

## **Iowa State University**

### **Dean of Students Office Annual Report 2018-2019**

- Academic Success Center
- Center for LGBTQIA+ Student Success
- Hixson Opportunity Awards
- International Students and Scholars Office
- Margaret Sloss Center for Women and Gender Equity
- Multicultural Student Affairs
- National Student Exchange
- Parent and Family Programs
- Sorority and Fraternity Engagement
- Student Accessibility Services
- Student Assistance
- Student Conduct
- Student Legal Services
- Veterans Center
- Writing and Media Center

Dean of Students Office  
1010 Student Services Building  
2505 Union Drive  
Ames, IA 50010-2030

515-294-1020  
[dso@iastate.edu](mailto:dso@iastate.edu)  
dso.iastate.edu  
@IowaStateDSO

## **Welcome**

Colleagues, students, and friends,

I am excited to share the 2018-2019 Dean of Students Office (DSO) Annual Report. I am confident this high-level look into a busy year will provide a peek into how the 15 departments within the Dean of Students Office help Cyclones succeed. We aim to provide academic resources, personal skill development, and community-building opportunities to all students to support their adventure at Iowa State. We want all students to thrive both in and out of the classroom, and provide numerous ways to support student success with our services, centers, and programs. I would like to highlight a few updates within the Dean of Students Office this year:

- The Veterans Center joined the Dean of Students Office January 2019. The Veterans Center mission is to strengthen the lives of Veterans, military personnel, their families and the community.

- The Dean of Students Office Student Ambassadors now offer daily peer-to-peer informational sessions about the DSO to prospective students and families. This initiative introduces the DSO services, resources, and centers in an individualized setting early in the student's matriculation process. The DSO Student Ambassadors completed 171 outreach presentations in FY19.
- The Academic Success Center (ASC) completed a staff reorganization and subsequently hired three additional full-time staff members to support the three ASC signature programs: Academic Coaching, Supplemental Instruction, and Tutoring Services. The new structure will support the work of the ASC and creates the opportunity to provide expanded services to all students.
- Margaret Sloss Women's Center was renamed to the Margaret Sloss Center for Women and Gender Equity. This updated name better reflects the work of the Sloss Center as the staff focus on gender equity and social justice through a feminist lens.
- Multicultural Student Affairs successfully secured \$8,000 in funding from ConAgra Brands and the John Deere Higher Education Funding Initiative for the fall Men of Color Empowerment Summit. This one-day summit offers a comprehensive forum on the importance of education, best practices, and choices to increase graduation rates and close the achievement gap for men of color enrolled at Iowa State and beyond.
- Staff in Student Assistance helped to launch the Cyclones Forever online student memorial to remember Iowa State students who passed and offer resources to the community in times of crisis.
- DSO staff are encouraged to share knowledge beyond their day-to-day responsibilities at Iowa State. In 2018-2019, staff were encouraged to report conference presentations, publications, volunteer roles, or other public scholarship opportunities. The data reported FY19 totaled 70 entries with 45 staff and students contributing to these activities. One example of public scholarship is the Writing and Media Center Research Team, which consists of undergraduate students, graduate students, and staff who were selected to present four sessions at the International Writing Center Association (IWCA) conference, seven sessions at the Iowa Writing Centers Conference, and six sessions were selected for the IWCA conference this fall. Among other research, the WMC Team presents on groundbreaking research using a propensity score matching that demonstrates WMC users have a .211 higher GPA than non-users.
- The Center for LGBTQIA+ Student Success moved to 3224 Memorial Union, a space four times larger than the former Center. If you haven't visited the Center yet, I would encourage you be amazed by one of the most colorful spaces on campus. This is just a snapshot of the exciting changes and new initiatives implemented in the past year. I am proud to lead my colleagues on the path forward as we continue our commitment to student success, one I know is a shared commitment across our campus community.

Go Cyclones!

Vernon J. Hurte, Ph.D. Associate Vice President of Student Affairs and Dean of Students

## **Mission and Core Commitments**

The Dean of Students Office (DSO) at Iowa State University uses an integrated approach to support student-centered learning through personal, community, and academic development culminating in a transformative experience.

## **Our Core Commitments**

The Dean of Students Office's primary goal is to empower every Cyclone to thrive at Iowa State University. Whether through our academic enrichment initiatives, programs designed to help all students experience a sense of community and belonging, or support resources we provide to help students navigate challenges that sometimes arise during their college journey, we seek to provide resources to students to experience success in every aspect of their adventure. To this end, our programs and initiatives are grounded in three core commitments:

- Student Success and Retention
- Social Justice and Inclusion
- Global and Community Engagement

We also serve as a resource and partner with other campus departments, recognizing that students benefit from a collaborative network of resources.

We Help Cyclones Succeed

## **Student Success and Retention**

The Dean of Students Office is committed to enriching the holistic Cyclone experience through its programs, services, and resources to help students navigate their personal journey at Iowa State and achieve their academic goals.

Hixson Opportunity Awards collaborated with Multicultural Student Affairs, Student Support Services, and the Student Success Council to plan and implement a first-generation awareness month. Through several impactful programs, first generation students were able to create, share, and apply knowledge that enhanced their overall experience at Iowa State University and beyond. The First Gen month included a student, faculty, and staff mixer, student panel, and identifiers campaign.

Student Conduct partnered with Student Wellness and the Department of Counseling Psychology to launch BASICS, a behavioral health approach to address low-level alcohol and drug cases. This model fundamentally shifts from the disciplinary approach to identifying issues and creating a successful path to personal change. Students who implement recommended changes as a course of their participation in the program are more likely to continue and be successful at Iowa State.

Resources, services, and community-building opportunities for international graduate students is a priority for the International Students and Scholars Office (ISSO). In FY19, ISSO staff expanded International Graduate Student Orientation, continued the International Graduate Learning Community, and began conversations to create a formalized program to support graduate international students in collaboration with Student Wellness, Graduate College, and the Center for Education, Learning, and Technology (CELT).

Students who receive services or are employed by the Academic Success Center shared that their experiences are positive, helpful, and improve their college experience. Supplemental Instruction participants achieved an average .25 higher mean GPA than non-participants, 90% of tutees expected to see some grade improvement directly related to having a tutor, and feedback from Psych 131 students

indicated they are more likely to prepare for exams well in advance due to the learning strategy skills presented in the course.

Center for LGBTQIA+ Student Success expanded onboarding services to enhance student's sense of belonging, connection to community, and awareness of resources to support personal and academic success. The onboarding services include new, direct from high school orientation open house, incoming student communications, and an expanded LGBTQIA+ Community Welcome.

Students who participated in the Academic Program for Excellence (APEX) and Multicultural Vision Program (MVP) in Multicultural Student Affairs continued to see high academic performance. The average GPA for students participating in APEX was 3.43, with 40% earning a 4.0 summer 2018. In fall 2018, 92 MVP scholars received a 3.5 or higher GPA, an increase of 23% from the previous fall.

Students who participate in and complete some of their coursework through the National Student Exchange program have an average six-year graduation rate of 89%, nearly 20% above the all-university six-year graduation rate. This high-impact practice contributes to students' decisions to complete their undergraduate programs and transition to exceptional alumni of Iowa State.

Student Legal Services continues to provide free, legal support to students seeking legal aid. Student Legal Services staff advised over 950 students, primarily navigating housing and criminal issues, and provided appropriate, timely, and legal intervention to maximize the student's chances of success in their academic pursuit.

Student Accessibility Services (SAS) collaborated on a report with Iowa State's Office of the Registrar which depicted students who utilized SAS services had a higher one-semester retention rate than the average university rate at 93% compared to 89%. This indicates that students who use the services provided by SAS are receiving the appropriate accommodation needs and are more likely to continue.

In an effort to provide the most up-to-date and accurate information to families who partner and support student success, Parent and Family Programs revamped and moved the monthly e-newsletter "Relatively Speaking" to a new communication platform.

The Assault Care Center Extending Shelter and Support (ACCESS) campus advocate was provided a satellite office in the Sloss House, home to the Margaret Sloss Center for Women and Gender Equity. This partnership allows ACCESS staff to be more accessible to students, offer a private meeting space for individuals in crisis, streamline referral systems, and cultivate relationships with Sloss Center and ACCESS staff.

Student Veterans are now included in Iowa State's Closing the Achievement Gap (CTAG) data set and reporting, due to the collaborative efforts of the Veterans Center staff. Including this demographic in CTAG enhances the University Innovation Alliance initiative and has the potential to provide additional university-wide resources to support the success of student Veterans.

The Iowa State University Sorority and Fraternity Community continues participation in the North American Interfraternity Conference Enhanced Health and Safety Standards in order to put measures in place to reduce the frequency and volume of alcohol in the sorority and fraternity experience.

The Writing and Media Center (WMC) serves students from across the university. The College of Liberal Arts and Sciences accounted for 26% of all students who engaged with the department, followed by the

College of Engineering with 23%, the College of Human Sciences with 19%, the College of Business with 12%, the College of Agriculture with 12%, and the College of Design with 7%.

Established in summer 2018, the Iowa State University Medical Withdraw Policy supports students who are leaving or returning to Iowa State due to a medical leave. FY19 was the first full year of implementation, and Student Assistance helped over 300 students navigate the policy to ensure students were supported both personally and met Iowa State expectations.

## **Social Justice and Inclusion**

The Dean of Students Office is committed to offering students the opportunity to share honest and respectful expressions of ideas, support a campus that is safe and welcoming of all community members and students, and provide resources to students from all backgrounds to fully enjoy their adventure at Iowa State.

Staff in Student Accessibility Services (SAS) collaborated with numerous departments to plan Disability Awareness Week this fall. Some of the unique events included an Iowa State student panel on their experiences with a disability, realistic simulation experiences for students, and a guest speaker. SAS staff also presented to 18 different on-campus stakeholders, educating about the importance of providing accommodations to support student success at Iowa State.

Iowa State's National Student Exchange program supported 41 students as they engaged in the study-away opportunity at one of the 160 participating institutions. Students who participate in NSE become globally engaged as they interact with and learn in an environment that is both new and unfamiliar from Iowa State University.

In order to equip students with the tools to negotiate their first salaries, the Margaret Sloss Center for Women and Gender Equity, Women in Science and Engineering (WiSE), and Career Services partnered and launched the curriculum for the American Association of University Women Start Smart Salary Negotiation Workshops. The free workshops were in high demand with 40-50 students at each session. The program received statewide attention with a feature on WHO-TV.

Intentional efforts were made to identify a diverse pool of qualified applicants to serve as undergraduate employees of the Academic Success Center. Students were hired from a variety of experiences, identities, backgrounds, and from all academic colleges. The Academic Success Center strives to create a learning environment inclusive and accessible to all Iowa State students.

In an effort to provide more individualized and successful interactions with all students who engage with the Writing and Media Center, curriculum was added to the Advanced Consultant Education course that covered learning styles of students from East Asia and South Asia. Introducing varied learning styles enhanced the professional competency of the consultants who provide advice and guidance to students.

Veterans Center staff and student employees participated in "RESPOND: Partnering for Campus Mental Health," to better serve all student Veterans and military-affiliated students who engage with the center. This was the first time the training was provided to a group of students at Iowa State.

Changing interpretations and abrupt updates to immigration law have resulted in much confusion and anxiety for students, particularly to those impacted by Deferred Action for Childhood Arrivals (DACA)

and temporary protected status (TPS). Student Legal Services provided information regarding the law and its impact through various forms of communication across campus.

As members of the Food Insecurity Committee, staff in Student Assistance are now one of the few departments who are able to add money or “swipes” for students in need to eat at one of the on-campus dining centers. Student Assistance also established a crisis fund for students facing emergency situations.

The Office of Sorority and Fraternity Engagement coordinate Men for Fraternal Excellence, a group of fraternity men who gather voluntarily to discuss common issues that plague men in their fraternal experience. This year the group added discussion topics such as toxic masculinity, competition, hazing, and alcohol abuse to name a few. Additionally, the department facilitates a section of Dialogues on Diversity course specifically for sorority and fraternity members.

After reviewing feedback from Cyclone Family Weekend, Parent and Family Programs reformatted the registration process and fees to make the weekend more accessible for all Cyclone families.

Multicultural Student Affairs revamped and increased recruitment efforts of the Multicultural Vision Program (MVP), yielding 23% more applications than FY18. The 2018-2019 MVP cohort was also more diverse than ever before, including 54 female-identified students and 46 male-identified students, representatives from all academic colleges, and an increase in students selected from outside of Polk county, a strategic effort to engage more students in Iowa with no or low MVP representatives.

Students, faculty, and staff who are selected members of the Student Conduct Hearing Board received in-person training around equity, bias, cultural context, and other important topics to encourage more consistency and equity in student cases.

The International First Year Experience (IFYE) course now includes topics of social justice and inclusion within the US framework. International Students and Scholars Office staff and graduate students teach this course to all new undergraduate international students.

Hixson scholars complete two courses within their scholarship criteria. Enhanced curriculum designed by Hixson Opportunity Awards staff incorporated new topics into the course syllabus including a Green Dot overview, Principles of Community, and topics such as social identities, social justice, and inclusion, and students also attended the Iowa State Conference on Race and Ethnicity.

Center for LGBTQIA+ Student Success supported the first full year of operations for the Queer and Trans People of Color Collective (QTPOCC), a collective of queer and trans students, faculty, and staff of color, that assist in the development, implementation, and creative foundation for QTPOC programs, events, and resources.

## **Global and Community Engagement**

The Dean of Students Office is committed to developing students holistically in all aspects of their college experience to become impactful, global citizens who share knowledge and create positive change in their community, the state of Iowa, and the world.

Student Assistance received a national award from Higher Education Case Management Association for their collaborative efforts with campus/ community partners and Mary Greeley Medical Center

Behavioral Unit to support students during time of crisis. The relationships cultivated with hospital staff are critical to maintain effective communication to support students and families during a time of need.

The staff in Student Accessibility Services educate Iowa State community members and advocate for reasonable and appropriate accommodations for students within and beyond the university. Staff were members of over eight campus and community committees including the State of Iowa Board of Interpreters and Transliterators and the University Committee on Disabilities, with the intent to increase support of students with disabilities.

Not only does National Student Exchange encourage Cyclones to study away, but staff support adventure-seekers who come to Iowa State on the same program. Incoming students provide vibrant and diverse world views as they come to ISU from Canada, the U.S. territories of Puerto Rico, Guam, and the U.S. Virgin Islands. Students who come to Iowa State for this exchange enrich campus climate and impact culture.

The Spark, a year-long faculty and staff training initiative utilizing student blog posts, began the year with 327 registered participants who received 22 weekly training and reflection e-mails. This year, Multicultural Student Affairs staff introduced twelve semi-structured discussion groups led by campus partners.

Undergraduate leaders comprise the Hixson Opportunity Awards Student Board (HXSB) and provide community service, programming, and philanthropic opportunities for Hixson scholars. Initiatives last year included making blankets for children through Project Linus and volunteering at a local clothing closet.

Trans, gender nonconforming, and nonbinary students partnered with the Center for LGBTQIA+ Student Success staff to host a Transgender Day of Visibility event on campus. The event focused on visibility of the trans student experience and an artwork display.

The staff within the Office of Sorority and Fraternity Engagement are engaged in several professional networks within the Big XII and the Association of Fraternity/Sorority Advisers, and helped facilitate programs for sorority and fraternity members across the nation.

Students shared that they made more friends in their Psych 131 course, offered through the Academic Success Center, than they had in another class because of the team-based learning format and large group discussion opportunities.

International Students and Scholars Office partnered with the YWCA to provide intercultural and spouse programming on campus, in local elementary schools, and in the Ames Community.

Student Conduct increased intentional outreach efforts to educate international students and scholars about the Student Code of Conduct, particularly with the implementation of a new educational video addressing the most common violations.

Collaborations and shared goals to support student success is vital to the work of the Margaret Sloss Center for Women and Gender Equity. This year staff engaged in numerous intentional collaborations including the Office of the Vice President for Diversity and Inclusion, Student Activities Center, and the League of Women Voters of Ames and Story County, to name a few.

The Veterans Center partnered with Iowa State University Extension and Outreach to provide “Building Awareness: The Military Community, and Extension and Outreach” symposium, the first state-wide conference focused on engaging Iowa State Extension and Outreach in support of the Veteran and military community in higher education.

The Writing and Media Center satellite location in Parks Library re-opened to students and offers evening hours to provide more consultation times and locations for student appointments.

Student Legal Services provided legal support and aid to 10% of Iowa State’s international student population, particularly related to immigration, traffic violations, and housing. Student Legal Services tailored their outreach efforts to include these topics for the university’s international students.

During new student orientation over the summer months, Parent and Family Programs launched a reimagined session for parents and families titled “Your Cyclone Family Adventure.” This session offered parents and families the opportunity to discuss scenarios their students may face and how to engage and respond to their student’s needs. The session saw a 22% increase in attendance from the previous year.

## **Dean of Students Office 2018-2019**

In 18-19 the Dean of Students Office facilitated 319 outreach events

600 students applied for 100 Hixson Opportunity Awards

International Students and Scholars Office served 811 international faculty, staff, scholars, and visitors associated with 96 different Iowa State University departments and units.

Parent and Family Programs registered 100 families for Cyclone Family Weekend in 30 days

The Exam Accommodations Center Administered 5,300 tests during the academic year

450 Veterans Week annual attendees at the community supper

Academic Success Center served 11,700 students in 129,601 contact hours which averages to 632 hours per weekday throughout the academic year.

National Student Exchange continues to provide a high-impact experience for incoming students and is a revenue-generating program for Iowa State. A recent study showed that students who attended Iowa State through NSE and ultimately transferred to Iowa State brought in over \$1,375,346 of out-of-state tuition over the past 10 years.

Sorority and fraternity members donated \$589,003.40 to philanthropic causes and completed 54,239 community service hours. 22 sorority and fraternity members participated in Project Jamaica where they completed 6 service projects for schools in need.

Over 360 people attended 24 speakers during Margaret Sloss Center for Women and Gender Equity’s Feminist Fridays

In 18-19 the DSO taught 42 academic courses and advised 45 Iowa State student groups

11% of scholars within the George Washington Carver and Multicultural Vision Program supported by Multicultural Student Affairs, are also Hixson scholars.

Student Legal Services conducted 19 presentations within and beyond Iowa State

Student Assistance staff helped 431 unique students during 614 appointments.

IN 18-19 the DSO offered: 71 campus programs and 187 unique services

Student Conduct increased the number of educational sanctions issued to students. In 2018-2019 the staff issued 366 educational rather than punitive sanctions.

Helping Cyclones Succeed