

2019-20

Annual Report

DIVISION OF STUDENT AFFAIRS



Beacons Lighting the Way





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A Message from the Vice Chancellor

2019-20 was a year unlike any other in our campus's history.

It began with a summer and fall in which we looked to institutionalize the progress we made over several years of transformational growth. Doing so resulted in some strategy changes that aimed to deepen quality and ensure consistent delivery.

At the end of January, the eighth US case of a novel Coronavirus (COVID-19) was diagnosed for a member of our community. Our teams were closely involved in the response to this case and were engaged in larger planning efforts for a campus virus response.

COVID-19 changed everything about our daily life, it brought concern for our safety of self and family into our lives, and has disrupted some of our most cherished traditions. In a flash, apartments and homes became classrooms, daycare centers, hospital rooms, and offices. While this global shift was forced upon us, our Division worked around the clock to adapt the delivery of services, programs, and experiences to ensure critical functions could continue.

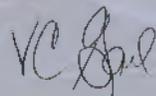
In the virus's early days, it was thought to be "the great equalizer," touted by public health and government officials as a disease that transcended wealth, fame, prestige, or age. But by spring, it was apparent that the virus was disproportionately affecting Black, Brown, and working-class individuals, who make up a significant portion of our campus community.

Then in late spring, extrajudicial violence committed against people of color was a racial and social justice breaking point. In large meetings, small zoom conversations, emails, and public statements, the Division along with our students worked to shed more light on systems of inequity built into the very fabric of our legal, health, educational, and policy systems and act in ways to bring justice, equity, and affirm that Black and Brown lives matter.

In my decades-long career, I can say without a doubt that this year has been one of the most challenging I can recall. At points, I would come back to orientation remarks I make for new students about our lighthouse mascot. I share how as the only four university year in the US with a Beacon for a symbol, that for centuries, beacons have guided ships in the most perilous waters to safety. The light was reassuring, hopeful, and sustaining. A promise that, if you persevere, you will reach your destination. What a beautiful metaphor for our students and staff during these difficult times, as so often it was the Student Affairs team and our students that were helping to light the way through the two pandemics that we are facing. I am deeply grateful for each of them and thankful for the opportunity to call myself a Beacon among Beacons.

As we look ahead to 2020-21, our light will need to continue to shine brightly for these two pandemics demand the advancement of a campus life experience that is responsive to our global health crisis and will be more equitable for all.

With Beacon Pride,



Gail DiSabatino, Ed.D.

Area Mission Statements

The **Dean of Students Office** (DOS) is a central resource for students, staff, faculty, and families. They assist our diverse community in navigating academic, personal, and social challenges through support, advocacy, and accountability.

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.

The office of **Off-Campus Living** advocates for a positive off-campus living experience and social development of our diverse student body. They support and nurture students through providing education about living off-campus while empowering students to become responsible tenants and engaged community members.

The **Office of Student Affairs Technology Services** 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.

BeaconCard Services 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.

Area Mission Statements contd.

The **Office of Student Leadership and Community Engagement** (OSCLE) exists to empower growth and development in students by engaging them in lifelong learning and self-discovery through community programs that promote social justice and civic leadership.

Student Multicultural Affairs at UMass Boston strives to build a university community in which different cultural viewpoints and diverse identities are explored, disseminated and respected. We encourage students of diverse backgrounds to enhance their chances for successful academic and social development by engaging in campus curricular and co-curricular activities; develop leadership and advocacy skills for effective engagement on campus and in communities; develop trainings and dialogues that build skills and foster a sense of belonging and critical consciousness for all; and encourage community building and collaboration across established groups.

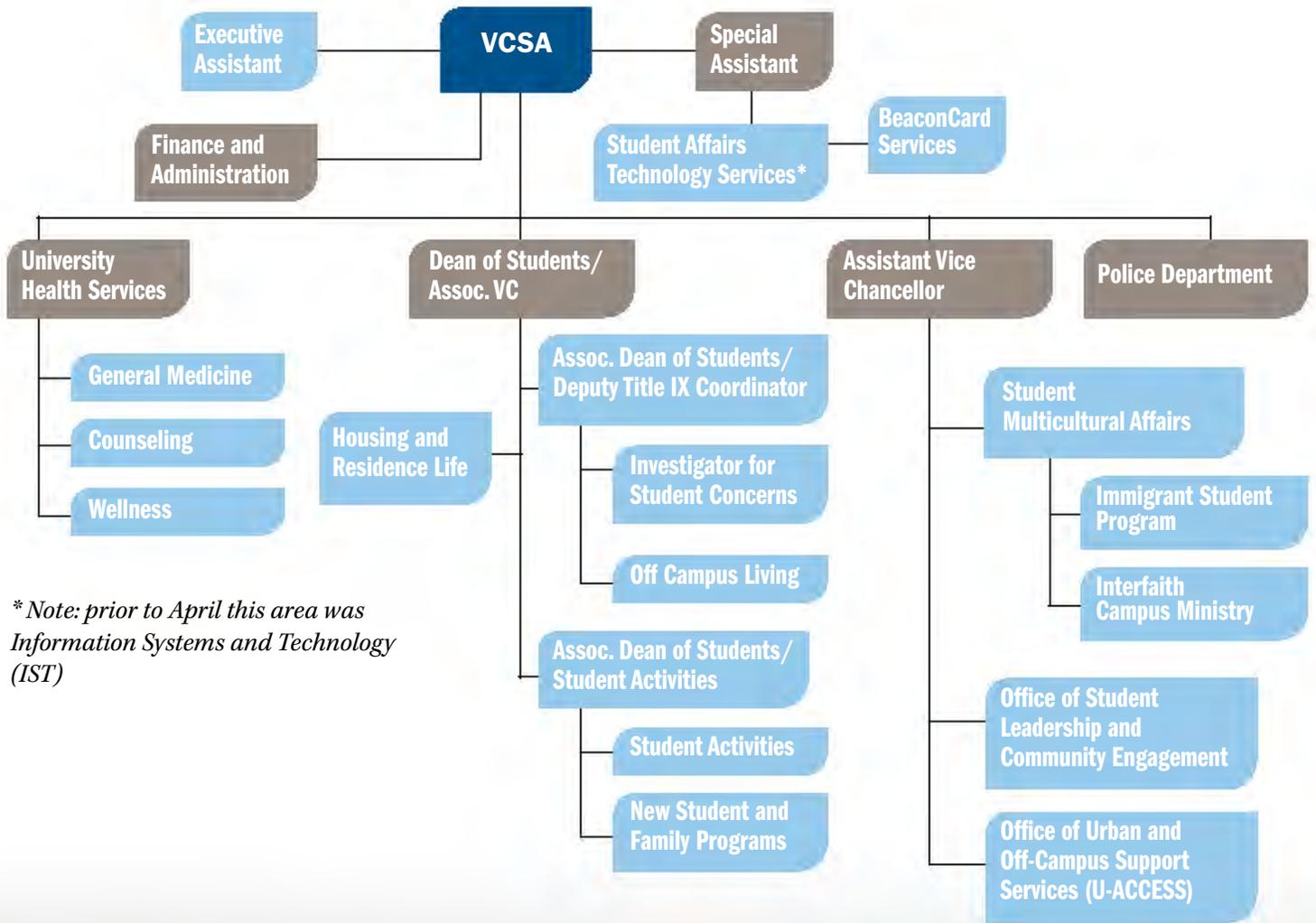
The University of Massachusetts Boston **Police Department** is committed to providing a safe campus community and improving the quality of life for all people. They accomplish this by delivering quality police services and enforcing laws with equity and impartiality. In partnership with the campus community and our law enforcement partners, they reduce crime through public education, prevention, and awareness. In meeting this objective, they demand of themselves the highest professional standards and dedication to their core values.

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.

The Office of the Vice Chancellor for Student Affairs (**OVCSA**) provides leadership and administrative guidance for an integrated network of Student Affairs areas. The office also provides the direction for the campus's supportive, safe, and nurturing student environment.

Divisional Organization Chart



** Note: prior to April this area was Information Systems and Technology (IST)*





Students take a break from their busy schedules to hang out and talk on campus.

Transformational Blueprint

Goals to Achieve the Vision

Provide leadership for 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 in part is due 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, generally does not understand the value of involvement) may cause barriers.

Promote student learning via out-of-class engagement & 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).

CAUSE

We believe that the public urban research university experience transforms lives.

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.

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, & develop individual staff to achieve their potential & 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 avenues (e.g., workshops at the Practitioners Team and Division Wide meetings).

Excellence in operations

Transformation also involves keeping and/or achieving standards of excellence as defined by user satisfaction, peer benchmarking, and/or national standards (e.g., resident satisfaction with their housing experience, comparison with comparable programs/services at other institutions, performance measurements using CAS or other professional standards).

The Office of Off-Campus Housing hosted a cooking class where students learned new and easy recipes to test out.



Provide Leadership For a 24/7 Campus

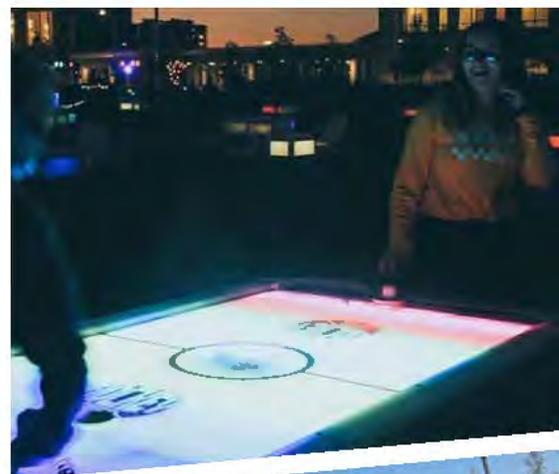
This year the division aimed to refine and institutionalize a number of 24/7 changes that were launched in the previous academic year. 24/7 accomplishment highlights included:

Housing and Residential Life achieved noteworthy improvement including 83% of residents saying that they likely will recommend the residence halls to others, up 22 percentage points over Fall 2018. Key work contributing to the improvement included revisions to the Living Learning Community (LLC) program such as residents and Resident Assistants (RAs) being assigned to dedicated floors to take advantage of shared interest in the LLC topic. Additionally, the Faculty-in-Residence (FiR) program saw several programmatic improvements this year in programming and student interaction. And finally, Housing also started Beacon Banter, an intentional conversation program designed to establish quick connections between the Resident Assistants (RAs). Over 3,400 conversations occurred during the year. Improvements were also supported by research and analysis of the Resident Retention Task Force.

The **Dean of Students** office executed care and conduct services at a high level. The office's Administrator on Call program, which provides students with 24/7/365 access to trained emergency response staff, saw an 89% increase in the number of calls received in 2019-20 as compared to the previous year. The office also closely tracked and evaluated conduct, resulting in almost all adjudication rates being down year over year due to conduct matters being addressed more quickly and consistently than in the past academic year.

A Division wide team that included representatives from Campus Services and Athletics and Recreation was chaired by **Student Activities** to coordinate programming and late night, weekend, as well as first year activity efforts. Programming included signature events with high attendance counts such as *Lawn on B* (which had a record 550 attendees) with LED games and seesaws on the Campus Center lawn, the *Chancellor's BBQ and Music Festival* that featured student music acts and novelties (2,500 attendees), and *Rec the Halls* that brought winter fun to the Clark rink for more than 475 attendees.

Overall during this reporting period and compared to the same period in 2019, there was an 8% decrease for total **Police** service calls in 2020. Additionally, compared to the same reporting period in 2019, there has been a 71% decrease in Clery Act Reportable Crimes in 2020. These declines are attributable to remote operations and campus's community policing model, character of our community, and resources available to students.



Top: Two students face off in air hockey at SAEC's Lawn on UMB night during Fall Welcome Week.

Bottom: Students line up to get burgers, hot dogs, and other treats at the Chancellor's BBQ during Fall Welcome Week.

Enhance Student Persistence through Seamless and Timely Welfare Responses & Referrals

UMass Boston students often have complicated lives, balancing work, family, and community responsibilities. Sometimes these responsibilities come with hurdles that can throw a student off track. Our team of care and safety staff continues to launch new programs and services and increase outreach. Here are a few highlights:

New Student and Family Programs developed an online orientation called the Beacon Preview to deliver university information in advance of students attending Beacon Beginnings transfer student orientation. As a result of COVID-19, a second new student online orientation was developed for new first year students. The self-paced, interactive online orientation features modules on academic requirements, campus life, financial aid, and highlights important policies such as the student code of conduct and Title IX. Since the launch more than 1,300 new and transfer students have accessed the online orientation.

U-ACCESS advanced a number of initiatives in providing basic needs support for students with challenging life circumstances. U-ACCESS's food pantry service of food insecure students was up year over year by 15% in March. U-ACCESS was also awarded a noteworthy Liberty Mutual grant to develop new support for housing insecurities. Additionally, U-ACCESS along with Bunker Hill Community College, Massachusetts College of Art and Design (MassArt), and Roxbury Community College partnered to develop the *K House College Scholars* which offers housing and support services for up to 11 homeless or at-risk college students.



A flyer promotes the Beacon Blue Table Talk series hosted by the Office of Housing and Residential Life.



Vice Chancellor Gail DiSabatino and Sean Thompson from New Student and Family Programs film a video for a new orientation experience.



POLICE DEPARTMENT

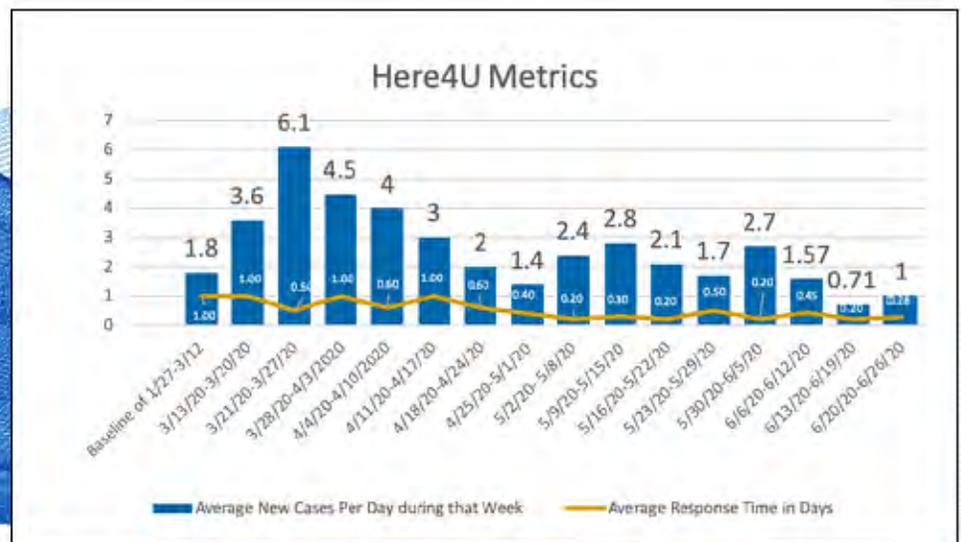


Student poses with Sgt. Rose whom she complimented using Here4U.

SAYING THANKS THROUGH HERE4U

Carla used Here4U to give a compliment to Sgt. Rose, who, along with two former students, helped her get on her spare tire when she had a flat in the Bayside Lot.

Here4U was successfully developed and rolled out through a multi-divisional project team and multi-channel marketing campaign. Over 70 issues were loaded into the system for an automatic response or routing to a resolution expert. In its first year, Here4U closed 630 student issues with an average response time of less than one business day, exceeding the Chancellor's goal of 3 days or less. The Here4U user survey had a 6% response rate, with 81% students saying their issues was address and 89% of students saying they were satisfied with Here4U's assistance.



Samples of Here4U promotional pieces, including the back cover of *The Mass Media*, *Student Activities' Welcome Week planner*, and coffee cup sleeves.

Ensure Every Student Has the Opportunity to Engage Meaningfully Outside the Classroom

Research indicates that out of classroom engagement leads to more significant learning, personal development, and success. Nonetheless, students can experience barriers to such benefits due to their own lives and/or the way we go about our work. To remove some of these barriers, this year we did the following.

Student Affairs provided leadership that resulted in the designation of campus as a First-gen Forward Institution by The Center for First-generation Student Success, which is part of NASPA. As part of the 2020-21 cohort, UMass Boston joins other schools across the country who are recognized for their commitment to supporting first-generation students. This designation provides institutions with more resources and services to further promote first-generation student success. At the August Division wide meeting, a symposium was also held on the topic of first generation support and strategies. The session was facilitated by Vice Chancellor for Information Technology Ray Lefebvre, Assistant Vice Provost Gail Stubbs, and Academic Advisor/Student Student Services Staff member Albis Mejia.

A multi-department project team of **Student Activities, Wellness Programs, New Student & Family Programs, Off-Campus Living, OSCLE, OVCSA**, as well as **BeaconCard** successfully developed new technology and a marketing strategy to expand the *Beacon Rewards program*. This loyalty program allows students to earn points for attending signature Divisional and co-curricular programs and then redeem those points for branded prizes such as air pods, portable speakers, movie tickets, water bottles, blankets, and more. The program was opt-in, yielding more than 400 participants.

Engagement of family support is critical for student success. Accordingly, the **Dean of Students, New Student & Family Program**, and **OVCSA** worked this year to enhance engagement with parents and family members through a more robust communications strategy for university life topics and news stories as well as partnering with University Advancement for the second annual Family Day.



Top: A first-generation student takes a photo at First-Generation Students Day on campus.

Bottom: A post card promotes the new Beacon Rewards program, encouraging students to sign up to start earning points.

Promote Student Learning via Out-of-class Engagement & Student Employment Opportunities

Student learning happens throughout and across a student’s experience. Student Affairs, in collaboration with others including Academic Affairs provides numerous co-curricular learning opportunities such as clubs, student employment, housing programming, diversity events, and leadership activities. These opportunities, some of which are detailed below, can greatly enhance a student’s experience and likelihood to succeed on campus.

Through Campus Labs Outcomes, Residence Life, select student employment managers, and OSLCE piloted student learning outcomes reporting. Learning outcomes were revised and published based on the National Association of Colleges and Employers (NACE) competencies, Association of American Colleges & Universities (AAC&U) VALUE (Valid Assessment of Learning in Undergraduate Education) Rubrics, and other professional association learning literature.

The pilot collected outcomes on student employees and indicated that learners have demonstrated professional readiness through their roles that is beyond the beginner stage, with more than 60% showing advanced to expert levels of professional readiness.



This chart represents a dashboard summary of results across all the programs for the students rated in the Professional Readiness Domain.



This chart demonstrates the ability to disaggregate learning outcome data by departments.



Three students practice their new hobby of knitting in the campus center.

Faculty to student interaction beyond the classroom efforts continued this year through **Student Activities's** club advising program. In its first year, groups such as the Student Veterans Center, School for the Environment Association of Students, Women in Science, American Society of Biochemistry and Molecular Biology, and UMass Boston Cycling Club were advised by faculty members. 90 unique faculty club advisors provided support and guidance to 98 out of 111 student organizations. Organization advising provides opportunities for students to get to know faculty and staff on deeper levels and often leads to long-term mentoring and life-long connections. Such interaction can be a vehicle for student engagement, which in turn can increase student academic performance, persistence, retention, and ultimately success.

Student Multicultural Affairs, OSCLE, and others increased programming in the space of diversity, inclusion, and spirituality, including the campus's first BLK @ UMB conference, the annual Multicultural Harvest Festival, a Cultural Collaborative: Open House, Casa Latinx's Mi Casa es Su Casa: Passport to Success, and National Coming Out Day: Open Mic Night.

The BLK @ UMB Conference

The inaugural Becoming Liberated & Knowledgeable Conference was held on February 29 with more than 200 attendees. It was a joint venture between members of the Office of Student Leadership & Community Engagement and the UMass Boston Chapter of the NAACP. They also had a host of university partners including the Office of Diversity, Equity and Inclusion, Student Multicultural Affairs, the Black Student Center, Office of Housing & Residential Life, Office of Vice Chancellor for Student Affairs, Office of New Student & Family Programs, Africana Studies Department, Labor Studies Department, Women's, Gender & Sexuality Studies, Success Boston, Mass Media, Cape Verdean Student Association, Ghanaian Student Association, Haitian American Society, and the Queer Student Center.



Student checks in at the registration table for the Becoming Liberated and Knowledgeable (BLK) Conference.



Facilitators Host a Conference Session

This conference was organized and led by Clifford Smith (BLK Founder & OSLCE Media Coordinator), Gillian Benoit (OSLCE Community Engagement Coordinator), Kamiya Parkin (Founder & President of NAACP Collegiate Chapter at UMass Boston), Cynthia Pages, and Rachel Winters (Director, OSLCE).

The conference was dedicated to exploring issues around ethnicity and race in the black community. Each program (series of discussions, panels, and social gatherings) was designed to inspire young people of color to embrace their process of becoming who they want to be and empowering them to become the next generation of leaders within society. The BLK Conference made a commitment to accessible and multimodal learning (spatial, auditory, verbal, kinesthetic, interpersonal and intrapersonal).

Topics included BLK & Becoming a conversation of resiliency and perseverance; BLK & Creative focusing on art as a social justice medium; BLK & Educated a student/faculty panel on how being black in America informs one's experience within academia; BLK & Liberated a film viewing of the documentary Cabralista; BLK & Powerful a survey of dance from the African diaspora and its power in the black community; and BLK & Vulnerable a panel conversation addressing topics like policy that stigmatize and target African American communities in the criminal justice system. In the afternoon attendees broke out into affinity groups for processing and the day closed with a keynote by LaSella Hall, the NAACP New England Area Conference Youth and College Advisor.

Goal 5

Enhance and Optimize Space, Technology, Financial Resources, and Business Processes

This year, we looked to continue to be good stewards of university resources, further build our culture of evidence, and improve business processes for our staff.

The Division's **Finance & Administration** area reported achieving the 0% margin goal we set as a Division to help contribute to the University's goal of eliminating the campus's structural deficit.

OVCSA tracked Chancellor's goals at three reporting intervals during the year. Tactical adjustments were made based on performance, conditions experienced by departments, and changing priorities as needs shifted in real time. Review of Chancellor goals was done at the joint strategy and fiscal winter mid-year reviews and spring year-end reviews and budget planning meetings with all departments.

A vacancy in the BeaconCard office provided an opportunity for a structural realignment for the Division's technology functions. The **BeaconCard** office was moved to report to the Division's director for IST and a highly qualified new manager was hired. The newly refreshed BeaconCard and IST areas, under the new banner of Student Affairs Technology Services, completed several key projects including enabling of remote image uploads for ID photos, documentation of technical and engineering specifications, and a full policy review. The realignment also provided the opportunity to transfer the BeaconCard's financial coordinator to the Division's Finance and Administration (F&A) area to provide additional needed support to the Division's F&A function.



DUNK THE DEAN FUNDRAISER

Dean of Students John Silveria promised OSCLE that if Beacon Voyages for Service students could raise over \$15,000 he would jump in Boston Harbor. When the BVS team met the goal, they couldn't have known campus would shift to remote operations. So while it seemed Dean Silveria would stay dry and warm, the Dean got creative to stay true to his word by jumping in a 52° pool. Watch the video here: <https://bit.ly/38A16eD>.

For more information on BVS and to donate to future trips, please contact michael.metzger@umb.edu.

Recruit, Retain, & Develop Individual Staff to Achieve their Potential & Our Vision

Staff are the backbone of transformational ideas and putting them into practice. Accordingly this year, we spent much time communicating our vision during staff recruitment, supporting staff, and providing opportunities to ongoing education so that they can best serve students.

The Onboarding committee, coordinated through the Division's **Finance & Administration** area reported completing phase one of their work. This phase included an onboarding process manual at the Divisional level; a hiring manager checklist; a mentor/mentee and cohort program; and used data collection from current/new employees on their onboarding experience. The committee also launched a New Staff Mentor/Mentee Program, which had ten mentors and five mentee participants.

New efforts to provide central coordination of key professional development topics was initiated by **OVCSA**. Efforts included the Division's practitioner team's mini-workshops on physical and mental health, intergenerational supervision, the January Division wide meeting's conversation led by the **Counseling Center** on suicide, and Associate Professor of Asian American Studies Shirley Tang's interactive Digital Storytelling workshop at the August Division wide meeting. Additionally, Divisional staff participated in the Office of Diversity, Equity, and Inclusion's Inclusive Excellence workshop to review equity and inclusion best practices and reflect on their application to staff functional areas.

Staff vacancies were searched for and hired in the areas of the Police Department, Student Multicultural Affairs, University Health Services, Housing and Residence Life, OSCLE, BeaconCard, and the Vice Chancellor's office. As each vacancy arose, a new standing procedure was implemented to have the area's manager, Executive Team supervisor, Director of **Finance & Administration**, and the Vice Chancellor for Student Affairs review the job description to retool for current campus needs. Retooling resulted in new efficiencies and additional focus on key priorities such as student health, first-generation student support, equity and inclusion, and student care as well as service. 43% of our new hires in FY20 were diverse in terms of racial/ethnic self-reporting.

Excellence in Operations

Continuing standards of excellence during transformational is an important ingredient to continuing meaningful change. Below are a few examples of our work to ensure high levels of organizational productivity and improvements.

A program review process was established. **OSLCE** initiated the process as the inaugural review, using the newly spun up CampusLabs review module, which consisted of data collection from current and historical documents, interviews, and focus groups with each of the student leaders in various programs. Data

from the sources were analyzed for program improvement purposes as well as providing in-depth investigation into the reputation of each of the programs as well as the office as a whole. This information was synthesized and loaded into the program review platform to compare to relevant Council for the Advancement of Standards in Higher Education (CAS) standards for both Student Leadership Programs and Community Engagement programs.

Information Systems and Technology served on a University wide taskforce to complete commissioning of West Garage critical systems, including video security monitoring

Housing and Residential Life resident satisfaction was improved over the inaugural year. Residents reported being more satisfied across many categories including overall housing experience (up 31%), maintenance staff performance (up 24%), and custodial/cleaning staff performance (up 16%).

The **Vice Chancellor for Student Affairs** convened a Student Leadership Council that met monthly to provide a formal mechanism for student leaders to communicate regularly with the Vice Chancellor and with each other. Membership included undergraduate and graduate students (full council members with student Affiliations can be found on page 37).

In November, the second annual campus-wide Safety Walk occurred. Students and administrators from across the university walked the campus to identify areas where safety can be improved.



Members of the new Student Affairs Student Leadership Council take a picture with VC Gail at their first meeting.



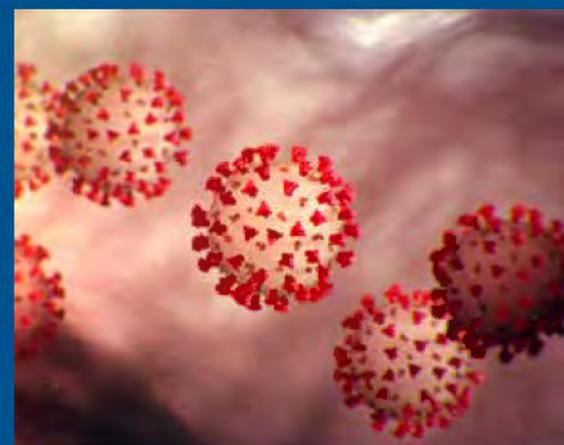
Beacons showing their love on Zoom

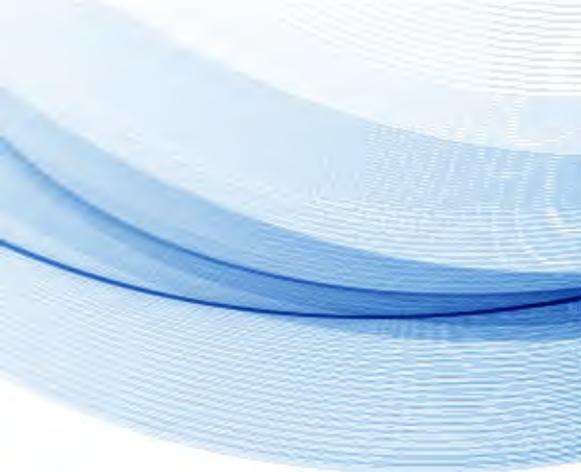
Responding to COVID-19

Social distancing, remote operations, herd immunity, asymptomatic, contact tracing, flattening the curve, PPE -- these are just a few of the terms that are now so common in our everyday language it is hard to imagine that when the 2019-20 academic year began they either did not exist or were reserved for the halls of medicine and emergency response. COVID-19 changed so much in our world and our campus was no exception. The Division of Student Affairs was on the leading edge of the response to the virus, as our teams were deeply involved in the response to campus's first case, the 8th known case in the country, the toggle to remote operations, and the support of students during a time of great crisis.

Campus leaders began planning for the possibility of the then unnamed virus with pneumonia-like presentation that was being seen in China and Thailand in mid-January.

Planning then transitioned to action when a community member arrived in late January at the University Health Services (UHS) General Medicine Clinic with symptoms that an astute medical professional recognized as matching the profile of the newly named 2019 Novel Coronavirus (COVID-19). Staff donned protective gear and enlisted an interpreter to facilitate easier communication with the student. The University then began a close collaboration with Boston and state public health officials for what was confirmed by testing released on February 1 as the eighth diagnosed case of COVID-19 in the United States.





The staff at the Emergency Contact Center fields calls from students, staff, and community members.

The Boston Globe would later describe the University's response to this early test as "textbook effective" with "no known transmissions of the virus from this UMass student to anyone else." With a single case managed, the University then turned its attention to the growing reality that it was only a matter of time before the virus's pandemic tidal wave would reach the US.

Ongoing care for this community member was coordinated by UHS and eventually was transferred to Boston health officials. Concurrently, Dean of Students staff and UHS staff completed an extensive contact tracing effort to pinpoint each contact the community member had from the moment they landed in Boston on a flight from Wuhan China through the visit to the Clinic. Dean of Student John Silveria stayed in touch with the community member, who remained in quarantine for several weeks.

Others from across the Division staffed a newly developed Emergency Contact Center providing the campus a hotline for information. The Center received over 250 calls over the course of six days of operation. While others stood up informational tables across the campus to provide resources. And staff members from the **Dean of Students office** partnered with the **Asian American Student Success Program (AASSP)** to develop strategies to respond to xenophobic fears. Associate Dean of Students Shawn DeVeau recalled that this "group was able to coordinate and publicize educational hubs for all students to visit, a statement of support for the Interim Chancellor to put into University communication regarding incidents that may occur, and also coordinate educational information that was distributed to all students through student organizations and student-facing offices around campus."

The Boston Globe would later describe the University's response to this early test as "textbook effective" with "no known transmissions of the virus from this UMass student to anyone else." With a single case managed, the University then turned its attention to the growing reality that it was only a matter of time before the virus's pandemic tidal wave would reach the US.

As February passed, staff from UHS, IST, and the University's IT area developed a TeleHealth solution as a secure, virtual health care patient/provider connection, in less than three weeks. TeleHealth was accelerated as a preparation measure for a then potential change in campus operations.

With spring break's arrival, the World Health Organization declared the outbreak a global pandemic. Simultaneously, the University cancelled classes for the days leading up to spring break, and Interim Chancellor Newman announced that post spring break, classes and university business would resume in remote operations.

Due to travel restrictions and health concerns, Beacon Voyages for Service alternative spring break trips were cancelled. The organization's Mass Incarceration team continued to perform some advocacy work in the

community in lieu of their service trip. Additionally, teams continued to meet for a few weeks after trips were canceled where they continued the education component of their trips.

In Mid-March, the Emergency Contact Center was reactivated with Student Affairs staff. The center was staffed through March 29, during that time it fielded 79 calls. It remained open in a message-only mode through May 11 receiving 165 additional calls.

Residents were directed to depart the halls before March 14. Housing and Residential Life reviewed and granted petitions from students who presented extenuating circumstances to remain in the halls and have been providing socially distant services and care to residents who could not return home during the spring. Housing swiftly de-densified the residence halls under socially distant guidelines, moving out more than 800 students prior to the Massachusetts stay at home advisory. According to John Sears, Director of Housing and Residential Life, “we worked closely with the Dean of Students staff to identify residents in hardship situations who could not move to safe housing, to continue living in the residence hall, serving upwards of 70 residents. Approximately 50 residents remained in on-campus housing until the end of the spring semester.”

When students returned to remote classes, the University launched a free Chromebook loaner program for students without reliable computer access. The loaner program was a partnership with Academic Affairs, University Advancement, IT, U-ACCESS who reviewed student requests for devices, and the UMass Boston Police Dispatch center who oversaw distribution of devices. Almost 300 technology loan and return appointments were managed from late March through the end of June.

In the area of student engagement, departments worked to quickly transition in person offerings to digital versions. Over the course of the spring, Student Activities held 17 virtual events including cell phone trivia, a comedy show, and a weekly live education series about animals.

OSLCE's annual Spring Day of Service transitioned to offer UMBeTogether, a series of events designed to create a collective space of healing and connection during the month of April. OSLCE Director Rachel Winters said of the program “the Spring Day of Service planning committee sought for a way to continue community building and reduce feelings of isolation for the UMass Boston community. Gillian Benoit, Steven Marstjepovic, and Olanike Asupoto developed UMBeTogether for students to ‘reclaim their agency and recreate the idea behind connecting with their fellow campus community members during COVID-19.’” The site has received over 1,200 pageviews and matched 30 students by common interests.

The **Cultural Collaborative and Immigrant Student Program (ISP)** held 46 meetings during spring remote operations as well as 8 programs including and ISP mentor check-in, a student town hall, and a movie night. “The Cultural Center Collaborative developed into a vital organ for students to share struggles that would otherwise have remained invisible to the larger UMass Boston community” according to Assistant Vice Chancellor Steve Neville. Steve added that “the sense of community engendered in these centers became a key connection point and vehicle for expression for many students in marginal circumstances when COVID 19 and racial tension dominated communities and the media.”

As February passed, staff from UHS, IST, and the University's IT area developed a TeleHealth solution as a secure, virtual health care patient/provider connection, in less than three weeks. TeleHealth was accelerated as a preparation measure for a then potential change in campus operations.

In response to student requests for a more easily accessible source of COVID-19 campus updates, the Office of the Vice Chancellor for Student Affairs worked with Communications to send all students a weekly student Covid-19 email digest. During the semester, the digest had averaged an open rate of 47%.

As signs of spring began to emerge in April, Student Affairs assisted in the hammering out the implementation of the RESPOND support program that pivoted student leaders into peer coaches for students struggling due to remote learning. In an effort to further connections between students and the Division during remote operations, the UMBeaconLife Instagram account launched weekly live Q&A sessions with VC Gail, several hundred views were generated over the course of several weeks of these posts.

With the announcement of summer classes being remote in late April, New Student and Family Programs shifted from offering a 2-day, overnight first year student orientation to a remote session. The program was delivered via Zoom each Monday in June and included the small group sessions, college-specific sessions, and time with orientation leaders. Using this format, they were able to orient 1,600 first year students. In addition, they were able to offer a self-paced, online orientation session for all transfer students. Associate

COVID-19 TIMELINE



FEBRUARY 1

Interim Chancellor Katherine Newman sent out an email to the UMass Boston community stating that a member of the UMass Boston had tested positive for COVID-19, becoming the eight case in the country.

MARCH 10

Governor Charlie Baker declared a state of emergency to support the Commonwealth's response to coronavirus.

MARCH 13

A detailed Frequently Asked Questions COVID-19 page launched in partnership with Communications.

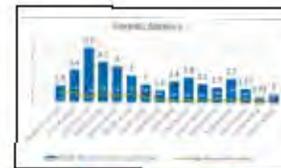
MARCH 15

Interim Chancellor Katherine Newman announced extending remote operations through the end of the spring semester.

Boston Mayor Martin J. Walsh announced that the Boston Public Health Commission (BPHC) declared a public health emergency in the City of Boston.

MARCH 23

Massachusetts Governor Charlie Baker issued an executive order closing certain workplaces, and prohibiting gatherings of more than 10 people.



MARCH 27

Here4U, an assistance feature in the UMass Boston app, saw a spike in traffic for the week of 3/21-3/27, tripling the number of new cases over the early spring pre-COVID-19 average. Here4U's volume remained up for the spring semester as compared to pre-COVID-19, while staff response time averages decreased; demonstrating Here4U value as a remote single starting point for students services.

MARCH 27

Vice Chancellor for Administration and Finance Kathleen Kirels announced to students that they would be receiving refunds for some campus services. Account credits were issued to students who purchased parking passes, MBTA passes, and meal plans.

FEBRUARY

MARCH

Dean of Students said of this work “we began to develop an online orientation module for our transfer students in October and thankfully, we had most of the production steps completed when COVID-19 hit. We were also able to add a track for first year students as well, something we hadn’t planned to do until 2021. It was truly a game-changer to have these modules available.”

As the end of the semester neared, Assistant Vice Chancellor Steve Neville began serving on the CARES Act Emergency Aid disbursement group with colleagues from across campus. And while many normal traditions of commencement season were impacted, the 28th Annual Beacon Leadership Awards were held virtually this year. Administrators, faculty, staff, and students submitted videos to announce the winners and the ceremony was streamed on the Student Activities YouTube channel. Student groups such as Strong Women Strong Girls organized watch parties to celebrate.

At the end of the semester, the Dean of Students Office reported managing 469 care cases from 3/13 to 5/13, roughly a 250% year over year increase for the same period. Issues included academic challenges with online classes, basic needs concerns, mental and physical health issues, and COVID-19 infections of students and family, all of which were supported through extended virtual office hours, phone, and zoom modalities.



A screenshot of the weekly student Covid-19 email digest produced by the Office of the Vice Chancellor for Student Affairs.

APRIL 22
Interim Chancellor Katherine Newman announced that the 2020 Commencement has been postponed to a to-be-determined date.

APRIL 24
Summer classes via remote learning was announced by the Interim Provost, accordingly summer orientation was moved to a remote modality.

APRIL 27-30
Online voting for Undergraduate Student Government elections occurred.



APRIL 29
OVCSA, DOS, U-ACCESS, and UMB-UR-BEST developed umb.edu/resources4u, a centralized, easily accessible COVID-19 resources hub.

EARLY MAY
Assistant Vice Chancellor Steve Neville began serving on the CARES Act Emergency Aid disbursement group with colleagues from across campus.

JUNE 4
Student Affairs, Campus Services, and the Department of Psychology partnered to offer *Wellness @ Home* a faculty and staff workshop on the topic of mental health during remote operations.

APRIL

MAY

JUNE

With attention shifting to the 2020-21 academic year in May, campus committees began meeting at the end of the spring semester to determine recommendations for the fall. Vice Chancellor for Student Affairs Gail DiSabatino chaired the Campus Life Group. “The work of this group has been incredibly complicated” according to DiSabatino. “As a committee, we identified 23 campus life activities and then evaluated each for essentialness and ability to implement safety practices for three scenarios: 100% campus community return, 50% return, and 25% return.” When it became clear that the campus was moving toward a 25% or less return, the committee then reviewed proposals for high priority items that resulted in University cabinet approval for Housing and University Health Services.

This pandemic also resurfaced deep racial and social inequities that are experienced by communities of color (see page 33 for a spotlight on divisional racial and social justice work). Therefore, looking ahead the Division is working to further develop a campus life experience that should not default to what it was in February of 2020. Rather, we must look to advance campus life in new ways that make it safer, given our new health reality, and more equitable for all. So while it is hard to predict what the future holds, this pandemic has resulted in deep shifts in our delivery of services, programs, and experiences and will continue to do so. The staff of the Division of Student Affairs will continue to give their full measure to the students and our community in meeting the demands of this crisis.



UNEQUAL IMPACTS

As a submission for the UMass Boston Covid-19 archive, Special Assistant to the Vice Chancellor Michael Metzger completed a short YouTube documentary highlighting the experiences of three students during spring 2020.

THE VIDEO CAN BE FOUND AT [HTTPS://YOUTUBE/9ZV1YAGQNNI](https://youtube.com/9ZV1YAGQNNI)

Student Affairs by the Numbers

1,912 First-year students served by NSFP orientation in summer 2019

1,591 service tickets completed by IST

13,286 students attended SAEC events*

14 new employees onboarded

31,986 visits to Off-Campus Living's online housing directory,* double the previous year's visitation.

19,397 pounds of food distributed by U-ACCESS*

26,039 Hours served by OSCLE student volunteers*

655 Students were assisted by U-ACCESS that reported food insecurity*

1,594 Student attendees at Student Multicultural Affairs events*

947 parking enforcement citations written (proceeds from which go to student scholarships)

5,714 ID cards printed by the BeaconCard Office

49,667 users that visited UMBInvolved,* a 40% year-over-year increase

527 Dean of Students conduct findings*

**Metrics for academic year of September - May*

Points of Pride

Mariette Ayala from Housing and Residential Life, earned her Ph.D. from UMass Boston.

Undergraduate students **Clifford Smith** and **Janrey Javier** were selected as NASPA Undergraduate Fellows in the prestigious program.

Shelby Harris from Student Activities and **Erin Dayharsh** from Campus Center & Event Services won the NASPA International Education Knowledge Community 2020 Best Practices in International Education Awards for Student Affairs Professional Global Partnership for the UMass - University of Limerick Twinning Project.

Mariette Ayala and **John Sears** from Housing and Residential Life served on the Resident Student Retention Task Force.

At the NASPA Strategies Conference, Dean of Student staff member **Ashlee Carter** participated in a roundtable presentation—From Recommendation to Realization: Sexual and Gender-Based Harassment Support for Graduate Students.

Valerie Lamour (U-ACCESS), **Patrick Joseph Jr.** (Off-Campus Living), and **Caitlin Cichocki** (Dean of Students Office) presented “Creative Solutions for Supporting Homeless College Students in an Urban Environment,” for School House Connection.

Shelby Harris from Student Activities and **John Silveria** from the Dean of Students Office served on the Summer Melt Task Force led by Enrollment Management.

Montez Paschall from Housing and Residential Life, **Steve Neville** from Student Multicultural Affairs, and **Mike Metzger** from OVCSA served on the Black Men Resources Web Page Development Team.

OVCSA Assessment and Effectvitness Graduate Assistant **Luna Lu** completed the CampusLabs Assessment Credential.

Peter Bonitatibus from Information Systems and Technology served on the university-wide Technology Information Sharing Committee. He also served as Chair of education for ASIS International Boston Chapter until April 2020

Rachel Winters from OSLCE started as Co-Chair Student Leadership Programs Knowledge Community in March 2020. She also taught INTR-D 135-01 Connected Scholars in Spring 2020.

Shelby Harris from Student Activities served as the NASPA Region I International Education Knowledge Community Chair.

Bethany Tuller from Student Activities served as an Education Session Reviewer for NACA Region I.

John Sears from Housing and Residential Life taught a Connected Futures class geared toward student veterans in Spring 2020.

At the **2019 ALL IN Challenge Awards Ceremony** held to recognize colleges and universities committed to increasing college student voting rates, UMass Boston received a gold seal for achieving a student rate between 40% and 49%.

Michael Metzger, from OVCSA, earned his Ph.D. from UMass Boston.



VC GAIL NAMED CHIEF STUDENT AFFAIRS OFFICER BY NASPA

Vice Chancellor for Student Affairs Gail DiSabatino was named as the recipient of the Scott Goodnight Award for outstanding performance as a dean/vice president on November 19, 2019 at the NASPA Region I Conference in Providence, Rhode Island. Named after the founding chair of the NASPA Board of Directors, this award is given to a student affairs officer who has exemplified professional achievement in the field. DiSabatino's career-long work of supporting students is recognized and symbolized both by this award and her everyday interactions with students and colleagues.



Vice Chancellor DiSabatino receives the Goodnight Award from Michael Metzger who presented it on behalf of NASPA

Communicating with Students

The communication efforts of our division promote the services and programs that we offer students. This year, we worked to improve our communication with students in the following ways:

Updating our Communications Job Aid that outlines the various ways we communicate with students, through both digital and physical channels.

Updating our Instagram page, @UMBeaconLife, daily so as to promote interaction among students. Since the account was created three years ago, it has gained 2,000 followers. Our Instagram presence serves many purposes, some of which include keeping students updated on announcements, news, and other important information about campus; promoting campus events and programs; and interacting with students.

Launch of **student social media ambassadors** that support the Division's Social Media Committee.

Using a two-mile radius around campus, we promoted a geo-fenced advertisement of the Division's care, connection, and success services on **Google**, which has allowed us to reach students who are on and around campus.

In collaboration with Creative Services, the Office of the Vice Chancellor completed a **complete marketing review** for the Division. This review is being used to devise a new communications strategy for current student engagement and student success that will be launched in FY20-21.



Social media ambassadors create a tik-tok inspired Instagram video encouraging students to practice good personal hygiene during the Covid-19 pandemic.

Racial and Social Justice

In May, the extrajudicial murder of George Floyd, created a racial and social justice breaking point. Discussions on discrimination, intolerance, and systemic racism, were heard campus-wide and demonstrated historical flaws built into United States' law enforcement, justice, and health care systems. This led to a racial and social justice crisis that has a deep intersection with COVID-19, which is particularly impacting African Americans and low-income individuals in a disproportionately high manner.

In the era of COVID-19, and an outcry to end racial injustices through the Black Lives Matter Movement, Student Multicultural Affairs went into overdrive through Cultural Centers and Cultural Organizations initiatives. In the peak of the COVID-19 outbreak, the Asian Student Center (ASC), Student Immigrant Alliance (SIA) and the Immigrant Student Program joined forces to host Love, Death & Hate in the Age of COVID-19 - Responding to Anti-Asian Hatred and Violence: An Individual and Institutional Guide Webinar. This webinar unpacked different biases and xenophobic behavior throughout the country and created a safe space to speak about incidents and issues in their local community and at UMass Boston. This webinar was facilitated by Andrew Leong, Associate Professor of the Philosophy Department.



Student groups closely affiliated with SMCA helped draw attention to inequities on campus and beyond. The Black Student Center (BSC) and the NAACP Chapter at UMass Boston called for reforms to help campus better realize its mission of access and student success for traditionally marginalized students. The UMass Boston NAACP hosted an art installation that amplified the voices of individuals who have had their lives taken due to police brutality.

In June, after meeting with students, Division staff, and colleagues, the Division's Executive Leadership Team issued a Black and Brown Lives Matter Declaration. While the Division has historically been a place that values great diversity, the Declaration promises to be a living road map that will help guide our activities.

This Declaration and work that was being developed in several places across the Division in parallel has led to almost 50 social justice projects that are being tracked across all of the Division's departments. Early accomplishments include a pledge from the UMBPD for timely campus wide notifications of high concentration on campus and surrounding areas of law enforcement assemblies, suspension of July Facebook related paid advertising in support of #StopHateForProfit campaign, and updating of the Division's learning outcomes to more clearly articulate a commitment to social justice education and development. Additionally, significant progress has been made on a proposal for revisions to the University's calendar that are more inclusive to People of Color, a Black Lives Matter display and educational programming strategy for residents in FY20-21, and the launch of a Community/Police Advisory Board.

This justice and equity work will be a continuing and significant focus for the Division in AY20-21 and reporting on the progress will occur throughout the year. Visit umb.edu/DSAIMperative for current updates.



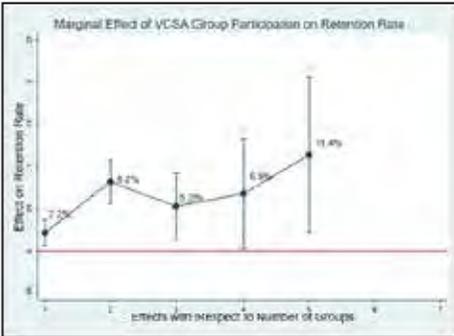
February 11, 1774

"In every human Beast, God has implanted a Principle, which we call Love of Freedom; it is impatient of Oppression, and pants for Deliverance."

Phillis Wheatley, a pioneering African-American poet who is the namesake for Wheatley Hall



Spotlight on Assessment



Analysis of student engagement in Student Affairs groups found participation in two groups had a significantly positive impact on retention.

Over the course of this academic year a number of important assessment projects have been undertaken and have yielded important findings that have elevated our culture of evidence, improved processes, and aided in data-based decision-making. Below are a few examples.

Analysis of student group involvement data found that students who participate in two or more student groups exhibited over **5 percent higher retention rate**.

Participation in a **national college student insecurities survey** found that while 62 percent of UMass Boston students experienced at least one form of insecurities (e.g., housing, food) in 2018, a second administration of the survey in 2019 found an encouraging 4 percent reduction.

Analysis of the Project CEO data set indicated that UMass Boston has a **higher percentage of half- to full-time working students** than national peers. While this is not a new finding, this data set may help us better understand the student experience and the overarching needs outside the classroom.

Luna Lu, the Assessment and Effectiveness graduate assistant in OVCSA, developed a presentation highlighting the **basics of assessment work**, key Student Affairs findings, and how this supports decision-making that maximizes positive impact on student's retention and performance.

Wes Peacock, a Harvard MBA student, completed a year long graduate research internship in OVCSA. His work included a research study of data from across the university to analyze the **impact of pre-enrollment, academic, and campus engagement factors on fall-to-fall persistence of first-time, full-time students**. Findings included significant positive retention lifts of 7-10% for engagement experiences including student group involvement, OSCLE program participation, and an on campus job. Additionally, analysis of risk factors, found that students who were at risk in engagement and academic categories had a significantly lower retention rate, approximately 24% points lower, than students who were only at risk in the academic category.



SCAN ME

TO LEARN MORE ABOUT A STUDY ON PRE-ENROLLMENT, ACADEMIC, AND CAMPUS ENGAGEMENT FACTORS.



SCAN ME TO VIEW A VIDEO OF THE RESEARCH

50 Years Ago In Campus History

Continuing our annual look back at our campus of 50 years ago, this year we look at 1970. On May 7, 1970, The Mass Media announced a limited campus strike. Printed in the paper's first "Special Strike Issue," was resolution that declared the following:

"We, the faculty, students, and staff of the University of Massachusetts-Boston, hereby call a limited strike, to continue through the final examination period, with the objective of educating ourselves and the urban community about the issues raised by the faculty motion adopted on May 7 1970: American presence in Southeast Asia; political imprisonment of blacks and others; and repression of political dissidents, epitomized by the murder of students at Kent State University. ..."

UMass Boston students, faculty, and staff joined thousands of other universities and colleges across the country in protesting these issues. Looking back on this event half a century later, it seems to resonate with our experiences this past year. Our national, local, and campus communities have been deeply affected by the global pandemic of COVID-19 and the systemic racism ingrained in our country. In reflecting on what has changed since this 1970 protest and what we continue to fight for to this day, we recognize that the spirit of our community remains strong. As we endure uncertain times and fight for justice, let us preserve this spirit, and continue to live out the mission of educating ourselves and our communities.



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 2019–20 academic year.



David S. Anderson
JUNIOR: MANAGEMENT



Israa ElSaudi
JUNIOR: BIOLOGY



Jessica Jawhar
SENIOR: BIOLOGY



Anthony Martin
CRITICAL ETHNIC CMMTY STUDIES (MS)



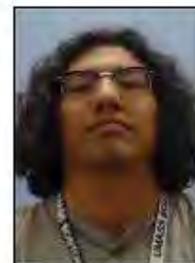
Meriam Nouri
SENIOR: INTERNATIONAL RELATIONS



Patience Oriakhi
JUNIOR: BIOCHEMISTRY



Maurice Roberson
JUNIOR: AFRICANA STUDIES



Justyn Santiago
JUNIOR: MANAGEMENT



Xiaochuan Tong
BUSINESS ADMINISTRATION (PHD)



Handel Ulysse
SOPHMORE: NURSING

Vice Chancellor's Leadership Council

The Vice Chancellor Leadership Council is made up of student leaders on campus who meet monthly with the Vice Chancellor for Student Affairs to discuss ways to enhance the UMass Boston student experience. Below are the members for the 2019–20 academic year.



RHA
LILY TING



SAEC
PAIGE GROVES



GSA
JAMILA GILLIAM



USG
ALEXANDER KILLIAN



Black Student Center
STEPHANIE BEAUVIL



Asian Student Center
KATIE MAI



Veteran Student Center
SARA WULFF



Women's Center
KAITLYNN CASTILLO



Queer Student Center
FIONA PHIE



Casa Latinx
MELANIE MERCADO PEREZ



OSLCE
HALEIGH GUZOFSKI



Orientation
JAELY PEREIRA



Resident Assistant
CLIFF SMITH



Student Trustee
KUSH PATEL



Orientation
JANREY JAVIER



U-Access
MARY WAHBA



Community Ambassador
SAM PHAM



Mass Media
KELSEY HALE



Queer Student Center
GABBY GRANT



Black Student Union
DIANA BLELL



UMBPD Cadet
JAKE LEANDER

External Advisory Board

Cassandra Baptista

DIRECTOR OF COMMUNICATIONS FOR THE CITY OF BOSTON'S AGE STRONG COMMISSIONS

Rochelle Cooks

TEMPLECARES WORKFORCE SPECIALIST & RTX 1X1 CONSULTANT

Caroline DeLeon

ASSISTANT DIRECTOR, AMERICAN UNIVERSITY

Holley Hunt

GLOBAL STRATEGIC ACCOUNT EXECUTIVE, JOHNSON CONTROLS

Bob Jose

ASSOCIATE DEAN FOR CULTURAL, RESIDENTIAL, AND SPIRITUAL LIFE, NORTHEASTERN UNIVERSITY

Juana Matias

CHIEF OPERATING OFFICER, MASSINC

Peter R. Masciola

ATTORNEY-AT-LAW, MILLER MASIOLA

Tamara L. Miller

ATTORNEY-AT-LAW, MILLER MASIOLA

John Saltmarsh

PROFESSOR OF HIGHER EDUCATION, UMASS BOSTON

Robert Schwartz

MANAGING ASSOCIATE, COMMONWEALTH FINANCIAL GROUP

Kelly Way

DIRECTOR OF OPERATIONS, TEAMOPS

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.

CONNECTING WITH US

Want to stay up to date with what's going on for the division in 2020-21?

Then connect with us on social media.

 Facebook /UMassBostonDSA

 Twitter @UMassBostonDSA

 Instagram UMBeaconLife

 Snapchat UMassBoston

Students show off their novelty bears at the campus lighthouse



**UMASS
BOSTON**

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