



UNIVERSITY OF ALASKA ANCHORAGE
STUDENT AFFAIRS

———— ACADEMIC YEAR 2017 ————



STUDENT AFFAIRS ACADEMIC YEAR 2017

STUDENT AFFAIRS MISSION STATEMENT

Together we provide an environment for our diverse student population to reach their greatest potential through inspiration, accessibility, and support.

STUDENT AFFAIRS VISION STATEMENT

As we move into the future, Student Affairs will fulfill our mission through a variety of means. We will

- take pride in our traditions, create new ones, and establish a sense of belonging within our communities;
- identify and establish collaborative partnerships;
- strengthen and enhance our outreach efforts and promote a seamless transition in to and out of the university;
- embrace effective and inclusive uses of technology to ensure access, simplification of processes, and enhanced services for students and staff;
- invest in people through training, support, recognition, and increased staffing as needed;
- seek innovative ways to use and improve our existing facilities; and
- be an active voice to promote the health, safety, and recreational facilities needed by our growing population.

STUDENT AFFAIRS VALUES

EXCELLENCE	Quality service through dedication, accuracy, and on-going assessment to provide the best opportunities and outcomes for students.
ACCOUNTABILITY	Establishing and completing goals, measuring outcomes, and serving as a model of responsibility for our community.
RESPECT	Being open to other people's values by listening, caring, and interacting with everyone in an equitable, open, and honest manner.
HEALTH & WELLNESS	Through the development of body, mind, and spirit by stimulating growth, offering compassionate support and healing activities to help individuals find their optimal balance.
INTEGRITY	Accountable for decisions and actions, which are transparent, honest, and consistent.
COMMITMENT	Demonstrated by a responsive approach to student success, dedicated service, and hard work.
COMPASSION	Provide a welcoming, empathetic environment, kindness, concern, and encouragement to all members of our community.
COLLABORATION	Growth and success stems from open communication, inviting input, and seeking opportunities to work with Student Affairs, UAA, and the broader community.
INCLUSION	Involve, appreciate, and respect people with a wide range of differences and similarities.
GROWTH & LEARNING	Providing opportunities to explore and experience lifelong learning.

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ON THE COVER: Campus Kick-Off 2016 in the UAA Cuddy Quad

PHOTOGRAPHY: All photography by Liz Shine unless otherwise noted. Photographs from UAA Advancement are from Phil Hall, and Ted Kincaid. Dr. Schultz's photo is by Jeff Schultz. Military & Veteran Student Resource Center photo is courtesy of Military & Veteran Student Services.

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VICE CHANCELLOR FOR STUDENT AFFAIRS

BRUCE R. SCHULTZ, Ed.D.

Dear Friends and Colleagues:

In alignment with the mission and strategic priorities of the University of Alaska Anchorage, UAA Student Affairs provides an environment for our diverse student population to reach its greatest potential through inspiration, accessibility and support. Student Affairs staff and the programs and services we provide are integral to the fulfillment of our mission and our commitment to students and the state of Alaska.

The 2016-2017 Student Affairs Annual Report highlights the progress, achievements and improvements of Student Affairs programming. As this report documents, Student Affairs staff continue to successfully sustain and bolster institutional priorities by providing valuable student-centered services.

Student Affairs departmental goals primarily focus on increasing student diversity, improving college access and transition, increasing student persistence and completion and providing meaningful employment. This report highlights how departments are creatively and effectively achieving these goals. Efforts include the implementation of a new customer relationship management (CRM) tool to streamline the application process, Disability Support Services' "Yes I Can...Don't 'Dis' My Ability" awareness campaign, expanded participation in Alaska PEAK (Purposeful Engagement Assessment Knowledge) and countless other admirable projects and initiatives. As a result, Student Affairs continues to provide innovative and effective support to our students and the University community as a whole.

As we look ahead to FY19, we commit to focusing our resources and expertise on advancing UAA 2020 goals in meaningful and measurable ways. Increasing student access, persistence and completion will continue to drive our decision making. In FY19, departments will refine success indicators and outcomes and develop progress markers and timelines as Student Affairs works toward developing its first ever strategic plan.

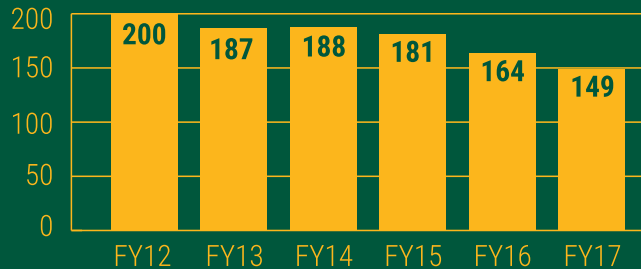
Congratulations to Student Affairs staff on another successful year. Thank you for your enduring commitment to students and our community.

A handwritten signature in black ink that reads "Bruce R. Schultz". The signature is written in a cursive, flowing style.

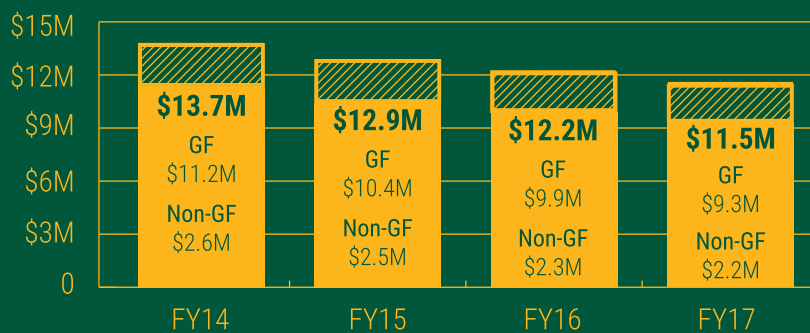
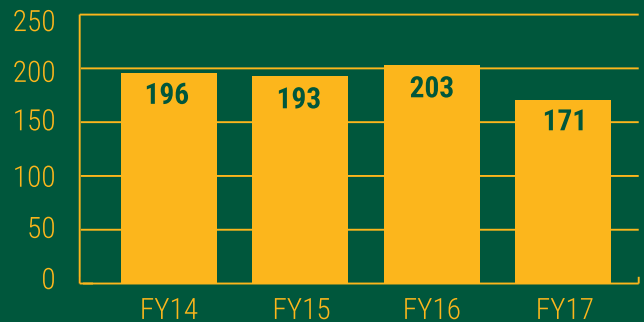
UAA STUDENT AFFAIRS AND STUDENT POPULATION OVERVIEW

BY THE NUMBERS

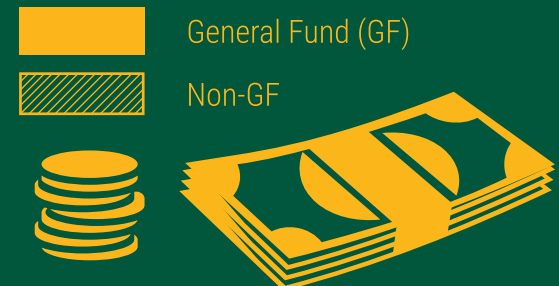
25% decrease in staff positions in the Student Affairs division since FY12



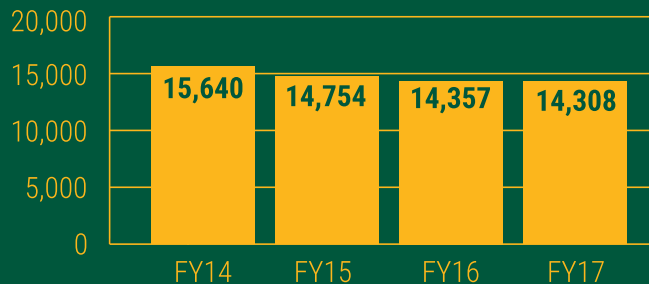
15% decrease in student employee positions from FY16 to FY17



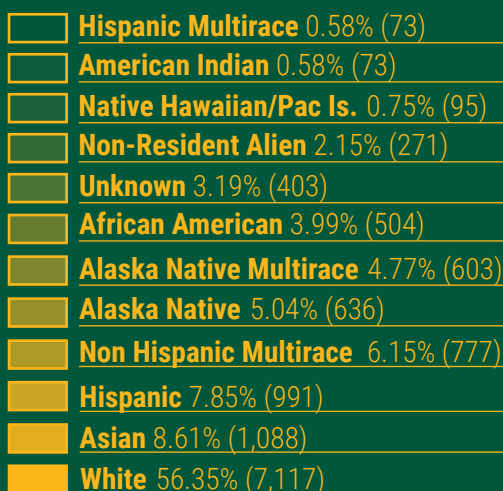
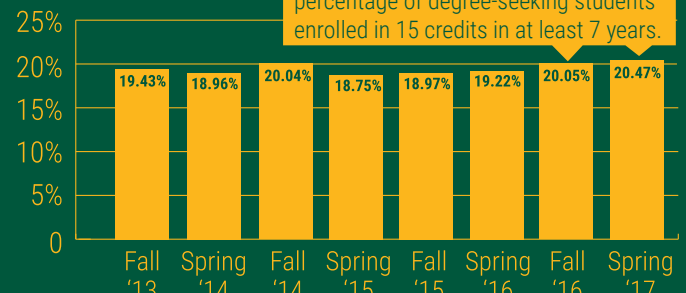
16% budget reduction since FY14



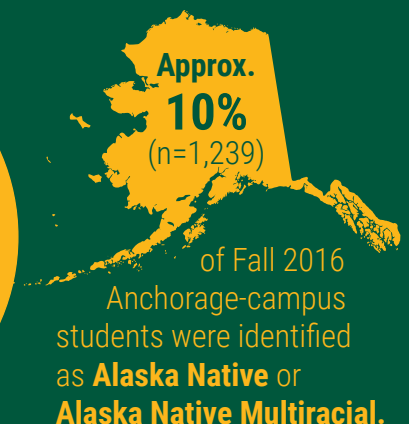
14,308 students were enrolled in fall 2016 for credit at the Anchorage campus. This number has declined steadily over the past few years.



Though the number of unique students continues to drop, **the number of students taking 15 or more credits increased.**



STUDENTS AT UAA ARE DIVERSE



OFFICE OF STUDENT AFFAIRS

MISSION

Together we provide an environment for our diverse student population to reach their greatest potential through inspiration, accessibility, and support.

Core Functions

- Assessment & reporting
- Budget oversight
- Professional staff development
- Research & data analysis
- Student Affairs leadership & strategy

Signature Programs

- A-Team
- Alaska PEAK
- Student Affairs Conference/Conversation Cafe

GOAL UPDATES

- 1. Elevate the on-campus student employment experience as a High Impact Practice with relationship building and reflective learning through Alaska PEAK (Purposeful Engagement Assessment Knowledge).**

The Student Affairs Assessment Team (A-Team) expanded participation of Alaska PEAK during the 2016-17 Academic Year, inviting all Student Affairs (SA) departments to participate; more than 30 SA professionals and over 100 student leaders engaged with the program. Alaska PEAK uses brief, structured conversations between student employees and their supervisors to encourage students to reflect on their learning experiences and develop connections between transferable skills gained through on-campus employment, academic coursework, career preparation and outside-the-classroom activities. Through Alaska PEAK, student employees gain practical skills, cognitive complexity skills, interpersonal skills, and intrapersonal skills, while developing a strong sense of belonging and affinity for UAA. Student employees at UAA also persist, academically perform, and complete at higher rates than their non-student employee counterparts. Most notably, on-campus student employees within the IPEDS cohort graduate at more than twice the rate of non-employees; of the 2011 cohort, 55% of students employed on-campus during at least one semester graduated within 6 years, compared to 19% of students never employed on-campus.



Photo: Alaska Peak staff and students on UAA's residential campus (Ted Kincaid)

ADMISSIONS

MISSION

The Office of Admissions assists undergraduate applicants on the journey to becoming students, enrolled in classes, who possess the tools and information needed for a successful transition. Using national best practices, the office is committed to providing professional, timely and competent review of admission credentials for the diverse populations - regionally, nationally and internationally - who choose to study at UAA. Admissions assists the Graduate School and graduate programs to compile applicant admission and credential information for review and assessment.

Core Functions

- Banner SI query development
- Banner SI development & training
- IT oversight
- Imaging web services management
- International student admission coordination & processing
- New admits to enrollees conversion
- On Base oversight
- Student & Exchange Visitor Program (SEVIS) management
- Undergraduate & graduate student admissions coordination & processing
- Visa regulatory compliance oversight

GOAL UPDATES

1. Increase the number of fall applicants who are admitted and subsequently enroll for classes.

The number of Fall 2017 first-time freshmen enrolled in classes, as of early July, showed an increase of 1.5% even though the overall number of freshmen applications was down 1.4%. The number of transfer students enrolled in Fall 2017 classes was down 14%, but the number of applications increased by 4%. Admissions and Recruitment have been using the CRM to support the application process and promote student preparation for enrollment. Updates to the website and the application supported this goal by simplifying the application process.

BY THE NUMBERS

10,065

UAA applications processed for

 FALL 2016  SPRING 2017  SUMMER 2017



201

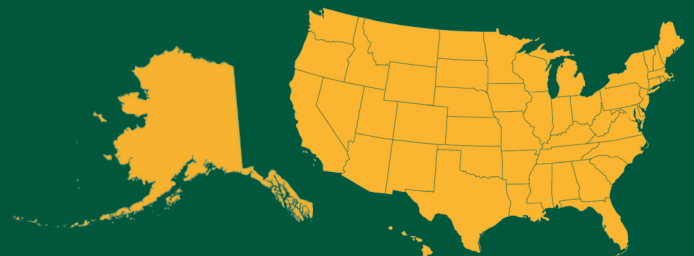
international students attended UAA in AY17
(the same number attended in AY16)

The majority of UAA's international students are from

SOUTH KOREA 37

CANADA 37

RUSSIA 23



UAA's student body has students hailing from

ALL 50 STATES and OVER 65 COUNTRIES

FALL 2016 ADMISSIONS

5,968

 APPLIED

84% of applicants were admitted

5,008

 ADMITTED

54% of those admitted enrolled

2,692

 ENROLLED

CAREER EXPLORATION & SERVICES

MISSION

The mission of Career Exploration & Services (CES) guides students in reaching their career goals, in a manner that supports student success and retention, and provides innovative and educational programs, resources, services and opportunities. CES supports students to explore personal values, aspirations, and goals to identify potential career paths; develop professional skills, resiliency and competencies to adapt and compete in fluctuating job markets and high-demand job areas; and pursue experiential opportunities, graduate/professional school applications, and employment planning.

Career development professionals provide leadership at institutional, college, and departmental levels in a manner that supports collaborative relationships building among the university community, national, regional, and local employers, and state and local communities, as well as institutional goals and outcomes.

Core Functions

- Career & job fairs
- Career exploration
- Employer relations & recruitment
- Internship management
- Job search & professional development programming
- On-campus employment & federal work study promotion

GOAL UPDATES

1. **Strengthen relationships with UAA academic departments and off-campus employers to promote a 10% increase in credit-bearing and noncredit-bearing internships.**

The number of credit-bearing internships managed by CES staff decreased by 15% this year. CES processed 102 internships in FY16 compared to 86 in FY17. University-wide, the number of credit-bearing internships decreased 2% from 852 to 828. The number of noncredit-bearing internships is unknown. However, using the new Career Management System, Handshake, CES plans to implement processes to capture more of this data in the future.

2. **Prepare students for the workforce by providing professional development workshops for all UAA student employees.**

CES staff partnered with the Alaska PEAK program to increase engagement with Alaska PEAK supervisors and promote existing professional development services to students. This was a complementary collaboration and CES staff are committed to regularly partnering with the Alaska PEAK program moving forward.

3. **Provide quality academic advising to Exploratory and Non-Degree Seeking students in order to promote retention and persistence.**

This function no longer falls under CES. It is now under Student Transition. University Hub Transition Advisors provided 1,245 advising appointments to Exploratory and Non-Degree Seeking students as well as other students seeking college transition advising. Data was not tracked sufficiently enough to distinguish the number of exploratory advising sessions that were provided.

4. **Decrease the number of students who are Exploratory at the spring closing freeze by 10% across all class levels.**

This function no longer falls under CES. It is now under Student Transition. In Spring 2017, 136 new students declared exploratory status; that number was reduced to 104 by the close of the spring semester. A total of 32 students (approximately 24%) declared a major during the spring term.

“Thank you, UAA Career Exploration & Services for adequately preparing me for a successful job search. I can’t wait to start my new position!”

***- Jessica
UAA Freshman***



Photo: UAA 2016 Campus Kick-Off

BY THE NUMBERS

106

companies and organizations participated in a UAA CES program or event.



48%



of those employers were from High Demand Job Areas.



1,934

job opportunities were posted by employers for UAA current students, recent graduates and alumni.



3,283

students attended career events including career fairs, etiquette lunches, Speed Resume Review programs, and Accounting Week.

968

students were met with, presented to, or engaged about CES services.



220

students met with CES staff for individual career advising sessions.



DEPARTMENT OF RESIDENCE LIFE

MISSION

The Department of Residence Life (DRL), including the Alaska Native & Rural Outreach Program (ANROP) and Cama-i Room, seeks to create a safe and inclusive environment that supports personal and educational growth, leadership, wellness, and citizenship through intentional programming and outreach. In partnership with students, faculty, staff and the greater Anchorage community, DRL provides opportunities to empower residents as community members and as evolving individuals who contribute to society.

Core Functions

- Academic success & personal development programming
- Community expectations management
- Residence education
- Student community development
- Student crisis response
- Student safety & facility security oversight

Signature Programs

- Alaska Native & Rural Outreach Program
- Cama-i Room
- Dining with the Deans
- First-Year Residential Experience Graduation
- Living-learning communities
- Residence Hall Association
- ResNET
- Welcome Week

GOAL UPDATES

1. Identify and support residents who are struggling academically by conducting mid-semester and mid-year grade checks.

DRL received a list of students currently living on campus who had below a 2.0 cumulative GPA. This list was shared with Resident Advisors (RAs), who were asked to have a one-on-one conversation with each resident to discuss their academics and recommend resources for students who are struggling academically. RAs were asked to record these conversations in Mapworks. Over 40 Care and Mapworks reports were submitted based on these conversations, and many students were connected to much-needed resources.

2. Enhance the on-campus living experience by creating an ROTC wing in West Hall and strategically consolidating, updating, eliminating and creating Living Learning Communities (LLC) to better serve students.

An ROTC wing was created in West Hall at the beginning of the 2016-17 Academic Year. An attempt to establish a collaborative LLC to include both ANSEP residents and all other residents majoring in a STEM field was unsuccessful, but efforts to engage with stakeholders will continue. DRL worked with Housing partners to streamline the placement of all nursing majors into the RRANN/Nursing LLC, but a plan to move that LLC into the Main Apartment Complex community did not come to fruition due to the high volume of nursing or pre-nursing students. Similarly, DRL had at least 15 students interested in the Aviation program so the goal to eliminate the Aviation LLC was not carried out. The goal to create a College of Arts & Sciences LLC was not met but DRL will continue engaging with stakeholders.

3. Create targeted communications inviting high-achieving students in Anchorage and surrounding areas to live on campus at a discounted rate.

A mailer was sent out to inform qualified students that based on their high school GPA, they were eligible for a housing discount. The number of students who actually used the discount was low (less than 10 students), but DRL received positive feedback from those who did utilize the offer.

4. Audit the course registration of all incoming first-year students prior to fall check-in and follow up with residents who have registration issues.

DRL worked with advisors in the University Hub to review registration information for freshmen prior to the August 2017 move-in date. The list was provided to advisors in the Hub, but due to the restructure of exploratory student advising, the advisors were not able to provide the registration audit. DRL will continue to work with the Hub to continue this important program that ensures incoming freshmen are taking appropriate classes.



Photo: UAA residential campus

BY THE NUMBERS



743



students lived on-campus during
Fall 2016
amounting to **75%** bed occupancy



student staff
received over



professional staff
received over



of training each



of training each

652

program events were
initiated and completed
as challenge-by-choice
educational opportunities

for residents and sponsored by Department of
Residence Life and/or residence hall advisors. This
does not include spur-of-the-moment programs.



191

Care Report cases were logged by Residence Life

DISABILITY SUPPORT SERVICES

MISSION

The mission of Disability Support Services (DSS) is to empower, support, and advocate for students who experience disabilities by partnering with the University community in the provision of equal access to all curricular and co-curricular programs, facilities, services, and activities.

Core Functions

- Academic adjustment & programmatic accommodation management
- ASL, assistive technology, alternative format & captioning services provision management
- Complaint resolution services
- Disability documentation evaluation
- Disabled student advocacy
- Faculty & staff accessibility training & consultation

Signature Programs

- Disability Awareness Fair

GOAL UPDATES

1. Increase internal and external awareness of DSS services in order to benefit students, faculty and staff.

DSS awareness has dramatically increased during FY17 due to DSS branding and the successful launch of the "Yes I Can... Don't 'Dis' My Ability" campaign. The campaign reached internal departments and colleges as well as external local, state and federal agencies and organizations. The Center for Advancing Faculty Excellence sessions, as well as targeted emails and communications with various colleges, were instrumental in reaching faculty. Ongoing contact and collaboration with the Anchorage School District included on-campus visits by the King Career Center. Outreach and collaboration with the Alaska deaf community included participation in Deaf Awareness Week and the successful installation of Alaska's first public video phone in the library.

2. Establish DSS as a force nationwide in order to become an exemplary model of compliance and best practice in the field of accommodation services.

The DSS director was named the new chair of REDD SIG (Racial, Ethnic, Diversity and Disability Special Interest Group) for the Association on Higher Education and Disability, and the recent national convention showcased UAA's position on diversity and disability. The Delta Alpha Pi International Honor Society for students who experience disabilities has received its charter and UAA is now the Epsilon Epsilon Chapter of this national organization. The UAA chapter is the first in Alaska. Collaboration is ongoing with institutions such as George Mason University, the University of Washington, Ohio State University, and the University of Arizona regarding accommodations for a number of different disabilities, particularly those for blind and low-vision students.

3. Expand academic preparedness opportunities in order to provide more targeted opportunities for success.

DSS is working closely with Academic Innovations and E-Learning to capitalize on accessibility and inclusion opportunities. This goal will be part of ongoing efforts by the DSS team and the University to secure funding that is vital for compliance with federal, state and local mandates. Funding is imperative in order to support the increasing number of students who are blind or low-vision and have complex needs that are not addressed by traditional accommodations.

4. Increase visibility and awareness through an accessible, well-developed digital presence.

Progress on this goal is ongoing. DSS is working to promote the use of electronic portfolios as a tool for students, especially those on the Autism Spectrum, to successfully communicate when seeking employment or giving presentations in class.



BY THE NUMBERS

405

unduplicated UAA students received services through DSS in AY17

(a 4% decrease from AY16)



1,978

DSS tests were proctored with accommodations
(an 8% decrease from AY16)



172



student technical appointments were conducted by a 30-hour-per-week 10-month employee in addition to other job duties.



18

American Sign Language interpreters were

on contract at UAA, a significant shortage which challenges the ability to provide services to students.

MILITARY & VETERAN STUDENT SERVICES

MISSION

The mission of Military & Veteran Student Services (MVSS) is to provide the highest quality support to service members, veterans and their families by equipping our students with the tools necessary for success. MVSS strives to simplify the transition from the military into higher education while fostering a receptive, knowledgeable and understanding community within the university.

Core Functions

- Assistance and support
- Military & Veteran student advocacy
- Military Tuition Assistance processing
- VA educational benefits counseling

Signature Programs

- Military & Veteran Student Resource Center
- Military Honor Cords
- Seawolf Boot Camp
- Veterans Work Here
- VetSuccess on Campus



BY THE NUMBERS

138



faculty, staff, veterans and service members received training centered on the military and veteran student experience conducted by MVSS.

2,910

individual student certifications were submitted to the Department of Veteran Affairs (VA) by MVSS to generate education benefits.

\$1.4

million

individual student certifications were submitted to the Department of Veteran Affairs (VA) by MVSS to generate education benefits.

\$6.25

million

in tuition and fees were paid to the Anchorage campus by the VA due to MVSS certifications of Post-9/11 GI Bill benefits.

102



Honor Cords for military and veteran graduates to wear during commencement were distributed by MVSS.

MULTICULTURAL CENTER

MISSION

The Multicultural Center (MCC) facilitates the access, persistence, success and graduation of UAA's underrepresented minority students. Students are encouraged to give careful consideration to their academic and personal goals and take responsibility for their choices and decisions.

Through purposeful engagement in programs, services, activities and organizations, students will successfully transition to, persist at, and graduate from UAA. MCC's growing suite of intellectual, cultural, and social programming facilitates a welcoming environment, effective student engagement, meaningful personal development, and academic success.

Core Functions

- Academic success & personal development programming
- Cultural programming
- Student advocacy
- Student retention & completion promotion

Signature Programs

- AHAINA Graduate Celebration
- AHAINA Men & Women of Excellence
- Seawolf Success Academy

GOAL UPDATES

1. Improve the Successful Learning Rate of one or more student sub-cohorts.

In the 47-student cohort of the Student Success Program (underresourced students of color), 77% of students met Satisfactory Academic Progress requirements for the academic year. 62% of these students were enrolled for Fall 2017 by the end of May 2017, and the average cumulative GPA for these students was 2.46. Six of the Seawolf Success students are on the Dean's List with at least a cumulative 3.5 GPA.

2. Increase the racial and ethnic diversity of UAA's student body to more closely reflect Alaska's demographics.

The director of the Multicultural Center served as one of the Tri-Chairs of the UAA Diversity and Inclusion Action Plan, which was tasked with creating a written plan inclusive of faculty, staff, students, the Anchorage community and all community campuses. The final plan was submitted to the Chancellor on June 15. Continued emphasis on the importance of disaggregation of data is necessary in order to identify patterns and trends for student, faculty and staff retention, promotion and graduation. This is also important for determining gaps the University might want to divert additional attention or resources toward. Through these efforts, the Multicultural Center believes that the educational experience at UAA will be improved for all students which will lead to increased diversity on campus.

3. Increase the number of students who successfully complete either a credit-bearing or noncredit-bearing internship.

The MCC hosted, sponsored or collaborated on a variety of activities in the past year. These include career development workshops, financial literacy workshops, Federal Resume Writing and more. These activities impacted hundreds of students, with the financial literacy workshops alone reaching over 150 students. These partnerships led to multiple internship opportunities for UAA students, including opportunities with the Student Conservation Association and the U.S. Fish and Wildlife Program.



Photo: AHAINA Graduation (May 6, 2017)

BY THE NUMBERS

436

unique students

participated in **Good Morning Seawolf** programming and **Nights of Achievement Study Halls** for mid-terms and finals.



629

unique students

participated in other AHAINA programs including



FILMS



ACADEMIC SUPPORT WORKSHOPS



DISCUSSIONS AND CULTURAL PROGRAMS WITHIN THE CENTER

20+

campus departments, student organizations and more partnered with MCC for programming.



NATIVE STUDENT SERVICES

MISSION

Native Student Services (NSS) provides support services that target the needs of Native and rural students in their transition, adjustment, and success at UAA. NSS fosters a sense of belonging on campus for Native students which encourages and supports student success. In establishing strong collaborative partnerships and effective working relationships, NSS hosts enrichment programs, internships, and other opportunities that complement the academic pursuits of Native students.

Core Functions

- Academic success & personal development programming
- Alaska Native community development
- Alaska Native & rural student transition services
- Cultural programming
- Student advocacy
- Student retention & completion promotion

Signature Programs

- Native & Rural Student Scholarship & Internship Fair
- Native Early Transition (NET)
- Native Student Services Graduate Celebration
- Native Values Discussion Series

GOAL UPDATES

1. Promote Native student success, retention and achievement.

NSS staff conducted 1,259 one-on-one sessions with Alaska Native students. The Transition Advisor recorded 618 sessions and the Student Success Coordinator recorded 541 sessions. NSS began an outreach effort to all Alaska Native students who applied for Fall 2016 admission by sending a welcome letter and NSS brochure to the 518 Alaska Natives applicants. NSS partnered with DRL to host the Native Early Transition (NET) program, which 33 incoming Alaska Native freshmen participated in. NSS also received a list of 743 Alaska Native students who had outstanding balances and made efforts to contact as many of these students as possible.

2. Cultivate a more inclusive environment at NSS that validates and affirms Native students and promotes a more positive campus experience at UAA.

NSS partnered with the Native Student Council to host the third annual Giving Thanks Dance Festival. Over 500 students and community members attended this four-hour event, which featured a potluck and five Alaska Native dance groups that represented different cultures indigenous to Alaska. NSS also hosted potlucks at the beginning of each semester to welcome incoming Alaska Native freshmen to the UAA community. NSS partnered with the College of Business and Public Policy to host a series of "public square" events about Alaska Natives. The first event focused on Alaska Native history, while the second event addressed the development of Alaska Native land claims and corporate models.



BY THE NUMBERS

1,259

one-on-one advising sessions were conducted

IN-PERSON



ON THE PHONE



2,360

sign-in events
were captured
by the NSS
Lounge system.



48%

of students checking into the NSS
Lounge stated they were studying

32%

to use the computer lab

11%

to socialize with other students

Photo: UAA Spring 2017 Commencement (Phil Hall)

NEW STUDENT RECRUITMENT

MISSION

The office of New Student Recruitment (NSR) seeks to attract a qualified and diverse student body consistent with the mission and goals of UAA. Through its interactions with stakeholders, NSR makes every effort to communicate the university's expectations, programs, and services to prospective students and parents to ensure an appropriate student-institution fit. Students are central to every effort undertaken by the NSR as it strives to establish a personal connection that ensures a successful college experience.

Core Functions

- Community engagement
- Future student outreach publications
- High school counselor relations
- New admits to enrollees conversion
- Prospective student cultivation
- UA Scholars @ UAA recruitment
- Undergraduate student recruitment:
 - *In-state & out-of-state recruitment*
 - *Returning learners recruitment*
 - *Transfer student recruitment*

Signature Programs

- Native & Rural Student Scholarship & Internship Fair
- Native Early Transition (NET)
- Native Student Services Graduate Celebration
- Native Values Discussion Series

GOAL UPDATES

1. **Strengthen partnerships on campus to increase collaboration between departments and ensure consistent messaging and branding.**

NSR continued to work informally with college deans to increase collaboration, primarily through Preview Days and a new collaborative "Step into UAA" day geared toward enrolling new students for the fall semester. NSR contracted with Ruffalo-Noel Levitz to assist with an in-depth programmatic review of current efforts and programs. This partnership will allow NSR to increase strategic collaboration with academic departments and programs moving forward.

2. **Expand recruitment activities to include more diverse communities.**

During 2016-17, NSR conducted intentional outreach to the following rural communities in Alaska: Naknek, Utqiagvik, Bethel, Nome and Pilot Station. Outside of Alaska, NSR participated in the Montana Tribal College circuit. In the future, this work needs to be expanded to include other diverse populations and to better connect students with support services at UAA.



Photo: UAA 2016 Campus Kick-Off

BY THE NUMBERS

9

APPLICATIONS DAYS

were hosted at area high schools.



327

students attended a new

STEP INTO UAA

event which replaced the old registration days in local high schools with an area-wide event on Anchorage campus.



OFFICE OF FINANCIAL AID

MISSION

The Office of Financial Aid will strive to make a significant and positive difference in the lives of students through quality customer service that meets their educational needs while serving UAA, through the efficient and timely processing and delivery of financial aid.

Core Functions

- Financial aid education
- Regulatory compliance oversight
- Student financial aid administration
- Scholarship management

Signature Programs

- Savvy Seawolf

GOAL UPDATES

1. **Implement a notification process for student loan borrowers to update them about the amount of federal loan debt they have incurred.**

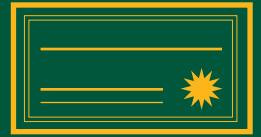
Student loan debt notifications began in January 2017 and continued monthly for new student loan borrowers. Students who responded to the email expressed gratitude for the additional information and asked relevant and specific questions regarding: their total loan debt, their National Student Loan Data Services (NSLDS) account, returning loan refunds and instructions on in-school loan repayments. Students were also thankful to have a direct contact in the financial aid office for follow-up questions on financial literacy and student loan-related questions.

2. **Develop a Student Financial Aid Handbook to more clearly define the financial aid process and serve as a more in-depth complement to the website.**

Financial Aid staff are working with The Kenaly Complement, a financial aid consulting firm, to finalize a comprehensive Policies and Procedures Manual before the Student Financial Aid Handbook can be completed. The completion of the Policies & Procedures Manual stalled this spring due to changing federal policies, staffing shortages and the institutional implementation of Dynamic Forms, among other internal process improvements. The Office of Financial Aid is now exploring the possibility of utilizing the software that is used for the UAA Catalog and Student Handbook/Fact Finder for the Student Financial Aid Handbook.

BY THE NUMBERS

3,742



students applied for UAA Foundation scholarships for the 2017-2018 school year by the February 15 deadline.

over a
300%
increase from the
previous
year

29%

of the applicants
were first-time or
transfer students

1,142

federal financial aid award
letters were mailed on
December 16, 2016, **15 weeks**
earlier than in previous academic years.



3,521

continuing students fully
completed the financial aid
application process by the end
of spring 2017 and received an award letter for the
2017-2018 year. This is a 32% increase in continuing
students compared to the same time period the
previous year.

26,104 FAFSAs were processed
during the 2016-2017 award year

Of those applications, **15,766** students attended UAA
for at least one semester.

9,587

 students
received

federal, state, institutional
or **private** financial aid during
the 2016-2017 award year.

Almost

\$73

 million in
financial aid

was disbursed to student
accounts in the 16-17 aid year.

90

 events

were sponsored
or presented in
FY17 including
58 financial
literacy events,
11 scholarship
workshops
and **9** SAP
presentations.

OFFICE OF THE REGISTRAR

MISSION

The mission of the Office of the Registrar is to provide integrated services that maintain and protect the integrity of student and academic records and ensure compliance with all related policies and procedures. The Office of the Registrar is committed to quality and accuracy with responsive, efficient, and proactive support to internal and external constituencies.

Core Functions

- Academic room scheduling
- Class schedule production & maintenance
- Course registration management
- Enrollment & award verification & production
- FERPA training & compliance oversight
- Catalog management
- National Student Exchange administration
- Student transcript production
- Transfer credit evaluation
- UAA-wide student educational records custodianship & management

Signature Programs

- Degreeworks
- Schedule Planner

GOAL UPDATES

1. **Collaborate with Statewide to gain access to statistics from Schedule Planner and create meaningful data points for ongoing comparison data.**

A task request for this goal was completed in mid-April but wasn't as fruitful as anticipated. Fortunately, the Office of the Registrar has achieved increased access to Schedule Planner statistics through direct collaboration with the vendor. This collaboration has provided access to the times and reasons associated with breaks students are scheduling and may help inform conversations or support decisions related to course scheduling. This information also includes course demand reports, which summarize the number of students using Schedule Planner who schedule a particular course each semester, which may help decide the number of sections a department should schedule for any given course.

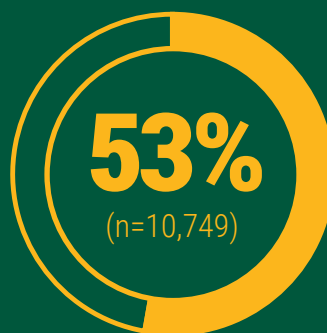
2. **Push back the deadline for academic scheduling proofs by two weeks by Spring 2018.**

The Spring 2017 final exam schedule was finalized and published about three weeks into the spring semester, which is about nine weeks earlier than usual. A scheduling software called CLSS has been purchased but implementation is in the early stages. A task request for support from Statewide has been written to propose access to section-level data and request a bridge from CLSS to Banner. The goal now is to conclude implementation by the end of September 2017, provide training for staff in October 2017 and use CLSS when Fall 2018 scheduling is rolled out to the academic departments in November 2017.

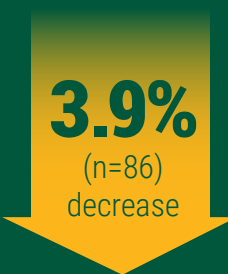


Photo: UAA Spring 2017 Commencement (Phil Hall)

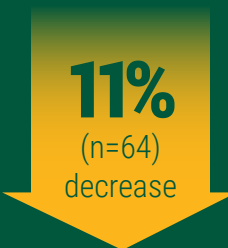
BY THE NUMBERS



of all transcripts produced by UAA were sent electronically, an all-time high and increase of 5% over the previous year providing additional cost savings in material, mailing and staff time.



in the number of Anchorage campus students completing degrees or certificates which parallels a decrease in the number of applications for graduation and a decrease in student body.



in manual enrollment verifications produced due to increased enrollment reporting to the National Student Clearinghouse.

5,366 students were evaluated and granted transfer credit
(a 7% increase from the previous year)



22 enrollment files were produced and submitted to the National Student Clearinghouse

a **69%** increase from the previous year.



STUDENT CONDUCT & THE CARE TEAM

MISSION

Student Conduct:

As a central function of the Dean of Students Office, Student Conduct promotes a safe campus environment by educating students about their freedoms, rights, and responsibilities. Student Conduct engages students in a developmental process to help them understand the impact of their behavior on themselves and the UAA community.

Care Team:

The mission of the UAA Care Team is to promote a safe, caring and productive learning, living, and working environment for students at UAA. This is accomplished by addressing the needs of students through service coordination, assessment, and the implementation of individualized support plans.

Core Functions

- Alcohol, drugs & safety education
- Complaint & conflict resolution services
- Federal mandate compliance
- Student advocacy
- Student behavior intervention & crisis response
- Student Code of Conduct administration
- Student ethical development
- Student success counseling

Signature Programs

- Care Team:
 - *Book Club*
 - *Train-the-Trainer Program*
- Constitution Day
- National Collegiate Alcohol Awareness Week
- Phi Kappa Phi
- Safety Awareness Month
- SafeZone
- Sober Living Groups
- Suicide Prevention Week

GOAL UPDATES

1. Enhance support services for students engaged with Native Student Services and the Multicultural Center.

The Dean of Students Office (DOSO) staff completed two trainings that focused on how to be an advocate for students going through the student conduct process. NSS staff participated in advocacy training and are now available to support students. Based on the success of this conduct advocate program, it will be expanded to other units moving forward. The DOSO staff continued to have a presence at NSS and MCC events throughout the year and the Care Team Coordinator facilitated discussions at two of the Indie Lens Pop-Up film events. The NSS and MCC staff were invited to the "Care-ful Interventions" conference. NSS staff participated both days and one MCC staff member attended one day of the training.

2. Engage in more direct conversations with students involved in Care and Conduct about the actions they can take to increase the likelihood of achieving their educational goals.

The Care Team Coordinator increased communication and collaboration with Academic Advisors through utilization of the iAdvise system to help students reach their educational goals. Based on analysis of student needs, the Care Team Case Manager provided increased follow-up and direct communication with referred students, thus impacting student retention. The Care Team also underwent significant evaluation in an effort to increase efficiency and provide more services to students. The new Student Conduct Administrator and Care Team Case Manager will increase the number of intentional interactions with students, which will lead to heightened student success.

3. Educate students enrolled in Guidance 150 or Guidance 194 about factors that contribute to their success as students.

This goal was fully accomplished. DOSO staff plan to reach out to the Guidance 150 and 194 instructors again for the Fall 2017 semester.

4. **Assist with development and implementation of a statewide Maxient system for Student Conduct and Care.**

Student Conduct and Care will utilize Maxient as their records database system beginning with a training on July 13. The Anchorage campus will implement the system first and then it will be introduced to the community campuses. Advocate, the previous records database, will be kept for one more year to ensure that no data is lost and all prior cases are completed.

5. **Develop and host a statewide Behavioral Intervention Team (BIT) conference focusing on case management and intervention.**

The Behavioral Intervention Team (BIT) conference named "Care-ful Intervention 2" was held on May 18 and 19. The conference created and reinforced a baseline for assessment of all Care cases coming into Maxient across the University of Alaska (UA) system. Care Teams across the state were trained to approach cases in a similar manner and forty-nine UA professionals were certified in Case Management & Intervention by the National Behavioral Intervention Team Association. Partnerships with community agencies that will enhance support services for Alaska Native and economically disadvantaged students were strengthened during the training.

BY THE NUMBERS

587 reports were submitted to the **careteam** 


 **183** of these were from faculty

 **44** were self-reports

2,555  follow-up actions were provided to support students of concern.

49 UA professionals were certified in Case Management at the CARE-ful Intervention 2 Conference. 

 **81** sanctioned meetings were held by the Alcohol, Drug and Wellness Educator with students who violated the alcohol and drug policy, a decrease of

 **31** meetings from the previous year due to a decrease in violations from the previous year.

8 cases were processed in which UAA imposed major sanctions (suspension or expulsion) on students found responsible for violating the Student Code of Conduct.

STUDENT HEALTH AND COUNSELING CENTER

MISSION

The mission of the Student Health and Counseling Center (SHCC) is to promote the optimal health of the UAA community by providing access to high quality and affordable primary outpatient health care, preventative health care, individual and group counseling, and community health promotion outreach. It is through this pursuit that the SHCC supports the mission of UAA and the growth of each individual.

Core Functions

- Campus public health advocacy
- Counseling services
- Health & wellness education
- Immunization compliance management
- Preceptor training
- Physical health care: diagnosis, treatment & crisis response

Signature Programs

- Bringing in the Bystander
- Integrated Suicide Prevention Initiative

GOAL UPDATES

1. **Provide high quality, cost effective, accessible health services, with a strong focus on prevention, and support the health of each student and the UAA community at large.**

The SHCC completed five of the 18 chapter requirements for compliance with the Accreditation Association for Ambulatory Health Care (AAAHC), adding to the overall quality of the center. Additionally, the SHCC received one of three 2017 Lean Center of Excellence Awards after developing a front desk streamlining process that allows 10 more student encounters to occur without using any extra resources. The SHCC was fully-staffed, which allowed for expanded mental health outreach programs related to test anxiety, stress management, suicide prevention and ADHD. The Bringing in the Bystander (BIB) program, which was recognized at the 2017 State of Alaska Primary Prevention Summit, received a two-year extension on the original grant. SHCC healthcare providers also participated in the national evidenced-based training and education program "Screen, Brief Intervention, Referral for Treatment," which focused on cannabis use disorder (CUD).

2. **Enhance and expand campus-based research and clinical learning experiences for students.**

Seven School of Nursing (SON) and Psychology graduate students received clinical experience through the SHCC. The SHCC is in the process of writing guidelines for precepting students within the SHCC, creating further clarity for the role and eventually engaging with the SON faculty within the SHCC. The SHCC will continue to support these units by providing clinical experience.



Photo: Student Health & Counseling Center 25th Anniversary Celebration (October 12, 2016)

BY THE NUMBERS

13,495 student appointments or encounters occurred through

- + PHYSICAL AND MENTAL HEALTH VISITS
- + TELEPHONE CALLS
- + MEDICATION PICK-UPS
- + IMMUNIZATIONS
- + EMERGENCY CONTRACEPTION
- + EMERGENCY FOOD PROVISION

 **1,784**

immunization services were provided to students needing compliance for on-campus housing, athletics or College of Health programs.

pay to <i>SHCC</i>	\$134,000⁰⁰
<i>One Hundred Thirty Four Thousand and ⁰⁰/₁₀₀</i>	
<i>Education and Training</i>	<i>State of Alaska</i>

\$134k was awarded to SHCC from the State of Alaska for rape prevention and education which facilitates ongoing training and education of the UAA community through January 2019.

727 participants engaged in **49** Bringing in the Bystander trainings.

4,597 mental health encounters occurred over the year

with the primary categories of symptoms related to depression and anxiety.

STUDENT INFORMATION SERVICES

MISSION

Student Information Services' mission is to provide students with accurate and timely enrollment assistance in a courteous and caring manner, thereby further supporting student success.

Core Functions

- Admissions, financial aid & registration assistance
- Call and email center
- Direct student outreach & resource promotion
- Petition for refund administration
- Residency processing
- Visitor information, referral & problem-solving support

Signature Programs

- One-Stop - revised summer 2017

GOAL UPDATES

1. **Establish a physical call center to allow student employees to answer incoming calls and conduct outreach to students.**

A physical call center was established, but in order to connect students more directly with content experts, the service model has shifted away from a student call center at this time. SIS will assess the next academic year and determine the best way to serve students and handle high call volumes while ensuring the dissemination of accurate and reliable information.

BY THE NUMBERS

VISITORS ASSISTED
in the University Center lobby

 **16,475**

a reduction of **8%** from the previous year.

CALLS ANSWERED
by Student Information Services Call Center

 **35,000**

a reduction of **14%** from the previous year.

DOCUMENTS PROCESSED
and imaged by Enrollment Services in FY17

141,797



This →
includes

Admissions

Office of the Registrar

Student Information
Services

Financial Aid

STUDENT LIFE & LEADERSHIP

MISSION

Student Life & Leadership enriches the student academic experience by fostering an inclusive environment and providing growth and development opportunities through engaging programs, outstanding services, purposeful employment, and dynamic facilities.

Core Functions

- Commuter student programs & services
- National Voter Registration Act compliance
- Student clubs, Greek life, & media
- Student engagement
- Student governance
- Student leadership development
- Student Union operations & facilities management

Signature Programs

- Bartlett Lecture Series
- Campus Kick-Off
- Campus Programming Board
- Concert Board
- Daily Den
- Emerging Leaders Program
- Fact Finder
- Homecoming
- KRUA 88.1 FM
- Student Showcase
- Student Union Advisory Board
- Student Union Gallery
- The Northern Light
- UAA tix.com
- UAA Votes
- USUAA Student Government
- WinterFest

GOAL UPDATES

1. **Define the profile of students participating in Student Life & Leadership programs in order to learn more about the student experience and develop strategies to reach students who are not getting involved.**

Student Activities & Commuter Programs' (SA&CP) initiative to increase attendance tracking at events generated the most significant progress in defining the profile of participating students. In the future, SL&L plans to profile students who self-report as members of student clubs and Greek organizations in order to further define the profile of student participation.

2. **Identify current partnerships and additional collaboration opportunities in order to more intentionally provide programs and services that maximize involvement from diverse student populations.**

No departmental strategy was implemented to track or target partnerships that focus on underrepresented or underserved populations. However, SA&CP was able to reestablish a strategic partnership with key campus stakeholders such as the Multicultural Center, Native Student Services, and Safe Zone. Similarly, Student Leadership collaborated with the Student Health & Counseling Center to expand Bystander Intervention Training for students, especially USUAA members, ELP participants and UAA Leadership Conference students. Looking to the future, an ongoing goal will be to implement a department-wide definition of collaboration and partnership and establish a mechanism to track these partnerships and their impact.

3. Review department-specific policies and procedures to ensure they are student-centered, efficient, pragmatic and consistent with UAA and UA policies and procedures.

SL&L focused efforts on external UAA policies and procedures that most directly impact SL&L, which included working with Travel/Accounts Payable to develop more student-centered travel policies and procedures. Additionally, SL&L established new cash box handling policies and procedures, while SA&CP updated policies related to contracting art shows in the Hugh McPeck Gallery and increased student ownership of the Daily Den program menu selection. Similarly, Student Leadership outlined new policies and procedures designed to set clear expectations for student employees and volunteers affiliated with student media organizations and their communications on social media. More work is necessary to engage key stakeholders in discussion about UAA's relationship with student clubs and Greek organizations from a financial management and liability perspective.

4. Interact and engage with students online and connect them to important programs and services as well as to each other.

Work is still necessary to bring SL&L's websites up to date, but some SL&L entities conducted basic website maintenance following the transition to OU campus to ensure ease of navigation, particularly within the USUAA and Student Clubs and Greek Life subpages. SA&CP consulted with University Advancement to develop an enhanced social media presence, and both the student newspaper and radio station implemented strategies to increase engagement on social media (e.g. Facebook page advertisements). The next step is to create a department-wide marketing strategy, which will be informed by SL&L reputational research and social media analytics.

9,413 tickets were sold through the UAA Tix system
\$102k in sales for FY17
grossing over

BY THE NUMBERS

 **\$12,188**

was raised by **HAUNTED HALLOWEEN FUN NIGHT**, an increase of **65%** from the previous year.

\$9,021 went to clubs & Greek organizations who participated in the event

\$3,656 was donated to Big Brothers/Big Sisters



245

events were hosted by Student Activities and Commuter Program

22

art shows were hosted in the Hugh McPeck Art Gallery

5,133

attendance events (878 unduplicated attendees) were captured at



91 DAILY DEN EVENTS, an average of **56 ATTENDEES PER EVENT**.

6 awards were granted to The Northern Light from Alaska Press Club in FY17.

These included **1st place** awards for *Best Magazine Cover* and *Best Series*; a **2nd place** award for *Best Headline Writing*; and **3rd place** awards for *Best Portrait*, *Best Scenic Photo*, and *Best General News Reporting*.

\$17,000

in grant funding was awarded to the Emerging Leaders program and the UAA Leadership Conference from the Chancellor's Excellence Award Fund.

Over **7,000**

hours of meetings and events were reserved in the Student Union in FY17 from a total of 1,577 reservations (a 14% decrease in reservations from FY16).

STUDENT TRANSITION

MISSION

Student Transition provides guidance to all students at the University of Alaska Anchorage, from entry to graduation. Comprised of several programs, it delivers planned interventions that promote positive adjustment, social integration, and self-efficacy. Student Transition supports students through admission and enrollment completion, orientation to college, scholarship management, major declaration, and more. These student-centered services are designed to meet the students where they are and support them during periods of transition to ensure a successful college experience. Student Transition includes transition advising, new student orientation, Scholars @ UAA, and TRIO grant programs.

Core Functions

- Academic advising for exploratory degree seeking & non-degree seeking students
- Academic major exploration
- Early intervention initiatives
- Orientation programming
- Publications & marketing
- Student transition & retention programming
- UA Scholars @ UAA management

Signature Programs

- Compass workshops
- Faculty Appreciation Luncheon
- Howl Days
- Mapworks
- My Major Discovery
- UAA FUSION
- Wolf Pack

TRIO Programs

Core Functions

- College access
- Cultural programming
- New student transition services
- Student retention & completion promotion
- TRIO grant compliance

Signature Programs

- Educational Opportunity Center College & Career Fair
- Summer Bridge & Academy Programs
- TRIO National Day of Service
- UAA Application Days
- UAA Registration Days

GOAL UPDATES

1. **Evaluate each session of Howl Days orientation and develop a guideline outlining the information included in each session in order to reduce redundancy and improve the student experience.**

New Student Orientation (NSO) reviewed the materials submitted in the “Your College Meeting” session and identified key points advisors should be discussing and the general topics that should be covered in the sessions. NSO initiated collaboration with the Office of Equity and Compliance, the Dean of Students Office and the Student Health & Counseling Center to create a cooperative, engaging experience for the “Be Safe, Be Healthy” session. NSO worked with the academic colleges to further develop the college-specific Howl Days. A curriculum guide has not yet been created for the remaining orientation sessions, so this goal will continue to next year.

2. **Ensure that 85% of first-time freshmen who attended Howl Days during Summer 2016 persist to Spring 2017 and 77% persist to Fall 2017.**

This goal was accomplished as 87% of first-time freshman who attended Howl Days during Summer 2016 persisted to take three or more credits in Spring 2017. Retention data will be collected in September 2017 after the add/drop deadline.

3. **Increase the rate of first-time, first-year UA Scholars and AP Scholars who submit progress reports during their first year of matriculation at UAA.**

In FY17, there was an increase in the number of UA Scholars and Alaska Performance (AP) Scholars who submitted mid-semester progress reports. Compared to the previous year, the UA Scholars progress report submission rate increased 162% in the fall and 8% in spring, while the AP Scholars rate increased 63% in the fall and 28% in the spring.



BY THE NUMBERS

950 people attended Howl Days New Student Orientation



748 were new students
a **6% increase** from the previous year

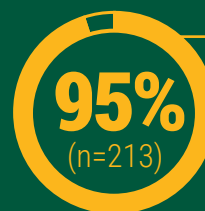
1,245 advising appointments were held by University Hub transition advisors



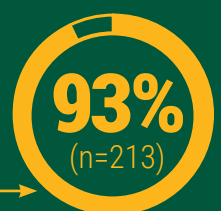
hours of volunteer service was completed by UAA students during UAA FUSION, a program of unity and service in local neighborhoods.

269

collaboration and partnership hours were provided by New Student Orientation student staff to the campus community assisting with program, events and services.



of first-time freshman Alaska Performance scholarship recipients and



of first-time freshman UA Scholars who submitted mid-semester reports in Fall 2017 achieved good academic standing and persisted to Spring 2017.

127 graduating high school seniors from three area schools participated in the UAAspire program.

\$440,000 in total scholarships was awarded to these students from UAA and community sources.

Photo: New Student Orientation Wolf Pack (Juneteenth 2017)



Photo: New Student Orientation Wolf Pack member Caroline Kurgat and Seawolf Ambassador Connor Booth (Summer 2017)



Student Affairs
UNIVERSITY of ALASKA ANCHORAGE