

**Division of Student Affairs End-Year Report**  
**Executive Summary**  
**2020-2021**

**Strategic Achievements**

- The division led through the unprecedented COVID pandemic and its impact upon programming, service delivery, campus life, employee morale, and student retention. The year was punctuated with daily readings, review of research, e-exchanges with colleagues, and conferences as American Higher Education wrestled with the new questions
  - Dozens of virtual programs, community service projects, leadership development workshops, fraternity and sorority officer/advisors' meetings, and intercultural events were planned and rescheduled in direct response to COVID19
- In partnership with University Marketing and Communications, the division led in the development and design of all divisional webpages; this initiative required the entire calendar year because divisional webpages were non-existent in March 2020
- Researched, wrote, and edited a new Code of Student Conduct, representing the first new code in numerous years
- Researched, refreshed, edited, and submitted to Academic Affairs the Code of Academic Integrity, representing the first updated code in numerous years
- Researched, wrote, and edited a new Sexual Misconduct/Title IX Hearing Procedures and policy, representing the first updated procedures in numerous years, to include the latest revisions by the U.S. Department of Education
- Designed, implemented, and trained the faculty-staff-student volunteers on University Conduct Councils, Honor Councils, and Sexual Misconduct/Title IX Hearing Boards
- Conceived, designed, and implemented the first phase of a divisional strategic plan
  - Consultant Dr. Gage Paine facilitated the creation of a new "Why" statement
  - Consultant Eric Hartman facilitated the creation of a new "Mission" statement
  - Consultant Eric Hartman facilitated the initial statements of a written divisional strategic plan, with final written draft due by July 1, 2021
- The division completed its components of the University's Blueprint and Scorecard program for 2019-2020 and 2020-2021
- The division in partnership with the Chancellor's Office and with the Division of Business Affairs/Facilities Management completed the renovation of the John Rampey Center for the relocation of Counseling Services into a central site; in addition, the Rampey Center houses the first satellite office for University Health Services. The relocation ensures that first-year residential students have immediate access to health and counseling services
- The division led balanced budgets in 2019-2020 and 2020-2021

- The division provided the search team for the next fulltime Dean of Students, expected by September 1, 2021
- Conceived a Wellness Cocurricular Cognate, combining the Accessibility/Disability, Counseling, Dining Services, Health, CARE, and Recreation Directors into a working unit for the recruitment, retention, and persistence of future generations of Upstate students
- The division led in the conception, creation, and completion of a cocurricular transcript on our Presence Platform. It will be tested beginning in the Fall of 2021
  - The new leadership certificates will be registered in the cocurricular transcript to test the platform.
- The division led in the creation of two new “Leadership Certificates,” one to accompany academic credit and one achieved without academic credit. The non-credit bearing certificate enacts in the Fall of 2021. The 12-credit-hour-bearing certificate begins with a 3-hour credit Leadership Class in the Spring of 2022.
- Designed the first formal CARE Team (e.g. Behavioral Intervention Team) webpages, including the research and construction of the first content
- The division earned a \$25K grant from the Midlands School District 16/GEAR UP agency for the retention of socio-economically disadvantaged students
- Redesigned the CARE (e.g. Behavioral Intervention Team) Team’s membership, agendas, training, and responses.
- Established new cocurricular initiatives in support of the future cocurricular transcript:
  - Black/African-American Student Status Essay Contest – with African-American Studies Faculty/Academic Affairs
  - Mini-Billboards for Homecoming – with the Art Department faculty/students
  - Spanish Language Fitness Class – with the Languages Faculty
  - Business Students with Disabilities – preparing them for interviews and etiquette
  - International Student Infrastructure Development – with multiple divisions
  - Mini-Grants – “Wellness U” and “Male Student Retention” proposals submitted to Academic Affairs
  - Library-Student Affairs engagements to begin during 2021-2022, including films, group meetings, entertainment, blow-off steam periods
- Relocated the Vice-Chancellor’s Office, Accessibility-Disability Office, Dean of Students Office, Student Involvement, Business Manager Office, and Community Service/Leadership Development Office on one floor of the Campus Life Center. These relocations provide easier proximity for all students; in addition, the Student Affairs teammates can engage each other more often and more facilely
- Conceived, developed, and led a new faculty-staff-student team to “Advance the Status of Black/African-American Students” at Upstate
  - Conducted Town Hall Meeting for African-American students
- Conceived, developed, and led a new faculty-staff-student team to “Advance the Status of Latino/Latina/LatinX Students” at Upstate

- Conceived and outlined “Dia De Los Muertos,” an important cultural event for Mexican-Americans to occur near Halloween. In addition to creating a campus-wide fiesta atmosphere, we plan to invite Latino/Latina/LatinX high school students.
- Conducted Town Hall Meeting for Latina/Latino/LatinX students

## Tactical Achievements

- Contributed to the development and content of the “(Student) Withdrawal for Medical Reasons” policy. The new policy is student-focused so that mentally/emotionally/physically unwell students have necessary administrative support in completing the process. If proven successful, the policy will enhance student retention
- Contributed to the development and insertion of the “Student Postvention Policy” to address student death sensitivities
- The division led in developing and submitting budget initiatives to purchase new Recreation and fitness equipment; add a Dean of Students, a Health Services Administrative Assistant, and a fulltime Business Manager; secure two Graduate Assistants; provide Accessibility/Disability Technology equipment; and increase funding for the 2021 University Convocation
- Reorganized the annual Student Affairs Awards Night so that a 90-minute ceremony was ensured; awards were presented solely on merit thus preventing a “search” for award winners when no nominations were received; a lower budget was preserved; an in-person ceremony under COVID prevention guidelines was provided!
- Conceived, developed, executed, and presented the first-ever undergraduate hall of fame, named the “Upstate 7: Enshrining our Merit,” as a means of inspiring future undergraduates to excellence; to motivate future alumni involvement; to stimulate involvement in the cocurriculum; to excite the families of our recipients
- Convened 6 bi-monthly meetings of the Chancellor’s Alcohol and Drug Education Team, leading to the June 30, 2021 deadline for the State of SC audit
  - Wrote dozens of pages of reports
  - Student Affairs Staff contributed to new drafts of the alcohol policy, drug policy, and tailgating policy
- Conceived, crafted, polished and distributed an employee survey for “Vice-Chancellor & Division Effectiveness” due July 2, 2021. 15 teammates responded.
- Led the division to create YouTube videos for COVID, “Open Doors ’21,” and “New Parents Orientation”
- Co-Chaired the University Homecoming Week Committee with successful results (despite COVID afflictions)

## Department/Office Highlighted Achievements

### Accessibility-Disability Services

- 137 students were registered and used our services this year. 151 students were served in the Fall; 148 students were served in the Spring.
- Initiated a collaboration amongst Johnson College of Business, Career Management, and Disability Services to prepare disabled students for career-readiness.
- Students are now capable of registering with our office online as well as uploading their documentation online.
- Presented at 4 Transition Nights at local highs. The presentation consists of what they need to know going into college regarding their disability i.e how to register, types of accommodations, differences between Special Ed and Disability Services, etc.

### Campus Recreation

- All cash handling operations at the Front Desk of the Spartan Rec Center were moved to an online payment portal allowing for customers to use credit/debit cards and also eliminating the need for our students to handle financial transactions.
- Spartan X Group Fitness Classes were offered on social media, Microsoft Teams and in-person
- Operations
  - 18,109 Entries
  - 1917 Unique Entries
  - Fitness
    - Group Fitness Classes – 1831 Registrations
    - Weight Room – 8767 users
  - Poole Natatorium – 4,211 participants
  - Intramural Sports
    - 87 Teams
    - 126 Participants
    - 111 Unique Participants

### Counseling Services

- Creation of Successful Spartan Workshop Series (virtual)
- Creation of Student-Athlete Mental Health Screening process
- Creation and passing of Withdrawal for Medical Reasons
- Creation of Postvention Policy & Procedures for CARE Team
- Total # of *ATTENDED* Therapy Appointments = 2,165 (16.2% decrease from 2019-2020)  
[Total *SCHEDULED* Appointments: 2,272]
- Total Unique Clients: 347 (19.11% decrease from 2019-2020)
- Telehealth Client Sessions = 1564 attended (4.54% increase from 2019-2020; compared to both telehealth and face-to-face sessions from 2019-2020)

## **Health Services**

- Mary Bucher fulfilled university request to be the special assistant to the chancellor and co-chair of the COVID-19 response team for USC Upstate. Health Services provided operational implementation of risk mitigation strategies, including but not limited to, university wide policies and procedures, classroom modifications, on campus housing procedures, on campus community COVID-19 testing, Health Services contact tracing, and COVID-19 vaccination.
- Georgina Ravan worked closely with athletics teams and staff to support in person sporting events including COVID-19 testing based on NCAA guidelines and contact tracing to limit COVID-19 spread.
- Health Services was able to open a medical satellite location in the midst of statewide closures to allow for better access for students, especially those who live on campus who don't have transportation.
- Total number of appointments = 6,577
- Total number of unique patients = 3,231

## **Office of Student Involvement**

- **From August 1, 2020 – May 1, 2021, the office recorded:**
  - 166 Attended Events
  - 3,864 Total Attendees
  - 1,361 Unique Attendees
- Fall Program Highlights (impacted by COVID) included:
  - CAB Spin the Wheel – 42 participants
  - CAB Mini-Carnival – 72 participants
  - Virtual Song Bingo – 53 participants

### Significant Individual Achievements:

- Liz Jodoin was awarded the 2021 NASPA Region III James E. Scott Award for Outstanding Mid-Level Student Affairs Professional
- Mary Bucher won the Laura Puckett Boler Student Affairs Professional of the Year Award
- Mary Bucher won the SEAHO Service Award for her COVID prevention leadership
- Brit Katz won the Practitioners of Distinction Award from the University of Mississippi.
- Khrystal Smith and Brit Katz won the "Doc's List" Award from the Student Government Association at USC-Upstate.
- Brit Katz won the Davis Cup from the Student Government Association at USC-Upstate.
- Sarah Joseph was selected for the USC-Columbia system's Academic Fellowship Academy.