The Care and Crisis Team (CCT) staffed 93 student cases addressing 242 related issues, with Academic, Personal and Mental Health issues being the most prevalent. CCT found that students had more issues this year balancing their academics with work, as many students found themselves working more hours to pay for expenses. In addition, personal and family stress as a result of financial issues (due to a parent out of work or the student being unable to cover expenses) were often contributing factors to their current academic, personal or mental health issues. Additionally, as nationwide statistics have shown, more students are coming to college with complex mental health issues, and we have seen that on our campus as well. Students triaged by the CCT were retained at 95% from Fall 2010 to Spring 2011, exceeding our goal of 80%. The Care and Crisis Team (with the Workplace Violence Committee) participated in two, full day threat assessment trainings to expand their knowledge and skill set. Three CCT members also participated in an Eating Disorders Workshop.

The MAPWorks Suvey was administered to all new, first year students with a response rate of 66.3%, significantly short of the goal of 85%. In speaking with students, the majority of non-respondents indicated they were doing well, but had either not checked their UNCA email (which had the link to the survey) or just didn’t get to completing it. In past administrations of the survey, it is the perception of the Dean of Students (DOS) that more LSIC faculty actively promoted the completion of the survey. Survey results were utilized for outreach, as planned. However, we have again found ourselves unable to truly track staff/faculty usage since all of them did not log contacts as requested, thus we cannot say for sure that we met the goal of 97% of all students of concern having direct contact. It was noted that Faculty logged entries decreased by 2% from the previous year. (We will continue to stress the importance of this function in this Fall’s training.) The community directors were the majority of direct contacts for specific outreach for students who’s MAPWorks results had them at some level of significant risk. Likewise, intentional efforts from Academic Affairs and the DOS provided parallel outreach to non-resident freshmen. Given the number of contacts from the community directors as well as specific outreach from members of CCT, anecdotally we would deduct we were close to our goal. Fall 2009 to Fall 2010 freshman retention was 82.4%, which was less than the 3% increase goal. Residential freshman retention from Fall 2010 to Spring 2011 was at goal, which was 94%. Non-resident first year students’ retention was at 94%, slightly below goal (95%).

Off campus and faculty/staff dining plans increased by 20% and record usage of the dining hall by all facets were achieved this year. Diners reported an overall satisfaction rating of 89% (Fall) and 93% (Spring) for Dining Services. However dinners and weekends still provided some challenges and areas for improvement, which the Dining Services team have been addressing.

Two off campus housing fairs were sponsored by the DOS and were very successful with all original property participants returning (for the Spring 2011 fair). Efforts to have a lunch with the local property managers has been a goal for the last 2 years and again did not come to fruition due to conflicting calendars and transition in management. It will continue to be a goal to build these relationships.

FLLIP (Freshman Living Learning Intensive Program) pilot returned for a second Fall and met with significantly less success. Faculty involvement decreased by 40% (where the goal was to
increase by 20%) due to additional teaching loads and other commitments. Of the three participating faculty, each enjoyed the experience, felt the program had a positive impact on their students but it had not been as integrated into their course and the residence hall as initially planned. The goal of 85% of participating students being satisfied with their experience and feeling increased connectiveness were met, however, further mining of the data indicates their satisfaction and connections between FLLIP and the course were relatively indistinguishable in the quantitative section, and qualitatively responding students struggled to understand what FLLIP contributed to their course. Staff transition and difficulty with programmatic ownership likely contributed to a significant portion of this disconnect. Additionally, two years of data express relatively the same, including no significant impact on retention, thus the decision has been made to suspend FLLIP and focus on programmatic efforts which address transition issues and can reach a larger first year student audience.

Efforts to enhance programs and services for residential students were assessed through the NASPA Consortium Benchmarking Survey. With a goal of 92% of residential students reporting satisfied or better with regards to their residential experience, we were disappointed in our 72% satisfaction result (85% with neutral included). The DOS will be working with the Residential Education staff on needs assessment and goal setting to improve upon this area. Residential students, through the dining survey reported 89% satisfaction in Fall and 93% satisfaction in Spring, where our goal was 92% overall. As stated earlier, weekends and dinners continue to be areas of focused improvement, as well as menu rotation (which was mentioned in the NASPA survey qualitative section).

Governors Village was successfully closed at the end of Fall Semester and renovations are underway with an opening target of Fall Semester 2011. Lastly, a preliminary Gender Neutral Housing proposal was underway with limited involvement of SGA. After closer analysis of our current housing occupancy and demand combined with other issues and concerns which were encountered, the DOS requested that a proposal for Gender Neutral Housing be tabled until construction on the new residence hall begins (expected summer 2011). We potentially have more options for placement and more opportunities for discussion, research and planning.

The past year has been one of success, challenges and opportunities for improvement. We look forward to utilizing the current assessment results to craft our goals and outcomes for 2011-2013.