



Student Services Year in Review: 2020-2021

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. As with every aspect of university life over the last year, this work was both challenged and, in some ways, *enhanced* by the forced parameters of a global pandemic. The Student Services team rose to the challenge, offering seamless services and support in light of this critical and historic circumstance.

As news of the pending retirement of Sister Joan, the Division decided to hold-off on creating new goals until the completion of the upcoming strategic planning process, which will be led by our new President, Dr. Amy Novak in the fall of 2021.

Health Services

Staff:

Nancy Hines, RN, Director

Theresa Panich, Administrative Assistant

Key Initiatives and Services: Health Services served as the fulcrum of St. Ambrose's student support services related to the global pandemic and also for routine health matters. Health Services had 5,954 student interactions in 2020-21 (male: 1717, female: 4,237), and after each interaction, students were asked to list new self-care skills they learned from the appointment as well as prevention strategies to reduce risk of a future illness / injury. In all responses, students were able to articulate their new knowledge for managing their illness as well as prevention strategies.

Student Survey, Fall 2020 (personal growth)

- Learned the cause or contributing factor(s) responsible for my illness or injury:
 - 41% yes / 5% no / 54% N/A
- Learned several effective strategies to reduce my risk for future episodes of illness or injury:
 - 44% yes / 6% no / 50% N/A
- Learned skills needed to care for the symptoms of my illness or injury:
 - 49% yes / 5% no / 46% N/A
- Learned of accurate and reliable resources of health information through Health Services:
 - 56% yes / 3% no / 41% N/A

Student Survey, Spring 2021 (personal growth)

- Learned the cause or contributing factor(s) responsible for my illness or injury:
 - 34% yes / 2% no / 64% N/A
- Learned several effective strategies to reduce my risk for future episodes of illness or injury:
 - 37% yes / 2% no / 61% N/A
- Learned skills needed to care for the symptoms of my illness or injury:
 - 39% yes / 5% no / 59% N/A
- Learned of accurate and reliable resources of health information through Health Services:
 - 50% yes / 2% no / 48% N/A

Counseling

Staff:

Sarah Oliver, Director

The new Counseling staffing model and the online self-help platform, *TAO Connect* (e.g., offers wellness inventories and modules on various topics related to mental health...), gained wider use and momentum in the Pandemic-challenged academic year. Focused staff efforts on serving students both individually, and also with increased efforts at outreach, prevention, and visibility to campus. All students seeking care were seen within 1-3 days of reaching out for services. Students were surveyed on a number of learning outcomes, including items summarized below:

Student Survey, Spring 2021

As a result of counseling I improved my relationship with another person (added Spring 2021)

(personal growth):

- 100% agree or strongly agree

As a result of counseling I strengthened one or more coping/self-management skills **(personal growth):**

- 100% agree or strongly agree (Fall, 2020)
- 100% agree or strongly agree (Spring, 2021)

As a result of counseling I improved my academic performance and was better able to focus on my studies **(personal growth):**

- 84% agree or strongly agree (Fall 2020)
- 100% agree or strongly agree (Spring 2021)

Student Survey, Fall 2020 and Spring 2021

My involvement with the counseling center helped me to remain enrolled at St. Ambrose **(personal growth, sense of community):**

Fall 2020-77% strongly agree or agree

Spring 2021- 100% strongly agree or agree

Student Survey, Fall 2020 and Spring 2021

As a result of counseling, I enhanced my comfort level in asking for support/help from others **(personal growth, social responsibility, sense of community):**

- 92% strongly agree or agree (Fall 2020)
- 100% strongly agree or agree (Spring 2021)

Would you refer someone to the Counseling Center for assistance?

- 92% answered Yes (Fall 2020)
- 100% answered Yes (Spring 2021)

Housing & Residence Life

Staff:

Matt Hansen, Housing and Operations Manager

Anjie Sorenson, Residential Education and Conduct Manager

Devorah Alexander, Administrative Assistant

Dan Dankert, Area Coordinator for Cosgrove, North and Bechtel

Heather Emery-Cunningham, Area Coordinator for Hagen, Tiedemann, McCarthy, Townhouses, and Houses

Daneel Gayle, Area Coordinator for Davis, Franklin, and Rohlman

Key Initiatives and Programs: During the 2020-21 academic year, Residence Life housed and served 1,561 students. Our student staff planned and executed 206 programs over the course of the year, focused on various categories of our DIPSEASS (Diverse – Intellectual – Physical – Spiritual – Ethical – Artistic – Social – Sustainable) wellness model. Additionally, the student staff logged 6,212 intentional interactions with residents over the course of the academic year, including online interactions, due to COVID-19 safety protocols. Our themed housing communities planned and executed 47 programs for the campus community, based around their individual themes (e.g., women in sports, helping children in need, go-green / recycling, mental health awareness, etc.).

One of the critical ways Residence Life achieves student learning goals is through training and supervision of Resident Advisors. Here's a summary of learning outcomes from the fall and spring assessments:

Student Survey, Fall 2020

- After August training and supervision during the fall semester:
 - 93.9% of the RA staff felt confident about their RA role and related responsibilities (**personal growth**) (scored 7 or higher on 10-point scale).
 - 89.7% of the RA staff felt prepared in handling peer situations involving mediation (**personal growth, sense of community**).
 - 98% of the RA staff felt confident in their understanding of DEI concepts related to their RA role (**personal growth, social responsibility, sense of community**).
 - 85.7% of the RA staff felt “prepared” or “very prepared” to deal with a situation involving bias-related behavior (**personal growth, social responsibility, sense of community**).
 - 97.9% of the RA staff felt confident in their understanding and ability to refer students to university mental health resources and protocols (**personal growth, sense of community**).
 - 93.9% of the RA staff felt prepared and knowledgeable in handling major incidents (**personal growth**).

Student Survey, Spring 2021

- After January training and supervision during the spring semester:
 - 100% of the RA staff felt confident about their RA role and related responsibilities (**personal growth**) (scored 8 or higher on 10-point scale).
 - 91.8% of the RA staff felt prepared in handling peer situations involving mediation (**personal growth, sense of community**) (scored 7 or higher on 10-point scale).
 - 100% of the RA staff felt confident in their understanding of DEI concepts related to their RA role (**personal growth, social responsibility, sense of community**).
 - 78.3% of the RA staff felt “prepared” or “very prepared” to deal with a situation involving bias-related behavior (**personal growth, social responsibility, sense of community**).
 - 100% of the RA staff felt confident in their understanding and ability to refer students to university mental health resources and protocols (**personal growth, sense of community**).
 - 97.2% of the RA staff felt prepared and knowledgeable in handling major incidents (**personal growth**).

Student Activities / Rogalski Center

Staff:

Jason Richter, Director of Student Engagement

Sophia Pierce, Campus Events Coordinator

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.

Of the 52 Club leaders that submitted annual reports:

- 94.2% reported membership in their club was stable or growing (**personal growth, sense of community**)
- 100% reported they learned leadership techniques over the year (**personal growth**)
- 98% reported that a variety of students provided leadership for the club (**personal growth, sense of community**)
- 88.5% reported that their events were well attended (**sense of community**)
- 100% reported that they could identify new skills learned over the year (**personal growth**)
- 98.1% reported that members learned to work cooperatively (**personal growth, social responsibility, sense of community**)
- 96.2% reported members’ leadership skills had improved over time in the club (**personal growth**)

International Education

Staff:

Cathy Toohey, International Student Advisor

Key Initiatives and Programs: The International Student Organization met weekly throughout the semester and hosted 3 events: Fall Virtual Trivia Event in November, with 35 participants, Spring March Madness Event, with 30 participants, and Spring Global Faculty panel, with 25 participants. International Education hosted Virtual Office Hours with educational topics for each (**personal growth**) and End of Semester parties for both semesters, presenting flag sashes to international students who were graduating in December and May (**fostering a sense of community**).

Career Center

2020-2021 Staff:

Emily Rollins, Director

Kiley Schmidt, Student Employment Coordinator

Stephanie Gronowski, Career Advisor/ Internship Coordinator

Key Initiatives and Programs: The Career Center moved all programming and student meetings to a virtual format to accommodate students during the pandemic. They increased community collaboration by switching from “ProFair” (Augustana and St. Ambrose partnership) to the virtual, “QC College Career Fair,” in both the Fall and Spring (a partnership among Augustana, St. Ambrose, Western Illinois University-QC, Black Hawk College, and Eastern Iowa Community College) (**personal growth, sense of community**). The Career Center also held a virtual *Health Sciences Career and Networking Fair* in the Fall and Spring, which brought in a similar number of students and employers as previous in-person fairs. The Center switched the day-long, “Career Boot Camp,” to a week-long virtual event called, “Career Fair Prep Week,” which included a virtual mock interview day, virtual resume reviews, and virtual linked in reviews. Another new initiative was the first *JCPenney Suit-Up* virtual event, which gave students, faculty, and staff access to a discount on professional clothing. (**personal growth**) In addition, sixteen students completed the EXPL 202 Internship course through the Career Center during the 2020-21 academic year (**personal growth**). Other virtual events (**personal growth**) included: Accounting Employer Showcase, IT/Data Analytics Employer Showcase, Engineering Employer Showcase, Finance Employer Showcase, and the Business Employer Showcase