

Student Services Year in Review: 2022-2023

Mission: Student Services at St. Ambrose seeks to enrich the holistic development of students by fostering personal growth, social responsibility, and a sense of community.

This document highlights these contributions to the St. Ambrose educational experience through community engagement and experiential learning. The multiple offices within Student Services collaborated with every aspect of the University, engaging with and empowering student learning inside and outside of the classroom.

Student Success Center

Staff:

- Dr. Sarah Rissler, Director of Student Success
- Tinette Stoner, Assistant Director of the Student Success Center
- Dr. Jennifer Schmidt-McCormick, Coordinator of Success Programs

Student Success Center services include...

- Content tutoring (1:1 and 1:2 in-person and online)
- Writing tutoring (1:1 in-person and online)
- Study groups (small and large group in-person)
- Supplemental instruction (small and large group in-person)
- Math labs (in-person individual and small group drop in support for math classes at 100- and 200-levels)
- Writing labs (in-person individual and small group drop in support for all undergraduate writing assignments)
- Peer Academic Probation Mentoring (1:1 in-person and online)
- Academic Success Coaching (1:1 in-person and online - more than 40 employees serving as coaches this semester - staff, athletic coaches, and faculty from all three colleges are represented as ASCs)
- Student Athlete Study Rooms (F2F model in the WRC - 4 teams; in-person flexible model in the SSC - 5 teams; team travel model - 2 teams *these 2 teams also use the in-person flexible model in the SSC)
- BrainFuse - online writing support through third-party vendor that is connected to all graduate courses that utilize Blackboard
- Study skills, time management and test prep support for undergraduate (undergraduate study skills tutors provide this support) and graduate students (Drs. Jennifer and Sarah provide this support)
- Coming up - Summer Football Bridge Program (supported by private donor) and Summer Learning Challenge Program (supported by United Way grant)

Mission: To challenge and support learners in achieving academic goals so they can enrich the lives of others.

Vision: To become a leader and innovator in developing autonomous learners who will contribute positively to society.

Core Values:

- Collaborative and accountable to all members of the University community
- Provide excellent service through compassion, support and inclusivity
- Demonstrative of integrity, respect and a positive team spirit
- Lead, enrich and empower
- Create innovative and productive programs, services and opportunities

Student Health Services

Staff:

- Nancy Hines, RN, Director
- Theresa Panich, Administrative Assistant

Key Initiatives and Services:

- 2893 clients assisted
- Completed John Hopkins' course on Infectious Disease Transmission Models for Decision-Makers
- Provided Universal Precautions/Bloodborne Pathogen/TB training
- Participant in summer, admitted student and international student orientations
- Participant in RA Orientation Behind Closed Doors training
- Coordinated/provided medical services for Killer Bee Race/Walk and Bumble Rumble, winter and spring commencements
- Developed university's Monkeypox Contingency Plan
- Campus AED maintenance
- Interviews with BUZZ/KALA/Individual Students on Monkeypox, Sleep Deficiency and Covid
- Weekly Wellness Tips provided to the campus community on a variety of health topics

Counseling

Staff:

- Dr. Sarah Oliver, Director
- Miranda Dresing, Care Coordinator
- Sarah Godwin, Counselor
- Lindsay Hohertz, Outreach Specialist
- Theresa Panich, Administrative Assistant

Key Initiatives and Services:

The Counseling Center has two primary goals. Our first goal is to assist students who are seeking individual counseling. For most students, The Counseling Center is the first time they are seeking therapy. We strive to give them an excellent experience, thereby teaching them to seek help and gain strategies to help them manage life struggles, build resilience and ultimately

remain a student. We see our support as a concurrent learning process to their academic studies. Our second goal is to educate the campus community. It is our aim to offer targeted programming not only for students, but for all staff and faculty as well. We acknowledge that we cannot do our work alone and seek to strengthen our community's skills in responding to those in distress.

At the end of semester (Dec 18) the Counseling Center had 118 Care Coordination visits for a total of 163 total appointments. These are initial visits from new students at times including some follow up visits. This number does not include any students who returned to see their counselor from a previous time period.

The Counselors in our center served 135 unique students for a total of 413 visits.

In Fall of 2023, our Mental Health Outreach and Prevention Specialist (MHOP) presented to 20 different classes and staff groups. These presentations included RA and peer training, New Student Seminars, presentations to athletes, presentations to a variety of health science students in PT, OT and MSLP and new faculty, staff and security. We estimate the total number of individuals informed about our Counseling Center at 500. This past September 7, the Counseling Center hosted a mental health fair on the patio of the Rogalski Center. This was an effort to break down the stigma of help seeking and provide students, faculty and staff with information about on and off campus mental health support. We had 200+ students sign in and we estimate 50 faculty and staff participated. We had 34 vendors from the community who set up tables and offered services or activities to students. Of note, Counselor Sarah Godwin was able to gather donations from 51 businesses in the community so we had many giveaways for students, faculty and staff. Many of the donations came from alumni in the community. Between August and December, 5 sessions of QPR (suicide prevention gatekeeper training) were offered to faculty, staff and students. A total number of 24 were trained. Our MHOP Specialist also attended 5 class sessions requested by faculty for an additional 131 students.

The Counseling Center administers a student satisfaction survey at the end of each semester. Students were asked:

- Regarding the issue that brought you to counseling, were you able to gain strategies to address this issue?
 - 100% Yes
- How well did the counselor seem to understand your problems or concerns?
 - 100% answered 'well' or 'very well'
- Were you and your counselor able to set clear goals to work towards?
 - 100% Yes
- My involvement with the Counseling Center helped me to remain enrolled at St.Ambrose:
 - 21% Not a focus of my treatment
 - 79% 'agree' or 'strongly agree'
- Would you return to the Counseling Center for further assistance?
 - 100% Yes

- Would you refer someone to the Counseling Center for assistance:
 - 100% Yes

Residence Life

Staff:

- Anjie Sorenson, Director of Residence Life
- Cathy Cunningham, Administrative Assistant
- Brittney Coleman, Area Coordinator for Hagen, Tiedemann, Townhouses, and Houses
- Daneel Gayle, Area Coordinator for Davis, Franklin, and Rohlman
- Mariama Jawo, Area Coordinator for Davis, McCarthy, and North
- Halie Dodd, Area Coordinator for Bechtel and Cosgrove

Key Initiatives and Programs:

During the 2022-2023 academic year, Residence Life served 1,408 residents. Our student staff planned and executed 155 programs over the year. The programs focused on various categories of our DIPSEASS (Diverse – Intellectual – Physical – Spiritual – Ethical – Artistic – Social – Sustainable) wellness model. Additionally, the student staff logged 5,632 intentional interactions with residents over the academic year. Our themed housing communities planned and executed 12 programs for the campus community, based on their themes (e.g., Social Justice/Community Involvement, Women in STEM, Mental Health of College Athletes, etc.) and 7 community service projects.

Student Activities / Rogalski Center

Staff:

- Jason Richter, Director of Student Engagement
- Sophia Pierce, Campus Events Coordinator

Key Initiatives and Programs:

Student Activities offer students opportunities to engage the campus community outside of the classroom. Through involvement in activities, clubs, organizations and leadership opportunities students build skills that will help them become a well-rounded Ambrosian. This involvement promotes a sense of community, self-worth, and self-confidence.

During the 2022-23 school year, the Student Activities Office had 80 registered clubs and organizations. Those clubs consisted of 407 student leaders and advisors that worked closely with the office to ensure the clubs ran smoothly.

Campus Activities Board (CAB) and the Late Night at SAU initiative conducted 31 events on Friday and Saturday nights over the course of the school year. Many of the events were 8pm or later, ensuring that there were healthy alternatives for students on campus.

International Education

Staff:

Cathy Toohey, International Student Advisor

Taylor Garvin, Graduate Student

Key Initiatives and Programs:

The International Student Organization met weekly throughout the semester and hosted 3 events: Fall Free Food Friday, with 25 participants, Spring International Trivia Night during Multicultural Week, with 30 participants, and Spring Cultural Connections: Food and Game Night with 25 participants. International Education hosted International Language Festival, and End of Semester parties for both semesters, presenting flag sashes to international students who were graduating in December and May (personal growth and fostering a sense of community).