This Annual Report for 2013-2014 provides select highlights, initiatives and programs successfully conducted by the various departments and clusters in Student Life, additionally based on assessments and evaluations we've included “Looking Ahead” which provides a glimpse of new initiatives and changes to expect in the coming year.

The Undergraduate Student Support Steps on page 3 were created to provide a visual of the primary focus of our student development work. In autumn 2013, an Alcohol Coalition consisting of Student Life staff and individuals representing students, faculty, and staff was appointed to study an increase in the number of students sent to detox in 2012-2013. This group was charged with creating a list of institutional recommendations for addressing issues related to student alcohol use (page 5).

We acknowledge the assistance of many departments across campus and we are grateful for the relationships and partnerships that support our mission to serve students. Thank you for taking the time to review our accomplishments and for contributing to the efforts.

In Pioneer Spirit,
Dr. Patricia S. Helton
Associate Provost for Student Life
MISSION statement

Student Life serves the public good by creating a dynamic environment that fosters student learning, inspires ethical and caring behavior, champions respect for difference, and cultivates self-awareness and wellness.

UNDERGRADUATE student SUPPORT steps

Student Life supports students on varying levels of needs from their initial transition to college, throughout their collegiate career, to graduation and beyond.

• Safety & Wellness - Fundamentally establishing students’ safety and wellness in their new surroundings.
• Community & Engagement - Helping students find their sense of belonging in a new community, building new relationships and engaging in opportunities.
• Personal Growth - Fostering the desire for life-long learning, advising and mentoring students to help them gain self-awareness and develop as individuals.
• Academic Success - Developing skills such as time management, critical thinking, planning, studying, service-learning, and dealing with conflict.
• Professional Preparation - Preparing students for their professional and personal careers post-graduation.
In support of the University of Denver’s mission to promote learning and prepare students for the challenges of productive citizenship, and in recognition of the role that substance use plays in impeding student success and persistence, the DU Alcohol Coalition makes the following recommendations for the development and incorporation of a comprehensive alcohol prevention program at the University of Denver.

Recommendations Targeting the College and Surrounding Community

1. Develop and strategically communicate a clear philosophical statement regarding the University’s approach to the use of alcohol and other drugs that emphasizes a commitment to individual student success, the integrity of the learning environment, and the safety and well-being of the campus community.

2. Develop and consistently enforce a University alcohol and other drug policy that addresses community standards regarding the use of alcohol and other drugs by DU students, faculty, and staff.

3. Incorporate infrastructures that support the expansion of Friday classes and other measures to enhance and sustain academic rigor throughout the academic term.

4. Provide ongoing training and resources for peer leaders, parents, faculty, and staff in order to actively engage a comprehensive set of student support systems in efforts to promote healthy and safe alcohol-related behaviors among DU students.

5. Appoint a permanent, multi-disciplinary Campus Alcohol Task Force that reports directly to University administration, so as to ensure the institution’s ongoing vigilance and responsiveness to these issues on campus. Lead outreach to local businesses, community groups, and law enforcement entities to address issues of alcohol access and enforcement in the neighborhoods surrounding campus.

6. Support alcohol prevention efforts by including an explicit institutional commitment to student health, safety, and well-being within the University’s strategic plan.

Recommendations Targeting the Student Body as a Whole

7. Require that all incoming first year and transfer students complete an online alcohol education program prior to their arrival on campus, and institute clear and significant consequences for students who fail to comply with this mandate. Investigate the use of comparable online alcohol education options for incoming graduate students. Provide permanent funding for this and other evidence-based prevention programs.

8. Devote resources to support the provision of University-sponsored social and service opportunities that promote student engagement and success while also offering an attractive alternative to high-risk drinking.

Recommendations Targeting Individuals, Including At-Risk or Alcohol Dependent Drinkers

9. Increase Health and Counseling Center staffing to support early identification and response to high-risk drinkers.

10. Devote additional programmatic funds and staff resources within Greek Life, the Health and Counseling Center, and other campus offices to increase the oversight and support of high-risk groups on campus, including but not limited to Greek Life, Club Sports, and Varsity Athletics.
The ACADEMIC RESOURCES team – Academic Advising & Discoveries Orientation (AADO), Disability Services Program (DSP), and the Learning Effectiveness Program (LEP), empowers students to take ownership of their education by creating an inclusive learning environment and by partnering with faculty, staff, administrators, and families to create a network of resources to achieve their academic goals. Students learn how to (1) understand how they learn and strategies for their particular learning style; (2) develop academic skills including study, time management, and organization; 3) know the academic degree requirements, policies, and procedures to support them from their transition into college to their persistence to graduation; and (4) explore how their identities and life experiences contribute to their growth and development.

Dr. Niki Latino, Executive Director
HIGHLIGHTS

ACADEMIC ADVISING & DISCOVERIES ORIENTATION (AADO)

- Managed approximately 9,875 contacts with students, faculty, parent and families (Excluding Orientation); a 10% increase in contacts from 2012-2013.
- Partnered with Academic Resources, the Provost Office, the Academic Dean’s Offices, Professional Advisors, the Registrar’s Office, UTS, and other campus departments to register more than 1,500 incoming students at the inaugural one-day registration during Discoveries Orientation.
- In collaboration with the Executive Director of AR, managed the Medical Reentry and Leave of Absence Reentry process for more than 200 students.
- Worked with Academic Resources, Deans and Associate Deans in RSECS, NSM, and AHSS, the Provost’s Office, Office of the Registrar, Daniels Undergraduate Programs, International Studies Undergraduate Programs, and other campus partners to expand the academic advising and registration period from two weeks to three weeks prior to Registration week each quarter.

DISABILITY SERVICES PROGRAM (DSP)

- Managed increased enrollment of 140 students. The academic accommodation modifications that increased significantly were Title IX - CAPE (Center for Advocacy, Prevention & Empowerment) and those for temporary injury/illness.
- Partnered with Academic Advising and Discoveries Orientation to streamline the Early Registration process for nearly 300 incoming first year students who have this accommodation to ensure they will receive consistent and timely information about registration so they are ready to participate in orientation and classes.
- Worked with the Executive Director of Academic Resources, Arts Humanities and Social Sciences Dean’s Office, and the Registrar’s Office to streamline the Foreign Language Substitution administrative process for more than 130 students.

LEARNING EFFECTIVENESS PROGRAM (LEP)

- Enrollment reached an all-time high of 255 in the fall quarter. Served a total of 296 students this year.
- Received $109,951.40 in donations above and beyond the endowed scholarship funds.
- Awarded approximately $35,000 in scholarships.
- Provided workshops to international students and Universal Design for Learning training to ISSS faculty and staff and Student Life.
- Sponsored “Choose Your Own ADDventure Conference” with approximately 125 community attendees.

LOOKING AHEAD

- Streamline Orientation, Academic Advising and Registration for students matriculating from the English Language Center to the university during the summer quarter.
- Develop a summer transition program for first year LEP students.
- Continue to create awareness and provide consultation on the implementation of the Academic Accommodations Policy throughout campus by working with Deans, Associate Deans, faculty, and staff.
HIGHLIGHTS

DRISCOLL STUDENT CENTER

- On February 28, 2014 Driscoll Student Center staff, along with 23 other DU departments and 30 student organizations kicked off the sesquicentennial founder’s week activities with *The BIG Birthday Event*. The event drew approximately 2,000 attendees including students, faculty, staff, alumni and community members. There were over 25 free activities attendees could participate in including: giant hamster balls, ice carving, laser tag, a blanket making service project, a comedy show, red carpet photos and more.
- The Explore Denver desk distributed 1,493 tickets to students for local Denver city attractions and events.
- Worked with Sodexo Campus Dining to convert the Sidelines Pub to a Subway restaurant operation.
- US Bank opened a full-service branch bank outside the DU Bookstore on the south side of the building.
**PARENT & FAMILY RELATIONS**

- 211 Dads and 43 Granddads attended *Dads & Granddads Weekend*, February 21-22, which included 17 events for parents and their students featuring a tour of Sports Authority Field at Mile High which was the most successful event with 134 attendees.
- Created a Parents Blog to increase communication and outreach to families of students. The blog provides useful information and encourages appropriate parent involvement through articles and volunteer invitations.

**STUDENT ACTIVITIES**

- Homecoming, Winter Carnival and May Days continue to be the signature traditional events on campus. This year’s Winter Carnival on mountain experience was the largest yet, with over 1100 students, faculty and staff participating. This year was also the first year Student Activities partnered with Alumni Affairs to increase the Alumni presence “on mountain.”
- The Greek community continues to grow with 27% of the undergraduate population involved in a Greek organization. Additionally, Chi Omega, the women’s national sorority, colonized this year and had over 100 women join; the second successful colonization in 5 years.

**STUDENT CONDUCT**

- With continued support from the Conflict Resolution Institute and Undergraduate Student Government, the Restorative Justice Conference (RJC) process continued, providing trainings for community members and 8 successful RJC’s, including several related to Academic Misconduct. Though only a small number of students went through an RJC, none have come back through the Student Conduct Process and all have made contributions to campus as a result of their participation.
- Collaborated with the Office of Equal Opportunity and Graduate Studies, to create an Outcome Council- an entity for determining outcomes when students are held responsible for Title IX and/or Equal Opportunity policy violations. The case resolution process for these types of cases is now separate from the traditional Student Conduct process and is comprised of the Director of Student Conduct, Director of Graduate Student Services, and an appointed faculty member.

**STUDENT OUTREACH & SUPPORT**

- Collaborated with the Office of Graduate Studies to finalize the Red Folder project - the university emergency resource guide for supporting students in distress. Approximately 3,000 folders were distributed to faculty and staff along with a letter introducing the folder and how best to use it. The Red Folder content was also included in the university’s mandatory annual legal update training in spring of 2014.
- Received 488 Pioneers Care reports (up 32 percent from 369 last year) regarding students of concern or in need of outreach. Of those 488 cases, there were 795 Case Types identified. (Up roughly 23 percent from 648 last year). The top three reported areas were Academic Difficulty, Mental Health Issues and Injury/Illness involving the hospital.

**LOOKING AHEAD**

- Develop a guideline for National Pan-Hellenic Council (NPHC) city-wide chapter members to be recognized at the University of Denver.
- Continue the development of alternative conflict resolution options with the help from Conflict Resolution Institute, specifically a more robust Restorative Justice program, through hiring a part-time, non-benefited staff member.
- Develop greater relationships with University Advancement and Alumni Relations to provide student engagement opportunities for development efforts and fund-raising for the Driscoll Student Center Renovation/Expansion project.
- Develop online videos for DU faculty and staff that provide information regarding Student Outreach and Support services and procedures.
- Increase the number of Summer Send-offs to cover a larger geographic area in order to enhance access and equity to families of students for summer 2015.
As an invested partner with faculty, staff, senior administration and employers, CAREER SERVICES challenges students and alumni to make informed decisions about work and life. We strive to foster ethical and caring behavior while assisting individuals primarily through individualized services, with: self-assessment, job and internship search strategies and listings, self-marketing and accessing alumni, parent and employer volunteers through the Professional Network. Students and alumni are also invited to participate in events, workshops and programs throughout the year and utilize numerous resources available through Pioneer Careers and the website.

Sue Hinkin, Executive Director
HIGHLIGHTS

• The University Career Center (UCC) was honored with the 2013-14 Quality Department Award.

• The UCC approved and posted 6,884 jobs and internships in the Pioneer Careers DU jobs database this year; a 52% increase in jobs and a 12% increase in internship listings posted. The UCC posted 761 internships to the University Career Action Network, our 22-school internship consortium.

• 3,811 new employer registrations were added this year in Pioneer Careers, a 151% increase over 2012-13.

• The Banner interface with the Symplicity system was completed and is working effectively to insure access to the most current student information for targeted services, marketing and outreach.

• Over 172 activities (55% increase) capped off additional outreach activities on and off campus.

• The Internship Initiative: the Career Services Executive Council hosted an all-DU work group (46 members across all constituents) studying the state of internships and experiential learning at DU this year. The group will be completing a white paper on the findings with recommendations going forward by fall 2014.

• The Career Services website page views to the DU.EDU/CAREER home page in the year since its inception in April 2013: 63,400. Page views to the entire new site in the year since its inception: 180,994.

• Career Services was awarded $5,000 from Arrow Electronics to work on a career development & experiential learning pilot project with STEM.

• The “Reverse Career Fair” provided an opportunity for a wide array of student groups to set up information tables with employers approaching the students to engage, rather than students approaching the employers in a traditional Fair. Feedback was outstanding from both sides of the table. This concept was suggested by the DU Career Services Employer Advisory Board.

• “Career Peer” advising program was launched by Pat O’Keefe, Carolyn Sommers and Graduate Fellow Stacey Stevens. The first Peer Advisor was instrumental in presenting several workshops, offering Quick Questions sessions in The Writing Center, and hosting 33 “Career Cafes” in the residence halls. Grad Fellow Stacey Stevens created the training program and timeline. To learn more go to http://careerblog.du.edu/?s=peer+advisor.

• Career Services “comprehensive calendar and blog” launched with each UCC staff member participating as bloggers at http://careerblog.du.edu/.

• Hosted the first Professional Attire Fair, with over 50 students in attendance “shopping” for professional attire that was donated and dry cleaned for the event. The event was co-sponsored with the Center for Multicultural Excellence.

• Launched the “24/7 Career Services” skills videos at www.du.edu/career/careerplanning/247help.html.

LOOKING AHEAD

• Partner with academic units to support workforce readiness initiatives involving internships, embedding career development concepts into the curriculum, experiential learning and real world project partnerships across disciplines.

• To promote the use of career services resources and access to opportunities, we will continue to work on telling our story with student, alumni and employer testimonials as well as scheduled weekly blog posts by the staff and a Driscoll bridge banner marketing campaign.

• Complete a comprehensive White paper with an overview of internships and experiential learning. Recommendations will be submitted to the Deans and Chancellor by winter 2014.

• Develop an assessment plan to obtain more information on students who use the Career Center versus those who do not and the advantages for those who do and how it relates to the career planning and internship and job search.
The mission of the HEALTH AND COUNSELING CENTER is to provide exceptional, inclusive, integrated health care. We promote student success and wellness through education, advocacy and outreach to the University of Denver community.

Dr. Alan Kent, Executive Director
HIGHLIGHTS

• Provided over 20,000 medical and mental health visits this year with a patient satisfaction rating over 90%. Nearly 700 students were screened for substance abuse or provided educational sessions. Over 1,000 students were reached during nearly 100 outreach activities and events across the DU campus.

• Successfully implemented a trial of expanding hours to provide evening services one day a week. Nearly 200 students were served after 5 p.m. during the spring quarter. 72% of students seen said the expanded hours made it more likely that they would access HCC services. 60% said that the after 5 p.m. appointment was more convenient for them.

• A new Student Health Advisory Council (SHAC) was established this year. A diverse group of undergraduate and graduate students met quarterly to provide input on services offered, fee structures, marketing efforts and the HCC website. SHAC significantly enhanced our ability to understand the students we serve.

• Spearheaded the effort to address alcohol abuse on campus. HCC staff were key organizers and facilitators of the Alcohol Coalition and the Provost’s Alcohol Conference. The Coalition created a comprehensive report and set of recommendations to address the significant increase in alcohol issues on campus. The Provost’s Conference brought together local and national experts in the field of college substance abuse. A large, diverse, cross-section of the DU community attended the conference and helped increase awareness and engagement in trying to find solutions.

• Translated multiple health care forms into key languages to ensure that international students could understand critical health and insurance information.

• Initiated a Quality Improvement study to examine medical visit capacity and reduce the number of students who had to be referred out for medical care. An additional 427 medical patient visits were completed compared to last academic year. Only 15 students were referred out during the study period, compared to 35 the year before.

• Facilitated professional development seminars to staff on how to work with diverse communities including Native Americans, African-Americans, transgender students, lesbian and gay students.

• Enhanced the screening and prevention efforts around alcohol by initiating AlcoholEdu, an evidence-based online educational module designed to educate incoming freshman about alcohol. Additionally, the Program Director for Alcohol Treatment Services expanded his collaboration with Student Conduct to better serve students at-risk for alcohol problems. The Counseling Center’s Behavioral Health Consultant also initiated a trial of screening for alcohol abuse during primary care medical visits. This project and the data analysis is ongoing.

CENTER FOR ADVOCACY, PREVENTION & EMPOWERMENT (CAPE)

• Collaborated with 16 different student groups and departments across campus to bring in a national speaker during the highly successful Sexual Assault Awareness Week. Hundreds of students participated in at least one of the week’s activities and per the post-event surveys, students indicated that the week increased awareness and knowledge about consent and sexual assault.

• Developed a highly successful bystander intervention campaign known as “Be a B.O.S.S.” 83% of students reported recognizing the campaign by name and 96% reported that they saw the social marketing campaign. Post-campaign evaluation revealed significant increase in knowledge regarding how to be a bystander. CAPE provided 49 trainings across campus, 14 of which were “Be a B.O.S.S.” trainings. Post-surveys for the B.O.S.S. trainings revealed an increase in knowledge regarding how to be a bystander and increased willingness to step in as a bystander.

LOOKING AHEAD

• Collaborate with University departments and administration to implement the recommendations of the Alcohol Coalition, with an emphasis on those steps emanating from the HCC.

• Enhance HCC programming and outreach efforts to prevent high-risk behaviors such as suicide and sexual assault.

• Expand Bystander Intervention training to ensure that more members of the DU community are trained to identify and intervene in high-risk situations.
HouSIng AnD ReSIDenTIAl eDuCATIon
cultivates individuals and communities through creating and fostering growth-centered educational living environments. We provide students with clean, quiet facilities. We also embody dynamic change and innovation within our core values of Diversity and Social Justice, Sustainability, and Student and Staff support and development.

Demi Brown, Executive Director
HIGHLIGHTS

• Facilitated a seamless move in during the Fall, with over 2400 students in on-campus housing.
• Completed Room Selection for 1025 students (850 sophomores and 175 Junior/Seniors.)
• Created a fourth contract release petition process for special circumstances.
• Implemented StarRez, a housing management software with comprehensive student housing solutions including: online housing applications, online roommate and room self-selection, and core staff administrative functions such as billing, reporting, email, and mail merge, as well as, complete integration with other campus systems (Banner).
• The Resident Assistants (RA’s) in all five residence halls completed over 266 educational programs and 690 social programs that focused on the needs of their residents. Programs included but were not limited to: alcohol awareness, drugs, relationships, social justice, and sustainability.
• Had over 290 students apply for 43 RA positions, one of the most successful years to date. The Residential Education team spent a week over winter break working on a new strategy for the creation and implementation of workshops and individual interviews. The theme for this recruitment was “What is your Passion”.
• Completed our inaugural year with the GlobalRes community, the new community located in Nagel Hall designed for students who wish to live in a culturally and globally diverse environment. The community was comprised of 18 DU students: nine domestic students, 6 international students and three exchange students. Some of the programs that the floor community hosted or attended included: Taste of Saudi, GlobalRes at the Santa Fe Art Walk, Arabian Nights at the DU Department of Theatre, Venezuelan Night, and GlobalRes at the “Chinese Dumpling Night” with the International Student Organization Program during Winter Carnival.
• Successfully completed numerous facility-related projects including: the removal of all of the safes within the residence halls, revised the bed bug protocol, collaborated with UTS to create a better system for cable issues in the apartments, and created templates to track projects, replacement cycle and furniture inventory.

LOOKING AHEAD

• Create new Residence Hall programming guidelines.
• Create a Graduate Residence Director professional development series.
• Perform upgrades to Halls and Towers carpet; additions/updates of appliances in the Apartments.
• Use StarRez to streamline facility processes such as damages, furniture inventory, etc.
• Use StarRez to implement a new Room Selection process and a new Roommate Pairing process for incoming first & transfer students.
• Paperless (or close to it) move-in processes.
• Create an emergency protocol at the front desk and train new student staff.
The Office of **RELIGIOUS & SPIRITUAL LIFE** passionately advocates for the integration of religious, spiritual and ethical voices and values at the University of Denver.

To that end, the office
- nurtures the life of the heart and spirit, both individually and corporately;
- supports the integrity of each individual community member’s quest for truth, meaning, and belonging;
- celebrates the diversity of the world’s religious and spiritual traditions, especially as represented at DU;
- promotes meaningful encounters, engagement and understanding across lines of religious and disciplinary commitments; and

Gary Brower, University Chaplain
HIGHLIGHTS

• DU Interfaith Advocates had a good start in 2012-2013. Anticipated “slow-down” in the fall of 2013 because of Study Abroad did occur, but, with the advent of Winter 2014, the group simply “took-off”! Study Abroad students returned, new students expressed interest, and, in the early weeks of Winter Quarter, DU was fortunate to have Eboo Patel, founder of the Interfaith Youth Core. Between the energy of returning students and the (unexpected) addition of several alumni of the Interfaith Youth Core’s “Interfaith Leadership Institute”, several great programs were executed, culminating in the ‘Eat Better Together” dinner in April (so-sponsored by Teach in Tuesday and the Sustainability Committee). That event, focusing on inter-religious cooperation in the area of food justice, drew about sixty attendees — faculty, staff, students and community members.

• We anticipated that the arrival of a new Iliff Intern, Barb Love, would bring possibilities to re-think and remodel some of the “regular” religious services the Office offers, such as Blue Holidays, Ash Wednesday and Good Friday. Indeed, Barb did re-imagine the Blue Holidays service (to good effect) in December 2013, and preached at the one of the Ash Wednesday services (March 2014). Also, she, in cooperation with one of the DURC member groups (The Foundation) put together a Lenten Vespers service that drew folks from the DU and Iliff communities (March/April 2014). And, third, because of Barb’s particular skill sets, we were able to reach out to the Colorado Women’s College and offer groups in Spirituality and Vocational Discernment.

• Finally, the Office worked through the year with James Creasey of Jiminy Wicket, an organization that uses croquet as a means of engaging Alzheimer’s patients. Thanks to the strong and capable help of Shawn Cramer of Cru, we were finally able to hold two “events” that drew about twenty students each(February and April 2014). That success gratified and encouraged all who were involved—especially James—and we are about to purchase our own set of equipment to make this program a major part of our service to the public good.

LOOKING AHEAD

• DU Interfaith Advocates plan to become a licensed student group, with two students attending the Interfaith Leadership Institute in summer 2014.

• Develop and solicit feedback for a IFYC Campus Climate Survey in spring 2015 to augment CME’s work on the campus climate survey and bring religious aspects of climate to the forefront.

• The Interfaith Youth Core (IFYC )will partner with the White House’s Presidential Challenge, an initiative inviting institutions of higher education to commit to a year of interfaith and community service programming on campus.

• Host an annual (or semi-annual) croquet tournament on the Driscoll Green in collaboration with the Jiminy Wicket organization to provide another way to bring diverse groups together.

• Focus on intentional topic-focused programming opportunities with the non-student population at DU such as the Appreciative Living Circles, or revisiting “Care for the Ages”, or “Soul and Role”.

• Solicit “success stories” from ACURA members regarding ministry with (or programming for) faculty and staff, with the possibility of implementing suggestions on the DU campus.