures finalized.

Thank to everyone who has been a part of this exciting and challenging year.

A handwritten signature in black ink that reads "VC Gail". The signature is written in a cursive, flowing style.

Gail DiSabatino, EdD
Vice Chancellor for Student Affairs



Transformational Blueprint

This Blueprint was developed in January 2017. It is a guide for the Division of Student Affairs' ongoing work to serve the UMass Boston community. In late fall 2017, conversations were held with the Vice Chancellor's Cabinet about updating the Blueprint. These conversations led to the update below, which was approved by the Cabinet and released in February 2018. The update prioritized our efforts for the 24/7 transformation of the campus, reshaped a few of the goals, and provided language about each goal to help flesh out that goal and potential work related to it.

Mission

The Division of Student Affairs at UMass Boston creates and sustains a campus environment that supports and nurtures the academic, personal, and social development of our diverse community of students so that they can achieve their potential as active and engaged citizens of the world.

Vision

UMass Boston's Division of Student Affairs aspires to create a new paradigm in student care, connection, and success that is unique to the public urban global research university and a model for higher education.

Goals to Achieve Vision

- **LEAD THE TRANSFORMATION TO A 24/7 CAMPUS**
Our leadership includes a responsibility for changes in culture, processes, structures, and priorities to reflect our evolving 24/7 academic community of students who live on or near campus. This evolution is due in part to students living closer to campus as evidenced by 31 percent of freshman students, reporting via National Survey for Student Engagement, living within walking distance of campus and the 1,050 students who will be living on campus in our new residential community. Moving beyond a self-image as a "commuter school" is critical, as such language is deficit-based and can limit non-residential student services and learning.
- **ENHANCE STUDENT PERSISTENCE THROUGH SEAMLESS AND TIMELY WELFARE RESPONSES AND REFERRALS**
Moving the needle on student persistence is a critical indicator of success. Students are more likely to persist when a well-coordinated network of staff, faculty, and students actively cultivates foundational student needs, such as safety, health, mental well-being, and feelings of belonging along with connections to academic support. Persistence indicators include the six-year graduation rate (currently 48 percent) and the freshman one-year retention rate (currently 75 percent).
- **ENSURE EVERY STUDENT HAS THE OPPORTUNITY TO ENGAGE MEANINGFULLY OUTSIDE THE CLASSROOM**
Research tells us that out of classroom engagement leads to more significant learning, personal development, and success. Therefore, we must actively recognize, identify, and remove barriers to such involvement so that every student has an equal opportunity to thrive at UMass Boston and beyond. A student's situation (e.g., financial capacity, family responsibilities and/or expectations), our practices (e.g., traditional delivery models, inadequate communication about opportunities), or the student's disposition (e.g., a feeling of difficulty in getting connected, or generally does not understand the value of involvement) may cause barriers.
- **PROMOTE STUDENT LEARNING VIA OUT-OF-CLASS ENGAGEMENT AND STUDENT EMPLOYMENT OPPORTUNITIES**
Student learning happens throughout and across a student's experience. We are uniquely positioned to deliver and collaborate with campus partners on learning opportunities that complement in-classroom learning in the areas of intellectual depth and experiential learning, inquiry and analysis, self-awareness, interpersonal competence, social responsibility, and practical competence. We must assess and report student learning (e.g., movement in relevant National Survey for Student Engagement indicators, a co-curricular record, or participation data).
- **ENHANCE AND OPTIMIZE SPACE, TECHNOLOGY, FINANCIAL RESOURCES, AND BUSINESS PROCESSES**
Enhancements and optimizations could include new efforts in soliciting donations, securing grants, strategically repurposing dollars within one's own department, modeling the way we operate within allocated resources, and information sharing about effective and efficient administrative and business practices. Consideration should also be made for leveraging of technology best practices, including the repurposing of assets and the use of digital media.
- **RECRUIT, RETAIN, AND DEVELOP INDIVIDUAL STAFF TO ACHIEVE THEIR POTENTIAL AND OUR VISION**
Staff are a critical ingredient in taking transformational ideas and putting them into practice. Additionally, staff are key to the delivery of a student-centered experience. This Blueprint should be actively communicated during the recruitment process as it reflects a unique opportunity within higher education to transform student affairs practice and a campus. Staff retention should be promoted through more intentional on-boarding, responsive supervision, and regular assessment. Professional development opportunities should be made available via on- and off- campus venues.

Departments within the Division

The Dean of Students Office provides student advocacy and student development by offering opportunities for students to learn and grow while fulfilling their academic and personal potential.

The Department of Finance and Administration oversees all fiscal management and administrative operations for the Division of Student Affairs. This area provides research, analysis, and modeling in support of information-based decision making and develops and implements short- and long-term goals to support both financial and administrative strategies.

The Office of Housing and Residential Life enhances the student experience by providing safe, comfortable, and inclusive living communities in which residents can learn and grow and become responsible and engaged citizens. This office also includes Off Campus Living, which assists prospective and currently enrolled students in locating a place to call home.

The Department of Information Systems and Technology provides the division with information technology solutions and services.

The Interfaith Campus Ministry (ICM) serves the community by offering spiritual guidance and pastoral care to students, faculty, and staff. The primary aim of the ministry is to help students to develop an intellectual understanding of their faith, and to deepen their self-knowledge and their relationship with themselves, with God, and with others.

The Office of New Students and Family Programs seeks to assist all new students (i.e., those new to college or transferring from another institution) in making a successful transition to Boston's only public university.

The OneCard Services Department is where one can obtain a BeaconCard (student ID/employee ID). This card is used for door access, as a library card, and for debit purchases, meal plans, and event attendance.

The Office of Student Activities provides opportunities for student growth and development to complement the traditional academic mission in the classroom. An array of educational, cultural, and recreational activities and special-interest clubs are supported by a staff of professional advisors who help students make the most of their experience at UMass Boston.

The Office of Student Leadership and Community Engagement (OSLCE) offers a variety of leadership-training and development opportunities by engaging students with community organizations and partners. Its goal is to create effective civic leaders in the classroom, on campus, in the community, and beyond. Through involvement with OSLCE programs, students build interpersonal competence and examine humanitarianism as well as civic engagement.

Student Multicultural Affairs is working to build an area to enhance our community's ability to be culturally and social aware; to empower students through academic, professional, and career development; and to service our broader community. This area, home to the immigrant student program, is also working to develop greater capacity for student advocacy and leadership.

The UMass Boston Police Department is charged with the responsibility of ensuring a safe and secure environment where students, faculty, staff, and visitors are able to learn, teach, work, and visit. The department is committed to a community-based policing philosophy to accomplish this goal.

University Health Services is committed to providing quality physical and mental health services to students, as well as education and outreach to promote and enhance the well-being of our campus community. Programs are aimed at promoting optimal physical, mental, emotional, and spiritual well-being.

The Office of Urban and Off-Campus Support Services, otherwise known as **U-ACCESS**, is committed to supporting and empowering students who are experiencing complex personal and social issues, such as homelessness, domestic violence, poverty, and emancipation from foster care, that may derail their academic success. The office is also home to a food pantry.

Student Affairs Organizational Chart



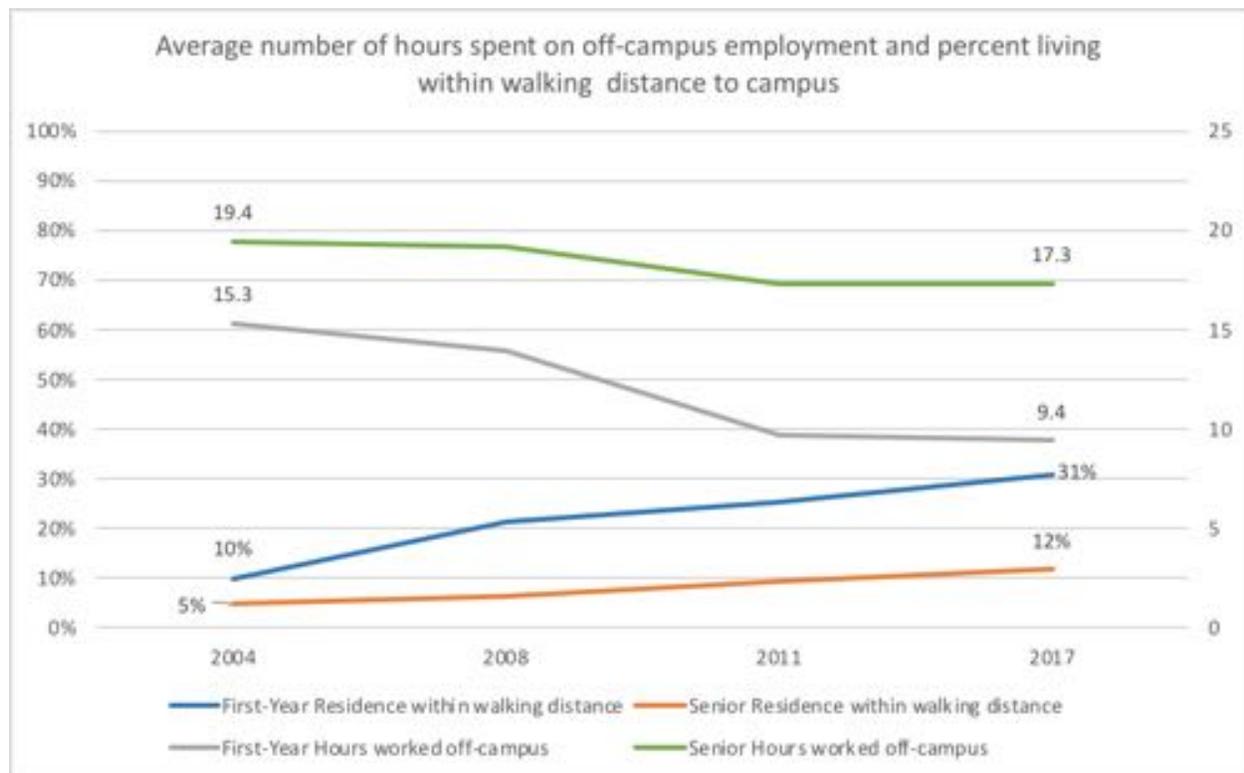
Transformational Blueprint Goal Accomplishments

Goal 1

Lead the transformation to a 24/7 campus

In 2011, UMass Boston set a goal to become a 24/7 campus. While the impetus for this goal was the decision and approval to build its first residence hall, the importance of creating a 24/7 campus was inevitable if UMass Boston is to serve the needs of all its students. Increased shift in pedagogy requiring group work meant that students were connecting with one another outside of class time. Recent National Survey for Student Engagement (NSSE) data has shown a trend toward UMass Boston students self-reporting living within walking distance of campus and working fewer hours (see graph below), giving students more time to be involved in campus life. Finally, students have been engaging 24 hours a day, using technology and other social media, no matter where they reside.

Over the past two years, considerable work has taken place to address the changes in culture, processes, structures, and priorities to reflect our evolving 24/7 academic community. Starting in May, monthly reports have been produced by the Office of the Vice Chancellor that are designed to inform the community of the many initiatives that have been put into place, have been developed and will roll out over the next few months, are under development, and/or are in the conceptual stage. Below are a few accomplishments reported in that document. To see the latest report and the status of more than 101 initiatives in the areas of campus safety, student care and support, residential community development, student life, and information technology, visit www.umb.edu/twentyfourseven



Transformational Blueprint Goal Accomplishments (continued)

- The **Office of Housing and Residential Life** successfully built out the components of a modern residence life program. When the halls open in September, they will have three living-learning communities, a faculty in residence, a satellite academic success program office, a diverse resident assistant staff, and three community directors. The office also developed a “late night” programming structure that will serve to meet students’ social needs and provide healthy activity options on evenings and weekends, with at least one late-night program per week.
- The **Dean of Students Office** implemented the updated Student Code of Conduct and the student-on-student procedures regarding sexual violence and harassment. Additionally, educational efforts, including posters, website updates, and presentations, were enhanced. This includes the implementation of the Bringing in the Bystander program, in which 310 students were trained.
- In order to develop and expand student mental health, substance abuse, and suicide-prevention efforts on campus, **University Health Services** and the Psychology Department have been in an ongoing partnership to implement JED Campus at UMass Boston. This year the efforts included: instituting an after-hours service (ProtoCall); sending an email to all incoming students (first-years, transfers, and new graduate students) explaining their services; and redesigning its website to highlight on- and off-campus resources, including emergency resources.
- **Student Multicultural Affairs**, in collaboration with the Office of Diversity, Equity, and Inclusion, produced a draft framework for the operation of a campus bias response team that will provide guidance to the campus in responding to acts of bias.
- In collaboration with several areas, the **OneCard Services Department** purchased and rolled out additional functionality for the BeaconCard (student ID) system.
- The **Dean of Students Office** established an administrator on call, who can give advice to faculty, staff, parents, and others on how to manage an emergency situation.
- The **Dean of Students Office** filled the Investigator for Student Concerns position, which facilitates investigations for Title IX and other relevant cases and conducts interviews with the impacted party, respondent, and relevant witness, thus ensuring a well-documented investigative process.
- **University Health Services** hired an additional Counseling Center counselor to be housed in the new residence halls.
- The UMass Boston **Police Department** added 10 new police officers to its ranks, giving the department a total of 37 sworn officers. These officers were selected as police officer candidates after a competitive hiring process whereby approximately 100 applicants applied. These officers attended a state-certified municipal police academy where they received more than 750 hours of police training over a six-month period.



“Words cannot describe the emotions I have felt to have been selected for the Beacon Emerging Leader Award. I am truly humbled. The day I submitted my deposit for UMass Boston, emotions of anxiousness overcame me. I was about to start my new chapter in life by going to college, and I asked myself ‘What am I going to do differently this time?’ That moment I made a commitment to myself that I would make the absolute most of my time at UMass Boston, no matter what. I feel grateful and blessed to have achieved so much already and I am beyond excited to see where I will be in the future.”

Janrey Javier ‘21
OSLCE/Housing and Residential Life
Computer Science

Goal 2

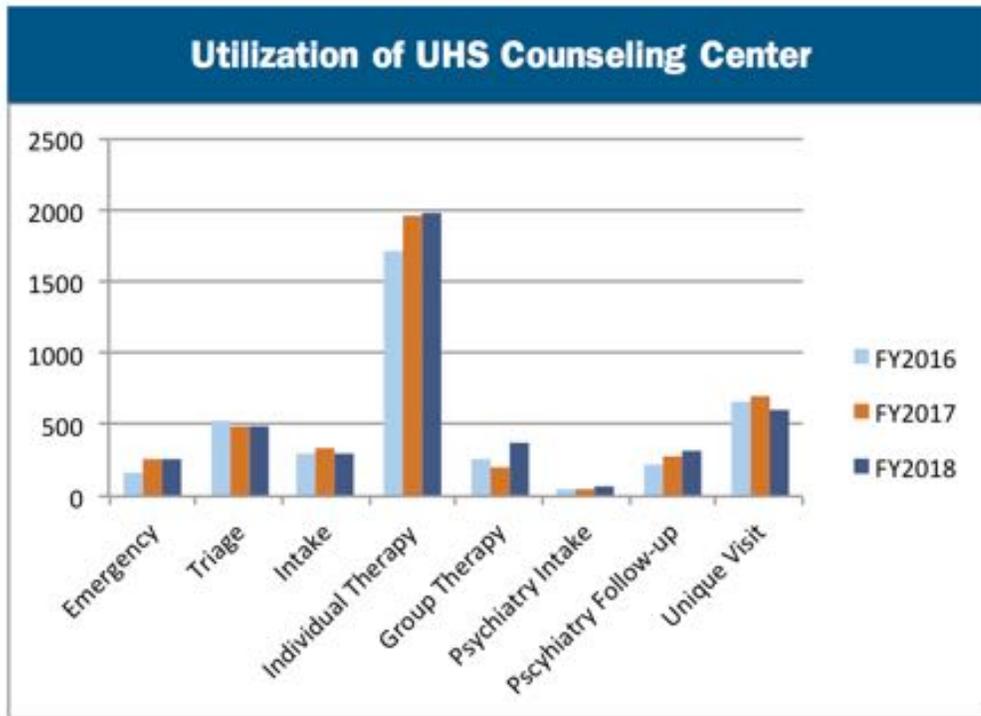
Enhance student persistence through seamless and timely welfare responses and referrals

- In December 2017, the **Dean of Students** team began overseeing Title IX for all student-based complaints. This team held a total of 403 community events and trainings. Specifically, 310 students completed the Bringing in the Bystander® prevention program, 24 community events were held during Sexual Assault Awareness month and 69 staff trainings were conducted. In addition, a campus-wide marketing campaign was created to educate our community as to their duties, rights, healing options, procedures, and processes. Resource guides, door tags, posters, and a video were created. For the first time, educational materials were translated into all 7 languages used by the Office of Civil Rights. Community outreach was conducted on campus to collaborate and strengthen our relationships with campus partners resulting in the formation of a Title IX Education Committee. Additionally, this team established relationships with off-campus partners to be able to offer our students additional options when seeking support. Team members attended five conferences to learn and then implement best practices for our students.
- The **Dean of Students** Office presented to eight different departments on "Complex Student Encounters," which provided an overview of the DOS Office and resources available. Additionally, the DOS Office held campus-wide presentations regarding "Campus Safety in Modern Times" in response to concerns raised after school shootings and campus safety concerns.



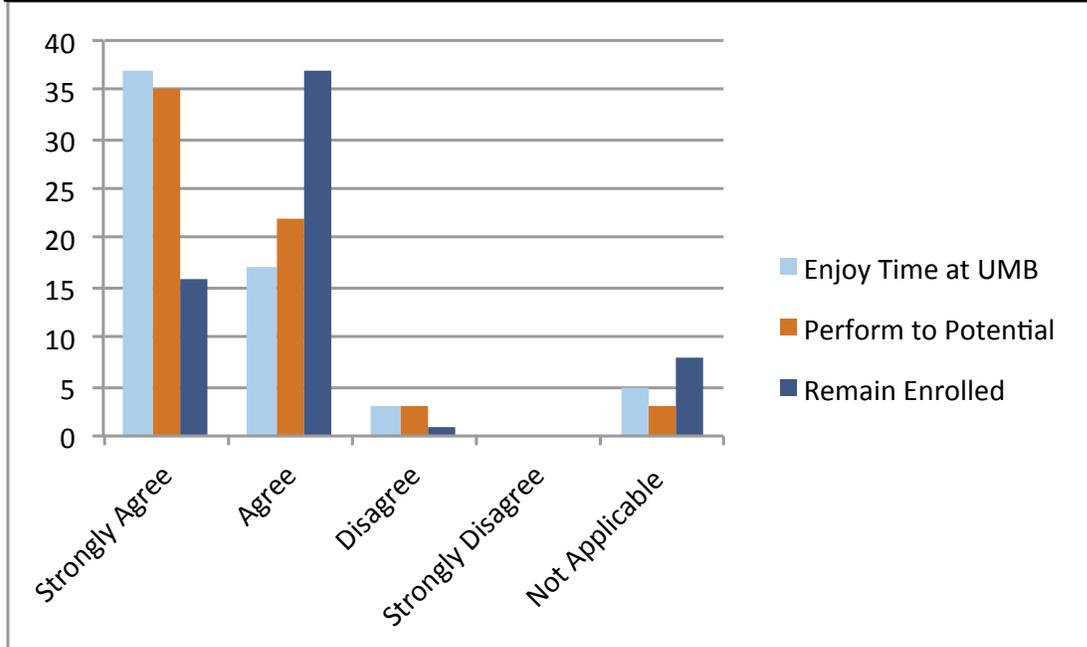
WGBH's *Morning Edition* highlighted efforts being done by University Health Services in the area of college student mental health.

Transformational Blueprint Goal Accomplishments (continued)



The Counseling Center has seen an increase over the past three years in the number of students presenting for emergency/crisis and psychopharmacological services. In order to respond to the increased demand for services, the Counseling Center enhanced its group therapy offerings, offered more individual therapy appointments, and is exploring ways to increase medication monitoring for students.

UHS Counseling Center Client Satisfaction Survey



The UHS Counseling Center asks students to anonymously complete a satisfaction survey twice a year (Fall and Spring). Combined results for the 2017-2018 academic year revealed that 87% of students completing the survey believed the services they received at the UHS Counseling Center helped them remain enrolled and enjoy their time at UMass Boston, while 90% believed the services they received at the UHS Counseling Center helped them perform up to their potential.

Transformational Blueprint Goal Accomplishments (continued)

- **University Health Services'** Health Education and Wellness partnered with Wayside Family Services to offer Mental Health First Aid Training (MHFA) on campus. MHFA teaches how to identify, understand, and respond to signs of mental illness and substance-use disorders. The training provides skills to reach out and provide initial help and support to someone who may be experiencing a crisis. Through this initiative UHS provided training to over 200 UMass Boston students, faculty, and staff during the winter session.
- **Student Multicultural Affairs** established the Immigrant Student Program, which is engaging in developing programming that supports the inclusion and retention of vulnerable immigrant students and is coordinated by the student advocacy coordinator and the undergraduate student coordinator, Jennifer Vivar Wong, with the support of the Immigrant Student Program Advisory Board, staffed by faculty and other professionals.
- New **U-ACCESS** services launched at U-ACCESS 2.0 on November 6 (see photo below). During the event, campus leaders, students, faculty, staff, and donors celebrated the expansion of services, including Single Stop benefits screenings, as well as referrals for SNAP, tax-preparation assistance, and legal services. The event also included ribbon cutting and tours of a new 140-square-foot food pantry, which provides students with nonperishable food items, toiletries, women's hygiene products, and other supplies.



"My time working for the Vice Chancellor and Dean of Students Offices has not only taught me something new every day, but has helped me grow as a person. Juxtaposed with the transferable skills I've learned and the amazing people I have had the chance to know and work alongside, I feel as though these offices have optimized my experience at UMass Boston as both a student and an employee."

Ursula Barth '20
Vice Chancellor for Student Affairs and Dean of Students Offices
International Relations & Women, Gender, and Sexuality Studies

Goal 3

Ensure every student has the opportunity to engage meaningfully outside of the classroom



- **Student Activities** led the rebranding and campus-wide adoption of UMBeInvolved. The system is now used as the primary way for students to learn about involvement opportunities on campus. Twenty-one departments began using the system this year; 1,048 events were posted on the system, an increase of 31 percent over last year. Weekly email digests of events were sent to students to replace blast emails.
- The Office of **Off-Campus Living's** inaugural group of three Community Ambassadors (CAs) gained many transferable skills. From event planning, marketing, social media management, customer service, blogging, resume writing, institutional knowledge, and off-campus housing knowledge, they were exposed to many out-of-classroom learning opportunities. Additionally, this group of students helped connect off-campus residents to engagement opportunities on campus.
- **Finance and Administration** and the Ross Center for Disability Services awarded four \$500 Boston Empowered Scholarships to UMass Boston students. The Boston Empowered Fund, created in 2005, serves to provide financial help to students with documented disabilities. This year, more than 20 Boston Empowered Scholarship applications were received.
- **OSLCE** offered new accessibility for students to develop leadership skills via a revised structure for Leadership Foundations. In the new structure, students could choose to complete the program at three levels, depending on their time and interests. All students had the opportunity to be paired with a small group and student facilitator.
- Six UMass Boston students and **Student Multicultural Affairs** Student Advocacy Coordinator Renata Teodoro joined hundreds of young leaders with United We Dream, the Undoubles Network, and NAKASEC (National Korean American & Education Consortium) in Washington, D.C., in December (see above photo) to learn the importance of community engagement and advocacy, and to support the passage of the Dream Act and a permanent solution for Temporary Protective Status holders.
- The Office of **Off-Campus Living's** Off-Campus Survival Guide Blog was established as a platform for students to learn and gain advice from their peers on navigating barriers for student success that may arise while living off campus.

Goal 4

Promote student learning via out-of-class engagement and student employment opportunities

- **Housing and Residential Life** developed and filled student employee positions (i.e., Resident Assistants and Desk Assistants). These positions are designed to carry out the mission and vision of Housing and Residential Life, and to develop skills that future employers will find useful, such as the ability to work on a team and the ability to compromise.
- **Information Systems and Technology** invited a distinguished panel to speak to students on the power of social media in the technology job market. The panel consisted of national technology corporation leaders and one professional staff member.
- **Information Systems and Technology** mentored two students this year. Both students were interested in security technology, and discussed classes, opportunities, and careers in the field of forensics, computer crimes investigations, and security. The office helped students locate internships for the summer.
- As part of efforts to ensure that all students who work in **OSLCE** have a meaningful experience that further prepares them for careers, OSLCE updated its Student Employee Handbook and created a work evaluation process. For the first time, direct supervisors met with their student employees mid-year and at the end of the year to formally discuss the students' work performance and progress toward goals. This process allowed students to reflect on their performance and accomplishments and staff to celebrate student achievements, as well as give appropriate and timely feedback. As part of this updating process, student employees were also asked to submit Transition Reports, which provide feedback and other information to pass on to the next student in that position.
- As part of ongoing assessment efforts, **OSLCE** worked with Institutional Research to start analyzing the retention rates of First-Year Leadership Institute (FLI) participants. The project looked at the 2013 cohort (graduating in 2017). The study found that students who participated in FLI were 14.6 percent more likely to graduate than were non-FLI participants when looking at four-year rates. (The four-year graduation rate for the UMass Boston class of 2017 was 24.5 percent, whereas FLI participants graduated at a rate of 39.1 percent.) Additionally, OSLCE looked at the one-year retention rate for two cohorts. The 2013 cohort reenrolled at a rate of 84.8 percent and the 2014 cohort reenrolled at a rate of 91.7 percent.
- **Student Multicultural Affairs** developed a Cultural Center Collaborative among student center coordinators that connects all six cultural centers and creates the framework for deeper intersectional exploration and collaboration among cultural centers, cultural clubs, and other organizations.
- **New Student and Family Programs** revised and created a more comprehensive orientation leader training. This included the addition of an overnight retreat, an interactive leadership presentation by national expert Michael Miller, and more engagement and learning from campus partners.
- A new communication internship was added in the **Vice Chancellor for Student Affairs** Office. In the spring the intern worked on multiple projects, including proofreading and editing many documents that came out of the Vice Chancellor's Office, acquiring the University's Snapchat account (@umassboston), and a new document that outlines how to advertise events on campus, called the Communications Job Aid. She also worked on multiple video projects, including the Title IX video and the Residence Hall virtual tour video. In the fall semester, a new intern will be taking over the positio.

Goal 5

Enhance and optimize space, technology, financial resources, and business processes

- The Office of **Off-Campus Living** formed a new relationship with Off-Campus Partners as their provider for roommate matching and as an apartment search engine that will optimize efficiency, as it will be managed and monitored by a third-party company, at no cost to the university.
- **Finance and Administration** chaired a newly created On-Boarding Committee to provide a successful transition of new staff, through intentional education about culture, history, institutional networks, resources, and assets. Such a transition is enabled by consistent documentation and presentation of institutional learning and procedures.
- **Finance and Administration** continued the implementation and streamlined process for the division-wide spending plan meetings and finance and administration internal protocols for division department heads and business managers. This area also instituted new weekly division budget updates to the senior leadership team.
- **Information Systems and Technology** upgraded and installed several enhancements to the video surveillance system. The office installed two new servers and several cameras in the Campus Center. The area also replaced aged equipment with modern IP or upgraded analog cameras.
- The UMass Boston Strong Women Strong Girls (SWSG) chapter in **OSLCE** received an award to cover school supplies for their program from the national SWSG office.
- **Information Systems and Technology** upgraded the method that Student Affairs uses to mass email students. The area replaced a dated and limited system with a modern, robust, and professional communication platform. The area also streamlined the process and reduced the number of direct emails to students using an updated communication policy with standards and guidelines.
- The **Department of OneCard Services** has enabled incoming students who have registered as residents to select their meal plans using the Meal Plan Portal. This provides a simple selection and billing process where there was none.
- **Finance and Administration** created and streamlined the process to distinguish new 24/7 funding from regular general operating dollars. The area established a better/transparent working relationship with new management/leadership in the Office of Budget and Financial Planning to identify accountability within all areas in the division and a clear path to spending patterns throughout the fiscal year.
- Campus Kitchens in **OSLCE** was awarded \$13,000 at the start of the school year.
- **OSLCE's** Beacon Voyages for Service (BVS) was awarded \$15,000 its scholarship funds to support students on their trips. BVS also received \$8,000 from USG and \$5,000 from the Chancellor's Office.
- **Student Multicultural Affairs** received the University of Massachusetts Public Service Grant and the Boston Foundation Summer in the City Grant.



"In collecting nearly 1,500 pounds of food and about \$3,000 worth of grocery store gift cards used to package and donate 190 full Thanksgiving meal bags to the Denny Youth Center, the senior residents at Harbor Point, and the U-ACCESS community, the Campus Kitchen (CKUMB) Staff, myself included, feel humbled by the help of our various partners to give back to those who do not have the resources for a delicious and healthy Thanksgiving meal."

Alexander Gonzalez '21
OSCLE

Goal 6

Recruit, retain, and develop individual staff to achieve their potential and our vision

- The **Office of the Vice Chancellor** created a new staff meeting structure to better promote coordination, efficiency, and effectiveness. The structure includes tri-annual division-wide meetings, open to all staff; the Vice Chancellor's Cabinet, which is a weekly meeting of the Vice Chancellor's direct reports and their direct reports; the Practitioners Team, which is a monthly meeting of staff that have a background in student affairs or student care professions; and the Administrative Support Team, which will begin meeting in 2018-19 for staff that have a background in supporting student affairs or relevant student care practitioners.
- **U-ACCESS** was awarded a VISTA through the Campus Compact grant and provided training and opportunities for that position. This award was renewed for a second year.
- **Housing and Residential Life** hired three community directors and 31 resident assistants, which are engaged, excited, cooperative, and a fantastic representation of UMass Boston's diversity and potential.
- **New Student and Family Programs** hired Sean Thompson, director for New Student and Family Programs. The position description was revised to include family programs and better incorporate expectations of best practices for the new director. Also, the student assistant coordinator and orientation leader positions were restructured to create funds to support the director hire and partially fund a coordinator for leadership and orientation.
- **Student Activities** restructured their staffing model to better serve the 24/7 model. The assistant director position was revised, and Student Activities worked to transition Student Multicultural Affairs fully to a new department. A Program Coordinator for Leadership and Orientation and a Program Coordinator for Student Programming/SAEC were hired. Also, office space moves were made to better accommodate a new staffing model.



Sean Thompson, Director of New Student and Family Programs, addresses first-year students and families during the new student orientation welcome.



(Above) The Division of Student Affairs Practitioner Team tours the residence construction site (right) as it nears completion.



Spotlight on Assessment and Effectiveness

This past year, the division worked to build and sustain capacity for quality departmental and divisional assessment practices, specifically to measure metric baselines and set targets.

One avenue for this work was facilitated by the Special Assistant to the Vice Chancellor and the Vice Chancellor's Cabinet. As a group, they established a tri-annual reporting schedule, annual management objectives with associated baselines and targets, as well as basic key performance indicators for year-over-year trend tracking.

Another mechanism for this work was the Division of Student Affairs Assessment Committee. The committee expanded its membership to include a representative from every DSA area (i.e., Fatema Ahad -- OIRAP, Linda Dunphy, Shanice Golay, Chuck Henriques, Keith Waak, Jeney Zhang, Steve Heaslip, Mike Metzger, Steven Neville, John Silveria, Renata Teodoro, Sean Thompson, and Heather Whitney). The committee focused on three main projects.

The first project was the analysis and dissemination of relevant findings from the **NSSE data study**.

The second project was the **selection of a product to advance the division's assessment capabilities** (e.g., documenting student learning, understanding the impact of services on retention, and continuing to advance the division's efforts to develop a new paradigm in student care, connection, and success). The committee selected Campus Labs as the vendor and will implement their Baseline, Outcomes, and Planning modules during 2018-19 to boost capacity of program assessment, divisional effectiveness, and strategic planning.

The third project was the **initiation of the Student Affairs Student Groups**. With the help of the Office of the Registrar and the Office of Institutional Research, Assessment, and Planning (OIRAP), this project will measure student engagement at UMass Boston and to investigate whether student engagement is associated with student success, especially student retention and graduation. In order to do that, unit representatives of the Assessment Committee were asked to volunteer for this pilot study. Five student groups were initially created in PeopleSoft: Undergrad Student Employees (USES), Undergrad Student Government (USG), Police Cadets (CADS), Off-Campus Community Ambassadors (CAS), and First Year Leadership participants (FLI).



Guiding the division's assessment work are values for student learning, learning domains, and outcomes. These tools are rooted in the Council for the Advancement of Standards for Higher Education and the American Association of Colleges and Universities LEAP Standards.

To learn more, visit umb.edu/life_on_campus/student_affairs/outcomes

Spotlight on Communicating with Students

The division worked diligently this year, along with collaborations with other campus offices, to improve communication with students. Improvements included:

- New print pieces were developed for the Dean of Students Office, such as a resource guide for faculty and staff as well as Title IX resources.
- Expanding the use of the rebranded UMBeInvolved and its newly created weekly *What's Up* digest emails. During the spring semester, the digest email averaged a 33.87% open rate, which is almost 10% higher than the industry average open rate for higher education mass emails, according to constantcontact.com.
- Several websites were updated, including Housing and Residential Life, U-ACCESS, the Dean of Students, and Title IX.
- A multichannel marketing campaign helped roll out several new programs in fall 2017, including the administrator on call.
- Creation of marketing materials and a strategy for the new residence hall, which included a photo shoot and virtual tour of the facility.
- The writing of success stories to help tell the Student Affairs story digitally.
- Marketing of Dean of Students open office hours.
- The creation of divisional presences on Instagram, Facebook, Twitter, and YouTube.
- New web pages, such as a family resource page and support resource page for students in need of resources related to federal actions.
- Content production for and promotion of the university's Snapchat account.
- The completion of a communications audit, development of a communications job aid to share with staff new and current tools available for communication with students.
- Production of short videos, including new videos for Title IX, the Financial Peer Educators, the Dean of Students Super Bowl Challenge, and U-ACCESS's Super Tuesday.
- The use of a umb.edu homepage block to promote signature experiences.

"Working as a student leader at UMass Boston has given me the opportunity to connect with students in a way that I hadn't when I first got here. I've learned to communicate better, and it grounded me because I realized I'm a student, just like them, and this could very well have been me. This motivates me to help them in the way I would want to be helped."

Manasvi Mansane '19
Office of Housing and Residence Life
Psychology



Examples from this year's communication work in clockwise order on this page, starting in the upper left, is the filming of the residence hall virtual tour for Welcome Days, the Faculty and Staff Crisis Resource Folder, use of a umb.edu homepage block to promote signature experiences, new Title IX education posters, the Dean of Students Super Bowl Instagram Challenge, and content for the division's new YouTube channel. On the facing page in clockwise order, starting in the upper left, is a table tent advertising new services, a Title IX educational video, a video about campus life for orientation, and a new website for on-campus housing.



UMass Boston Faculty and Staff Crisis Resources

Recognizing and Helping Students in Crisis

Where do I start?

If you are concerned about a student, do not feel immediately shy or from taking action. UMass Boston is committed to supporting students in crisis. This guide has been developed to help you recognize, respond to, refer, and report troubling student behavior. For situations that require immediate attention, please call the Department of Public Safety at 617.287.3213. For other incidents, or for additional information, talk to your supervisor or department chair or contact the Office of the Dean of Students at 617.287.3886.

RESPONDING TO STUDENTS IN CRISIS

- What to do:** When a student behavior threatens or prohibits others from the safety of you, the student, and the campus community, you may witness, overhear, or become involved in an act or have an official reporting obligation.
- What to do:** If you are not sure about a student, contact your supervisor or department chair, contact the Office of the Dean of Students, contact your college advisor, or contact the Dean of Student Services.
- What to do:** If you are a witness to a student's behavior, contact your supervisor or department chair, contact the Office of the Dean of Students, contact your college advisor, or contact the Dean of Student Services.
- What to do:** If you are a witness to a student's behavior, contact your supervisor or department chair, contact the Office of the Dean of Students, contact your college advisor, or contact the Dean of Student Services.

RESOURCES

- Office of the Dean of Students (Public Safety):** 617.287.3213
- Department of Public Safety:** 617.287.3213
- Office of the Dean of Students:** 617.287.3886
- Office of the Dean of Students (Title IX):** 617.287.3886
- Office of the Dean of Students (Title IX):** 617.287.3886
- Office of the Dean of Students (Title IX):** 617.287.3886

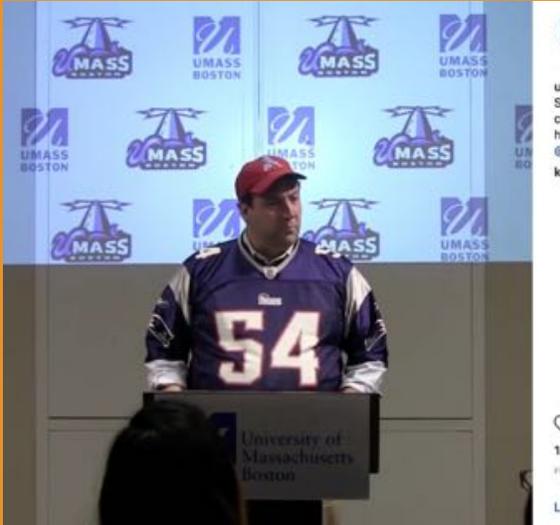


Snapchat Takeover

Follow our Snapchat account during Spring Break for reports from Beacon Voyages for Service trip leaders.

Open in August 2018
287 views • 2 weeks ago
CC

Roommate Conflict Scenarios: The Loud
84 views • 3 weeks ago

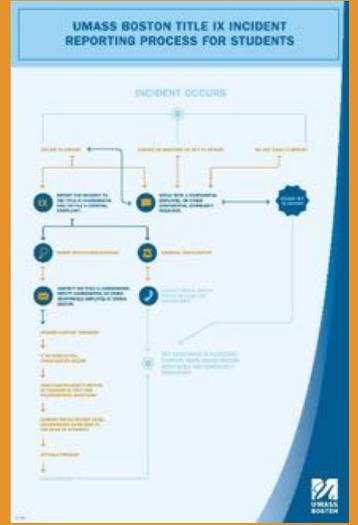


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UMass Boston

umassbostondsa @umassboston Dean of Students @johnsilveria holds a press conference about @TempleUDOS accepting his #superbowl challenge #NotDoneGo @Patriots

kellrucc Love this

149 views
FEBRUARY 2
Log in to like or comment.



Student Affairs Is Introducing New Care and Connection Services



Involved in an emergency situation?

The UMass Boston administrator on call can be reached 24/7.

Call Public Safety dispatch at 617.287.1212 to report an emergency or to receive advice for managing a situation. Calls may be routed to the administrator on call, who will work with other campus departments and offices to provide support in these situations.



Looking for 24/7 medical or counseling support?

Call University Health Services.

For professional medical advice or counseling 24/7, call University Health Services (UHS) at 617.287.5660.



Hungry? Need help finding emergency housing or getting benefits like SNAP?

Visit U-ACCESS to be connected to support.

U-ACCESS helps students achieve academic success without being derailed by complex non-academic issues like hunger and homelessness. U-ACCESS provides access to an on-campus food pantry and, in partnership with Single Stop, can connect students with local and state resources.

U-ACCESS is located on the 2nd floor of the Campus Center.

umb.edu/life_on_campus/uaccess



Live near campus?

Get connected to community in your neighborhood.

Community ambassadors (CAs) are student leaders who work to create and implement strategies to help students who live off campus become engaged members of the UMass Boston community.

umb.edu/life_on_campus/housing/communityambassador

Get more information about these and other recent Student Affairs initiatives at umb.edu/life_on_campus/student_affairs/new.



Division of Student Affairs Life

Call: 617-287-6042 | Campus Center, 2nd Floor, Suite 2300, Boston, MA 02125

[Image Gallery](#)

[Parent/Guardian FAQ](#)

[Contact](#)



UMass Boston Housing

[Floor Plans](#)

[Future Residents](#)

[Current Residents](#)

[Apply Online](#)

Picture Yourself At Home...

Boston's Newest Campus Housing

[Floor Plans](#)

[Meal Plans](#)

[Apply Online](#)

Student Affairs by the Numbers

1,766

First-year students served by NSFP orientation



14 UMBPD cadets

150+

students enrolled in the KORU mindfulness program offered by UHS Wellness



912 service tickets completed by IST

19,010

students attended SAEC events



14 employees trained on current Administration and Finance Systems by F&A director



2X

Views of Boston Area Housing Resource Guide (5,622 views in 17-18)



5,419 pounds of food distributed by U-ACCESS

33,846

Hours served by OSCLE student volunteers



24 events for Sexual Assault Awareness Month and 69 staff/community trainings coordinated by the Dean of Students Office

372

Students assisted by U-ACCESS that reported food insecurity

50

Events hosted by Student Multicultural Affairs student groups



UHS provided 817 flu shots

355

students submitted resident assistant applications



2,236 parking enforcement citations written (proceeds from which go to student scholarships)

7,698

ID cards printed by the OneCard Office

28,088

Users that logged in to UMBeInvolved

170

Dean of Students conduct findings

Points of Pride

Jennifer Reyes from **OSLCE** continued building a partnership between Jumpstart, Psychology, and Early Childhood Education, and faculty member Abby Eisenhower taught the service learning course with 15 Jumpstart Corps members. This course will be taught next semester by Peggy Vaughn in Psychology

The **UMass Boston Police Department** instructed four aggression defense courses.

University Health Services' Linda Dunphy taught NU212, Health Promotion and Teaching.

Student Multicultural Affairs' Renata Teodoro was highlighted in the documentary "Indivisible." The documentary received the 2017 Peabody Award.

Deborah Cohan, Kara Lustig, Zelijka Mileusnic, and Willian DeFranc of the **University Health Services'** Counseling Center staff clinicians co-led the Clinical Practicum from September through May, which involved teaching and supervising eight second-year clinical psychology doctoral students in conjunction with clinical faculty.

Peter Bonitatibus from **Information Systems and Technology** taught a class in the Honors College on computer forensics.

Student Multicultural Affairs' Renata Teodoro led the UMass Boston Resource Workshop for domestic immigrant students. She and a graduate student intern, Juan Pablo Blanco, presented on how to best support undocumented students when navigating higher education at Success Boston.

Michael Metzger from the **Office of the Vice Chancellor** co-mentored a student's Honors College thesis, titled "Financial Access to Higher Education."

James Overton from the **Office of the Vice Chancellor** taught sociology 101 online for CAPS in fall 2017.

Peter Bonitatibus from **Information Systems and Technology** was named Chair for Education, ASIS International Boston Chapter.



Beacon Voyages for Service Hunger & Homelessness, Washington, DC Participants

50 Years Ago in Campus Life History

The year was 1968. The nation was deeply engaged in social dialogue about race and war in Vietnam. It was also a year of national loss as the country experienced the assassinations of Dr. Martin Luther King and Robert Kennedy. UMass Boston, then located downtown near the Boston Common, had existed for four years by '68 and our student body was very much involved in the social dialogue of the day and honoring the lives and legacies of King and Kennedy. Below is an excerpt from a 1968 *Mass Media* article titled "King March":

At UM/B the Boston Underground along with interested students and faculty members ... labored all night to prepare a UM/B contingent for the march. By 9:30 am students were handing out leaflets at the doors of UM/B and shortly afterwards Chancellor Ryan cancelled all classes after 10 am. At 10:30 am the UM/B marchers had organized in front of the school and set out towards the state house. Observers estimated the number of UM/B students and faculty at approximately 1,500. The ranks of the U/Mass marchers swelled rapidly as the line reached the Common and proceeded towards the State House ... the demonstration was a meaningful protest against the senseless racism which destroyed King and [has] kept the nation divided.

This past year, the university's historic commitment to diversity and inclusion resulted in the creation of a Student Multicultural Affairs area. This area is working to enhance our community's ability to be culturally and social aware; empower students through academic, professional, and career development; and service our broader community. They are also working to develop greater capacity for student advocacy and leadership.

This year we also had the good fortune of students organizing an event on intentional jazz day that included remarks from Naomi Ruth Barber King, who is the wife of Rev. A. D. King, I, she stood as First Lady, confidant, and advisor to the younger brother, Dr. Martin Luther King, Jr.

Funeral marchers, including UMass Boston Students, are pictured at 1968 services for Dr. King.



1968 image and *Mass Media* story courtesy of the UMass Boston's University Archives & Special Collections



Interim Chancellor Mills (right) greets Naomi Ruth Barber King and Dr. Babs Onabanjo at a special jazz concert in April in University Hall honoring the legacy of Dr. King.

External Advisory Board

In April, the vice chancellor convened a group of thought leaders, external to the DSA, that can advise and support her and, more broadly, the DSA in its work to bring about a vision of a new paradigm in student care, connection, and success that is unique to our urban, public research university. The group will assemble two to three times annually. Each member, in good standing, will serve for a term of two years, with the possibility of a one-term renewal at the discretion of the vice chancellor.



Rochelle Cooks*
*Senior Career Coach,
 Career Collaborative*



Peter R. Masciola*
Attorney-at-Law, Miller Masciola



Caroline DeLeon*
*American University,
 Assistant Director,
 First Year Advising*



Tamara L. Miller+
Attorney-at-Law, Miller Masciola



Holley Hunt*
*Global Strategic Account
 Executive, Johnson Controls*



Robert Schwartz*
*Managing Associate,
 Commonwealth Financial Group*



Bob Jose*
*Associate Dean for Cultural,
 Residential, and Spiritual
 Life, Northeastern
 University*



Kelly Way*
Director of Operations, TeamOps

* Member's first term concludes in summer 2020
 + Member's first term concludes in fall 2020



"Being involved with Undergraduate Student Government gave me the great opportunity to be engaged with the multiple layers of campus. You really get a sense for what matters to students, and if you're committed enough you can make the campus more enjoyable for students by addressing complaints and pursuing unique ideas to add to the culture, strengths, and experiences that already exist."

Mohammed Uddin '19
Political science major, accelerated master's in public Undergraduate Student Government administration track, concentration in municipal management

Student Advisory Board

The Student Advisory Board meets monthly with the vice chancellor for student affairs to share insights and identify innovative approaches to meeting student needs. Below are the members for the 2017-18 academic year.

Anthony Martin
Senior: Music, Political Science

Mariette Ayala
Graduate: Leadership in Urban Schools

Crista Chavez
Junior: Biochemistry

Olanike Ojelabi
Graduate: Public Policy

Danny Gibbons
Junior: English

Olivier Prudent
Sophomore: Ethics and Social and Political Philosophy

Edward Henry
Graduate: International Relations

Patience Oriakhi
Sophomore: Biochemistry

Joy Kacyira
Graduate: International Relations

Sara Tariq
Junior: Political Science

Juan Batres
Freshman: Political Science

Scarlette Nord
Sophomore: Finance

Kellie Ruccolo
Senior: Communication

Sheila DeBonis
Senior: Communication

Manasvi Masane
Junior: Psychology

Ursula Barth
Sophomore: International Relations,
Women's and Gender Studies



Student board members hear from campus planner Andrew S. Weiss

Thank You to 24/7 Leaders

Over the past 452 plus days, individuals from across this campus representing faculty, staff, and administration have made numerous ongoing contributions to the work of transforming UMass Boston into a 24/7 campus. Below is a list of individuals to whom we are grateful for their efforts in the 24/7 area. Our apologies to anyone who was mistakenly omitted.

Fatema Ahad
Salina Allen-Sharp
Arindam Bandopadhyaya
Donald Baynard
Joan Becker
Joseph Berger
Craig Bidiman
Jennifer Bonardi
Peter Bonitatibus
Robin Bogen
Marie Bowen
Heather Brigham
Ashley Brown
Kim Burke
Vanessa Carta
Philip Carver
David Cash
David Cesario
Bob Chen
Nancy Chincholi
Elora Chowdhury
Erin Cikacz
Alan Christian
Deborah Cohen
Geoff Combs
Justin Comeau
Shirley Condon
Terry Condon
Robert Connolly
Valerie Corrente
Noel Cotterell
Matt Coviello
Rose Coveney
Diane D'Arrigo
Robyn Dangora
Melynda Davis
Erin Dayharsh
Shawn DeVeau
Beth Devonshire
Gail DiSabatino
Philip DiSalvio
Elizabeth Doherty
John Drew
Douglas Ducharme
Allison Duffy
Linda Dunphy
Felecia Edwards
Matt Fenlon
Ellen Fleming
Corey Ford
Chris Giuliani
Barbara Goguen
Joana Gomez
Teresa Goyette

Andrew Graves
Peter Grennen
Andrew Grosovsky
Robyn Hannigan
Shelby Harris
Stephanie Hartwell
Steve Heaslip
Charles Henriques
Zach Herman
James Hughes
Julia Hvoslef
Lisa Johnson
Jennifer Juliano
Brian Keefe
Carol Kelley
Chris Kelly
Anne Kelly-Contini
William Kiernan
Kathleen Kirleis
Paul Kirshen
Ebru Korbek-Erdogmus
Kristopher Kamborian
Matthew Krevis
Edward Lambert
DeWayne Lehman
Alisha Leu
Colleen Locke
Katherine Lynch
Daniel MacLeod
Steve Martinson
Darryl Mayers
Ethel McClelland
Emily McDermott
Casey McDonagh
Benjamin McNamee
Georgianna Melendez
Michael Metzger
Anita Miller
Kelly Jo Miller
Tom Miller
Barry Mills
Linda Modiste
Heidi Moesinger
Joyce Morgan
David Morrissey
Jessica Nagle
Steve Neville
Cheryl Nixon
James Novello
KrisAnn O'Herron
Daniel Ortiz
James Overton
John Pagliarulo
Aditi Pain

Diane Pankow
Henry Paquin
Montez Paschall
Maureen Pelton
Terence Phalen
Maggie Peterson Pinkham
Robert Pomales
Rachel Puopolo
Michael Reilly
Dorothy Renaghan
Anne Riley
Joanne Riley
Kara Rudnick
Jimmy Sam
Caitlin Sateia
Peter Schneider
John Sears
John Silveria
Garrett Smith
Jamie Soule
Kenneth Sprague
Rajini Srikanth
Chloe Strange
Gail Stubbs
Adam Stuhlman
Bala Sundaram
Chris Sweeney
Nicholas Sweeton
Renata Teodoro
David Terkla
Sean Thompson
Linda Thompson
Charlie Titus
Michael Tlusty
Michael Todorsky
Bethany Tuller
Kristin Uiterwyk
Crystal Valencia
Robin Valentine
Keith Waak
Kahrim Wade
Sarah Weatherbee
Bob Weir
Andrew S. Weiss
Eben Weitzman
Amanda West
Alanna Westhaver
Benjamin Whelihan
Janette White
Heather Whitney
Tara Wilkinson
Janet Wolk
Jeney Zhang

Staff Contributions to University Service

| | |
|---|--|
| Animal Research Committee | Diane Pankow, University Health Services |
| Beacon Student Success Fellowship Selection Committee | Heather Whitney, Student Leadership & Community Engagement |
| Commencement Committee | Donald Baynard, Police Department Shelby Harris, Student Activities and Leadership Lonnie Hill, Police Department Mike Metzger, Office of the Vice Chancellor James Overton, Office of the Vice Chancellor |
| Construction Impact and Awareness Advisory Committee | Chuck Henriques, Student Activities and Leadership Ken Sprague, Department of Public Safety |
| Construction Impact Planning | Donald Baynard, Police Department Lonnie Hill, Police Department James Overton, Office of the Vice Chancellor Nick Sweeton, Housing and Residential Life |
| Emergency Preparedness Advisory Committee | Donald Baynard, Police Department Peter Bonitatibus, Information Systems and Technology Rob Pomaes, University Health Services |
| Finance and Administration Advisory Group | Janet Wolk, Office of the Vice Chancellor |
| Honors College Governance Council | Mike Metzger, Office of the Vice Chancellor |
| International Travel and Risk Assessment Committee | Diane Pankow, University Health Services Shelby Harris, Student Activities |
| Immigration Task Force | Gail DiSabatino, Office of the Vice Chancellor James Overton, Office of the Vice Chancellor Steve Neville, Student Multicultural Affairs |

| | |
|--|---|
| Office of Community Partnerships Advisory Board | Heather Whitney, Student Leadership and Community Engagement Steve Neville, Student Multicultural Affairs |
| SAMSA Grant | Linda Dunphy, University Health Services Craig Bidiman, University Health Services |
| Technology Information Systems Committee | Peter Bonitatibus, Information Systems and Technology |
| University Assessment Committee | Keith Waak, Housing and Residential Life |
| Vacancy Review Committee | James Overton, Office of the Vice Chancellor |
| Workplace Health and Safety | Donald Baynard, Police Department Matt Coviello, Police Department |



"UMass Boston is very fortunate to have the Office of Housing and Residential Life. Not only do students rely on our service as a resource, but we provide information from understanding leases to pest control. I'm happy to be part of that, because I know the students appreciate a fellow student's perspective."

Demaris Calderon '19
Communication and Africana Studies
Office of Housing and Residential Life

Looking Ahead

In 2018–19, we look forward to several key projects. The first is the opening of the residence halls. The official ribbon-cutting ceremony will be on August 28 at 2 p.m. RSVP details can be found at <https://bit.ly/2Jk3fgm>). Opening of the halls will coincide with the realization of years of 24/7 related work that the division will continue to refine and grow to better serve all UMass Boston students. Additionally, we look forward to welcoming new staff in the areas of Student Activities, Housing and Residential Life, Dean of Students, and the UMass Boston Police Department, all of which will contribute to the vision of a 24/7 campus. And the Assessment Committee along with DSA leadership will be implementing Campus Labs software to boost the capacity of program assessment, divisional effectiveness, and strategic planning.

Connecting with Us

Want to stay up to date with what's going on for the division in 2018–19? Then connect with us on social media.

-  Facebook /UMassBostonDSA
-  Twitter @UMassBostonDSA
-  Instagram UMBeaconLife
-  Snapchat UMassBoston

Supporting the Division

The Division of Student Affairs is devoted to creating an integrated learning experience that helps students reach their educational, personal, and professional aspirations. With your help, Student Affairs creates an inclusive, safe, thought-provoking, and supportive environment in which students can achieve their goals, develop critical thinking, and become Beacons for life!

If you're not already engaged in our work, why not get involved today? Gifts in the form of donations or volunteering can go a long way. Your gifts directly support students on campus by providing critical resources for things like health and wellness education, leadership development programs, hunger and homelessness support, community volunteerism, residence halls programming, and so much more.

To learn more about how your gift can make a difference, contact Michael Metzger (michael.metzger@umb.edu), special assistant to the vice chancellor. He can discuss with you opportunities across the division.

To donate today, visit www.umb.edu/life_on_campus/give



"If students need assistance for homelessness, housing, finances, or food insecurity, U-ACCESS is the perfect place for those services. U-ACCESS has helped me grow as a person, as I was able to learn new skills and network with other organizations on campus to contribute to the program. I even used to food pantry myself on occasion, since at home we would have a shortage on specific food items."

Leny Baez Arias '18
U-ACCESS, Human Services



THE DIVISION OF STUDENT AFFAIRS
UNIVERSITY OF MASSACHUSETTS BOSTON

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Boston, MA 02125-3303

617.267.5800

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*A copy of this publication is available in alternative
formats upon request. Please go to www.ada.uconn.edu.*