



2021-2022 Annual Report for the Division of Student Affairs



Colorado State University

Dear Students, Faculty, Staff, and Community Members,

I am pleased to provide this annual report from the Division of Student Affairs to share our activities and accomplishments. This past year has been significant for Student Affairs, marking a shift back to in-person and hybrid services as more public health responses became available to manage the COVID-19 pandemic. In addition, the University realigned some units in support of our goals to champion inclusive excellence and student success. The details of the realignment can be found on page five of the annual report, and, in this time of transition, we are especially appreciative of the collaborative and cooperative efforts of our colleagues on campus and in the Fort Collins community.

The Division provides a variety of programs and services designed to help students succeed and grow. Highlights this year include the opening of CSU's first permanent, on-campus food pantry, revitalization of the north end of the Lory Student Center, reopening the Mountain Campus after the Summer of 2020 closure for a partial 2021 season, the return of in-person programming such as the CSU Housing Fair, the Fraternity and Sorority Leadership Institute, and the Military Appreciation Ball, and the creation of intentionally hybrid events such as extended Ram Welcome, University Housing staff selection interviews, the CSU Drag Show, and a number of Career Fairs for students in different disciplines. The effectiveness and improvement of the Division's programs and services are detailed under the following University Strategic Imperatives:

People and Culture	Operational and Financial Excellence	Innovation	Impact
<ul style="list-style-type: none">•Cultivating a thriving and inclusive community	<ul style="list-style-type: none">•Ensuring a sustainable foundation for growth and inspiration	<ul style="list-style-type: none">•Driving innovation in learning, discovery and engagement	<ul style="list-style-type: none">•Serving our community locally and globally

While this report includes a smattering of impressive updates from each office/unit within the Division, I encourage you to follow up with individual offices to read their full annual reports. Many can be found [on their websites](#) (such as the [Career Center](#) and [Fostering Success Program](#)) or by contacting the individual office/unit Director. The Division-wide report concludes with a broad array of Student Affairs honors and recognitions from the past year. You can view this Annual Report online via the [Division of Student Affairs Assessment website](#).

Sincerely,

Blanche Hughes, Ph.D.
Vice President
Division of Student Affairs

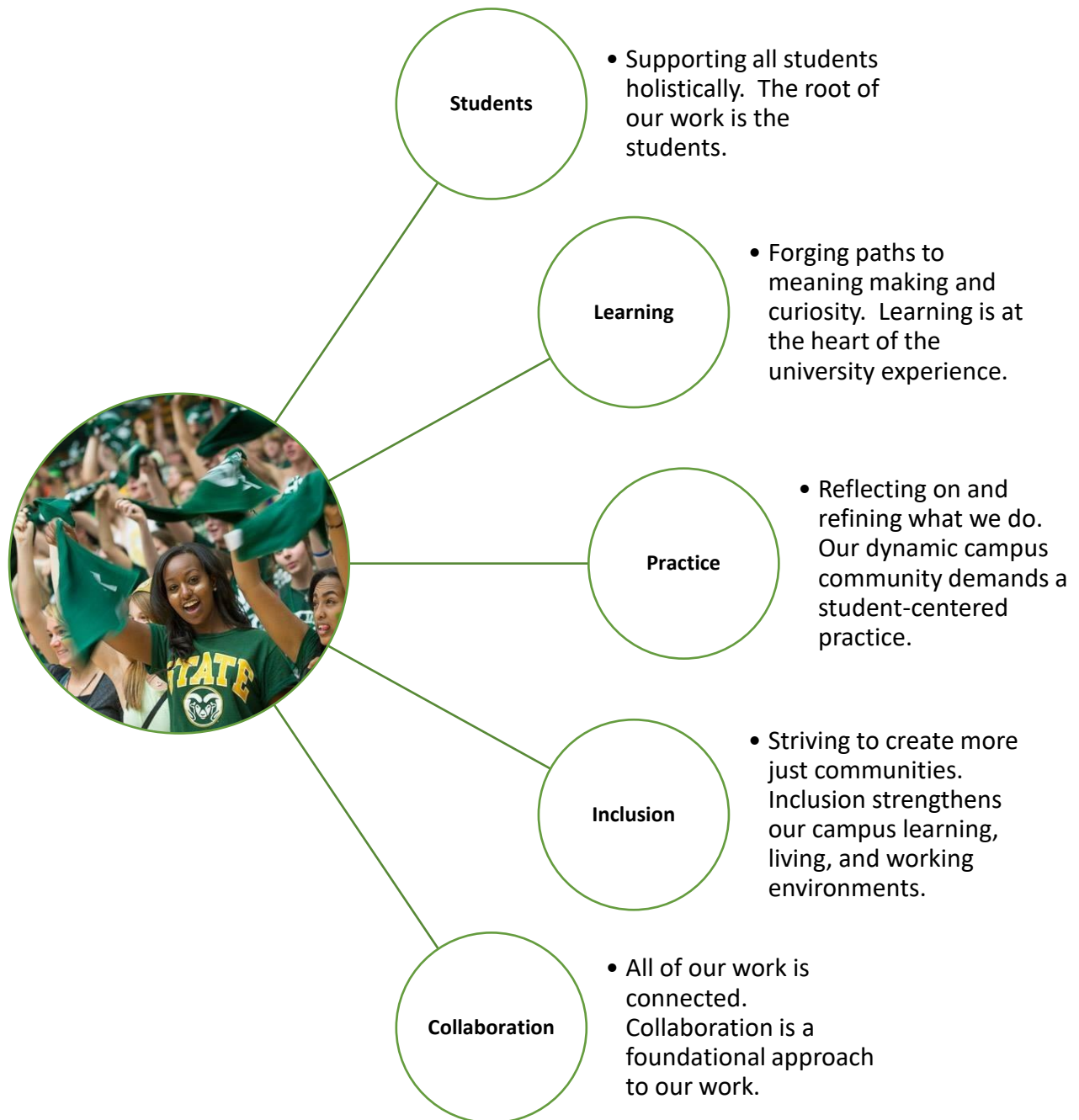
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Division of Student Affairs Mission and Values

Mission Statement: The Division of Student Affairs fosters a campus community that supports students in the development of their unique potential, inspiring them to be active learners, successful graduates, and engaged global citizens.

Values: The work of the Division of Student Affairs is informed by and rooted in our values. At the core is our students and our greatest asset is our staff.



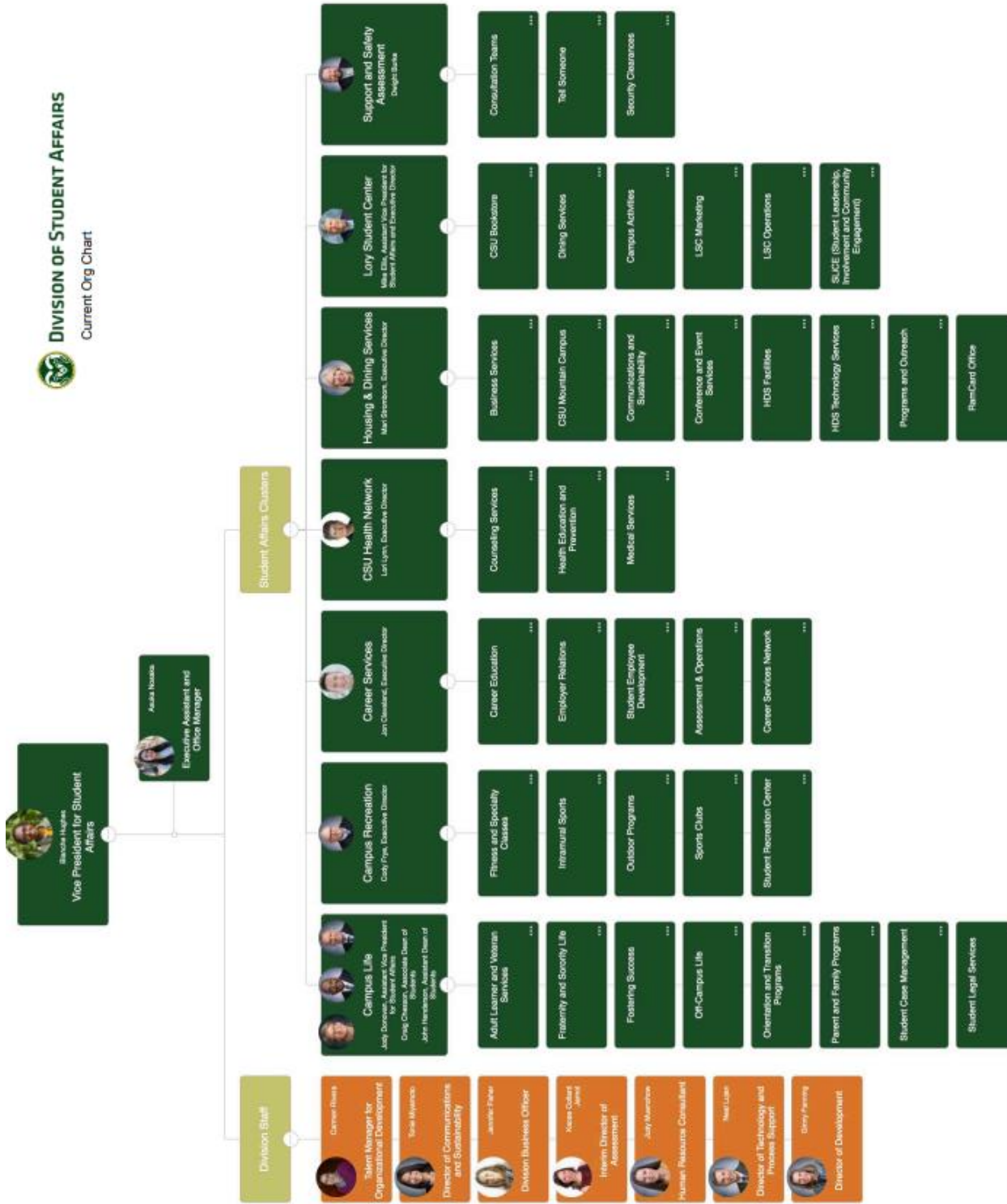
University Structural Realignment Effective August 25, 2021

President McConnell and Provost Pederson announced an immediate realignment of the following offices, as follows:

- Academic Support, led by Ryan Barone, will shift to sole supervision from the Office of the Provost, removing the dual report to the Division of Student Affairs. The unit will grow from **Student Success** and **Academic Advancement Center** to now include the **Key Communities**, the **Community for Excellence**, and coordination of university learning communities. The Career Center will remain within the Division of Student Affairs and report directly to Vice President Blanche Hughes.
- **University Academic Advising**, coordinated by Gaye DiGregorio in collaboration with colleges and departments, will shift solely to the Office of the Provost. The unit will include **Exploratory Studies and Health Profession Advising**, **Advising Training and Development**, and the university-wide academic success activities under the **Outreach and Support Unit**, all of which have held a dual report to the Division of Student Affairs since 2006. Orientation and Transition Programs, as well as the Fostering Success Program, will remain within the Division of Student Affairs and report directly to Assistant Vice President and Dean of Students, Jody Donovan.
- The Collaborative for Student Achievement will remain as the physical location for Orientation and Transition Programs, Key Communities, Community for Excellence, Exploratory Studies Advising, Health Profession Advising, Advising Training and Professional Development, and Outreach and Support. The Business Operations Support Services staff will continue to support all the operations and staff located in the Collaborative for Student Achievement.
- **Student Athlete Support Services**, led by Albert Bimper, Jr., will shift to sole supervision from the Office of the Provost, removing the dual report to the Division of Student Affairs and allowing for further development of the academic student success efforts.
- **Student Diversity Programs & Services**, led by Kathy Sisneros, as well as Bridgette Johnson/DEI & Student Success and Fleurette King/Equity Educator, will report directly to the Office of Inclusive Excellence under the new leadership of Vice President Kauline Cipriani, to closely align all University DEIJ efforts across campus for students, faculty, and staff.

The objective was for each office realigned to retain close ties to the Division of Student Affairs. As such, the structural realignment required significant collaboration over the 2021-2022 academic year. Units bolded were formerly within the Division of Student Affairs or held a joint report between the Divisions of Academic Affairs and Student Affairs. As a result of the realignment, the current Division of Student Affairs organizational structure is shown in a landscape format as follows:

DIVISION OF STUDENT AFFAIRS
Current Org Chart



By the Numbers

The Division of Student Affairs has a broad reach to CSU students across many programs and services. Examples include:

Campus Recreation logged 89,817 program participations and 555,368 facility participations in FY22. FY22 facility participations were at 75% of the pre-pandemic numbers from FY19, and FY22 program participations were at 57% of the pre-pandemic numbers from FY19.

Campus Activities RamEvents unit put on 40 events and yielded 5,658 participants from across campus and the larger Fort Collins community; 29 of the 40 events were in collaboration with at least one different campus partner.

Total service and leadership hours captured through the Student Leadership, Involvement, and Community Engagement Office indicates 18,967 students were impacted and 63,434.5 leadership or service hours were completed.

The new Rams Against Hunger Food Pantry served 2,090 unique visitors, many visiting multiple times for a total of 8,897 visits from July 2021-June 2022.

The Lory Student Center's SHAPE Leadership & Professional Development Conference served 259 attendees, the large majority of which were student employees.

Adult Learner and Veteran Services reports 1,148 unique visits to their office, with 95 identifying as Veterans and 84 as adult learners.

RamRide, serviced through Off-Campus Life, offered 7,749 rides to 14,372 patrons through nightly operations. Additionally, in partnership with Rams Against Hunger, RamRide delivered 221 boxes of food to CSU students and staff.

The Office of Fraternity and Sorority Life reports total membership at 2,490, or 12% of the undergraduate student body. During this academic year, fraternity and sorority members:

- Contributed a total of 27,078 hours of community service,
- Raised \$228,295 for philanthropic causes through almost entirely virtual avenues, and
- Reported 48% have involvement in at least one additional student organization on campus, a percentage that decreased very minimally during the pandemic.

Student Case Management reports:

- 84% of students who work as student employees have graduated or are currently enrolled/retained,
- 57% of students hospitalized for mental health have graduated or are currently enrolled/retained,
- Served 5,168 individual students this academic year, including processing of 1,258 SNAP student and employee applications, 177 known mental health hospitalizations, 70 known medical transports and hospitalizations, 57 known alcohol or other drug transports, 469 Tell Someone reports referrals, 23 Title IX Respondent referrals, 54 Title IX Responsible Employee (Impacted

Party) referrals, and supporting 153 students with accommodations through the Student Disability Center.

Student Legal Services provided services to 1,367 students.

The Student Resolution Center reports:

- 6,685 student conduct cases resolved.
 - 4,479 cases involved COVID policy in some way.
 - 5,306 (79.4%) cases diverted through alternative resolution processes.
- 726 case referrals from law enforcement in lieu of criminal charges.
- 99.9% student compliance submitting proof of vaccination or declaring a vaccination exemption.
- 543 clients conflict resolution cases.
 - 94% of eligible students who successfully participated in restorative justice had their criminal charges deferred or dismissed.
- 751 participants in educational outreach programs and presentations.
- 912 student participants in sanctioned Student Resolution Center classes and workshops.

The Career Center sends monthly emails with information on career competencies, upcoming trainings, and resources for supervision. These emails were sent to 1,932 individuals including 1,310 on-campus student supervisors and 622 HR liaisons and averaged an open rate of 28%.

CSU Health Network reports 16,542 students used services this academic year including 10,700 students who used medical services, 2,829 students who used counseling services, and 2,051 students who used both medical and counseling services. Medical services filled over 42,000 prescriptions, Counseling services hosted over 16,000 individual and partner appointments, Health Education and Prevention Services distributed over 32,000 condom/barrier protection sexual health supplies, and over 4,000 students enrolled in the Student Health Insurance Plan.

Housing and Dining Services:

- Developed an outreach strategy to connect residents with Higher Education Emergency Relief Funds (HEERF) from the Cares Act and other financial resources to reduce financial barriers to academic persistence for degree completion. As a result, more than 20 students received HEERF funding of \$3,000 each.
- University Housing worked closely with the Student Disability Center to provide accommodations to 265 students with disabilities in on-campus housing, for needs ranging from a medical single to installation of strobe lights for the hearing impaired.
- Students used 2,300,165 meal swipes in Housing and Dining Services with the any 15-meal plan being the most popular.
- Due to staff vacancies, Housing and Dining Services staff volunteered 254 hours to cover HDS staffing vacancies in critical services such as HDS Facilities and Residential Dining Services.
- Housing and Dining Services-Facilities logged and managed 25,664 work orders and 4,296 lock changes.
- Workplace Inclusion and Talent Management continued monthly training for supervisors on many topics, including emergency preparedness, inclusive excellence, and equity in the workplace. Training impacted 3,088 staff members through 111 training sessions and supervisor meetings.

- Conferences & Events Services hosted over 9,000 guests on campus during the FY22 summer months, 1,411 guests during the academic year and over 2,270 guests who are in high school or younger.

The Tell Someone program, managed through Support and Safety Assessment, saw a 24% increase in utilization compared to the previous year and has the highest number of annual reports since the program was created at just under 1,000.

The Bias Assessment program uses Support and Safety Assessment staff and resources to support and participate in the program. This year, the program received and processed 211 reports, with 82% of reports coming from the online reporting system. The two primary sources of reporting are from faculty (32%) and students (30%), and the two most frequent locations reported are in residential spaces (36%) and online/social media formats (26%).

The Student Consultation Team, led by Support and Safety Assessment, staffed students at approximately the same level as pre-pandemic levels, with 291 students staffed, though they did see a 10% decrease in unique incidents.

Rams Against Hunger staff observed the following demographic trends:

- The overrepresentation of racially minoritized students, students from the LGBTQIA+ community, international students, first generation students, and Pell recipients is seen in Rams Against Hunger program users.
- Staff visitation has increased with the opening of the permanent Rams Against Hunger Food Pantry in January 2022. (Fall 21 visitation = 3,386, Spring 22 visitation = 4,700).

Division of Student Affairs Activities and Initiatives within the Strategic Imperatives

Throughout the pandemic, frontline staff in the Division continued to work in-person while many office positions transitioned during the 2021-2022 academic year from fully remote work to in-person and hybrid platforms. Offices adjusted to new influxes of people for the critical campus staff who remained in-person throughout the COVID-19 pandemic. This shift back to on-campus life caused staff to recalibrate planning for events through troubleshooting large in-person gatherings and learn to navigate a new hybrid workplace. The COVID-19 pandemic exacerbated inequities in students' access to technology, stable internet access, and engaging ways of learning. It also caused many staff members to reconsider their physical location and exit the institution, leaving many staff positions vacant. The pandemic helped expose pay inequities for students and staff. Almost every office and unit within the Division of Student Affairs named the complications associated with transitioning back to campus, navigating flexible schedules and remote MOUs, hiring challenges or pauses, and/or pay inequities as major pressure points for the 2021-2022 academic year.

People and Culture

Courageous Strategic Transformation indicates, "We will attract, support, and nurture all members (students, faculty, and staff) of the CSU community by cultivating a culture of excellence and inclusivity, and using our collective skills to achieve our shared goals of a sustainable thriving planet and flourishing humanity." The Division of Student Affairs centers staff and students as core values of our work. While we have contributed to this imperative in many ways, starting with a staffing overview is critical to understanding our work this academic year:

Offices/Units Operating Less than 100% Staffed:

- Campus Activities, Campus Recreation, Career Center, Housing and Dining Services, Fraternity and Sorority Life, Lory Student Center, Parent and Family Programs, Student Legal Services, and Support and Safety Assessment

Offices/Units Struggling to Attract Candidates due to Competitive Salaries Elsewhere:

- Campus Recreation, Career Center, Housing and Dining Services, and Student Resolution Center

Offices/Units Retaining or Regaining Fully Staffed Status:

- Adult Learner and Veteran Services, Fostering Success Programs, Off-Campus Life, Student Case Management, and Student Resolution Center

Offices/Units Taking Steps to Equitably Increase Wages for Staff and Students:

- Campus Activities, Campus Recreation, Career Center, Fostering Success Program, Housing and Dining Services, and Off-Campus Life

Offices/Units Offering More Flexible Student Employment as a Result of the Pandemic:

- Adult Learner and Veteran Services, Campus Activities, Off-Campus Life, and Student Leadership, Involvement, and Community Engagement

Impactful examples regarding staffing include:

- Campus Activities had the goal to keep the department afloat while in transition and keep salaries moving forward with other comparable positions. We hired and trained three new staff members and were able to increase salaries for those positions.

- Campus Activities also encouraged student staff members to use sick leave, stating, “Mental health is an ongoing trend that impacts our student staff. Being that their job is the first point of contact, on behalf of answering calls for Colorado State University, encouraging student staff to utilize their accumulated paid sick hours is important. Encouraging staff to use sick hours as mental health days allows them to feel more supported and cared for on a day-to-day basis.”
- Campus Information & Box Office and Flea Market, along with LSC Arts, increased hourly pay each semester for retention purposes and to decrease the financial burden of student staff, specifically students who identify as low-income and/or first generation.
- SLiCE allowed flexible hybrid work schedules for all professional and student staff.
- The Student Resolution Center indicated, “Morale in the Student Resolution Center took a big hit in FY22. After successfully navigating the initial challenges of the COVID-19 pandemic in FY21, the demands on SRC staff began to take a toll. Many of our staff members, particularly student conduct staff, administrative staff, and student staff endured outrageous levels of abuse from members of the CSU community and from around the country for the ways in which University policy around COVID-19 was enforced. That, combined with the additional and shifting workload to enforce compliance burned out many of our staff. While staff were grateful to retain their jobs during the economic downturn from the pandemic, years of salaries continuously falling below the cost of living in Fort Collins and Northern Colorado caused staff to explore other job opportunities. The weight of already emotionally taxing work, the abuse at work regarding COVID-19 policy enforcement, and relatively stagnant salaries lead to tremendous staff turnover.”
- Career Center indicated the last year has been filled with higher-than-normal turnover, search processes taking longer-than-normal, and increased competition for talent. Their team also highlighted several needs for the future, including more flexibility, better pay, and better work/life balance.
- Campus Recreation submitted and received approval for “Critical Market Adjustments” to raise salaries for some Coordinators and Assistant Directors based on the departure of several staff members who left their positions over the past year for similar positions at much higher salary levels.
- With two professional staff members for much of the academic year, Off-Campus Life had to adjust with program pauses or reductions, as well as partnerships with other offices to manage student needs.
- Adult Learner and Veteran Services indicated one of their greatest accomplishments this year was getting fully staffed, effectively hiring 2.5 staff members.
- Student Case Management expressed gratitude for little staff turnover and functioning at full staff, stating they are fortunate to have a diverse staff and morale is typically good regarding work/life harmony.

The Lory Student Center centered diversity, equity, inclusion, justice, and belonging (DEIJB) work in performance planning, hiring, and general organizational culture. Examples include orienting over 150 employees via an asynchronous platform that included additions to incorporate diversity, inclusion, and belonging, bias reporting, discrimination and harassment training, and requiring career staff to have at least one DEI goal in annual goals and work plans.

Campus Recreation launched “WeREC | Respect. Empower. Care.” A culture-change campaign. A workgroup from the Campus Recreation Inclusivity Committee began work in Fall 2018 around better understanding how people with marginalized gender identities experience Campus Recreation at CSU.

The group utilized data and individual stories to write a series of recommendations to create a more inclusive experience for gender-diverse people. This year, Campus Recreation implemented two paths to move this campaign forward: one encouraging staff to be “upstanders” when they observed behaviors which did not support the desired culture, and the second providing positive messaging and reinforcement, encouraging members to role model a positive and affirming culture.

Partially based on National Collegiate Health Assessment data indicating a need to expand services to the LGBTQ and Black/African American communities, CSU Health Network Counseling Services expanded multicultural counseling drop-in hours in the Spring 2022 semester as well as opened a satellite office in the Student Diversity Programs and Services cluster within the LSC to increase access for students with historically marginalized identities.

Diversification of Student Legal Services staff, with the inclusion of a staff attorney who identifies as Latinx focused on immigration law, created an opportunity to work more closely with UndocUnited, Undocumented Support, Key Communities, Community for Excellence, and Academic Advancement Center students to build trust and a direct contact for students and staff.

Housing and Dining Services reports the CARE Program received a number of financial resources requests, followed by mental health and housing resources requests. State Classified employees are the largest classification type requesting services (55%), followed by Administrative Professionals (28%). Graduate and teaching assistants make up 3.1% of requests.

Year 2 Programs out of Orientation and Transition Programs re-introduced in-person programming. With this change a noticeable shift was seen in student interest in certain programming types and formats. Students showed very little interest in academic or personal development workshops and showed a greater interest in programs with low time commitment and a strong focus on sense of belonging and finding community. This was evident in the success of the Halfway There Celebration that saw a record high in attendance this year. This program allowed students to celebrate their academic accomplishments on their own time, interact with campus resources who could assist them in their transition beyond their second year, and receive their recognition gift of a miniature Cam the Ram.

Similarly, the Student Leadership, Involvement, and Community Engagement Office reports the following trends: students are less likely to apply for extra opportunities, students are asking for opportunities that require a lesser time commitment (half-day or less), students committed to attend large-scale or multi-day conferences and retreats, but 30-40 % ultimately did not show up the day-of, students prefer having flexibility to choose between in-person and virtual engagement opportunities for programs, resources, and services (i.e., involvement expo, involvement advising), there is an institutional knowledge gap for new leaders in Registered Student Organizations due to COVID-19, and students struggled with finding and building community and avenues for involvement as a direct result of COVID-19 (and virtual nature of the previous year).

At the end of FY22, Parent and Family Programs transitioned from supervision by the Assistant Dean of Students to oversight under Orientation and Transition Programs. Due to the university realignment, Dr. Nakasone Wenzler, Director of Orientation and Transition Programs, also gained oversight of the Fostering Success Program.

Perhaps Adult Learner and Veteran Services captured the overview best, “The 2021-2022 year was difficult for everyone at CSU, as we transitioned back into in-person and hybrid forms of learning. While

many were burnt out online, there was still a great need for hybrid programs for those who were not able to come back in person yet. However, we held many in-person events, and hope to hold many more over the next year.”

Operational and Financial Excellence

Courageous Strategic Transformation indicates, “We will align CSU’s operational and financial practices with our strategic goals of strengthening our community and our world through a focus on a thriving planet and flourishing humanity.” The Division of Student Affairs has contributed to this imperative in the following ways:

The LSC Phase III revitalization project began, with the primary goals include expansion of the Adult Learner and Veteran Services office from 1,900 s/f to approximately 8,000 s/f, renovation of the CSU Bookstore, extension of the Transit Center elevator to level 300, and addressing the aging building mechanical systems to both improve occupancy comfort and decrease energy consumption. In addition, the project includes an adult changing table room, an additional lactation room, and remodeled restrooms to address accessibility and gender inclusion goals of the LSC.

Phase I of the Bookstore refresh is mostly completed. This provided a more open and friendly shopping environment, allowed for a relocation of the Textbooks and Supplies areas, added space to the Art area allowing for all art materials to be co-located and for art kits to be on the floor (instead of in the backroom/clerk service), and improved security by eliminating one entrance/exit.

Overall, the Bookstore saved CSU students over \$2,600,000 for FY 22. Key among these programs is our continually growing digital course materials effort. As an industry leader, this program alone accounts for nearly \$1,545,000 in student savings.

Campus Recreation began Phase 1 of a lobby renovation project, designed to increase the efficiency and security of the Service Center by separating business functions from patron check-in. The project began in May 2022 and was scheduled for completion in August 2022, with a total budget of \$305,426.

Construction on the new CSU Mountain Campus Wastewater Treatment Plant was completed and the new plant put into use in Spring of 2021.

Adult Learner and Veterans Services administered \$664,200 to support students directly through the 2nd Lt. Donald D. Brooks, Jr. Memorial Scholarship and Liniger Honor, Service & Commitment Scholarship. Myriad other scholarships will be awarded in the 2022-2023 academic year.

The Career Center Funding Committee distributed over \$230,000 (more money than ever) through four different programs: Unpaid/Underpaid Internship Support Program, Mary Ontiveros Inclusive Fellows Program, Equity Initiatives Fund, and the Interview Attire Fund. The application process prioritizes first-generation, Pell-eligible, and racially-minoritized students, representing a significant student success initiative.

Fostering Success Programs distributed over \$20,000 to independent students in emergency situations through the Galena Fund and \$38,500 to nine students through the FSP Scholarship.

The Lory Student Center implemented a business services restructuring plan, enabling the LSC to reduce employee costs while emphasizing Event Planning Services as a revenue growth area. In addition, Catering revenues increased as events unexpectedly returned to the LSC quicker than anticipated during the spring of 2022, though the strain on Catering staff was tremendous.

CSU Health Network was accredited by the Accreditation Association for Ambulatory Health Care (AAAHC) for another three-year cycle, as they were found to be meeting or exceeding standards in all areas.

Conference and Event Services generated over \$2.5 million for the university (7% higher than budgeted), including 43 on-campus conferences and 24 registration groups.

Housing and Dining Services revenues for FY22 were stronger than anticipated, allowing additional funding to be put toward the Westfall window replacement project to cover cost escalations. Additional funds were also available to add to the HDS fund balance to start building back up to 15% of revenue in the fund balance.

All Housing and Dining Services units continued to reduce expenditures while maintaining commitments to student and staff success. Measures included (but were not limited to) reducing discretionary spending, reducing travel, reintroducing programs and initiatives on a limited basis, exploring reallocation of work duties, and only addressing urgent facilities, technology, and public health needs.

Ram Orientation was held virtually in 2021 and again offered the guest program free of charge to all participants, understanding many students' support systems have been impacted by the fluctuating economy and job market as a result of the COVID-19 pandemic.

Innovation

Courageous Strategic Transformation indicates, "CSU will be a global leader in cultivating a sustainable social, economic, and environmental future through innovative practices in learning, research, discovery, and knowledge transfer." The Division of Student Affairs has contributed to this imperative in the following ways:

Adult Learner Veteran Services implemented a number of tactics to increase engagement, including newsletter circulation, social media outreach, and asking peer advisors to conduct personal outreach through tabling, calls, and emails.

Campus Information and Box Office Staff purchased and encouraged student staff working at the front desk to use clear facemasks. The purpose of this encouraged policy was to be more inclusive and accessible for our patrons, guests, students, and families who are hard of hearing or deaf, offering the ability to read lips and communicate while also adhering to university public health and safety guidelines during the pandemic.

Campus Recreation improved equitable access to programs by:

- Building yoga passes into Campus Recreation memberships and removing the additional fee.
- Updating and reducing pricing for American Red Cross lifeguarding and lifeguard review classes, a job requirement for some student staff members.

In an effort to support raising the first-year commuter student graduation rate, Off-Campus Life sought to increase students' sense of belonging through a First Year Student Success seminar section specifically for this population. 87.5% of students in the seminar were retained to their second fall.

Fraternity and Sorority Life staff engaged in significant efforts related to interpersonal violence prevention. This included summits with fraternity members, the formation of interpersonal violence prevention committees within councils, deepening partnership with Title IX and the Women and Gender Advocacy Center, and the creation of new resources to assist chapters in addressing interpersonal violence prevention and survivor support.

The Panhellenic Council within Fraternity and Sorority Life created a new officer position in 2022 officer cycle that is Director of Diversity, Equity, and Inclusion to further engage in social justice and equity efforts.

Lory Dining Services, in partnership with Student Case Management, started accepting SNAP benefits at Lake Street Market to assist with food insecurity and offer another option for those that have EBT cards on campus.

Student Case Management staff are well versed in most university processes and procedures as they relate to academic and behavioral records. At the same time, staff realizes that some university processes and procedures in their current form may not be equitable and inclusive. Where appropriate, with the permission of the student in question, Student Case Management staff helped amplify and center the student's voice in registration, university/retroactive withdraw, and tuition appeals.

In the Fall 2021, the New Student Seminars managed by Orientation and Transition Programs expanded to 26 sections (up from 19 in the fall of 2020) to serve more specific populations of students including Students Recommended for Support, off-campus first-year students, adult learners and student veterans, and LGBTQ+ students in sections tailored to those specific populations. Additionally, the Colorado Opportunity Scholarship Initiative (COSI) seminars came back after a COVID-19 hiatus.

The Career Center Employer Relations team has continued to pursue DEI initiatives in new ways, many of which represent new directions in national trends. The Employer Relations team is creating a process to consistently communicate with employers prior to their engagement about a) the campus population they will be interacting with through a potential Employer Orientation and b) CSU's values and priorities related to DEI. The Employer Relations team continues to promote their DEI Employer Toolkit, which regularly sees over 300 visitors per month.

With the addition of shared positions in the Walter Scott Jr. College of Engineering and the College of Health and Human Sciences to the existing shared models in Warner, Natural Resources, Liberal Arts, Veterinary Medicine and Biomedical Sciences, and Agricultural Sciences, the Career Center now has positive working relationships with all academic colleges.

A DSA Sustainability Working Group that reports to the Vice President's Council was created this year. It is the first sustainability-focused leadership group to be created in Student Affairs and the group will lead strategic planning efforts and sustainability initiatives for the Division.

CSU Health Network expanded the RamCare Grant program coverage and benefits to include dental and vision care for students with high financial needs, students identifying with a tribal affiliation, and ASSET

students who do not have equitable access to dental services in the community. It also increased the benefit to \$3,000 per semester with no increase to program cost or premium to the student. Finally, the RamCare Supplement also expanded to meet the needs of international students seeking care for culturally sensitive services, such as birth control counseling or mental health related services.

CSU Health Network Medical Services provides medical evaluation, hormonal treatment, surgical referrals, and mental health support for students who identify as trans or gender non-binary and are seeking medical transition.

CSU Health Network added a \$0 out-patient, in person and online mental health care in both counseling and psychiatry as a plan benefit to the Student Health Insurance Plan (SHIP), in response to the increasing need for mental health support. This provides access to care with no cost sharing at the CSU Health Network and in the community with Anthem providers.

CSU Health Network's Health Education and Prevention Services received a Board of Governors-funded Student Success grant to improve the success and well-being of first year undergraduates. This funding will allow HEPS to expand training on the Community Resilience Model (community care for high stress and trauma) and create and post mental health and well-being support resources signage in campus bathroom stalls. There was also the endorsement to replace the Mental Health and Well-Being Advisory Committee with a version that has the mobility to address and impact systemic change with campus executive leadership involvement.

Housing and Dining Services established a three-tiered dining operation for residents and constituents, including all-you-care-to-eat facilities, mobile ordering locations (through Grubhub), and marketplace and cafes (convenience style goods). Adjustments to those services were made in accordance with continuing health guidance and staffing levels within the department.

In partnership with Dining Services and Rams Against Hunger, Ram Food Recovery returned to its original format of texting subscribers when leftover food from catering events is available for pickup. This past year, there were 68 RAH opportunities for students to collect leftover food.

Housing and Dining Services Sustainability reinstated the Tower Garden at Aggie Village to provide fresh produce to the FREEdge, which provides free access to food to all Aggie Village Residents via a fridge in the lobby.

In partnership with Educate Tomorrow and using the Seven Life Domains, a holistic approach developed through Casey Family Programs to successfully transition former foster youth into adulthood, Fostering Success Program uses an asset-based approach to develop mentor and mentee competencies and evaluate FSP staff effectiveness in knowing and referring based on the domains.

Ram Orientation highlighted various examples of how the CSU community lives out the Principles of Community. These examples were shared in the welcome sessions and included sharing the importance of the land acknowledgement, what pronouns are and their significance, the ways that CSU provides students the opportunity to observe various religious holidays, and being in solidarity with the Asian/Pacific American community and the Black/African American community for the violence they have experienced in the United States.

Impact

Courageous Strategic Transformation indicates, “CSU will serve as a national model for land-grant university systems, enhancing our infrastructure to nimbly translate innovation into impact.” The Division of Student Affairs has contributed to this imperative in the following ways:

In January 2022, CSU’s first permanent, on-campus food pantry was opened. The Rams Against Hunger Food Pantry responds to a growing national trend around Basic Needs realities our students face. This Pantry represents a major milestone in CSU’s work around Basic Needs and is the embodiment of our Principles of Community around Social Justice, Inclusion, and Service. The Pantry offers a client-choice shopping experience with fresh produce, dairy and eggs, frozen foods, and shelf-stable items. Recognizing that food insecurity often walks in tandem with housing and transportation insecurity, the Pantry serves as a Basic Needs resource hub, offering personal hygiene products and diapers, as well as assistance in applying for SNAP benefits, housing support, and a Colorado ID/driver’s license.

Through Ram Kidz Village, Adult Learner and Veteran Services served 19 families and 29 students. RKV is a drop-in, educational program operated in the CSU Library and is available to all currently enrolled student parents. Services are provided for children aged 12 months – 11 years old. Services are provided on a first come, first served basis. All volunteers and staff complete background checks and employees are first aid and CPR certified.

Adult Learner and Veteran Services partnered with Institutional Research, Planning and Effectiveness to capture six-year graduation rates for new and transfer veterans and adult learners, with transfer veterans and adult learners graduating at higher rates than their new peers.

After pausing for 18 months during the COVID-19 pandemic, Campus Recreation reconvened to draft a FY23-FY25 Strategic Plan focused on quality/innovation, access/equity, talent management, and communication. After the plan was operationalized, internal goal setting templates were redesigned to better ensure yearly assessment planning, strategic planning, and goal setting remain tethered to each other within the new plan.

Support and Safety Assessment has identified October as the month it manages the highest number of monthly cases through the Tell Someone and Student Consultation Team processes. It is also the month Support and Safety Assessment receives the highest number of bias incidents during the academic year.

Student Leadership, Involvement, and Community Engagement completed a major assessment project with Institutional Research, Planning & Effectiveness using data from four years (FA16-FA20). A small, positive, and statistically significant association exists between SLiCE participation in a given academic year and subsequent fall persistence of about one and a half and three percentage points among first-time students to CSU, after controlling for student demographic characteristics and achievement. For Transfer students, we also observe a positive association between SLiCE participation in a student’s third academic year and their fourth fall persistence by about five percentage points. This effect is sizeable, but the sample of Transfer students is smaller so it is also less precisely measured – meaning that there is probably still a positive association between participating in SLiCE and persisting to the fourth fall, but it may not be as large as five percentage points if we include more recent cohorts in the coming years. This analysis is correlational and causal, meaning that we can’t say that we are measuring the “effect” of SLiCE. But it is a meaningful step forward in thinking about SLiCE engagement and student success

outcomes. Additionally, SLiCE and IRP&E operationalized an API between RamLink and the Operational Data Store (ODS) to allow for real time analysis of the data.

In the fall of 2021, Ram Welcome returned to in-person and became an extended program (six days vs. four days). This included developing updated schedules for off-campus students (both in person and virtually), transfer/adult learner/student veterans, first-year students both on-campus and fully remote, international students and parents and family members. The new extended Ram Welcome aligned with an extended three-day move-in model in Housing and Dining Services to provide new students with more time to acclimate while on campus with extended programming and offerings over the course of two additional days.

A review of Lory Student Center student employment records reveals the LSC hires a higher share of first generation, Pell-eligible, and racially minoritized students when compared with the undergraduate reference group. Additionally, LSC student employees hold higher mean term and cumulative grade point averages than the undergraduate reference group at a spring 2022 end of term comparison by Institutional Research, Planning and Effectiveness.

Off-Campus Life continues to disaggregate assessment data to better understand which populations of students are and are not being served through their office. Examples include:

- Overrepresentation of first generation, international, and LGBTQ students, as well as students with work study, and students with a disability in the RamRide Secure program, designed to support students with transportation insecurity.
- Citing a substantial increase in Hispanic/Latinx student presence at the CSU Housing Fair, due to partnerships with Student Diversity Programs and Services, International Program, and the overall increase of Hispanic/Latinx representation at the university.

The Office of Fraternity and Sorority Life continues to track fraternity and sorority GPAs over time, finding fraternity and sorority average GPAs continue to outpace unaffiliated peers.

The Office of Fraternity and Sorority Life conducts regular assessment in a number of formats (internal and external to CSU) to best understand the fraternity/sorority experience and understand the impact of fraternity and sorority membership on CSU students. This includes a longitudinal study with external partners on the fraternity/sorority experience, oversampling every four years in the CSU data collection of the National College Health Assessment, annual partnership with Institutional Research, Planning & Effectiveness to understand academic, membership, retention, and persistence data for the community, and utilizing learning outcomes for all programs (direct and indirect) to understand experiences provided to members of the community and program participants.

Almost 100% of students responding to the Student Resolution Center post-assessment survey agreed or strongly agreed with the statement: Staff created a safe space for me to discuss different aspects of my identities (gender, race, sexual orientation, veteran status, disability, etc.).

The Career Center continues to disaggregate data based by career education appointment type, presentation type, college, and alum and online engagement, as well as students' class status, race/ethnicity, first generation status, Pell eligibility, and sex to better understand which student populations do and do not use Career Center services.

CSU Health Network Health Education and Prevention Services oversees the CSU Health Network's biannual process to systematically collect and analyze CSU student health data through The National College Health Assessment (NCHA). A summary of findings for the general student body and students with historically marginalized, racially minoritized identities was created to inform efforts and has been used to advocate for student mental health and support resources across the Division of Student Affairs. A data distribution plan was created and executed, involving numerous presentations to campus constituents, accompanied by the promotion of student mental health and well-being support services.

RamCard team continues to communicate proactively with ASSET and students who are undocumented about obtaining a RamCard. This year all ASSET and students who are undocumented received their RamCard.

University Housing reports 3,711 students participated in Taking Stock. Of the participants, 17% were Pell-eligible, 20.5% were first generation students, and 26.4% identified as racially minoritized. Of the students who participated in Taking Stock, 84.8% persisted to their 2nd fall semester.

Housing and Dining Services reports students being able to meet their basic needs (providing nourishment for themselves) and student employment with dining are two of the key strategies Dining Services can use to contribute to University Student Success goals. The "missed meal factor" is an indication of students utilizing their on-campus meal plans and if they are receiving their basic needs. The "missed meal factor" for FY22 decreased roughly 20% from FY21, indicating a greater use of students on-campus meal plans.

According to the National Foster Youth Institute, only three percent of youth who were in the foster care system obtain a college degree. CSU can celebrate over 50% of former foster youth who start at Colorado State University will finish their CSU bachelor's degree within 6 years. Simultaneously, FSP recognizes there is still an opportunity to close persistence and graduation gaps when comparing former foster youth with an IR-identified comparison group or first time, full-time students on campus.

Ram Orientation post-survey data revealed that 92% of first year and 90% of transfer students agreed or strongly agreed "I am confident I will find a community at CSU." Based on disaggregation of the data, Ram Orientation reports first generation students of color are reporting a higher confidence in finding community. Staff believes better integrating the Principles of Community in welcome sessions, student small groups, orientation modules, and encouraging campus partners to incorporate the Principles of Community in their sessions has had a positive impact on our first-generation students of color.

Orientation and Transition Programs prioritized registering students with historically marginalized identities in New Student Seminars. As a result, 34% were Students Recommended for Support, 27% were from limited-income backgrounds, and 25% of students in seminars held racially minoritized identities.

Parent and Family Programs conducted its first survey of parents and families of students of color, with aggregated results noting strong satisfaction from families regarding communication from Parent and Family Programs and a connection to CSU.

Student Affairs Presentations, Publications, Honors and Recognitions

Presentations

- Allie Bogard, Assistant Director of Sport Clubs, 2021 NIRSA Trans Inclusion & Gender Equity Webinar Series work team (member)
- Allie Bogard, Assistant Director of Sport Clubs, 2022 NIRSA Virtual Intramural & Sport Club Institute; Gendered & Non-Gendered Leagues (Panelist)
- TJ Hill, Assistant Director for Facilities and Aquatics taught Connect2 Champions Certification Course
- TJ Hill, Assistant Director for Facilities and Aquatics taught Connect2 C2IT Specialist Certification Course
- TJ Hill, Assistant Director for Facilities and Aquatics collaborated with Erin Patchett, Director of Administration to present Colorado State Campus Recreation open positions at the NIRSA All-Region Virtual Conference
- TJ Hill, Assistant Director for Facilities and Aquatics presented at the NIRSA Annual Conference on “Technology to Transform Your Aquatics Program”
- TJ Hill, Assistant Director for Facilities and Aquatics presented at the NIRSA Annual Conference for Region V Colorado & Wyoming State Updates
- Cassandra Moreau, Aquatics Coordinator presented at the NIRSA Annual Conference on “Technology to Transform Your Aquatics Program”
- Erin M. Patchett, PhD, Director of Administration and Assessment was a panelist for NIRSA’s Gender and Trans Inclusion in Collegiate Recreation 4-part series
- Brittney Wolf, Facility Scheduling and Event Management Coordinator, presented at Professional Development Institute titled Understanding and Exploring the Enneagram
- Sam Boren and Jenny Kim presented Equity-Based Career Services, September 9, 2021, hosted by Paperclip Communications
- Sam Boren and Jenny Kim presented Equity-Based Career Services, January 5, 2022, invited by the University of South Carolina’s Career Center for their annual retreat
- Sam Boren and Jenny Kim presented Career Readiness for Pandemic Students, June 2, 2022, hosted by Paperclip Communications
- Amy Cailene presented Supporting CSU Students Who Are Undocumented, October 25, 2022, at the Diversity Symposium
- CSU Health Network staff member received the university’s AP Stars Award: Chloe Wright
- CSU Health Network staff member received the Blanche Hughes Award through B/AACC: Chloe Wright
- Two CSU Health Network staff members received the Classified Personnel Outstanding Achievement Award: Amalia Ornelas and Nita Schissell
- CSU received the Hunger Free and Healthy Minds designations from the Colorado Department of Higher Education for working to end hunger and addressing the mental health needs for CSU students
- Active Minds received an award highlighting their Pandemic Response

Publications

- The Aspen Grille’s Chef Instructor, Kenneth Symsack, was published in, “The Conversation” with an article titled [What’s behind America’s pickle craze?](#)
- Erin M. Patchett, PhD, Director of Administration and Assessment published an article in the Recreational Sports Journal: o Patchett, E. M., Oja, B. D., & Morse, A. L. (2021). Conceptual Frameworks for Evaluating Diversity and Inclusion in Collegiate Recreation. Recreational Sports Journal, 45(2), 161–170. <https://doi.org/10.1177/15588661211033253>

Honors and Recognitions for Students and Staff

Students within the Division of Student Affairs:

- Brianna Ridenour of Adult Learner and Veteran Services was awarded the Chapter Advisor of the Year from Fraternity & Sorority Life
- Casey Dunn, a student in Adult Learner and Veteran Services, was awarded the American Council on Education (ACE) student of the year award
- LSC Outstanding Student Employees of the Month:
 - ALVS - Ashley Patterson, Seth Hibbard, Sarah Sykora, Laura Rencher, and Kayla Finley.
 - Campus Activities - Erik Helmstetter, Ramesh Zahedi, Hannah Tarli, Hannia Favela, and Noe Calva Vargas
 - Lory Student Center - Serena Valvardi
 - SLiCE – Braden Wormus, Kathryn Conrad, Katlyn Murphy, and Catrina Vininski
- Campus Activities FLIBOX Employees of the Month for their outstanding work as a staff member and co-workers: Emma Sudbeck, Vee Martinez, and Jason Pang
- Juan Hernandez was recognized for their outstanding service and dedication in El Centro’s mentoring program, La Connexion
- Alanis Hernandez – Elizabeth Woodworth Scholarship
- Alanis Hernandez – Albert C. Yates Student Leadership Award
- Cirque du RSOleil four award winners for Registered Student Organizations:
 - Program of the Year: Russian Club, Trip to Red Square Euro Bistro
 - Organization of the Year: Society of Women Engineers
 - Advisor of the Year: Collette Sterling, Alpha Sigma Kappa – Women in Technical Studies
 - Emerging Leader of the Year: Akhil Penninti, Indian Students Association
- Darian Abernathy was awarded the Sherwood Scholarship through the Student Affairs in Higher Education Graduate Program
- Darian Abernathy was awarded the Black Catawba County Gala Outstanding Student Award and Scholarship in Fall 2021
- The Panhellenic Council was awarded the Innovation Award in Community Impact and Judicial Procedure for the 2021-2022 academic year. The Community Impact award specifically addresses community building and programming specific to DEI efforts
- Alpine Skiing, Climbing, Cycling, Disc Golf, eSports, Figure Skating, Women’s Rugby, Shotgun Sports, Men’s Soccer, Swim & Dive, Tennis, Triathlon, Women’s Polo, and Wrestling all qualified for national-level competitions
- The Colorado State University Unified Special Olympics Flag Football Team finished second at the NIRSA National Flag Football Championship Tournament in Round Rock, TX, on January 9, 2022

The Colorado State University Climbing Team participated in the 2022 Collegiate National Championship, placing 2nd and 3rd in two categories and had one athlete qualify for World Championships in Austria

Staff within the Division of Student Affairs:

- Blanche Hughes was awarded the Oliver P. Pennock Distinguished Service Award by the Office of the Provost
- Lisa Chandler of Adult Learner and Veteran Services was awarded the 2022 Distinguished Administrative Professional Award
- Michael Buttram received the “Special Friend” award from the Black/African American Cultural Center for AY 21.22
- Michael Buttram and Dr. Jennifer Johnson received an award from the President’s Sustainability Commission for the “Outstanding Achievement of Opening the Rams Against Hunger Food Pantry”
- Sarah Stephens – Career Impact Award Recipient
- Ali Raza – NASPA IV – W Social Justice and Inclusion Award
- Executive Director Lori Lynn continued to serve as co-chair of CSU Pandemic Preparedness Team, reporting directly to CSU President Joyce McConnell
- Jessica Lyons, CES, earned her CMP (Certified Meeting Professional)
- Keith Fisher and Randy Lamb, HDS Facilities, earned the APPA CEFPP credential
- Janelle Dowling, Keith Fisher, and Randy Lamb, HDS-Facilities, all were awarded a CPC Education scholarship toward their professional development
- Heather Meyers and Nick Bowman, HDS-Facilities, both successfully completed their 4-year Electrical Apprenticeships and graduated
- Kelly Hixson, HDS-Facilities, was awarded a CPC Positive Action Award
- Aggie Village General Labor Team was awarded a CPC Positive Action Award
- Aaron Mikulewicz, Veronica Torres, Cruz Valdez, and Charlotte Rowden, HDS-Facilities, were selected for CPC Everyday Hero Awards
- The Summit Environmental Services Team was selected for a CPC Everyday Hero Award
- HDS-Facilities Employee of the Year 2021: Amber Lobato
- HDS-Facilities Invisible Hero of the Year 2021: Samuel Chamberlain
- HDS-Facilities Team of the Year 2020: Durrell
- HDS-Facilities Employees of the Month and Quarter: John Jay, Tami Riggs, Jeff Turnbull, Darren Retherford, Cruz Valdez, Amp Gonzalez, Brandon Fuller, Oliver Falkner, Mike Cox, Kai LaBarthe, David Vlasovetz, Che’ la Jernigan, Russ Parrish, Matt Thake, Raider Campbell, Michelle Mulcahy, and Marie Ibarra
- HDS Communications & Sustainability was awarded second place at ACUHO-I Marketing Awards for Move-In Welcome Emails
- HDS Communications & Sustainability was awarded third place at ACUHO-I Marketing Awards for the 2020 “What to Expect Move-In Video”
- Several University Housing staff received the “H Award” (Housing Award – each winner exemplifies outstanding animation of one or more Principles of Community): Alan Mertens, Vickie Bank, Kirsten Kraft, John Malsam, Ashley Reese, Tyler Alvarado, Erik Buol, Génesis Balam, and Jacque Summers