Counting Down to 24/7 and Beyond

2017-18 Annual Report

DIVISION OF STUDENT AFFAIRS
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On the cover: the new residential community at dusk during construction
A Message from the Vice Chancellor

The countdown to the opening of our new residence hall and creating a 24/7 culture on campus began last year when we broke ground and began developing the processes, procedures, and programs that would bring our vision to life. As I write this, our countdown clock to move-in that has been in our office since last August now reads 30 days to go until move-in. Getting to this point required much work over the 2017-18 year, during which time the Division of Student Affairs has been engaged with colleagues across campus and our business partners in many meaningful activities – keeping a mindful eye on the clock as we have counted down the days to take-off!

Our Annual Report tells the story of this important year. We have seen an increase in student response for many of the opportunities that Student Affairs offers. Our commitment to student care, connection, and success has been unwavering as the university has undergone many organizational and leadership changes. I am proud of and grateful for the work of our staff to keep focused on meeting the needs and interests of our current students as we ready for an exciting new world. If you are interested in seeing just what we have been working on to lead the transformation to 24/7, you may want to check out our report at www.umb.edu/twentyfourseven.

I think you will agree that we have made great progress over the past year as we strive to transform lives every day. We are ready and counting down to the blast-off of a new era, with new staff in place, programs developed, and procedures finalized.

Thank to everyone who has been a part of this exciting and challenging year.

Gail DiSabatino, EdD
Vice Chancellor for Student Affairs
Goals to Achieve Vision

- **LEAD THE TRANSFORMATION TO A 24/7 CAMPUS**
  Our leadership includes a responsibility for changes in culture, processes, structures, and priorities to reflect our evolving 24/7 academic community of students who live on or near campus. This evolution is due in part to students living closer to campus as evidenced by 31 percent of freshman students, reporting via National Survey for Student Engagement, living within walking distance of campus and the 1,050 students who will be living on campus in our new residential community. Moving beyond a self-image as a “commuter school” is critical, as such language is deficit-based and can limit non-residential student services and learning.

- **ENHANCE STUDENT PERSISTENCE THROUGH SEAMLESS AND TIMELY WELFARE RESPONSES AND REFERRALS**
  Moving the needle on student persistence is a critical indicator of success. Students are more likely to persist when a well-coordinated network of staff, faculty, and students actively cultivates foundational student needs, such as safety, health, mental well-being, and feelings of belonging along with connections to academic support. Persistence indicators include the six-year graduation rate (currently 48 percent) and the freshman one-year retention rate (currently 75 percent).

- **ENSURE EVERY STUDENT HAS THE OPPORTUNITY TO ENGAGE MEANINGFULLY OUTSIDE THE CLASSROOM**
  Research tells us that out of classroom engagement leads to more significant learning, personal development, and success. Therefore, we must actively recognize, identify, and remove barriers to such involvement so that every student has an equal opportunity to thrive at UMass Boston and beyond. A student’s situation (e.g., financial capacity, family responsibilities and/or expectations), our practices (e.g., traditional delivery models, inadequate communication about opportunities), or the student’s disposition (e.g., a feeling of difficulty in getting connected, or generally does not understand the value of involvement) may cause barriers.

- **PROMOTE STUDENT LEARNING VIA OUT-OF-CLASS ENGAGEMENT AND STUDENT EMPLOYMENT OPPORTUNITIES**
  Student learning happens throughout and across a student’s experience. We are uniquely positioned to deliver and collaborate with campus partners on learning opportunities that complement in-classroom learning in the areas of intellectual depth and experiential learning, inquiry and analysis, self-awareness, interpersonal competence, social responsibility, and practical competence. We must assess and report student learning (e.g., movement in relevant National Survey for Student Engagement indicators, a co-curricular record, or participation data).

- **ENHANCE AND OPTIMIZE SPACE, TECHNOLOGY, FINANCIAL RESOURCES, AND BUSINESS PROCESSES**
  Enhancements and optimizations could include new efforts in soliciting donations, securing grants, strategically repurposing dollars within one’s own department, modeling the way we operate within allocated resources, and information sharing about effective and efficient administrative and business practices. Consideration should also be made for leveraging of technology best practices, including the repurposing of assets and the use of digital media.

- **RECRUIT, RETAIN, AND DEVELOP INDIVIDUAL STAFF TO ACHIEVE THEIR POTENTIAL AND OUR VISION**
  Staff are a critical ingredient in taking transformational ideas and putting them into practice. Additionally, staff are key to the delivery of a student-centered experience. This Blueprint should be actively communicated during the recruitment process as it reflects a unique opportunity within higher education to transform student affairs practice and a campus. Staff retention should be promoted through more intentional on-boarding, responsive supervision, and regular assessment. Professional development opportunities should be made available via on- and off-campus venues.
Departments within the Division

The Dean of Students Office provides student advocacy and student development by offering opportunities for students to learn and grow while fulfilling their academic and personal potential.

The Department of Finance and Administration oversees all fiscal management and administrative operations for the Division of Student Affairs. This area provides research, analysis, and modeling in support of information-based decision making and develops and implements short- and long-term goals to support both financial and administrative strategies.

The Office of Housing and Residential Life enhances the student experience by providing safe, comfortable, and inclusive living communities in which residents can learn and grow and become responsible and engaged citizens. This office also includes Off Campus Living, which assists prospective and currently enrolled students in locating a place to call home.

The Department of Information Systems and Technology provides the division with information technology solutions and services.

The Interfaith Campus Ministry (ICM) serves the community by offering spiritual guidance and pastoral care to students, faculty, and staff. The primary aim of the ministry is to help students to develop an intellectual understanding of their faith, and to deepen their self-knowledge and their relationship with themselves, with God, and with others.

The Office of New Students and Family Programs seeks to assist all new students (i.e., those new to college or transferring from another institution) in making a successful transition to Boston’s only public university.

The OneCard Services Department is where one can obtain a BeaconCard (student ID/employee ID). This card is used for door access, as a library card, and for debit purchases, meal plans, and event attendance.

The Office of Student Activities provides opportunities for student growth and development to complement the traditional academic mission in the classroom. An array of educational, cultural, and recreational activities and special-interest clubs are supported by a staff of professional advisors who help students make the most of their experience at UMass Boston.

The Office of Student Leadership and Community Engagement (OSLCE) offers a variety of leadership-training and development opportunities by engaging students with community organizations and partners. Its goal is to create effective civic leaders in the classroom, on campus, in the community, and beyond. Through involvement with OSLCE programs, students build interpersonal competence and examine humanitarianism as well as civic engagement.

Student Multicultural Affairs is working to build an area to enhance our community’s ability to be culturally and socially aware; to empower students through academic, professional, and career development; and to service our broader community. This area, home to the immigrant student program, is also working to develop greater capacity for student advocacy and leadership.

The UMass Boston Police Department is charged with the responsibility of ensuring a safe and secure environment where students, faculty, staff, and visitors are able to learn, teach, work, and visit. The department is committed to a community-based policing philosophy to accomplish this goal.

University Health Services is committed to providing quality physical and mental health services to students, as well as education and outreach to promote and enhance the well-being of our campus community. Programs are aimed at promoting optimal physical, mental, emotional, and spiritual well-being.

The Office of Urban and Off-Campus Support Services, otherwise known as U-ACCESS, is committed to supporting and empowering students who are experiencing complex personal and social issues, such as homelessness, domestic violence, poverty, and emancipation from foster care, that may derail their academic success. The office is also home to a food pantry.
Student Affairs Organizational Chart
In 2011, UMass Boston set a goal to become a 24/7 campus. While the impetus for this goal was the decision and approval to build its first residence hall, the importance of creating a 24/7 campus was inevitable if UMass Boston is to serve the needs of all its students. Increased shift in pedagogy requiring group work meant that students were connecting with one another outside of class time. Recent National Survey for Student Engagement (NSSE) data has shown a trend toward UMass Boston students self-reporting living within walking distance of campus and working fewer hours (see graph below), giving students more time to be involved in campus life. Finally, students have been engaging 24 hours a day, using technology and other social media, no matter where they reside.

Over the past two years, considerable work has taken place to address the changes in culture, processes, structures, and priorities to reflect our evolving 24/7 academic community. Starting in May, monthly reports have been produced by the Office of the Vice Chancellor that are designed to inform the community of the many initiatives that have been put into place, have been developed and will roll out over the next few months, are under development, and/or are in the conceptual stage. Below are a few accomplishments reported in that document. To see the latest report and the status of more than 101 initiatives in the areas of campus safety, student care and support, residential community development, student life, and information technology, visit www.umb.edu/twentyfourseven

![Graph showing average number of hours spent on off-campus employment and percent living within walking distance to campus.](image-url)
• The **Office of Housing and Residential Life** successfully built out the components of a modern residence life program. When the halls open in September, they will have three living-learning communities, a faculty in residence, a satellite academic success program office, a diverse resident assistant staff, and three community directors. The office also developed a “late night” programming structure that will serve to meet students’ social needs and provide healthy activity options on evenings and weekends, with at least one late-night program per week.

• The **Dean of Students Office** implemented the updated Student Code of Conduct and the student-on-student procedures regarding sexual violence and harassment. Additionally, educational efforts, including posters, website updates, and presentations, were enhanced. This includes the implementation of the Bringing in the Bystander program, in which 310 students were trained.

• In order to develop and expand student mental health, substance abuse, and suicide-prevention efforts on campus, **University Health Services** and the Psychology Department have been in an ongoing partnership to implement JED Campus at UMass Boston. This year the efforts included: instituting an after-hours service (ProtoCall); sending an email to all incoming students (first-years, transfers, and new graduate students) explaining their services; and redesigning its website to highlight on- and off-campus resources, including emergency resources.

• **Student Multicultural Affairs**, in collaboration with the Office of Diversity, Equity, and Inclusion, produced a draft framework for the operation of a campus bias response team that will provide guidance to the campus in responding to acts of bias.

• In collaboration with several areas, the **OneCard Services Department** purchased and rolled out additional functionality for the BeaconCard (student ID) system.

• The **Dean of Students Office** established an administrator on call, who can give advice to faculty, staff, parents, and others on how to manage an emergency situation.

• The **Dean of Students Office** filled the Investigator for Student Concerns position, which facilitates investigations for Title IX and other relevant cases and conducts interviews with the impacted party, respondent, and relevant witness, thus ensuring a well-documented investigative process.

• **University Health Services** hired an additional Counseling Center counselor to be housed in the new residence halls.

• The UMass Boston **Police Department** added 10 new police officers to its ranks, giving the department a total of 37 sworn officers. These officers were selected as police officer candidates after a competitive hiring process whereby approximately 100 applicants applied. These officers attended a state-certified municipal police academy where they received more than 750 hours of police training over a six-month period.

“Words cannot describe the emotions I have felt to have been selected for the Beacon Emerging Leader Award. I am truly humbled. The day I submitted my deposit for UMass Boston, emotions of anxiousness overcame me. I was about to start my new chapter in life by going to college, and I asked myself ‘What am I going to do differently this time?’ That moment I made a commitment to myself that I would make the absolute most of my time at UMass Boston, no matter what. I feel grateful and blessed to have achieved so much already and I am beyond excited to see where I will be in the future.”

Janrey Javier ’21
OSLCE/Housing and Residential Life
Computer Science
In December 2017, the **Dean of Students** team began overseeing Title IX for all student-based complaints. This team held a total of 403 community events and trainings. Specifically, 310 students completed the Bringer in the Bystander® prevention program, 24 community events were held during Sexual Assault Awareness month and 69 staff trainings were conducted. In addition, a campus-wide marketing campaign was created to educate our community as to their duties, rights, healing options, procedures, and processes. Resource guides, door tags, posters, and a video were created. For the first time, educational materials were translated into all 7 languages used by the Office of Civil Rights. Community outreach was conducted on campus to collaborate and strengthen our relationships with campus partners resulting in the formation of a Title IX Education Committee. Additionally, this team established relationships with off-campus partners to be able to offer our students additional options when seeking support. Team members attended five conferences to learn and then implement best practices for our students.

The **Dean of Students** Office presented to eight different departments on "Complex Student Encounters," which provided an overview of the DOS Office and resources available. Additionally, the DOS Office held campus-wide presentations regarding "Campus Safety in Modern Times" in response to concerns raised after school shootings and campus safety concerns.

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**WGBH’s Morning Edition** highlighted efforts being done by University Health Services in the area of college student mental health.
Utilization of UHS Counseling Center

The Counseling Center has seen an increase over the past three years in the number of students presenting for emergency/crisis and psychopharmacological services. In order to respond to the increased demand for services, the Counseling Center enhanced its group therapy offerings, offered more individual therapy appointments, and is exploring ways to increase medication monitoring for students.

The UHS Counseling Center asks students to anonymously complete a satisfaction survey twice a year (Fall and Spring). Combined results for the 2017-2018 academic year revealed that 87% of students completing the survey believed the services they received at the UHS Counseling Center helped them remain enrolled and enjoy their time at UMass Boston, while 90% believed the services they received at the UHS Counseling Center helped them perform up to their potential.
University Health Services’ Health Education and Wellness partnered with Wayside Family Services to offer Mental Health First Aid Training (MHFA) on campus. MHFA teaches how to identify, understand, and respond to signs of mental illness and substance-use disorders. The training provides skills to reach out and provide initial help and support to someone who may be experiencing a crisis. Through this initiative UHS provided training to over 200 UMass Boston students, faculty, and staff during the winter session.

Student Multicultural Affairs established the Immigrant Student Program, which is engaging in developing programming that supports the inclusion and retention of vulnerable immigrant students and is coordinated by the student advocacy coordinator and the undergraduate student coordinator, Jennifer Vivar Wong, with the support of the Immigrant Student Program Advisory Board, staffed by faculty and other professionals.

New U-ACCESS services launched at U-ACCESS 2.0 on November 6 (see photo below). During the event, campus leaders, students, faculty, staff, and donors celebrated the expansion of services, including Single Stop benefits screenings, as well as referrals for SNAP, tax-preparation assistance, and legal services. The event also included ribbon cutting and tours of a new 140-square-foot food pantry, which provides students with nonperishable food items, toiletries, women’s hygiene products, and other supplies.

“My time working for the Vice Chancellor and Dean of Students Offices has not only taught me something new every day, but has helped me grow as a person. Juxtaposed with the transferable skills I’ve learned and the amazing people I have had the chance to know and work alongside, I feel as though these offices have optimized my experience at UMass Boston as both a student and an employee.”

Ursula Barth ’20
Vice Chancellor for Student Affairs and Dean of Students Offices
International Relations & Women, Gender, and Sexuality Studies
Ensure every student has the opportunity to engage meaningfully outside of the classroom

- **Student Activities** led the rebranding and campus-wide adoption of UMBeInvolved. The system is now used as the primary way for students to learn about involvement opportunities on campus. Twenty-one departments began using the system this year; 1,048 events were posted on the system, an increase of 31 percent over last year. Weekly email digests of events were sent to students to replace blast emails.

- The Office of **Off-Campus Living**’s inaugural group of three Community Ambassadors (CAs) gained many transferable skills. From event planning, marketing, social media management, customer service, blogging, resume writing, institutional knowledge, and off-campus housing knowledge, they were exposed to many out-of-classroom learning opportunities. Additionally, this group of students helped connect off-campus residents to engagement opportunities on campus.

- **Finance and Administration** and the Ross Center for Disability Services awarded four $500 Boston Empowered Scholarships to UMass Boston students. The Boston Empowered Fund, created in 2005, serves to provide financial help to students with documented disabilities. This year, more than 20 Boston Empowered Scholarship applications were received.

- **OSLCE** offered new accessibility for students to develop leadership skills via a revised structure for Leadership Foundations. In the new structure, students could choose to complete the program at three levels, depending on their time and interests. All students had the opportunity to be paired with a small group and student facilitator.

- Six UMass Boston students and **Student Multicultural Affairs** Student Advocacy Coordinator Renata Teodoro joined hundreds of young leaders with United We Dream, the Undoubles Network, and NAKASEC (National Korean American & Education Consortium) in Washington, D.C., in December (see above photo) to learn the importance of community engagement and advocacy, and to support the passage of the Dream Act and a permanent solution for Temporary Protective Status holders.

- The Office of **Off-Campus Living**’s Off-Campus Survival Guide Blog was established as a platform for students to learn and gain advice from their peers on navigating barriers for student success that may arise while living off campus.
Goal 4

Promote student learning via out-of-class engagement and student employment opportunities

- **Housing and Residential Life** developed and filled student employee positions (i.e., Resident Assistants and Desk Assistants). These positions are designed to carry out the mission and vision of Housing and Residential Life, and to develop skills that future employers will find useful, such as the ability to work on a team and the ability to compromise.

- **Information Systems and Technology** invited a distinguished panel to speak to students on the power of social media in the technology job market. The panel consisted of national technology corporation leaders and one professional staff member.

- **Information Systems and Technology** mentored two students this year. Both students were interested in security technology, and discussed classes, opportunities, and careers in the field of forensics, computer crimes investigations, and security. The office helped students locate internships for the summer.

- As part of efforts to ensure that all students who work in **OSLCE** have a meaningful experience that further prepares them for careers, OSLCE updated its Student Employee Handbook and created a work evaluation process. For the first time, direct supervisors met with their student employees mid-year and at the end of the year to formally discuss the students’ work performance and progress toward goals. This process allowed students to reflect on their performance and accomplishments and staff to celebrate student achievements, as well as give appropriate and timely feedback. As part of this updating process, student employees were also asked to submit Transition Reports, which provide feedback and other information to pass on to the next student in that position.

- **OSLCE** worked with Institutional Research to start analyzing the retention rates of First-Year Leadership Institute (FLI) participants. The project looked at the 2013 cohort (graduating in 2017). The study found that students who participated in FLI were 14.6 percent more likely to graduate than were non-FLI participants when looking at four-year rates. (The four-year graduation rate for the UMass Boston class of 2017 was 24.5 percent, whereas FLI participants graduated at a rate of 39.1 percent.) Additionally, OSLCE looked at the one-year retention rate for two cohorts. The 2013 cohort reenrolled at a rate of 84.8 percent and the 2014 cohort reenrolled at a rate of 91.7 percent.

- **Student Multicultural Affairs** developed a Cultural Center Collaborative among student center coordinators that connects all six cultural centers and creates the framework for deeper intersectional exploration and collaboration among cultural centers, cultural clubs, and other organizations.

- **New Student and Family Programs** revised and created a more comprehensive orientation leader training. This included the addition of an overnight retreat, an interactive leadership presentation by national expert Michael Miller, and more engagement and learning from campus partners.

- A new communication internship was added in the **Vice Chancellor for Student Affairs** Office. In the spring the intern worked on multiple projects, including proofreading and editing many documents that came out of the Vice Chancellor’s Office, acquiring the University’s Snapchat account (@umassboston), and a new document that outlines how to advertise events on campus, called the Communications Job Aid. She also worked on multiple video projects, including the Title IX video and the Residence Hall virtual tour video. In the fall semester, a new intern will be taking over the position.
Goal 5

Enhance and optimize space, technology, financial resources, and business processes

- The Office of Off-Campus Living formed a new relationship with Off-Campus Partners as their provider for roommate matching and as an apartment search engine that will optimize efficiency, as it will be managed and monitored by a third-party company, at no cost to the university.

- Finance and Administration chaired a newly created On-Boarding Committee to provide a successful transition of new staff, through intentional education about culture, history, institutional networks, resources, and assets. Such a transition is enabled by consistent documentation and presentation of institutional learning and procedures.

- Finance and Administration continued the implementation and streamlined process for the division-wide spending plan meetings and finance and administration internal protocols for division department heads and business managers. This area also instituted new weekly division budget updates to the senior leadership team.

- Information Systems and Technology upgraded and installed several enhancements to the video surveillance system. The office installed two new servers and several cameras in the Campus Center. The area also replaced aged equipment with modern IP or upgraded analog cameras.

- The UMass Boston Strong Women Strong Girls (SWSG) chapter in OSLCE received an award to cover school supplies for their program from the national SWSG office.

- Information Systems and Technology upgraded the method that Student Affairs uses to mass email students. The area replaced a dated and limited system with a modern, robust, and professional communication platform. The area also streamlined the process and reduced the number of direct emails to students using an updated communication policy with standards and guidelines.

- The Department of OneCard Services has enabled incoming students who have registered as residents to select their meal plans using the Meal Plan Portal. This provides a simple selection and billing process where there was none.

- Finance and Administration created and streamlined the process to distinguish new 24/7 funding from regular general operating dollars. The area established a better/transparent working relationship with new management/leadership in the Office of Budget and Financial Planning to identify accountability within all areas in the division and a clear path to spending patterns throughout the fiscal year.

- Campus Kitchens in OSLCE was awarded $13,000 at the start of the school year.

- OSLCE’s Beacon Voyages for Service (BVS) was awarded $15,000 its scholarship funds to support students on their trips. BVS also received $8,000 from USG and $5,000 from the Chancellor’s Office.

- Student Multicultural Affairs received the University of Massachusetts Public Service Grant and the Boston Foundation Summer in the City Grant.

“In collecting nearly 1,500 pounds of food and about $3,000 worth of grocery store gift cards used to package and donate 190 full Thanksgiving meal bags to the Denny Youth Center, the senior residents at Harbor Point, and the U-ACCESS community, the Campus Kitchen (CKUMB) Staff, myself included, feel humbled by the help of our various partners to give back to those who do not have the resources for a delicious and healthy Thanksgiving meal.”

Alexander Gonzalez ’21
OSCLE
Recruit, retain, and develop individual staff to achieve their potential and our vision

- The **Office of the Vice Chancellor** created a new staff meeting structure to better promote coordination, efficiency, and effectiveness. The structure includes tri-annual division-wide meetings, open to all staff; the Vice Chancellor’s Cabinet, which is a weekly meeting of the Vice Chancellor’s direct reports and their direct reports; the Practitioners Team, which is a monthly meeting of staff that have a background in student affairs or student care professions; and the Administrative Support Team, which will begin meeting in 2018-19 for staff that have a background in supporting student affairs or relevant student care practitioners.

- **U-ACCESS** was awarded a VISTA through the Campus Compact grant and provided training and opportunities for that position. This award was renewed for a second year.

- **Housing and Residential Life** hired three community directors and 31 resident assistants, which are engaged, excited, cooperative, and a fantastic representation of UMass Boston's diversity and potential.

- **New Student and Family Programs** hired Sean Thompson, director for New Student and Family Programs. The position description was revised to include family programs and better incorporate expectations of best practices for the new director. Also, the student assistant coordinator and orientation leader positions were restructured to create funds to support the director hire and partially fund a coordinator for leadership and orientation.

- **Student Activities** restructured their staffing model to better serve the 24/7 model. The assistant director position was revised, and Student Activities worked to transition Student Multicultural Affairs fully to a new department. A Program Coordinator for Leadership and Orientation and a Program Coordinator for Student Programming/SAEC were hired. Also, office space moves were made to better accommodate a new staffing model.

Sean Thompson, Director of New Student and Family Programs, addresses first-year students and families during the new student orientation welcome.
(Above) The Division of Student Affairs Practitioner Team tours the residence construction site (right) as it nears completion.
Spotlight on Assessment and Effectiveness

This past year, the division worked to build and sustain capacity for quality departmental and divisional assessment practices, specifically to measure metric baselines and set targets.

One avenue for this work was facilitated by the Special Assistant to the Vice Chancellor and the Vice Chancellor’s Cabinet. As a group, they established a tri-annual reporting schedule, annual management objectives with associated baselines and targets, as well as basic key performance indicators for year-over-year trend tracking.

Another mechanism for this work was the Division of Student Affairs Assessment Committee. The committee expanded its membership to include a representative from every DSA area (i.e., Fatema Ahad -- OIRAP, Linda Dunphy, Shanice Golay, Chuck Henriques, Keith Waak, Jeney Zhang, Steve Heaslip, Mike Metzger, Steven Neville, John Silveria, Renata Teodoro, Sean Thompson, and Heather Whitney). The committee focused on three main projects.

The first project was the analysis and dissemination of relevant findings from the NSSE data study.

The second project was the selection of a product to advance the division’s assessment capabilities (e.g., documenting student learning, understanding the impact of services on retention, and continuing to advance the division’s efforts to develop a new paradigm in student care, connection, and success). The committee selected Campus Labs as the vendor and will implement their Baseline, Outcomes, and Planning modules during 2018-19 to boost capacity of program assessment, divisional effectiveness, and strategic planning.

The third project was the initiation of the Student Affairs Student Groups. With the help of the Office of the Registrar and the Office of Institutional Research, Assessment, and Planning (OIRAP), this project will measure student engagement at UMass Boston and to investigate whether student engagement is associated with student success, especially student retention and graduation. In order to do that, unit representatives of the Assessment Committee were asked to volunteer for this pilot study. Five student groups were initially created in PeopleSoft: Undergrad Student Employees (USES), Undergrad Student Government (USG), Police Cadets (CADS), Off-Campus Community Ambassadors (CAS), and First Year Leadership participants (FLI).

To learn more, visit umb.edu/life_on_campus/student_affairs/outcomes
Spotlight on Communicating with Students

The division worked diligently this year, along with collaborations with other campus offices, to improve communication with students. Improvements included:

- New print pieces were developed for the Dean of Students Office, such as a resource guide for faculty and staff as well as Title IX resources.
- Expanding the use of the rebranded UMBelInvolved and its newly created weekly What’s Up digest emails. During the spring semester, the digest email averaged a 33.87% open rate, which is almost 10% higher than the industry average open rate for higher education mass emails, according to constantcontact.com.
- Several websites were updated, including Housing and Residential Life, U-ACCESS, the Dean of Students, and Title IX.
- A multichannel marketing campaign helped roll out several new programs in fall 2017, including the administrator on call.
- Creation of marketing materials and a strategy for the new residence hall, which included a photo shoot and virtual tour of the facility.
- The writing of success stories to help tell the Student Affairs story digitally.
- Marketing of Dean of Students open office hours.
- The creation of divisional presences on Instagram, Facebook, Twitter, and YouTube.
- New web pages, such as a family resource page and support resource page for students in need of resources related to federal actions.
- Content production for and promotion of the university’s Snapchat account.
- The completion of a communications audit, development of a communications job aid to share with staff new and current tools available for communication with students.
- Production of short videos, including new videos for Title IX, the Financial Peer Educators, the Dean of Students Super Bowl Challenge, and U-ACCESS’s Super Tuesday.
- The use of a umb.edu homepage block to promote signature experiences.

“Working as a student leader at UMass Boston has given me the opportunity to connect with students in a way that I hadn’t when I first got here. I’ve learned to communicate better, and it grounded me because I realized I’m a student, just like them, and this could very well have been me. This motivates me to help them in the way I would want to be helped.”

Manasvi Mansane ‘19
Office of Housing and Residence Life
Psychology
Examples from this year’s communication work in clockwise order on this page, starting in the upper left, is the filming of the residence hall virtual tour for Welcome Days, the Faculty and Staff Crisis Resource Folder, use of a umb.edu homepage block to promote signature experiences, new Title IX education posters, the Dean of Students Super Bowl Instagram Challenge, and content for the division’s new YouTube channel. On the facing page in clockwise order, starting in the upper left, is a table tent advertising new services, a Title IX educational video, a video about campus life for orientation, and a new website for on-campus housing.
**Student Affairs Is Introducing New Care and Connection Services**

**Involved in an emergency situation?**
The UMass Boston administrator on call can be reached 24/7.
Call the safety dispatcher at 617-287-5101 to report an emergency or to receive advice for managing a situation. Calls may be routed to the administrator on call, who will work with other campus departments and offices to provide support in these situations.

**Looking for 24/7 medical or counseling support?**
Call University Health Services for professional medical advice or counseling 24/7, call University Health Services clinics at 617-287-5600.

**Hungry? Need help finding emergency housing or getting benefits like SNAP?**
Visit U-ACCESS to be connected to support.
U-ACCESS helps students achieve academic success without being deterred by non-academic issues like hunger and homelessness. U-ACCESS provides access to an on-campus food pantry and, in partnership with Single Stop, can connect students with local and state resources.
U-ACCESS is located in the 2nd Floor of the Campus Center.
[umass.edu/loc_campus/access](umass.edu/loc_campus/access)

**Live near campus?**
Get connected to community in your neighborhood.
Community ambassadors (CAs) are student leaders who work to create a supportive environment to help students who live off campus become engaged members of the UMass Boston community.
[umass.edu/loc_campus/housing/communityambassador](umass.edu/loc_campus/housing/communityambassador)

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**UMass Boston Housing**

- **Floor Plans**
- **Future Residents**
- **Current Residents**
- **Apply Online**

**Picture Yourself At Home...**

**Boston’s Newest Campus Housing**

- **Floor Plans**
- **Meal Plans**
- **Apply Online**

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**UMass Boston Title IX**

[Image of Director of Public Safety/Chief of Police]

**Division of Student Affairs Life**

[Image of video thumbnail]
### Student Affairs by the Numbers

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,766</td>
<td>First-year students served by NSFP orientation</td>
</tr>
<tr>
<td>150+</td>
<td>Students enrolled in the KORU mindfulness program offered by UHS Wellness</td>
</tr>
<tr>
<td>14</td>
<td>UMBPD cadets</td>
</tr>
<tr>
<td>19,010</td>
<td>Students attended SAEC events</td>
</tr>
<tr>
<td>912</td>
<td>Service tickets completed by IST</td>
</tr>
<tr>
<td>2X</td>
<td>Views of Boston Area Housing Resource Guide (5,622 views in 17-18)</td>
</tr>
<tr>
<td>33,846</td>
<td>Hours served by OSCLE student volunteers</td>
</tr>
<tr>
<td>24</td>
<td>Events for Sexual Assault Awareness Month and 69 staff/community trainings</td>
</tr>
<tr>
<td>372</td>
<td>Students assisted by U-ACCESS that reported food insecurity</td>
</tr>
<tr>
<td>50</td>
<td>Events hosted by Student Multicultural Affairs student groups</td>
</tr>
<tr>
<td>355</td>
<td>Students submitted resident assistant applications</td>
</tr>
<tr>
<td>7,698</td>
<td>ID cards printed by the OneCard Office</td>
</tr>
<tr>
<td>28,088</td>
<td>Users that logged in to UMBeInvolved</td>
</tr>
<tr>
<td>170</td>
<td>Dean of Students conduct findings</td>
</tr>
</tbody>
</table>

- UHS provided 817 flu shots
- 5,419 pounds of food distributed by U-ACCESS
- 14 employees trained on current Administration and Finance Systems by F&A director
- 2,236 parking enforcement citations written (proceeds from which go to student scholarships)
Points of Pride

Jennifer Reyes from OSLCE continued building a partnership between Jumpstart, Psychology, and Early Childhood Education, and faculty member Abby Eisenhower taught the service learning course with 15 Jumpstart Corps members. This course will be taught next semester by Peggy Vaughn in Psychology.

The UMass Boston Police Department instructed four aggression defense courses.

University Health Services’ Linda Dunphy taught NU212, Health Promotion and Teaching.

Student Multicultural Affairs’ Renata Teodoro was highlighted in the documentary "Indivisible." The documentary received the 2017 Peabody Award.

Deborah Cohan, Kara Lustig, Zelijka Mileusnic, and William DeFranc of the University Health Services’ Counseling Center staff clinicians co-led the Clinical Practicum from September through May, which involved teaching and supervising eight second-year clinical psychology doctoral students in conjunction with clinical faculty.

Peter Bonitatibus from Information Systems and Technology taught a class in the Honors College on computer forensics.

Student Multicultural Affairs’ Renata Teodoro led the UMass Boston Resource Workshop for domestic immigrant students. She and a graduate student intern, Juan Pablo Blanco, presented on how to best support undocumented students when navigating higher education at Success Boston.


James Overton from the Office of the Vice Chancellor taught sociology 101 online for CAPS in fall 2017.

Peter Bonitatibus from Information Systems and Technology was named Chair for Education, ASIS International Boston Chapter.

Beacon Voyages for Service Hunger & Homelessness, Washington, DC Participants
The year was 1968. The nation was deeply engaged in social dialogue about race and war in Vietnam. It was also a year of national loss as the country experienced the assassinations of Dr. Martin Luther King and Robert Kennedy. UMass Boston, then located downtown near the Boston Common, had existed for four years by ’68 and our student body was very much involved in the social dialogue of the day and honoring the lives and legacies of King and Kennedy. Below is an excerpt from a 1968 Mass Media article titled “King March”:

At UM/B the Boston Underground along with interested students and faculty members ... labored all night to prepare a UM/B contingent for the march. By 9:30 am students were handing out leaflets at the doors of UM/B and shortly afterwards Chancellor Ryan cancelled all classes after 10 am. At 10:30 am the UM/B marchers had organized in front of the school and set out towards the state house. Observers estimated the number of UM/B students and faculty at approximately 1,500. The ranks of the U/Mass marchers swelled rapidly as the line reached the Common and proceeded towards the State House ... the demonstration was a meaningful protest against the senseless racism which destroyed King and [has] kept the nation divided.

This past year, the university’s historic commitment to diversity and inclusion resulted in the creation of a Student Multicultural Affairs area. This area is working to enhance our community’s ability to be culturally and social aware; empower students through academic, professional, and career development; and service our broader community. They are also working to develop greater capacity for student advocacy and leadership.

This year we also had the good fortune of students organizing an event on intentional jazz day that included remarks from Naomi Ruth Barber King, who is the wife of Rev. A. D. King, she stood as First Lady, confidant, and advisor to the younger brother, Dr. Martin Luther King, Jr.
External Advisory Board

In April, the vice chancellor convened a group of thought leaders, external to the DSA, that can advise and support her and, more broadly, the DSA in its work to bring about a vision of a new paradigm in student care, connection, and success that is unique to our urban, public research university. The group will assemble two to three times annually. Each member, in good standing, will serve for a term of two years, with the possibility of a one-term renewal at the discretion of the vice chancellor.

- **Rochelle Cooks***
  Senior Career Coach, Career Collaborative

- **Caroline DeLeon***
  American University, Assistant Director, First Year Advising

- **Holley Hunt***
  Global Strategic Account Executive, Johnson Controls

- **Bob Jose***
  Associate Dean for Cultural, Residential, and Spiritual Life, Northeastern University

- **Peter R. Mascoli***
  Attorney-at-Law, Miller Masciola

- **Tamara L. Miller***
  Attorney-at-Law, Miller Masciola

- **Robert Schwartz***
  Managing Associate, Commonwealth Financial Group

- **Kelly Way***
  Director of Operations, TeamOps

* Member’s first term concludes in summer 2020
+ Member’s first term concludes in fall 2020

“Being involved with Undergraduate Student Government gave me the great opportunity to be engaged with the multiple layers of campus. You really get a sense for what matters to students, and if you're committed enough you can make the campus more enjoyable for students by addressing complaints and pursuing unique ideas to add to the culture, strengths, and experiences that already exist.”

Mohammed Uddin ‘19
Political science major, accelerated master’s in public Undergraduate Student Government administration track, concentration in municipal management
Student Advisory Board

The Student Advisory Board meets monthly with the vice chancellor for student affairs to share insights and identify innovative approaches to meeting student needs. Below are the members for the 2017-18 academic year.

**Anthony Martin**  
Senior: Music, Political Science

**Mariette Ayala**  
Graduate: Leadership in Urban Schools

**Crista Chavez**  
Junior: Biochemistry

**Olanike Ojelabi**  
Graduate: Public Policy

**Danny Gibbons**  
Junior: English

**Olivier Prudent**  
Sophomore: Ethics and Social and Political Philosophy

**Edward Henry**  
Graduate: International Relations

**Patience Oriakhi**  
Sophomore: Biochemistry

**Joy Kacyira**  
Graduate: International Relations

**Sara Tariq**  
Junior: Political Science

**Juan Batres**  
Freshman: Political Science

**Scarlette Nord**  
Sophomore: Finance

**Kellie Ruccolo**  
Senior: Communication

**Sheila DeBonis**  
Senior: Communication

**Manasvi Masane**  
Junior: Psychology

**Ursula Barth**  
Sophomore: International Relations, Women’s and Gender Studies

Student board members hear from campus planner Andrew S. Weiss
Thank You to 24/7 Leaders

Over the past 452 plus days, individuals from across this campus representing faculty, staff, and administration have made numerous ongoing contributions to the work of transforming UMass Boston into a 24/7 campus. Below is a list of individuals to whom we are grateful for their efforts in the 24/7 area. Our apologies to anyone who was mistakenly omitted.

Fatema Ahad  
Salina Allen-Sharpp  
Arindam Bandopadhyaya  
Donald Baynard  
Joan Becker  
Joseph Berger  
Craig Bidiman  
Jennifer Bonardi  
Peter Bonitatibus  
Robin Bogen  
Marie Bowen  
Heather Brigham  
Ashley Brown  
Kim Burke  
Vanessa Carta  
Philip Carver  
David Cash  
David Cesario  
Bob Chen  
Nancy Chincholi  
Elora Chowdhury  
Eri Cikacz  
Alan Christian  
Deborah Cohen  
Geoff Combs  
Justin Comeau  
Shirley Condon  
Terry Condon  
Robert Connolly  
Valerie Corrente  
Noel Cotterell  
Matt Coviello  
Rose Coveney  
Diane D’Arrigo  
Robin Dungra  
Melynda Davis  
Erin Dayharsh  
Shawn DeVoeau  
Beth Devonshire  
Gail DiSalvadino  
Philip DiSalvadino  
Elizabeth Doherty  
John Drew  
Douglas Ducharme  
Allison Duffy  
Linda Dunphy  
Felicia Edwards  
Matt Fenlon  
Ellen Fleming  
Corey Ford  
Chris Giuliani  
Barbara Goguen  
Joana Gomez  
Teresa Goyette  
Andrew Graves  
Peter Grennen  
Andrew Grosovsky  
Robyn Hannigan  
Shelby Harris  
Stephanie Harwell  
Steve Heaslip  
Charles Henriques  
Zach Herman  
Julia Hvoslef  
Lisa Johnson  
Jennifer Juliano  
Brian Keefe  
Carol Kelley  
Chris Kelly  
Anne Kelly-Contini  
William Kiernan  
Kathleen Kirleis  
Paul Kirshen  
Ebru Korbek-Erdogmus  
Kristopher Kamborian  
Matthew Krevis  
Edward Lambert  
DeWayne Lehman  
Alisha Leu  
Colleen Locke  
Katherine Lynch  
Daniel MacLeod  
Steve Martinson  
Darryl Mayers  
Ethel McClelland  
Emily McDermott  
Casey McDonagh  
Benjamin McNamara  
Giorgia Melendez  
Michael Metzger  
Anita Miller  
Kelly Jo Miller  
Tom Miller  
Barry Mills  
Linda Modiste  
Heidi Moesinger  
Joyce Morgan  
David Morrissey  
Jessica Nagle  
Steve Neville  
Cheryl Nixon  
James Novello  
KrisAnn O’Herron  
Daniel Ortiz  
James Overton  
John Pagliarulo  
Aditi Pain  
Diane Pankow  
Henry Paquin  
Montez Paschall  
Maureen Pelton  
Terence Phalen  
Maggie Peterson Pinkham  
Robert Pomales  
Rachel Puopolo  
Michael Reilly  
Dorothy Renaghan  
Anne Riley  
Joanne Riley  
Kara Rudnick  
Jimmy Sam  
Caitlin Sateia  
Peter Schneider  
John Sears  
John Silveria  
Garrett Smith  
Jamie Soule  
Kenneth Sprague  
Rajini Srikanth  
Chloe Strange  
Gail Stubbs  
Adam Stuhlman  
Bala Sundaram  
Chris Sweeney  
Nicholas Sweeton  
Renata Teodoro  
David Torkla  
Sean Thompson  
Linda Thompson  
Charlie Titus  
Michael Tlusty  
Michael Todorsky  
Bethany Tuller  
Kristin Uiterwyk  
Crystal Valencia  
Robin Valentine  
Keith Waak  
Kahrim Wade  
Sarah Weatherbee  
Bob Weir  
Andrew S. Weiss  
Eben Weitzman  
Amanda West  
Alanna Westhaver  
Benjamin Whelihan  
Janette White  
Heather Whitnery  
Tara Wilkinson  
Janet Wolk  
Jeny Zhang
## Staff Contributions to University Service

<table>
<thead>
<tr>
<th>Committee</th>
<th>Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Animal Research Committee</td>
<td>Diane Pankow, University Health Services</td>
</tr>
<tr>
<td>Beacon Student Success Fellowship Selection Committee</td>
<td>Heather Whitney, Student Leadership &amp; Community Engagement</td>
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<tr>
<td>Commencement Committee</td>
<td>Donald Baynard, Police Department</td>
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<tr>
<td></td>
<td>Shelby Harris, Student Activities and Leadership</td>
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<td></td>
<td>Lonnie Hill, Police Department</td>
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<tr>
<td></td>
<td>Mike Metzger, Office of the Vice Chancellor</td>
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<tr>
<td></td>
<td>James Overton, Office of the Vice Chancellor</td>
</tr>
<tr>
<td>Construction Impact and Awareness Advisory Committee</td>
<td>Chuck Henriques, Student Activities and Leadership</td>
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<tr>
<td></td>
<td>Ken Sprague, Department of Public Safety</td>
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<tr>
<td>Construction Impact Planning</td>
<td>Donald Baynard, Police Department</td>
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<td>Lonnie Hill, Police Department</td>
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<tr>
<td></td>
<td>James Overton, Office of the Vice Chancellor</td>
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<tr>
<td></td>
<td>Nick Sweeton, Housing and Residential Life</td>
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<tr>
<td>Emergency Preparedness Advisory Committee</td>
<td>Donald Baynard, Police Department</td>
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<tr>
<td></td>
<td>Peter Bonitatibus, Information Systems and Technology</td>
</tr>
<tr>
<td></td>
<td>Rob Pomales, University Health Services</td>
</tr>
<tr>
<td>Finance and Administration Advisory Group</td>
<td>Janet Wolk, Office of the Vice Chancellor</td>
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<tr>
<td>Honors College Governance Council</td>
<td>Mike Metzger, Office of the Vice Chancellor</td>
</tr>
<tr>
<td>International Travel and Risk Assessment Committee</td>
<td>Diane Pankow, University Health Services</td>
</tr>
<tr>
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<td>Shelby Harris, Student Activities</td>
</tr>
<tr>
<td>Immigration Task Force</td>
<td>Gail DiSabatino, Office of the Vice Chancellor</td>
</tr>
<tr>
<td></td>
<td>James Overton, Office of the Vice Chancellor</td>
</tr>
<tr>
<td></td>
<td>Steve Neville, Student Multicultural Affairs</td>
</tr>
</tbody>
</table>
| Office of Community Partnerships Advisory Board | Heather Whitney, Student Leadership and Community Engagement  
Steve Neville, Student Multicultural Affairs |
|---|---|
| SAMSA Grant | Linda Dunphy, University Health Services  
Craig Bidiman, University Health Services |
| Technology Information Systems Committee | Peter Bonitatibus, Information Systems and Technology |
| University Assessment Committee | Keith Waak, Housing and Residential Life |
| Vacancy Review Committee | James Overton, Office of the Vice Chancellor |
| Workplace Health and Safety | Donald Baynard, Police Department  
Matt Coviello, Police Department |
Looking Ahead

In 2018–19, we look forward to several key projects. The first is the opening of the residence halls. The official ribbon-cutting ceremony will be on August 28 at 2 p.m. RSVP details can be found at https://bit.ly/2Jk3fgm. Opening of the halls will coincide with the realization of years of 24/7 related work that the division will continue to refine and grow to better serve all UMass Boston students. Additionally, we look forward to welcoming new staff in the areas of Student Activities, Housing and Residential Life, Dean of Students, and the UMass Boston Police Department, all of which will contribute to the vision of a 24/7 campus. And the Assessment Committee along with DSA leadership will be implementing Campus Labs software to boost the capacity of program assessment, divisional effectiveness, and strategic planning.

Supporting the Division

The Division of Student Affairs is devoted to creating an integrated learning experience that helps students reach their educational, personal, and professional aspirations. With your help, Student Affairs creates an inclusive, safe, thought-provoking, and supportive environment in which students can achieve their goals, develop critical thinking, and become Beacons for life!

If you’re not already engaged in our work, why not get involved today? Gifts in the form of donations or volunteering can go a long way. Your gifts directly support students on campus by providing critical resources for things like health and wellness education, leadership development programs, hunger and homelessness support, community volunteerism, residence halls programming, and so much more.

To learn more about how your gift can make a difference, contact Michael Metzger (michael.metzger@umb.edu), special assistant to the vice chancellor. He can discuss with you opportunities across the division.

To donate today, visit www.umb.edu/life_on_campus/give

"If students need assistance for homelessness, housing, finances, or food insecurity, U-ACCESS is the perfect place for those services. U-ACCESS has helped me grow as a person, as I was able to learn new skills and network with other organizations on campus to contribute to the program. I even used to food pantry myself on occasion, since at home we would have a shortage on specific food items."

Leny Baez Arias '18
U-ACCESS, Human Services

Connecting with Us

Want to stay up to date with what's going on for the division in 2018–19? Then connect with us on social media.

Facebook /UMassBostonDSA
Twitter @UMassBostonDSA
Instagram UMBeaconLife
Snapchat UMassBoston