

## Student Services Year in Review: 2021-2022

*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.

### 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 5,248 student interactions in 2021-22 (male: 2,081, female: 3,176), 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 2021 (**personal growth**)

- Learned the cause or contributing factor(s) responsible for my illness or injury:  
50% yes / 17% no / 33% N/A
- Learned several effective strategies to reduce my risk for future episodes of illness or injury:  
67% yes / 3% no / 30% N/A
- Learned skills needed to care for the symptoms of my illness or injury:  
72% yes / 3% no / 25% N/A
- Learned of accurate and reliable resources of health information through Health Services:  
80% yes / 3% no / 17% N/A

#### Student Survey, Spring 2022 (**personal growth**)

- Learned the cause or contributing factor(s) responsible for my illness or injury:  
50% yes / 17% no / 33% N/A
- Learned several effective strategies to reduce my risk for future episodes of illness or injury:  
67% yes / 3% no / 30% N/A
- Learned skills needed to care for the symptoms of my illness or injury:  
72% yes / 3% no / 25% N/A
- Learned of accurate and reliable resources of health information through Health Services:  
80% yes / 3% no / 17% N/A

## Counseling

Staff:

Sarah Oliver, Director

Miranda Dresing, Care Coordinator

Sarah Godwin, Counselor

Lindsay Hohertz, Outreach Specialist

Theresa Panich, Administrative Assistant

The Counseling Center service scope serves students in a brief counseling model. This accompanied with the online self-help platform, Therapy Assistance Online or TAO Connect which offers wellness inventories and modules on various topics related to mental health. This year focused staff efforts heavily on serving students with increased efforts at outreach, prevention, education and visibility to campus. All students seeking care were seen within 72 hours of reaching out for services. Students were surveyed on a number of learning outcomes, including items summarized below:

Student Survey, Fall 2021

As a result of counseling I improved my relationship with another person (**personal growth**):

- 62% agree or strongly agree
- 38% stated not a focus of my treatment

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

- 100% agree or strongly agree

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

- 100% agree or strongly agree

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

- 87% agree or strongly agree

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

- 100% agree or strongly agree

Would you refer someone to the Counseling Center for assistance?

- 100% agree or strongly agree

Student Survey, Spring 2022

As a result of counseling I improved my relationship with another person (**personal growth**):

- 67% agree or strongly agree
- 33% stated not a focus of my treatment

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

- 100% agree or strongly agree

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

- 90% agree or strongly agree

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

- 90% strongly agree or agree

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

- 100% strongly agree or agree

Would you refer someone to the Counseling Center for assistance?

- 100% answered Yes

## **Residence Life**

Staff:

Anjie Sorenson, Manager

Cathy Cunningham, Administrative Assistant

Heather Emery-Cunningham, Area Coordinator for Hagen, Tiedemann, McCarthy, Townhouses, and Houses (July-Jan)

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

Mariama Jawo, Area Coordinator for North and Bechtel

John Kendall, Area Coordinator for Cosgrove (Aug-Jan), McCarthy Hall, and Campus Houses (Jan-Jun)

Brittney Coleman, Area Coordinator for Hagen, Tiedemann and Townhouses (starting Feb)

**Key Initiatives and Programs:** During the 2021-22 academic year, Residence Life housed and served 1,531 students. Our student staff planned and executed 194 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 5,892 intentional interactions with residents over the course of the academic year. Our themed housing communities planned and executed 42 programs for the campus community, based around their individual themes (e.g., Bee Empowerment, mental health awareness, cancer 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 assessment:

#### Student Survey, Fall 2021

- After August training and supervision during the fall semester:
  - 95.9% of the RA staff felt confident about their RA role and related responsibilities (personal growth) (scored 7 or higher on 10-point scale).
  - 91.9% of the RA staff felt prepared in handling peer situations involving mediation (personal growth, sense of community).
  - 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).
  - 83.7% 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).
  - 98% 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).
  - 95.9% 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 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 organized the flag bearing volunteers for the inauguration ceremony and 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).

## **Career Center**

2021-2022 Staff:

Lindsay Adolphs, Director

Anna Badamo, Student Employment Coordinator

Caitlin Moran, Career Advisor/ Marketing Coordinator

Key Initiatives and Programs:

- Implemented new advising model, focused on industry cluster, not major, expanding the view of what a student can do and how majors connect to various careers. (**personal growth, sense of community**)
- The Career Center moved all programming and student meetings to a hybrid format to accommodate students post pandemic. Focusing on in person meetings but allowing for flexibility in a virtual format.
- Increased community collaboration by expanding the 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 an in person fair in the Spring, which brought in a similar number of students and employers as previous in-person fairs. (**personal growth, sense of community**).

- Continued 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. Added a YouTube series as well focused on succeeding in a virtual career fair format. **(personal growth)**
- Opened the Career Closet, a donation driven clothing collection that provides free professional clothing to students. **(personal growth)**
- 27 students completed the EXPL 202 Internship course through the Career Center during the 2020-21 academic year **(personal growth)**.
- Hosted virtual events **(personal growth)** included: Accounting Employer Showcase, IT/Data Analytics Employer Showcase, Engineering Employer Showcase, Finance Employer Showcase, and the Art and Museum studies showcase. **(sense of community)**
- Launched a monthly newsletter called Worker Bees that outlines current career center events, timely career development articles and resources, job postings for each career interest area and staff/student highlights. This is sent to all students, faculty and staff on campus. **(sense of community)**
- Piloted a new event in collaboration with The College of Business, a speed networking event that had 16 students and 12 Employers. **(personal growth, sense of community)**