



**DIVISION
OF STUDENT AFFAIRS
ANNUAL REPORT
2018-19**

Colorado State University

Annual Report

2018-19

Message from Dr. Blanche Hughes,

Vice President for Student Affairs

I am pleased to provide this annual report of the Division of Student Affairs of our activities and accomplishments. This past year has been significant for Student Affairs with the implementation of several new initiatives that are detailed in the annual report. We are especially appreciative of the collaborative and cooperative efforts of our colleagues on campus and in the Fort Collins community.

The Division provides a variety of programs and services designed to help students succeed and grow. The effectiveness and improvement of these programs and services are detailed under the following University Strategic Goals:

- Goal 1: Access – Deliver on the Commitment to Inclusive Access
- Goal 2: High Quality Academic and Co-Curricular Programs
- Goal 3: Student Learning Success
- Goal 4: Research and Discovery
- Goal 5: Engagement
- Goal 6: Public Interaction / Strategic Partnerships
- Goal 7: Excellence Hiring, Professional Development, Employee Engagement
- Goal 8: Diversity, Equity and Campus Climate
- Goal 9: Financial Resources
- Goal 10: Physical Resources
- Goal 11: Information Management

The report concludes with an interesting array of Student Affairs honors and recognitions from the past year.

You can view this Annual Report online at the Division of Student Affairs Home Page at <http://www.studentaffairs.colostate.edu/>.

Sincerely,

Blanche Hughes, Ph.D.

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Division of Student Affairs

Mission Statement:

The Division of Student Affairs fosters a campus community that supports students in the development of their unique potential, inspiring them to be active learners, successful graduates, and engaged global citizens.

Brand Promise:

We inspire and support active learners, successful graduates, and engaged global citizens.

University Strategic Goals

Student Learning and Success

CSU will champion student success so our graduates can be full participants in our society, our economy, and our world.

Promote excellence across the entire spectrum of undergraduate and graduate student learning experiences at a residential research university. Deliver on the commitment to inclusive access, reflecting the richly textured perspectives and communities in Colorado, the nation, and the world. Ensure opportunities for timely graduation through an integrated curricular and co-curricular experience.

1. Goal 1: Access – Deliver on the Commitment to Inclusive Access

2. Goal 2: High Quality Academic and Co-Curricular Programs

Provide excellent undergraduate and graduate curricular and co-curricular programs, consistent with the full potential of a residential research university, our land-grant mission, the strengths of our faculty and staff, and the needs of our global society.

3. Goal 3: Student Learning Success

Engage students in educational experiences that provide opportunities for deep learning that students can retain and apply before and after graduation. Increase retention, persistence, and graduation rates while eliminating gaps among student populations and reducing time to degree completion.

Research and Discovery/Scholarship

CSU will make a global impact through novel discoveries and the translation of discoveries into products of knowledge, creative artistry, and innovation.

CSU will foster an academic environment that nurtures excellence and growth in research, creative artistry, and other scholarly accomplishments. The products of our discoveries will impact local and regional communities while reaching across national and international boundaries to realize global programs and their impact. We will sustain a world-class research workforce that embraces inclusion and diversity from across our institution including students, and provide state of the art facilities and supporting infrastructure to realize strategic goals and priorities. We will implement new approaches to further incorporate the social sciences, the humanities, and artistry in major research initiatives. The impact of our excellence will be facilitated by a focus on innovation practices to include intellectual property, technology

transfer, and diversification of sponsorship from industry and foundations, amplifying our societal impact.

4. **Goal 4: Research and Discover**

Foster and disseminate research, creative artistry and scholarly accomplishments. Nurture and sustain research infrastructure that supports growth of research, artistry, and scholarly accomplishments.

Engagement and Outreach

CSU will engage with people and communities to solve problems, share knowledge, and support progress.

CSU will serve as a resource for individuals and communities, both locally and globally, to foster community and economic development, civic engagement, and an enhanced quality of life. As an academic resource and partner, CSU will address key global challenges and promote social, economic, and community development in Colorado, the nation, and the world.

5. **Goal 5: Engagement**

Collaborate with stakeholders (campus-wide, local, regional/state, national, global) for the mutually beneficial exchange of knowledge and resources in a context of partnership and reciprocity that increases CSU's relevance and value to the State of Colorado.

6. **Goal 6: Public Interaction / Strategic Partnerships**

Enhance community and cultural quality of life through sharing the intellectual life of the university, the arts, and intercollegiate athletics.

Valuing People/Employees and Focusing on Inclusive Excellence

CSU will be a rewarding, inspiring, productive and inclusive community for all employees and enhance faculty as its foundation.

Exhibit, throughout the University, a respect for diversity, inclusivity, and the value of every individual to ensure that CSU is the foremost institution at which to work and/or learn. Employ and retain Faculty, Administrative Professionals, State Classified personnel and students at appropriate levels to meet the needs of programs and representative of the diversity of society. Provide a positive campus climate, benefits, professional development opportunities, salary, and community that differentiate CSU as one of the best institutions to work for in the nation; ensure all members of the university community are represented and have a voice in planning and decision-making.

Inclusive Excellence

Our definition of diversity is intentionally broad and inclusive and recognizes the interdependence of excellence and inclusion. We recognize that successful implementation of inclusion efforts are the responsibility of all members of the campus community, and therefore, all members of our community must continue to develop multicultural competence in order to align with the strategic goals of the University. Further, we must reflect inclusive policies and equitable treatment, go beyond demographics, and embed appreciation of all members and inclusion best practices into the very fabric of Colorado State's organizational culture.

Our institutional success will be measured by how well we welcome, value, and affirm all members of the Colorado State community.

7. **Goal 7: Excellence in Hiring, Professional Development, Employee Engagement**

CSU will recruit and retain the highest quality Faculty, Administrative Professionals, State Classified personnel, and students at appropriate levels that meet the needs of programs and represent the diversity of society. Support with competitive compensation and benefits. Focus on positive work-life balance for all employees and consider the impact decisions have on employee health, wellness, safety, and security. Recognize and reward outstanding performance at all levels. Provide access to professional and personal development for all employees. Focus on themes of lifelong learning, core competency, leadership, promotion-advancement-progression, opportunity, problem solving, and taking the initiative.

8. **Goal 8: Diversity, Equity and Campus Climate**

Promote an inclusive, diverse, and equitable campus climate which welcomes, values, and affirms all members of the CSU community; provide opportunities that further develop awareness, knowledge, and skills in relation to diversity and equity; support inclusion best practices that promote accountability; and promote and advocate for equitable and inclusive University policies.

Operational Excellence

CSU will be accountable, sustainable, and responsible

Be innovative, effective, and accountable to continuously improve resource and operations management, infrastructure development, communications, safe and ethical institutional behaviors, safety, efficiency, etc., in a responsive and sustainable environment.

9. **Goal 9: Financial Resources**

Develop enhanced revenue resources to support high quality programs and operations through enrollment management, capital campaigns, and grants, contracts, and fees for service (includes auxiliaries).

10. **Goal 10: Physical Resources**

Be a model institution for master planning, construction, beautification, and sustainability of our campus buildings and grounds.

11. **Goal 11: Information Management**

Implement, operate and maintain robust information management systems and processes to meet campus needs for security, flexibility, and efficiency of operations; and capture data to facilitate assessment of institutional and program effectiveness to inform continuous improvement.

Division of Student Affairs

Strategic Goals



Goal 1: Access – Deliver on the Commitment to Inclusive Access

- The CSU Bookstore’s Inclusive Access course materials program saved CSU students \$3.4 million last year and is one of the top five largest Inclusive Access programs in the nation.
- The Lory Student Center’s Skyfactor College Union/Student Center Benchmarking Survey results indicated mean scores of 6.32 and 6.19 out of 7 related to the LSC being a safe environment and a welcoming environment (number one and number three in comparison to our Carnegie class peers, respectively).
- Adelante Con Nuestra Familia (going forward with our families): This is a collaboration with Admissions, Office of Parent and Family, Office of Financial Aid, and Orientation and Transitions Program. During August 2018, over 200 incoming first-year students with primarily Spanish speaking parents received an invitation to attend the Spanish orientation. The goal is to provide resources in Spanish to these students, and families.
- Elizabeth Woodworth Memorial Scholarship: The Elizabeth Woodworth Memorial Scholarship is an award provided through El Centro. In 2018-2019, seventeen students received \$2,000 from the Elizabeth Woodworth Memorial Scholarship in order to assist with their financial constraints. These students made a commitment to volunteer 25 hours during the academic year students serve as Spanish tutors, mentors for the Triunfo Mentoring Program, the welcome back BBQ and general support in El Centro.
- The Native American Cultural Center hosted visits from 2 high schools located in Denver and New Mexico.
- Counseling Services created and began early implementation of a mental health service delivery model intended to increase inclusive access to services as well as better tailor services to students’ specific needs.

- Counseling Services once again handled record demand from students for counseling services. The agency conducted a total of 34,196 appointments (a 5% increase from FY18) and saw 6,084 students (an 8% increase from FY18 and a 34% increase from FY14)) which translated into 21.2% of the student body.
- CSU Health Network's iTEAM (Intensive Treatment, Education, Assessment and Management), which serves students who have been hospitalized for mental health reasons, had 188 student intakes in FY19, a 25% increase from FY18; this reflects a 96% increase in intakes since FY14.
- The Academic Advancement Center:
 - secured additional funding from the Office of Financial Aid to award additional grants to students meeting their requirements in the fall and spring.
 - worked closely with the Office of Financial Aid to prioritize their student staff in the work-study awarding process and most of their students are now receiving this freeing up funds in their grant for student support.
- To accommodate increased numbers of students seeking referrals for psychiatric concerns, collaboration between Psychiatry Services and primary care providers was strengthened and formalized. The process includes a decision tree for referring counselors and schedulers to appoint students with uncomplicated depression and anxiety or stable ADHD with primary care providers, in order to use the time and expertise of psychiatry providers to manage students with psychiatric concerns of higher acuity and severity.
- Campus Recreation Facility Scheduling provided studio space at the Student Recreation Center for the Prism student organization. This arrangement provided a safe place for performers in the fall and spring Drag Shows to rehearse for the show.
- Campus Recreation Facility Scheduling and Event Management area facilitated access to the Student Recreation Center for a variety of camps in the summer. These groups included three Upward Bound groups, the Bridge Scholars program, and the INSPIRE program all of which are housed in the Access Center. The Adult Learner and Veteran Services Summer Bridge program was also supported with facility tours and access.
- In Summer 18, and Summer 19, the Adult Learner and Veteran Services Office hosted the second and third cohorts of the program ELEVATE. Elevate provides academic intervention, and social engagement opportunities for newly admitted students.
- Key Service Community: Students within Key Service engage in 30 hours of service each semester. For the fall semester, service is tied directly to their Key seminar course, which includes service learning reading requirements and reflection papers.
 - Politics of Equity: Participate in a middle and high school college access program called Reach Out.
 - Ethics of Global Poverty: Engage in service hours with the Homeless Coalition and Faith Family Hospitality.

- Education and Diversity: CSU students mentor and connect with students at Fort Morgan High school. This project is in collaboration with Dr. Eric Ishiwata and Fort Morgan.
 - Wildlands Explorers: Engage in service hours at the Environmental Learning Center.
- Academic Access – fall 2018: Out of 2810 students identified as having a disability, the Student Disability Center provided support to 1627 students (58%). Spring 2019: Out of 2917 students identified, SDC provided support to 1266 students (43%). Support included the following accommodations:
 - Alternative Testing – 6381 exams (F18), 6244 exams (S19) (Alisha)
 - Accessible Text – 285 texts for 68 students (F18), 214 texts for 55 students (S19) (Nico)
 - Housing Exemptions – 31 students (director)
 - ESA approvals – 110 (Kathleen)
- A total of 1,721 students participated in the Community for Excellence during the 2018-2019 academic year, with 620 new students in the 2018 entering cohort. Approximately 73% of students identify as first generation to college, 77% students of color, 69% Pell eligible and 13% ASSET students. 43% of C4E students have all three intersecting identities of first generation and Pell-Eligible and students of color compared to 15% of the general population of CSU. The Community for Excellence serves all ASSET students on campus. C4E has seen an increasing number of student participants since fall 2015 due to Partners sending more students to CSU.
- Community for Excellence Scholar Engagement with High Impact Practices:
 - 71.90% of students are engaged in a highly impactful educational experience, such as education abroad, internships, undergraduate research and/or service learning (2018-2019 Community for Excellence Program Evaluation).



Goal 2: High Quality Academic and Co-Curricular Programs

- Student Leadership, Involvement, and Community Engagement (SLICE) piloted the Public Achievement (PA) program in collaboration with the President’s Leadership Program (PLP), to train 22 PA student coaches to work with K-12 aged youth to form PA Teams within Fort Collins High School and Polaris Expeditionary Learning School. The coaches worked with teams of six to 12 young people to address student-selected social issues and local problems; practically enacting their learning from the PLP.
- After piloting a Lory Student Center-wide student employee training and development program last year called SHAPE, resources were established to hire a full-time position to support the development of the program, while also leading the co-curricular leadership area of SLICE. Notable successes of this program include:
 - The Inaugural SHAPE Employee Leadership Development conference successfully hosted 299 attendees from 22 departments in the LSC.
 - Twenty-three new employee orientations were offered with 295 total attendees.
- Ram Ohana Welcome, coordinated by the Asian/Pacific American Culture Center, continues to be a big success during Ram Welcome. With close to 100 people in attendance, including students, parents and families, and staff this event continues to grow each year. Offices that helped include Parent and Family Programs, the Assistant Vice President for Student Affairs, the Office of Admissions, and Orientation and Transition Programs. Though students enjoyed meeting each other, the parents and families were excited to meet others, exchange numbers and connect.
- The Career Center staff completed 3,562 one-on-one interactions with students (scheduled, drop-in, and online advising appointments). Over 200 events, including classroom presentations, fairs, and networking sessions, resulted in an additional 11,469 student and alumni interactions. The most recently available First Destination Survey results indicate 77% of undergraduate respondents and 48% of graduate respondents used at least one career-related service while at CSU (71% overall).
- Online appointment scheduling rolled out across the entire Career Services Network (with the exception of Engineering) with 1,017 appointments scheduled. The Career Center had 446 scheduled online appointments, a 36% increase from the previous year.

- The Career Center achieved a net promoter score average of 47.5 from students for all programs and services that are evaluated. This is a 11.4 point percentage increase over the year before. Additionally, 96% of drop-in respondents were very satisfied or satisfied with their drop in appointment.
- Across the areas that are able to track participations, Campus Recreation logged 157,638 program participations and 742,459 facility participations in FY19. This does not include Sport Clubs, Dance and Martial Arts, or Personal Training data due to how those functional areas track their data.
- The Academic Advancement Center:
 - is now a fully integrated program for the Global Access Award. First Generation students who are eligible for the CSU Tuition Assistance Grant who are active participants in the AAC can now potentially earn \$3000 towards an education abroad program of their choice.
 - Adopted EAB *Navigate* into their program across almost every facet: Appointment scheduling, tutoring, contact entry, and student reminders.
 - Revamped the Tutor sign up process by utilizing *Navigate*, streamlining the process and reducing the amount of administrative oversight, which in turn reduced the number of students who had tutoring services suspended.
- The Student Resolution Center implemented the new Student Conduct Code in FY19 which resulted in an increased number of diversions (1,332) and significantly less reportable student conduct records (574 cases in FY19 compared to 1,991 in FY20).
- Student Resolution Center Hearing Officers resolved 3,901 cases, which encompassed 367 academic misconduct cases, 43 responsible action exemption cases, and 50 Title IX cases.
- The Housing and Dining Outreach and Projects focus on facilities projects, through the lens of student success, enhanced the existing structures in Housing and Dining Facilities and University Housing. Some key results from Outreach and Project included, hosting admissions events, serving on the core leadership team for Meridian Village, and liaising with the fostering success program.
- The Housing and Dining Services RamCard Office participated in the implementation of the Atrium project, and provided leadership for the new model of laundry service in the residence halls and apartments through implementing a service by which the price of laundry is included in room and apartment rates versus students paying at laundry machines. The final stages of the Period Products Taskforce work were implemented by gaining approvals at the Cabinet level, and they continued to communicate proactively with undocumented students.

- Residential Dining Services (RDS) focused on a successful opening of the Foundry and worked towards implementation of Atrium, a new software program centered on point of sales and replacing the card readers in the Dining Centers. A strong focus on student staff training occurred this year, and an additional Assistant Director was added to the leadership team to support operations and student success initiatives. In collaboration with HDS Communications and Sustainability, Rams Food Recovery was implemented as an additional program to support food insecurity while continuing to collaborate on Rams Against Hunger. Additionally, there is a renewed emphasis on allergen awareness and food safety to meet the multiple needs of our student population.
- University Housing (Housing) maintained its commitment to residents in all residence halls and apartment communities. Residential Curriculum was rebranded to Live and Learn and has been adopted by other campus departments. In collaboration with Collaborative for Student Achievement, TiLT, Student Resolution Center, and Student Case Management, they continued to serve as a lead player in the role of retention and persistence at CSU via Resident Assistant (RA) and Intercultural Community Assistant (ICA) implementation of Taking Stock and Early Performance Feedback—both fall and spring semesters. They saw the highest return rate for students to continue in the residence halls with a total of 967 students for the fall semester. Many international students still choose to live on campus, and Housing continues to have strong interest and wait lists for all apartment communities even while the off-campus market is bringing more beds online every year.
- The Academic Advancement Center brought in an external auditor this year to assess program effectiveness and compliance with federal regulations and significant work has been done to make changes that better align with program mission.
 - Overall, the AAC has seen record attendance across all programs and events.
- Pathways for Academic Success Seminar (PASS): This is a non-credit bearing 8-week program coordinated by the Academic Advancement Center specifically designed to support students who have experienced academic difficulty. Through this seminar, participants will 1) understand their strengths and how they can use them, 2) identify the issues that contributed to their academic performance, 3) gain control over their future academic decisions and performance, and 4) plan a strategy for success utilizing self-knowledge and available campus resources. PASS is a requirement for AAC students who have below a 2.2 cumulative GPA. Students participating in the Key Communities and/or the Community for Excellence are also invited to participate in the series.
- Senior Seminar Sessions: These seminars are presented to Academic Advancement seniors in their final semester before graduation. They focus on supporting graduating students in understanding and preparing for life after graduation. All AAC seniors are required to attend one 2-hour long session during their final semester. Senior sessions were piloted in spring 2019 with 3 sessions occurring for our 56 graduating seniors. In the sessions, students had the opportunity to:
 1. Create a plan or understanding of their intentions/goals following graduation.

2. Reflect on and provide feedback on their experience at CSU
 3. Feel more comfortable with the transition out of CSU
 4. Gain information about resources they can connect with (Career Center, Alumni Center, etc.)
 5. Connect and plan with other graduating students.
 6. Student Quotes/Feedback
 - *“Thanks for doing this session. It was great to know that I’m not the only one feeling this way”*
 - *“The conversations with other graduating students was most helpful”*
 - *“Was great to have someone from the Career Center talk in this session”*
- Graduate School Conference: The CSU Graduate School and the Academic Advancement Center sponsor the annual TRIO Graduate School Conference. It aims to provide information to TRIO students interested in pursuing a post-baccalaureate degree about the admission process, financial aid options, selecting the right program(s), being a competitive candidate, and program options at CSU.

1. Student Quotes/Feedback

- *“Thank you – Enjoyed it all and left with knowledge! Oh, each presenter did a wonderful job!”*
 - *“It was fun and educational”*
 - *“I really found this helpful as I’ve always considered grad school but didn’t have a lot of information on the process or financials”*
 - *“I really appreciated the conference. It was so motivational and made me think of grad school as less intimidating.”*
 - *“I loved it! It made me feel so much better about looking for graduate programs.”*
 - *“I want to come back next year for the presentations I didn’t hear.”*
- The Campus Recreation Aquatics program certified 335 students in CPR, First Aid, Lifeguard, and/or Lifeguard Instructor Training in FY19 in support of the participants’ employment and academic goals. The participants indicated the following reasons for becoming certified: 32% needed the training to be hired for a new, part-time job; 11% had a personal desire to be certified; 10% needed the training to stay employed at a current part-time job; and 15% needed it for an academic course or internship experience.
 - The Campus Recreation Facility Scheduling and Event Management led a department-wide collaboration with Orientation and Transition Programs to plan and execute the Night @ the Rec Event as part of the Ram Welcome schedule. Each area of the department coordinated program-specific activities for incoming first-year students with activities occurring inside the facility and on the adjacent Intramural Fields. The event attendance was similar to that of the previous year with an estimated 3,800-4,100 attendees.

- The Orientation and Transition Program (OTP) Office continues to be a major campus partner for the Campus Recreation Outdoor Program. Trips planned via collaborations by the two units included a 14ers Service Project in September, Rock Climbing and Hiking courses, and subsidized admission to the Reel Rock Film Festival in October. Also, the Year Two Moab (Utah) Spring Break trip, combines training and leadership experiences for both the OTP and the Outdoor Program.
- The Career Center staff completed 3,562 one-on-one interactions with students (scheduled, drop-in, and online advising appointments). Over 200 events, including classroom presentations, fairs, and networking sessions, resulted in an additional 11,469 student and alumni interactions. The most recently available First Destination Survey results indicate 77% of undergraduate respondents and 48% of graduate respondents used at least one career-related service while at CSU (71% overall).
- Online appointment scheduling rolled out across the entire Career Services Network (with the exception of Engineering) with 1,017 appointments scheduled. The Career Center had 446 scheduled online appointments, a 36% increase from the previous year.
- The 'secured plans' rates for students at six months after graduation increased from 84% to 85%, and the 'offer rate' (students who have accepted an offer, received at least once offer, or committed to continuing their education) was 89%, which was the same as the previous year.
- Mentoring: The total number of incoming Native American students (freshman, transfer, and graduate) was 323. A total of 113 students actively participated in the program, and had a retention rate of 71%.
- The Eagle Feather Tutoring Program was established by the Native American Culture Center in fall 2004 to provide trained and skilled tutors in an effort to increase retention and graduation rates of all students, with the primary focus directed towards Native American students. There were a total of 4 tutors for the fall 2018 semester and 4 tutors for the spring 2019 semester; their average cumulative GPA was 3.7. The program provided support for over 44 courses with an emphasis on Chemistry, Biology, Mathematics, College Composition, Physics, and Engineering. A total of 77 individual students in 38 separate majors sought support from the program's tutors. The total number of hours tutoring for both spring and fall semesters was 330. Tutors had a total of 193 tutoring sessions. The overall persistence rate (returning fall 2018 or graduated) for students participating in the program was 98% with an average GPA of 2.8.
- As part of a four-year contract with Dyad Consulting, the Office of Fraternity and Sorority Life engaged in year two of a longitudinal study to measure the fraternity and sorority experience in a variety of areas, including the membership experience as it relates to brotherhood/sisterhood and belonging, hazing tolerance, attitudes toward sexual assault, attitudes toward social justice, social perspective taking, and more. In the survey conducted in February 2019, the fraternity response rate was 75% and the sorority response rate was 79%. Highlights include:
 - Both fraternity and sorority members score statistically significantly below the national mean for hazing tolerance reflecting less acceptance of hazing behavior among fraternities and sororities at CSU.

- Explored later in this annual report, both fraternities and sororities have positive outcomes related to the rape myth and sexual assault mindset measures.
- Overall satisfaction with the fraternity experiences is statistically significantly higher for CSU fraternity men than the national mean.
- Sorority women score higher on the authenticity measure than the national average.
- The fraternity and sorority community continues to grow in many ways.
 - The CSU Fraternity and sorority community exceeded 14% of the CSU undergraduate population in the 2018-2019 academic year with over 3,000 members.
 - The Office of Fraternity and Sorority Life welcomed new organizations to the community including Delta Tau Delta in the Inter-fraternity Council, Alpha Phi Omega in the Professional Fraternity Council, and Phi Mu in the Panhellenic Council (PHA). They also bring the total number of chapters in the Greek community to 53.
- For the first time, Every Tuesday evening in fall semester, the Key Communities held study nights in Student Achievement. Roughly 74% of Key Community students attended at least one session, with an average of 200-300 students per week. From the Fall program evaluation, students indicated attending the Key Study Nights helped them gain the following:
 - Gained a focused, dedicated time to study each week that helped create structure to get work done.
 - Made connections within cluster, with mentor, or with Key students they would have not met otherwise.
 - Students mentioned skills they gained from workshops such as better time management, study skills, and assistance with the FAFSA.
- Students had positive feedback to their experiences with their Scholar Contact as part of the Community for Excellence Program including being supportive of their identities.
 - 81.71% *agree or strongly agree* that they can go to the Scholar Contact with their concerns/needs.
 - 86.58% *agree or strongly agree* that their Scholar Contact is knowledgeable about campus policies and procedures and shared that information as needed.
 - 83.33% *agree or strongly agree* that their Scholar Contact connected them to appropriate resources.
 - 79.27% *agree or strongly agree* that their Scholar Contact had a positive impact on their success here at CSU.
 - 90.25% *agree or strongly agree* that their Scholar Contact was supportive of their identities.
 - 81.11% *agree or strongly agree* that their Scholar Contact was knowledgeable about resources related to the identities that individual student holds.

Thank you for making us small town students feel like we can break cycles and even be first generation students. So often we see our classmates fall into cycles and we see so often a single path, but the help and support you (and you all) provide is special and significant in allowing us to all feel like new cycles are possible and there is more than one path to take in life. ~C4E student

- Through Orientation and Transition Programs – Ram Welcome, 92% of first year students said that *We Are CSU* motivated them to take care of peers and take action when necessary to build a better CSU community, and 85% share that *We Are CSU* motivated them to be more open and invested in the lives of those who have different backgrounds and life experiences than them. One student shared,

“Ever since stepping foot onto the CSU campus, I’ve noticed that Rams really do take care of Rams. People notice when someone is lost and needs help getting direction or letting others know where great study spots are, etc. I think We Are CSU reinforced the idea that looking out for one another makes CSU’s community better.”
- The Health Profession Advising unit has enhanced student services by offering new Fall information sessions, changing the advising structure, assigning a Health Profession Adviser to student’s Support Network, and implementing an on-line tool for students to schedule appointments.
 - Almost 1,000 students attended Fall Information Sessions.
 - All health professions advisors meeting with students pursuing any field within healthcare, which increased adviser accessibility.
 - Over 2,100 pre-health students were assigned to health profession advisers in Ramweb.
 - Student appointments increased by 700 students this year. On-line scheduling may have impacted this increase in student contact.
- The Fostering Success Program “Educate Tomorrow Mentoring Program” successfully launched in fall 2018. The FSP Educate Tomorrow Mentoring program made a positive academic impact on the students who participated. Four upper-class FSP students served as mentors to 6-10 incoming first year and new transfer FSP student mentees. Of the 30 new to CSU independent students actively engaged as mentees, 93% were retained in Spring 2019, compared to only 81% of the 33 new to CSU independent students who did not participate. Additionally, GPAs were higher for new to CSU independent student who participated in the FSP Educate Tomorrow mentoring program. FSP is hiring an additional mentor and coach intern for the 2019-20 academic year to increase capacity so all new to CSU independent students will be paired with a mentor.

New FSP Student Comparison	Fall 2018 GPA	Spring 2019 GPA
Participated in mentoring	2.51	2.61
Did not participate in mentoring	2.37	2.54

One mentor shared:

"As a mentor, I really understand how valuable this program is because I wish I could have had a mentoring program like this my first year at CSU. We as mentors have all had to go through the transitioning process at CSU, and when I meet new students we have an instant connection. I feel like it makes it easier for them to open up to another student like me, who understands what it's like to be an FSP student and who can offer effective, understanding support since I have been there myself."

- Undeclared Advising: Students with Recommended Support Outreach - During the 2nd week of the semester, outreach was conducted to 264 undeclared students recommended for support.

The vast majority of these students (80%) had contact in person or via email with an ASC during the first 6 weeks of the semester.

- 61 students (23%) attended an advising appointment.
- 135 students (51%) had follow up email correspondence with an advisor.
- 15 students (6%) connected with an Undeclared ASC during Drop-In Advising.
- Additionally, 99 of the 264 students recommended for support enrolled in the Key Explore Community or a New Student Seminar course. When accounting for all in-person contacts (appointments, drop-ins and class attendance), Undeclared ASCs had in-person contact with 175 students (69%).

This year 22% students recommended for support were on probation after Fall semester. This compares to 30% of the students recommended for support last year. The more intensive outreach this fall may have been one factor related to the decrease in probation rates.

- **Tell Someone** continues to experience significant growth. FY19 saw a 14% increase in reports with 898 reports compared to 786 in FY18. Faculty and staff make up a majority of the referrals to Tell Someone with 84% of referrals coming from faculty/staff, 7% from Students, and 9% from Others, which includes family members and anonymous referrals. A university-wide marketing campaign for Tell Someone launched in January 2017. Until November 2017, Tell Someone was also referenced as the appropriate place to report incidents of bias. In September 2018, SSA filled a 1.0 FTE Administrative Professional Tell Someone Coordinator. Starting in January 2019 SSA has provided a Tell Someone Internship for MSW students in the School of Social Work.
- **Student Consultation Team (SCT)** continues to experience strong utilization. The SCT reviews students of concern following hospitalizations for mental health or substance abuse, as well as referrals for other concerning incidents that warrant the team's threat assessment. The multidisciplinary SCT has staffed 313 distinct students of concern in FY19 to date, compared to 273 students in FY18. SCT has noticed an increase in the number of mental health transports in FY19 with 245 individual incidents to date, compared to 203 incidents in FY18 and 142 incidents in FY17.
- **Mental Health & Safety Proposal** base funded \$115,095 for HN Peak Demand Counselor positions and \$39,405 ongoing operating expenses in support of MH and Title IX education and training programs. In total, proposal has base funded \$954,500 to support MH & TIX initiatives.
- **Title IX Programs** continues to experience increased demand and faces a challenging regulatory environment with potential new regulations shifting policies and practices. An external review has resulted in various committees to review and implement changes to align with current and future regulations.
- RamRide had several accomplishments in FY19, most notably the following:
 - In FY19, RamRide gave 12,423 rides, served 29,614 patrons, and had 2,479 volunteers. Additionally, RamRide's average wait time was 22.07 minutes.
 - 77 unique student organizations volunteered with RamRide this year.
 - Ramride administered a volunteer satisfaction survey throughout the fall and spring semester that received 913 responses.

- 94% of respondents enjoyed their role in volunteering with RamRide.
 - 94% of respondents would recommend volunteering or fundraising with RamRide.
 - 99% of respondents believe RamRide is a service valued by CSU students.
- RamRide hosted the Safe Ride Programs United conference. Thirteen (13) universities attended, with a total attendance of 55 people. Twenty-one (21) presentations occurred including three keynote speeches by Zach Mercurio, Summer Shaffer, and Gabriel Navarro.
 - Completing her first year as the founding Chair of the National Association of Safe Ride Programs (NASRP), Lindsay Mason, Assistant Director in Off-Campus Life, filled the NASRP Executive Board, established national standards for the Safe Ride Programs United annual conference, established voting standards for the conference location and board members. In addition, progress was made on establishing NASRP as a 501(c)3 nonprofit, building NASRP's first webinar, a safe ride program benchmarking project, and establishing relationships with potential corporate sponsors.
 - Over the 2018-2019 academic year, 51.4% of fraternity and sorority members report involvement in at least one additional student organization on campus.
 - Office of Fraternity & Sorority Life staff built an online new member education program called F/S 101 that is viewed by all new members to the fraternity and sorority community. This online program provides education about the community, overviews fraternity and sorority values, overviews relevant policies and processes, and sets the tone for what membership in a fraternity or sorority at CSU entails.
 - Adult Learner and Veteran Services had 14,007 visits to the office including 270+ unique individuals - an increase of over 11% from the previous year. Note: 2017 increase was 23%, giving the center a 34% increase over two years.
 - Student Case Management:
 - Served 3019 individual and unique students with mental health, medical, alcohol and/or drug, legal, or personal crises (up 27% from last year).
 - Served 238 students with Mental Health Hospitalizations that included coordinated discharge planning, campus referrals, and coordinated follow-up (record number; up 34% from last year).
 - Served 31 students medically hospitalized and 62 students transported for medical reasons (combined total is up 5% from last year).
 - 1198 Instructor Notifications (verified absence letters) were sent to faculty from Student Case Management (up 38% from last year).
 - Student Case Management conducted a Campus Labs Baseline Survey each month to assess satisfaction and impact of Case Management services.
 - Student Resolution Center staff delivered 73 educational outreach programs and presentations to over 3,000 members of the CSU, Fort Collins, and National communities.

- Student Resolution Center staff facilitated 61 sanctioned educational workshops to a total of 834 student participants.
- Conflict Resolution staff:
 - managed 620 Conflict Resolution Cases, involving 821 clients and 2,735 collateral contacts.
 - administered 197 Conflict Dynamic Profile assessments to CSU students and staff at no charge (\$34 value per assessment) – a 66% increase from FY18.
- Adult Learner and Veteran Services conducted Transfer Orientation sessions for approximately 217 new ALVS students.
- Student Legal Services expanded immigration law services in its second full year of bringing immigration attorneys to campus on a contract basis. Immigration attorneys provided individual student advisements, guest presentations, and a multitude of ad hoc problem solving for partners across campus.
- For the 48th year, SLS assisted over 1,200 students solve a multitude of coming-of-age legal conflicts that would otherwise interfere with student success. SLS educated hundreds more students through presentations and online resources.
- IE 382A Study Abroad: International Medical Shadowing in Croatia: Health Professions Advising partnered with Education Abroad to offer a new course in January 2020 addressing intercultural competence, social determinants of health and access to healthcare. The Assistant Director of Health Professions Advising (Lilly Dethier) is teaching the course, which includes shadowing doctors at a hospital in Croatia. Because students will receive academic credit, they can use their regular scholarships and financial aid towards the cost of the course. As a result, this class has become an access point for lower-income students to an education abroad experience, and one-on-one connection with a health professions advisor. The roster currently includes 40% Pell recipients (compared to 21% at the University), 45% first generation students (compared to 21% at the University), 30% students of color (compared to 22% diverse enrollment at the University) and 10% veterans (compared to less than 5% at the University).
- Student Diversity Programs and Services Programming Highlights:
 - Do You...Know Your IX?: This was responsive peer education about the proposed Title IX changes from the United States Department of Education. Red Whistle Brigade tabled in the Flea Market to educate students on the possible upcoming changes to the Title IX policy and gathered feedback from their peers.
 - Disability and Interpersonal Violence: Red Whistle Brigade partnered with the Student Disability Center for a Sexual Assault Awareness Month and Disability Dialogues collaborative workshop about societal factors that lead to higher rates of sexual violence against people with disabilities.
 - Men as Survivors of Sexual Assault: Led by our Men's Programming and Violence Prevention Coordinator, this workshop highlighted the unique factors that silence men that are survivors of sexual assault as well as ways they can seek support.

- The Body is Not an Apology: WGAC and RamEvents partnered to host a body image event called The Body is Not An Apology. The event featured Sonya Renee Taylor, poet and author of a book with the same name. This is an educational project geared towards students at CSU that aims to reduce shame and violence, and promote “radical self-love” for all bodies. It’s on topics relating to body image and ways of shifting mindsets and lifestyles; interrupt individual and systemic values that perpetuate shame, violence, and oppression; and advocate for healing and freedom from shame for all bodies.
- Feminist Thought and Activism Conference: 2019 marked the 14th year of the Feminist Thought and Activism Conference at CSU and it was our biggest one in recent memory – attendance reached over 250. Conference sessions continued to be as diverse and ever. The keynote, co-sponsored by RamEvents, was a duo who hosts a podcast called Locatora Radio. Child care continued to be a utilized need although we notice many parents in attendance without their children. This prompted the idea to try a parents’ track at the conference with the focus on child development through a SJ lens.



Goal 3: Student Learning Success

- One hundred percent of the student staff who left Campus Activities this year were able to identify at least two things they learned during their employment in essay format. Major themes that benefit their future professions/goals include: communication skills, practical skills for their respective career paths, self-awareness, and the importance of diversity and inclusion.
- The 2018-19 Global Leadership Experience offered PLP students a cross-cultural learning opportunity focused around the issue of water. Partnering with staff from CSU’s Todos Santos Center in Baja California Sur, Mexico, a unique learning experience was created called “Water Dialogues/*Dialogós del Agua*.” The program challenged students to gain global perspectives while considering the personal and social responsibility of the complexity of water availability and usage.
- Sixty-three percent of respondents who participated in Resume Rush hosted by the Career Center were able to identify 3 essential elements for an effective bullet point on a resume. An additional 25% were able to identify two. All respondents were able to identify at least 1 essential element for an effective bullet point. This is an improvement from the previous Resume Rush where only 43% were able to identify 3 essential elements. Additionally 87% of

respondents who participated in Resume Rush were able to list two essential formatting parameters for resumes. This is a 7 percentage point increase from the previous Resume Rush.

- Students with a foster care or independent background benefited from a newly implemented mentoring program through the Collaborative for Student Achievement, and undeclared students with recommended support had a higher percentage of students in good standing after the fall semester compared to last year.
- The Division of Student Affairs Retention Specialist:
 - Provided retention support to 251 students through the Community for Excellence
 - Provided 8 workshops in collaboration with Graduate Assistant for students with the Denver Scholarship Foundation award
 - Participated in bi-weekly working group meetings for Fostering Success Program and help support the outreach to over 200 identified students on campus
- Tracking the fraternity and sorority GPA over time indicates that fraternity and sorority average GPAs continue to outpace unaffiliated peers.

Semester	F/S GPA	Undergrad GPA	All Sorority GPA	All Women's GPA	All Fraternity GPA	All Men's GPA
Fall 2018	3.03	2.96	3.13	3.09	2.88	2.83
Spring 2019	3.12	3.02	3.21	3.14	3.00	2.89

- Over 48 students participated in four academic courses offered by the Office of Fraternity and Sorority Life, including Inclusive Leadership for Fraternity & Sorority Members, Emerging Leadership for Fraternity & Sorority Members, Advanced Leadership for Fraternity & Sorority Members, and Fraternities and Sororities Against Sexual Assault. In the 2018-2019 academic year fraternity and sorority members contributed a total of 55,552 hours of community service.
- In spring 2019, the Office of Fraternity and Sorority Life staff revived The Body Project, a cognitive dissonance-based program designed for sorority women regarding body appreciation and dismantling a harmful appearance ideal. Peer facilitators were trained and are now ready to facilitate this intervention for their peers.
- In spring 2019, due to a programming grant provided by the Fraternity and Sorority Programming Board, the OFSL hosted a workshop specifically for members of culturally based fraternities and sororities. The Harbor Institute provided a daylong educational program for 125 members of the Multicultural Greek Council and the National Pan-Hellenic Council specifically designed to support experiences of students of color on a predominantly white campus.
- Off-Campus Life's "Rams Around the Fort" workshop is in first-year seminars and SRC educational sanctions classes co-facilitated by Off-Campus Life, the City of Fort Collins, and Fort Collins Police Services. This workshop teaches students about topics ranging from the importance of getting to know your neighbor to all of the unique codes and ordinances within the City of Fort Collins. An in-classroom workshop has proven to be highly beneficial in

disseminating important information on the Fort Collins community and engaging students where they are learning.

- We presented to a total of 544 students (an increase of 24% from FY18).
 - 96% of survey respondents stated they now better understand the importance of being a good community neighbor, both on and off campus.
 - 85% of survey respondents stated that this class has enhanced their educational experience at CSU.
- Off-Campus Life's third annual Shovel Snowdown, an event built to educate off-campus students about the Fort Collins snow ordinance which includes education from an Off-Campus Life and Code Compliance staff member about the ordinance and the importance of helping your neighbors with their snow, included educating and giving 417 free shovels to off-campus students. At the conclusion of their educations, students report:
 - 40% of participants knew the details of the ordinance before the event, compared to 96% after the event.
 - 85% of participants are more likely to shovel their neighbor's sidewalk because of this event.
 - 93% of participants better understand the importance of being a good neighbor because of this event.
- CSU Health Network Strategic Plan Progress - Healthy Campus - Mental Health, Resiliency, Well-Being
 - Establish campus-wide skill building.
 - A Resiliency and Well-Being Curriculum Committee, made up of university partners from Academic and Student Affairs, convened in FY19 to compile, review, and select an evidence-based curriculum. The team created guiding principles, goals, and learning outcomes used to guide the work. During curriculum selection it became clear that this initiative will have three layers for the best possibility of improving student mental health, resiliency and well-being: (1) training for immediate application to stressful/traumatizing events, (2) tools for systemic integration into the classroom and advising sessions, and (3) campus-wide student curriculum. Staff are working next on laying the pathways for implementation and integration.
 - Develop a psychosocial mindset intervention for incoming students and support Student Success initiative development.
 - The psychosocial mindset intervention, known as Your CSU Transition, has been integrated into Ram Orientation, with 5,243 students receiving the intervention in FY19. In preparation for the intervention, campus partners received training on psychosocial messaging, as well as growth and belonging mindset. The intervention video shared common college transition challenges and strategies to overcome these challenges from peers with varying identities, followed by reflection facilitated in small groups by trained Ram Orientation Leaders. Research has demonstrated the effectiveness of this messaging for incoming student persistence, with a particular benefit for students facing a social disadvantage in higher education.
 - This year baseline data was collected for Your CSU Transition, and comparative data for retention will be available next year. Early assessment data results show homesickness, flourishing, determination to succeed, and perseverance significantly improved between FY17 and FY18. FY18 Ram Orientation post survey results showed 72% strongly agreed and 27% agreed that they understood that the

transition to college is a complex learning process both academically and socially in the beginning.

- Develop You@CSU's goal setting and skill building functions for targeted use.
 - YOU@CSU is CSU's student success portal that connects students to personalized on-campus and online resources in the areas of Succeed (Academics/Career), Thrive (Physical/Mental Health), and Matter (Purpose/Community/Social). Utilization and campus familiarity continue to increase since launching in February 2016.
 - YOU@CSU Dashboard Analytics July 1, 2018 – June 30, 2019 showed:
 - 48,465 successful logins (53% increase from FY18)
 - 13,176 new students and 2,716 faculty/staff registered
 - Average time on site was 2:34 minutes
 - 4,543 searches conducted
 - 6,046 Reality Checks (self-assessments) completed across all three domains, which enables the site to customize content based on the users' needs and interests
 - CSU Health Network is working with Grit Digital Health and CSU Student Success to enhance the goal setting function and populate with First Year/Momentum Year goals (successfully complete 30 credits, Math and English, 9 credits in interest area; develop a productive academic mindset; and engage in major and advising guidance, which includes using YOU@CSU), as well as other goals related to student success, health, and well-being. The Scope of Work is in the final stages of approval through CSU Contracts.

- Expand suicide prevention safety net programs and establish postvention communications.
 - Notice and Respond training continued with 1,624 participants (5.6% increase from FY18). There were 55 sessions: 7 staff sessions, 177 total participants; 34 student sessions, 1,073 total participants; and 14 faculty sessions, 374 total participants. There was intentional marketing, with the support of upper administration, to increase faculty training, which resulted in doubling faculty sessions provided from previous year. More than 80% of the 352 Notice and Respond survey respondents agreed or strongly agreed that they had gains in awareness of the signs of distress, an increased understanding of campus resources and felt more confident and empowered to assist someone in distress.
 - The Manager of Mental Health Initiatives continued to serve on the Public Safety Postvention Response Team. Campus communications and postvention strategies were coordinated to address very challenging and unfortunate suicide deaths in FY19. The Suicide Reporting Best Practice Guidelines were woven into the Collegian's Code of Ethics a few years ago.

- CSU Health Network Strategic Plan Progress - Healthy Campus - Substance Abuse/Related Impacts Prevention
 - Explore development of a campus bystander framework, to include expansion of substance abuse bystander program.
 - There are three key ways CSU Health Network helped cultivate bystander behavior. First, in FY19, 5,243 new students during Ram Orientation engaged in the Rams Take Care, Rams Take Action session that provided alcohol norming and bystander messaging. Ram Orientation Leaders are trained in program content, motivational

- interviewing, bystander intervention, and practical skills to deliver the program. Past initiative results show the program works as prescribed. Second, new students receive bystander education, as they complete the required AlcoholEdu module. Third, students receive another dose through the Bystander Football Initiative.
- The Bystander Football Initiative utilizes social science best practices, including public pledging, for positive behavior change regarding bystander intervention and alcohol use harm reduction. CREWS Peer Educators delivered the intervention each week/day of home football games and interfaced with 4,430 students. An initiative evaluation survey was sent to students who claimed tickets for the 2018 football season (774 respondents). Key findings included a positive correlation for students who take a bystander pledge and an increase in risk reducing bystander behaviors. Students who pledged also reported higher frequencies of personal positive drinking behaviors.
 - Health Education and Prevention Services staff helped initiate and served on the CSU Bystander Intervention Committee. A summary of other university bystander efforts, including unified health communication messaging, was provided. They contacted Cornell, University of Texas-Austin, and University of Colorado to learn more and will be making a recommendation to upper administration about the direction and approach for future bystander interventions and communications at CSU.
- CSU Health Network is in partnership with the CSU Marijuana Research Group to improve the effectiveness of the intervention Marijuana Check Up to Go. In fall 2018 adjustments were made to the study's version of the online intervention, as a result of CSU Marijuana Research Group's prior evaluation. Changes included the addition of inductive norms, protective behaviors and a change plan. Round two of effectiveness evaluation is scheduled for fall 2019 with heavy users, where they will also assess if personality has an effect on use patterns and intervention effectiveness. The control group will receive stress management information and be offered the intervention after the study. CSU will be one of three schools in the study. The goal is to improve the effectiveness of Marijuana Check Up to Go to use with CSU students, as part of our Substance Abuse Prevention efforts and possibly used by the Drugs, Alcohol and You (DAY) treatment services, as well as benefit other universities using/considering use of the intervention.
 - CSU Health Network New Student Communications:
 - Integrated CSU Health Network services, new student requirements and recommendations and targeted health information into Guidebook app that is used by all incoming students and parent and family members during Admission Visit Days, Ram Orientation and Ram Welcome.
 - Conflict Resolution Services continued offering the original Massive Open Online Course (MOOC), titled Conflict Management for College Students. 1,131 individuals registered for the course in FY19 – a 39% increase from FY18.
 - The Student Resolution Center unveiled an original educational sanction for academic integrity: "The Arcade Mystery: A Learning Adventure in Integrity." This story-based tutorial is designed to demonstrate the importance of integrity, the university's policy regarding academic

misconduct, and how academic integrity affects learning at CSU and one's professional life beyond the university. Fifty-one students were sanctioned to the tutorial in FY19.

- 86% of students (who were accepted into Restorative Justice prior to court sentencing) had their charges dismissed upon successful completion of the SRC's Restorative Justice Program.
- First Generation Award: In all but two years since 2003, first year recipients of the First Generation Award have shown a first to second year retention rate that is greater than or equal to first year, non-first generation students and is consistently higher than first generation students without the first generation award.
 - With the 2017 cohort, 88.41% of First Generation Award recipients retained to the second year, compared to 79.1% of first generation students, which is 9.31 percentage points higher for first generation award students.
- Early Performance Feedback (EPF) and Course Success Assessment: Early Performance indicators of "Y" for meeting expectations or "N" for not meeting expectations yet were collected from participating EPF courses in the 5th week of the semester. Fall 2016 and Spring 2017 EPF outcomes are provided below.

Although reported in Fall 2017, the IR results below highlight the association between student course level success and course participation with the EPF program.

- *"Nearly 80% of first-time full time students are in at least one EPF course during their first Fall semester at CSU."*
- *"Course participation in the EPF program is associated with 37% higher odds of a student earning a successful grade (A, B or C) in the course after controlling for students demographic/academic characteristics."*
- *"These higher odds result in a 2.8 percentage point (PP) increase in the predicted probability of a student being successful in a course if their course section participates in the EPF program."*
- *"Additionally, this association between EPF and course success is nearly identical for students that are either first generation, Pell recipient or a student of color as well as for first-time students."*
- It is important to note that *"EPF participation association with course success does vary significantly by course and is actually negative for some courses."*

The Meeting Expectations indicator is highly associated with passing the course. For instance, in fall 2018, 92% of students who were meeting expectations in an EPF course got a C or better in the course. For students that received the Not Meeting Expectations Yet indicator, slightly over half of the students received a C or better in the course (51% fall 2018, 55% in spring 2019).

- Psychosocial Mindset Messaging to Cultivate Persistence and Retention – Collaborative for Student Achievement: As a strategy to help eliminate persistence gaps that exist with first generation, low-income, and ethnically or racially diverse students, key messages were implemented that encouraged a sense of belonging and illustrated common challenges of

transitioning to college and strategies to overcome these challenges from students with varying identities. These messages were conveyed to incoming first-year students during the “Your CSU Success” presentation at Ram Orientation which included a video of continuing students sharing stories of their experiences. Students reflected on the video with other incoming first-year students and in written reflection.

- Data collected from the Orientation evaluation survey and an analysis of students’ written reflection illustrated that students received the messages from the initiative. Results from the student survey after attending Ram Orientation (28 % response rate) were:
 - 99% of students strongly agreed or agreed that they understood that the transition to college is a complex learning process both academically and socially in the beginning.
 - 96% strongly agreed or agreed that they felt more confident to find the people and resources who can help with their transition to college.
 - 92% strongly agreed or agreed that they can describe two ways to feel more connected at CSU
- PEAK Program Results: The Program to Encourage Academic Knowledge (PEAK) is the probation program that all undeclared students on first term academic probation are required to complete before an advising hold is removed. The program consists of a video, quiz, assessment, and meeting with their assigned Academic Success Coordinator where they collaboratively discuss proactive plans for the individual student.

In spring 2019, 182 undeclared students were on 1st Term Academic Probation. In the first eight weeks, 94 students (52%) completed the PEAK requirements. At the end of the semester, 143 (78%) of these students completed the entire PEAK Program. The students who did not complete PEAK withdrew from the University mid-semester, changed majors, or received support from another group, such as Project Success or Community for Excellence.

After the spring 2019 term, 41% of the students on 1st term academic probation returned to good academic standing. After spring 2017, 34% of students on 1st term academic probation returned to good standing; after Spring 2018, 35% returned to good standing.

- The Adult Learner and Veteran Services Office enhanced the peer-advising program for both adult learners and student veterans. ALVS hired and trained, in collaboration with multiple campus resource units, 12 student peer advisors.
 - Peer advisors created engagement opportunities such as ice cream social, pancake breakfast, family game night, and Horsetooth hike and BBQ for the ALVS community.
- The Adult Learner and Veteran Services Office: SALUTE National Honor Society – Increased national membership by 3,000 members and 40 institutional chapters generating nearly \$100K in generated revenue.

- The Adult Learner and Veteran Services Office: Pinnacle Honor Society – Supported CSU chapter of Pinnacle, inducting seventeen new adult learners and sponsoring four students’ professional development at a national conference.
- The Adult Learner and Veteran Services tutoring program: Provided tutoring services to over 60 individual students through a collaboration with TILT approved tutors.
- In partnership with ASCSU, Student Legal Services sponsored renowned diplomatic historian Lawrence S. Kaplan to speak on campus: “70 years after its inception, is NATO vital or obsolete?” Classes of students met Dr. Kaplan for discussions throughout the day and more than 130 students and public members attended his evening public address.



Goal 4: Research and Discovery

- Fifth annual Multicultural Undergraduate Research Art and Leadership Symposium (MURALS). The purpose of MURALS is to intentionally reach out to students of color in various disciplines and exposes them to a variety of undergraduate research opportunities. Mentoring, presenting scholarly work, networking, and learning about multicultural leadership are four main aspects of the program. 118 registered participants for MURALS in 2018, which is up from 101 MURALS participants in spring of 2018 with 110 presentations, up from 89 the year before and representation from all the Colleges.



Goal 5: Engagement

- In partnership with Development, donors were more actively engaged in the Fostering Success Program with a million dollar gift from the Galena Foundation.
- The breadth of CSU’s food insecurity programs and services under Rams Against Hunger (RAH) continues to grow due to countless volunteers, donors, and campus and community partners. Highlights for RAH include:
 - The monthly mobile food pantries had 2,768 unique visitors, with a total of 6,910 guests served.

- With \$280,000 raised, RAH served 454 students with 23,949 meals in University Dining facilities.
 - Six pocket pantries offered throughout campus in partnership with the Associated Students of Colorado State University.
 - SLiCE collaborated with University Housing & Dining, CSU IT, and Food Safety to launch the inaugural semester of the Ram Food Recovery Program. This program is intended to reduce waste and support members of the campus community who are experiencing food insecurity by making food leftover from Housing & Dining Services catered events available for pick up.
 - The 32nd annual Cans Around the Oval, the largest single-day food drive in Northern Colorado, celebrated the highest amount of monetary donations collected, raising \$61,459. Additionally, there were 35,456 pounds of food collected to help feed our Larimer County community.
- The Colorado State University Campus Recreation Service Committee collaborated with Colorado State University's Fostering Success Program to put on an annual giving event called Warm a Winter Wish during November and December 2018. The event requests donation of gift cards in the \$20 range for businesses where students in need can purchase groceries, clothing, and/or household items, e.g. Target, King Soopers, Walmart. The Service Committee creates snowflakes for each donator recognizing their contribution. The campus community is called on to help these students in need and fulfill their holiday wishes and emergency needs. The event resulted in \$200 in gift cards donated.
 - In the 2018-2019 academic year fraternity and sorority members raised \$189,254.64 for philanthropic causes.
 - Parent and Family Programs established the CSU Parent and Family Board in partnership with University Advancement, the Alumni Association, and the Career Center.
 - Parent and Family Programs held a number of Care Package events with University Advancement to increase parent and family engagement.
 - Adult Learner and Veteran Services entered into an "in-kind" donor relationship with a performance solutions firm to design a blended learning program for higher education professionals and human resource managers that addresses a value based narrative for student veterans.



Goal 6: Public Interaction / Strategic Partnerships

- LSC Arts continues to partner with local arts organizations to leverage their diverse audiences and create otherwise impossible opportunities for both the CSU and Fort Collins communities. These partners include: the Department of Horticulture & Landscape Architecture to host the exhibition *Portraits of Inclusion* in the Curfman Auxiliary gallery; College of Liberal Arts, Department of Art and Art History, and College of Natural Resources who all worked with the LSC Arts Program to create the 2019 Art & Science Exhibition; and LSC Arts supported the opening exhibition in the new gallery located in the Richardson Design Center, *The New American Garden*.
- The CSU Bookstore continues to support the CSU community with programs such as School is Cool.
- This year for the first time, Kayla Tejada coordinated several staff members from the Collaborative for Student Achievement, who participated in CSU Fall Clean Up through SLiCE, as an opportunity to give back to the Fort Collins Community.

- Campus Recreation’s Student Staff Development Committee and Service Committee partnered with the United Way of Larimer County to participate in a Service-to-Go project at the fall Rec Ramp Up all-staff training. Two hundred ninety-one students worked to assemble 350 hygiene kits to donate to the local homeless community in Fort Collins and beyond. ○ The Campus Recreation Student Staff Development Committee launched the Rec Development Program (RDP) and had 226 participants across 22 different session offerings.
- Support and Safety Assessment initiated a working group to create a regional threat assessment team. Initial members of the group represent Colorado State University, Fort Collins Police Services, Loveland Police Department, Larimer County Sheriff’s Office, and Larimer County District Attorney’s Office. This group has reached broad consensus on the need and value of creating this service and is working through steps for possible implementation in 2020.
- Title IX Programs underwent an external review completed by Husch Blackwell and upon receiving final recommendations, has implemented numerous committees to better address policy and process issues. These committees have begun review of interim measures, voluntary resolutions, University policy, and Sexual Misconduct and Interpersonal Violence procedures within Title IX Programs in an effort to identify current issues and maintain a supportive structure for the campus community when dealing with issues of this nature.
- In collaboration with the City of Fort Collins and Off-Campus Life, the Fall Clean Up event matched almost 1,900 CSU students and staff with almost 300 neighborhood projects (intentionally down 12% from FY18, due to program capacity). Additionally, almost 4,000 bags of leaves were collected. Survey results showed the following:
 - 97% of respondents agreed or strongly agreed that assisting in Fall Clean Up helped them feel more a part of the Fort Collins community.
 - 88% agreed or strongly agreed that by assisting in Fall Clean Up, they were more aware of what it takes a person to maintain a yard.
 - Since the program’s inception, over 34,000 bags of leaves have been collected, almost 15,000 volunteers have participated, and 2,423 projects have been completed.
- In collaboration with the City of Fort Collins and Off-Campus Life, the fall 2018 Community Welcome event connected almost 200 volunteers with almost 1,500 neighbors, all of which received educational material and “The Art of Neighboring” brochure. An assessment of this program indicated the following:
 - 86% of respondents agreed that staff/students/police should educate students about local codes and ordinances.
 - 91% of volunteers (up from 90% in 2017) and 87% of neighbors (up from 80% in 2017) agreed that the Community Welcome efforts will have a positive impact in the neighborhoods.
- Parent and Family Programs continues to strengthen the working relationship with University Advancement through development of the CSU Parent and Family Board. This working

relationship is strengthening the ways that parents and families connect with each other and CSU as well as work to support student transition from CSU to career and/or graduate school.

- Parent and Family Programs re-structured preferred business partnership funding structure resulting in increased preferred business partners.
- The Adult Learner and Veterans Services Office planned and delivered national CSU Veterans Symposium exploring the value of veterans with three specific emphasis areas:
 - Translating military leadership skills to career in partnership with Military Talent Acquisition Specialist from Arrow Electronics.
 - Exploring the value of veteran women leadership in partnership with the Department of Veteran Affairs Senior Leader and Program Director for Women’s Initiatives.
 - Evidence for a Strengths Based Approach in Building Resiliency in partnership with researchers from CSU CCP.
- The Career Center collaborated with Institutional Research, Planning & Effectiveness as well as Creative Services to again produce a university-wide infographic publication to share with key constituents regarding the first destination results.
- The Housing and Dining Services Communications and Sustainability team won 4 national awards focused on design, one national award featuring the Foundry, and one national sustainability award recognizing public engagement. They also continued to support new innovations and daily efforts via 378 communications projects and 106 sustainability projects.
- The CSU Mountain Campus (Housing and Dining Services) continued their support of the CSU strategic plan goals through the hosting of the WCNR academic courses, ECO Week middle school students, and multiple conference groups, in addition to multiple physical plant improvements. They enhanced their partnership with Facilities Management and the Warner College via both an advisory team and a renewed commitment to the upkeep and upgrading of the facilities in this remote location.
- Housing and Dining Services Outreach and Projects discovered their inaugural year within the HDS organization. Through visioning and creativity, they focused on creating systems of outreach to the residential communities, such as a liaison relationship with Poudre School District.

THE CSU EFFECT

You came to Colorado State University to earn a degree and start forging your future, whether that path leads you to the job market, graduate school, the military, the Peace Corps or one of the dozens of other diverse options. And you want to know how CSU graduates are faring.

YOU'VE JOINED A COMMUNITY WHERE:



CSU alumni in Colorado collectively earn \$2.2 billion more because of their college degrees



89% of graduates secured their plans or at least one job offer within 6 months of graduation.



CSU graduates found employment in 33 countries and are coveted by those looking for inspired people who can change the world.

1,700
UNIQUE EMPLOYERS

Members of CSU's last graduating class have located across 45 states and 33 countries with 1,700 unique employers.

85%

Secured first destination plans after graduation

\$51,500

Average starting salary for CSU graduates.

82%

of CSU graduates found employment related to their major

\$5.54
BILLION

Alumni in Colorado account for \$5.54 billion on household income.

85%

of CSU graduates found employment related to their career plans



COLORADO STATE UNIVERSITY



Goal 7: Excellence in Hiring, Professional Development, Employee Engagement

- The Lory Student Center Marketing department (Colab) had another award-winning year with 13 awards from “Best in Show” to second place of varied projects essential to the LSC. These awards are a result of student energy, consistent training and oversight by professional staff members, and ensuring a diverse atmosphere open to many different ideas, people, and backgrounds.
- The Collaborative for Student Achievement focused their efforts to enhance inclusive excellence on their individual journeys as well as their organizational growth with more fully integrating inclusive excellence in their connections with each other, and in their work with student success. In addition to focusing on these efforts as part of our All Staff Meetings and an All Staff Retreat, three different groups further explored inclusive excellence in varying contexts. One group was for staff that supervise full time staff, another group for staff that supervise student staff, and the third group was an informal group that met over lunch. Some of the topics and content were discussions about class, responding to case studies, and sharing our individual identities.
- Housing and Dining Services Workplace Education & Talent Management (WITM) embraced their new staffing model and developed their focus areas within Housing & Dining Services while continuing strong collaborations and partnerships across the Division and University. WITM developed five sub-committees to perform intentional redesign of assessment of the HDS training program to inform strategic plan and vision contributing to a shift in the overall HDS culture.
- Campus Recreation professional staff performed 846 evaluations of student employees during FY19 which covered topics such as communication, conflict management, leadership, interpersonal skills, job knowledge, and more.
- Campus Recreation supervisors provided 16,217 contact hours of training to their student employees. These hours include new employee onboarding, weekly trainings, monthly in-service trainings, and seasonal trainings.

- Campus Recreation awarded \$13,659 across 89 allocations from the David Karspeck Memorial Fund and the Student Staff Development Fund to support professional development for student employees including expenses related to conference attendance, certification courses, and risk management trainings.
- The function and leadership of student employment was successfully transitioned to the Career Center and the triaging of constituent inquiries between the Career Center, HR, and Financial Aid are beginning to be consistently handled correctly.
- The Career Services Network was reinstated and met monthly during the spring semester, providing the opportunity for career services colleagues from around campus to share best practices, establish consistent policies, and build community.
- The Career Center team engaged in a 7-month long process to rewrite its vision and mission statements, as well as establish internal work values to serve as expectations for how they function as a team.
- Title IX Programs is anticipating several new hires which were determined during the 18-19 academic year after reviewing ways to better utilize the time of current staff. New hires will include an additional Title IX Technician which will assist in minimizing the length of time investigators spend on completing investigative reports as well as tracking of all cases. Filling the Assistant Director of Title IX Compliance and Programs position will maximize the training efforts across campus on Title IX related issues to include Responsible Employee reporting obligations.



Goal 8: Diversity, Equity and Campus Climate

- L.E.A.D. (Leading. Empowering. Advancing. Determined.) Conference**
 The focus is on enhancing the academic and professional achievements of students of color and underrepresented populations at Colorado State University. During the conference, students have the opportunity to engage with businesses through networking events and exchange business cards (provided by us). Students gain skills and a better understanding of time management, budgeting, diversity education, and more through a number of workshops hosted by our campus partners and CSU Alumni.

LEAD Demographics

		Headcount	Average Index	First Generation (%)	Average GPA	Persist to following semester
Spring 2017	Participants	57	111.1	61.4	2.78	91.2
	Comparison	119	110.2	52.9	2.71	79.9
Spring 2018	Participants	66	109.9	61.5	2.86	95.5
	Comparison	112	111.7	53.2	2.76	77.8

- Graduate School Prep Academy**
 The Graduate School Prep Academy is in its third year, and is a three semester volunteer program supporting students of color as they navigate the graduate school process. From exploring graduate school options, to applying and preparing for interviews to next steps, the academy provides a cohort model for accountability and support. This is a collaboration between the Graduate School, Black/African Cultural Center, El Centro, Native American Cultural Center, and APACC.
- The Asian/Pacific American Culture Center reached its endowment goal of \$25,000 with support from alums and supporters of the Center! The funds from the endowment will continue to support efforts toward supporting student professional development, and programming for the most marginalized populations: Native Hawaiian, Pacific Islander, Middle Eastern, Asian American (including Southeast Asian, Desi, adopted, and mixed race. Additionally, we would like to develop an emergency fund for students.

- The Asian/Pacific American Culture Center collaborated with the CSU Health Network, specifically the Counseling Center, to provide “Story Circle,” a support group for Asian Pacific Islander Desi American students in the center space. The group met weekly on Mondays from 4-5 in spring 2019. APACC closed the center to provide a safe and confidential space for the students to share.
- The Asian/Pacific American Culture Center was able to support 17 students to attend the Midwest Asian American Student Union (MAASU) conference at the University of Colorado, Boulder on March 8-9, 2019. The conference hosted over 600 students from around the country. This was the first time A/PACC was able to provide professional development opportunities for its students. The conference provided students an opportunity to engage in discussions and panels centered around issues related to the Asian American community.
- Since 2003, the number of enrolled self-identified Native American students at Colorado State University has increased by 222%. Total Native American enrollment for Ffall 2018 was 805.
- This year the Pride Resource Center celebrated its 20th Anniversary on campus. We marked this accomplishment on Saturday, October 20th 2018 among 200 students, alumni, faculty, staff, community members, allies and former directors. Two former directors were able to be in attendance, Lisa Phelps and Foula Dimopoulos. Lisa Phelps and Morris Price Jr. (alumni) served as two of our keynote speakers. Jasmine Ontiveros and Xander Rorabaugh served as our two student speakers. The entertainment was provided by Mariachi Arcoiris, who joined us from California. Kriss Wittman a master strategic illustrator captured our 20-year history through an illustration that is now displayed on the Pride Resource Center [website](#) and in in the center. People have described this event as a perfect way to honor the past while at the same time highlighting the importance of intersectionality for the future.
 - At this event the Pride Resource Center also announced a commitment to increase giving to the GLBT Scholarship in order to expand the amount of scholarships they are able to provide to students. Donors had not given to the scholarship fund since 2013. Through donor engagement at the 20th Anniversary, Alumni networks, the Drag show and Pride celebrations, the PRC was able to increase our donors by 200% and as a result are able to award four \$1,000 scholarships in FY19-20 as opposed to the two that are typically provided. A focus on giving will continue as the PRC moves into FY 19-20.
- The Pride Resource Center launched new Safe Zone Curriculum. Delivered 23 trainings across campus and the Fort Collins community for 270 participants. By participating in our Safe Zone training, participants reported, on average, an increase in each learning outcome equal to 1 full point on our Likert Scale.
- The Pride Resource Center honored 36 LGBTQ+ graduates at Lavender Graduation, at 40% increase in attendance from previous years.
- Based on data from the National College Health Association revealing the disproportionately negative experiences LGBTQ students have on campus much effort was launched to engage campus partners in addressing and actively supporting the community:
 - Presenting LGBTQ NCHA data to advisors, colleges and campus partners.

- Creation and development of a Trans Oversight Group – teaming up all campus partners involved in trans support efforts.
 - Pronouns Statement Committee – creating a campus-wide message and educational website affirming the use of pronouns in classrooms, emails etc.
 - Working with the Office of the Registrar to completely remove legal name from Banner, Aries and Canvas.
 - Contracting Fleurette King through the Commission on Women and Gender Equity to deliver a series of Trans Inclusive Pedagogy workshops for faculty.
 - Purchasing binders, compression gaffs and bra inserts for students who are not able to afford trans affirming garments.
 - Co-authored a column for the SOURCE about [“Supporting Trans and Non-binary students, staff and faculty”](#).
 - Delivered a plenary presentation titled *“Gender Inclusion for the Trans and Non-Binary Community”* at the annual Gender Summit.
 - Served on the Trans Employee Inclusive Policies & Practices Committee.
- The Senior Coordinator Retention Specialist provided leadership for the CSU Celebrates committee, which is a collaboration between SDPS, Admission, Parent and Family Programs, and the Office of Financial Aid to “bring CSU to Denver” and make the University feel more accessible for incoming students and families through events held in July 2017 and June 2018
 - Attendance at the event quadrupled from 2017 (16 students) to 2018 (64 students)
 - There was also an increase in attendance by parents and families
 - As part of the goal to create inclusive access to the institution, the Senior Coordinator completed 2 outreach visits to Denver Public School in spring 2018.
- In 1978, Resources for Disabled Students, now the Student Disability Center, was created on campus, making 2018 its 40th anniversary. This event was celebrated in March, 2019, highlighting the growth of the office and the staff that have made it what it is today. Attendance exceeded expectations.
- Women and Gender Advocacy Center: Victim Services Statistics, AY 2017-2018 (Includes Summer 2018 – Spring 2019)
 - Advocates provided 3127 interventions up from 2983 interventions in 2017-2018; 461 survivors up from 406 survivors the previous year.
 - These interventions totaled 1075 hour as compared to 1045 hours last year.
 - The on-call Victim Assistance Team volunteers received 212 calls and provided 83 hours of support/intervention as compared to 136 calls and provided 68 hours of these interventions in 2017-2018.
 - Notable Trends:
 - Our numbers are continuing to increase at the same exponential rate that they have been over the past 6 years.
 - This also suggests that (like the past 2 years) while we are increasing cases and number of interventions, we are spending less time with each survivor. Suggesting that the advocates are at capacity for the number of hours of care provided. This held true with the addition of a third advocate. We will

be adding an additional advocate this year and hope that that sees a return to care levels we would like to see.

- We were able to keep the advocacy hours better in the core advocacy team this year compared to last. This year programming staff provided 20.09 hours of advocacy compared to 28.9 last year and 68.5 the year prior.
- The CSU Bookstore worked with the Pride Resource Center and APACC to design and sell hats that represent their offices, with revenues returned to the offices for student support.
- Lory Student Center Catering continued supporting long-standing events which promote diversity, cultural awareness, and campus engagement including, but not limited to, the 36th Annual Pow Wow hosted by AISES, the 64th Annual World Unity Fair hosted by ISSS, and the Shabbat 200 Dinner & Passover Seder events hosted by the Chabad student organization. Event Planning and Catering worked closely with representatives from these organizations to carefully source, store, prepare, and serve foods for their events.
- RamEvents selected, delivered, and partnered with various offices and student organizations on events that specifically sought to be inclusive and diverse, while providing a platform to further develop student knowledge, awareness, and skills in relation to diversity and equity. Out of the 1000+ surveys collected, 97.19 percent of students said they were very satisfied and satisfied with the inclusiveness of the program. To aid the RamEvents student staff in putting on these programs, they participated in several diversity and inclusion-related trainings to develop their learning and support their capacity to produce outstanding student programs.
- The Student Resolution Center coordinated, hosted and funded (in partnership with HR and OEO) a 40-hour Social Justice Mediation training led by facilitators of the Social Justice Mediation Institute. The twenty-four participants were professional staff members of various parts of the University, including the SRC, University Housing, Human Resources, The Vice President's Office for Diversity, the Vet School, SLICE, BAACC, and the Office of Equal Opportunity.
- The Career Center team continued to learn about, integrate, and prioritize diversity and inclusion (D&I) in its work. These efforts included placing D&I in its new vision and mission statements, setting goals for D&I in its strategic plan and priorities, identifying new ways to integrate D&I into the day-to-day practices, and offering opportunities for the staff to learn, reflect, and build community.
- A Campus Recreation work team from the Inclusivity Committee began a comprehensive mixed methods assessment on the experiences of students who identify as low income. The work team conducted a literature review, a national peer review, and 2 focus groups. Recommendations will be finalized and completed this upcoming fall.
- Incidents of Bias reporting website was launched in November 2017 and a marketing campaign will begin FY20. The Incidents of Bias program uses Tell Someone staff and resources in collaboration with the Vice President for Diversity, the Vice President for Student Affairs, and

Support and Safety Assessment. During FY19 to date, 72 cases of bias have been referred through the reporting website and staffed by the Bias Assessment Team.

- Support and Safety Assessment recognized need for translation services through Title IX investigative process and received approval for funding for translation services for the 19-20 academic year.
- Parent and Family Programs strengthened Wednesday move-in programming for families of underrepresented students in collaboration with OTP, SDPS, Admissions, and others.
- Student Case Management service increased to students in Title IX incidents; serving 50 Respondents (up 108%) and 59 Complainants (up 25%)
- A 6–person work team from the Campus Recreation Inclusivity Committee began a comprehensive mixed methods assessment on the experiences of students who identify as low income. The work team conducted a literature review, a national peer review, and 2 focus groups. Recommendations will be finalized and completed this upcoming fall.
- A Gender Culture work team was created by Campus Recreation to help with specifically targeting gender barriers found in Campus Recreation through action.
- *An equity, diversity, and inclusion training guide*, created by Theo Beck – Inclusivity Projects Assistant, in Campus Recreation, was compiled and shared with professional staff to help with inclusion training for student staff.
- A collaboration occurred with the Student Diversity Programs and Services offices where three specific dates were set for the semester for the therapists to go to their offices and do chair massages. The massages were offered at a discounted rate. The offices that participated were: APACC, BAACC, Student Disability Center and El Centro.
- The National College Health Assessment (NCHA) CSU student health and well-being data trends since Fall 2011 and CSU Health Network Utilization growth were broadly disseminated across campus to key stakeholders. NCHA sub-analysis was conducted for Students of Color and GLBTQ student respondents and incorporated into the storytelling in inform campus priorities and future prevention efforts and service refinement. The NCHA data was also used to update the Healthy Campus overarching health outcomes for FY22 review, in alignment with CSU Health Network Strategic Plan.
- A new educational series called Inclusivity Dialogues began in July 2018. The series was designed to 1) meet the needs demonstrated in other spaces regarding a desire among professional staff to have more time to process through equity, diversity, and inclusion (EDI) topics, 2) serve as a space for education and professional development for the entire department, 3) create more access to educational information often shared in Inclusivity Committee meetings, and 4) create a bridge to the Inclusivity Committee and help prepare people to be successful in the action component of EDI. Monthly topics included:

- Training Student Staff on Equity, Diversity, and Inclusion; Pronouns; Bystander Interventions; Debrief of sessions from the CSU Diversity Symposium; Debate, Discussion, Dialogue; Inclusive Communication @ CSU; Self-assessing EDI knowledge, skills, and awareness; Implicit and Explicit Bias; Inclusive Supervision; Documentation Status; Advocacy



Goal 9: Financial Resources

- The Lory Catering department strived to provide excellence in food service for events held in the LSC and around the CSU campus community. With 11 full-time equivalent (FTE) state classified employees, and a diverse team of student employees, Lory Catering served over 3,000 events, generating roughly \$2.1 million in revenue for the 2018-2019 fiscal year.
- Lory Catering hired a student web designer and launched a new online menu which allows for continual and timely revisions. The new website received the Loyal E. Horton Gold and Grand Prize Awards, with recognition occurring at the National Association of College and University Food Services (NACUFS) annual conference in Denver.
- FY19 total year-end revenues for the Lory Student Center were \$35,880,688, while expenditures totaled \$35,781,490, including a \$1.9 million transfer to the reserve account. The LSC remains fiscally healthy, with a fund balance of \$4,668,347 and an ending reserve account balance of \$3,388,275. In addition, \$3 million was transferred from the reserve account to fund the Phase III renovation project on the north end of the LSC, with an additional \$2m to be transferred in FY20. The contribution from the fund balance to the reserve account is budgeted at \$327,200 in FY20.
- CSU Health Network continues to utilize a successful financial model which involves billing student health insurance for allowable medical service charges. The student fee for medical services was held at a 0% increase for the fourth year in a row.
- By bringing all claims payment processing in house for services provided at the Health Network, we incurred No Rate Increase for the Student Health Insurance Plan (SHIP). The premium for SHIP remained the same for 2019/20 as it was for 2018/19. Enrollment in the Student Health Plan for 2018/19 was 5,468, which is a 5% increase over the previous year.
- RamCare and RamCare Grant premiums decreased from \$175 per semester in 2018/19 to \$125 per semester for 2019/20. Enrollment in RamCare was 1,183 (of which 219 were RamCare Grant recipients).
- Housing and Dining Conference & Events Services (CES) celebrated another successful year with increased revenue, participants, and overall group reach with continued focus on student recruitment, good stewardship of university resources and providing supplemental income for

the university to assist with the means to provide year-round employment for many employee classifications across campus.



Goal 10: Physical Resources

- The Skyfactor user satisfaction survey was conducted by the Lory Student Center during FY19. The survey results indicated the LSC continues to score very highly in the area of cleanliness of the facility. A mean 6.26 performance scale is the highest score attained and ranks the LSC number one in comparison to its selected peers.
- The LSC Capital Repair and Replacement plan is updated regularly, with \$250,000 budgeted for FY20, a planned decrease in anticipation of construction associated with the LSC Phase III Master Plan renovation project. Funding for the Phase III revitalization and associated ALVS program expansion has been established, with \$5 million coming from LSC reserves, \$10 million to be bonded through LSC self-generated revenues, and \$9.2 million coming from a \$12 student fee increase in support of the ALVS expansion as recommended by the Student Fee Review Board and approved by the CSU System Board of Governors.
- Lory Dining Services utilized local vendors, supported local farms, and adjusted the menu each semester in order to purchase Colorado products, as well as maintain certification with the Green Restaurant Association. In addition, Dining Services created and developed the Fifty30 food concept in the lower level of the LSC.
- Campus Recreation partnered with Facilities Management on the design, bid and installation of high efficiency LED light addition on 5 acres of the Intramural Fields, with an additional upgrade to the remaining 26 acres of existing field lights to LED fixtures. This project will reduce energy usage by more than 50% as well as a reduction of night pollution/sky glow. This project was completed in February 2019 at a cost of \$1.3 Million.
- Support and Safety Assessment acquired and remodeled 4 offices in Student Services Building, including asbestos abatement, updated carpet, paint, power, data, and storefront. This space and furniture upgrades have relocated 1.75 FTE from inadequate overflow space and created workspace for an additional 3.0 FTE and two new meeting spaces – SSA Meeting Room seats 4 and Director’s office conference space seats 6, in addition to existing 12-seat conference room – to reduce scheduling conflicts and accommodate increased demand for services. Total cost of improvements: \$63,000.
- A commitment to long term planning by Housing and Dining Services is taking place, with a master plan being developed by an outside firm to address our current and future facility needs.

- The Student Disability Center moved into the TILT building in August, 2018, before classes started for the semester. The building provides a more attractive space for students and reinforces the academic focus of accommodations. Overall the move has been positive for students and for staff.
- The Student Disability Center director created a proposal for the University Facility Fee Advisory Board (UFFAB) to fund improvements to the west entrance to the TILT building to make it more accessible and safe as a direct entry to the SDC. The proposal was presented and approved during spring semester. Total requested: \$318,818.
- Housing and Dining Services Facilities experienced leadership transition and significant staffing changes. Through these changes, they positively reflected and engaged in strategic planning. Efforts specifically focused on assessing the current status, reflecting on lessons learned, analyzed staff input and budget, and began strategizing and setting standards from which processes were implemented and staff culture was improved. Comprehensive asset assessments were completed, and the department is now poised to more accurately forecast funding needs, building use and prioritize facility-related concerns. HDS Facilities assisted in procuring the design-build team for Meridian Village, and upgrades are in process for access control and security across HDS. Our national benchmarking survey showed that 85% of students are very satisfied with the Environmental Services staff and 74% are satisfied with the cleanliness of their residence hall. HDS Facilities continues to support student success through their mission of facilities maintenance and cleaning and direct engagement with students.



Goal 11: Information Management

- The quality of programs and services offered in the Lory Student Center (LSC) are consistently assessed primarily through national benchmarking surveys. The Skyfactor College Union/Student Center Benchmarking Survey and the Multi-Institutional Survey on Leadership (MSL) were administered during spring 2019. The results from Skyfactor demonstrated high degrees of satisfaction with union facilities and union staff. For example, among 79 institutions available for benchmarking, the LSC ranked sixth. Moreover, mean scores related to overall satisfaction with the LSC among students placed within the top ten of 79 institutions. Scores related to customer service throughout the LSC, including dining services and bookstore staff, continue to be a highlight of the survey. Means comprising Factor 11, Union Staff, also scored statistically higher across all comparison groups. Executive summaries for both the Skyfactor and MSL assessments are included in the Annual Report for the LSC's Assessment, Planning, and Effectiveness (APE) Committee.
- Support and Safety Assessment tested and implemented the i-Sight Case Management Software to manage the Student Consultation Team, Employee Consultation Team, Tell Someone, and Incidents of Bias.
- Title IX Programs streamlined usage within Maxient to better track all reports received by the office, and to better collaborate with Student Conduct Services on utilizing the shared database.
- Parent and Family Programs worked in collaboration with several campus units to shift the FAMweb login to a social identity process.
- Parent and Family Programs updated the Parent and Family newsletter system to communicate with families.
- The RamCard Office (Housing and Dining Services) achievements this year focused on the development of new technology infrastructure, efforts related to collaborations and partnerships, contributions to the financial success of campus partners and departments, and support for division and university initiatives. While providing a high level of on-going support to First National Bank, RamCard actively participated in campus initiatives to establish Canvas Credit Union banking services in the Lory Student Center.
- Housing and Dining Technology Services continued to monitor network security, performance, ease of use, and reliability. They collaborated with Residential Dining Services and the RamCard

Office to implement Atrium. Also, Tech Services consulted with various departments in HDS to increase business process efficiencies, respond to technology issues, update hardware, install new software, and increase customer service response through a new software product monitoring the customer service experience.



Presentations

International

- In collaboration with the City of Fort Collins, CSU presented at the International Town-Gown Association Conference at Penn State in State College, PA on *Campus West Connections: a Town-Gown Experiment with 20 Years of Experience*. Additionally, Off-Campus Life had a conference presentation on *Shifting into Safety: Safe Ride Programs in the community*.
- Bonnie Palmatory (Communications & Sustainability) served on a roundtable panel at the ACUHO-I Business Operations Conference in October.
- Tonie Miyamoto (Communications & Sustainability), and Kyle Oldham (WITM), presented at the 2018 ACUHO-I National Conference on CSU's No Place 4 H8 campaign.

National

- The AVP Student Affairs/Executive Director of the LSC served as a panel member for a pre-conference workshop at the 2019 NASPA Annual Conference in Los Angeles, "Preparing You for Executive Level Leadership: Infusing Best Business Practices into Student Affairs."
- *Tae Nosaka and Jenny Wysocky presented "Key Communities: Supporting Equity through Intentional Design" at the NASPA Student Success Conference.*
- *Jessica Klingsmith and Brian Hayes presented "Stories Behind the Numbers: Closing Equity Gaps Through Learning Communities" at the First Year Experience Conference. Las Vegas, NV.*
- Miel McCarthy presented at the NASPA Student Success Conference:
 - *First Gen: An Intersectional Approach*
 - *Transforming First-Generation Student Support: Shifting to an Asset-Based Framework*
- Gaye DiGregorio presented:
 - *Institutional Self-Discovery Through Scaling High-Impact Programs that Support Equity and Student Success* at the Reinvention Collaborative.
 - *Perceptions about Math Placement and Pre-Calculus/Calculus Courses among College Firstgeneration, Low-income, Students of Color* at the NASPA Student Success and Student Affairs Assessment Series.
 - *Academic Advising- Achieving Excellence and Assessing Impact* at the Reinvention Collaborative.
- Fabiola Mora presented:
 - *First Gen & . Paper presentation at the student success meeting of the National Association of Student Personnel Administrators*

- *Triple threat: Closing achievement gaps through integrating equity oriented programs.* Paper presentation at the student success meeting of the National Association of Student Personnel Administrators
- *Transforming first-generation student support: Shifting to an asset-based framework.* Paper presentation at the student success meeting of the National Association of Student Personnel Administrators
- *FRONTLINE Holding Space--Processing our own traumas.* Paper presentation at the Keeping the Dream Alive Conference
- *Painting the Picture: A Panel Presentation on Undocumented Student Stories, Challenges, and Research.* Presentation, National Academic Advising Association Annual Conference
- *Telling Our Stories: Tips and Strategies for Being an Ally for Students and Advisors of Color.* Presentation, National Academic Advising Association Annual Conference
- *Intersectional Growth Mindset for Serving 1st Generation Students.* Presentation, Colorado/Wyoming Academic Advising Association Conference
- TJ Hill, Facilities Coordinator, and Tara Yesenski from Arizona State University copresented on “Using the Design Thinking Process and Semi-Structured Interviews to Engage Underrepresented Students” at the NIRSA Annual Conference in Boston, MA in February 2019.
- Taylor Sidore, Fitness Coordinator, Cindy Tse, Assistant Director of Sports Clubs and Steff Shamrowicz, Recreation Supervisor presented, “Intentionally Developing Your Students” at the NIRSA Annual Conference in Boston, MA in February 2019.
- Erin Patchett, Associate Director of Administration, and Brit Heiring, Communications Manager, co-presented with Marcus Jackson, a colleague from the University of Illinois on “Inclusive Supervision: Building Trust Among Diverse Teams” at the NIRSA Annual Conference in Boston, MA in February 2019.
- Conflict Resolution staff delivered two presentations at the 2019 National Association of Community and Restorative Justice Conference.
- Amy Cailene co-Presented at NAFSA: Association of International Educators, Annual Conference on “Creating a Global Workforce Pipeline.”
- Tom Walker, a previous RamRide student employee who won the 2018 National Student Employee of the Year, was invited to be the keynote speaker for the 2018 National Association of Student Employment annual conference. Tom gave a powerful speech about the positive impact of student employment in general, and about his excellent experience working with RamRide.
- Chase Weldon, Served as featured guest on nationally known veterinary medicine podcast, “Podcast a Vet” on the topic of “Finding Your Dream Job.”
- Jered Lish, Co-Presented with JoAnn Cornell, Director of the Asian Pacific American Cultural Center, at the MPACE Annual Conference “Go, Go, career readiness: Morphing career dreams into reality.”
- Katie Lloyd & Barbara Richardson, Co-Presented MPACE Annual Conference, “Centering Diversity and Inclusion to Support all Students’ Dreams.”

- Katie Flint & Barbara Richardson, Presented “A Dream Deferred: Problemizing Professionalism” with Barbara Richardson at Mountain Pacific Association of Colleges and Employers (MPACE).
- Neal Luján (RamCard) presented 12 Tips to Successfully Form and Lead a Task Force at the National Association of Campus Card User (NACCU) conference.
- Neal Luján and Martha Perrotin (RamCard) presented When Students Don't Have a Government-issued ID: Proactive Steps to Help at the NACCU conference.
- Stephanie Zee, Jen Dawrs, and Sydney Spiller (Housing) presented on White Fragility at the National Conference on Race and Ethnicity (NCORE)
- Summer Shaffer, Presented on Gen Z for MPACE.
- Taé Nosaka, Blanche Hughes, Mary Ontiveros, Gaye DiGregorio presented “*Institutional Self Discovery Through Scaling High Impact Programs that Support Equity and Student Success*” at the Reinvention Collaborative Annual Conference.

Regional

- Anna Marie Almanza presented at the Northern Colorado Diversity Conference.
- Fabiola Mora presented *Intersectional Growth Mindset for Serving 1st Generation Students*. Presentation, Colorado/Wyoming Academic Advising Association Conference
- Mitch Trebesh was a panelist at the ASPIRE Regional Conference.
- Katie Flint, Presented *Deepening Campus Engagement* with Rebecca Lupp of Enterprise at regional MPACE event.
- Liz Poore and Jason Scott (RDS) presented during the NACUFS Regional Conference along with partners from Whiting-Turner and Bakergroup on the Foundry renovation project.
- Jason Scott (RDS) participated in a panel discussion and presentation regarding best practices for Student Employment at the NACUFS Regional Conference.

State

- Gaye DiGregorio presented *CSU Early Warning and Proactive Outreach Services* at the Colorado Momentum Summit Presentation.
- Betty Sims presented *Preparing for Graduate School* at the 5th Annual TRIO SSS Graduate School Conference.
- Ricky Guzman presented *Examining New Student Seminar Approaches: Rejuvenating Student Investment in your SSS Program* at the Colorado Chapter of ASPIRE Conference.

Community

- Sam Boren & Lucinda Van Inwagen, Presented “The ‘Return on Investment’” of Internships and Mentorships: Cultivating a Creative Learning Community” during Fort Collins 2019 Art-Up Week.

Campus

- The Program Coordinator for Assessment was a co-presenter at the Diversity Symposium for the session “Disabilities and Institutions: A quest for access, equity, and inclusion.”
- The Senior Program Coordinator in Campus Activities appeared on the WGAC Podcast episode of their “We Believe You” podcast, which focused on supporting transgender survivors of interpersonal violence.

- Professional Development Institute: “Whoops I Forgot My Visa: Lessons Learned From Abroad,” by Jessica Dyrdaahl.
- Mitch Trebesh was a Workshop Facilitator at the Professional Development Institute.
- Joe Akmakjian & Tyler Bowers, Co-facilitated “Creating Inclusive Events and Programs” for PDI week.
- Barbara Richardson, Presented at Professional Development Institute on First Destination Results for the last 5 years.
- Kyle Oldham (WITM) co-presented Leading by Example: Using Critical Reflection as a Tool for Leadership with Pamela Graglia at the CSU Diversity Symposium
- Kyle Oldham (WITM) served as the SDPS LEAD Conference Keynote Speaker
- Kyle Oldham (WITM) served as Black Issues Forum Keynote Speaker
- Kyle Oldham (WITM) co-presented Dismantling Whiteness in Our Work with Pamela Graglia for the President’s Commission on Diversity and Inclusion
- Teresa Metzger (Outreach and Projects) presented at the CSU Diversity Symposium with Amy Robertson (Collaborative for Student Achievement) and Jennifer Schneider (Institutional Research) on First-Year Survey and Reforming the Student Success Prediction Model.
- Jen Dawrs, Jeffrey Mariano, Mitchell Holston, Stephanie Zee, and Sydney Spiller (Housing) presented on White Fragility at the CSU Diversity Symposium
- Amy Cailene:
 - Co-Presented at CSU’s Diversity Symposium on “Supporting Working Parents.”
 - Co-Presented at CSU’s Professional Development Symposium on “Supporting Students who are Undocumented.”

Publications

- DiGregorio, G. (2018). Perceptions about math placement and pre-calculus/calculus math courses among college first-generation, low-income, students of color (Doctoral dissertation, Colorado State University. Libraries).
- Troxel, W. G., DiGregorio, G., Guertin, E., Harris, V., Spight, D. B. (2018) Achieving excellence and assessing impact of academic advising: A landscape analysis of existing national surveys. Proceedings from the Reinvention Collaborative National Conference.
- Rachel Kiemele, co-author: Garvey, J. C., Richter, E., Payton, S., Kiemele, R., & Sanders, L. A. (in press). Diversity appreciation among white first-year residential students. Journal of Student Affairs Research and Practice.
- Rachel Kiemele, co-author: Garvey, J. C., Matsumura, J., Silvis, J., Kiemele, R., Eagan, H., & Chowdhury, P. (2018). Sexual borderlands: Exploring outness among bisexual, pansexual, and fluid undergraduate students. Journal of College Student Development.
- Lindsay Sell published an article entitled “Unfreezing Fraternity & Sorority Life” in the spring issue of Perspectives Magazine.
- Food Service Director
 - Foundry Virtual Tour - <https://www.foodservicedirector.com/design/see-inside-foundry-new-addition-colorado-state-university>
 - Top 5 - <https://www.foodservicedirector.com/design/foodservice-directors-top-virtual-tours-2018>
- Food Management

- The Foundry - <https://www.food-management.com/colleges-universities/colorado-state-university-s-new-project-features-8-micro-restaurants>
- NACUFS E-Newsletter
 - Campus Dining Today – Campus Dining By Design Colorado State University – The Foundry featurette.
 - Member Connection – Dietary needs and The Foundry (these were short blips on the NACUFS E-newsletter, and ran in conjunction with articles from other sources, i.e. The SOURCE and Coloradoan)
- Member Connection – Dietary needs and The Foundry (these were short blips on the NACUFS E-newsletter, and ran in conjunction with articles from other sources, i.e. The SOURCE and Coloradoan)
- ACUHO-I's Talking Stick
 - “Term Limits for Residence Directors” by Lauren Shulman
 - “Next Wave Sustainability” a cover story by Tonie Miyamoto

Student Affairs Honors, Recognitions and Service

Staff and Students

National

- Lory Student Center Dining Services submitted entries of accomplishments to National Association of College & University Food Services (NACUFS) and were presented with the following Loyal E. Horton Dining Awards: Gold Prize for Catering – Online Menu, Grand Prize for Catering – Online Menu, Gold Prize for Catering – Special Event, and Grand Prize for Catering – Special Event.
- Nick Pfeifer, Aquatics Coordinator, accepted an award on behalf of Campus Recreation from the American Red Cross which named Colorado State University Campus Recreation as a top provider of American Red Cross educational safety courses in the State of Colorado. In 2018, Colorado State University Campus Recreation certified 389 people in American Red Cross programs, which was the highest among all Colorado colleges and universities and third highest among all training providers in the State of Colorado.
- Taylor Sidore, Fitness Coordinator, was the recipient of the 2019 NIRSA Annual Service award for bringing innovative developments to her role as Region V Student Leader.
- Erin Patchett, Associate Director of Administration, received a NIRSA Foundation scholarship to attend the 2019 NIRSA Annual Conference in Boston, MA.
- Erin Patchett, Associate Director of Administration, received a NIRSA Research Grant for her dissertation research project at the University of Northern Colorado.
 - Campus Recreation Marketing won two NIRSA Creative Excellence Awards at the 2019 NIRSA Annual Conference.
- Anne Hudgens, Executive Director of the CSU Health Network, received the Ollie B. Moten Award for Outstanding Service to One’s Institution at the annual meeting of the American College Health Association.
- Off-Campus Life received 11 national inquiries from various communities and universities on CSU/City community liaison programming, demonstrating its continued view as a best practice across the country.

- Lindsay Sell serves on the editorial board for [Perspectives Magazine](#), a quarterly magazine published by the Association of Fraternity/Sorority Advisors.
- Lindsay Sell serves as a National Panhellenic Conference Area Advisor for college Panhellenic Councils.
- Lindsay Sell was elected to serve as Vice Chair of the Association of Fraternal Leadership & Values Board starting in July 2019

Regional

- Tyrell Allen was awarded the NASPA Region IV-West New Professional Rising Star award.
- Joel Schwartzkopf, PA-C, was re-elected President of the Rocky Mountain College Health Association for the 2019-20 academic year.
- Janelle Dowling (HDS Facilities) was competitively awarded the Rocky Mountain chapter's APPA Institute for Facilities Management Institute Scholarship valued at \$1,500.
- Rodney England (HDS Facilities) received the AIMHO Distinguished Service award
- Safi Ben Musa (University Housing) received the AIMHO Outstanding Entry-Level Professional Award.
- Helena Gardner (University Housing) received the AIMHO Outstanding Mid-Level Professional Award.
- Stephanie Zee (University Housing) received the AIMHO Professional Social Justice Action Award.

Community

- Teresa Metzger (Outreach and Projects) was recognized at Poudre School District Education Board Meeting on Tuesday, June 11th for her involvement in PSD Insight Cohort, a 9 month program connecting businesses and community members to the PSD.

Campus

- Tyrell Allen was awarded the Rising Star Award by the Division of Student Affairs.
- Amalia Ornelas, Lead Medical Assistant, received the Division of Student Affairs "Quality Service" Award.
- The SLICE Office and the CSU Health Network received the Division of Student Affairs "Bridges Award" for their collaboration on an Alternative Spring Break trip focused on delivering health care in a rural community. The project was led by Brianna Riggio, RN, and Joel Schwartzkopf, PA-C, with CSU pre-health professions students learning and working in Alamosa, Colorado.
- Bruce Smith, MD, Director of Medical Specialty Services, was named a Distinguished Administrative Professional at CSU in April 2019.
- Lucinda Van Inwagen was awarded DSA Impact Award.
- Lucas Miller (Residential Dining Services) received the Innovation Award through the Division of Student Affairs.
- Alfreda Whaley (RDS) received the Multicultural Staff and Faculty Network Distinguished Service Award as part of the Celebrate! Colorado State Awards.

Departments, Programs and Services

International

- Colab's 2019 ACUI International Marketing and Design "Steal this Idea" Awards include:
 - First Place: Logos – 20th Anniversary Pride Logo
 - Second Place: Brochures – LSC Milestones
 - Second Place: Promotional Products – LSC Brand Stickers
 - Second Place: Signs/Banners – Fifty30 Restaurant Signage

National

- NACUFS HORTON Gold Award in Residential Dining Facility: The Foundry
- UCDA Award of Excellence for best use of print processes: Student Appreciation Bandana
- CSU jumped from 11th to 4th place in the Sierra Club's 2018 ranking of "Cool Schools," and ranked first for public engagement in the 2018 Sustainable Campus Index.
- Counseling Services' APA accredited training program was reaccredited for 10 years, the longest possible reaccreditation period reserved for programs deemed excellent by the accreditation body.
- Lory Student Center Dining Services submitted entries of accomplishments to National Association of College & University Food Services (NACUFS) and were presented with the following Loyal E. Horton Dining Awards: Gold Prize for Catering – Online Menu, Grand Prize for Catering – Online Menu, Gold Prize for Catering – Special Event, and Grand Prize for Catering – Special Event.
- Campus Recreation received these awards:
 - Gold – Student Digital: I Am a Woman video
 - Award credit given to José Sáenz, Student Videographer
 - Silver – Audio Visual: Rec'ing Ramifesto video
 - Award credit given to given to current and previous student staff: Bailey McCaffrey, Communications Assistant (Script); Jenna Fischer, Social Media Assistant (Script); Brian Dusek, Social Media Assistant (Script); Sara Baheta, Outreach Assistant (Script); Steff Shamrowicz, Recreation Supervisor (Voiceover); Brooke Flaten, Graphic Designer (Project Management); José Sáenz, Videography Assistant (Editing, Shooting); Nick Wasmundt, Videography Assistant (Videography); Brit Heiring, Communications Manager (Creative Director)

Regional

- The Women's Soccer club received the 2018 NIRSA Region V Sportsmanship award.
- Student Legal Services received the 2019 Jim Aldridge Award for Special Project of Excellence by University Student Legal Services Association - Western Region for its collaboration with campus and city partners to increase restorative justice and diversion options for students resolving mistakes.
- Colab's Fall 2018 ACUI Marketing and Design Region IV "Steal this Idea" Awards include:

- Best of Show: Single Page Digital – Engage Your Market With Video
- First place: Single Page Print – NAHM Poster
- First Place: Multiple Page Print – Colab Look Book
- First Place: Multiple Page Digital – iPhone App
- First Place: Promotional Campaign – 35th Annual AISES Pow Wow
- First Place: Swag/Promotional Premiums – SEED Branding and Collateral
- First Place: Single Page Digital – Engage Your Market with Video
- First Place: Logo/Brand Identity – 20th Anniversary Pride Logo
- First Place: Interior Wall/Art Signage – Period Products

State

- Colorado State University's Intramural Sports program had a men's flag football team compete and place second at the 2018 State of Colorado Flag Football Tournament which was hosted by Colorado State University Campus Recreation.
 - The Women's Soccer club received the 2018 NIRSA Region V Sportsmanship award.