



DIVISION OF
STUDENT AFFAIRS

ANNUAL REPORT 2022-2023



Division of Student Affairs
TENNESSEE TECH

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WELCOME FROM THE VICE PRESIDENT

Dear Golden Eagles and Friends,

I am delighted to extend a warm welcome to each of you as you look through the pages of our 2022-2023 Division of Student Affairs Annual Report. It is with great pleasure that I share this inaugural, comprehensive overview of our division's strategic priorities, accomplishments, and data that demonstrate our collective impact on students and the campus community.

Over the past year, our dedicated team has worked tirelessly to promote a vibrant and inclusive campus environment for students that fosters academic and social success, personal growth, and holistic development. Our programs and services have provided a nurturing atmosphere conducive to learning and thriving beyond the classroom.

As we reflect on our accomplishments, we also look ahead with great anticipation and excitement. We are eager to build upon our work by exploring new avenues for growth and continuously improving our services and programs to meet the ever-evolving needs of our students.

I extend my deepest gratitude to all of our campus and community partners--students, faculty, staff and other stakeholders--that have helped to enhance the student experience. Your unwavering support and steadfast commitment have been invaluable in creating bold and memorable experiences for our students.

Please take a few minutes to delve into the pages of this report and join us in envisioning an even brighter future for our students. Our collective efforts are sure to have a profound and lasting impact in preparing our students to become world leaders and global change agents. Thank you in advance for your time, and please know that the best is yet to come.

In service,



Cynthia Polk– Johnson, Ph.D.
Vice President of Student Affairs

WHO WE ARE

These areas within the Division of Student Affairs collectively contribute to fostering a vibrant and supportive campus environment that enhances students' educational experiences and personal development.

Accessible Education Center: Provides support and accommodations for students with disabilities to ensure equal access to educational opportunities.

Center for Student Engagement: Offers a variety of programs, activities, and leadership opportunities to engage students in campus life beyond the classroom.

Counseling Center: Provides counseling services and mental health support to assist students in managing personal, emotional and psychological challenges.

Dean of Students: Serves as an advocate for students, providing accountability, guidance, resources and support for their overall well-being and success.

Eagle Card: Manages the university's identification card system, facilitating access to various campus services and facilities.

Health Services: Offers comprehensive healthcare services, including medical consultations, preventative care and health education to promote students' well-being.

Leona Lusk Officer Black Cultural Center & Intercultural Affairs: Fosters a sense of belonging and supports the academic and cultural development of students. Provides a space for cross-cultural engagement, intergroup dialogue and community building.

Marc L. Burnett Student Recreation and Fitness Center: Provides state-of-the-art facilities and fitness programs to promote healthy lifestyles and physical well-being among students.

Roaden University Center: Serves as a hub for student activities, events and organizations, providing spaces for socializing, studying and community building.

University Housing and Residential Life: Manages on-campus housing options, creating living environments that support students' personal and academic growth.

University Police: Ensures campus safety and security, maintaining a visible presence and responding to emergencies or incidents to protect the campus community.



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OUR STORY



MISSION

The Division of Student Affairs exists to provide holistic student development by delivering transformative student experiences through programs and services that are accessible, inclusive and collaborative to encourage, engage and inspire students to reach their full potential.

VISION

The Division of Student Affairs will serve as a model of excellence by cultivating a “students first” campus environment that fosters relevant, impactful and intentional student experiences.

REACH

The Division of Student Affairs consists of 76 full-time professional staff dedicated to supporting and developing students. The division employs 315 students, providing them opportunities to learn life-long skills to prepare them for successful careers.

76

FULL-TIME
EMPLOYEES
IN THE DIVISION
OF STUDENT AFFAIRS

315

STUDENT
EMPLOYEES
IN THE DIVISION
OF STUDENT AFFAIRS



OUR 2022-2023 GOALS

Goals empower Student Affairs professionals to make a significant and lasting difference in the lives of the students they serve. They promote strategic planning, accountability and continuous improvement, allowing Student Affairs to align its efforts with the University's strategic plan as well as the ever-evolving needs of students and the institution as a whole. These goals, established in 2022-2023, will continue to drive the division's future endeavors.

1 EDUCATION FOR LIFE

Strategic Goals

1. Provide activities, programs and experiences that teach skills and competencies that promote life-long learning and success
2. Develop cultural competencies, cultivate accessible and inclusive communities and interactions with diverse others
3. Create and sustain support structures and advocacy efforts that promote the recruitment, retention and success of a diverse student population
4. Enhance care and support initiatives that promote healthy behaviors that enhance well-being and safety

2 INNOVATION IN ALL WE DO

Strategic Goals

1. Engage students as thought partners
2. Enhance the use of technologically-based solutions and information sharing among departments (on a need-to-know basis)
3. Explore creative, new initiatives, programs, funding sources and staffing models that enhance the student experience





3 EXCEPTIONAL STEWARDSHIP 4 ENGAGEMENT FOR IMPACT

1. Exercise holistic wellness and well-being practices that support sustainable careers and leadership roles
2. Employ measures to maximize funding and staff resources to enhance value and return on investment and prioritize professional development and recognition
3. Ensure ongoing compliance with the applicable laws, policies and mandates, professional standards and best practices

1. Implement high impact practices that empower students to develop an understanding of their individual values and aspirations, and connect them with intentional leadership and community engagement opportunities
2. Facilitate an environment that promotes the understanding and practice of the dimensions of wellness
3. Assess programs and services to evaluate their effectiveness and determine if they should be continued, expanded, reduced or eliminated
4. Cultivate opportunities to engage with the local community by creating impactful partnerships

EDUCATION FOR LIFE

We are dedicated to offering comprehensive educational opportunities and empowering programs that foster a lifelong pursuit of knowledge essential for sustained accomplishments. Our commitment to lifelong learning ensures that students are prepared for ongoing success and equipped with the skills necessary to thrive in a rapidly evolving world.

Provide activities, programs and experiences that teach skills and competencies that promote life-long learning and success

Accessible Education Center (AEC)

- Cultivated five collaborative partnerships, bringing together a total of 17 campus events focused on disability awareness, training, culture and persistence.
- Provided over 42 hours of awareness training and programming through events such as Golden Eagle Film Festival, the Brown Bag Seminar Series, Centerstage and other collaborative events.

University Police

- Conducted a total of 12 hours of in-person programming for the campus community, with session durations ranging from 60 to 90 minutes.
- The attendees rated the presentation on average 95% satisfactory or above.



ACCORDING TO AN AEC WINGS UP WAY SURVEY

88% of respondents said that the Accessible Education Center is living the Wings Up Way!

88%

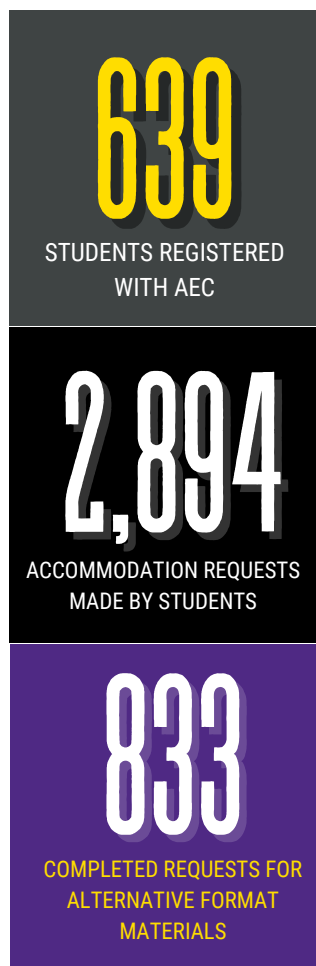
Develop cultural competencies, cultivate accessible and inclusive communities, and interactions with diverse others

Accessible Education Center (AEC)

- The percentage of students identifying as disabled and qualifying for accommodations increased by 13% year over year.
- The retention rate among students registered with the AEC was 84%.
- AEC Academic Coaching program participation increased 117% for a total of 343 coaching hours and 686 individual meetings.

Intercultural Affairs

- The Intercultural Affairs Ambassador Program saw a total of 8 ambassadors participate for this year's program which was a 14% increase in involvement.



EDUCATION FOR LIFE

Create and sustain support structures and advocacy efforts that promote the recruitment, retention, and success of a diverse student population

Intercultural Affairs

- Increased the number of students in the Intercultural Affairs Mentoring Program to over 60 total participants.
- Out of 60 total participants, 29 students in the Intercultural Affairs Mentoring Program had a 3.0 or higher GPA in the fall semester.
- The Intercultural Affairs Mentoring Program boasts a notable graduation rate of 77.8% (2018 cohort) for students completing their studies within a timeframe of 4-6 years.
- This year, the involvement of Intercultural Affairs mentors in the Intercultural Affairs Mentoring Program has improved from 9 mentors to 13 mentors, a 34% increase in mentor participation overall.



45

INTERCULTURAL AFFAIRS
PROGRAMS, EVENTS AND
TRAININGS IN 2022/2023

90%

FALL TO FALL
FIRST YEAR RETENTION
FOR INTERCULTURAL AFFAIRS
MENTORING PROGRAM
FALL 2021 COHORT

Enhance care and support initiatives that promote healthy behaviors that enhance well-being and safety

Campus Recreation

- Supported the establishment of the Wellness Wagon, a mobile resource center dedicated to enhancing wellness accessibility by focusing on increasing awareness on physical fitness, mental health, and nutrition.

Counseling Center

- 6 licensed counselors and a psychiatric mental health nurse practitioner
- Implementation of Mantra Health digital mental health clinic in order to provide students with comprehensive, high-quality mental health and wellness solutions that are designed to improve student success

Health Services

- 14,237 total patient encounters
- 3,196 distinct students served
- 5,645 free lab tests were performed to encourage healthy behaviors





Engage students as thought partners

Campus Recreation

- Exceeded student employee retention goal of 65% with 90% student worker retention in intramural sports

Counseling Center

- Students reported 60% overall improvement in skills related to stress management, anxiety, and depression from per the Welltrack Boost Dashboard resource.

Health Services

- Survey results indicated high satisfaction among patients, with satisfaction scores of 94% for ability to be seen, 89% for time in the waiting room, 84% for provider satisfaction and 86% for overall visit satisfaction.



Innovation permeates every aspect of our institution. We wholeheartedly embrace our technological foundation, utilizing it to enhance our education, research endeavors, community service and responsible management. Our commitment to innovation fuels our progress, enabling us to stay at the forefront of advancements and deliver a dynamic and transformative experience for our students, faculty and staff.

INNOVATION IN ALL WE DO

Enhance the use of technologically-based solutions and information sharing among departments

Accessible Education Center (AEC)

- Completed 738 requests for assistive technology in the classroom

Counseling Center

- Implemented Mantra Health digital mental health clinic resources to improve students' mental healthcare access virtually after hours

Housing and Residential Life

- Streamlined the housing check-in process by implementing an online system that eliminates unnecessary paperwork, provides greater access and reduces wait times, thus enhancing overall efficiency

Center for Student Engagement

- Leveraged the new Eagle Engage student organization platform to better communicate and manage information related to all student organization functions by having a more streamlined process for workflows such as email discussion feeds, event approvals and organization registrations



**Average wait time per
Health Services Provider
with digital check-in system**

**4.3
minutes**

Enhance the use of technologically-based solutions and information sharing among departments (cont'd)

Dean of Students/Strategic Initiatives

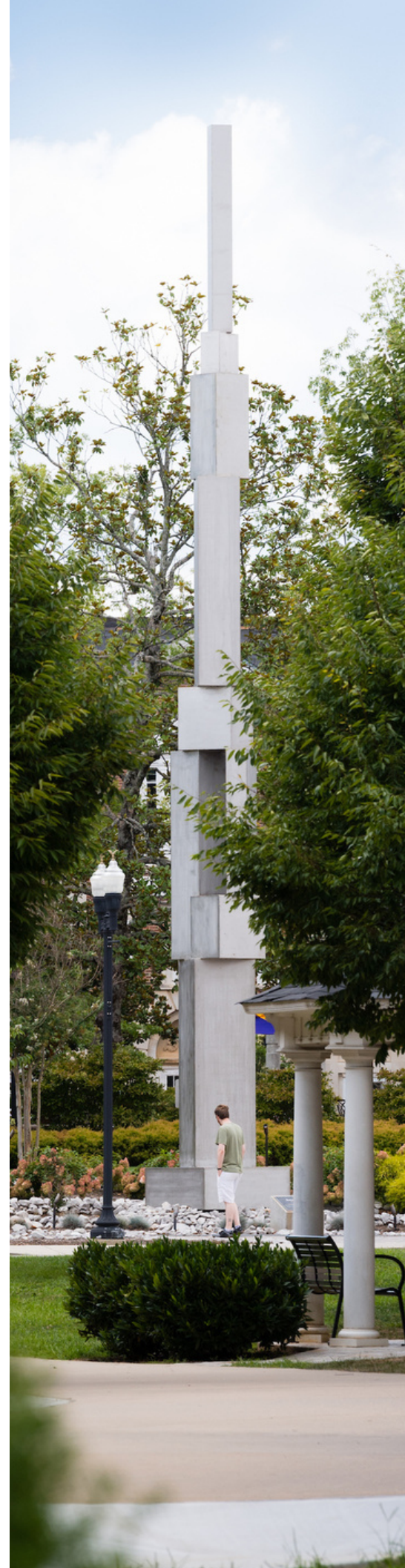
- Implemented Maxient, a behavioral records software, to enhance communication and efficiency for student conduct, CARE Team, residential incident reporting and absence notifications
- Established a Communication Committee with the task of developing a cohesive communication plan for the Division
- Created a Strategic Planning Committee to develop priorities and strategic goals for the Division as well as to serve as the liaison between Institutional Effectiveness and the departments in the Division in order to provide updated resources and timelines for completing strategic planning-related projects and processes
- 275% increase in Student Affairs Instagram followers

2,364

NEW USERS FOR
TTU ALERT/RAVE
EMERGENCY SYSTEM
THIS YEAR

78

AEC STUDENTS USING
ACCESSIBLE
ELECTRONIC DEVICES



90%

STUDENT EMPLOYEE
RETENTION
IN
INTRAMURALS

INNOVATION IN ALL WE DO

Explore creative, new initiatives, programs, funding sources and staffing models that enhance the student experience

Dean of Students/Strategic Initiatives

- Presented preliminary findings from the Student Experience Task Force, a series of focus group style meetings intended to comprehensively review Student Affairs' programs and services at Student Affairs Retreat.

Campus Recreation

- Implemented a new scheduling strategy initiative in intramurals to reduce forfeited games and improve the student experience. They successfully minimized the total number of forfeited contests to just 121 (an 18% decrease compared to the previous academic year).



EXCEPTIONAL STEWARDSHIP

We strive to maximize the utilization of our resources, ensuring that every effort is focused on delivering the highest quality educational experience. Through careful stewardship of our resources, we endeavor to create a supportive and empowering environment that maximizes the value and benefits our students receive from their educational journey at Tennessee Tech.

9,073

**Total Attendance at
RA-Hosted
Program Events**

Exercise holistic wellness and well-being practices that support sustainable careers and leadership roles

Campus Recreation

- Designed and put into action a student leadership framework that underscores the importance of student leadership, offering a multitude of chances for students to participate and cultivate their leadership skills

Accessible Education Center

- 75% of the AEC team attended trainings and professional development on relevant issues to better serve students.
- Provided accommodation training to all new tenure track faculty members



Employ measures to maximize funding and staff resources to enhance value and return on investment, and prioritize professional development and recognition

Intercultural Affairs

- Collaborated with other areas of Student Affairs and academic areas to develop the Disney Leadership Program for professional development.

Health Services

- To enhance clinical staff competence and regulatory compliance, 19 different competency training sessions, including Narcan and Emotional Distress training, were provided throughout the year, emphasizing their commitment to professional development.

Student Affairs (As a Division)

- An event of recognition marked the achievements of our division throughout the year and acknowledged exceptional performance, with over 28 awards distributed.

50%

IMPROVEMENT IN STRESS
MANAGEMENT SKILLS
FOR STUDENTS UTILIZING
COUNSELING'S
WELLTRACK SYSTEM

300%

INCREASE IN AMOUNT OF
HEALTH/WELLNESS
TRAINING PROVIDED



EXCEPTIONAL STEWARDSHIP

Ensure ongoing compliance with the applicable laws, policies and mandates, professional standards and best practices

Dean of Student/Strategic Initiatives

- Worked with department decision makers in meetings and training to enhance understanding and implement relevant for the Council for the Advancement of Standards in Higher Education, CAS standards, throughout the year
- Ensured departmental alignment with CAS professional standards to enhance quality student learning, programs and services

Health Services

- To enhance clinical staff competence and regulatory compliance, 19 different competency training sessions, including Narcan and Emotional Distress training, were provided throughout the year, emphasizing their commitment to professional development.

Housing and Residential Life

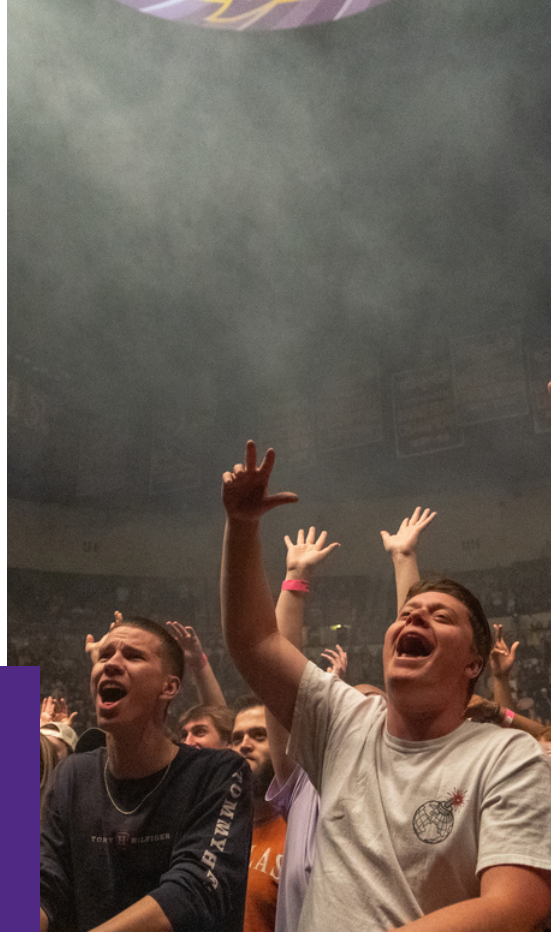
- Out of the total 83 resident assistants, 96% successfully completed the Mental Health First Aid Certification program.





RESIDENT MENTAL HEALTH SUPPORT

96% of all Housing & Residential Life Resident Assistants completed the Mental Health First Aid course



BY THE NUMBERS

Implement high-impact practices that empower students to develop an understanding of their individual values and aspirations and connect them with intentional leadership and community engagement opportunities

Center for Student Engagement

- Launched Eagle Engage student organization platform and piloted an events management check-in component for five SOLO events including the spring SOLO Concert
- Continued evolution of College Town Weekend initiative and the goal of enhancing the overall student experience
- Fraternity and Sorority Life (FSL) membership has continued to improve with an 18% increase in total new members from 2021-2022.
- Hosted an FSL Retreat where a survey showed after the retreat that 95% felt more confident in their leadership ability and 90% felt more confident in themselves as a fraternity or sorority organization officer

209

REGISTERED STUDENT ORGANIZATIONS

3,500

FOLLOWERS ON STUDENT LIFE INSTAGRAM PLATFORM

3,942

TOTAL MEMBERSHIPS AMONG ALL REGISTERED STUDENT ORGANIZATIONS

\$122,493

IN SOLO FUNDING AWARDED ANNUALLY*

*DEFINED AS SOLO FUNDING AWARDED BY SGA FOR STUDENT ORGANIZATION EVENTS

ENGAGEMENT FOR IMPACT

We actively cultivate collaborations with government entities, businesses and non-profit organizations to drive economic and workforce development initiatives, facilitate the creation and sharing of knowledge, contribute to the greater public good and foster a meaningful cultural impact. Through these collaborations, we strive to empower our students, faculty and community members to make a positive and lasting difference in society. Together, we shape a future where innovation, prosperity and social progress thrive hand in hand.

Facilitate an environment that promotes the understanding and practice of the dimensions of wellness

Campus Recreation

- Campus Recreation organized events such as the "Rec Your Stress" night in collaboration with AEC, Counseling, and Health Services, as well as the spring semester Future Education Model (FEM) series, presented by the School of Human Ecology.

Counseling Center

- Counseling Center partnered with Coalition for Health and Safe Campus Communities (CHASCo) to better connect and support the campus community in order to be able to address campus health and safety issues.

Assess programs and services to evaluate their effectiveness and determine if they should be continued, expanded, reduced or eliminated

Housing and Residential Life

- Housing staff continued to foster a vibrant community within the halls by organizing and hosting 385 programs that are focused on promoting housing community wellness.

Student Affairs (as a Division)

- Annual retreat allowed for members of each department to collaborate towards integration of the university strategic goals as a foundation for Student Affairs' Strategic Plan.
- Reviewed departmental priorities/goals, strategies, and metrics to determine if they aligned with the overall mission of the institution and the evolving needs of the student body.
- Provided meaningful conversations and activities, including a facilitated session on Gallups Strengths Assessment.

1,215

**Average Number of
Recreation Center
Daily Visits**



Expand your horizons, unleash your potential and forge lifelong connections through active engagement at Tennessee Tech.

ENGAGEMENT FOR IMPACT

Cultivate opportunities to engage with the local community by creating impactful partnerships

Housing and Residential Life

- The Tennessee Tech Food Pantry provided more than 36,000 items through regular visits from Summer 2022 - Spring 2023.
- There were estimated 170 new (never before used) clients used the Tennessee Tech Food Pantry from Summer 2022 - Spring 2023.
- There were also approximately 210 returning clients to the Food Pantry who had previously used their services in a least the past year.
- Roughly 4,168 students involved in community engagement through Service Learning at Tennessee Tech.
- The number of service hours facilitated though service learning courses was 26,890.
- 205 academic courses had a service learning component to them.

Accessible Education Center

- Director served on the Cookeville Chamber of Commerce Inclusion Council.
- Coordinator provided professional development to Cookeville High School staff on transitioning from high school to college.

University Police

- Partnered with Putnam County 911 for TTU Alert/RAVE emergency notification system to better integrate emergency resources in the event of emergencies that could potentially impact our campus and the community.

ESTIMATED
TOTAL SERVICE
HOURS BY
TENNESSEE TECH
STUDENTS

102,904



CAREERS IN STUDENT AFFAIRS

Careers in Student Affairs Month (CSAM) is a month-long initiative each October that celebrates a career in Student Affairs, education and awareness in the profession and engagement with professional associations and peers in the field.

Goals of Careers in Student Affairs Month:

- Celebrate the field of student affairs through opportunities to reflect on individual journeys and experiences.
- Provide professional development for student affairs administrators in higher education.
- Encourage and promote the profession in order to grow the field of student affairs.
- Cultivate spaces for dialogue related to pertinent topics within student affairs.

WHY CHOOSE A CAREER IN STUDENT AFFAIRS?

- A rewarding career
- Choice and flexibility
- Competitive benefits
- Appealing work environment
- Ability to make a direct impact with students



DON'T FORGET ABOUT CSAM IN OCTOBER!

BE ON THE LOOKOUT FOR UPCOMING DATES/INFO.

OUR 2023-2024 PRIORITIES

As we look forward to 2023-2024, the Division of Student Affairs is prioritizing various initiatives. These priorities underscore Tennessee Tech's commitment to providing a holistic and enriching experience for its students.

College Town Kickoff

- Starting in Fall 2023, College Town Kickoff aims to strengthen the connection between the university and the local community, fostering a vibrant college town atmosphere. It includes various activities and entertainment. Additionally, the event helps to showcase the campus and town's offerings, promote local businesses, and encourage community involvement.

Health Services TDH Grant

- Health Services secured a \$500,000 ELC Grant from the Tennessee Department of Health and the Center for Disease Control. This grant will boost campus awareness of diseases, expand the Health Services team temporarily, and provide free COVID-19 testing. It also covers infectious disease educational materials and supplies. The grant lasts until July 31, 2024.

University Police Accreditation

- The Tennessee Law Enforcement Accreditation Program spans 36 months, with an expected completion in early 2026. During this time, University Police must meet specific milestones to stay in the program, including appointing an accreditation manager, aligning directives and standards with TLEA best practices, reviewing them with the TLEA program manager, and undergoing on-site inspections.







Tennessee Tech University
Division of Student Affairs
1000 North Dixie Avenue
Cookeville, TN 38501

www.tntech.edu/sa

 @tntechstudentaffairs



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TENNESSEE TECH

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