



DIVISION OF STUDENT AFFAIRS 2023-2024 ANNUAL REPORT



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Division of Student Affairs 2023-2024 Annual Report: Table of Contents

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Division of Student Affairs: A Year in Review

Context

The Division of Student Affairs at SUNY Oswego exists to support student success outside the classroom. In partnership with campus colleagues, we strive to create systems; offer services, programs and initiatives; and provide individual and community supports to ensure that each student admitted arrives at Commencement. We take a holistic approach to students, not bifurcating their experiences, but recognizing that how successful students can be academically is often impacted by their experiences elsewhere. This includes both the campus environment and their life beyond campus. Every student is unique and our approach to facilitating their success is similarly personalized and creative.

Guiding Statements

This is captured in our mission statement: ***The Division of Student Affairs collaborates to cultivate caring and inclusive communities that enhance student learning, growth, belonging, and well-being for all Lakers.*** Our strategic Divisional efforts will allow us to achieve our vision: ***The Division of Student Affairs at SUNY Oswego leads higher education as champions for student success by creating a vibrant, welcoming campus culture so all Lakers thrive at the University and in their lives.*** Foundational to our work is an agreed upon set of [Divisional Core Values](#) and a Division Statement of Diversity, Equity and Inclusion: ***As the Division of Student Affairs, we celebrate diverse identities and individual perspectives while enhancing SUNY Oswego learning environments. We strive to create a campus which cultivates engagement, openness, and respect; and empowers members to live authentically in a diverse world.***

Division of Student Affairs Goals 2023-2024

(ASC=Auxiliary Services Corporation; AVPSA=Associative Vice President for Student Affairs; CECS=Campus Events and Conference Services; CS=Counseling Services; DSA=Division of Student Affairs; IA=Intercollegiate Athletics; ODS=Office of the Dean of Students; OSC=Office of Student Conduct; RLH=Residence Life and Housing; SEL=Student Engagement and Leadership; SOFE=Student Orientation and Family Engagement; HS=Health Services; VPSA=Vice President for Student Affairs)

Student Success

1. Solidify a student support structure that attends to the entire lifecycle of a student through coordination among numerous DSA areas. Maximize utility of established tools (i.e., Maxient, Starfish, etc.) to track and provide coordinated support (ODS, RLH, CS, SEL).
Completed but will continue advancing in 2024-2025: ODS shared information with new faculty & staff regarding services, programs and reporting mechanisms to support student success and address student concerns; responded to 45 Starfish alerts from faculty and staff regarding students of concern; in addition to Behavior Intervention Team meetings, in Fall 2023 a weekly case management meeting was added for staff from ODS and CS to coordinate support for students of concerns; created “supportive measures” case type in Maxient to better manage and track cases; created a process for managing and documenting injury and illness cases including routing rules in Maxient to inform HS of transports and hospitalization for follow-up; tracked hospital transports (20) and provided follow-up with students, HS and RLH staff; participated in developing a new Academic Care Team to identify process for elevating concerns that are raised

in Starfish, to be implemented in F24; RLH utilizes Starfish to track student engagement in the residence halls and identify students in need of additional support and connects them to resources.

2. Connect students to financial literacy resources and programs, and as needed, to basic needs resources and emergency fund options (ODS).

Completed: *ODS developed financial wellbeing resources and shared with students at point of service when students accessed SHOP and the Student Emergency Fund; promoted on ODS website, Oz Concern Navigator and social media. ODS partnered with Financial Aid staff (5 meetings) to review trends, goals and progress in financial wellness and financial literacy programs and education, (meeting with local SNAP representative, coordinated outreach); hired Assistant Dean of Students/Basic Needs Case Manager (began July 2024) to support basic needs and strengthen partnership with campus and community partners. In 2023-2024, 270 unique users visited SHOP on 694 occasions. Additionally, SHOP provided food and toiletries at “satellite shops” in the EOP and C-STEP offices and bags of food were available at campus departments including Counseling Services, Health Services and the Office of the Dean of Students to increase access. ODS provided 137 students with emergency funding, totaling \$23,270 to support students during critical times and help them purchase basic necessities such as groceries, car repairs, and medical bills. ODS established a new partnership with the Penfield Library to loan laptops to students for longer durations in addition to the short-term laptop loans that were already available. There has been an increased need for campus housing during breaks due to housing insecurities and homelessness. ODS partnered with RLH and ASC to provide support to students during academic break periods to ensure they have access to safe housing and access to food.*

3. In collaboration with campus partners, map existing new student communication; identify successes, redundancies, and gaps; and create a coordinated, new student first year communication plan focused on student developmental milestones streamlined (SOFE, RLH).

Completed: *Developed communication plan that has a tracks communication to students by population utilizing Slate and the Oswego Family Hub. Scheduled emails, and social media. Will continue to track and identify gaps.*

4. In collaboration with administrators at the Syracuse campus, and the Division of Extended Learning, DSA will assess and address the needs of students in Syracuse and Online (ODS, RLH, ASC, HS, CS).

On-going, will continue advancing in 2024-2025 *Orientation welcome video and letter created for graduate students, who make up a substantial portion of the Syracuse Campus students. ASC worked with SYR campus leadership and vending contractor to implement basic vending options. Developed plan for micro market expansion with increased sales options and budget to rehab said space. RLH connected with OCC to secure Syracuse Campus housing option for SUNY Oswego students. Information is on Oswego and OCC housing pages and Graduate and International Student housing information sheets. ODS staff supported Extended Learning’s Adult Student Assistance Program (ASAP), providing eleven educational programs for online and adult learners. All sessions were recorded so that students could reference at any time. ODS held two outreach events at the Syracuse campus to share materials about health and wellbeing issues and stress management and to provide access to ODS staff and resources.*

5. Identify ways that the Division impacts retention and establish baseline retention data in those areas (All).

Ongoing: HS implemented screening for mental health concerns (anxiety/depression) and created a new "wellness" visit type that focuses on student wellness. ASC reviewed impacts of environmental improvements and development of a unique dining experience for west campus residents. Renovations commenced in the summer '24 and will continue Summer '25. IA monitors retention closely with roster management process (additional/deletion); implemented an academic rebound program for student-athletes deemed academically at-risk; CECS identified that campus employment is a driver of retention through creating a sense of belonging to a team, and direct mentoring from professional staff. CR utilized new recreation management software to accurately track usage data of recreation facilities. Currently examining frequency of use of facilities as it relates to retention with the assistance of IR. SEL utilized new Laker Life platform to track attendance to programs and events during spring semester and will continue this into this next academic.

Academic and Creative Excellence

1. Identify two additional high impact practices that support academic achievement through partnership with cohorts such as the Educational Opportunity Program (EOP), the District of Columbia College Access Program (DC-CAP), Honors, International Student and Scholar Services (ISSS), and academic majors with lower retention (RLH, SOFE).
Ongoing: RLH-created two LLCs: All-In and Live-Well for 23-24. All-in will expand for 24-25 to support new and continuing students. Live-well will continue in Oneida for FY students. New LLC for first gen students will launch fall 24 as well as substance free housing for FY and Upper division students.
2. Host annually a regional student affairs professional conference that showcases innovations in the Division of Student Affairs (DSA), highlights SUNY Oswego DSA practices and aspirational models for the field (OSC, CECS, CS)
Ongoing: The 2024 SUNY Student Conduct Association summer meeting was hosted in Marano Campus Center 114 on June 13th and 14th. CECS-Co-hosted SUNYUCAP virtual conference. CS hosted regional conference in the spring.
3. Implement and assess the impact of the Strengthening Transition and Readiness for Tomorrow (START) peer mentorship program created to build sustainable academic, social, and emotional support structures that increase belonging, persistence, and retention; in anticipation of growing the program to 150 mentees for F24 (SOFE).
Ongoing: SOFE assessed program after the fall, finding high satisfaction but lack of motivation to participate based on incentives. Will implement START in 2024-2025 as peer support for ACE students in GST courses.
4. Develop programs supported by the National Association of Colleges and Employers (NACE) competencies to identify, enhance, and strengthen our student employees (ASC, ODS, RLH, CR, CECS).
Ongoing: Resident Assistant job description revamped by RLH to include NACE competencies. On-going training to be developed. New performance evaluation created for Fall '24 organized by NACE competencies. CECS utilized Gallup Clifton Strengths assessments with Student Event Staff and GAs. ODS did the same with their and participated in group activities and conversations with their supervisors about applying strengths to the team and their role. CR re-established the use of guided reflection questions during student staff evaluations to assist students in articulating growth areas related to the NACE competencies.

Inclusive Community

1. Through the coordinated collaboration of DSA departments, assessment data will be collected to assess student utilization of DSA programs, facilities, and services to identify inequities in usage. (All)
Ongoing: Most DSA units completed this assessment and found no disparities. This will become an annual review.
2. Identify and pursue opportunities for DSA and campus partners to receive external funding (grants, etc.) for initiatives that will support student sense of belonging (SEL, CECS).
Ongoing: *SEL secured grants to support MLK annual events and civic engagement opportunities in collaboration with Vote Oswego.*
3. Support the LGBTQ+ implementation team initiatives by identifying resources, administrative structures, and system-level supports for this population (DSA Representatives).
Ongoing: *The LGBTQIA+ Implementation Team met throughout the academic year, focusing on the following areas: forward facing resources, compliance/practice, climate survey, orientation/training/resources, staffing, programming, Campus Pride Index submission, and archive project. Some highlights of the committee's work include; the development of a website (anticipated launch August 2024) outlining resources for LGBTQIA+ students including campus and community resources, training guides and handbooks, LGBTQIA+ history at Oswego, and courses/curriculum, revamping our Safe Zone training to include an online module and in person discussion, revised outdated language in employee/student handbooks to be more inclusive, collaborated on programming on and off campus, hired a Graduate Assistant to focus on LGBTQIA+ issues/concerns/programming, worked to archive campus-wide LGBTQIA+ history, completed a 43 page submission for the Campus Pride Index, a national website that grades colleges and universities based on how LGBTQIA+ friendly they are. DSA provides leadership for this Team, membership, and ongoing support.*

Sustainable Institution

1. DSA will increase staff sense of belonging by enhancing and expanding staff professional development opportunities, team development activities, and developing a division-wide onboarding process. (Division Committees)
Completed and On-Going: *Once in October and again in April, assessed staff engagement with Gallup Employee Engagement Survey (Q12) and utilized results to create divisional and department action plans, a new professional development series, and department specific initiatives to increase employee engagement. The second administration of the instrument indicated an across the board, unprecedented, (according to Gallup), improvement in staff satisfaction and engagement. Action planning and new initiatives will continue in 2024-2025.*
2. DSA commits to offering at least 2 staff development programs this AY that educate DSA staff members about choices that they can make to reduce their individual carbon footprint on campus. (Division Committee)
Not Completed – 2024-2025 Goal
3. DSA will collaborate with campus colleagues to identify redundant software systems, subscriptions, and platforms to eliminate inefficiencies, improve resource utilization, and improve effectiveness within the division and beyond (ODS, CECS).

Completed: CECS revised and updated EMS home page to provide links to other departments including Accessibility Resources, CTS, Box Office, ASC, Policies, updated booking templates to gather more information at the onset from event hosts reducing amount of follow-up needed as well as enabling notifications of services needed from other departments. Created new activity reports for CTS, ASC, EHS, President's Office, VP office, DSA marketing manager, Marketing and Communications, SEL student organizations, Greek organizations, WTOP and WYNO. Through collaboration with CTS obtained additional license to integrate EMS with Campus Groups. Working with CTS on new option on CTS Help Desk site specific for event management. Created new homepage on CECS website that provides direct connections to all booking contacts at the University to create a better campus user experience. Transitioning staff to use of University provided Adobe rather than paid subscription to Canva for creating digital media. ODS identified additional functions in Maxient to better support case management including creating "supportive measures" case type in Maxient, creating a process for managing and documenting injury and illness cases including routing rules in Maxient to inform appropriate departments to provide follow-up. ODS participated in the new Academic Care Team to identify processes for elevating concerns that are raised in Starfish. ODS updated Oz Concerns Navigator with current user information and added new resources and utilized new features and functions of the platform. ODS reviewed platforms to track users and inventory for SHOP, the University's food, clothing and toiletry pantry.

Partnerships

1. Formalize, through MOUs or other agreements, relationships with medical support services (Lakeview, Oswego Health Emergency Services) to enhance communication for the delivery of positive student outcomes (CS, HS).
Completed: HS continued collaboration with Oswego County Opportunities (OCO) to provide reproductive care, STI testing and free monthly HIV testing. Collaboration with Oswego County Health Department for expedited partner treatment (EPT).
2. Collaborate with Admissions, and Marketing and Communication to strengthen relationships with parents and family supporters (SOFE).
Completed: SOFE developed a Family Supporter Guide to be distributed at Orientation, collaborated to attend Open Houses and Admitted Student Days, stationed with Admissions to distribute key info.
3. Create collaborative partnership between Residence Life and Housing, Office of the Dean of Students, Counseling Services, and University Police to provide a more streamlined response to student mental health crises (RLH, ODS, CS).
Completed: ODS, RLH, CS, University Police and SUNY OGC reviewed and updated policies to ensure they are student-centered; ODS added appropriate staff to specific reports in Maxient to ensure timely respond to incidents; ODS convened weekly BIT meetings and added weekly case management to consult on cases and provide holistic case management; BIT reviewed cases to identify barriers, opportunities for improvement and effectiveness of policies and procedures; ODS, RLH, CS and UPD co-hosted an end of the year lunch for staff to build community and recognize the work that staff did to support students throughout the year.
4. Partner with University Advancement to find ways to engage with alumni and identify alumni groups (SEL, RLH, ODS, CS).

***Ongoing:** RLH connected with Alumni board in spring '24 to provide updates and connect on future possibilities for collaboration including Return to Oz and working with neurodiverse students. ODS met with alumna Christie Sommers '73 who established an endowed fund, the "Christie Sommers '73 Food & Clothing Pantry Forever Fund" that will fund SHOP and support students' basic needs and address the issue of food insecurity. SEL collaborated with university advancement and created a Fraternity and Sorority Alumni Advisory Committee*

2023-2024 Division of Student Affairs Highlights

(Organized by Strategic Priority Area)

Student Success

Almost everything the Division of Student Affairs (DSA) dedicates time, resources, and staff for is to facilitate student success and retention. 2023-2024 initiatives were varied and while those included below had a direct impact, each highlight in this document contributed to student success and retention.

Supporting student well-being through a network of care is an important aspect of advancing retention and success. Many of these initiatives allow divisional staff to teach students skills that allow them to enhance their own emotional, physical, and behavioral health, to benefit them while they are SUNY Oswego students and for the remainder of their lives.

For some students, support needs are rather modest as we assist students manage stress and navigate typical challenges all students encounter. On the other end of the spectrum, we strive to assist students facing personal, academic, and psychological crises. Using a case management approach that encourages communications across support units to share information and understand holistically the experience of each student, this network of care strives to ensure that no struggling student is without assistance and guidance at times of need. A campus climate that supports the well-being of faculty and staff members who support these students is essential for all members of the community to thrive.

As a University, we strive to offer the safest learning environment as possible for all students as this environment is crucial for student success. We do this through the clear articulation and enforcement of expectations, and education. As community members, students also have a responsibility to make decisions that contribute to a safe environment and when they make choices to the contrary, will face consequences, educational and/or punitive, for these choices.

Student belonging has been shown by national research to increase retention and student success. Students' sense of belonging increases as a function of their relationships and connectedness to peers, staff, and faculty. When students are engaged in clubs and activities, they are more likely to "find their people" and feel like they belong at SUNY Oswego. Campus celebrations like Asiwaju and the Lavender Graduation Ceremonies, (see "Inclusive Community"), welcoming spaces and offices on campus, feeling heard and cared about, and opportunities to meet one another outside of the classroom play key roles in engendering this important belief.

1. Student Orientation and Family Engagement (SOFE) successfully implemented Transition Coaches (now Laker Navigators), student workers who serve as primary points of contact for incoming students year-round and reduce melt. SOFE also collaborated with Admissions to provide a more seamless admitted student "handoff," attending Open Houses, Admitted Student Days, and opening the Laker Family Hub to admitted families.

2. Student Orientation and Family Engagement (SOFE) dramatically increased the number of students registered for New Student Orientation (NSO) through a combination of the Laker Navigator program and revision of the New Student Menu. Registrations for NSO increased by 10-20% over the previous year, likely resulting in a larger number matriculating to SUNY Oswego. Collaborations with Advising and Admissions made this possible.
3. Student Orientation and Family Engagement (SOFE) successfully piloted START, (Strengthening Transition and Readiness for Tomorrow), a new mentorship program for 50 of our first-year students created in collaboration with The James A. Triandiflou Institute for Equity, Diversity, Inclusion, and Transformative Practice and the Chief Diversity and Inclusion Officer. Mentees were paired with upper division trained mentors who provided support for students as they transitioned to college, retaining more than 70% of enrolled students over the semester.
4. Since participation in New Student Orientation (NSO) is directly correlated to matriculations, Student Orientation and Family Engagement (SOFE) added options for in-person NSO which took place in 2023 in both NYC and the Syracuse Campus.
5. Through discussions with Financial Aid and the support of their senior leadership, the Auxiliary Services Corporation (ASC) changed the William R. Tucker Scholarship from its previously established target audience of the top 500 admitted students, to assist all admitted students with grade averages of 85.0-89.99 resulting in the largest application rate in over a decade and a ten-fold increase in one year with thirteen scholarships awarded by the ASC Board of Directors out of 52 fully completed applications.
6. Residence Life and Housing created a residential living charge incorporated into the student room rate to provide predictability of billing for students and their families, ensure service access and equity, and enhance student well-being, which provides all residence hall students with unlimited access to washers and dryers, high speed internet, campus fitness center membership, and break housing, (Thanksgiving, Winter, and Spring) for no additional costs to students.
7. Residence Life and Housing reviewed and revised the summer housing costs for students to make that housing more accessible and affordable. In addition, the summer housing scholarship program was continued and RLH worked closely with campus partners to review student applications and provide support for verified need. In summer 2024, 100 students were living in summer housing. 21 students applied for a Summer Break Housing Scholarship. We awarded 12 scholarships to students based on need identified by the Financial Aid and Student Accounts Offices. By comparison, in summer 2023 there were 12 applications, and 6 scholarships were awarded.
8. The Office of Accessibility Resources provided academic accommodations to 763 students including alternate format for 47 students, extended time for 517 students, alternate location for 483 students and note taking for 114 students. Medical housing accommodations were provided to 256 students and emotional support animal (ESA) accommodations to 127 students. Staff proctored 1,401 exams (Fall 817, Spring 584) and 799 finals (Fall 418, Spring 381).
9. SHOP (Students Helping Oz Peers) is SUNY Oswego's food, clothing and toiletry pantry serving the campus community, located in Penfield Library and open for drop in and online orders. SHOP is overseen by the Office of the Dean of Students, advised by the SHOP Advisory Board and managed by Office of the Dean of Students staff, graduate and undergraduate student coordinators and volunteers. In 2023-2024, 270 unique users visited SHOP on 694 occasions. Additionally, SHOP provided food and toiletries at "satellite shops" in the EOP and C-STEP offices and bags of food were available at campus departments including Counseling Services, Health Services, and the Office of the Dean of Students to increase access. Thanksgiving baskets and food bags are also available to students during breaks. In addition to providing non-perishable food, SHOP partners with Auxiliary Services for "Fresh Food Fridays" providing prepared single-serve frozen dinners. SHOP also partners with Auxiliary Services and Residence Life and Housing to provide fresh food giveaways to students before breaks. Over \$1,000 of fresh produce, milk, dairy and fresh bread items were distributed prior to Thanksgiving. Given the success and the need by our students, the event was held again for

spring break where over \$1,800 of fresh produce, dairy and breads were distributed. SHOP also provides access to professional and winter clothing. Many items were donated by students, faculty, staff, alumni and community members. President Nwosu was among the generous donors who provided professional clothing for students to use during interviews, internships, conference presentations and employment. ODS connected students who utilize SHOP with additional resources including referrals to SNAP and provided a handout with information about SNAP and campus resources to individuals who utilize SHOP. ODS continued to build partnership with the local SNAP Outreach Coordinator and invited them to do an in-service with staff from ODS, Financial Aid and EOP in October 2023 to explain SNAP benefits and how to refer students. The SHOP website includes information about SNAP and contact information for local food pantries. SUNY-wide efforts and support of food insecurity has helped to elevate the resources and services provided to students. SHOP received a SUNY Micro Grant for \$1000 in October 2023 to purchase supplies and additional funding from SUNY to purchase a new refrigerator in February 2024. President Nwosu hosted Chancellor King for a visit on campus in February 2024 which included a tour of SHOP and Chancellor King donated canned food items collected from SUNY Administration's food drive.

10. Through SUNY incremental funding, ODS was able to hire an Assistant Dean of Students for Basic Needs/Case Manager who will begin in July 2024 and their office will be located in SHOP. They will provide holistic case management support to students and serve in the new role of Homeless Liaison, a SUNY-wide initiative to support students who are unhoused or facing housing insecurity. They will be active in the SUNY-wide food pantry group and SUNY-wide Homeless liaison group to further programs, services and case management to support students experiencing food and housing insecurity.
11. The Office of the Dean of Students (ODS) applied for and was approved to be a partner agency of the Food Bank of Central New York, a regional educational and food supply organization. This partnership will provide SUNY Oswego's SHOP access to low cost or no cost foods, networking, training, and learning opportunities and information about community nutrition. SUNY Oswego has shared this information with the SUNY-wide food pantry managers group.
12. This past year, alumna Christie Sommers '73 visited SHOP to learn more about the mission and generously established an endowed fund, the "Christie Sommers '73 Food & Clothing Pantry Forever Fund" that will support students' basic needs and address the issue of food insecurity. Over 30 alumni, faculty, staff and community members donated funds and food/clothing items throughout the year.
13. More and more students need housing all year around. There has been an increased need for campus housing during breaks due to housing insecurities and homelessness. Auxiliary Services, in partnership with Residence Life and Housing, and the Office of the Dean of Students, established a Break Meal Plan Scholarship to support students financially and cover the cost of meal plans during non-academic times. This scholarship, while in its infancy this year, will help students in new ways as needed. This year break housing/dining requests increased significantly with 17 students applying for summer break housing and dining (an increase from 6 students last summer), providing \$35,160 in dining scholarships through funding from Auxiliary Services and the Student Emergency Fund.
14. The Office of the Dean of Students (ODS) provided 137 students with emergency funding, totaling \$23,270 to support students during critical times and help them purchase necessities such as groceries, car repairs and medical bills. The highest needs identified by students were assistance with costs related to housing and transportation and seniors were the most likely to seek out emergency funding.
15. Office of the Dean of Students, Student Engagement and Leadership, and Campus Recreation collaborated to offer Late Night Study Break, a night with stress free activities and events including tie dyeing t-shirts, glow golf, axe throwing, massage chairs, photo booth, henna artist, games, make and take activities, and more. It is estimated that over 800 students attended and there are plans to continue this event in the future.

16. The Office of Student Conduct conducted an assessment project that analyzed case data to determine how long it took for student conduct cases to be completed, a principle factor in ensuring due process and for resolving cases, in a timely manner to strengthen impact on student learning. The analysis showed that the total case turnaround time reduced significantly from 13.87 days in 22-23 to 8.5 days in 23-24 (a 39% decrease), enhancing due process for students. It is noteworthy that this was the second year in a row that there was a significant decrease in case turnaround time. The prior year, 21-22, the average was 28.13 days.
17. Code of Conduct revisions approved by the College Council in June went into effect for the 2023-2024 academic year, creating new avenues for students to advocate for themselves and support their self-efficacy. The creation of new resolution agreement, partial resolution agreement, and appeal of sanctions processes all enhanced students' autonomy and fairness throughout the disciplinary process.
18. Early in the fall semester the Residence Life and Housing resident assistant group identified an inequity in compensation for resident assistants (RAs) across campus and the monetary impact that had on some of the staff members. Current compensation packages were benchmarked with other comprehensive SUNY institutions and adjustments made. The new model allows RAs to receive compensation (scholarship) that can be applied to any non-tuition related charges on their student account. In addition, a tiered package was created that recognizes the added contributions RAs provide as they return for subsequent years in the position.
19. Retention and success of student athletes is paramount to the success of SUNY Oswego's DIII intercollegiate athletics program, is comprised of 24 sports. This year, under the direction of a new Assistant Director of Athletics for Student Success, additional support measures were put in place including the creation of an academic review committee for those student athletes on academic probation; the establishment of SUNY Oswego's chapter of Chi Alpha Sigma, an athletics academic honors society, to reward and encourage strong academic performance in conjunction with intercollegiate athletic participation; and a student athlete development series. During the spring 2024 semester, student-athletes performed better than during the previous spring semester: in S24, GPA = 3.24; Cumulative GPA = 3.19 compared to S 23 GPA = 3.16; Cumulative GPA = 3.18.
20. Counseling Services worked with Academic Advising, Office of the Dean of Students, and others to create an Academic Care Team to assist students with academic difficulty to connect to a resource that can help improve their ability to be successful when they are struggling. Developed in the Spring of 2023, ACT will launch in the Fall of 2024.
21. The Office of the Dean of Students (ODS) provides holistic case management to students with both emergent and chronic concerns including issues related to academic, personal, social, family, illness, injury, and food and housing insecurity. Over 220 student contacts were made this year to provide supportive measures. Additionally, ODS coordinated outreach and follow-up with 76 students who were transported to the hospital and provided consultation to faculty and staff about students of concern, responding to 45 reports through Starfish related to concerning behaviors. The Behavioral Intervention Team met weekly and consulted on 30 cases. The newly formed case management group consisting of ODS and Counseling Services staff also met weekly. ODS established a new partnership with the Penfield Library to loan laptops to students for longer durations in addition to the short-term laptop loans that were already available.
22. The Office of the Dean of Students supports student wellbeing and health through outreach, education, programming, services, resources and referrals. This past year there were 11,674 contacts made with students through a myriad of programs and outreach events that supported student wellbeing and success. These offerings ranged from Simple Self-Care and Stress-Free Zones, Make and Take programs, sleep health program, Open Mic nights, access to sexual and reproductive products, and Naloxone training. These educational programs provide students positive options for involvement, access to important health information and strategies to advance their wellbeing. ODS

staff, graduate assistants, interns and student peer educators implement innovative programs and outreach throughout the academic year to support student success and wellbeing.

23. SUNY incremental funds were utilized to add staff and enhance services in critical support areas, including the Office of Accessibility Resources (OAR), Counseling Services, and the Office of the Dean of Students. OAR secured the use of a platform called AIM, an information management system to streamline processes to provide more personalized services and accommodations that are delivered in a more timely and efficient manner. Implementation will be completed during the 24-25 academic year and is expected to not only benefit students, but to facilitate faculty communications and requests as well.
24. Counseling Services (CS) outreach and support are critical to the network of care. In AY23-24, Counseling Services provided 7470 appointments to 824 students compared to the 6530 appointments for 843 students in 2022-23. CS also increased the number of appointments per client from 6 to 7 which improved treatment outcomes, and the odds of the student being able to stay in school and persist to graduation. CS also offered 149 programs, attended by 4124 students, and facilitated one general process group and 8 support and/or skill-based groups. The department created an on-call structure to better support students, Residence Life and Housing staff, and University Police. The Harmony Center, located in room 106 of Mary Walker Health Center, was completed and opened in late September. Feedback is positive from the Harmony center satisfaction survey. Many students using the Harmony Center are not active clients of Counseling or Health Services but utilize the space to relax and de-stress. Privacy booths have been installed in various locations on campus, under the leadership of the CS Associate Director and have shown high utilization for conversations and appointments requiring privacy.
25. Health Services implemented a quality improvement project that identified mental health concerns for students, and focused on screening, follow up and referral care. A total of 201 students were screened in 8 weeks. It was found that anxiety was the highest scoring mental health concern and that most students had 3-4 mental health concerns. A campus wellbeing resource list was also developed to utilize with students to provide resources on campus they can utilize to assist with mental health.
26. Health Services created education for students for Emergency Contraception (EC). Dispensing of EC was changed to a nurse visit to give students the opportunity to see a healthcare staff member when utilizing this service. This was unsuccessful as students found it was a barrier to care and dispensing was returned to the front desk on a walk-in basis. Education is still provided to students with the EC and students have found this helpful.
27. Health Services partnered with the Alcohol and Other Drug (AOD) Coordinator to facilitate Narcan training for Residence Life and other campus partners.
28. Health Services hosted a benchmark study for all of SUNY Health Centers regarding Emergency Contraception and pregnancy tests. SUNY Oswego ran the study, tabulated data and distributed it to campuses.
29. Health Services moved all medication information sheets to electronic format. Per NYS law all dispensed medications need an information to be given. These were in paper form until this year.
30. The Office of the Dean of Students (ODS) is committed to providing innovative and responsive programming to support student wellbeing. Based on feedback from the American College Health Association's National College Health Assessment, we know students are not getting adequate sleep. To support students' sleep health, ODS developed a sleep program utilizing resources developed and shared by colleagues at the Rochester Institute of Technology. The 30-day Sleep Challenge was developed to be engaging, interactive and informative with the goal of increasing positive sleep habits resulting in better sleep outcomes for students. In the Fall 2023 semester, 30% of participants who completed the pre-test agreed that they have a bedtime or sleep routine that they follow nightly which increased to 85% of participants who completed the post-test. In Spring 2024, 28% of the students who completed the pre-test stated they felt that they were using sleep

strategies “none of the time” and this decreased to 0% of the students who completed the post-test. Students reported that the program helped them understand what their sleep patterns were, the importance of prioritizing sleep, the positive effects of meditating before sleep and benefits of not using screens before bed.

31. Through student surveys, students at SUNY Oswego made it known that they wanted greater access to safer sexual health products. The Student Association, Vice President for Student Affairs, Health Services, Auxiliary Services, and the Office of the Dean of Students worked to meet this need and a vending machine was installed in the Penfield Library 24-hour room that increased access, removed barriers and created a more equitable environment for all students to access sexual health products. Products were provided at no cost to students by ordering sexual health products free of charge from the New York State Condom Program (products include internal and external condoms, lubricant, finger cots, and dams). The Office of the Dean of Students managed the stocking of the machine and any associated campus education about this resource. This initiative has been extremely successful and in the first two years students vended 17,877 products and all users of the vending machine reported that they were either satisfied or very satisfied with the vending machine. The initiative has been of great interest to other college campuses in New York State and nationally.
32. The Department of Campus Recreation continued to see growth in uses (4.5% increase) and the overall user base (5.9% increase) despite a lower number of residential students. By expanding our reach through engaging marketing efforts, non-traditional program offerings and growth of club sport participation, we have engaged more students with healthy out of classroom experiences. An example of this in action was bringing "Goat Yoga" to campus. 250 participants experienced a unique yoga class while our student marketing team promoted our regularly scheduled weekly yoga classes and encouraged participants to follow us on Instagram.
33. The Department of Campus Recreation facilitated significant growth in the Club Sport program. Compared to the previous academic year, the club sports program went from 413 registered participants to 682 registered participants (65% increase). Many of the club teams indicated they had greater sustained interest in club practices and competitions. Several club teams traveled to compete in regional and national championships. The growth in the club sports program is a result of greater interest in that "club/ travel team experience" many students experienced in high school. In addition, our professional team provides more hands-on support to assist the club leadership with any challenges or barriers they may experience. The growth of the program will no doubt help with campus recruitment and retention efforts.
34. The Division of Student Affairs, with leadership provided by the Director of Campus Recreation, advanced a campus culture of well-being by executing a “Laker Thrive Series for Employees,” designed to promote employee well-being and support recruitment and retention of faculty and staff. Division of Student Affairs staff members with expertise in health, wellness, and counseling along with faculty from the department of Health Promotion and Wellness, created and offered a series of free programs for faculty and staff to promote their well-being. Offerings were available both semesters and the Series will continue for the next AY, based on employee participation and feedback.
35. Administration of the Gallup Employee Engagement Survey (“The Q 12”) in October 2023 allowed Division of Student Affairs leadership to identify areas for growth by each department and resulted in the creation of a professional development series, monthly presentations at divisional town hall meetings, and the establishment of division-wide advisory boards. The April 2024 administration of the instrument showed significant gains in staff engagement, which is directly correlated with increased job satisfaction, productivity, and contributions toward the achievement of divisional goals.
36. The University well-being portal launched in the Fall of 2023 and includes important resources for both students and employees.

37. This year Residence Life and Housing (RLH) created an Emergency Housing option for students, allowing for short term emergency housing for any SUNY Oswego student enrolled in classes who has circumstances beyond their control which leads to their need for temporary housing. Students are eligible regardless of their pre-arranged housing location either on or off campus. RLH worked with the Office of the Dean of Students to create the guidelines for students. 4 first-year student rooms and 3 upper division spaces were identified, each with a linen packet, (comforter, sheet set, washcloth, and towel and toiletry kits for the student who moves in.
38. During AY 22-23 the Student Code of Conduct was reviewed by a committee appointed by the SYUNY Oswego College Council. Edits were recommended to simplify the language of and streamline the organization of the Code. Policies were refined and available sanctions modified to allow for stronger educational response to violations. These revisions were approved by the College Council in June and the new Code utilized for AY 23-24.
39. In response to significant numbers of fire safety violations in the residence halls, a comprehensive educational plan for all students regarding fire safety was developed and implemented by Residence Life and Housing, and Student Orientation and Family Engagement. Coupled with additional staff training, changes in standard sanctions applied to all fire safety violations, and increased inspections to support enforcement it is expected that the number of fire safety violations will decrease in the 24-25 AY. The plan includes:
 - a. Education for all students and their families at New Student Orientation
 - b. A review of fire safety expectations during Laker Launch and at floor/building meetings in the residence halls
 - c. A required on-line module for all residence hall students
 - d. A social media campaign reinforcing messages about policies and behavior expectations
 - e. Increased signage in all residence halls
40. The Office of the Dean of Students (ODS) provided comprehensive education, outreach and interventions for Alcohol and other Drugs (AOD) through collaborations with campus departments and community organizations including Counseling Services, Farnham Family Services, and the Central Region Addiction Resource Center. All 1,722 incoming students completed AlcoholEDU and 14 presentations/trainings were given to 648 participants on topics such as Risk Management and Recovery Ally Training. ODS collaborated with Student Engagement and Leadership to provide two training sessions for all new club and organization members (200 students) on alcohol and drug safety. Seven Naloxone Trainings were provided for 149 participants. National Screening Day yielded 30 alcohol and drug screens and referral for 2 students. Approximately 200 Fentanyl testing strips and 100 Xylazine testing strips were distributed to the campus community. In addition, testing strips were made available in the restrooms located in the Mary Walker. A Safe Spring Break Event engaged 75 students and 7 were trained in Naloxone. Alcohol and other drug (AOD) interventions were provided to numerous students including AlchohoEDU for Sanctions for 80 students; CannabisEDU for 97 students; BASICS for 48 students; AOD consultations (referred by Student Conduct) for 9 students; AOD consultations (non-conduct) for 14 students; and Identify Fraud Seminar for 1 student. This year ODS was able to engage significantly more students in AOD-free programming including Open Mics in Lake Effect Cafe in which 1,065 students attended 14 Open Mics (compared to 800 participants last year).
41. The Office of Student Conduct (OSC) provided leadership and convened the Hazing Prevention and Education working group to bridge partnerships and share best practices across Athletics, Campus Recreation, and Student Engagement and Leadership to facilitate hazing prevention education for students, leaders, coaches, and advisors. OSC developed and facilitated customized hazing policy presentations for hundreds of students in the following cohorts: athletes, Greeks, and club organization leaders to be relevant to those audiences. The presentation with Greeks was in 2-parts: the Alcohol and Other Drug Coordinator discussed alcohol and other drug topics and the director of Student Conduct covered hazing. Expectations and initiatives regarding hazing prevention were

communicated to the University community including educational programs and hazing prevention efforts, (campus-wide message was sent out in Fall 2023) and a memo was sent to club advisors with information about recognizing and reporting hazing. Varsity coaches received direct instruction on how to recognize and report hazing. Many of our students signed the “these hands don’t haze” pledge as part of our Hazing Prevention Week programming. The Office of Student Conduct staff participated in 6 hours of hazing investigation training. All new Fraternity and Sorority members were required to participate in hazing policy and prevention training in person.

42. In 2023-2024 SUNY Oswego witnessed a significant revitalization of the Student Association, the representative student body on campus, with their largest, most active Senate since prior to the COVID pandemic.
43. The department of Student Engagement and Leadership implemented a new student engagement platform, Laker Life with a collaborative institutional effort. This new system provides student clubs and organizations with access to updated financial systems and on-line forms, a mechanism for submitting required organization documentation, and provides more opportunities for them to engage with departments and other organizations about events.
44. Intercollegiate athletics saw another successful year both on and off their playing fields. 197 student-athletes were named to the SUNYAC Commissioner’s Honor Roll. An increase of 27 students from the year prior. 40 student-athletes received SUNYAC All-Conference accolades and four All-Americans in their respective sports. Our student-athletes maintain their commitment to serving the Oswego community by completing 2,943 hours of service. SUNY Oswego was recognized by the NCAA/NADIII A for our service with a third-place award.
45. Residence Life and Housing staff members facilitated 369 programs during the 2023-2024 academic year. 131 of these programs were focused on connecting residence hall students, who are primarily first and second year students, to a campus resources. Over 6400 students participated in these activities with an average attendance of 17 per program.
46. Residence Life and Housing staff members facilitated over 18,000 intentional interactions with students during the 2023-2024 academic year, primarily focused on roommate relationships, academic concerns, and well-being.
47. Residence Life and Housing (RLH) piloted two LLCs for the 2023-2024 academic year and planned for an additional LLC for AY 24-25.
 - a. “All In,” located on the 2nd floor of Waterbury Hall, supported 60 LGBTQIA+ and ally first year students. Ellen Gooch, Senior Counselor from Counseling Services, served in the Faculty Mentor role. 91% of participants indicated that participating in the LLC helped with their transition to Oswego and 82% agreed that it helped them connect with peers. Given the community’s success, for this upcoming year, an additional floor will house LLC upper division students.
 - b. “Live Well,” located on the first floor of Oneida Hall, supported 30 first year students interested in all aspects of wellbeing. Stephan Papay, a faculty member in the Wellness Management department, served as the Faculty Mentor.
 - c. For 2024-2025, RLH will pilot a third LLC for first year, first-generation students. “Be First” will be located on the first floor of Cayuga Hall and Celinet Duran-Jimenez, a faculty member in the Criminal Justice department, will serve as the Faculty Mentor.
48. Residence Hall Community Councils provide a vital opportunity for students to develop leadership skills including self-efficacy and connect with their peers. In AY 23-24, 31 residential students served in e-board positions for the two Community Councils. 100% of these residents were new members to Community Council this year. 981 residents attended 12 programs that were facilitated by these two groups.

Inclusive Community

Creating a welcoming and inclusive learning environments for students from diverse backgrounds and with varying ideologies requires ongoing education and development of every member of the SUNY Oswego community. Assessment is required to ensure that access to supports and services are equitable.

1. Division of Student Affairs senior leaders participated in a 12-hour diversity dialogue process provided by The James A. Triandiflou Institute for Equity, Diversity, Inclusion, and Transformative Practice. The dialogue advanced understanding, insights and awareness of both self and broader issues related to race and equity.
2. As a final step in the divisional process of creating guiding documents (i.e. vision and mission statements, value statements), all Division staff members engaged in a collaborative process to develop and adopt a Division of Student Affairs Diversity Statement: “As the Division of Student Affairs, we celebrate diverse identities and individual perspectives while enhancing SUNY Oswego learning environments. We strive to create a campus which cultivates engagement, openness, and respect; and empowers members to live authentically in a diverse world.”
3. The Office of Student Conduct conducted the Student Conduct User Experience Survey to measure student perceptions, satisfaction, and learning because of being part of the conduct process. The survey received a 36% response rate and showed that an overwhelming majority of students felt that their perspective was heard (88%), felt respected (89%), became more knowledgeable about campus policies (86%), and were less likely to violate policies in the future (92%). Feedback from the survey also contributed to the development of a resource card for all students who participate in the process, intended to bridge connections to campus partners and support structures at Oswego.
4. The Office of Student Conduct collaborated with the Office of Institutional Research and Assessment (IRA) to analyze student conduct data from 2022-2023 to identify any equity disparities in sanctioning. The study found no statistically significant disparities in all racial categories, meaning students received the same or similar outcomes regardless of their racial identity for the same types of violations. The study marked a key step in ensuring that students who participate in the disciplinary process are treated equitably regardless of their identity.
5. The Office of the Dean of Students (ODS) partnered with Office of Institutional Research and Assessment (IRA) to determine if case management services were being accessed in an equitable way. It was found that the rate of referral does not vary significantly by URM status, gender, International status, Athlete, ACE or DC-CAP. The rate of referrals for first-year students is higher, and the rate for Continuing/Returning students is lower than would be expected by chance. The referral rate of students with a disability is higher than that of non-disabled students. Similarly, CSTEP students are referred at a higher rate than expected by the population.
6. Both Counseling Services and Health Services reviewed user data compared to the general population of students to determine if an equitable proportion of diverse students were accessing services. Results indicate no disparity and show a higher incidence of use by students from traditionally marginalized populations at Counseling Services, consistent with higher rates of trauma experienced by these students.
7. “The Space,” an underutilized room in the bottom-level of the Marano Campus Center, was renovated and renamed through a student naming contest. Rebranded as the “Laker Lounge” it contains comfortable seating and a space for light refreshments and is now being utilized much more frequently as a hang out space for students, a lounge for studying and small group work, and for programs and events.
8. The annual Martin Luther King Jr. event this year was expanded to include more student engagement. This spring, three events were offered to honor a campus commitment to the life and

work of MLK. In addition to the traditional keynote speaker, a second event showcasing student talent to honor MLK's life and work occurred. The concluding event was a second annual MLK day of service with Rise Against Hunger.

9. This fall saw an expansion of the ALANA Leadership Conference with a refined focus on leadership development, networking, and self-advocacy.
10. Asiwaju and the Lavender Graduations ceremonies were once again offered with close to 100 graduates recognized and almost 200 in attendance to celebrate their accomplishments. These ceremonies continue to be important opportunities to acknowledge and appreciate the accomplishments of graduates who have persevered and demonstrated incredible resilience on their way to Commencement.

Partnerships

Providing students with opportunities to engage as campus citizens, helps prepare them to be productive, civically minded leaders in the future but is not accomplished without significant partnerships. Helping students engage in and reflect upon community service; recognize and utilize their free speech rights; learn about the importance of voting; and develop general leadership skills provide essential opportunities for perspective and relationship building. Related initiatives require the collaboration of partnerships across campus and beyond. As the national election nears, non-partisan strategies are being planned to encourage voter registration and voting. While many of these will be implemented in the Fall of 2024, planning began during the 23-24 AY. Division of Student Affairs staff members are and will continue to offer support for all initiatives.

1. The annual MLK event expanded this year with the addition of an MLK Day of Service with 204 total student attendance, preparing 20,080 Meals for Rise Against Hunger to benefit those with food insecurity.
2. Once again, students were invited to use their spring break to participate in community service projects. Three projects were organized: an Appalachia Service Project, Jonesville, VA; for the American Hiking Society, Natural Bridge State Parks, VA; and a Staycation service project in Oswego, NY.
3. Dining Services, partnered with a student to enhance meal offerings in the spring semester, Antoine Okeke, who worked with the Cooper Dining team to cook special events for Late Night meals.
4. A spring semester Day of Service was again offered this year in collaboration with the Office of Sustainability.
5. SHOP collaborated with campus organizations/departments and community partners to run events, garner donations, and engage students in understanding and meeting the need of food insecurity. Financial donations to SHOP for the year totaled \$14,300 and eight food/clothing drives and donation events were held throughout the academic year including Women's Hockey food drive, the ceramics 'Empty Bowls' event in November, Department of Communication Studies winter clothing drive, Men's Club Hockey fundraiser, SEFA clothing drive SEFA drive, UUP fundraiser, SUNY food drive, Newman Center Super-bowl fundraiser, Christ the Good Shepherd fundraiser, and Career Services clothing drive at the Career Fair (over 10 bags of clothing were brought in by employers).
6. Student-athletes and staff completed 2,865 hours of community service with 33 community organizations. The economic impact of these efforts was \$91,091.
7. Division of Student Affairs staff members serve on the SUNY Oswego Civic Engagement Coalition.
8. Given activity of campus throughout the 23-24 AY, all policies related to free expression were reviewed for edits in S'23 and provided to the President's Cabinet for approval and the SUNY Office of General Council for review and approval. By the beginning of the 24-25 AY, a new landing page

focused on free expression, including links to all updated policies and FAQs will be available to the campus community.

9. The ALANA Multicultural Conference occurs each Fall and planning is underway to offer a Constitution Day event as well as a National Voter Registration Day event as a part of the Fall 2024 conference.
10. New Student Orientation incorporated voter registration into all 2024 NSO sessions.
11. Absentee Ballot Party/Last 72 Hours event will give students the opportunity to drop off their completed absentee ballots to be mailed out. It follows a collaboration with Residence Life and Housing to ensure that absentee ballots delivered to campus are received by residence hall students in a timely manner.
12. Taste of Oswego was an event held during Laker Launch In August and it was so successful that it will reoccur in Fall '24. It was developed to introduce students to the available dining options within the Oswego community and benefit local businesses by ensuring students were aware of them from the beginning of their time at SUNY Oswego. Taste of Oswego created a unique experience for the campus to start a semester and fosters relationships with the greater Oswego Community. In collaboration with RLH and ODS, we provided a fresh food pick-up for students staying over breaks from food that would have been donated elsewhere in the community.
13. OzLeads, a leadership development series designed to provide in-depth leadership growth opportunities for students, was relaunched during the 24-25 AY by the department of Student Engagement and Leadership (SEL). Stand-alone programs as well as other student engagement opportunities allowed students to explore such areas as conflict management, social media presence and organizational branding, Gallup Strengths assessments, and career development.
14. The department of Student Engagement and Leadership (SEL) created and implemented opportunities to for alumni to engage within the Fraternity and Sorority community. SEL partnered with Alumni Affairs to bring alumni together that are connected to our current fraternity and sorority chapters to engage in discussions and working groups meant to aid in the overall development of this community by creating a SUNY Oswego Fraternity and Sorority Alumni Advisory Committee whose purpose is to strengthen the relationship between SUNY Oswego and our Fraternity and Sorority Alumni. The committee will focus on providing feedback and insight on the following topics: supporting the fraternity and sorority Presidents Council, recruitment/retention, risk management, visibility of fraternity and sorority life at SUNY Oswego, and increasing resources for fraternities and sororities.
15. Campus Events and Conference Services (CECS) developed and led a Logistics Working Committee that was a collaborative effort between campus departments focused on increasing communication and information sharing. Meetings were held as open forums to discuss updates and concerns each department was handling. This allowed for problem solving and strengthened campus partnerships. Representatives from Student Engagement and Leadership, Facilities, Environmental Health and Safety, Student Orientation and Family Engagement, Auxiliary Services, Residence Life and Housing, the Sustainability Office, the Provost's Office, University Police, the Associate Vice President of Student Affairs, Campus Technology Services, and the Theater Department, were included on the Committee.
16. Campus Events and Conference Services developed and implemented an extensive marketing plan to increase knowledge of the services that the department offers. The most important aspect of this plan was a complete overhaul of the department website with the assistance of the SUNY Oswego Marketing and Communications team. The new website features a "one stop" customer focused platform for connecting any visitor to the many different areas where campus event reservations could be found. There is a complex network of booking responsibilities on campus that had been difficult to find previously. Multiple links to other areas of the SUNY Oswego website were embedded for ease of connectivity, as well as new tabs for team member profiles, Welcome Center, and Box Office on the department site.

17. Campus Events and Conference Services Assistant Director participated in and was a leader for the Solar Eclipse Day planning committee. This special one-time day drew an important level of public attention and was a successful collaboration of academic and student affairs led events that despite cloudy weather, provided an outstanding learning experience for both community visitors and students. Due to the high volume of expected youth, a second day of events was developed on the Saturday before the Eclipse that was targeted to community youth.
18. Campus Events and Conference Services coordinated a campus-community Holiday Vendor Fair with support from Student Orientation and Family Engagement, returning the event to SUNY Oswego after an absence of 20+years. It received excellent feedback from the campus and Greater Oswego community. The space sold out at 61 vendors. Due to the popularity of the event, it is slated to return on October 7, 2024, in the Arena to be able to provide greater access.
19. The Department of Campus Recreation (CR) continued to support partnerships with the local community by supporting summer camps with use of facilities and equipment. CR also grew the youth swim lesson program with over 80 participants throughout the academic year and continued to offer open ice-skating for the community.

Sustainable Institution

Helping students understand the economic, social justice and environmental impacts of sustainability is vital for future leaders.

1. RecycleMania is a community service event facilitated annually involving primarily fraternity and sorority organizations. The organizations collect recyclables and donate any proceeds received to local nonprofits and other community partners. In AY 23-24 those partners included Oswego County Humane Society, Habitat for Humanity, the Desen's House, ARISE, and Oswego County Opportunities.
2. Through a partnership between Auxiliary Services and the Sustainability Office, sap was collected by tapping maple trees at Fallbrook and boiling that sap to make maple syrup. This year, the maple stand consisting of over 50 maple trees we tap was certified by the Audubon Society as the first stand in NY on an institution of higher learning.
3. The Auxiliary Services Corporation continues to support the composting project on campus by making all large campus events compost-friendly to help educate our students and community on how they can make a difference in reducing waste through diversion.
4. Residence Life and Housing (RLH) piloted a mobile recycling program in the spring of 2023. That semester 893 student rooms had recycling collected from them and 72.75 total large bins of recycling were collected overall. This number increased over 300% in the Fall Semester of 2023 to 3285 rooms and 251 bins. During the Spring Semester 2024, 2425 rooms had recycling collected from them and 179 bins of recycling collected in total. In addition, the number of students who came down to the recycling room during the hours of operation was comparable to total number of rooms recycling was collected from during mobile recycling. Fall Semester 2023 saw 2608 residential students bring recycling to the recycling room. Spring Semester 2024 saw 2753 residential students bring recycling down to the recycling room during its hours of operations.

Academic and Creative Excellence

Division of Student Affairs staff members are educators, striving to help students pursuing the educational mission of SUNY Oswego to achieve their dreams. All programs, initiatives, and services that occur outside the classroom complement and supplement what students are learning inside the classroom. These opportunities are intentional, designed to contribute to divisional student learning

outcomes, and then mapped across the life cycle of the student to ensure broad access to engaging and exciting initiatives offered via inclusive pedagogical methods. The highlights below capture only a fraction of those efforts.

1. Five division learning domains were broken down into student learning outcomes and strategies identified that provide opportunities for the achievement of these. In partnership with the Office of Diversity and Inclusion, the Diversity, Equity, and Inclusion learning outcomes were co-developed.
2. Residence Life and Housing supported four higher education students through the higher education fellowship program as assistant hall directors.
3. Auxiliary Services partnered with Professor Sara Bonzo in her fall '23 and spring '24 MGT 310 classes to provide firsthand class projects allowing students to apply classroom learning as consultants for our on-campus business. Through these group projects, Auxiliary Services took their recommendations to enhance our services. Two examples are the results in redesigning traffic flow in Fusion Cafe and creation of a waiting area for meal pick up. This resulted in an increase in service and overall experience. Another team worked to help us design traffic flows and better understand student dining preferences at Pathfinder. Through their work we have developed the concepts that will be implemented during the next year with its dining experience improvements.
4. Get out the Vote Film Festival 2024 is primarily coordinated by the English department but will be affiliated with the Vote Oswego work and Campus Vote Project, supported by divisional staff.
5. A Vote Oswego Course (POL 386) will be offered in F24 in partnership with Professor Allison Rank and the Political Science Dept., giving students the opportunity to work as Vote Oswego campaign staff. Throughout the semester, students will be campaign staffers who take part in making strategic decisions for a campaign team and set campaign goals.

Division of Student Affairs, At-A-Glance/By-the-Numbers

Auxiliary Services (ASC)

1. Resident Dining Meals Served - 761,209
2. Retail Dining Meals Served -245,217
3. Catering -889 events served with over 81,000 guests
4. Vending - Served approximately 171,750 customers
5. Student Health Insurance - Provided insurance to 240 unique students
6. College Store - 42,003 customers through our three channels of service, in person, online, and inclusive access
7. Summer Storage - 268 students participated in our program storing 28% more items than the prior year
8. Employed over 600 unique students and paid over \$1,503,000 in wages to them
9. Auxiliary Services provided \$85,000 to support programs that enriched the campus

Campus Events and Conference Services (CECS)

1. Total Event Reservations by Group Type: 12,353 (Total number of events increased by 1,900 or 18.2%)
 - a. External – Non-Profit- 115
 - b. External – Partner- 3
 - c. External – Vendor- 61
 - d. Fraternity/Sorority – 722
 - e. Internal Department – 8,501
 - f. Student Organization – 2,951
2. Youth Protection
 - a. Total number of background checks completed – 624.

- b. Total number of youth participants – 6,013 (participants increased by 830 or 16% over 2022-23)
- c. Co-Sponsored Activities (visitors retain the custody, control and supervision of youth while attending a campus sponsored program)
 - i. Summer '23 = 788
 - ii. Fall '23 = 579
 - iii. Spring '24 = 2458
 - iv. Summer '24 (through 6/30) = 538
- d. Covered Activities (members of the campus community are responsible for the custody, control, and supervision of youth during the hosted youth activity)
 - i. Summer '23 = 705
 - ii. Fall '23 = 405
 - iii. Spring '24 = 540
 - iv. Summer '24 = 0
- e. Total number of Covered Persons trained for Youth Protection- 624 (declined by 199 or 24%)
- 3. External Guests – Total number of Revocable Permits generated for Third Party use of Campus Facilities – 42
- 4. Box Office processed 60,036 tickets for event attendees. (Total tickets issued increased by 26, 629 or 80%. This was due to the inclusion of Women’s Hockey and higher student organization participation.)
- 5. Marano Campus Center
 - a. Reservations – 2,824
 - b. Event Bookings – 7,974
 - c. Event Hours – 34,589
- 6. Sheldon Ballroom (Offline for early summer due to HVAC Repairs)
 - a. Reservations – 225
 - b. Event Bookings – 345
 - c. Event Hours – 2,037
- 7. Shineman
 - a. Reservations – 336
 - b. Event Bookings – 876
 - c. Event Hours – 2,559
- 8. Outdoor Events
 - a. Reservations – 26
 - b. Bookings – 112
 - c. Event Hours – 1,854
- 9. Exterior Door Scheduling: 1,679
- 10. Weekly Reports communicated to Campus Partners: 29 per week.

Campus Recreation (CR)

- 1. Facility Usage - Total 114,794 (Unique Users - 3,701) *Club Sport participants only
 - a. Cooper Fitness Center 42,281
 - b. Glimmerglass Fitness Center 35,605
 - c. Laker Hall* 481
 - d. Lee Hall 24,576
 - e. Skate Shop 2,475
 - f. Swetman Gym 7,879
 - g. Romney Field House* 1,497
- 2. Programs and Events
 - a. 24 unique programs and events

- b. Over 3,500 participants
- 3. Intramural Sports
 - a. 11 leagues
 - b. 15 one day/weekend tournaments
 - c. 3,597 users
 - d. 998 unique users
- 4. Fitness Center
 - a. 25 weekly group exercise classes in the fall semester
 - b. 20 weekly group exercise classes in the spring semester
 - c. 700 uses of group exercise classes
 - d. 114 personal training clients trained
- 5. Club Sports
 - a. 25 club sport teams
 - b. 682 registered participants
 - c. 2 new clubs formed for 2024-25
- 6. Reservations
 - a. 35 unique groups required reservations from Campus Recreation (not including club sport teams)
- 7. Aquatics
 - a. 10 students went through swim lessons.
 - b. 85 participants in youth swim lessons
- 8. Student Employees
 - a. 128 total student staff with 17 unique positions
 - b. 3 graduate assistants

Counseling Services (CS)

- 1. Clinical Services:
 - a. Appointments scheduled – 7566 (16% increase from 2022-23)
 - b. Appointments attended – 5878 (15% increase from 2022-23)
 - i. 77% show rate
 - ii. Crisis/Walkin-in – 409 (12% increase from 2022-23)
 - iii. Post hospitalization consult – 21 (27% decrease from 2022-23)
 - iv. Let’s Talk – 66 (52% decrease from 2022-23)
 - c. Number of unique students served – 824 (2% decrease from 2022-23)
 - d. Ongoing therapeutic Services (follow-up therapy appointments and consultations)
 - i. Appointments scheduled – 6018 (14% increase from 2022-23)
 - ii. Appointments attended – 4637 (16% increase from 2022-23)
 - 1. 77% show rate
 - 2. Initial appointment – 564 (30% decrease from 2022-23. Some of this decrease is due to not requiring clients to have a new intake who continued services from fall to spring semesters.)
 - 3. Follow-up appointment – 3719 (30% increase from 2022-23)
 - 4. Case management/consultation – 354 (7% increase from 2022-23)
 - iii. Number of unique students served – 658 (8% decrease from 2022-23)
- 2. Outreach Services - Counseling Services staff, including COPE peer educators, conducted 149 events, attended by 4124 students.

Type	# of Events	# of Attendees	# by CS Staff	# by COPE
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Programs	57	566	43	14
Tabling	55	1843	26	29
Presentations	22	395	21	1
Peer Support	11	95	11	0
Events	4	1225	3	1
TOTAL	149	4124	104	45

3. Training Program

- a. For Fall 2024, CSC trained 3 MHC interns and 2 doctoral trainees. These trainees combined to work with 68 students, 436 total attended appointments, and a show rate of 86.1%. Our capacity increased in Spring 2024, with 5 MHC practicum, 3 MHC interns and 2 doctoral trainees. For Spring 2024, they combined to provide therapy for 82 students, 521 attended appointments and a 79.3% show rate.
- b. The training program has the most diverse trainee groups with 6 of the 10 trainees identifying as ethnic minorities, 3 of 10 were also international students, and 3 of 10 were male identifying.

4. Group Services

- a. Started and maintained a general process group with 5 students consistently attending the duration of the group.
- b. Ran 8 support and/or skill-based groups for the academic year with a total of 78 students attending.

Health Services (HS)

1. A total of 7182 students were seen at Health Services AY 2023-24. This was an increase of 251 (3%) patients from AY 22-23 and 17% increase from AY 21-22. The highest visit reason utilized was sick visits (39%) (n = 2828 of 7128).
2. Health Services is decreasing health disparity gaps: A total of 1326 (34%) of students that had appointments at Health Services Fall 2023 identified as URM (underrepresented minority). This was an increase from 32.5% from the Fall 2022 data.
3. Health Services is also providing care for diverse populations and visit reasons: Of the total visit types, 175 (2%) were for transgender care (an increase of 39% from AY 22-23), 614 (95) were for STI testing or a sexual health visit (37% increase from AY 22-23), 103 (1%) were for mental health visits (36% decrease from AY 22-23).

Intercollegiate Athletics (IA)

1. Student-athlete population (unduplicated) = 446
 - a. Female sport student-athletes = 196
 - b. Male sport student-athletes = 250
2. Athletic Training Data
 - a. Service Data - 12,653 athletic training services were performed during AY23-24. This reflects an increase of 60% from AY22-23.
 - b. Surgeries - 10 student-athletes required surgery for various injuries; 5 student-athletes received for their Anterior Cruciate Ligament (ACL).
3. During AY23-24, intercollegiate Athletics teams had another successful year serving the Oswego community.
 - a. Total hours = 2,934
 - b. Economic impact = \$93,317
 - c. 497 volunteers participated
 - d. 61 opportunities attended

- e. 36 organizations supported
 - i. Civic and Community = 1,981 hours
 - ii. Health organizations = 345 hours
 - iii. Children and Youth = 278 hours

Office of Accessibility Resources (OAR)

1. The Office of Accessibility Resources provided academic accommodations to 763 students
2. 256 students were provided medical housing accommodations
3. 127 were provided ESA accommodations
4. Number of exams proctored throughout AY: 1,401 (Fall 817, Spring 584)
5. Number of finals proctored: 799 (Fall 418, Spring 381)

Office of the Dean of Students (ODS)

1. ODS responded to 4500 emails (ODS email) and 2580 phone calls to ODS main line.
2. Out of class notices: 439 sent this year (45% increase from last year)
3. Withdrawal interviews: 253 withdrawals (decreased from 278 last year), 64 were medical leaves (compared to 51 last year); 38 tuition reduction requests.
4. 20 students returned from medical leave (compared to 6 last year).
5. Chosen Name - contact with 59 students requesting a chosen name
6. Provided 45 consultations and referrals to resources to staff and faculty in response to Starfish alerts and Student of Concerns reports (compared to 28 last year).
7. The Behavioral Intervention Team (BIT) managed 29 cases
8. ODS had 221 case management cases providing supportive measures to 201 students (compared to 130 last year).
9. ODS coordinated outreach and follow-up to 75 students who were transported to the hospital.
10. Created a process for managing and documenting injury and illness cases including routing rules in Maxient to inform Health Services of transports and hospitalization and coordinated follow-up with health services and residential life staff for 20 students.
11. ODS representative on the OzBot Ed Sights committee provided outreach to 72 students on topics such as wellness check-in, financial wellbeing, persistence and housing/food insecurity.
12. Oz Concern Navigator: 1651 users viewed 7025 pages during 2772 unique sessions. Top terms searched for were friends, recovery, food insecurity and anxiety. The top resources searched were academic, emotional and financial.
13. The Office of the Dean of Students (ODS) supervised a robust team of undergraduate and graduate students who supported outreach and programming: 5 graduate students and 40 undergraduate students (6 SHOP leaders, 11 Oz Peer Eds, 23 Sexperts).
14. 4,013 peer-to-peer contacts made through wellbeing outreach and education programs (Oz Peer Eds). Not including numbers outlined below.
15. Presentations on Wellbeing Topics: Classroom presentations (7) regarding ODS/wellbeing resources reaching 126 students (includes AOD outreach and presentations).
16. Programming was completed at the Syracuse campus focusing on stress management toward the end of the fall 2023 and spring 2024 semesters, reaching approximately 100 students over 2 days.
17. Stress Management: 52 students enrolled in HSC 162: Thrive stress management class (taught by Shelly Sloan).
18. Coordinated 4 Simple Self-Care/Relaxation Station/Stress Free Zone Programs that engaged 280 students.
19. Collaborated with Campus Recreation to provide Grocery Bingo at the start of each semester and Stress-Free Bingo at the end of each semester. A total of 260 students participated in Grocery Bingo and 134 students participated in Stress Free Bingo this academic year.

20. Introduced a 30-Day Sleep Challenge to help students get better sleep. Two sessions were offered and a total of 121 students registered for the challenge over the course of the academic year.
21. Provided 7 Make and Take programs that engaged over 300 students.
22. Approximately 1,065 students attended 14 Open Mics (compared to approximately 800 participants last year).
23. Ice Skating: supported 4 open skate events that paid for 369 student skater admissions and 320 skate rentals to provide healthy, recreational opportunities for students.
24. Sexual and Reproductive Health: Completed 55 orders for sexual and reproductive items (Junk Mail). Partnered with Auxiliary Services and Student Association to establish a vending machine that offered 24/7-hour access to a more inclusive offering of sexual and reproductive items. There were 1,824 envelopes vended a total of 8,804 products.
25. Collaborated with Student Engagement and Leadership and Campus Recreation to offer Late Night Study Break, a night with stress free activities and events including tie dye t-shirts, glow golf, axe throwing, massage chairs, photo booth, henna artist, games, make and take activities, and more. It is estimated that over 800 students attended and there are plans to continue this event in the future.
26. Safe Spring Break Event- 75 students participated and 7 were trained in Naloxone. Collaborated with Counseling Services Center, Sexperts, Farnham Family Services and Central Region Addiction Resource Center.
27. National Screening Day yielded 30 alcohol and drug screens and referrals for 2 students. Collaborated with Farnham Family Services.
28. Collaborated with Student Engagement and Leadership to provide training 2 training sessions with 200 total participants for all new club and organization members on alcohol and drug safety.
29. Provided 1,971 Alcohol and Other Drug interventions including AlcoholEDU to all incoming students 1,722; AlchohoEDU for Sanctions for 80 students; CannabisEDU for 97 students; BASICS for 48 students; AOD consultations (referred by Student Conduct) for 9 students; AOD consultations (non-conduct) for 14 students; and Identify Fraud Seminar for 1 student.
30. Bystander Intervention workshops: a total of 25 students participated in Bystander Intervention programs this year: 2 sessions engaged 7 participants and there were 25 participants in the online course that was developed and accessible in Google Classroom.
31. Distributed approximately 200 Fentanyl and 100 Xylazine testing strips to the campus community. In addition, testing strips were made available in the restrooms located in the MWHC and CSS.
32. Recovery Ally Training: provided 1 Training for 6 participants.
33. SafeZone training: provided 1 training session for 1 participant.
34. Naloxone Training: provided 7 training sessions for 149 participants.
35. QPR (Question, Persuade, Refer) Training: ODS provided 1 training (4 participants) as part of a larger campus initiative.
36. SHOP (Students Helping Oz Peers), SUNY Oswego's food, clothing and toiletry pantry served 270 unique users on 694 occasions.
37. Over 60 student volunteers provided over 600 hours of service to the SHOP this past year.
38. SHOP provided food and toiletries at "satellite shops" in the EOP and C-STEP offices and bags of food were available at campus departments including Counseling Services, Health Services and the Office of the Dean of Students to increase access.
39. Student Emergency Funds served 137 students this past year. A total of \$23,270 were disbursed.
40. Break housing requests and follow-up for 1 student for winter break 2024 and 17 students for summer 2024 (increase from 6 students last summer, 2023) providing \$35,160 in dining scholarships through funding from Auxiliary Services and the Student Emergency Fund.
41. Analysis of Maxient data found that the total case turnaround time for student conduct cases reduced from 13.87 days in 22-23 to 8.5 days in 23-24 (a 39% decrease), enhancing due process for students.

42. Code of Conduct revisions approved by the College Council went into effect for the 2023-2024 academic year, creating new avenues for students to advocate for themselves and support their self-efficacy. The creation of new resolution agreement, partial resolution agreement, and appeal of sanctions processes all enhanced students' autonomy and fairness throughout the disciplinary process.
43. ODS staff participated in multiple department-wide professional development sessions including The Oswego Dialogue Project and Gallup Employee Engagement assessment and staff development and engagement activities.
44. All ODS staff are deeply committed to professional development, service to the campus, the community and professional associations. This is demonstrated through their commitment to serving on numerous committees, taking on leadership roles in professional organizations, and being honored on campus and in the community with multiple awards.

Residence Life and Housing (RLH)

1. Utilization:

a. Fall 2023

- i. Certified Occupancy: 3310
- ii. Utilization Rate: 87.57%
- iii. Number of medical accommodations: 89
- iv. Release from License: 232
- v. Exemptions from University Housing Policy: 205

b. Spring 2024

- i. Certified Occupancy: 3048
- ii. Utilization Rate: 87.37%
- iii. Number of medical accommodations: 123
- iv. Release from License: 287
- v. Exemptions from University Housing Policy: 60

2. Break Housing:

- a. There has been an increase in the need for housing for our students during academic year breaks in the last two years. Additionally, we have seen an increased need for financial support from our students during these times. In response to those needs the housing costs were reviewed and incorporated into a Residential Housing Cost that included, a student's academic year housing costs, washer and dryer fees, break housing costs, internet and fitness fees. This new model allows for students to plan for their financial obligation prior to the academic year, rather than incurring added costs over the course of the year.

Reason	2022-2023			2023-2024			Percent Change Year to Year
	Thanksgiving	Winter (6 weeks)	Spring	Thanksgiving	Winter (6 weeks)	Spring	
Academic Obligation	14	13	14	12	5	32	
Athletic Obligation	62	92	49	53	81	75	
Alternative Spring Break	0	0	8	0	0	11	
International Student	167	13	93	81	16	82	

Out of State	0	0	19	0	2	28	
Housing Insecurity	17	8	42	49	13	114	
Break RA	7	15	17	21	21	28	
Village Resident	N/A	N/A	N/A	93	86	113	
Partial Break	0	5	59	34	48	12	
Total	267	146	301	343	272	495	
Year Total			714			1110	55.46%

3. Summer Housing and Scholarships:

- a. Academic year breaks were incorporated into our Residential Housing charge, but we needed to create a system that would continue to support our students that needed housing during the summer months. To address this, we reviewed and revised the summer housing costs for students beginning in summer 2024 to provide a daily, weekly, and monthly charge for students staying an extended period. This was a change from the previous daily model. In addition to that we continued our summer housing scholarship program and worked closely with campus partners to review the student applications and provide support where there was an identified need.
- b. In summer 2024 we had 100 students living in summer housing in Johnson Hall. 21 Students applied for the Summer Break Housing Scholarship. We awarded 12 scholarships to students based on financial need identified by the Financial Aid Office and Student Accounts Office. In summer 2023 we had 12 applications for our Summer Break Housing Scholarship, and we awarded 6 scholarships to students based on need identified by the Financial Aid Office and Student Accounts Office.

4. 2024-25 Housing Selection:

Our communication strategy to returning students using email, social media, and parent communication proved to be useful in encouraging students to be active participants in the selection process.

- a. Housing Priority Application: This was our third year offering students the opportunity to apply for housing during the fall semester. Our numbers increased greatly from 2023-2024 priority.

2022-2023: 493
 2023-2024: 286
 2024-2025: 694

- b. Housing Application Spring Process: Students that did not complete the housing application during the priority application period were able to do so in the spring semester. We had 331 students complete the Village Housing Application during this period. This was an increase of 76 from last year. For the Residence Hall Housing Application, we had 1165 students complete the application during the non-priority time. Last year we had 1245 applications. Looking at the data we were able to get more students to apply early during priority.

2022-2023: 733
 2023-2024: 1087
 2024-2025: 1496 (some of these students completed both housing applications)

- i. Village Housing Selection: 254 students selected their housing.
 - ii. All In LLC Housing Selection: 52 students selected housing
 - iii. Onondaga Housing Selection: 418 students selected housing
 - iv. Same Room Housing Selection: 261 students selected housing
 - v. General Housing Selection: 735 Students selected housing
 - vi. First Years Assigned with No Application: 29 students were manually assigned by RLH. They needed to fulfill the University Housing Policy. Last year we manually assigned 77 so we decreased this number.
 - vii. Students completed applications but did not select: We manually assigned 212 students who completed a housing application but did not participate in one of our housing selection processes to our Residence Hall. We assigned 18 to the Village Townhouses.
 - viii. Completed application after selection: 114 students completed the Residence Hall Housing Application after selection and were assigned manually to spaces. 49 students completed the Village Housing Application after selection and were manually assigned by RLH.
- 5. Package Delivery to students continues to be a major operational function of our student operations services staff in the residence halls. This year we received and delivered 16,789 packages to students since we opened in August 2023. The parcel lockers have been a welcome addition to each area allowing students the ability to receive their package when it is convenient for them. This year completed the transition from SendSuite to Quadiant and has provided more consistency in mail delivery and tracking and provides a chain of accountability for each package from the mailroom to student pick up at the parcel locker.
- 6. Mobile Recycling: The mobile recycling program was piloted in the spring of 2023. That semester 893 student rooms had recycling collected from them and 72.75 total large bins of recycling were collected overall. This number has increased dramatically by over 300% in the Fall Semester of 2023 to 3285 rooms and 251 bins. Spring Semester 2024 had 2425 rooms that had recycling collected from them and 179 bins of recycling collected in total. The number of students who came down to the recycling room during the hours of operation was like the total number of rooms recycling was collected from during mobile recycling. Fall Semester 2023 saw 2608 residential students bring recycling to the recycling room. Spring Semester 2024 saw 2753 residential students bring recycling down to the recycling room during its hours of operations. These numbers support the idea that mobile recycling is a more effective method of collecting recycling from students. Mobile recycling shifts were scheduled twice a week utilizing 2-hour shifts while recycling rooms were open 22 hours per week with staff present to monitor the room. This data suggests that mobile recycling shifts should increase, and the staffing hours of the recycling room should decrease and will be explored for 2024-25.
- 7. Equipment usage at front desks resulted in 2579 unique students that live on campus borrowed equipment from a front desk of their residence hall (78% of the resident population). The data suggests that our international student population utilizes residence hall equipment the most. Hart Hall, our building with the highest concentration of international students borrowed 1115 pieces of equipment during the 23-24 academic year. This was the highest number of occurrences of residence hall equipment being loaned out. A gap exists in predominantly upper-division halls. Funnelle Hall saw only 14 occurrences of equipment being loaned out. The Village only had 63 occurrences of equipment being loaned out. More data and information would need to be gathered to distinguish the cause of the lack of hall equipment usage in those areas. Equipment data was sent to Institutional Research to be analyzed. It demonstrated that students in at risk categories were more likely to borrow equipment.
 - a. Equipment Loaned Out: Students can borrow pre-purchased equipment and supplies at their residence hall front desk.

- i. For the 2023-2024 academic year students borrowed the following items x number of times:
 - 1. 705 Board Games
 - 2. 1,282 cookware
 - 3. 1,948 cleaning supplies
 - 4. 2,248 sports equipment
 - 5. 351 video games/ movies
 - ii. 2022-2023 academic year:
 - 1. 431 Board Games
 - 2. 809 cookware
 - 3. 1,322 cleaning supplies
 - 4. 718 sports equipment
 - 5. 92 video games/ movies
- 8. Residential facilities projects: Several projects were identified for the residence halls for 2023-2024 and progress on each was monitored by the RLH and FMO working group. While completion of projects in a timely manner continues to be a cause for concern for RLH, the ongoing conversations do provide opportunities for discussion and understanding of priorities of each department. The following projects were identified and started or completed in 2023-2024.
 - a. Johnson hall had a replacement pergola designed. Construction to occur in summer 2025.
 - b. Replacement Fire Devices were purchased for Cayuga Hall. Installation to be completed summer 2024.
 - c. Replacement Fire Devices were purchased for Oneida Hall. Installation to be completed summer 2024.
 - d. 800 desk chairs were purchased to replace Hart and Funnelle Hall desk chairs in student rooms. Delivery will occur in August 2024.
 - e. New student lounge furniture was purchased for Oneida Hall. Installation to occur in August 2024.
 - f. ADA door openers were installed on the 2 entry doors in the lakeside tunnel that connects Riggs Hall and Lakeside proper.
 - g. Hart Hall had a new generator installed.
 - h. Hot water tanks were ordered to replace Seneca Hall, Onondaga Hall, and Lakeside water tanks. Installation to take place during 25-25 academic year.
 - i. Trane ventilation and controls were installed and updated in Riggs Hall.
- 9. Student Staff Recruitment, Training, and Support
 - a. Recruitment
 - i. Resident Assistant Selection Spring 2024
 - 1. The number of applications for the Resident Assistant position significantly increased from previous years at 37.5%. The likely reason for this is due to the information sessions being taken away as a requirement for new candidates to apply. While three information sessions were held and encouraged for applicants to attend, it was no longer considered an eligibility standard.
 - 2. The other likely reason for this increase is we allowed students to participate in the interview process even if they did not currently meet the role's academic requirements. These students were given the learning opportunity to experience our interview process with the caveat that while they would not be offered a position during the first round of selection, they would be eligible for any future openings if they were able to raise their grades during the spring semester. The reason behind this was twofold in that firstly, it allowed these candidates to undergo a process that would

increase their career readiness and secondly, it provided a strong incentive to work towards academic success.

3. In addition, the department also saw an increase in applicants identifying as part of an underrepresented or marginalized group. There was an 18.5% increase in URM applicants hired from last year to this year. 73.85% of the Resident Assistant staff for this upcoming year identify as URM.

Total # positions Total - 130

Total # of applicants - 264

Total # hired - 130

Total # of returners - 72

URM staff members – 96

4. SOS completed applications were down approximately 57% in 2024 from 384 in 2023 to 261 in 2024. While there was still more than a 2:1 ratio of applicants to needed staff, overall interest was lower. Social Media presence was higher and more frequent in the Spring 2024 hiring cycle than the previous year due to having a Marketing and Communications coordinator. The handshake posting however was significantly delayed for approval and did not post until closer to the application deadline. 201 students began application for an SOS position, but never completed it. The data suggests that a greater emphasis on application deadline reminders and creating a handshake post even earlier may help with interest. Social media did not appear to have the desired impact on hiring numbers. Other means of advertising will need to be explored in conjunction with current strategies. Greater emphasis will be placed on advertising the reopening of the SOS application in the fall 2024 semester. This process usually garners many applicants with a combination of new students to the campus applying and students who missed the initial spring 2024 hiring cycle applying.
5. A goal for the next academic year will be to engage more students in the SOS application process and to increase the number of applications from the 23-24 academic year.
6. The department saw a slight increase in applicants identifying as an underrepresented group. The number increased to 53% of applications in Spring 2024 from 50% in 2023-2024 academic year. 50% of SOS staff for the upcoming year identify in an underrepresented group.
7. Student Operation Service Staff Selection Spring 2024

Total # Positions 108

Total # Applicants- 221

Total # Hired- 108

Total # of Returners - 54

55 RM staff members

b. Training

- i. Resident Assistants participated in 80 hours of training in August and January. August training focused on the position responsibilities including curriculum facilitation, building community, responding to emergencies, event planning, etc. Many training sessions were compliance-based: Title IX, Naloxone, Standard Response Protocol, Fire Safety, and QPR.
- ii. January training provided opportunities to review knowledge areas that RAs were identified as needing improvement in during the fall semester. This included incident report writing, fire safety, and microaggressions. Training also included

onboarding all staff to the Starfish platform as the mechanism for submitting intentional interaction data. The LEAD conference also continued. This gives our student staff the opportunity to present in a conference-like environment and build important professional development skills.

- iii. Student Operations Service staff participated in 20 hours of training between August and January. August training focused on the position responsibilities, Desk operations, Lock change procedure, mail procedure, Title 9, Sustainability, and emergency response protocol.
- iv. January training was focused on going back to basics. Desk procedure and customer service expectations were revisited. Improving soft skills such self-care and a level 1 DEI training were provided to staff to improve their interactions with customers and stakeholders and manage the stress of work, academics and their personal life.

c. Support

i. H.E.L.P. Program - Helping Employees Learning Performance

- 1. Spring 2024 - No Resident Assistants needed to participate in this program as they all met the academic standards of the position. 2 SOS staff members participated in the H.E.L.P. program and successfully completed the requirements. Their GPAs were between a 1.9 and 1.99 just below the 2.0 GPA requirement for SOS staff.
- 2. Fall 2024 - Two newly hired Resident Assistants will be participating in this program to maintain their position. Their cumulative GPAs were just below the 2.4 standard at 2.29 and 2.39. 1 SOS newly hired staff members will participate in the H.E.L.P. program. Their GPA was between a 1.9 and 1.99 just below the 2.0 GPA requirement for SOS staff.

Student Engagement and Leadership (SEL)

1. Space Allocations for clubs/organizations:

- a. Total number of organizations who utilize space allocations: 51
 - i. Total number of lockers/cabinets: 56
 - ii. Total number of organization office space: 15
 - iii. Total number of type B workspaces: 26

2. Student Involvement Fair

- a. Fall 2023: 148 tables representing student organizations and campus departments
 - i. 2200 estimated total attendees
- b. Spring 2024: 128 tables representing student organizations and campus departments
 - i. 1500 estimated total attendees

3. ALANA Conference

- a. The ALANA Conference was held from September 28 - October 1, 2023
 - i. 725 total attendees

4. MLK Celebration

- a. The annual MLK ceremony was held on February 1, 2024
 - i. 100 total attendees
- b. New MLK Celebration event was held on February 2, 2024
 - i. 120 estimated attendees
- c. MLK Day of service was held on February 3, 2024
 - i. 204 total attendees
 - ii. 20,080 Meals created for Rise Against Hunger during the event

5. I Am Oz

- a. Fall 2023: Ta-Nehisi Coates

- i. 150 estimated attendees
 - b. Spring 2024: Ran'd Shine
 - i. 97 total attendees
- 6. Oz Leads: Leadership development workshops and events
 - a. Leadership Sessions
 - i. 115 total attendees
- 7. Community Service
 - a. Participating Fraternity and Sorority Chapters: 19
 - b. Total Service Hours Completed: 1415
 - i. 220 Fall 2023
 - ii. 1,193 Spring 2024
- 8. Student Clubs & Organization
 - a. Total Registered: 158
 - b. Total students who hold leadership position in club/org: 754
 - c. Total number of unique organizations advisors: 117
 - d. Total number of new organizations for 2023-2024: 8

Student Orientation and Family Engagement (SOFE)

1. 2023 New Student Orientation, 1486/1710 (86%) students attended Orientation with 201 (11.7%) No-Showing the program. Of these numbers:
 - a. 1,090 attended Oswego Orientation, with 89 No-Showing
 - b. 237 Students attended Downstate Orientation, with 31 No-Showing
 - c. 159 Students attended our Final Orientation Program in August, with 81 students No-Showing
2. New Student Orientation Program assessment revealed some following key pieces of data:
 - a. 99% of student attendees answered either Strongly Agree or Agree to "As a result of attending SUNY Oswego's Orientation Program, I feel better prepared for my time as a Laker."
 - b. 96% of supporter attendees answered either Strongly Agree or Agree to "After attending Safety and Security on Campus, I feel more comfortable with my Laker's safety in Oswego"
 - c. 88% of student attendees answered either Strongly Agree or Agree to "In the time with my small group, I found at least one other Laker with whom I shared common interests"
 - d. 81% of student attendees answered either Strongly Agree or Agree to "As a result of participating in Small Group Time, I feel more confident about my ability to make social connections at Oswego"
 - e. 71% of student attendees answered either Strongly Agree or Agree to "I feel more familiar with campus offices and resources"
3. The START Program assessment revealed the following data:
 - a. 30% of student attendees answered Good Attendance (missed a class every week or two) and 30% of student attendees answered Strong Attendance (missed less than 3 classes all semester) to: "How would you rate your classroom attendance this semester"
 - b. 85% of student attendees answered "Strongly Agree" or "Agree" to "I feel my mentor helped me set goals and guided me to resources to achieve my goals"
4. 518 Students fully completed Online Orientation of 1710 students (30.2%)
5. 233 tickets were sold for the Break Transportation Bus Shuttle

Appendices:

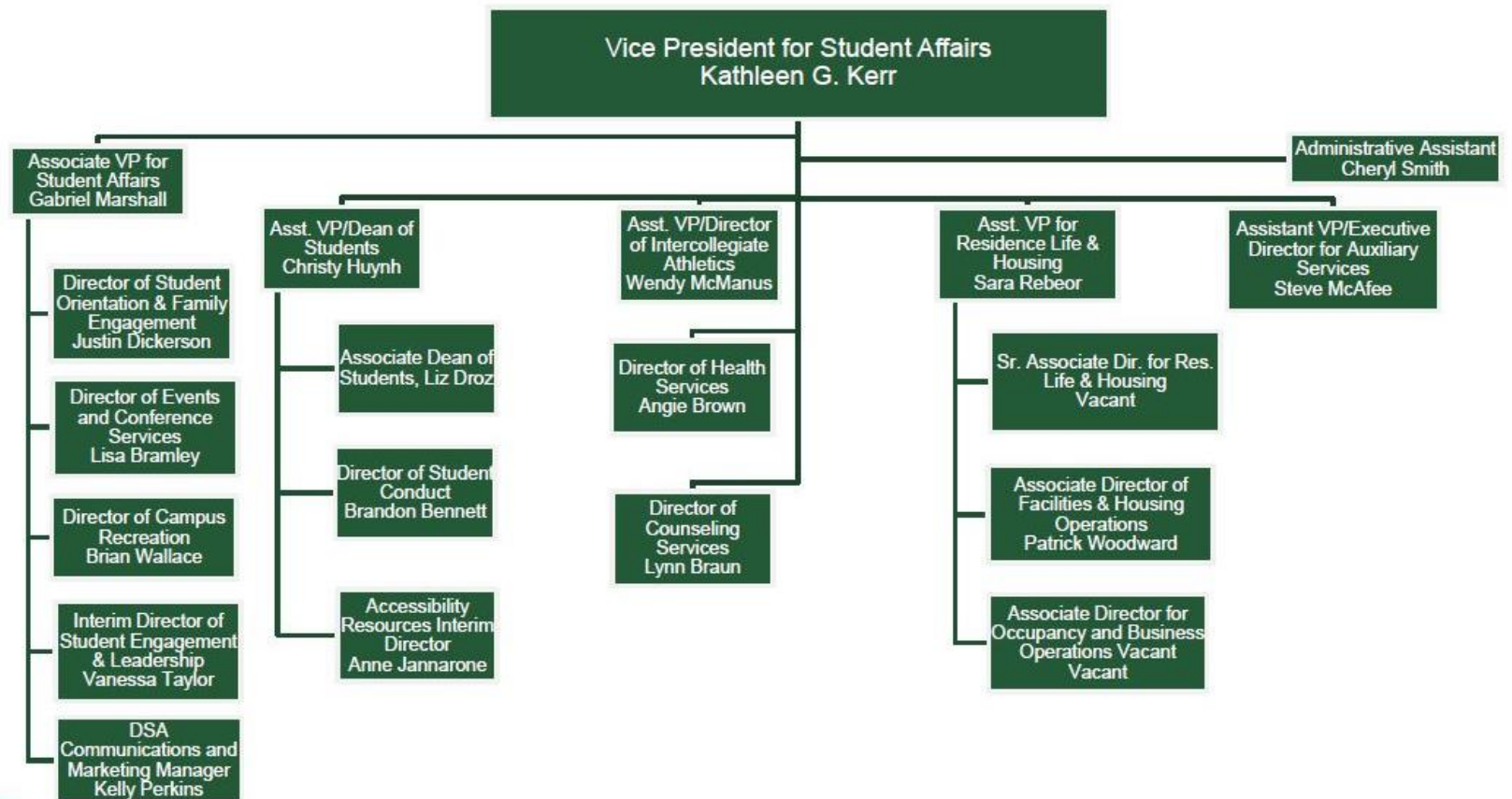
- A. 2023-2024 Leadership Team
- B. 2023-2024 Organizational Charts

C. 2023-2024 Division of Student Affairs Standing Committees and Membership

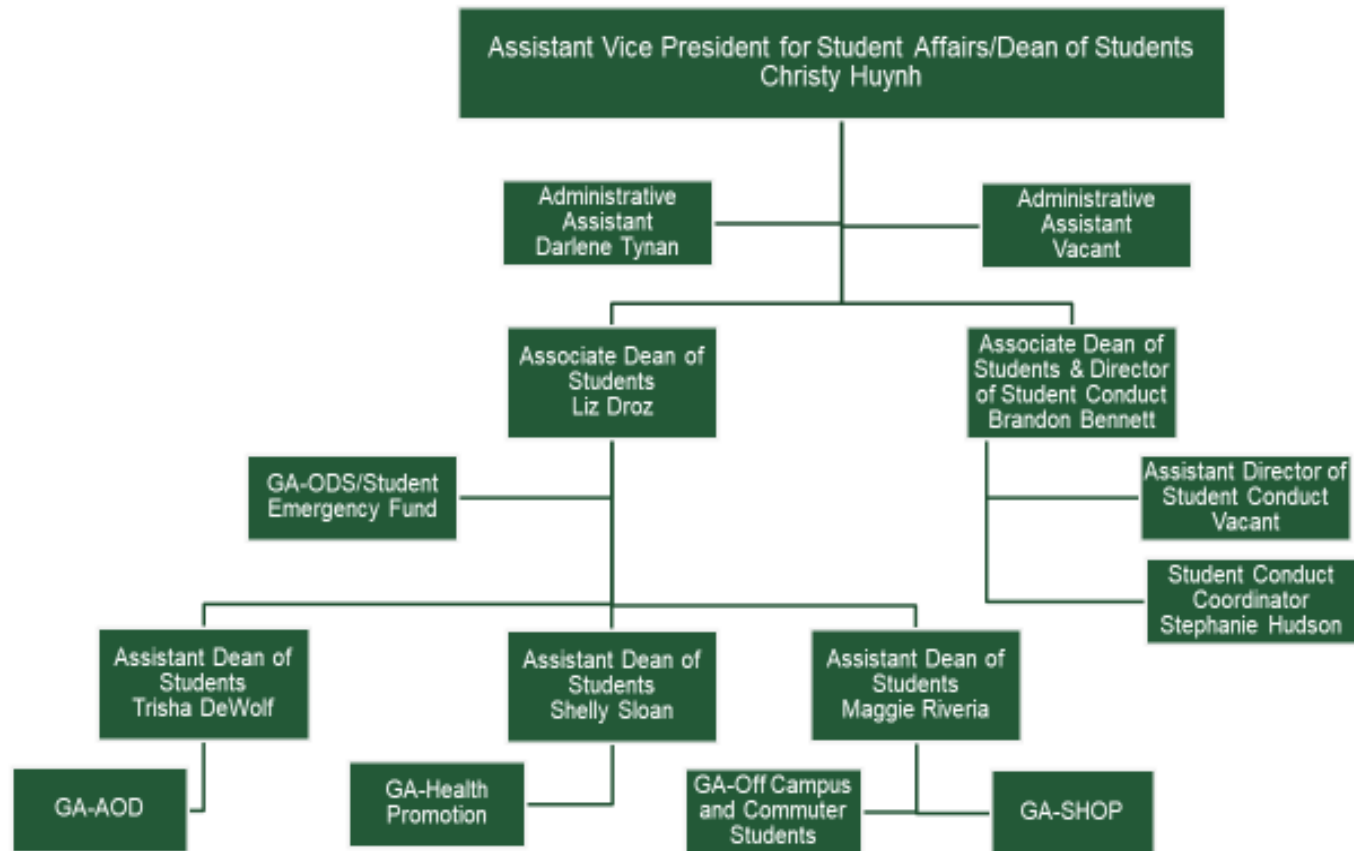
Appendix A: 2023-2024 Leadership Team

- Kathleen G. Kerr, Vice President for Student Affairs
- Gabriel Marshall, Associate Vice President for Student Affairs
- Cheryl Smith, Administrative Assistant, Division of Student Affairs
- Christy Huynh, Assistant Vice President and Dean of Students
- Sara Rebeor, Assistant Vice President of Residence Life and Housing
- Wendy McManus, Assistant Vice President and Director of Intercollegiate Athletics
- Stephen McAfee, Assistant Vice President and Executive Director of Auxiliary Services
- Brandon Bennett, Director, Student Conduct
- Lisa Bramley, Director of Campus Events and Conference Services
- Lynn Braun, Director of Counseling Services
- Angela Brown, Director of Health Services
- Justin Dickerson, Director of Student Orientation and Family Engagement
- Anne Jannarone, Interim-Director of Accessibility Resources (hired November 13, 2023)
- Vanessa Taylor, Interim Director of Student Engagement and Leadership
- Brian Wallace, Director of Campus Recreation

Student Affairs – Organizational Chart 2023-2024

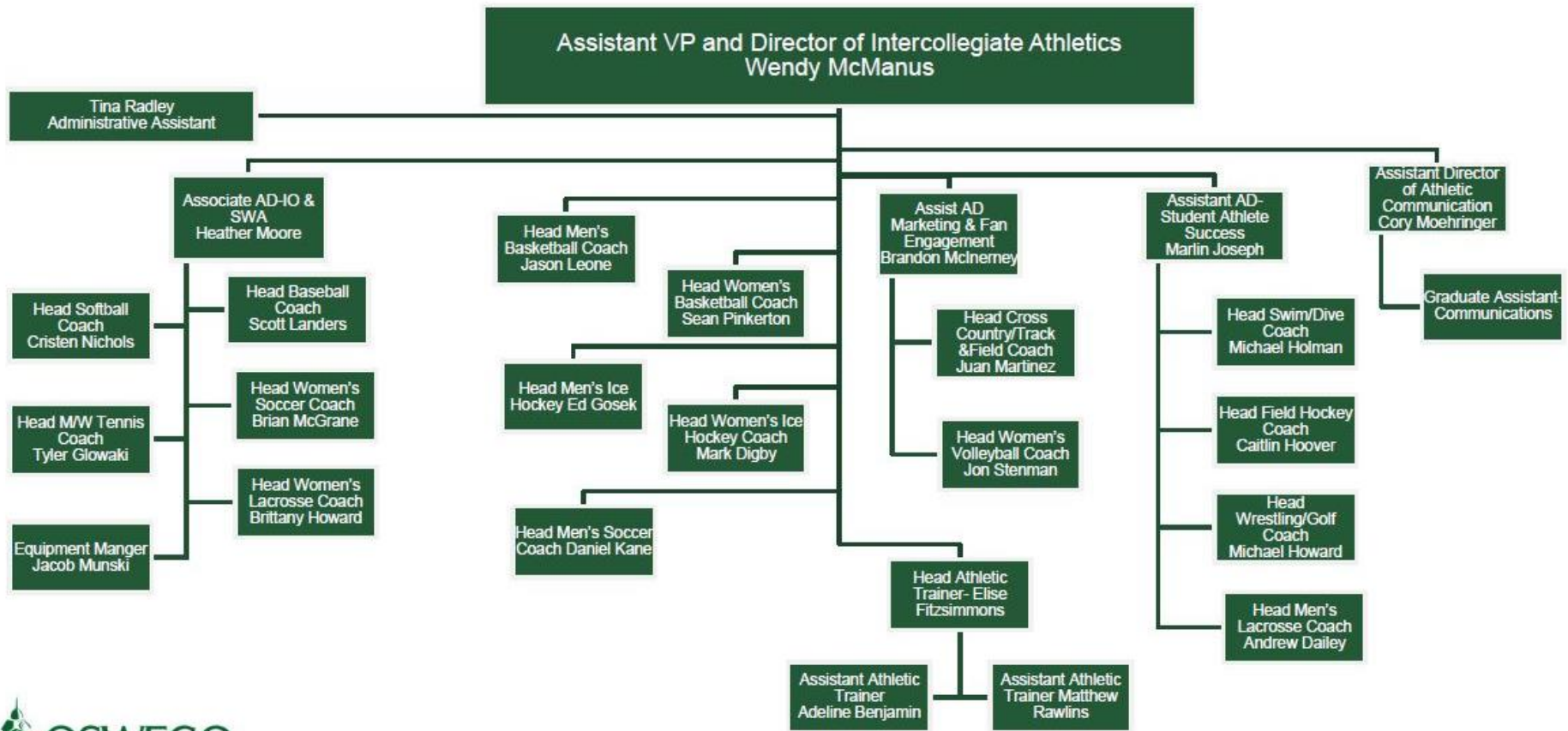


Office of the Dean of Students - Organizational Chart 2023-2024



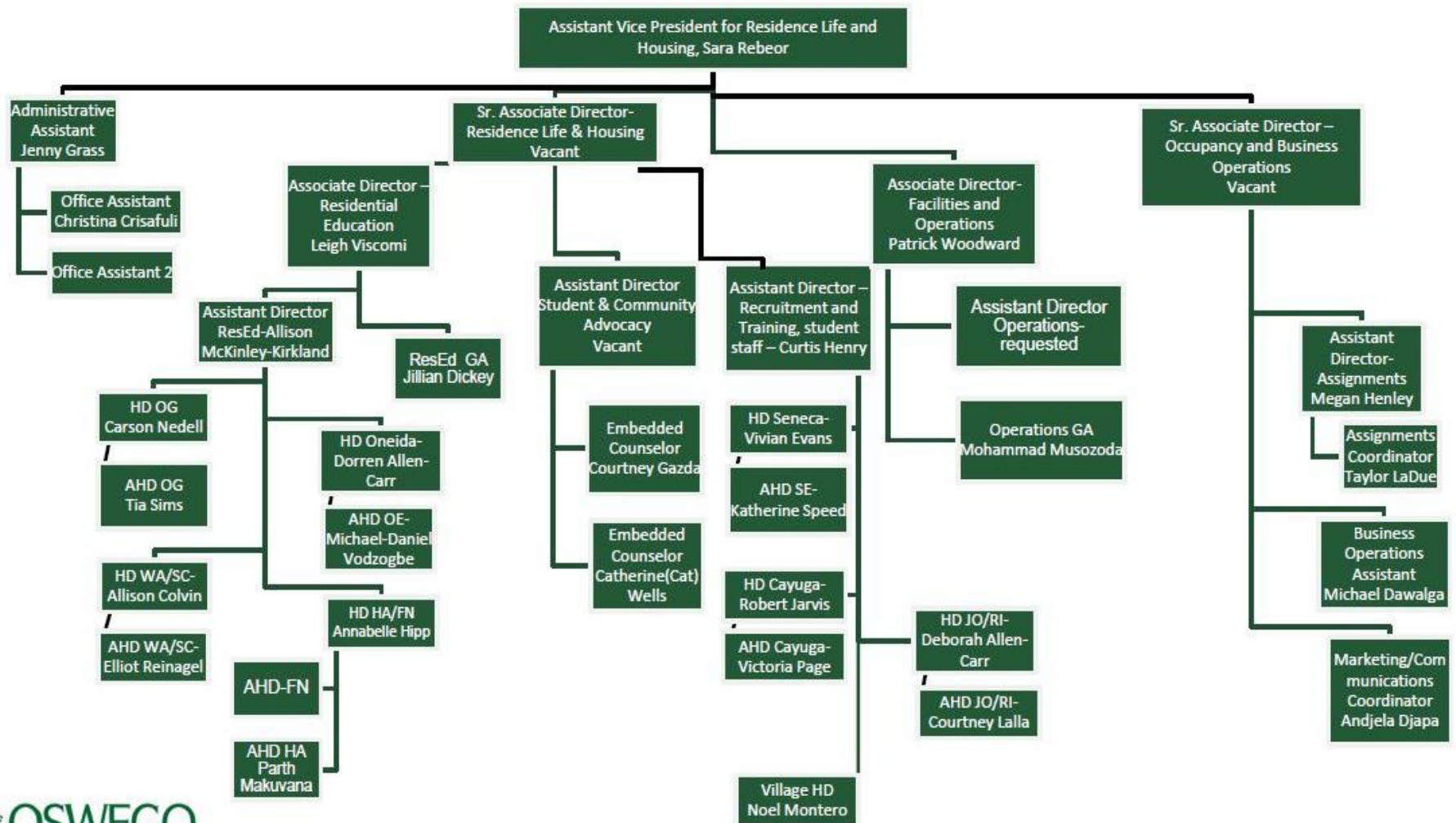
Text Based Organizational Chart

Intercollegiate Athletics Organizational Chart 2023-2024

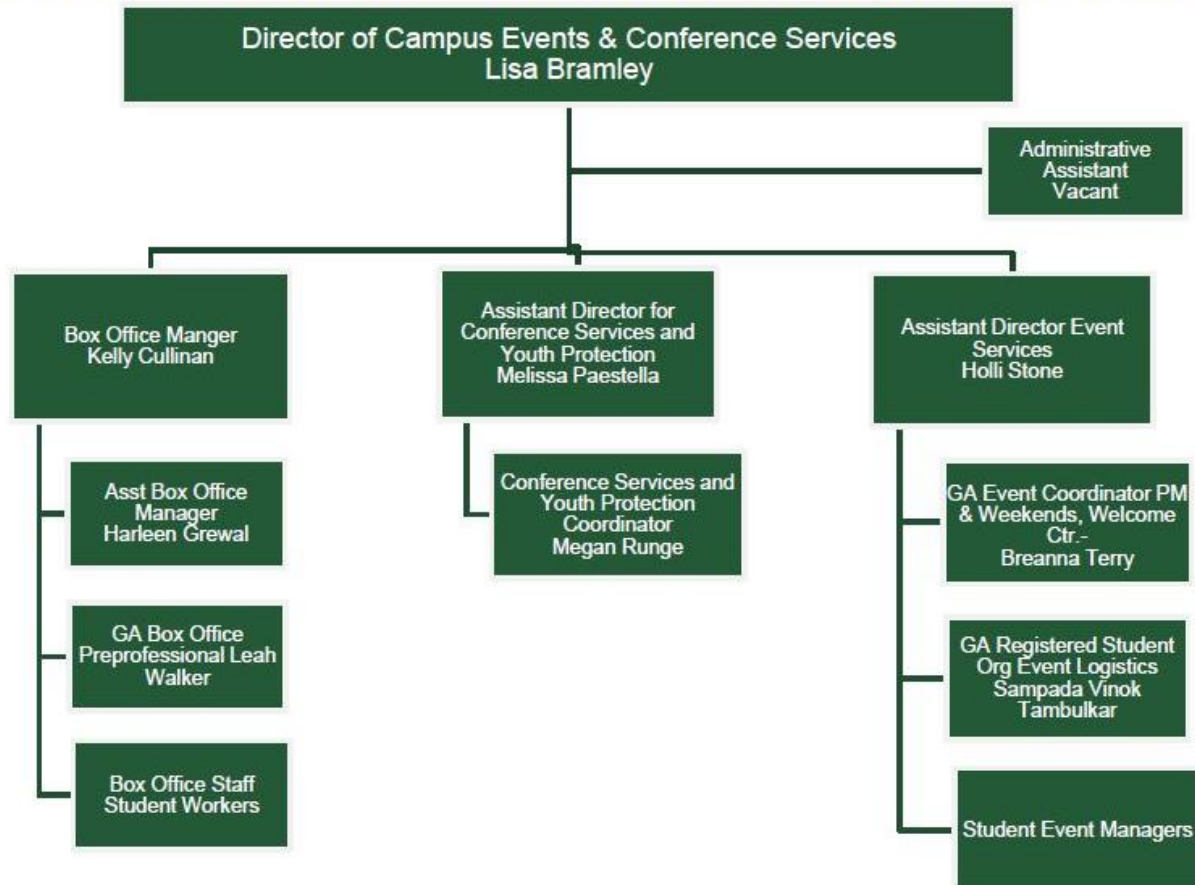


Text Based Organizational Chart

Residence Life and Housing 23-24 Organizational Chart

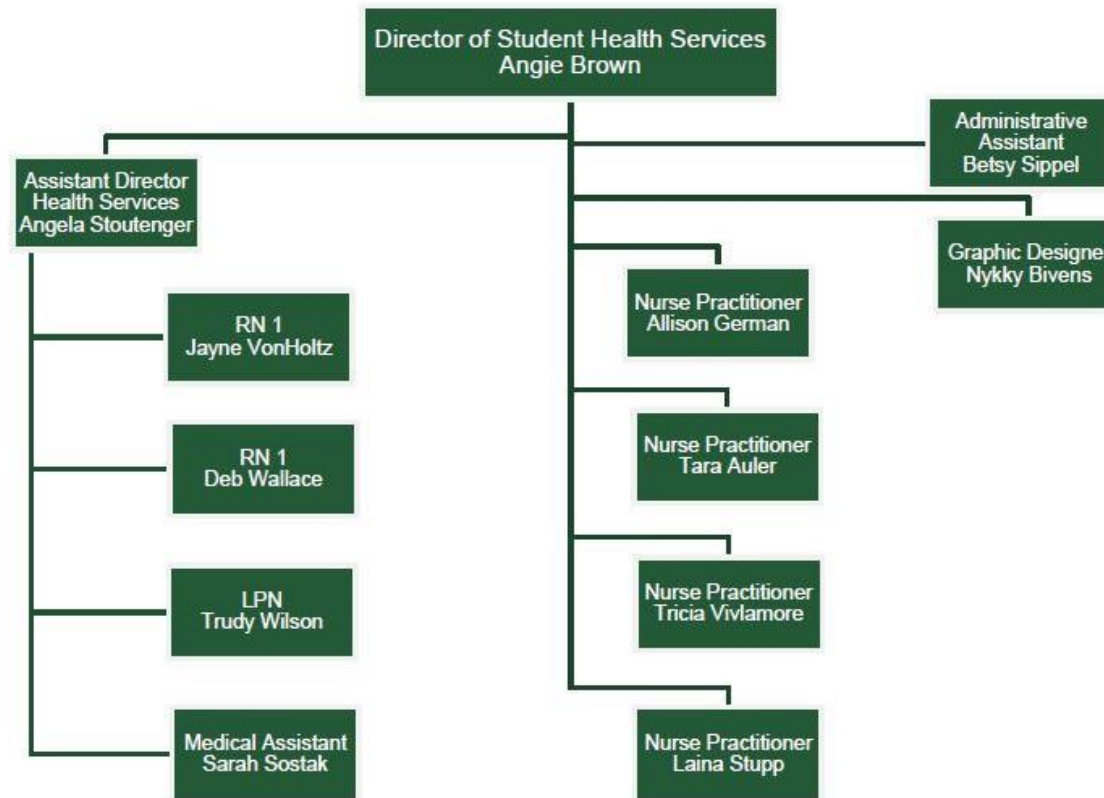


Campus Events and Conference Services (CECS) Organizational Chart 2023-2024



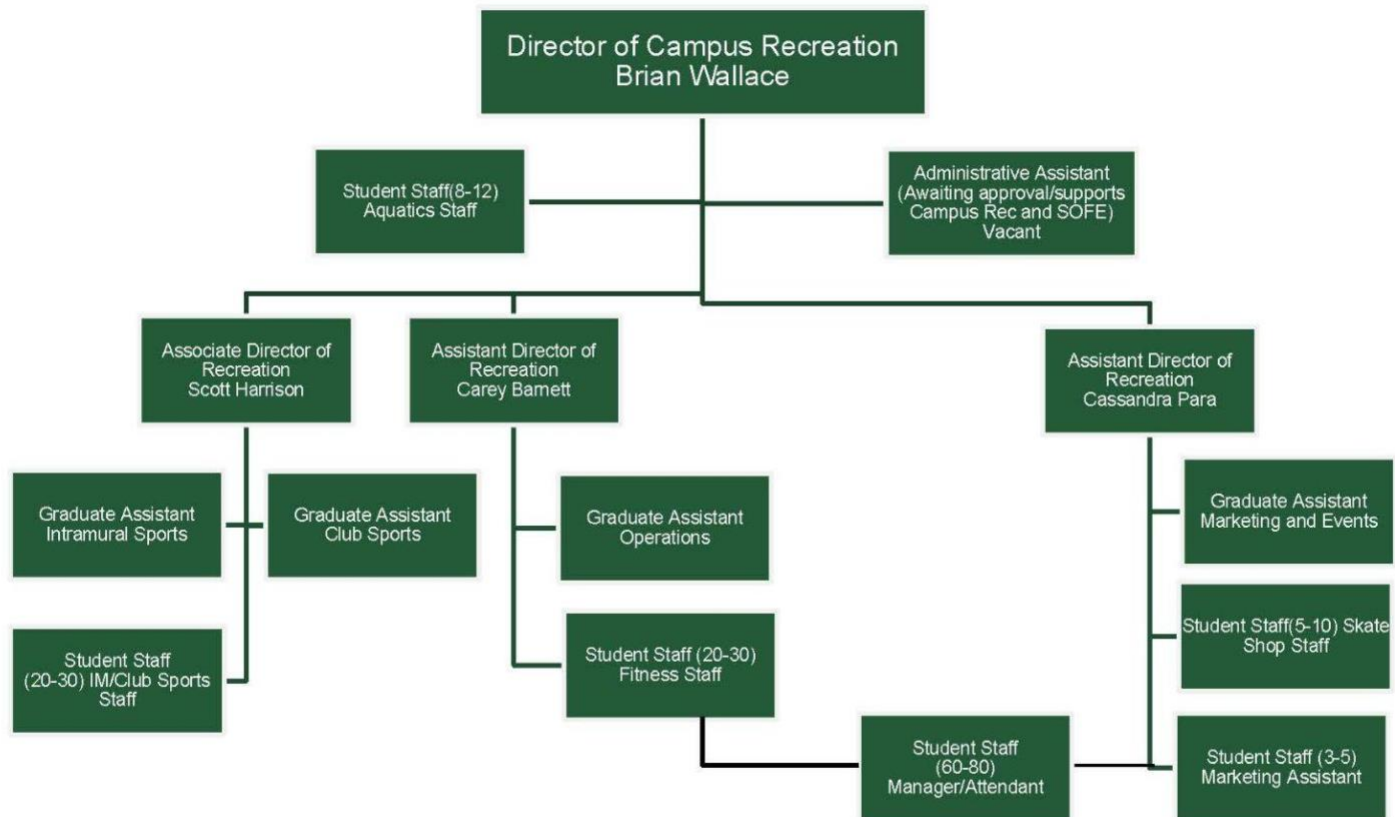
Text Based Organizational Chart

Health Services Organizational Chart 2023-2024

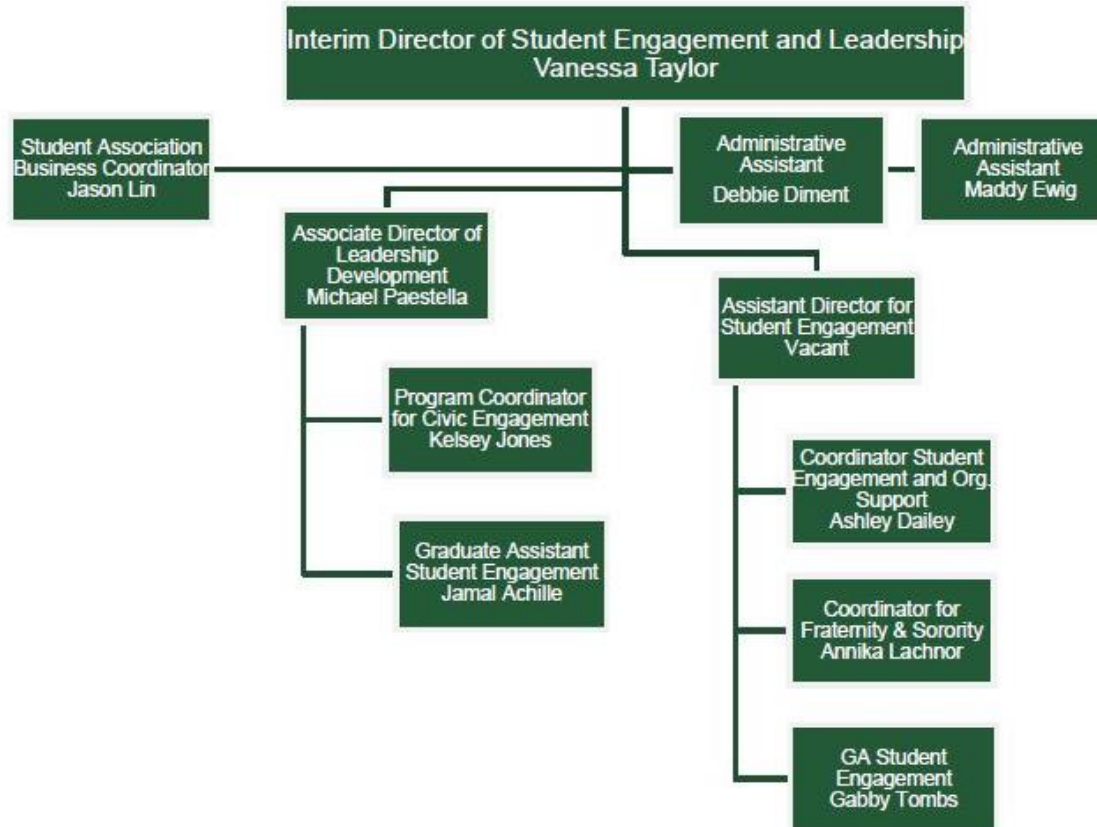


Text Based Organizational Chart

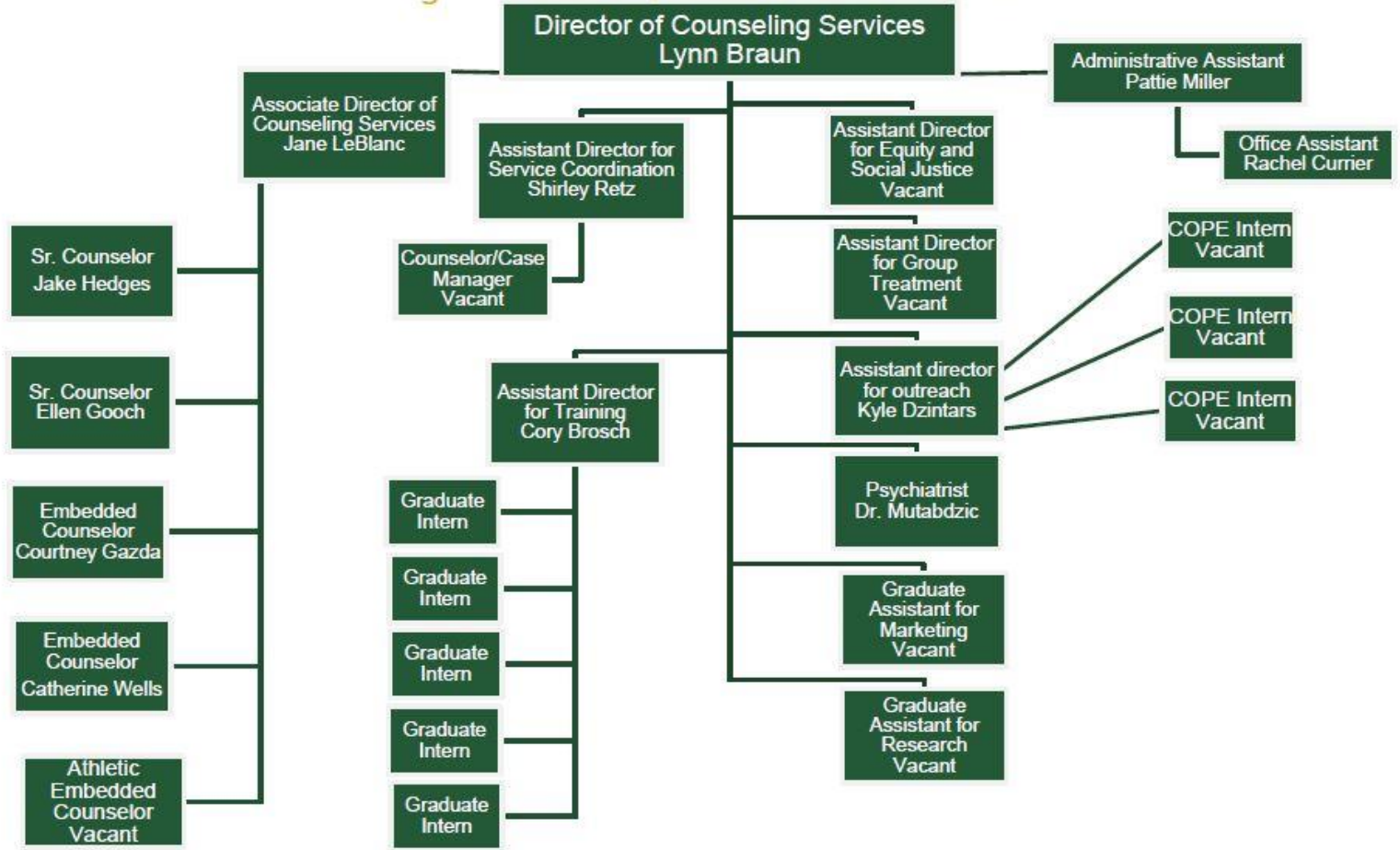
Campus Recreation and Fitness Organizational Chart 2023-2024



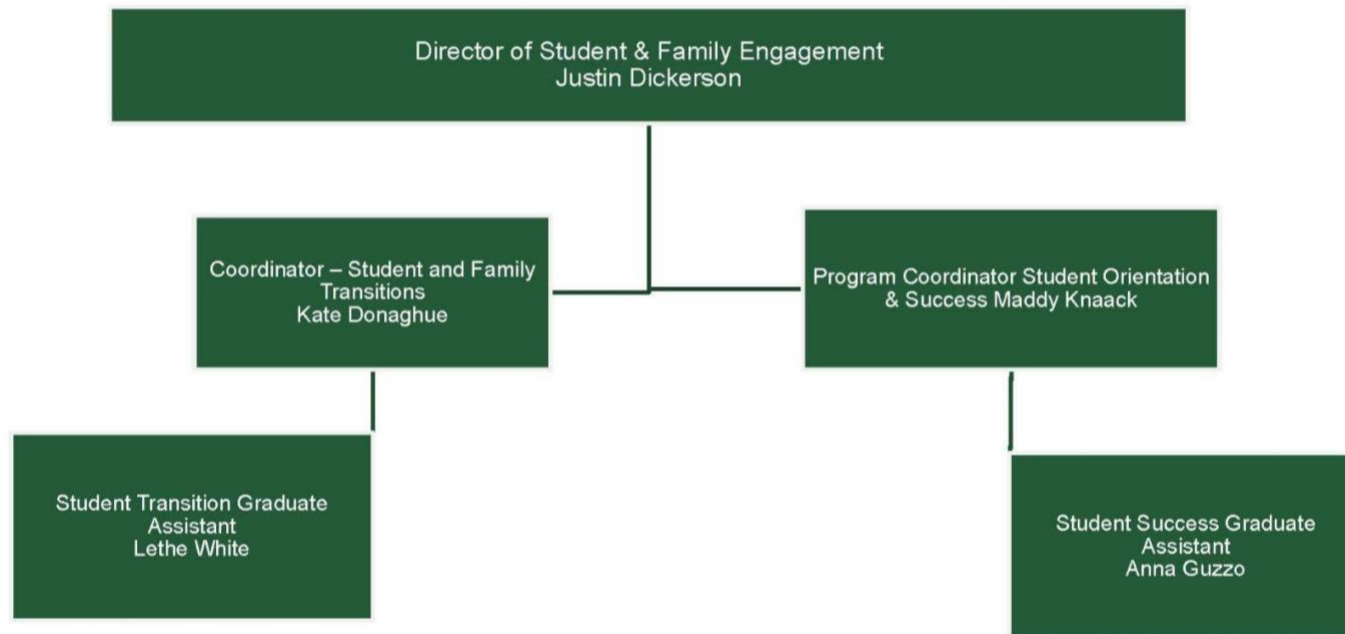
Student Engagement and Leadership Organizational Chart 2023-2024



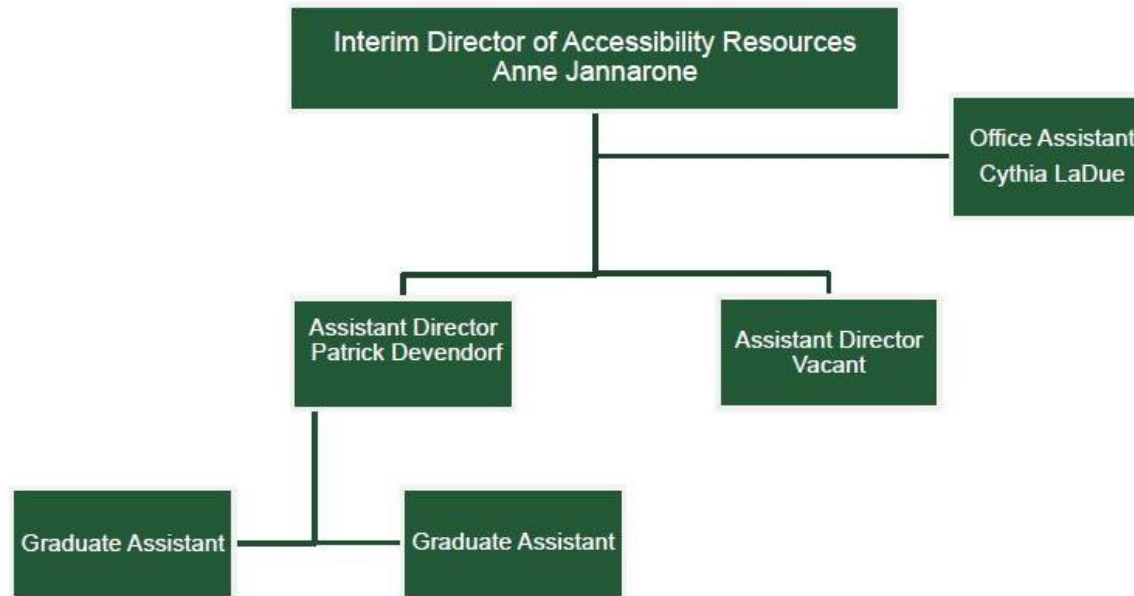
Counseling Services Organizational Chart 2023-24



Student Orientation and Family Engagement (SOFE) Organizational Chart 2023-2024

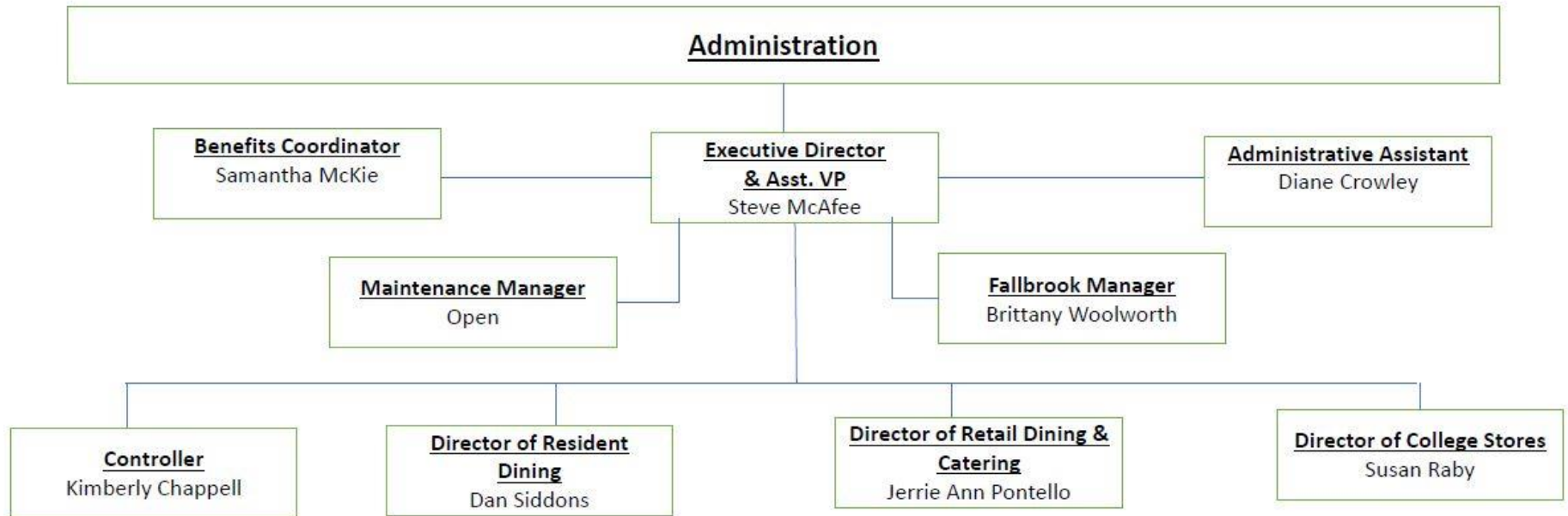


Accessibility Resources Organizational Chart 2023-24



Text Based Organizational Chart

Auxiliary Services



Text Based Organizational Chart

Appendix C: 2023-2024 Division of Student Affairs Standing Committees and Membership

Staff Development Committee

- Co-chairs:
 - Harleen Grewal, harleen.grewal@oswego.edu
 - Angie Brown, angela.brown@oswego.edu
- Members:
 - Liz Droz, elizabeth.droz@oswego.edu
 - Ashley Dailey, ashley.dailey@oswego.edu
 - Ellen Gooch, ellen.gooch@oswego.edu
 - Dan Kane, daniel.kane@oswego.edu
 - Samantha McKie, samantha.mckie@oswego.edu
- Description/Charge: Responsible for activities that strengthen the skills, knowledge and awareness team members need to perform their jobs; onboard and orient new staff in the Division; coordinate division-wide and population specific, (new professionals, administrative professionals, etc.) workshops and training to advance knowledge and skills of team members to help us better support student success and learning; identify a sustainable division staff development structure; and create Student Affairs Staff development mission statement and learning outcomes; assist with helping coordinate 2 sustainability programs. Sense of belonging with affinity groups, new profs, mid level managers in social settings, engaging staff with a sense of support and camaraderie.
- Committee will consist of a Chair (or Co-Chairs) and 5-7 committee members

Recognitions & Team Development Committee

- Co-Chairs:
 - Shelly Sloan, shelly.sloan@oswego.edu
 - Holli Stone, holli.stone@oswego.edu
- Members:
 - Carey Barnette, carey.barnett@oswego.edu
 - Mark Digby, mark.digby@oswego.edu
 - Heather Moore, heather.moore@oswego.edu
 - Meghan Henley, meghan.henley@oswego.edu
 - Annika Lachnor, annika.gerlach@oswego.edu
- Description/Charge: Promote division-wide well-being and traditions; coordinate submissions for divisional and institutional awards; coordinate external award nominations; organize division-wide appreciation events, socials, and service events; develop division awards reflecting our vision, mission, and values, (once revised).
- Committee will consist of a Chair (or Co-Chairs) and 5-7 committee members

Assessment & Learning Committee

- Steering Committee:
 - Gabriel Marshall, Gabriel.marshall@oswego.edu
 - Brian Wallace, brian.wallace@oswego.edu
 - Lynn Braun, lynn.braun@oswego.edu
 - Vanessa Taylor, vanessa.taylor@oswego.edu
- Members:
 - Angela Stoutenger, angela.stoutenger@oswego.edu
 - Justin Dickerson, justin.dickerson@oswego.edu
 - Wendy McManus, wendy.mcmanus@oswego.edu
 - Sara Rebeor, sara.rebeor@oswego.edu
 - Dan Siddons, daniel.siddons@oswego.edu
 - Christy Huynh, christy.huynh@oswego.edu
 - Lisa Bramley, lisa.bramley@oswego.edu
 - Leigh Viscomi, leigh.viscomi@oswego.edu
- Description/Charge: Help coordinate and support Division assessment efforts; review and develop division-wide learning outcomes and rubrics; integrate AEFIS into assessment and division annual reporting processes; liaison with Institutional Research; develop division-wide assessment plan and support departments in annual assessment process.
- Committee will consist of a Chair (or Co-Chairs) and 10-15 committee members

Diversity & Inclusion Committee

- Co-chairs:
 - Gabriel Marshall, Gabriel.marshall@oswego.edu
 - Melissa Paestella, melissa.paestella@oswego.edu
- Members:
 - Kelsey Jones, kelsey.jones@oswego.edu
 - Trisha DeWolf, trisha.dewolf@oswego.edu
 - Angela Stoutenger, angela.stoutenger@oswego.edu
 - Jason Leone, jason.leone@oswego.edu
 - Jonathon Whitelaw, whitelaw@oswego.edu
- Description/Charge: Identify essential student affairs staff competencies/learning outcomes associated with diversity, inclusion, and social justice and provide ongoing staff development to advance team member competencies in these areas; collaborate and coordinate efforts with the Institute for Equity, Diversity, Inclusion, and Transformative Practice and the Staff Development Committee; identify tools to be used for assessment of work within departments.
- Committee will consist of a Chair (or Co-Chairs) and 5-7 steering committee members

Marketing and Communications Committee

- Chair:
 - Kelly Perkins, kelly.perkins@oswego.edu
- Members:
 - Andjela Djapa, andjela.dapa@oswego.edu
 - Cassie Para, cassandra.mason@oswego.edu
 - Nykky Bivens, nicole.bivens@oswego.edu
 - Adam Regano, adam.regano@oswego.edu
 - Maddie Knaack, madeline.knaack@oswego.edu
 - Brendan McInerney, brendan.mcinerney@oswego.edu
- Description/Charge: The Student Affairs Marketing and Communications Committee is tasked with enhancing the visibility, engagement, and communication strategies within the Division of Student Affairs. It serves as a driving force behind the division's outreach efforts to enrich the student experience and foster a vibrant campus community.