



The University of
Montana

Division of Student Affairs **Annual Report 2006-2007**



September 2007

Final report prepared by
Teresa Branch, Vice President for Student Affairs

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MISSION AND VALUES

DIVISION OF STUDENT AFFAIRS

Mission Statement

Our mission is to facilitate student learning by providing high quality programs, services, and developmental opportunities, while fostering an inclusive campus community in support of the educational mission of The University of Montana.

Our Values

1. Quality

Student Affairs provides high quality programs that prepare students to understand and address the needs of society.

2. Fiscal Responsibility

Student Affairs budgets wisely and prepares for a future in which fewer dollars may be available for new programs and services.

3. Technology

Student Affairs utilizes improved technology to continually enhance service delivery.

4. Collaboration

Student Affairs collaborates with faculty, staff, and students to offer educational programs and services.

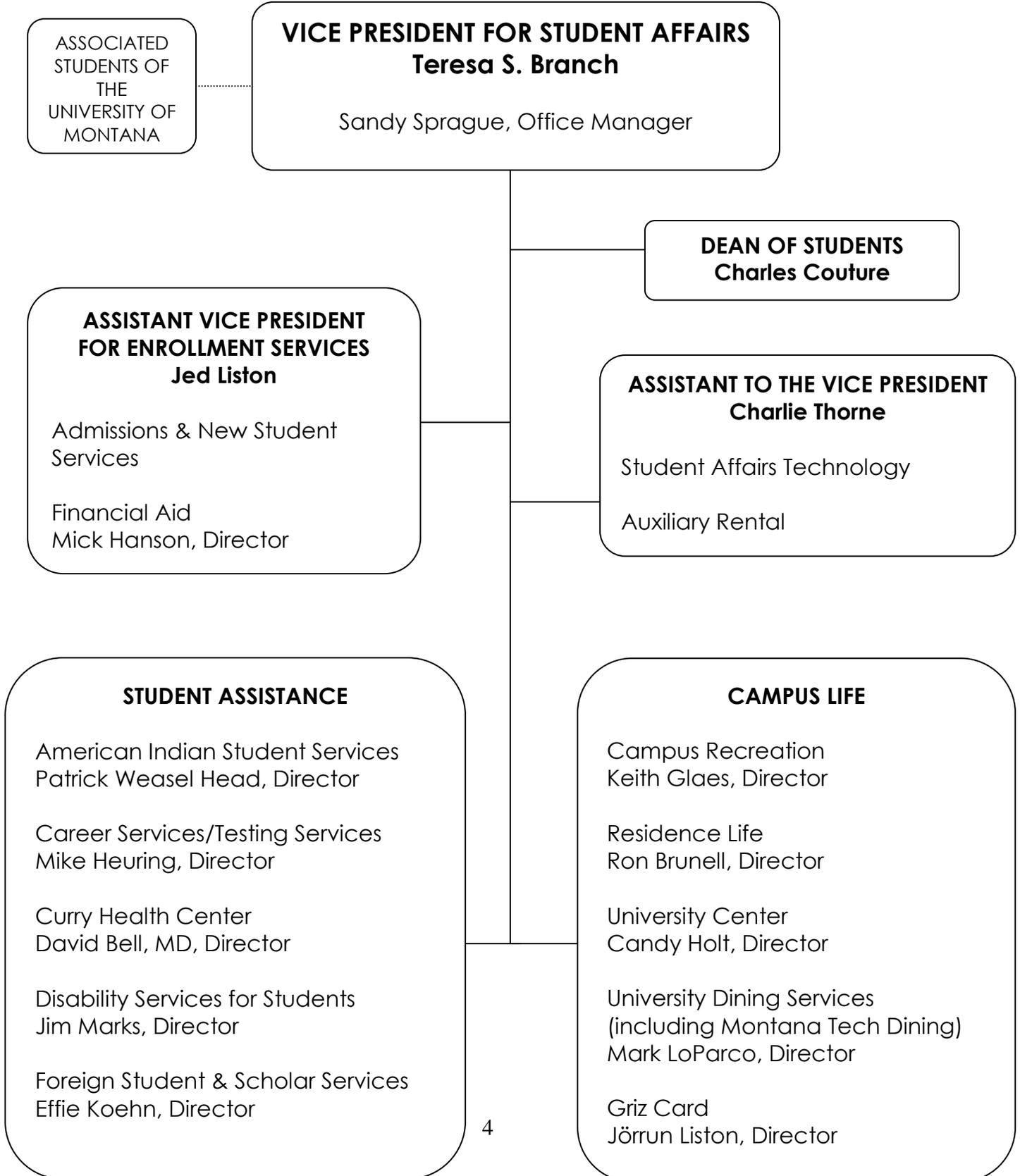
5. Respect for Diversity

Student Affairs fosters a campus community that welcomes all members of the campus community, celebrates diversity, and is student-centered.

6. Innovation

Student Affairs encourages and rewards innovative thinking that improves the substance and delivery of programs.

ORGANIZATIONAL CHART
DIVISION OF STUDENT AFFAIRS



2006-2007 YEAR IN REVIEW

THE DIVISION OF STUDENT AFFAIRS

The Division of Student Affairs continues to facilitate student learning by providing high quality programs, services and developmental opportunities. The division also aims to increase enrollment and improve existing programs and services. The following are some highlights from the 2006-2007 academic year.

AY06/07 was the inaugural year for the Montana Partnering for Affordable College Tuition (MPACT) program. The first cohort matriculated in fall 2006, and 91 percent of these students will be returning in fall 2007 with 40 percent retaining their eligibility.

In an effort to bolster retention, Residence Life collaborated with the Davidson Honors College to renovate the TV room in Knowles Hall and create a living/learning environment, where several honors courses will be held in fall 2007. This space will give students and faculty opportunities to interact outside traditional classrooms. Student Affairs hopes to partner with additional colleges and schools within Academic Affairs to offer more students chances to learn in these unique classroom environments.

Curry Health Center (CHC) implemented the UM Suicide Prevention Program in fall 2006. The program was created to 1) ensure that at-risk students receive appropriate assessment and advisement of treatment options, and 2) reduce disruptions caused by suicide threats or attempts in a campus environment. CHC also offered a new mental health self-assessment for students online, and provided suicide prevention training for interested faculty and staff.

University Dining Services (UDS) helped celebrate the signing of the Governor's Montana Food to Institutions bill, which will make it easier for Montana producers to supply food to Montana institutions. The Farm to College program continues to grow. UDS purchases from local farmers totaled \$466,171 in FY07.

Changes over the last year have required the Division of Student Affairs to devise new strategies and make some adjustments. Testing Services proposed expanding its testing facility this year to accommodate more tests and test-takers, and to maintain a competitive edge on the ever-changing vendor landscape. The proposal was initially approved by the administration but has been placed on hold and will be considered as changes warrant. The manager of Griz Card, Jörrun Liston, resigned, and Rita Tucker, Associate Director of Residence Life, assumed the role. Under her leadership, Griz Card now reports to Residence Life.

American Indian Student Services (AISS) celebrated its three-year anniversary. The Dean of Students co-chaired the Committee to Review the Office of American Indian Student Services and its director with Eleanor Laws, Director of Equal Opportunity/Affirmative Action. The Vice President for Student Affairs will review the

committee's final report to decide what changes, if any, should be made to better support The University's American Indian students.

The Division of Student Affairs believes that efforts to foster an inclusive campus community are producing positive results: last year was a record-breaking year for enrollment and graduation of students with disabilities. The first annual Day of Dialogue took place in fall 2006, which brought professors, students, staff and other members of the community together to discuss issues of diversity. Members of the community were engaged in creative and informative ways, including research presentations, workshops, performances, and a keynote speech given by Dr. Manning Marable. Foreign Student and Scholar Services (FSSS) mobilized several campus units to draft a resolution in support of international education, which was introduced to and approved by the Montana legislature. Montana is now one of 13 states whose governments have passed similar resolutions.

Student Affairs departments and staff received much recognition and attention this year:

- Dan Burke, Assistant Director of Disability Services for Students (DSS) was elected to the Board of Directors of the National Federation of the Blind. Dan is the first Montanan ever to serve on this Board.
- The Montana Council on Exceptional Children awarded the 2007 Outstanding Community Volunteer Award to DSS Director Jim Marks for his legislative leadership on the part of Montana children with disabilities.
- Kelly Chadwick, a University Center groundskeeper, received two awards: the Dennison Staff Award for Distinguished Accomplishment and the Outstanding Service to the Campus Community Award for staff.
- Kaycee Schilke, a former UC multicultural alliance program director who retired in July 2006, was recognized by the Association of College Unions International (ACUI). She received the Vern Solbach Outstanding Service to Region 14 Award and an ACUI Emeritus Award.
- Tom Campbell, Executive Chef at the College of Technology, and Tom Siegel, Chief Executive Chef of UDS, were nominated for the 2007 Chef of the Year award, sponsored by the American Culinary Federation. Tom Campbell was named Chef of the Year.
- Juana Alcalá, Director of Marketing for Recruitment and Admissions, received the Outstanding Service to the Campus Community Award.

Publications of the VPSA Office

Student Affairs Assessment Team Report (2004-2005)

Student Affairs Annual Report (2005-2006)

With Your Personal Safety in Mind (updated annually)

Biennial Drug and Alcohol Review (2004-2006)

UNIT REPORTS

American Indian Student Services (AISS)

The mission of AISS is to help American Indian first-time students acclimate to life on campus. AISS provides on-going services and resources for students that help them persist to graduation. AISS continued to offer a student mentor program, but with limited success. The director and staff are currently discussing how they can provide better training for the next generation of indigenous mentors.

AISS contributed to the overall recruitment and retention efforts by working closely with other groups on campus. During orientation sessions, the office collaborated with Enrollment Services to provide current information for incoming American Indian students; staff also met with each incoming American Indian student individually (recent high school graduates and tribal college transfer students), and matched him or her with a student mentor. The mentors guided the new students through orientation, escorting them to sessions and answering questions. AISS held a general session for students and their families to provide in-depth information about the campus, available services, and strategies for academic success.

Financial Aid provided AISS with the names of American Indian students whose financial aid was in jeopardy because of low grades, and the office used this information to offer specialized services to those students throughout the year. There were also four academic affairs programs that helped AISS serve students: 1) the Graduate School provided AISS with access to their printing and fax equipment, which students used to communicate with their reservation communities; 2) the Undergraduate Advising Center and 3) TRiO Student Support Services (TRiO SSS) referred students to AISS for advising; and 4) the College of Forestry collaborated with AISS when working with American Indian students who were enrolled in their Native programs. AISS shared a table at the "WelcomeFeast" with Native American Studies and the Educational Opportunity Program (EOP) to provide information on American Indian services.

AISS outreach efforts in the fall and spring consisted of a BBQ for American Indian students and their families, a "Sunrise Ceremony" during Family Weekend that allowed American Indians and others to greet the day in traditional ways, and an honors luncheon, which was sparsely attended. The luncheon will be revisited as AISS considers how it can reach out to intended recipients at an affordable cost.

Director Patrick Weasel Head attended the last meeting of "College Is Possible," a program sponsored by the American Council of Education. Next year, AISS will participate in their "*KnowHow2GO*" campaign, which aims to increase the number of minority students pursuing higher education.

AISS struggled to juggle work responsibilities this year, after one staff member was granted part-time status. Other staff members had to compensate by advising more students and handling more “walk-ins.” Because the current advisor will resign effective August 24, 2007, and the funding for the graduate assistant fellowship from TRIO SSS is at risk, we should prepare to make staff changes.

Of the 62 incoming American Indian freshmen in fall 2006, 34 percent (21) did not return for spring semester. Of the 31 tribal college transfers in fall 2006, 23 percent (7) did not return for spring semester. These data will be examined to determine how to decrease the academic achievement gap between American Indian and the larger student body. AISS administered a student satisfaction survey and used the results to improve service delivery.

Campus Recreation

Campus Recreation customers continued to demonstrate high levels of interest in fitness programs and services. Overall, use of the Fitness and Recreation Center increased slightly, and more men continued to use the facilities than women. Students did not use the pool as much as in the past, and pool use by community members has not increased, so Campus Recreation plans to study the situation. With all the turmoil surrounding the University Golf Course, there were fewer golfers in late spring. Campus Recreation hopes numbers will increase; if not, a strategy for increasing use will need to be developed for the future.

Campus Recreation noted an increase in intramural sport participation of over 30 percent. Almost 4,000 students participated in intramural programs in the spring. Participation in fitness classes increased by almost 6 percent, and consultations and specialty seminars drew a lot of interest.

The Outdoor Program had another strong year, and classes and special activities did very well. Even with the odd weather patterns, the number of rentals remained constant. The West Central Avalanche Center Web site has been published and an average of 100 unique users visit the site every day.

Campus Recreation continued to teach classes for, and provide space and equipment to, various departments, including Health and Human Performance, Education Leadership, Music, Drama/Dance, Forestry, and Wildlife Biology. This spring the Fitness and Recreation Center also assisted in hosting the Northwest Dance Workshop.

Campus Recreation spent \$50,000 to fix a mistake related to the steam meter. Later, there were major problems with the University Golf Course, Grizzly Pool, and the Lindsey Tennis Courts. Campus Recreation needs to improve maintenance procedures for these facilities, as these crises are expensive to repair.

Career Services (CS)

Career Services participated in the admissions outreach tours around the state in an effort to improve overall recruitment and retention efforts of the University. Additionally, CS made presentations at each new student orientation session, gave orientations and tours of the CS office to all Freshmen Interest Groups (FIGS), and conducted informative sessions at UM Days. CS hosted four career and employment fairs, including the Accounting and Health Professions Fair, Big Sky Career Fair, Educators' Career Fair, and the Student Employment Job Fair. These fairs were attended by 363 employers and 2,763 students, and CS noted a 22 percent growth in both student and employer attendees over AY05/06. CS hosted 181 additional employers over the course of the year, who conducted 273 formal interviews with students and posted 2,663 career opportunities online. To date, 1,115 students have established Griz eRecruiting accounts and 547 teacher credential files were sent to potential employers.

Student Employment Services continued to be vital to the campus and community. During AY06/07, 1,340 jobs were posted and 17,278 applications were submitted via the online system. In collaboration with University Dining Services, Career Services hosted the fifth annual Student Employment Awards Reception to recognize outstanding student employees of the UM campus. The UM Student Employee of the Year won the State of Montana Student Employee of the Year award for the fifth consecutive year.

The number of career counseling appointments increased from 1,757 last year to 1,936 this year, and career counselors administered 107 career assessments. Counselors also delivered 94 workshops and presentations attended by 3,168 individuals. CS began making presentations at new UM staff orientations to acquaint staff with our services; new presentations are planned for Human Resource Services' "Career Development Series" for faculty and staff.

CS contributed to the University's retention efforts by teaching the course "Exploring Majors and Careers" on the College of Technology and Mountain campuses. The office will continue efforts to have the course approved without the "T" designation by the Faculty Senate and transfer it permanently to an academic department.

CS facilitated an in-service training session for School of Education counselors-in-training, which taught them how to conduct career assessments utilizing the Montana Career Information System (MCIS). For the third consecutive year, as part of our community outreach efforts, the Career Services Counseling Intern coordinated the efforts of these graduate students in the School of Education by facilitating career exploration sessions for sophomores at Sentinel High School. The time counted toward the graduate students' direct client contact hours, which are required by the School of Education.

Career Services conducted a survey of UM faculty members to determine their familiarity with and usage of the various services offered to students and faculty. Career Services will undergo a comprehensive external review using the professional

standards of the National Association of Colleges and Employers. In preparation, the office performed a self assessment of the entire operation, conducted a strategic planning process and identified action items designed to bring our operation into full compliance with the professional standards before the external review is conducted.

During AY06/07, Testing Services administered 3,450 tests. Major changes have affected the delivery of tests, such as the move from paper and computer-based testing to Internet-based testing, and these changes required new technology hardware and software. Because of the volatile nature of the testing industry and the ever-changing vendor landscape, Testing Services proposed an expansion to the facility which would allow it to offer more academic and professional tests. It would also allow the office to respond in a timelier manner to industry changes. The proposal was Initially approved by the administration, but the expansion has now been placed on hold and will be considered as changes warrant.

Curry Health Center (CHC)

Medical Services staff reviewed the mission and goals of the department and identified “accessibility” and “prompt response to requests for care” as two key values. CHC recognized that the current system created a stressful work environment for staff who strived to meet demand at a time of changing expectations on the part of students. CHC evaluated several alternative systems for scheduling appointments and modified this system in the beginning of fall semester. Fifty percent of clinic time is now allocated to same-day, walk-in service, which was very well received by both students and staff.

In preparation for the retirement of the long-time Director of Medical Services, CHC reviewed the organizational structure of Medical Services. CHC reassigned responsibilities and increased staff input and involvement in clinic operations, in addition to successfully recruiting an experienced replacement for the Director of Medical Services who assumed responsibilities in June. The new director, two new members of her supervisory staff, and five other CHC staff members attended the American College Health Association national meeting, which was a good educational opportunity that helped facilitate the transition.

The demand for Self Over Substance (SOS) services doubled as a result of recent changes in underage drinking laws. SOS responded by expanding its hours of service, and increasing the number of student peer educators, support staff, and practicum students and interns. As per the advice of the Student Health Advisory Committee, CHC modified fees for SOS services to fund the changes. Staff members reviewed and modified program components to improve efficiency, and began the recruitment process for a new program assistant for fall 2007.

Mental health and suicide prevention became a major issue on university campuses this year. CHC responded by providing more clinical services, conducting a multifaceted public information campaign, and increasing coordination efforts with local and state

agencies. A joint effort between Counseling and Psychological Services (CAPS) and Health Enhancement (HE) led to the first annual Blues Fest, a two-day series of events that called attention to depression, suicide, and suicide prevention. A grant through the Missoula City-County Health Department partially funded the event. The "Career Development Series" hosted by Human Resource Services included a presentation on suicide prevention, and CHC staff gave similar presentations to various departments. Educational efforts for faculty and staff also included several webinars and the distribution of informational brochures. CHC collaborated with Residence Life and the Dean of Students to establish a formal referral process for suicide risk assessment. CHC established membership on local and state suicide prevention groups and provided useful information to President Dennison for presentation to the Board of Regents. In the fall of 2006, CHC added a half-time psychiatrist to the CAPS staff to increase affordable access to psychiatric care for students, and established funding to add an additional psychologist in the fall of 2007.

In fall 2006, HE and the Student Assault Resource Center (SARC) launched a multimedia presentation, "Beer Goggles", as a component of ongoing efforts to reduce sexual assault, relationship violence and irresponsible drinking. HE and SARC conducted a number of coordinated, follow-up programs throughout the year, one of which entailed bringing the popular presentation "Sex Signals" to campus. This program received very positive reviews. HE offered programs on stress reduction, healthy eating, exercise, safer sex, HIV prevention and responsible alcohol use, and added a program on tobacco use. A collaborative effort with the School of Public Health and Community Health Sciences produced a tobacco research project, funded in part by a grant from the BACCHUS Network. HE also developed innovative public health educational material in support of pandemic flu emergency planning.

Personnel matters created numerous challenges this year. Because of difficulties in recruiting custodial staff, current staff worked extra shifts and longer hours. Turnover in the Dental Clinic resulted in temporary staff shortages, a receptionist in CAPS left for another position, and, because no replacement could be found for the lead position in Medical Records, a career ladder had to be established for a current employee. Serious personal and family illness affected several staff members this past year, adding a further emotional burden on a close-knit staff. The Director of Medical Services, one long-term nurse, and one physician all retired or resigned, and nursing staff experienced turnover as well. Fortunately, these recruiting challenges were overcome successfully.

CHC staff conducted regular in-services during the school year, including some that promoted diversity or awareness of other Student Affairs services. Many staff attended a variety of continuing education programs in their relevant fields, including eight staff members who attended the national meeting of the American College Health Association (four of them for the first time). CHC developed a new logo, and all staff received new logo wear as part of a staff appreciation program.

Several facility and support issues were addressed this year. CHC replaced the HVAC system with a ground water cooling system that will be more efficient and less costly.

Disability access was reviewed and improvements planned. An agreement with Faculty Staff Wellness produced a resolution to acute space problems in the medical clinic. The planning group began to prepare for replacement of aging radiology machines in Medical and Dental Services with digital equipment, and the shift to digitized transcription in the medical clinic made this process more convenient and secure. CHC also arranged safer parking for after-hours nursing staff.

Despite these major changes, CHC successfully fulfilled its primary mission of providing health care services to students, and fully met its budget projections for the year. Last year, 9,795 students (70 percent of the student body) made 45,257 visits to CHC for Medical, Dental or CAPS service. CHC also met its commitment to enhance student learning. In all, 194 undergraduate, pre-professional and professional students participated in a wide variety of paid, volunteer and for-credit educational experiences at CHC through classroom instruction, internships, practica, job shadowing, peer education, peer advocacy, participation on the Student Health Advisory Committee, and other experiential and service learning opportunities. Finally, CHC fulfilled its commitment to serve the UM community. The leadership of Medical Services, CAPS, Dental, Health Enhancement, SOS and SARC all received awards, and the Peers Reaching Out (PROS) of HE received the Sentinel Award for outstanding service to the campus community.

Dean of Students

The Dean of Students met with the following student groups and some of their advisors: Kyi-Yo Native American Student Association and advisor; American Indian Students in Science and Engineering and advisor; WaYaWa and advisor; Lambda Alliance; International Student Association and advisor; La Gente Unida; Muslim Student Association and advisor; Japanese Student Association; UN Council; Alliance for Disability and Students of The University of Montana and advisor; and Associated Students of The University of Montana (ASUM) Senate (missed only one weekly meeting due to participation in the UM Advocate selection).

The Dean of Students also helped mediate a conflict among Kyi-Yo executive officers and their administrative support person; gave a hazing presentation at a meeting of fraternity leaders; helped resolve a conflict among Muslim students and a local food establishment; collaborated with the Diversity Advisory Council and the Office of the Vice President for Student Affairs to co-host a luncheon for African American students with Dr. Manning Marable as part of the University's Day of Dialogue; trained new student and faculty members of the University Court; acted as unofficial advisor to the ASUM Senate; made a presentation to SARC student volunteers on rape and sexual assault allegations and the application of the Student Conduct Code; supported student organizations by attending special functions at their request; assisted in selection of the recipient of the Sentinel Service Award; and facilitated the selection of 33 students to receive the Diversity Advisory Council Student Achievement Award.

The Dean of Students provided counsel to individual members of the ASUM Senate; adjudicated 173 alleged student misconduct cases; collaborated with and provided counsel to numerous parents regarding the welfare of their students; assisted several staff and faculty members to resolve disruptive student incidents; and assisted numerous students to resolve complaints against fellow students.

In addition, the Dean of Students updated the Cultural Diversity Web site; facilitated the selection of the Nancy Borgmann Diversity Award recipient; supported Student Affairs directors and their units by attending their special events; collaborated with several faculty members regarding alleged academic misconduct; co-chaired the Committee to Review the Office of American Indian Student Services and its director and prepared the committee's final report for the Vice President for Student Affairs; assisted in the selection of the Outstanding Student of the Year Award recipient; was appointed to a two-year term on the University Sustainable Campus Committee; and reviewed and rated program proposals for the National Association of Student Personnel Administrators (NASPA) national and regional conferences.

Disability Services for Students (DSS)

Disability Services for Students broke two major records during AY06/07: the enrollment and graduation of students with disabilities. In spring 2007, 903 students with disabilities were enrolled at The University of Montana. This number represents a 6.8 percent of the student body and an increase of 2.3 percent over spring 2006. The previous record for enrollment of students with disabilities was 890 students during spring 2005. Enrollment has consistently exceeded state and national averages by considerable margins.

Perhaps more remarkable than the steadily increasing enrollment was the record-breaking number of graduates with disabilities. One-hundred-forty-six students with disabilities graduated during AY06/07, representing an increase of 13 percent over last year's graduation numbers. The previous record was 129 graduates, which occurred during AY04/05.

DSS conducted the second annual Disability Services Transition Seminar aimed at high school juniors and seniors with disabilities who are interested in going to college. DSS also partnered with the Director of Equal Opportunity/Affirmative Action to present faculty with information on how they can avoid illegally discriminating against students with disabilities and other protected groups in the classroom. In all, DSS and the Director of Equal Opportunity/Affirmative Action made presentations to approximately half of the University's academic departments.

Through DSS, Missoula interpreters used Internet technology to provide remote sign language interpreting services, in real time, to students at Helena COT.

DSS received two grants, one for assistive technology from the Marshall and Mary Brondum Foundation, and the other for the Transition Seminar from the United States Department of Education's "Creative Training Accelerating Talent."

Assistant Director Dan Burke was elected to the Board of Directors of the National Federation of the Blind, which made him the first Montanan ever to serve in this capacity. The Montana Council on Exceptional Children awarded the 2007 Outstanding Community Volunteer Award to DSS Director Jim Marks for his legislative leadership on the part of Montana children with disabilities.

Enrollment Services (ES)

Enrollment Services had a successful year. ES participated in approximately 145 college fairs and visited 369 high schools and community colleges in 28 states and nine countries. Non-resident markets expanded into several new areas in the east and southeast. In an effort to offset the declining number of college-bound Montana students, ES visited all 188 Montana high schools and partnered with the President's Office to execute successful outreach programs in nine Montana communities. ES also increased the number of on-campus open houses to nine; over 1,200 students and parents attended the open houses. ES supplemented recruitment efforts by utilizing social networking, blogs, and other popular media technology. ES is redesigning its website to provide a more positive and productive experience for prospective students.

Financial Aid continued to develop new ways to help students afford a college education. The Montana Partnering for Affordable Tuition (MPACT) program had a successful first year: 91 percent of sponsored students will return for a second year, though many of them did not maintain award eligibility. ES implemented a new "Hold and Release" system to allow a more timely delivery of loan funds for students, and the new federal Academic Competitiveness Grants (ACG) and National Science and Mathematics Access to Retain Talent (SMART) Grants were implemented successfully to give UM students more financial options.

Application evaluators transitioned to a new system of evaluating transfer work for course equivalency; this now takes place within Admissions rather than in each department. Financial Aid hired a new evaluator to compensate for the additional work load and to ensure compliance with Board of Regents regulations. Currently, over 80 percent of our applications are submitted online.

Finally, ES was proud that Juana Alcala, Director of Marketing and Recruitment for Admissions, won the Outstanding Service to the Campus Community Award.

Foreign Student and Scholar Services (FSSS)

FSSS continued to successfully promote international education at The University of Montana by providing services and programs to an increasing number of foreign students and scholars. During AY06/07, the University enrolled over 500 international students from 75 countries, and hosted approximately 30 visiting scholars for varying periods of time. Accountability data obtained from weekly forms kept by the FSSS staff indicated that over 4,000 office contacts were made by students and scholars who sought assistance or advice for various concerns. One of the major responsibilities of FSSS was to help students and scholars keep their visa statuses secure, and in the past year, these procedures were transferred from a paper-based process to an electronic reporting system. The availability of technological resources and staff on campus allowed FSSS to track and report on non-immigrant student and scholar data, as mandated by the federal government.

Participation in extracurricular programs was an integral part of students' campus experiences. FSSS offered camping trips to Glacier and Yellowstone Parks; the Apple Festival in Hamilton; a cross-country ski trip during winter break; and a trip to the state legislature in Helena. The International Culture and Food Festival, a five-hour cultural extravaganza, featured student and community groups in 95 events that included cultural performances, food and display booths, and children's activities. Forty students directly engaged in service-learning and leadership activities by helping to plan, coordinate, and produce the festival. FSSS outreach programs were enhanced through the Speaker's Bureau: 91 requests from community groups were honored by students and scholars.

The Missoula community and the University provided a warm welcome for international students. The Missoula International Friendship Program paired 62 incoming foreign students in fall and spring with community members. In addition, 68 American and veteran foreign students served as peer mentors through the International Peer Assistant Program. Altrusa International Club of Missoula invited all new international students to their annual Thanksgiving dinner, and 80 attended. Other community groups, such as Soroptimist and Altrusa Clubs and several Philanthropic Educational Organization (PEO) chapters, offered scholarships to graduate and undergraduate foreign students.

FSSS staff members served on the University Web Committee; Enrollment Management Council; Student Affairs Assessment Committee; International Programs Review Task Force; International Committee; ADA Team; and the Diversity Advisory Council. In the area of advocacy, FSSS mobilized several campus units to draft a resolution in support of international education, which was introduced to and approved by the Montana state legislature. Montana is now one of 13 states in the country whose governments have passed similar resolutions.

Residence Life

AY06/07 was a successful year for Residence Life. University Villages housed 775 students, Lewis and Clark Villages housed over 450 students, and over 2,400 students lived in residence halls. There was a short-term overflow situation at the beginning of fall semester, but Residence Life managed it successfully and all students received permanent housing assignments by the third week of the semester. Over the course of the year, Residence Life staff adjudicated over 800 student conduct cases.

Residence Life conducted a variety of social, educational, and cultural programs for students and their dependents, which included holiday parties for children, celebrations during Diversity Week and International Student Week, the Women and Infant Care Program, Parents' Night Out, and co-sponsored and funded Sex Signals. Additional programming dealt with substance use and abuse, academic success, healthy relationships, and community service. All programs were geared toward building a strong community and facilitating academic success and personal growth.

Residence Life was very involved in efforts aimed toward improving student retention and faculty involvement. Staff members developed plans to create classroom space inside the residence halls as a first step toward creating "living/learning" centers. Residence Life sponsored a project with Davidson Honors College that will bring honors classes to an electronically equipped classroom in Knowles Hall in the fall. A number of Residence Life staff members served on committees and task forces charged with developing retention programs and increasing opportunities for out-of-class learning and engagement. Residence Life will also play a part in devising a campus-wide disaster response plan to be used in the event of a pandemic.

Employment opportunities for over 150 students accounted for \$1.2 million of the Residence Life payroll. Students' paychecks help them pay their college expenses, while staff orientation, in-service training, and on-the-job work experience give them invaluable knowledge and skills that will be useful as they begin their professional careers.

Residence Life achieved its departmental goals and exceeded fiscal requirements. Capital fund allocation allowed for limited improvements in our facilities, and sound fiscal management allowed for minimal housing rate increases for FY08. One notable capital improvement project was the relocation of the Student Affairs Information Technology Office to new office space in Elrod Hall. This new space allowed Residence Life to better serve students and to consolidate staff in one area.

Residence Life prepared for an external review to be conducted by the Association of College and University Housing Officers, International, by compiling requested documentation and providing it to the review team. The first review visit is scheduled for June 2007.

University Center (UC)

For the third consecutive year, the University Center benefited from an inflationary increase in the student operating fee. Combined with prudent budgetary management, this increase allowed the UC to meet several needs at the end of the

fiscal year, such as fresh painting, new equipment, and improved technology. The UC put a sizeable amount toward fund balance, adequately covering unfunded liability and creating a safety net for years of decreased revenue and/or increased expenses. Finally, the UC partnered with other units of the Division of Student Affairs to propose a resolution for an automatic increase in the student fee that would compensate for stated inflationary factors. The UC Board, ASUM Senate, and the Board of Regents approved the resolution.

UC programs and activities saw increased participation and popularity: the Greek Life community reported substantially increased participation and retention; the Ursa Major Leadership Program saw continued growth; Academic Affairs approved the for-credit leadership class offered through the Davidson Honors College; class enrollment at the Game Room increased, along with revenue; and the Day of Dialogue was successfully launched as a campus-wide annual symposium under the guidance of UC staff.

The UC building drew 1,354,916 visitors during AY06/07. A total of 1.8 million visitors walked through the doors between May 2006 and May 2007. Over 170,000 people participated in more than 7,500 campus-affiliated events, and approximately 30,000 people attended non-campus events in the building.

The UC added a permanent position to the night custodial staff, providing much-needed coverage in that area. In mid-May, the UC announced a major staff reorganization, which entailed reassigning responsibilities to some staff members. The purpose of the reorganization was to increase effectiveness and efficiency and to offer staff new opportunities for professional growth and development.

Several employees were professionally recognized for their contributions. Kelly Chadwick, a permanent employee, received two awards: the Dennison Staff Award for Distinguished Accomplishment and the Outstanding Service to the Campus Community Award. Kaycee Schilke, a permanent employee who retired in July 2006, was recognized by the Association of College Unions International (ACUI). She received the Vern Solbach Outstanding Service to Region 14 Award and an ACUI Emeritus Award. Ashton Fink, a student employee, was presented with the Outstanding Student Leader Award for spring 2007. In addition, seven staff members received bonuses for their hard work and commitment.

The UC enjoyed an effective relationship with the ASUM Senate and the UC Board, who continued to provide support and guidance. UC Business Partners were well-informed about UC activities, and they have offered their support as needed.

University Dining Services (UDS)

AY06/07 was a demanding and challenging year for UDS. UDS did not meet net budget projections for year-end due to an unanticipated decline in spring semester meal plan participation. Therefore, the year-end contribution to the capital plan was also lower than projected. Spring meal plan attrition was greater than budget projection for the second consecutive year. In fall 2006, there were 2,379 students on Residential Meal Plans (RMP) and 1,684 students on Commuter Meal Plans (CMP); spring 2007

counts were 2,019 RMPs and 1,708 CMPs. CMP sales, however, increased 28% from \$417,151.00 in FY06 to \$533,251.00 in FY07.

Several UDS staff enrolled in academic classes at UM and some participated in a number of professional development programs, such as our in-house Culinary Skills Workshops. Staff members are also members of the following organizations and attended the following professional development programs: "CBORD" Hardware and Software for Food and Nutrition Service Management, National Restaurant Association, NACUFS Leadership Institute, Tastes of the World, and the NACUFS National Conference in Toronto. Certified Executive Chef Siegel won third place in the National Culinary Challenge Competition and won an American Culinary Federation bronze medal.

Several UDS staff members received lump sum bonuses for outstanding service. UDS continued to employ over 400 students. Recruitment and retention of qualified staff was a top priority.

UDS and The University of Montana hosted the 2007 NACUFS Continental Regional Conference, "Unlimited Vision in Big Sky Country," in March. The conference drew university culinary professionals from around the continental region. The reviews were outstanding. While hosting the regional conference, UDS simultaneously conducted a Culinary Skills Workshop encouraging participation from other regional schools.

UDS underwent a NACUFS Professional Practices Review. Results indicated that UDS was already utilizing best practices in most areas. Peer reviewers were impressed by UDS's preparation. The Professional Practices Review Team presented its findings to the Vice President for Student Affairs and the Student Affairs Group in November 2006, and the 2008-2013 Strategic Plan will incorporate long-term action plans for UDS. Additional short-term plans were developed to address immediate needs.

The Farm to College program continued to grow, and in AY06/07 purchases totaled \$466,171. UDS celebrated the signing of the governor's Montana Food to Institutions bill, which will make it easier for Montana producers to supply food to Montana institutions.

UDS implemented a new point-of-sale system at LaPeak, the University Center Food Court, and the Food Zoo. This technology will be implemented in the remaining UDS venues during FY08.

UDS continued its involvement in community service, with staff members participating in over 20 separate projects with Missoula community organizations. In AY06/07, UDS donated over \$104,825.00 worth of products or discounts to campus-related events and the Missoula community.