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 & Retention
+ Social Justice & Inclusion
+ Global & 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**
Greetings!

It is an absolute pleasure to present the 2019-2020 Annual Report reflecting the exception work of the 16 departments reporting under the Dean of Students Office. The dedication and commitment of our 73 staff members, 37 graduate assistants, and 700+ student employees is unmatched. The drive and persistence to serve students and adjust to the ever changing needs of the Iowa State University (ISU) community is admirable. Throughout this report, you will see the departments within the Dean of Students Office portfolio support students through student success and retention initiatives; social justice and inclusion programs and education; and global and community engagement opportunities.

Here are select highlights from six of our 16 departments:

- The **Academic Success Center** offered the first ever diversity, equity, and inclusion training for undergraduate ambassadors, tutor mentors, and Supplemental Instruction (SI) mentors. Cultural awareness gained from this training impacted a total of 30,270 tutoring meetings, SI sessions, and outreach presentations.

- **Student Assistance** facilitated collaborative conversations with academic advisers and college services teams which served as an important part of the road map to support and retain students through personal crisis. 1,815 students were supported by Student Assistance staff during times of challenge, including academic crises, housing and food insecurities, physical and mental health crises, and family/domestic crises.

- **Sorority and Fraternity Engagement** staff collaborated with student leaders to create a proposal for the development of a physical structure to recognize sororities and fraternities within the National Pan-Hellenic Council (NPHC). After three years, the proposal was approved and groundbreaking starts in FY22. This is the first time in ISU sorority and fraternity history NPHC chapters will be acknowledged with a structure on campus.

- **Thrive**, a volunteer engagement opportunity within the **Center for LGBTQIA+ Student Success** is moving toward a for-credit course which provides students opportunities to engage in LGBTQIA+ discussions while advancing toward their degree.

- **Student Support Services** submits a grant application every three years to receive federal funding through the TRIO program. The recent application reported a 98% persistence rate among students, 78% six-year graduation rate, and 94% of students were in good standing during the reporting period.

- **Student Legal Services (SLS)**, funded by Student Government, served 765 students in FY20. Tenant/landlord disputes, traffic violations, and criminal cases comprised the majority of SLS cases. Student access to and use of free legal services contribute to academic success and retention by alleviating the anxiety, uncertainty, and financial hardship associated with legal matters.
Reflective thoughts on spring 2020…

“Without trials and tribulations there would be no conqueror. Without a conqueror, there would be no story. Without a story, there is no life as life is made up of vignettes of loving, learning, and overcoming.”

- Adapted from Chrissy Gibson

Iowa State University faced extreme challenges due to the global COVID-19 pandemic. Most Dean of Students Office operations were moved to an online delivery model to accommodate for students moving away from campus in March 2020. Staff navigated this change to ensure students received topnotch service and resources. Some of the highlights include:

- The **Veterans Center** continued weekly “Thursday Night Dinners” with grab-and-go meals for veterans, military-affiliated students, and their families to continue connection through food and fellowship.

- The Dean of Students Office Student Ambassadors in partnership with the **Office of Admissions**, moved all Daily Visit programs online to meet the new virtual space for prospective students to learn about the Dean of Students Office and Iowa State.

- **Multicultural Student Affairs** adjusted the Academic Program for Excellence (APEX) summer curriculum to a four-week online model from the standard eight-week in-person delivery. One participant shared: “They made APEX be what I heard in-person APEX was like. I heard how great it was to build connections with other students and the APEX staff and I loved that we got to build a connection with not only our peer mentor group but also the other students in the group.”

- The **Writing and Media Center** offered both synchronous and asynchronous consulting opportunities for students via document sharing and Dropbox. This 24/7 feature allowed students to receive consultations quickly to meet changing course deadlines.

Pointedly, as I reflect on one of the most novel and challenging experiences for the university, I am proud of our ability to successfully shift where needed in order to continue the university’s mission and help Cyclones succeed.

As a student who participated in the National Student Exchange program said, “I learned that sometimes it’s okay to be uncomfortable. You truly have to be okay with getting out of your comfort zone and have experiences and grow as a person.” This statement sums up the successes and roadblocks experienced not only by the Dean of Students Office, but by the entire university. Together, we have achieved more than ever possible.

Go Cyclones!

**Sharron M. Evans**
Associate Vice President for Student Affairs and Dean of Students
STUDENT SUCCESS & 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.

Academic Success Center, in partnership with the Office of Admissions, launched the Smart Start Program which provided coaching and support to ~200 first year students who did not meet automatic admission criteria to Iowa State University.

In partnership with the Department of Residence, the Center for LGBTQIA+ Student Success staff provided onboarding, training, support, and recruitment for the gender-inclusive, LGBTQIA+ themed residence hall community, Spectrum. In FY20, Spectrum moved to a new location and increased participation to a record level.

Hixson Opportunity Awards hires five to seven Hixson Scholars annually to serve in administrative roles for the program. Staff work with student assistants to build career competencies and perform semester evaluations. Student assistants are asked to reflect on communication, ways of thinking, interpersonal and intercultural knowledge, and intrapersonal awareness and development.

International First Year Experience Seminar (IFYE) focuses on the transition to college in the U.S., Iowa State University resources, American culture, and student personal development. In 2019-2020, IFYE welcomed nine guest speakers and scheduled activities at places such as Center Grove Orchard, Ankeny B&B Theatres, Jordan Creek Mall Center, and more. A student shared their experience in the class: “It did not really feel like a mandatory class, we could have a good time, meet new people and still learn useful things.” The course material is facilitated by IFYE instructors from the International Students and Scholars Office (ISSO), IFYE Student Leaders, and guests from various ISU departments and organizations who encourage students to participate in active discussions, in-class activities, and social experiences.

Students shared that the FY20 Academic Program for Excellence (APEX) Seminar course (UST 101F) was highly impactful in terms of identity consciousness. One student commented “I learned so much about identity and about myself. I wish everyone could take this class. I am much more observational about my language.” Another student commented, “[The instructor/class] influenced the way I see myself whether that’s race or personality. [It] helped me embrace my heritage more.” Multicultural Student Affairs supports the APEX program.

FY20 was the second year the National Student Exchange had a graduate assistant to support incoming students and recruiting ISU students to the program. This student supported the marketing and promotion of the program and enhanced the number of contacts between staff and students.

Student Assistance saw an increase of 20% total student contacts during the 2019-2020 academic year.
The Margaret Sloss Center for Women and Gender Equity hosted a new monthly Queer Transgender People of Color (QTPoC) dinner, which brought new students into the Sloss House and contributed to community building and retention of QTPoC students and faculty and staff on campus.

In an effort to build continuity and consistency with Cyclone Family Weekend leadership, Parent and Family Programs merged the Family Weekend student organization with the Dean of Students Office Student Ambassadors to form a larger planning committee for this annual celebration of Cyclone families.

Sorority and Fraternity Engagement supports a Continuing Education Scholarship which awards students a scholarship to cover the fees associated with exams and application processes to enter a graduate program or terminal degree program.

The Exam Accommodations Center (EAC), a service provided by Student Accessibility Services offered evening hours for exams to allow more time and flexibility for students. Overall, the EAC administered 5,547 exams in spring 2020 despite the shift to online courses mid-semester.

In spring 2020, Student Conduct initiated the Diversion Pilot Program, which incentivizes participation in a personal health assessment and individualized action plan to address minor alcohol and drug violations as a path to avoid the standard adjudication process and student disciplinary record.

Nearly 1,000 students utilized Student Legal Services in FY20 to seek assistance with legal issues and questions. Providing this free service to students alleviates financial burden on the student so they could focus on their academic goals.

94% of students participating in TRIO Student Support Services in FY20 were in good academic standing.

Veterans Center staff initiated a bridge program titled “VetConnet 360” to help student veterans acclimate to college life.

The Writing and Media Center hosted three Writing and Wellness Retreats exclusively for graduate students. Over 80 students engaged in strategies proven to increase productivity and decrease stress while building community among participants.
The Dean of Students Office is committed to offering students the opportunity to share honest and respectful expressions of ideas, 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.

Supplemental Instruction (SI), supported by the Academic Success Center identified the need for support and resources for SI leaders related to First Amendment rights and participants expressing free speech in sessions. SI staff partnered with Multicultural Student Affairs staff to provide additional training and support to leaders.

In February 2020, a delegation of over 30 Iowa State University students and Center for LGBTQIA+ Student Success staff attended the Midwest Bisexual Lesbian Gay Transgender Asexual College Conference held at Western Michigan University in Kalamazoo, Michigan. The conference provided access to national LGBTQIA+ workshops, keynote speakers, skill building opportunities, networking, and community building events.

The Hixson Opportunity Awards staff are committed to being a Green Dot Office. The assistant director is a certified Green Dot presenter and Green Dot awareness is a part of the curriculum for the Hixson Scholar First Year Seminar. Proactive Green Dots are displayed in the Hixson Lab as a visual representation of the program’s commitment to prevent power based personal violence.

Through the International Student Success Collaborative (ISSC), International Students and Scholars Office brings together international support staff from all academic colleges, and select departments to highlight issues that international students may encounter during their time in the US. During the 2019-2020, ISSC focused on career support to help students understand the employment process. In addition, ISSO collaborated with the Iowa State University Department of Public Safety in an effort to increase mutual understanding of local, state and federal laws. This included a “Tailgating with the Police” event in August 2019 and participation of Department of Public Safety in several orientation events and outings including a visit to the Iowa State Fair.

WE Lead, ISU’s premier undergraduate student leadership conference, continues to be organized by the Margaret Sloss Center for Women and Gender Equity with collaborating partners from the Student Activities Center, Carrie Chapman Catt Center for Women and Politics, and Leadership Studies Program. The conference was held in November 2019 and offered multiple break-out sessions with speakers at the Iowa State University Alumni Center as well as keynote and closing remarks centering black, indigenous, and women of colour (BIWOC) voices.

As an inclusion effort, the Multicultural Student Affairs staff collaborated with Memorial Union staff to create additional affinity spaces in the Multicultural Center. Spaces were created for Asian, Pacific Islander, Desi American (APIDA), Latina/o/x and Indigenous students.
Many students who participate in National Student Exchange experience other cultures and learn more about people who are different from themselves. As a result, many students experience a shift in viewpoint or even a change in worldview. A student who studied in Hawaii shared, “I served as a peer mentor for the Hixson program last semester before I went. And so, I had learned a lot about the Principles of Community, and stuff like that, and I was thinking about them constantly while I was [in Hawaii]. It’s really interesting to me to see the different cultures being played out there.”

Parent and Family Programs reimagined 2019 Cyclone Family Weekend registration and associated costs, making it more accessible to Cyclone families.

The peer-led governing councils of the sororities and fraternities, advised by Sorority and Fraternity Engagement passed a bylaw in spring 2020 to require all future student council officers to participate in a Dialogues on Diversity course their first semester in office.

Student Accessibility Services staff attended more than 50 diversity-related events in 2019-2020 and continue to be the campus expert for student accommodation related efforts.

Student Assistance staff created an outreach effort called “Student Assistance Pop Up, Pop-Ins” as a way to increase awareness of and response to cultural and demographic diversity at ISU in spring 2020. These pop-up events were hosted in departments that serve underrepresented populations that typically do not access Student Assistance services at a high rate.

Student Conduct continued to improve training of the Student Conduct Hearing Board, with most focus on in-person training and content around equity, bias, cultural context, and other diversity-related topics.

Staff in Student Legal Services provided customized outreach to international students who faced cultural barriers to success. International students utilized this free service typically for immigration questions and concerns, which was particularly challenging to navigate due to the change in policy from the federal government.

TRIO Student Support Services hosted a series titled “Celebrate Diversity” on topics related to social justice and inclusion for students who participate in the program.

The departments included The Center for LGBTQIA+ Student Success, Veterans Center, Margaret Sloss Center for Women and Gender Equity, International Students and Scholars Office, Multicultural Student Affairs, and TRIO Student Support Services. The pop-ups created time with students in an environment that feels comfortable for them.

The departments included The Center for LGBTQIA+ Student Success, Veterans Center, Margaret Sloss Center for Women and Gender Equity, International Students and Scholars Office, Multicultural Student Affairs, and TRIO Student Support Services. The pop-ups created time with students in an environment that feels comfortable for them.

The Veterans Center planned the first Women Veteran and Military Affiliated student luncheon to celebrate women veterans at Iowa State.

The Writing and Media Center (WMC) continued its anti-hunger campaign to fight food insecurity across campus and focused on purchasing the healthiest, transportable snacks possible to promote student health. Snacks are always available in the WMC office space.
GLOBAL & 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 changes in their community, the state of Iowa, and the world.

Academic Coaching and Outreach, a signature program in the Academic Success Center, partnered with SMART STEPS in the College of Agriculture and Life Sciences to promote workshops, resulting in an 80%+ increase in the number of workshop participants from the program in FY20.

The Center archive project, initiated by the Center for LGBTQIA+ Student Success staff, documents materials encompassing over 50 years of LGBTQIA+ history at Iowa State University. The project will provide materials to Special Collections in the Parks Library enhancing scholarship and research opportunities on LGBTQIA+ history at Iowa State University.

Hixson Student Board, a student organization out of the Hixson Opportunity Awards, gave back to the Iowa State, Ames, and surrounding communities through multiple community service projects which included: Project Linus; Trunk or Treat with a local church; Random Acts of Kindness where they gave out candy and pencils to students with a positive message; and volunteered at a local clothing closet.

The Cultural Ambassador Program hosted by the International Students and Scholars Office with financial support from Student Government welcomed over 150 students and scholars. Through this program, international and domestic students were placed in small groups based on mutual interests and hobbies. Students had the opportunity to gain a deeper understanding of different cultures, as well as the chance to make new friends from all over the world while engaging in fun activities.
The Director of the Margaret Sloss Center for Women and Gender Equity co-founded the International Faculty and Staff Association (IFSA). The inaugural IFSA event, hosted at the Sloss House, brought together international and immigrant faculty and staff on campus. The event was in partnership with the Office of the Vice President for Diversity and Inclusion.

George Washington Carver (GWC) scholarship recipients, one of the signature scholarship programs in Multicultural Student Affairs, are required to complete 20 hours of community service in their first year of the program. Within the last three years, the program has created a strong partnership with Reiman Gardens, Overflow Thrift Store, and Goodwill. In fall 2019, the GWC program contributed 1,016 hours of community service to the Ames community.

Students participating in the National Student Exchange (NSE) program become globally engaged as they interact with and learn in an environment that is both new and unfamiliar from Iowa State University. By participating in NSE, students become more prepared to enter a global workforce and participate in a global economy.

Parent and Family Programs partnered with the Provost’s office to send messages to parents/families regarding COVID-19 using the “Relatively Speaking” subscription list.

Sorority and Fraternity Engagement plans a Destination Indy alternative spring break program and program curriculum was revised to more intensely incorporate concepts of economic privilege and to help students understand causes of disparity and trends in wealth distributions.

Student Accessibility Services staff continued to advocate for the inclusion of ability/disability and served on numerous campus committees to support the university’s mission of equity and inclusion.

Two Student Assistance staff were trained as facilitators for Campus Connect, a suicide prevention curriculum for students. Additionally, a Student Assistance staff member served on the university’s Mental Health Task Force which oversees outreach and training to faculty, staff, and students to support mental health initiatives.

Student Conduct staff continue town-gown partnerships and provide and distribute off-campus resources and information to property managers about how to be a good neighbor.

Tenant/landlord disputes continue to be one of the common concerns students have for Student Legal Services (SLS) staff. In an effort to provide transparency and collaboration, SLS staff participated in the City of Ames Campus and Community Coalition and Ames Property Management meetings.

TRIO Student Support Services supported and participated in Iowa State University’s “First Gen” week which provided programming and resources specifically to students who are the first in their family to attend college.

Thursday night dinners continued throughout the year as an initiative with Veterans Center and campus/community members despite challenges related to COVID-19.

Staff in the Writing and Media Center (WMC) collaborated with the Intensive English Orientation Program (IEOP) to ensure that conditionally admitted international students are aware of WMC services. This collaboration increases student’s opportunity for successful full-time enrollment by supporting their feelings of community on campus and awareness of university resources.
THE ACADEMIC SUCCESS CENTER DELIVERED **106,253** CONTACT HOURS OF SERVICE TO STUDENTS OVER 42 WEEKS.

**Student Accessibility Services** assisted more than **2,100** students with disabilities and their instructors.

**Multicultural Student Affairs** staff provided 31 diversity-related education presentations on-campus to **1,254** people, and hosted **61** events serving **1,863** students.

**PARENT AND FAMILY PROGRAMS** SENT **21 PARENT/FAMILY COMMUNICATIONS.**

$**8,309** was invested in tutoring for veterans and military-affiliated students.

**THE CENTER FOR LGBTQIA+ STUDENT SUCCESS** collaborated on **47** campus department and community initiatives, trainings, programs, services, or resources focused on sexuality, gender, and other social identities.

**The Margaret Sloss Center for Women and Gender Equity** was awarded nearly **$6K** in grant funds from the Big XII Violence and Discrimination Awareness and Prevention Fund to support programming around gender diversity, LGBTQIA+ sexual health, survivor support, and staff development around trauma.

**3,194** international students enrolled at Iowa State in fall 2019. Over **700** international visiting scholars come to campus each year to teach and/or conduct research.

**THE WRITING AND MEDIA CENTER** CONDUCTED **4,841** TOTAL CONSULTATIONS WITH **2,085** UNIQUE STUDENTS.

**During the fall 2019 semester alone,** the Student Assistance team sent **4,256** emails to students, had **427** phone appointments, and met with **550** students.

**Students who came to Iowa State through the National Student Exchange program gave more than** **$1.3 MILLION** to Iowa State through tuition revenue over the past ten years.

**First year sorority and fraternity students maintain a 97.5% retention rate. Members of a sorority or fraternity see an average four year graduation rate of 65.9%.**

The federally-funded TRIO Student Support Services Program (SSSP) encourages campuses to have an **87% PERSISTENCE RATE** among participants. Iowa State’s TRIO SSSP boasts a **98% persistence rate.**

**THE HIXSON OPPORTUNITY AWARDS CELEBRATED ITS 25th ANNIVERSARY IN 2020.**