Introduction/Overview of Area

At Jackson State University, the Office of Student Life’s (OSL) strategic plan includes the following foci: student leadership, institutional diversity and civic engagement. These foci are supported through the following initiatives: the Black Male Initiative, the Commuter Program, Diversity Inclusion, the HIV/AIDS Task Force, the Parent Program, the Senior Year Experience and Veterans Services. OSL supports services, programs and initiatives to foster student development under a Vice President, two strategic classifications along with fourteen (14) departments and the assistance of approximately 105 staff members. OSL supports services, programs and initiatives to foster student development under a Vice President, two strategic classifications along with fourteen (14) departments and the assistance of approximately 105 staff members. OSL is funded through the University’s general fund, auxiliaries, Title III and other grant funds and operates with a collective budget of approximately $15,000,000. OSL is the only campus entity that is charged to provide services to the entire student body, support administrative efforts, collaborate with academic and non-academic departments and actively involve external stakeholders to support the University’s best efforts.

Office of Student Life Executive Summary

The Office of Student Life serves as a student-centered and technologically infused office, promoting learning communities that foster a safe, respectful and healthy environment to be consumed by its constituents. We align initiatives (programs and services) to empower the University’s faculty and staff, students and community to responsibly develop academic, physical, psychological, service, social and leadership accountability. Ultimately, this produces respected, diverse, engaged and ethical professionals and citizens who mirror the changing demographics of the world.

Strategically, the Office of Student Life is committed through its Vice President and fourteen departments to make a contribution to the futuristic process that will assist the University in the development and growth of a student to the final outcome: a graduate, who is a technologically savvy, civically engaged leader who is making contributions to our global society.

One office and two of the fourteen departments are structured organizationally as the administrative team for the Office of Student Life: Student Support under the leadership of the Special Assistant to the Vice President and Student Services under the leadership of the Dean of Students. This administrative team serves as a conduit to the departments in attainment of their respective missions.

The Office of the Vice President has oversight of all the departments, the administrative team and four departments that are direct reports. These departments provide services to the student body at large and the various JSU communities that extend outreach through civic engagement and are responsible for the marketing and communications of Student Life. These departments are the support that ensures that the basic needs of students are met and communicated through various events,
programs, collaborations, environments and resources. The departments that are direct reports are: the Center for Service and Community Engaged Learning, Housing/Residence Life, Student Publications & Student Life Marketing and the Walter Payton Recreation & Wellness Center.

The Student Support area fosters educational advancement and self-awareness by providing services to students that support retention, career development, counseling services and advocacy for students and employees with disabilities, and opportunities for matriculation from pre-college through baccalaureate attainment. The departments under this area are: the Career Services Center, the Center for Students and Employees with Disabilities, the Latasha Norman Center for Counseling and Psychological Services and TRIO Programs.

The Office of Student Life’s other area of classification is Student Services. This area supports the development of skills directly related to the psycho-social processes that must be supported to serve the universal need of students such as leadership, health, safety, religion and engagement. The departments are also charged with providing services to faculty and staff as well as other University constituents. The departments under this unit are as follows: the Center for Student Leadership and Involvement, Health Services, Judicial Services, and Student Life Operations.

The following departments facilitate the subsequent purposes:

1. Career Services Center - The mission of the Career Services Center is to provide career services in a supportive and proactive manner for the Jackson State University community and to include information on career choices, graduate and professional school, internship, and employment opportunities. The Center also provides effective and efficient services to employers through recruitment programs and activities.

2. Center for Service and Community Engaged Learning - The mission of the Center for Service and Community Engaged Learning is to engage faculty members, students and community partners in an endeavor that combines community service with academic learning. In addition, the Center seeks to inspire and facilitate meaningful partnerships among faculty, students and community organizations that foster: experiential learning, real-world problem solving, faculty and student scholarship, awareness of diversity and multicultural issues, broadened global perspectives, community involvement, compassion and concern towards others, leadership, active citizenship, and social consciousness for improving the world.
3. Center for Student Leadership & Involvement - The mission of the Center for Student Leadership and Involvement (CSLI) is to support the Office of Student Life by offering student-centered programs. CSLI is dedicated to the enhancement and development of leadership skills through enrichment workshops, teambuilding activities, professional conferences, leadership opportunities and student associations. The staff members will focus its resources, programs and initiatives on the development of students that promote self-understanding, leadership and global awareness. The Center encompasses the following: the Student Government Association, Student Organizations, and the Spirit Team(s).

4. Center for Support Services for Students and Employees with Disabilities – The mission of the Center for Support Services for Students and Employees with Disabilities is to coordinate and make recommendations to JSU stakeholders to appropriately provide services for those qualified individuals within the University who may require reasonable accommodations on a case by case basis for the JSU community. The Center also ensures that program access is achieved during the University’s daily operation process.

5. Health Services - The mission of the Student Health Center at Jackson State University is to provide high quality medical care, promote an optimal state of health, stimulates better health awareness and health education services for our students, faculty, staff and community. The Student Health Center provides, promotes, supports, and integrates individual health care, clinical preventive services, clinical treatment for illness, patient education and public health responsibilities in its services and programs. The Student Health Center recognizes and supports the World Health Organization’s definition of health as “a state of complete physical, mental and social well being, and not merely the absence of disease and infirmity” and works under the standards of the American College Health Association.

6. Housing/Residence Life - The mission of Housing/Residence Life is to create an environment that is conducive to living and learning that stimulates the mind and challenges and encourages academic, personal, cultural and social growth and development by providing facilities that are well-maintained, attractive, functional, clean, safe, economical and adaptable.

7. Judicial Services - The Office of Judicial Services works with the University community to educate students about their rights and responsibilities by promoting a just, safe, orderly and positive University climate through behavioral standards, disciplinary processes, training, informational
programming and intervention efforts. Through outreach and education to the University community, Judicial Services strives to make Jackson State University a positive living and learning environment.

8. Latasha Norman Counseling & Psychological Center - The mission of the Latasha Norman Counseling & Psychological Center is to provide services and activities that can assist JSU students as they transition and seek assistance with building their problem-solving skills, managing relationships and becoming more independent and confident as students and global citizens. We strive to achieve our mission through providing consultation, workshops and support services in collaboration with JSU resources that are aligned with the University’s mission.

9. Walter Payton Health and Wellness Center – The mission of the Walter Payton Health and Wellness Center at Jackson State University is to promote healthy lifestyles, positive social interaction, and leadership development of students, faculty, staff, and community alike by offering holistic wellness services, comprehensive recreation programs, and vast learning opportunities within its state of the art recreation facilities.

10. Student Center Operations - The mission of Student Center Operations is to expand the means through which the University educates by providing environments for individual growth and social competency outside the classroom. Student Center Operations strives to provide services, conveniences, and amenities that the students and university community need in their daily lives on the campus. Student Center Operations strives to enhance the students’ university experience by facilitating social, cultural, recreational, and co-curricular activities and programs for continued learning outside the classroom.

11. Student Publications – The Office of Student Publications is responsible for coordinating the production of student-oriented publications, specifically, the campus/student newspaper and magazine. Student involvement is critical to the successful production of such publications, and students are able to demonstrate leadership and decision-making skills, supplement their academic knowledge, engage in personal and professional development, and provide a service to the students and University community.

12. TRIO Programs - TRIO Programs at JSU provide pre- and post-college access and opportunities for low-income, first-generation, underrepresented,
and disadvantaged populations through academic, cultural and social enrichment initiatives. Upward Bound exists to provide summer and academic year educational programming, technical assistance with applying for higher educational programs and scholarships, test preparation, and social enhancement activities for the purpose of increasing the number of low-income and first generation students entering, matriculating, and graduating from post-secondary institutions. The Ronald E. McNair Post-baccalaureate Achievement Program at Jackson State University is designed to prepare students from low-income and first-generation families and those who are members of a group underrepresented in graduate education for the pursuit of the doctoral degree and/or a career in college professoriate.

The Office of Student Life has completed a yearlong process of meta-evaluation to improve, increase and diversify services to students. These processes have supported the academic efforts of the University as students have been positioned to have their basic needs met (shelter, food, supplies, mental and physical health, etc.) to effectively perform and produce academically.

The various departments within OSL have collaborated with Information Management to integrate and/or embed some of the existing programs into the JSU system. This proactive measure fostered a climate of accuracy and efficiency to improve management, accountability, and accuracy technology. Ultimately, this should increase efficiency to improve customer services to students and other constituents. The budget crisis has caused all departments to review their use of technology and plans to creatively use technology (i.e., sharing, networking equipments, community copiers, etc.). The departments have and will continue to collaborate, share equipment, and other resources for the purpose of assuring that students will be served.

As a result of the budget cuts, OSL has continued to review the OSL Strategic Plan 2010-2015. This has been the guide for streamlining the management of departments without negatively affecting or eliminating services to students. The challenges were the elimination of positions and budget cuts. This required the administrative team to closely evaluate departments, positions and job descriptions. As a result of the administrative team’s evaluation, three positions were eliminated, eight departments were repositioned, two departments were restructured, and nine positions were redefined. This ultimately will help to improve the services provided to students.

Branding efforts were facilitated to increase the visibility of services, programs, events and initiatives to students and other constituents. This included each department developing and/or improving their marketing plans or strategies which has increased internal and external collaborations. The number of students attending signature events (major and required programs) has also increased. There are some
areas of concern because the numbers are not a representative sample of the JSU student population. Thus, the OSL staff has worked continually and tirelessly to improve customer service, include evaluations for all programming, and review and use the data.

The administration has changed three times in twelve months which has caused some stagnation in the progress and direction for enhancing the image of JSU. Adjustments were made to meet this challenge. OSL will continue its efforts to enhance the image of JSU through civic engagement, institutional diversity and branding. OSL will further address improving the image of JSU as we address the uniqueness of this being an urban institution. This means that there has to be more focus on the non-traditional students, commuter students, veteran students and students with disabilities. OSL has initiated programs to move forward with these initiatives.

**Five Strategic Initiatives**

Align attainment of JSU’s academic mission with the effective and efficient use of University resources.

**Impact Achieved**

- Students are able to use industry-standard equipment in the production of the campus newspaper, student magazine and other student-oriented publications.

- The Student Center utilizes an online events automation system for internal and external requests for space reservation. This process provided the tools and procedures for service delivery.

- Provision of Webinars to JSU Community for training and education.

- 24-hour Counseling Center Website for mental health outreach/education.

- Risk Aware/Redflag online tool to engage JSU student faculty and staff reporting of the observation of threatening or unusual behavior on campus

- Health classes were held in the dormitory and classroom to let students learn more about the Health Center.

- The Student Insurance program is easily accessible to all students by the web page.

**Challenges Faced for Achieving Impact**
• There is a need for maintenance of computers. The acquisition of appropriate updated software should become a routine university purchase as a part of overall and on-going technology upgrades.

• Lack of funding to purchase the EMR has been a problem in getting the needed software.

• New Computers are needed.

• Need for Additional Financial Support for education and training activities.

**Action Plan, Including Options to Address Challenges –**

• The Office of Student Publications will implement a strategy to contact more potential local advertisers to increase advertising revenue for student publications and use funds from acquired advertisers to purchase at least one new Apple/MAC computer each year with appropriate software. Use University Information Technology (IT) to maintain equipment as a cost-effective option to off-site maintenance.

• Process will be carried over to next fiscal year.

• Until IT starts the scanning process, the Office of Student Publications will have someone trained to use the present scanning unit.

• Purchase new computers as funds become available.

• Identify and apply for grant funding opportunities.

• Identify and seek collaborations with on and off campus resources.

**Enhance utilization of current resources while seeking to expand JSU’s future means.**

**Impact Achieved**

• Over the last year, we have increased available resources by increasing Conference Housing. This year, we had seven (7) groups who have never lived on JSU campus and six (6) interns to stay on campus for the summer. During summer 2010, we had three (3) new groups and four (4) interns to reside on campus. The increase in funds will help to fund an R&R account.
• The CSLI offered the availability of cultural enrichment activities for the students attending Jackson State University. The sustained performance of the CSLI enables students to develop holistically at the university.

• Advertising revenue was generated during the year to supplement E&G budget.

• The Career Services Center continued its Corporate Partner Program and raised $9,500.00 from six (6) Corporate Partners. These funds aided in the support of programs for students.

**Challenges Faced for Achieving Impact**

• Now that Conference Housing is increasing every year, we are faced with the problem of having someone to oversee the program. Since conferences mainly stay on campus during the summer, we are faced with staff limitations. We actually need someone who can work with conference housing all year to recruit groups to live on campus, to educate the campus community about conference housing and to make reservations and oversee the conference operations and make sure everything is ready for the group and staff schedules are set. We need to train a staff person to work specifically in conference housing.

• There were limited resources to offer several services to the student body population.

• Advertising revenue generated fell below projected amounts due to a decrease in advertising money spent by companies, clients, etc. in student newspapers across the country. Additionally, time constraints and lack of training of personnel available to solicit advertisers and University policy regarding solicitation impacted this effort.

• In attempting to meet the needs of the Health Center, an administrative assistant or secretary is needed to lessen the workload of the Director.

• The Health Fair was on a Friday in a part of campus that did not attract students; therefore, the number of students seen was very low.

• During the classroom and dormitory sessions, the survey was not done by the Health Educator.

• The ACHA/NCHA surveys were not done due to the cost of the surveys.
The Career Services Center was down from last year’s sponsors (8 to 6) which caused a decrease in funding from $11,650.00 to $9,500.00. This was because of the economy.

**Action Plan, Including Options to Address Challenges**

- Utilized effective cross-departmental collaborations to combine resources and provide quality services for maximized results.

- We need an additional staff person who will work with conference housing. The person would handle booking and establish a relationship with the campus community, as well as the City of Jackson. The person would handle marketing of Conference Housing as well as Student Housing and other duties as assigned. Until we can develop another position and fund it, we will have to use one member of the residence hall staff to help perform the tasks. We will need to increase the salary of the person selected because their responsibilities will increase. The problem is that the residence hall staff has their assigned duties and this will add an extra burden to their workload. We will continue to use residence life staff for conference housing.

- Continue to partner with collegiate advertising-media agencies, renew membership with national business-advertising organization to network and explore additional avenues to generate funds for student media entities, and develop strategies to implement online advertising rates.

- Distributing surveys to patients and waiting for completion of forms will be done.

- Surveys will also be distributed in the classroom and in the dormitory.

- Acquire grant funding to obtain survey materials.

- The Career Services Center will market the Corporate Partner Program to try and secure more funds.

**Use JSU’s history and potential to create the image necessary for increased access to necessary resources.**

**Impact Achieved:**

- The Student Center provides meeting rooms for campus and off-campus organizations. This facility enhances the aesthetic and physical appearance of the University and provides modern technology in meeting rooms. Facilities are provided for university events as well as external organizations. Two major
events facilitated this year were the South West Athletic Conference (SWAC) Officials' Workshop and the Mississippi Learning Institute Education Conference.

- Produced weekly campus newspaper in print that covers events, activities and issues from the student perspective and provides information on University services, programs, students, faculty, staff and campus-wide educational efforts. Also produced one edition of eXperience magazine to capture the essence of student life at Jackson State.

- The Center provided the ability to increase students' involvement in campus activities and assist in enhancing the University's retention rate.

- Commuter Student e-mail notification system established – Total of 177 students enrolled in the program.

- Commuter Resources emailed to registered students through monthly newsletters and as needed in weekly informational flyers. Impacted a minimum of 160 students with each email. Publication of newsletters placed on Student Life website.

- Established a satellite office in the Jackson Medical Mall to provide a Student Life link to commuter students. It is operational on Monday and Tuesday of each week students are in session.

- Twelve (12) JSU students are on exchange at other universities: Cal State University- San Bernardino, University of Kentucky, University of Hawaii, William Patterson University, Southern University, and Cal State University-Bakersfield.

- Five (5) students enrolled at Jackson State through the National Student Exchange Program (NSE) from: Louisiana State University (LSU), University of Washington, Arizona State University and the University of Massachusetts-Boston & North Carolina State University.

- During the upcoming 2011 fall and 2012 spring semesters, ten (10) students will participate in the NSE Program attending: Mississippi State University, Towson University, Cal State-Northridge (2), Bowie State, University of Oregon, Cal State-San Bernardino (2), Cal State-Los Angeles and LSU.

- New Parent Orientation conducted during July and August of 2010 impacted approximately 400 parents.


• Parent and Family Weekend held Homecoming Week 2010.

• A total of 151 volunteers registered for repeat opportunities.

• Five (5) volunteer opportunities initiated and conducted were: IBC, COMEN, Diabetes Walk, Smokey Norful Concert and Mississippi Blues Marathon. These events were supported by 202 volunteers that contributed service with a monetary value of $7,714.50.

• A spring service project was provided for residents of Hope House, Jackson, MS. Hope House is an adult living center for individuals who are temporarily in the Jackson area for extended medical treatments. The CSCEL staff and the Pioneers of America Volunteer Organization of AT&T collaboratively provided food, a vegetable garden and cleaning for the afternoon event.

• The Office of Judicial Services responded to the student disciplinary issues with a systematic approach.

• The Career Services Center re-designed its website. This re-designed site details the services provided by the Center both in electronic format and in print. It has an area for resources and a new calendar feature. The Center also added a new Student Spotlight area to feature our outstanding students and their accomplishments.

• Outreach Services/ Mental Health Education Services to JSU campus community.

• Cross-Collaboration of university resources: Accommodation plans for students experiencing academic/learning difficulties.

• Latasha Norman 3rd Annual 3.1 mile Run/Walk: “Celebrating Life: Putting an End to Domestic Violence.”

• Peer Education Program for training students to educate peers on mental health topics.

Challenges Faced

• In previous years, students have exceeded their financial aid award and this violation continues to be a concern, although the number of students in violation has been reduced. However, this practice could and should be prevented with changes in the student payroll program, which if changed would reject payments.
made to students beyond their financial aid award. This continued problem presents financial and legal implications for the University. However, it is not clear whether current practices will be changed to prevent further financial violations next year.

- Need additional meeting rooms equipped with audio-visual technology.

- The Office of Student Publications had student staff retention issues. Due to budget constraints, there has been an inability to provide monetary incentives to student staff members other than editor-in-chief. Online edition of student newspaper was temporarily suspended due to change in management and pricing strategy of the college media content management company formerly contracted for service. Pricing was expensive and prohibited based on the current budget.

- Ensure that increased retention rates result in degree completion.

- The major challenge faced were issues in moving paperwork through the system. This process continues to require extensive, exhaustive and unnecessary time in attempting to ensure that pre-break obligations are satisfied while dealing with lost documentation and paperwork remaining with individuals for an extended period of time and a general lack of efficiency.

- There were challenges faced in recruitment and retention of students for community service. There are pros and cons with regard to the program requirements which mandate that students must commit to a very rigorous schedule of service projects in addition to their regular academic and work hours (Work Study) for the duration of the year which they participate. Consequently, students have an obligation that at first glance may appear to be manageable, but as the year continues, their availability to have more flexibility in their schedules is sometimes challenging, especially so, given that service projects require them to serve as a group versus serving individually.

- The major challenge faced was that there were no funds obligated to Commuter Program and thus, marketing efforts to this new initiative were not fully implemented.

- The major challenges faced were issues in moving paperwork through the system. Each semester, numerous hours are spent attempting to locate information submitted to the Office of the Registrar. Student information is issued to the Registrar and the Office of Financial Services in a timely manner and in accordance with their policies. However, this process continues to require extensive, exhaustive and unnecessary time to recreate and resubmit necessary paperwork.
• The major challenge faced was that there were no funds obligated to Parent Program and thus, marketing efforts to this new initiative were not fully implemented.

• Preventing repetitive infractions.

• Inability to educate the entire student body of rules and regulations as it relates to student conduct.

• Lack of student apathy and morale.

**Action Plan, Including Options to Address Challenges:**

• Secure additional funds to purchase additional equipment for meeting rooms.

• The CSCEL will return to the fall Orientation for Supervisors that was held up until three years ago. The goal is to fully orient supervisors on how to monitor student award earnings to ensure that they understand how to assist the University in keeping student earnings in line.

• Continue student staff recruitment using various forms of communications, including traditional and social media, etc., provide training and professional development opportunities, and develop incentives for work done on student publications, including community service credit, class credit, public recognitions, and professional conference attendance when funds for student stipends are not available. Recruit volunteers, communications and graphics students and students who receive federal work-study money as staff members. Re-design and re-launch online newspaper with attention to on-site content management, utilizing University IT personnel and current software and in-house expertise.

• Implement campus-based student development seminars in collaboration with the Center for Global Academic Diversity and the Division of International Studies.

• Promote professional development training focusing on diversity issues.

• Ensure that time-sensitive documents and fiscal requests are completed timely. Early submission and daily monitoring remains a necessary part of this process.

• In order to maintain an optimum number of students involved in the Bonner AmeriCorps program, the CSCEL will make bold efforts in marketing the program to more incoming freshmen and transfer students through their University Success classes. Ideally, students could maximize their financial awards by
participating in the program and the sooner that students know about the program, the longer they have to benefit from what the Bonner AmeriCorps has to offer. The information would gain momentum if students get involved earlier during their matriculation before they sign-on to other activities on campus later during their matriculation.

- In order to address the challenges faced in realizing a greater impact of reaching more commuter students, the CSCEL re-designed the implementation of the program.

- The action plan to address the challenges is to improve the process to ensure that any new procedures are followed as they are made known to us. Utilize the technology of the scanner where possible and initiate necessary information as timely as possible.

- Service-learning at the University by most standards is considered a success. However, there is a need for more funding to ensure that more faculty members have the resources to incorporate quality service projects that will benefit our students and community. We are focusing more on service projects that are integrated with social justice and social issues in the community.

- An action plan was developed to ensure that greater visibility of the Center becomes a continued priority. This priority will support the goals to ensure that faculty will utilize staff support that is available to them in the Center and that faculty will encourage students to become involved in community service through the Center.

- To improve the collection process of sanctioned fines.

- To develop a communication strategy that will enable the department to creatively and more consistently inform the student population of the rules and regulations.

- To make more student leaders knowledgeable of the judicial process.

- Identify and apply for Grant Funding Opportunities.

- Seek collaborations with on and off campus resources.

- Seek other funding resources.

- Seek accreditation.
OSL Goals and Objectives

Objectives:

1. Establish co-curricula programs and academic support services that advocate responsible global citizenship and leadership;

2. Increase the number of external funds to expand programs and services for diverse populations.


Office of Student Life
2011-12 Initiatives

1. Commuter Program
   The Office of Student Life would like to achieve a goal toward better serving and providing outreach to those populations of students who are currently under-served (non-traditional and commuters).

2. Parents Program
   The Office of Student Life would like to provide parents and families with information to help better understand their students' lives at Jackson State University. This will be accomplished through e-parent newsletters, Parents' Leadership Council and special programs developed throughout the year.

3. Black Male Initiative
   The Black Male Initiative Program will increase the retention, progression and graduation rates of African American males at Jackson State University. Ideally, the program, once fully established at JSU, will expand to high-risk areas in the community to identify African-American males between the 6th and 12th grades.

4. Senior Year Experience
   The Senior Year Experience is designed to transition senior year students to graduation which includes integration and closure opportunities for reflection on the meaning of the college experience and campus-provided holistic support for their transition to post-college life. The operational goals are:

   1. To prepare students for transition during and after the senior year.
2. To have students engaged in self-assessment reflection and analysis on the meaning of their undergraduate experience in its totality.

3. To consider holistically a variety of issues to be faced in the process of leaving college and in life immediately after college. The issues are in these possible dimensions: personal, social, vocational, spiritual, political, civic, financial, practical, philosophical, psychological and physical.

5. Veteran Services
   Will provide support programs to engage veteran students and veteran dependents to assist in coordinating their admission, registration, financial services, veteran benefits assessment, academic advisement, career planning, health services, counseling services, disabilities services, and personal development plan.

6. HIV/AIDS Task Force
   The goal of the HIV/AIDS Task Force is to increase awareness and prevent the spread of HIV/AIDS through education, training, health promotion and testing on the campus of Jackson State University. To reduce the stigma of HIV/AIDS among students on HBCU campuses through dissemination of information, brochures, flyers, and social networking. To promote and encourage, “Know Your Status”, through testing, and increasing knowledge of prevention efforts.

   To provide support services through prevention methods by empowering diverse individuals and groups of JSU students to achieve mental health wellness and educational goals.

   To collaborate with other community-based organizations to increase awareness of World AIDS Day and National HIV/AIDS Awareness Day.

7. Diversity Inclusion
   It is designed to cultivate a community inclusion where all constituents embrace differences, have an awareness of social justice, and learn the skills that are essential for global leaders. Through the Office of the Dean of Student Life, Diversity and Inclusion Programs assist the University in fostering an environment that has a greater appreciation for intercultural growth and encompasses a collaborative learning community that manifests multinational awareness. Operational goals are:
1. To build partnerships with other departments and the community to enhance the importance of understanding and appreciation of diversity.

2. Enable students to develop experiences and knowledge of other cultures through multicultural education.

3. Ensure that all students have a holistic experience of engagement in the University’s environment.

4. Provide opportunities for students to value the interdependence of society by addressing social issues and building shared principles.

Major Accomplishments

The major accomplishments for OSL for the period of July 2010 through June 30, 2011 are as follows:

1. The implementation of the OSL Strategic Plan (2010-2015).

2. The approval of an official OSL logo.

3. The restructure of office personnel and positions to provide efficiency in providing services, programs and events for students and other constituents.

4. The successful planning, coordination and completion of the Homecoming Week activities, programs and events.

5. The award and implementation of grants and sub-contracts for various departments:

   - $25,000: Health Center - to assist with AIDS education.
   - $314,000: Latasha Norman Counseling and Psychological Center - to assist with Mental Health awareness and training.
   - $5,000: Center for Service and Community Engaged Learning – to support faculty in integrating service-learning into the curriculum.

6. The increased attendance during the following OSL facilitated events:
   Black College Day, Constitution Day, Membership Intake Process (MIP), Graduate School Fair, Teacher Recruitment Day, Career Fair, UPHAT
Program, Latina American Heritage Celebration, and the Cinco de Mayo Program.

7. Updated and launched a redesigned OSL Website.

8. The “Flash” has a monthly distribution average of 6,000, consistent with maintaining advertising revenue and completed production of the Spring-Summer edition of the “eXperience” magazine.

9. TRIO Programs have reported that of nine (9) Upward Bound graduates (high school) six (6) are attending JSU, and of fourteen (14) McNair graduates (bachelors), twelve (12) entered graduate school by the fall of 2010.

10. Extended collaboration among internal departments that recorded information on veterans and international students.

11. Provided a more diverse signature series (major programs and events) to attract students who traditionally do not attend events.

12. Increase cultural awareness through infusing programs and events with holiday celebrations and religious customs.

13. Established a new Alternative Break collaboration with Tougaloo College and Belhaven University.

14. Average daily number of students participating in Community Service is 400.

15. Met SACS Compliance in Community Engagement.

16. Established Commuter Program.

17. Established Parent Program for which 521 participants were registered.

18. Selected 10 Service Learning Faculty Fellows.

19. Recorded the participation of 893 students in 53 Service Learning courses.

20. Registered 150 community volunteers.

21. Increased Conference Housing.
22. May 2011: Led the University’s successful application toward its selection as a Finalist for the 2010 President's Higher Education Community Service Honor Roll by the Corporation for National and Community Service. The Honor Roll recognizes higher education institutions that reflect the values of exemplary community service and achieve meaningful outcomes in their communities. The University’s selection to the Honor Roll is recognition from the highest levels of the federal government of JSU’s commitment to service and civic engagement at the University and in the nation.

23. January 2011: Carnegie Foundation Community Engagement Classification - On behalf of the University, the Executive Director for the Center chaired and coordinated the University’s application for the 2010 Community Engagement Classification. Publicly released January 5, 2011, the application documented alignment among mission, culture, leadership, resources and practices that support noteworthy community engagement. Additionally, the submitted report responded to the classification framework with both descriptions and examples of exemplary, institutionalized practices of community engagement. JSU is now one (1) of 115 institutions added to the Community Engagement Classification completed in 2006 and 2008, bringing the total nationally to 311.

24. October 2010: SACS Report on Institutional Effectiveness (Community Engagement) - The Center led the coordination, assessment of engagement indicators and the reporting of the University’s involvement in community engagement for the annual ten-year self-study process. The SACS findings indicate the University is fully compliant in community engagement.

25. Community Issues: CSCEL launched “Tiger Talks” - This forum allows students and staff the opportunity to reflect on their continuous community service through After-Action Reviews (AAR’s). Students and staff met on designated Fridays for this activity. During fall 2010, a total of 223 students attended “Tiger Talks” sessions.

26. JSU Helping Hands Community Service Project: For the second year, CSCEL spearheaded a Food Drive and Coats, Sweaters and Socks drive to assist families during the Thanksgiving and Christmas holidays. A total of 544 canned goods and 68 coats & sweaters were donated and distributed to needy families in the Virden Addition Neighborhood in the metro-Jackson area.
27. Welcome Week- 456 incoming JSU freshmen participated in a two-day community service project aimed to introduce new students to JSU’s commitment to community and service. Since 2007, this annual event has become a major activity during the Freshmen Welcome Week Activities. Students along with staff provided community service across the city at non-profit agencies and contributed more than 1,800 hours in service, generating thousands of dollars in labor costs.

28. Community Service Work Study - Placement and retention in the community this year continues to remain high. During the 2010 fall and 2011 spring semesters, 127 students were placed in the community to earn a portion of their financial aid award while enrolled in college. Students are serving in non-profit organizations supporting the role and mission for strengthening communities.

**ASSESSMENT RESULTS**

- Upward Bound Program - The twelve (12) graduates have resulted in nine (9) students going to senior college and three (3) going to community colleges. There are three (3) students who will attend JSU for the 2011-2012 academic years. Although this number is down 50% from the previous year, staff cannot actively recruit these students to JSU. We are confident that the positive experiences the students had while being served on this campus are contributing factors of their choice to attend JSU. Thus, the program has exceeded the 65% of students who will attend college the fall after graduation.

- Participated in committee meetings (4 during this reporting period) to establish the Global Academic Diversity Center and to enhance study aboard policies for students. Developed a institution diversity strategic plan.

- Collaborated with the Division of International Studies to plan collective activities. Provided resources for forty (40) students to attend the *Oklahoma* play at Thalia Mara Hall in Jackson, MS, on November 16th.

- Collaborated with the Division of International Studies to plan collective activities during International Week on April 4, 2011.

- Implemented Constitution Day on September 17th with MC Lyte presenting on Excellence. 300 students attended including students from Callaway High School.

- Implemented *Latina American Heritage Celebration* on October 18th through 20th in the Student Center, 1st Floor of the Legacy:
- 120 students to participate in Fantasy Faces Photo program
- Provided Cinco De Mayo exhibit for readership in the Legacy
- Provided spoken word event featuring Gabriela Garcia Medina

- Implemented *Native American Heritage Celebration* on November 29th through December 2nd in the Student Center, 1st Floor of the Legacy:
  - The Legendary Tale of Sacagawea Traveling Exhibit, estimated 300 readership
  - Brandon Styles: impressionists, magicians, comedians, estimated 80 participated
  - Mississippi Band of Choctaw Traditional Dance, estimated 65 participated

- Coordinated Black History program featuring Dr. Cornel West, February 17th, 3,000 participated.

- Coordinated Women’s Emphasis program featuring Nikki Giovanni, attendance was over 800.

- Implemented *Asian Heritage Celebration* on April 18th – 20th in the Student Center, 1st Floor of the Legacy.
  - The Great Wall of China: An Infinite Structure Traveling Exhibit
  - Dana Leong: Music Artist, April 20th

- New marketing strategies were employed and there was an increase in the number of students attending programs. This will enhance the residents’ learning experience outside of the classroom.

- Conference housing increased during the 2010-2011 academic year.
Coordinated the development and production of 25 regular editions of The Blue & White Flash, and a “new student edition” for incoming students. A combined edition of the student magazine was produced due to the printing budget. On-line editions of the eXperience magazine were developed to increase readership. The Flash newspaper won three (3) awards in a statewide student media contest by Mississippi Press Association. Participation in national student newspaper contest did not yield award.

A total of 46 students were recruited for The Blue & White Flash and eXperience magazine staffs, including volunteers, work-study and two (2) work-aid students. A total of ten (10) students attended the beginning-of-the year training workshop followed by nine (9) students who attended training for magazine production in the fall. Additionally, five (5) students participated in workshops, etc. at a state student media conference hosted by the Mississippi Press Association.

Eleven (11) new students joined the magazine staff. Seventeen (17) new students joined the newspaper staff.

Four (4) students held leadership positions for the 10-11 academic year; two (2) graduated (editor of each publication completed academic requirements in December 2010.)

Average number of articles written or photographs taken per newspaper staff member = 10 (an increase of 7 from previous year)

Average number of articles per student for magazine = one (1)

Average number of students attending weekly staff meetings = 10

Number of magazine production hours by students = 90

Number of newspaper production hours by students = 578

A total of 10 students volunteered to help with distribution, earning community service hours.

Number of community service hours contributed by volunteers = 58

Number of hours with newspaper distribution by student staff = 148

Twenty-eight (28) of the newspaper staffers remained for at least one semester. Students with multiple years on the newspaper staff: five (5) students with two years and three (3) students with three years. Nine (9) of the fourteen (14) magazine staffers were retained for both the fall and spring semesters. Students
with multiple years on the magazine staff: one (1) student with three years; five
(5) students with two years; three (3) with one year (magazine is only three years old).
  o Student handbook was posted online – along with a printed edition for new
    students.
  o Bi-weekly updates, event schedules, announcements, etc. and quarterly
    review of content were posted to website.
  o Assistance was provided to Center for Service and Community Engaged
    Learning with Newsletters for Parent and Family Association (6) and
    Commuter Students.
  o A total of 108 advertisers were contacted, but the goal of attaining $15,000
    in advertising revenue was not met; this year's revenue fell 28% from
    2009-2010.
  o Collaborations included: on-campus organizations and programs, Student
    Life areas, Mass Communications Department, Black College
    Communications Association, Office of Accountability and Coordination,
    JSU Parent and Family Association and the Missouri Club.

- Increased retention and facility utilization at the Walter Payton Recreation and
  Wellness The following chart shows data captured by our CSI system for
  attendance by classification type.

<table>
<thead>
<tr>
<th>Member Groups</th>
<th>FY 10</th>
<th>FY 11</th>
<th>%Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community-Affiliates &amp; Square Deal</td>
<td>5,729</td>
<td>7,504</td>
<td>23.6%</td>
</tr>
<tr>
<td>Alumni &amp; Recent Alumni</td>
<td>1,540</td>
<td>2,588</td>
<td>-40.4%</td>
</tr>
<tr>
<td>Complimentary Memberships</td>
<td>172</td>
<td>68</td>
<td>-159.2%</td>
</tr>
<tr>
<td>Faculty/Staff(JSU blue &amp; white family)</td>
<td>5,688</td>
<td>7,265</td>
<td>21.7%</td>
</tr>
<tr>
<td>Student &amp; Student Family</td>
<td>56,183</td>
<td>68,265</td>
<td>17.7%</td>
</tr>
<tr>
<td>Public Safety &amp; Civil Service</td>
<td>241</td>
<td>379</td>
<td>44.3%</td>
</tr>
<tr>
<td>Retirees</td>
<td>190</td>
<td>313</td>
<td>39.3%</td>
</tr>
<tr>
<td>Visiting Staff</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Visiting Students</td>
<td>39</td>
<td>16</td>
<td>-143.7%</td>
</tr>
<tr>
<td>Tours (pulled from Monthly Reports)</td>
<td>601</td>
<td>1,054</td>
<td>42.9%</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>-----</td>
<td>-------</td>
<td>--------</td>
</tr>
<tr>
<td>Guest</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Total</td>
<td>70,383</td>
<td>87,452</td>
<td>11.0%</td>
</tr>
</tbody>
</table>

- Membership for FY’11 saw a consistent increase for the Payton Center with 367 main members joining for the current year. The Payton has a roster of 610 paying members for a total of 678 members in FY’11. The membership highlights section offers a more clear understanding as to what specific team efforts supported an increase in members joining.

- Student Center Operations enhanced the campus community by facilitating educational and enrichment programs and activities in the Student Center and Reddix. The Student Center facilitated 2,507 University programs and activities during the academic year and 261 external events. The Union staff also managed the reservation system, information desk, building space, outdoor space around the Student Center and Reddix Hall and table rental/usage.

- There were a total of 389 students who utilized TypeFocus this academic year. This assessment is voluntary for individual students and also given by instructors as classroom assignments. Based on last 09/10 AY results, there were 378 students who completed TypeFocus and this 09/10 AY there were 389 students. There was a 2.91% increase in usage.

- This year a total of 45 companies and 181 students participated in the Career/Internship Fair. Based on last year’s 09/10 report, there were a total of 30 companies and 134 students that participated in the Career/Internship Fair. The company participation shows an increase of 50% and the student participation was up by over 35%. Based on last year’s (09/10) report, there was a total of 237 internship/co-op positions posted in Tigers2Work versus this year’s (10/11) 170 positions posted. This is a 28% decrease in the number of positions posted. This difference is attributed to the state of the economy. The economy is slowly starting to turn around; however, companies may not be hiring interns because of wanting to allocate funds to other areas.

- There was a 63.75 % increase in the total number of students participating in on-campus interviews this year (10/11).
• This year 262 students participated in on-campus interviews for full-time and internship positions. Based on last year’s (09/10) data, there were 160 on-campus interviews.

• Also, there were a total of 58 companies/agencies and 523 students who participated in this year’s (10/11) Career Fair. Based on last year’s (09/10) data, the student participation in Career Fair was up this year by almost 15%. This increase is attributed to the economy slowly starting to turn around the job market. The recruiters are also asked to complete an evaluation of the Career Fair. Over 86.5% of the recruiters felt the students were knowledgeable about their company/agency.

• During the spring 2011 commencement, students and employees who had been provided through the Center for Support Services for Students and Employees with Disabilities attained two (2) master’s degrees, and nine (9) bachelor’s degrees.

• The number of students receiving services from the Latasha Norman Center for Counseling and Psychological Services increased.

### Attendance Log/Roster

#### Counseling Services

<table>
<thead>
<tr>
<th></th>
<th>Participants</th>
<th>Sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walk-In</td>
<td>77</td>
<td>88</td>
</tr>
<tr>
<td>Scheduled</td>
<td>173</td>
<td>341</td>
</tr>
<tr>
<td>Crisis</td>
<td>15</td>
<td>18</td>
</tr>
<tr>
<td>Couples</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td><strong>Sub-Total</strong></td>
<td><strong>273</strong></td>
<td><strong>452</strong></td>
</tr>
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</table>

### Judicial Services

<table>
<thead>
<tr>
<th></th>
<th>Participants</th>
<th>Sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Judicial</td>
<td>16</td>
<td>13</td>
</tr>
<tr>
<td><strong>Sub-Total</strong></td>
<td><strong>16</strong></td>
<td><strong>13</strong></td>
</tr>
</tbody>
</table>

### Consultation Services

<table>
<thead>
<tr>
<th></th>
<th>Participants</th>
<th>Sessions</th>
</tr>
</thead>
</table>


<table>
<thead>
<tr>
<th></th>
<th>Participants</th>
<th>Sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Made by Center</td>
<td>32</td>
<td>35</td>
</tr>
<tr>
<td>Made to Center</td>
<td>37</td>
<td>44</td>
</tr>
<tr>
<td>Sub-Total</td>
<td>69</td>
<td>79</td>
</tr>
</tbody>
</table>

**TOTAL**

<table>
<thead>
<tr>
<th></th>
<th>Participants</th>
<th>Sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>418</td>
<td>609</td>
</tr>
</tbody>
</table>

**Note: Graduate Student Outreach Activities:**

<table>
<thead>
<tr>
<th>Outreach</th>
<th>Participants</th>
<th>Sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>629</td>
<td>52</td>
</tr>
</tbody>
</table>

Frequency of outreach activities to diverse student groups and Organizations

<table>
<thead>
<tr>
<th>Campus Outreach</th>
<th>Participants</th>
<th>Sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Outreach</td>
<td>1948</td>
<td>79</td>
</tr>
<tr>
<td>Special Events Outreach</td>
<td>520</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td>2468</td>
<td>80</td>
</tr>
</tbody>
</table>
MAJOR DIFFICULTIES

- Funding continues to be an issue with students presenting research at various conferences, forums, etc.

- The major difficulties were internal cooperation in getting information out to the students and campus community and to the general public. Communication at the University is daunting and disjointed. There also are political hurdles, in that, there appear to be systems in place who attempt to prevent certain areas from receiving too much publicity.

- The major difficulties faced were issues of getting paperwork through the process for payments of programs and services. This is the most inefficient process that exists at the University. This process requires extensive, exhaustive, and unnecessary time to hand/walk/locate papers from one desk to another and from one area to another, while also trying to decipher procedures that seem to change every other week. Resubmitting and looking for submitted documents and information is commonplace and not the exception. Frequent calling and trying to determine where paperwork is in the process is the most frustrating inconvenience that I have ever experienced. There is a total lack of “customer service” by any description.

- The time that it takes to get required signatures and the number of signatures required is commonly very slow and without explanation.

- There is a lack of administrative support for staff/units that make the effort to write grants difficult and they must provide all of their own internal support once the grants are funded.

- Although operating without a Director for a majority of the year, we were creative in our outreach services with minimum supervision and financial resources.

- Large debt from renovating a residence hall and building two new residence halls has caused a strain on the budget; therefore, it is not always easy to transfer money into an R & R account.

- Student staff retention and continuity; technical/procedural issues with maintaining online editions of the student newspaper; infrastructure challenges with building which led to computer and technology malfunctions.
• Lack of adequate funds to offer monetary compensation to staff members other than two student editors; recruiting and retaining a diverse student staff.

• The state of the economy continued to impact the amount of money advertisers spent during the year. This resulted in a decrease in number and size of advertising that indicates a loss of approximately 28% for the student newspaper over the previous year’s revenue.

• Improving program offering with reduced budget funding.

• Having policies enforced throughout campus hierarch.

• Student staff understanding the importance of providing stellar customer service and customer satisfaction.

• Student employees understanding the reality of the programs and services offered and buying into the mission.

• Funds used to maintain service agreements for audio-visual equipment. Reddix Hall was under renovations for the spring semester.

• Due to budgetary constraints, funds were unavailable for professional development travel.

• Lack of budget funding.

• Some difficulties did arise during transition of positions within Housing.

• Students often challenge and appeal the decisions made by the Student Disciplinary Committee.

• Ensuring that students adhere to sanctions like community service and counseling.

• Lack of resources, knowledge and time to evaluate judicial sanctions on an ongoing basis.

• There was a scheduling conflict with student justices resulting in difficulty gathering a quorum. Justices lacked compassion and dedication to their position; chronically missing hearings and neglecting office hours.
PLANS TO IMPROVE SERVICES

- Increasing Student Life’s involvement in the process by placing activities on the calendar.

- Provide more opportunities to participate in tournaments.

- Increase advertising opportunities through e-blast, Facebook, and regularly scheduled meetings with residence halls (Residential Advisors).

- Increasing opportunities to a diverse population to increase participation.

- The assessment data will be used as a measure of the success of the students.

- Extension of the services to ensure that students are fully aware of the role of each staff person and this will help us to streamline providing the students with technical assistance.

- Baseline line data will be collected from all grant programs as a means to secure funding to sustain and expand the services of the program.

- Grant funded programs will collect data as a means to secure funding in sustaining and expanding the services.

- The Center for Institutional Diversity will evolve to Diversity and Inclusion Programs for the academic year 2011-2012. The expansion of diversity programs will offer effective support for the initiatives established by the Center for Global Academic Diversity. Diversity and Inclusion programs will offer sponsorship of events with diverse student organizations, build additional partnerships with the Office of Global Academic Diversity and collaborate with the Center for Student Leadership and Involvement to offer diversity training programs.

- Determine the community work site locations perception of the quality of students’ engagement.

- Reflect students’ overall learning behavior during their service site.

- Recruit and retain academically qualified students who will benefit from a service culture and its intellectually challenging environment.
• Expand partnerships with other educational institutions.

• Improve linkages between University and the community.

• Express the University’s historic commitment to social justice through academic program development and civic engagement.

• Provide students an opportunity to share their experiences with other students on campus as a tool for recruiting and encouraging other students to participate in future events. Enable staff to make changes in the kinds of services that students provide.

• Information will be shared within small group settings on cultural challenges for other students.

• Publicized information in the national media will enhance the University’s prestige in civic engagement.

• Recruit and retain a more diverse faculty, staff and administration, particularly those who are advocates for a high-performing service environment.

• Promote meaningful student-faculty interaction in and out of the classroom.

• Strengthen academic support services.

• Continue to develop and improve the achievement of JSU students and its graduates.

• Provide professional development opportunities for faculty.

• Support first-rate Student Life support programs that are responsive to all students.
  • Improve communications and connections to support programming activities and events.

• Identify and market distinctive programs at appropriate sites by assessing which programs can be optimally offered efficiently at multiple locations.

• Improve student retention and student satisfaction.

• Develop a faculty, staff and alumni culture that embodies the belief that recruitment, retention and student success is everyone’s responsibility.

• Determine whether students will utilize an off-site Student Life Office.
• Determine if there is a need to create similar offices or kiosks at other campus sites.

• Results of assessments will be used to improve the quality of student development and retention at the University.

• Information will be shared within small group settings on cultural challenges for students that we serve.

• Diversity Forums will be held to discuss students’ thought processes of values and openness to societal challenges. Student forums will enable them to determine a framework and their understanding and participation of future civic engagement activities.

• Results will be used to augment an understanding of service-learning among students.

• Students will be asked to share their experiences with other students on campus as a tool for recruiting other students for future trips.

• Staff will also utilize trip information in planning other service trips.

• Information will be shared with small group settings on cultural challenges for students that we serve.

• The Center for Student Leadership and Involvement utilized evaluation results to obtain a holistic view on the impact of services on the student body. By doing so, we are able to customize services for the entire student body rather than student leaders.

• The information we have gathered from the evaluations will be used to develop more programs and refine the programs we currently have. We plan to market more and use the residence life staff to create an awareness of programs that will be offered.

• Continue to strengthen the Conference Housing program and review ways we can streamline the budget.

• Improve production, content, quality and frequency of student publications via print and online. Maintain advertising revenue, increase the number of local advertising contacts and use advertising funds to supplement newspaper and magazine operations.
- Identify and train new student staff to sustain the production of student publications and retain student staff members for at least four semesters; identify incentives for student staff recruitment and retention; incorporate social media where appropriate.

- Increase the services to students and others who use the Student Life website and increase awareness of activities, events and information; contribute to students’ development as well-informed and effective professionals. Incorporate social media as part of information dissemination.

- In addition to internal initiatives, Recreation Services consistently served in visible leadership roles promoting the awareness of recreation and wellness through campus collaborations and external organizations by partnering in approximately 84 events. FY’12 goals will include more outreach into the community for increased membership.

- To monitor the ongoing assessment of the Health Center to make necessary adjustments where needed such as: addressing dissatisfaction regarding health care and services provided, waiting time, facilities and support staff issues.

- Identify the most common health and behavior risks affecting students’ academic performance.

- Allocate monetary and staffing resources based upon defined needs.

- Provide needs assessment data for campus and community task forces.

- Develop proposals to secure grant funding to expand or develop programs.

- The attainment of high-quality care providing health care.

- Quality management and improvement.

- Professional improvement, facilities and environment.

- Students will be able to educate other students on health issues and prevention.

- Identify health problems.

- Intervene in health problems found.

- Give referrals to students for health problems.

- Empower students to teach other students and change health behavior.
• Judicial services will use the results to implement more effective means of increasing student awareness of the JSU Code of Conduct by more obvious/purposed advertisement of events via signage and University website announcements.

• Judicial Services will communicate to all students that the rules and regulations can be accessed on the JSU Student Life website.

• Judicial Services will also stress the need to continue to print a hardcopy of the student handbook for distribution.

• Judicial Services will contact faculty of University Success classes and discuss making the JSU Student Code of Conduct part of instructional material.

• Collect data to determine which programs were most effective and well-attended.

• The Office of Judicial Services will continue to seek out campus organizations willing to partner with in programming as means of increasing awareness of the Judicial Process and Student Code of Conduct.

• Collect data that will assist with measuring indications of change in behaviors, attitudes and values and number of offender/violator recidivism rate.

• Collect data to assist in providing learning experiences for students found responsible for violation of the Student Code of Conduct.

• Collect and used the feedback from the Latasha Norman Center to determine the effectiveness of educational sanctions.

• Feedback from faculty/staff participation will assist us in recruiting more staff member to serve on the SLDC.

• Maintaining five (5) to six (6) effectively trained and committed student justices that assist the Office of Judicial Services in recognizing the development needs of the Student Life Disciplinary Committee.

• Results from surveys and other tools will be utilized to evaluate feedback and use suggestions for the purpose of improving the judicial process.

• The Career Services Center (CSC) will implement a marketing plan to increase the number of students who use TypeFocus. The CSC is also planning an event in collaboration with the Freshman Year Experience Program that will introduce TypeFocus to freshman during their first semester of school.
The Career Services Center will use the results to better market events and encourage students to also consider taking unpaid internships.

The Career Services Center will use this data to better market annual fairs and the On-Campus Recruitment program. The CSC will also reach out to more employers and invite them to come on campus to recruit students and participate in the annual fairs.

Collaborate, assist and make recommendations for the necessary ADA signage and other standards when applicable.

Facilitate, coordinate, access and report requested services for those qualified individuals.

Continue periodic gatherings with the JSU Facilities and Management Construction Department conducting the updates and periodic walk-throughs throughout the academic year.

Periodic gatherings/meetings with the JSU Office of Civil Right Commitment to Resolve team.

Take grievance efforts and provide training and a reasonable opportunity for members of JSU through the ADA Technology Task Force and Signage Advisory Board involvement and continue implementing Project Green Access which has been designated to promote reasonable accommodations to those qualified individuals with disabilities in a refined, efficient and effective way as possible.

Increasing more awareness to emergency preparedness efforts in accommodating individuals with disabilities of the post-secondary level; input from Advisory boards and task force efforts; daily interaction with participant.

Select, supervise and provide the necessary student workers and/or consultants needed to reasonably accommodate members of the JSU community.

Facilitate and provide interactions with members of the JSU system by the ADA advisory boards and task force.

Utilize evaluations and assessments to develop new programs or modify existing ones.

Use feedback from surveys to determine whether counseling center supports student retention.

Utilize data for academic outreach programming and planning.
• Offer a variety of programming that addresses community which will foster a sense of belonging, develop relationships, instill a sense of ownership, embrace diversity, respect, promote life-long learning, enhance the academic mission and develop accountability to themselves as well as the University.

• Continue to provide programs on domestic violence and roommate conflicts, as well as, addressing other behavior problems that we have in residence life such as vandalism and theft.

• Continue to market all departments. We will do this by using colorful names for the programs, different strategies and we will offer more lecture series along with one-time workshops.