



Chancellor Briefing

Division of Student Affairs
February 21, 2019



DIVISION OF
STUDENT AFFAIRS
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Division of Student Affairs Mission and Vision

Our Mission

The Division of Student Affairs provides opportunities for students and the campus community to cultivate academic, personal, and professional success. We enhance the student experience through a wide array of intentional programs, services, and activities that support the lifecycle of our students.

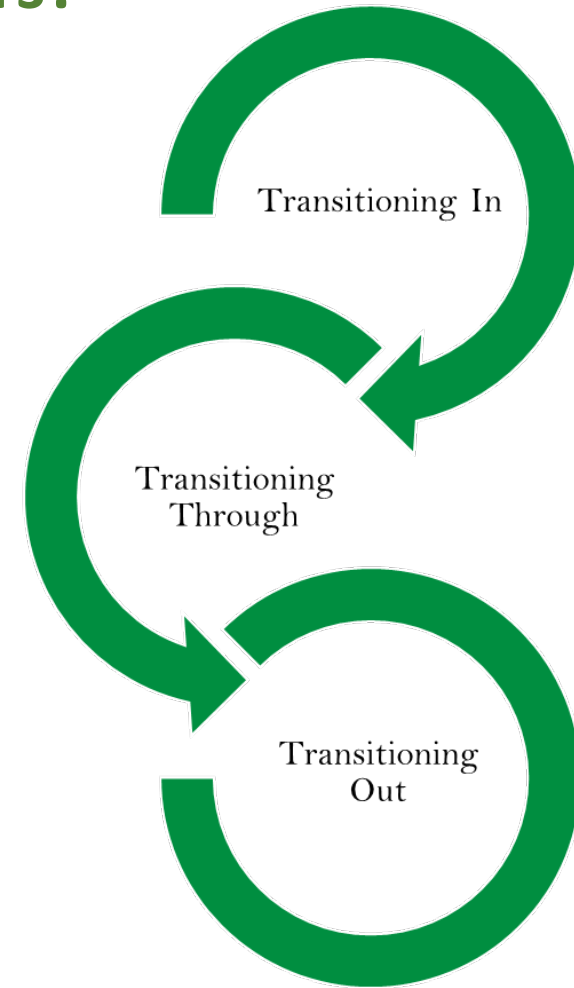
Our Vision

The Division of Student Affairs sees the potential within all UNT students and fosters a culture of excellence and opportunity. We build a foundation for all students to succeed as contributing members in an evolving global society.



What is Student Affairs?

- Ensuring the holistic development of students and bridging the curricular and co-curricular experiences, while taking into account the life-cycle of the student.



Who We Are

- **Auxiliary Services**
 - Center for Student Affairs at Discovery Park
 - Coliseum and Gateway Center
 - Dining Services
 - Housing and Residence Life
 - University Union
- **Budget**
- **Career**
 - Career Center
 - Career Connect
 - ELDC
 - High School Career Connect
 - NT40
 - RWLC
- **Communications and Marketing**
- **Division Support**
- **Fundraising**
- **Engagement and Special Projects**
 - DSA Staff Development Committee
 - Emerald Eagle Scholars
 - Greek Life
 - Orientation and Transition Programs
 - Student Activities
 - Student Government Association
 - Student Veteran Services
 - TRIO Programs
- **Health and Wellness**
 - Counseling and Testing Services
 - DSA Assessment
 - Office of Disability Access
 - Recreational Sports
 - Student Health and Wellness Center
 - Student Money Management Center
- **Satellite Operations (New College at Frisco)**
 - Career and Leadership Programs
 - Co-Curricular Programming
 - Community Partnerships
 - Recruitment and Enrollment Services
- **Student Support and Advocacy**
 - CARE Team
 - Conduct
 - Center for Leadership and Service
 - Office of Spiritual Life
 - Student Legal Services
 - Student Withdrawals
 - Substance Use Resource and Education Center
 - Survivor Advocacy
 - We Mean Green Fund

studentaffairs.unt.edu



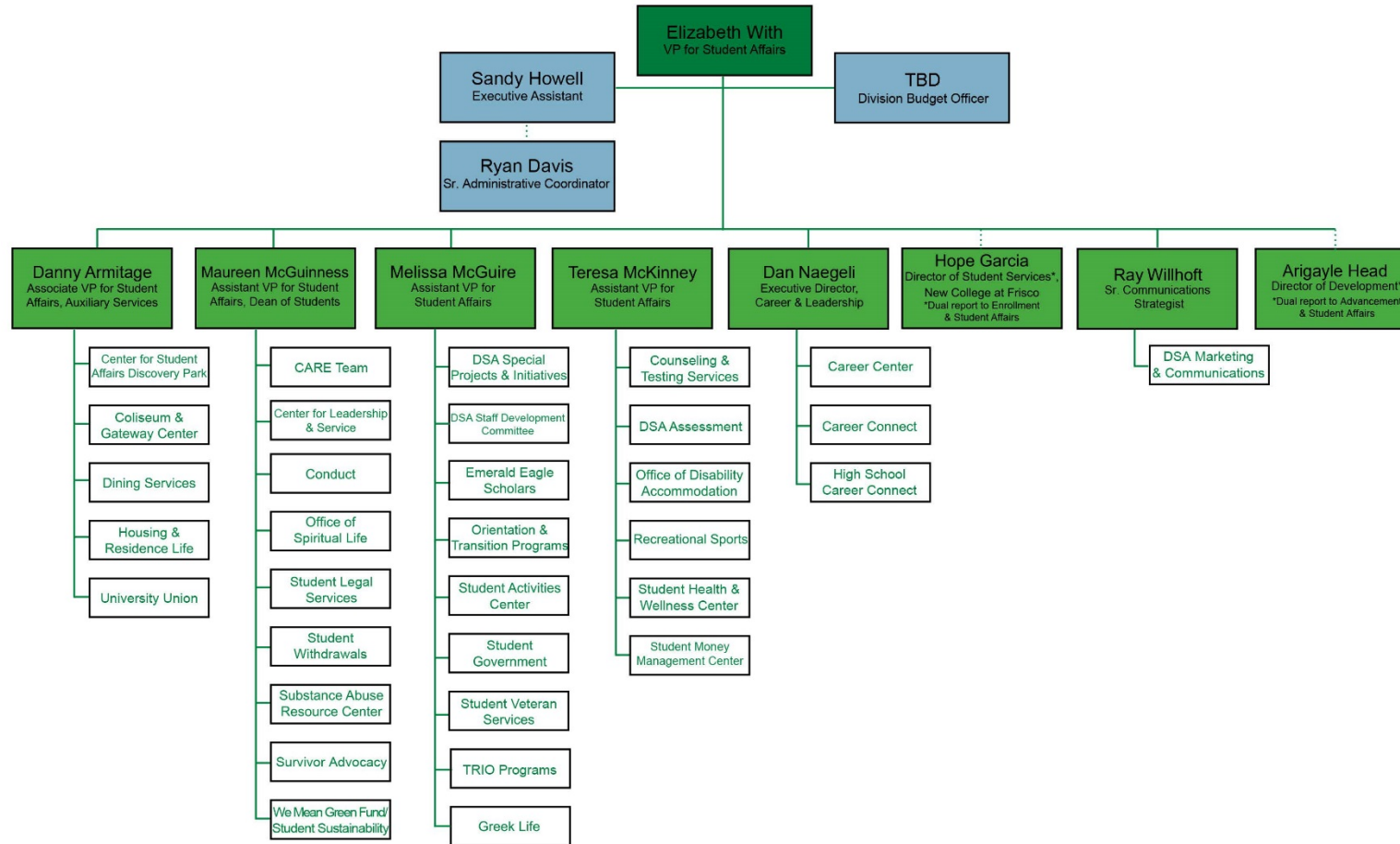
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University of North Texas

Division of Student Affairs (DSA)

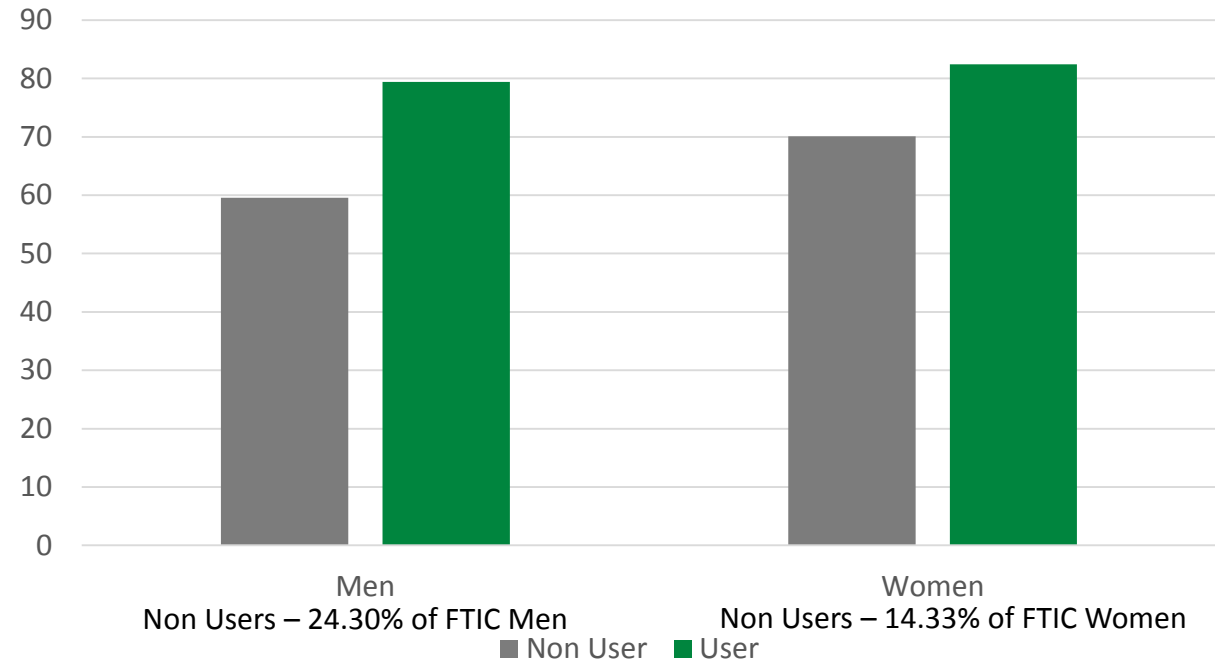
2018-2019 Organizational Chart



Student Affairs Retention

- Card Swipe Data
- Fall 2017 Cohort
 - The retention of card swipe users was 87.16%, compared to 79.62% for non-card swipe users.
 - Just 1 interaction increased retention by 6.16 points.
 - 15+ swipes seems to be our sweet spot (retention rate for these students was 94.87%)

FTIC F17 Cohort, Retention by Gender
User vs. Non User






Enrollment Support

- **High School Career Connect (HSCC)**
 - 12,973 touchpoints to date, across 9 ISDs, prospective UNT students, and other schools/organizations.
 - Career confidence grows the more connections a student makes with HSCC staff.
- **High School Senior Year Experience**
 - Fall 2018: 2901 contacts made through kick-off events (1400), presentations at schools (for example, 560 were reached through a SQ program at Ryan HS), Senior Advantage Day (152 attendees), and other Senior Year Experience



Enrollment Support

- **Future Eagles Program** 
 - Through a partnership with Denton ISD, we bring in over 2,250 6th graders each year, across 4 dates to give them a sense of college life.
- **Personalized Tours for Veterans** 
 - Since January 2015, 262 personalized tours have been given; yielding 250 admitted students.
- **TRIO Programs** 
 - DSA oversees 3 pre-college TRIO programs, reaching 1,545 middle schooler through high school students.



Enrollment Support - Orientation

- **Philosophy**

- Ensuring a successful academic and social transition to UNT.

- **Yield to Enrollment**

- Freshmen
 - Overall: 96%
 - 2-Night: 96.2%
 - 1-Night: 95.9%

- Transfer

- Overall: 92%
- 1-Day: 93.1%
- ½-Day: 90.5%



Enrollment Support - First Flight

	2018	2017	2016
Required Participants	4725	4792	4667
Check-In for First Flight	4420	4436	4279
Exemption Requests	204	213	49
Participation Rate of Checked-In Students	93.54%	92.57%	91.69%

Retention Rate of Attendees vs. Non-Attendees: 78.11% vs. 76.75%



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Enrollment Support - Parents



- Parent Association
 - 1,573 families are members.
 - Last year, gave out 51 \$500 draw scholarships through memberships and other fundraisers and 2 \$1,000 scholarships through their endowment.
- Family Weekend 🏹
- Parent Orientation 🏹
- Summer Send-Off Parties 🏹



Enrollment Support

- **Housing and Dining Award**
 - Award to help enroll students who attend orientation and want to leave because their financial aid package wasn't enough to cover expenses.
 - \$38,779.75 spent in FY18
- **Mean Green Merit** 🍃
 - \$1,000 given to MGM attendees who enroll and live on-campus.
 - \$118,000 spent in FY18 (43% yield rate).



Student Success Story – Enrollment Support

“The Senior Experience program was able to get me one foot in the door and it helped prepare me for the journey I was about to take before I graduated high school. By being on campus for events, I was able to learn more about what I wanted from a university and what a university expected from me. From the day of joining SYE, to the day I graduate, I will always call UNT home.”

-Tai Tran, Junior, Converged Broadcast Media



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Engagement





- Transition Programming

- Transfer Center

- ACCESS Mentoring 


- Fall 2017 Cohort:
 - 86% retention rate (332/388 students)
 - Average retention rate of students who attended at least 4 meetings with their peer mentor was 96%.
- Cluster mentoring; each paid peer mentor has a cluster of students they are responsible for.

- Major Campus Events 

- Mean Green Fling
- Founder's Day
- Homecoming 
- University Day 
- Distinguished Lecture Series 
- Fine Arts Series
- Honors Day 
- Scrappy's Birthday
- EarthFest



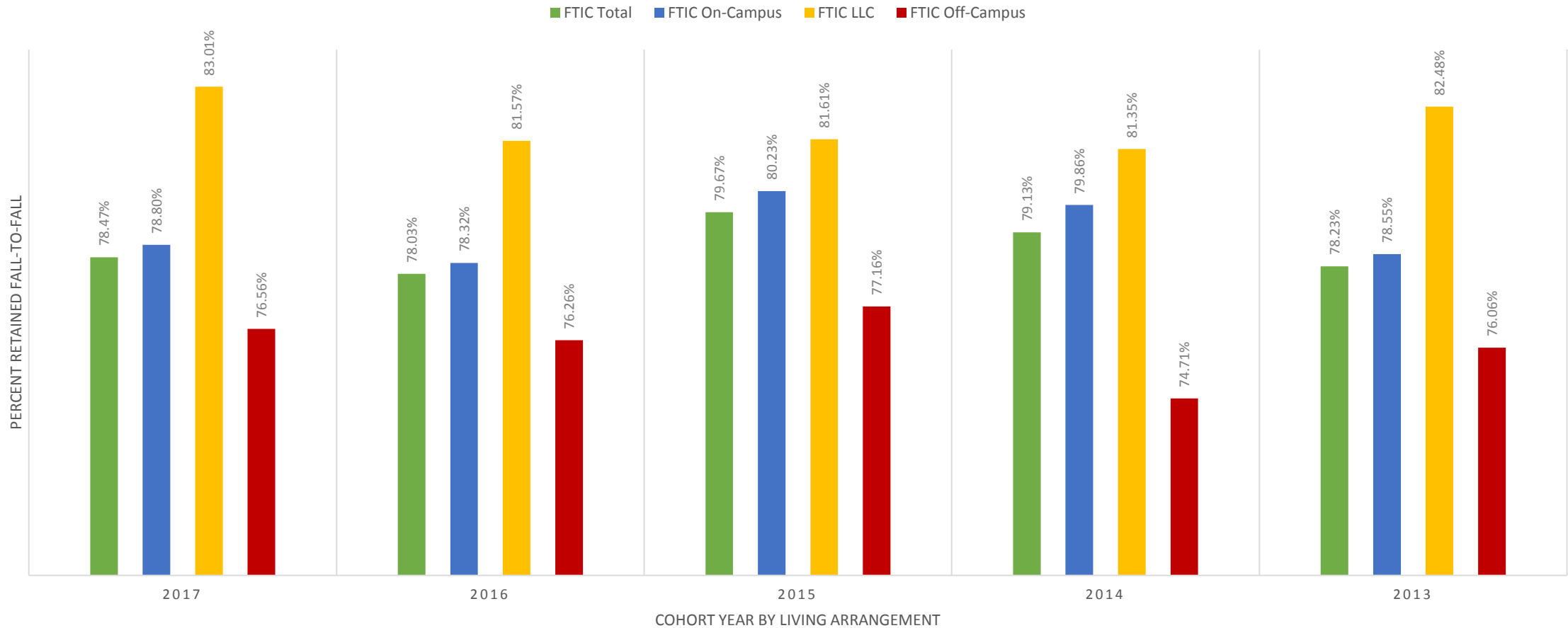
Engagement

- **Center for Leadership and Service** 
 - 98% of program participants are retained; 3.27 average GPA
- **Leadership Programs**
 - LeaderShape
 - All for NT/NT for All – leadership conference
 - Emerging Leader Series
- **Service Programs**
 - Big Event/Make a Difference Day
 - Alternative Service Breaks
 - Eaglethon



Engagement – Housing

FTIC FULL-TIME ENROLLED FALL-TO-FALL RETENTION RATES BY LIVING ARRANGEMENT



Engagement – Housing

- 15 residence halls; Joe Greene Hall will make 16 Fall 2019
- Capacity of 6,300 residents (including resident assistants); Fall 2019 total will be 6,800
- Freshmen required to live on-campus (with exceptions)
- Oldest hall built in 1947 (Bruce)
- Resident assistants (RA's) and community directors are front-line support to our new freshmen, as well as upperclassmen residents.
- Living Learning Communities
- Faculty in Residence Program – Rawlins Hall, Honors Hall



Engagement - Food

UNT Dining Services is the largest self-supported food service department in North Texas. With 22 retail food shops, five cafeterias, a full-service restaurant and a catering department, the department serves nearly five million meals annually.

- **Union**
 - 10 concepts; 8,507 average daily usage
- **Dining Halls**
 - 5 concepts; 6,279 average daily usage
- **Satellite Locations**
 - 6 locations; 2,639 average daily usage
- **Mobile**
 - 1 location; 114 average daily usage
- **Awards and Recognition**
 - UNT received an A+ rating and Dean's List status for the fifth straight year on the [Vegan Report Card](#) by peta2.
 - UNT was ranked No. 2 in Delish's Best College Dining Halls list, "[The 30 Colleges With The Best Campus Food You've Ever Seen.](#)"
 - UNT participates in *Menus of Change* - a ground-breaking initiative from The Culinary Institute of America and Harvard T.H. Chan School of Public Health that works to realize a long-term, practical vision integrating optimal nutrition and public health, environmental stewardship and restoration, and social responsibility concerns within the foodservice industry and the culinary profession.



Engagement – Student Organizations

- Number of organizations: 428
- Approximately 2,000 students serve as officers in student organizations
- Project CEO Data:
 - Officers said they gained the following skills during time as officer:
 - Teamwork - 84.4%
 - Verbal Communication - 81.5%
 - Problem Solving - 79.8%
 - Decision Making - 78.7%
 - Plan, Organize, and Prioritize Work - 76.9%

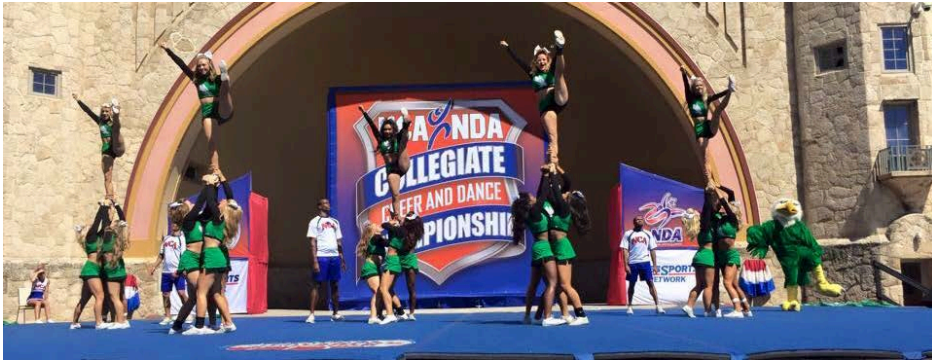


Engagement - Greek Life

- **Fall 2017 Retention Rates:**
 - New members: 89.68%, compared to 79% (overall FTIC)
 - Active members reenrollment: 94.18%
- **Graduation Rates**
 - 2013 Cohort:
 - 4-year: 51% for FTIC and 72% for New Transfers
 - Compared to UNT's overall 4-year rate of 35.69%.
 - 5-year: 65.77% for FTIC and 80% for New Transfers
 - Compared to UNT's overall 6-year rate of 54.97%



Engagement



• Spirit and Traditions

- Last year, spirit requests increased from 272 to 507.
- Cheer won 2nd place at their national competition and dance competed for the first time in 7 years at the same competition.
- Partner with Athletics on tailgates, increasing student attendance, and travel to bowl games and tournaments.

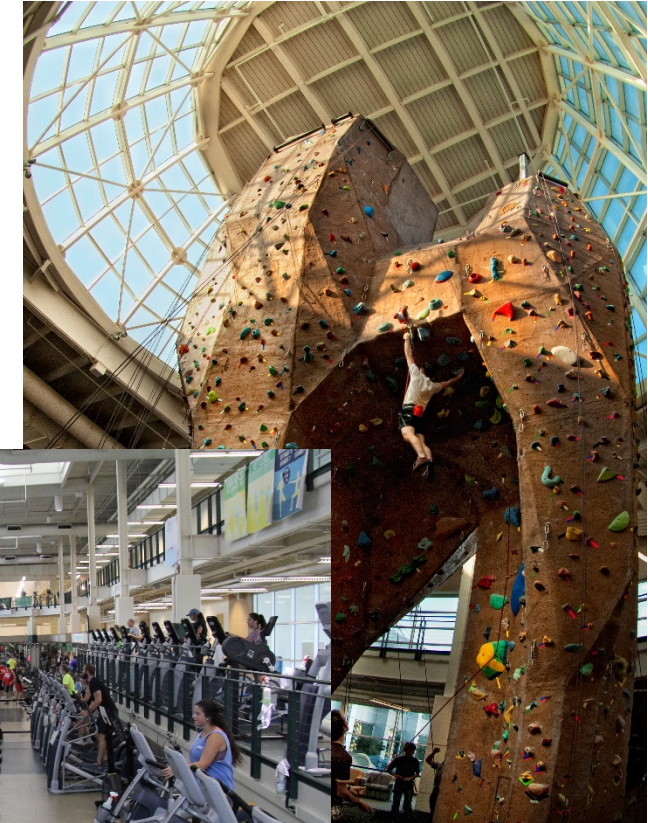
• e-Sports

- 4 varsity teams; 40 players
- Overwatch team won first place at the OP Live Dallas competition.
- Other teams are League of Legends, Heroes of the Storm, and Hearthstone



Engagement

- **Rec Sports** 
 - The average GPA of participants for each classification is higher than non-users
 - Freshmen (2.66 vs. 2.43), Sophomores (2.95 vs. 2.74), Juniors (2.96 vs. 2.86) and Seniors (3.09 vs. 3.02).
 - Opened Fall 2003
 - Programs include fitness, aquatics, outdoor pursuits, informal recreation, intramural sports, sports clubs and esports
 - Completed new soccer field at Discovery Park Fall 2018
 - National Flag Football Champions, January 2019



Student Success Story – Engagement

“I am currently the president of University Program Council, and I also have served as an art coordinator and a member. I also served as Homecoming Parade coordinator. What I’ve loved about being involved on campus is the people I have met, and the impact we have made together. It is so cool as students to be able to work together to come up with fun ideas to share with other students and see them come to life, as well as enjoy the look on the students’ faces. The friendships and bonds I have made will last way past graduation.”

- Emily Beck, Senior, Hospitality Management



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Student Success Story – Engagement



“Greek life has been a huge part of my college experience and I dedicate a lot to being Greek as it continues to open many opportunities for me. I have been Greek since my freshman year at UNT and it has helped me grow into a student leader on campus and provided me with a group of brothers who hold me accountable and uplift me, just like my family back home. Additionally, being Greek has also granted me with important skills that will help me in my future career, like time management, effective communication, and event planning/programming. Of all the decisions I have made while in college, going Greek is undeniably the best because I would not be in any of the positions I have on campus if I did not have the skills or experience that Greek Life has given me.”

-Joshua Harper, Junior, Integrative Studies



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Removing Barriers

Mental Health Services

- Demand for Services Outpaces Enrollment Growth (FY10- FY15)
 - Average percent change in institutional enrollment 5.6% while there has been a 29.6% Average percent change in counseling center utilization
 - *5x rate at which counseling center utilization outpaced enrollment growth*
- UNT Counseling and Testing Center

	FY11	FY18	% Increase
Contacts	1862	3900	109%
Appointments	6091	9587	57%
Unique individual students	1643	2449	49%




Removing Barriers

- **UNT Counseling and Testing Center**
 - Meeting the needs of students:
 - Therapy Assisted Online (TAO)
 - Protocall
 - Increased workshops, therapy & support groups
 - Expanded animal-assisted therapy
 - Embedded counseling in Housing & Residence Life
 - Counseling liaisons with Athletics, Multicultural Center, Veterans Center, & International
 - Increased staffing levels
 - Additional graduate interns/practicum students



Removing Barriers

- **CARE Team** 
 - Formed in 2009, the CARE Team is a collaborative interdisciplinary committee of University officials that meets regularly to discuss students exhibiting behaviors indicative of high risk.
 - Students assisted:
 - FY17, 470 students
 - FY18, 647 students (38% increase over previous year)
 - FY19, 459 students (thus far)
 - As of Summer 2018: 63% were enrolled for the following semester; 6% graduated



Removing Barriers

- **Student Health and Wellness Center**

- Located in Chestnut Hall; opened in 2007
- Medical providers saw 17,900 appointments; massage therapists saw 305 appointments; the dietitian saw 591 appointments; and the laboratory ran or sent out 14,368 tests during 2017-2018.
- Mental Health
 - Hired two Psychiatric Nurse Practitioners June 2018 to better serve mental health needs of UNT students
- Insurance
 - Will begin accepting commercial insurance (Summer 2019) so patients can utilize their health insurance for services on campus instead of finding a doctor in the community or paying out of pocket



Removing Barriers

- **Conduct**

- Code of Student Conduct covers violations of policy both on and off campus.

	FY17	FY18	FY19 to date
Conduct Cases	784	960	403

- **Student Money Management Center**



- Financial Readiness Services
- Financial Coaching
- Financial Knowledge (online)
- Emergency Aid Loan Programs
 - Disbursed 564 loans in FY18, totaling \$358,562.35
- Overall reach through programs and services last year was 12,000
- Ranked #3 in LendEDU's national study on the Top 50 College Financial Literacy Programs & received 2017 Outstanding Financial Counseling or Planning Center Award from AFCPE



Removing Barriers

- **Student Legal Services** 

- Total recoveries since 2000 = \$2,247,689.31
- Support for DACA students

- **Substance Use Resource and Education Center**

- Helps educate students on the dangers of alcohol and other drugs through individual meetings, outreach and required online education (alcohol.edu).

- **Survivor Advocate**

- Has counseled almost 1,000 since the position was created in 2015. Retention rate of all students served in FY17 was 83% (81% for FTIC) and the average GPA was 2.9 (2.58 for FTIC).
- The Green Dot Bystander Intervention Training in fall 2017 and has trained more than 500 students, staff and faculty.

- **Student Support Services**

- Serve 258 students each year; average retention rate of participants is 95%

- **Veterans Center** 

- The number of students who used the Student Affairs services and computer lab increased from 707 fall 2017 to 1739 fall 2018 semesters. 83.06% of these students either graduated or returned to school this semester.



Removing Barriers

- **Office of Disability Access** 🏹

- Currently serving 1,246 students, up from 1,147 in the fall.
- Top 3 accommodations: Interpreting and CART, exam accommodations, and textbook conversion

- **Cohort Based Programs** 🏹

- Emerald Eagle Scholars 🏹

- Served over 5,600 in 11 years; first-year retention = 86%; overall re-enrollment rate = 88%

- GTF Scholars 🏹

- 25 students/year; first-year retention rate is, on average, 10 percentage points above other Early College High School graduates at UNT.

- PUSH/Foster Care Alumni (FCA) 🏹

- Collaboration with Social Work
- More FCA are enrolling at UNT and the number we are losing is decreasing



Removing Barriers

- **Services**

- **Suit Up**

- Fall 2018 Numbers:
 - 2,341 donated items; 990 users
 - FY18 Numbers:
 - 2,018 donated items; 647 users

- **Food Pantry**

- Since its inception in 2015, there have been 5556 visits.
 - Students, on average visit the food pantry 2-3 times.
 - 50% of users (who responded to a survey) said it helped them tremendously and 25% said they could not have stayed enrolled without it.

- **Mean Green Gowns for Grads**

- We had a total of 58 students use this program for the first time in fall (24 First Generation College students, 2 DACA, 26 Historically Underrepresented; 5 single parents).



Removing Barriers

- **Seeking Options and Solutions**



- DOS staff work with students one-on-one to help students overcome obstacles. Issues students present are: housing insecurity, medical concerns, family emergencies, and academic struggles.

	FY17	FY18	FY19 to date
SOS	1332	2239	1795

- **Withdrawals**

- Students who withdraw from the University meet with DOS staff in an effort to either retain them that semester or help create a pathway for return.

	FY17	FY18	FY19 to date
Withdrawals/Saves	1046/90	1064/108	299/108



Student Success Story – Removing Barriers

Quote from a DACA Renewal Student:

“This was a very dark period in my life. I did not know what I was going to do. Thank you so much for your kindness and assisting me with my DACA renewal. I now have hope and can continue with my studies. I will be forever grateful for your assistance.”

-Anonymous

Quote from a Sexual Assault Survivor

“Your dedicated support gave me hope during the darkest days of my semester. I thought that I was alone and that nothing good could happen and that everything would stay the same. You gave me the support I needed and you helped me in ways I couldn’t help myself. Thank you.”

-Anonymous



Preparation for Success Post-Graduation

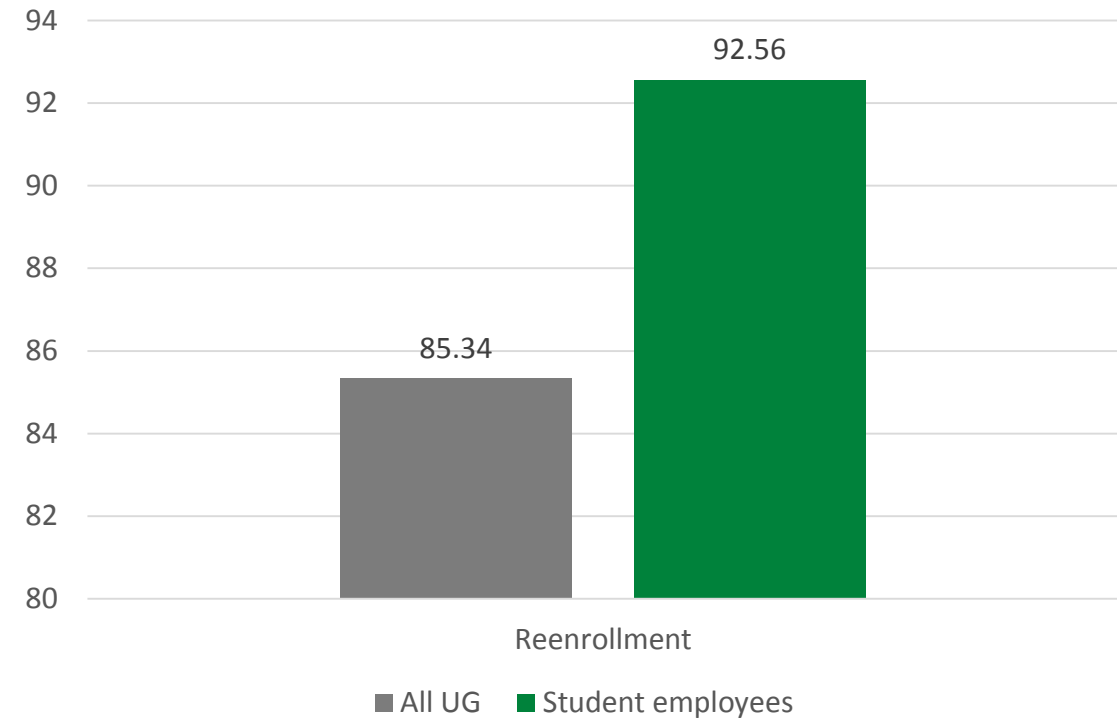
- **Career Cycle** 🌿
- **Career Center** Retention rate of students utilizing services in the Career Center (card swipe data) is 85% and the average GPA of participants is 2.97.
- Hub/spoke model where career advisors are embedded in the colleges. G. Brint Ryan College of Business has the largest dedicated Career Center staff (4).
- **Involvement with Career Connect** 🌿
 - Currently have 36 Student Affairs programs



Student Employment

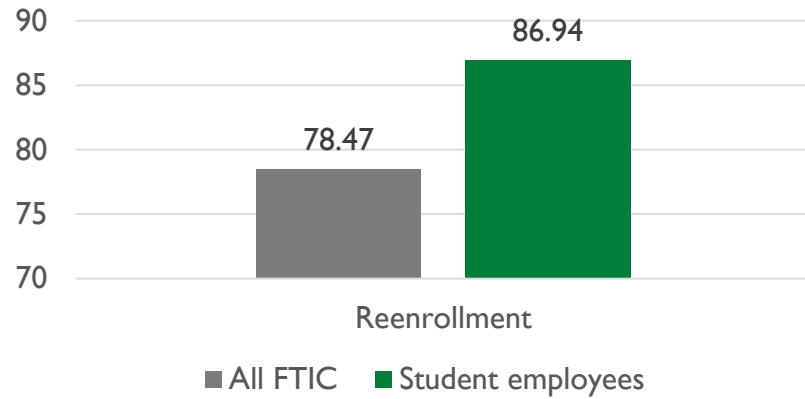
- On-campus employment
 - Undergraduates employed in Fall 2017
 - Total employed – 5134
 - 20.04% of total cohort employed on campus

Undergraduate retention comparison

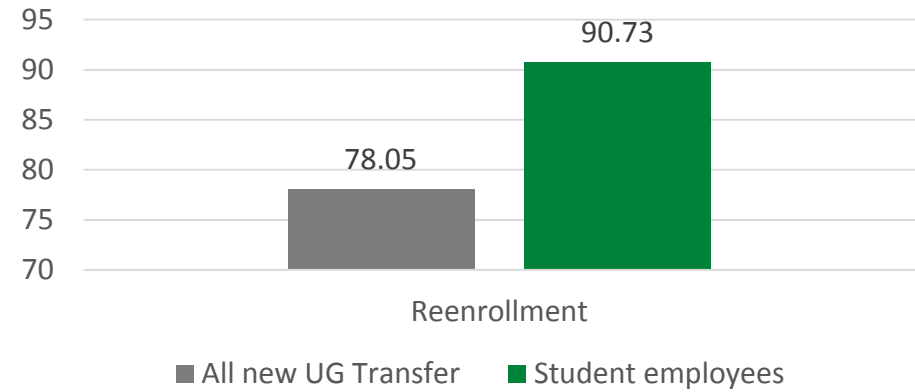


Student Employment

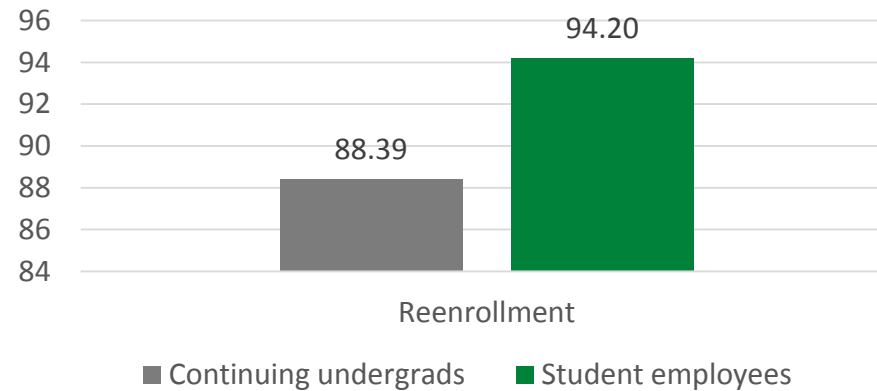
FTIC retention comparison



New UG transfer retention comparison



Continuing undergraduate retention comparison



Student Success Stories – Career Development

“The Career Center was a foundational tool to formulating an engaging resume, gave me confidence to articulate my achievements and offered resources that could be facilitated to both steer me through my career goals and share with members in my organization to create an ambitious team.”



- Haylie Wilson, Junior
Interdisciplinary Art and
Design Studies

“I went to the Career Center for a resume review and the help I got from them helped me obtain an internship and upcoming full-time job. Not only did I have the opportunity to learn how to build a good resume, but I had members of the Career Center equip me with resources that made me stand out from the rest of the applicants.”



- Manny Santana, Senior
Marketing



Alumni Success Stories – Career Development

“Having a career advisor with connections in the industry I was getting a degree in helped me in negotiating benefits when I got my first job two months after graduating. And even at my first job, I was using the business cards I made at the Career Center for nearly the entire time I was there.”



- Blessing Iwuchukwu
Broadcast Journalism, May 2014
(Associate Producer,
KDFW-TV, FOX 4 DFW)

“. . .the Career Center at UNT Frisco listened to my ambitions, concerns and fears as [they] mentored me through the various aspects of marketing myself to potential companies. Not only did [they] help me land a job with one of my dream companies, but [they] also introduced me to accomplished professionals within Raytheon that have enjoyed career opportunities that I wish to explore.”



- Chris Miles
Mechanical & Energy Engineering,
May 2017, MBA, May 2019
(Systems Engineer at Raytheon)



Frisco

- Creating an infrastructure to accomplish everything mentioned above and a model that will work at future satellite locations.
- Partnership with Enrollment
- Initial focus of services was on welcoming environment (lounge space, vending), career, and disability accommodations.
- Upcoming services will focus on student organizations, leadership opportunities, fitness & recreation, and health & wellness.
- Best point of pride: 97%-99% of students report being highly satisfied with their Frisco experience and would recommend to others because they feel welcomed, supported, and cared about.
- Work with individual faculty and departments to offer co-curricular programs that directly complement their course content (museum visits, guest speakers, field trips, service projects, industry days with employers, etc.).



Infrastructure - Union

- **Union**

- UNT “Living Room”
- Opened in Fall 2015
- Building was a student led project
- Dedicated Union Fee
- Average Daily Visitors = 23,000
 - FY18 Total = 3,317,912
- Union Program Council, Corner Store, Bookstore, Mail Room
- Implementing One-stop-shop



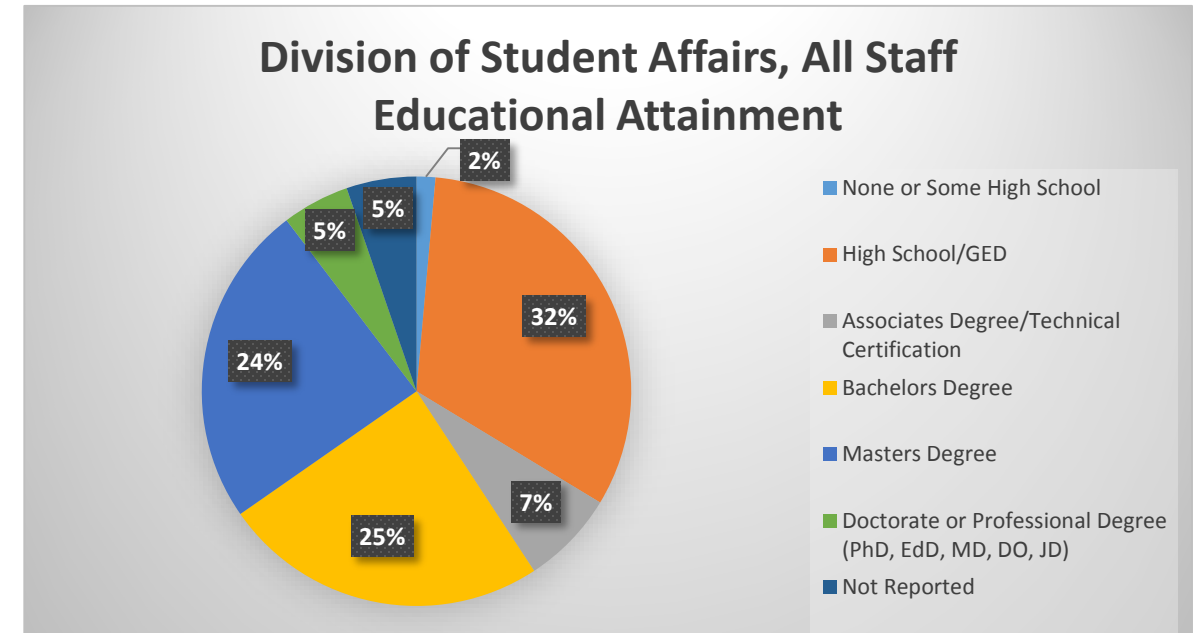
Infrastructure

- Staffing Levels

- 627 full-time staff
- Graduate assistants
 - 61 GA positions in DSA
 - 92% of Higher Education graduates last year had secured a job within 3 months of their graduation.
- 1,900 – 2,100 student employees

- Staff Engagement

- Staff Development Committee
- DSA Diversity Council
- Graduate Assistant Professional Development



Infrastructure

- Communication

- DSA website (redesigned in fall 2018), DSA Highlights marketing brochure, In the Know weekly internal newsletter, DSA at a Glance reference guide, DSA Annual Report, division meetings

- Assessment

- Fundraising

- Fiscal Year 2018

- FY18 Total: \$1,848,508.71
- FY18 Sponsorships: \$175,000

- Fiscal Year 2019

- FY19 Goal: \$300,000
- FY 19 Current Total: \$480,821.52
- FY19 Sponsorships: \$150,000



Infrastructure

Sources of Funding

The Division of Student Affairs is uniquely funded in that only 15% of overall revenues comes from University sources (designated tuition, student service fee).

- Other sources of funding/revenue include:
 - Dedicated fees
 - Medical Services Fee
 - Recreation Fee
 - Union Fee
 - Housing revenue
 - Residents
 - Summer camps
 - Dining revenue
 - Meal plans
 - Catering
 - Dining concepts (Chick-Fil-A, Starbucks, Avesta, etc.)
 - Other auxiliary revenues – Union room rentals, Coliseum, Gateway

