



# **DIVISION OF STUDENT AFFAIRS**

## **ANNUAL REPORT 2009-2010**



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

August 2010

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### DEAN OF STUDENTS

#### I. COLLABORATIONS WITH ACADEMIC AFFAIRS

| UNIT STAFF<br>NAME(S) | ACADEMIC<br>COLLABORATOR<br>NAME(S) | DEPARTMENT                      | SCHOOL/<br>COLLEGE              | DESCRIPTION OF<br>COLLABORATIVE ACTIVITY               |
|-----------------------|-------------------------------------|---------------------------------|---------------------------------|--|
| Charles Couture       | Adrienne Corti                      | Health and Human<br>Performance | Education and<br>Human Sciences | Assisted with an ongoing<br>student stalking situation |

|  |                               |                              |                              |   |
|--|-------------------------------|------------------------------|------------------------------|---|
|  | Anne Green                    | Wildlife Biology             | Forestry and Conservation    | Assisted with a disruptive student situation  |
|  | D. Marie Long                 | Theatre and Dance            | Visual and Performing Arts   | Assisted with a disruptive student situation  |
|  | Mike Patterson<br>Nicky Phear | Society and Conservation     | Forestry and Conservation    | Assisted with an ongoing student stalking situation   |
|  | Scott Richter                 | Health and Human Performance | Education and Human Sciences | Assisted with a disruptive student situation  |
|  | Tom Stanton                   | Business Technology          | Technology                   | Assisted with two student stalking situations   |
|  | Wade Davies                   | Native American Studies      | Arts and Sciences            | Assisted with a disruptive physical incident in the classroom                                       |
|  |                               |                              |                              | Served on a search committee for the Kyi-Yo Native American Student Association Program Coordinator |

## II. COLLABORATIONS WITH OTHER

| UNIT STAFF<br>NAME(S) | COLLABORATOR<br>NAME(S)         | AFFILIATION   | DESCRIPTION OF COLLABORATIVE<br>ACTIVITY   |
|-----------------------|---------------------------------|---|--|
| Charles<br>Couture    | Adrian Irish                    | Information<br>Technology                           | Assisted with cases of copyright<br>infringement   |
|                       | Linda Juneau, Tribal<br>Liaison | Office of the Executive<br>Vice President           | Served on the Payne Family Native<br>American Center Building Committee                                    |
|                       | Mike Heuring                    | Career Services                                     | Served on a search committee for the<br>Director of Residence Life   |
|                       | Molly Collins                   | University Center                                   | Helped select fall and spring semester<br>recipients of the Outstanding Student<br>Leader Award            |
|                       | Natani Pete                     | Kyi-Yo Native<br>American Student<br>Association    | Served on a search committee for the Kyi-<br>Yo Native American Student Association<br>Program Coordinator |
|                       | Marlene<br>Hendrickson          | ASUM  |  |
|                       | Phoebe Hunter                   | ASUM  |  |
| Ron Brunell           | Residence Life                  | Conferred on eleven student disciplinary<br>appeals |  |

### III. PRESENTATIONS

| SA UNIT          | FIRST NAME | LAST NAME | CO-PRESENTER(S)                | TITLE OF PRESENTATION   | EVENT  |
|------------------|------------|-----------|--------------------------------|---|--|
| Dean of Students | Charles    | Couture   | Jim Lemcke                     | Provided information on the Critical Incident Response Team as part of a larger presentation on campus safety | College of Technology personnel training               |
|                  |            |           | Matt Taylor                    |   | Lommasson Center personnel training                    |
|                  |            |           |                                |   | School of Law personnel training                       |
|                  |            |           | Coordinator Cheryl Van Denburg | Provided information on the Critical Incident Response Team   | UM Association of Campus Ministers in-service training |

**IV. STAFF MEMBERSHIP/SERVICE IN PROFESSIONAL ASSOCIATIONS**

| <b>SA UNIT</b>   | <b>FIRST NAME</b> | <b>LAST NAME</b> | <b>POSITION / SERVICE</b>                              | <b>ASSOCIATION</b>   |
|------------------|-------------------|------------------|--|--|
| Dean of Students | Charles           | Couture          | Reviewed program proposals for the regional conference | Student Affairs Administrators in Higher Education (NASPA)– Region V |
|                  |                   |                  | Reviewed program proposals for the national conference | Student Affairs Administrators in Higher Education (NASPA)           |
|                  |                   |                  | Attended the national conference in Chicago            |  |
|                  |                   |                  | Member   | Association for Student Conduct Administration (ASCA)                |

## **V. AWARDS**

There are no awards to report.

## **VII. PUBLICATIONS**

There are no publications to report.



## **VIII. SUMMARY OF ACCOMPLISHMENTS**

The dean of students successfully resolved 221 student behavior cases, the majority of which involved Student Conduct Code violations. In addition, he effectively resolved nine Critical Incident Response Team (CIRT) referrals, as compared to two the previous year.

To promote cultural diversity at The University of Montana, the dean facilitated the Diversity Advisory Council Student Achievement Awards program. Thirty-five students were honored for their distinctive and substantial contributions.

The dean assisted several other groups to ensure their continued success. He reviewed and rated program proposals for the Student Affairs Administrators in Higher Education (NASPA) national and regional conferences, and served on two major search committees. The new Director of Residence Life and Kyi-Yo Native American Student Association Program Coordinator will provide invaluable service to students.

To this end, the dean also assisted Chief of Police Jim Lemcke and Associate Director for the Institute for Educational Research and Service (IERS) Matt Taylor in delivering three emergency-response training events. The dean presented information on the Critical Incident Response Team (CIRT); how to recognize students in peril; and how to make appropriate and timely referrals. A total of thirteen events will be made possible by a \$500,000 grant aimed at improving The University's emergency preparedness.

## IX. SERVICE MEASUREMENTS

**Table 1: Student Behavioral Cases Referred to the Dean of Students\*  
Academic Year Comparisons**

| <b>Primary Violation</b> | <b>09-10</b> | <b>08-09</b> | <b>07-08</b> | <b>06-07</b> | <b>05-06</b> | <b>04-05</b> | <b>03-04</b> | <b>02-03</b> | <b>01-02</b> | <b>Total</b> |
|--------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Alcohol**                | 21           | 46           | 48           | 62           | 88           | 66           | 75           | 20           | 16           | 442          |
| Marijuana                | 8            | 10           | 10           | 14           | 8            | 17           | 8            | 9            | 11           | 95           |
| Disorderly conduct       | 5            | 13           | 11           | 5            | 9            | 5            | 8            | 1            | 2            | 59           |
| Malicious intimidation   | 12           | 13           | 9            | 12           | 17           | 6            | 15           | 6            | 2            | 92           |
| Rape                     | 0            | 3            | 2            | 5            | 1            | 5            | 1            | 3            | 0            | 20           |
| Sexual assault           | 1            | 0            | 0            | 0            | 0            | 0            | 1            | 0            | 1            | 3            |
| Theft                    | 20           | 42           | 34           | 9            | 10           | 8            | 15           | 9            | 10           | 157          |
| Falsified document       | 4            | 1            | 2            | 5            | 1            | 0            | 1            | 1            | 1            | 16           |
| Unauthorized use         | 65           | 11           | 9            | 11           | 6            | 13           | 14           | 12           | 8            | 149          |
| Physical assault         | 2            | 7            | 12           | 5            | 10           | 1            | 6            | 5            | 4            | 52           |
| Noncompliant             | 31           | 30           | 41           | 30           | 17           | 5            | 4            | 8            | 7            | 173          |
| False information        | 5            | 0            | 4            | 0            | 0            | 1            | 3            | 0            | 0            | 13           |
| Intentional disruption   | 17           | 8            | 5            | 13           | 9            | 10           | 0            | 1            | 4            | 67           |
| Illegal firearm/weapon   | 1            | 1            | 0            | 0            | 0            | 0            | 0            | 0            | 1            | 3            |
| Arson                    | 4            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 4            |
| Hazing                   | 2            | 1            | 1            | 2            | 0            | 0            | 0            | 1            | 0            | 7            |
| Retaliation/complainant  | 0            | 0            | 0            | 0            | 2            | 1            | 0            | 0            | 0            | 3            |
| Disciplinary appeal      | 20           | 11           | -            | -            | -            | -            | -            | -            | -            | 31           |
| University Court         | 3            | 3            | 0            | 0            | 1            | 3            | 1            | 2            | 3            | 16           |
| <b>Total</b>             | <b>221</b>   | <b>200</b>   | <b>188</b>   | <b>173</b>   | <b>179</b>   | <b>141</b>   | <b>152</b>   | <b>78</b>    | <b>70</b>    | <b>1,402</b> |
| CIRT Referral            | 9            | 2            | -            | -            | -            | -            | -            | -            | -            | 11           |

\* This report does not include student misconduct cases adjudicated by Residence Life personnel.

\*\* Frequently, students violated more than one behavioral standard per incident, especially if alcohol was involved.

**Table 2: Student Misconduct Referral Source\***

| <b>Source</b> | <b>09-10</b> | <b>08-09</b> | <b>07-08</b> | <b>06-07</b> | <b>05-06</b> | <b>04-05</b> | <b>03-04</b> | <b>02-03</b> | <b>01-02</b> | <b>Total</b> |
|---------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Public Safety | 58           | 84           | 111          | 103          | 126          | 111          | 125          | 50           | 45           | 813          |
| Staff         | 77           | 46           | 23           | 14           | 10           | 4            | 5            | 5            | 8            | 192          |
| Student       | 12           | 13           | 13           | 17           | 15           | 4            | 6            | 4            | 2            | 86           |

|                  |            |            |            |            |            |            |            |           |           |              |
|------------------|------------|------------|------------|------------|------------|------------|------------|-----------|-----------|--------------|
| Faculty          | 24         | 14         | 5          | 13         | 6          | 6          | 6          | 5         | 7         | 86           |
| Dean of Students | 36         | 32         | 36         | 26         | 22         | 16         | 10         | 14        | 8         | 200          |
| Residence Life   | 13         | 11         | -          | -          | -          | -          | -          | -         | -         | 24           |
| Parent           | 1          | -          | -          | -          | -          | -          | -          | -         | -         | 1            |
| <b>Total</b>     | <b>221</b> | <b>200</b> | <b>188</b> | <b>173</b> | <b>179</b> | <b>141</b> | <b>152</b> | <b>78</b> | <b>70</b> | <b>1,402</b> |

\* Students, staff, and faculty occasionally report student misconduct cases to the Office of Public Safety. Subsequently, the Office of Public Safety refers these cases to the dean of students for adjudication. Therefore, the total referrals from students, staff, and faculty are not entirely accurate in this document.

When comparing 2009-10 to 2008-09 using the data above, one can make the following observations:

- Alcohol policy referrals declined by 54 percent (N=25) and disorderly conduct incidents declined by 61 percent (N=8).
- Theft incidents declined by 52 percent (N=22). Part of this decline is attributed to a change in categorization; copyright infringement is now categorized as “unauthorized use of University property for any illegal act,” rather than theft as was the case in the past.
- Unauthorized use of university property for any illegal act incidents increased by approximately 500 percent (N=54). See preceding explanation; however, copyright infringements did increase significantly.
- Intentional disruption cases approximately doubled (N=9).
- The four arson incidents were linked to one student.
- Disciplinary appeals increased by 81 percent (N=9).
- The number of fall 2009 referrals decreased by 16 percent (N=22) as compared to fall 2008; however, the number of spring 2010 referrals increased by 77 percent (N=53) as compared to spring 2009.
- The total number of referrals increased by 10 percent (N=21).
- Public Safety referrals decreased by 30 percent (N=26).
- Staff referrals increased by 67 percent (N=31). Much of this is attributed to an increase in copyright infringements.
- Faculty referrals increased by 71 percent (N=10).

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**ABOUT THE DIVISION OF STUDENT AFFAIRS**

**OUR MISSION**

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

**OUR VALUES**

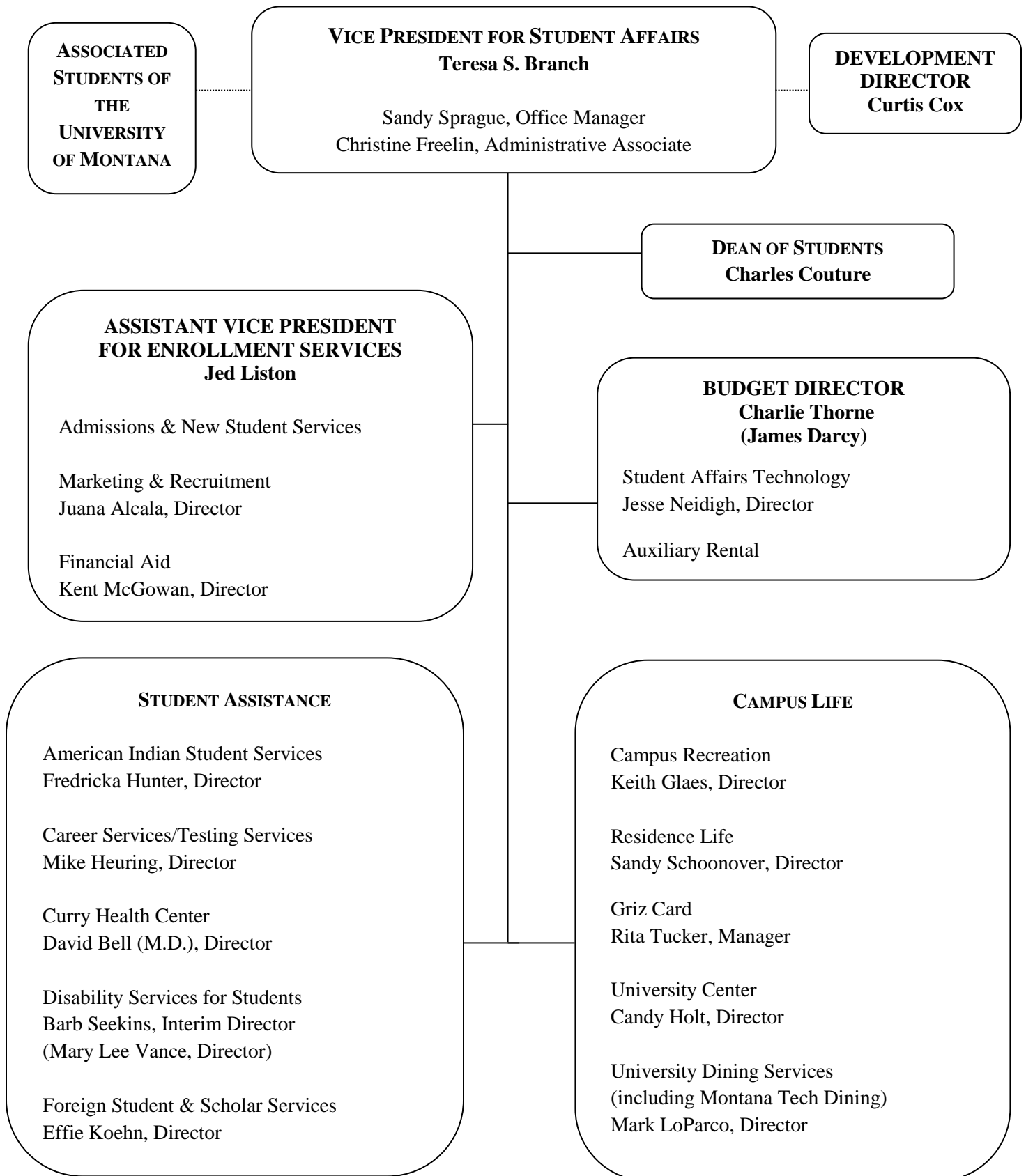
- **QUALITY**  
Student Affairs offers high quality programs that prepare students to understand and address the needs of society.

- **DIVERSITY**  
Student Affairs supports diversity in all its forms and actively strives to create an environment that is welcoming and student-centered.
  
- **COLLABORATION**  
Student Affairs collaborates with faculty, staff, and students to offer educational programs and services that increase understanding of issues of mutual concern.
  
- **TECHNOLOGY UTILIZATION**  
Student Affairs strives to keep pace with technological advances in order to enhance service delivery.
  
- **FISCAL RESPONSIBILITY**  
Student Affairs must continue to prepare for a future in which less funding may be available for new programs and services.
  
- **INNOVATION**  
Student Affairs will encourage and reward innovative thinking that improves the substance and delivery of programs and services.

## DEPARTMENT AND DIRECTOR LIST

| <i>Department</i>                    | <i>Director</i>  | <i>Ext.</i> |
|--------------------------------------|------------------|-------------|
| American Indian Student Services     | Fredricka Hunter | x6352       |
| Campus Recreation                    | Keith Glaes      | x5269       |
| Career Services                      | Mike Heuring     | x2236       |
| Curry Health Center                  | David Bell       | x2244       |
| Dean of Students                     | Charles Couture  | x6413       |
| Disability Services for Students     | Barb Seekins     | x4584       |
| Enrollment Services                  | Jed Liston       | x2361       |
| Foreign Student and Scholar Services | Effie Koehn      | x5580       |
| Residence Life                       | Ron Brunell      | x2010       |
| University Center                    | Candy Holt       | x4814       |
| University Dining Services           | Mark LoParco     | x4716       |
| Vice President for Student Affairs   | Teresa Branch    | x5225       |

## ORGANIZATIONAL CHART



# **DIVISION OF STUDENT AFFAIRS ANNUAL REPORT 2009-2010**

## **INTRODUCTION**

During **2009-2010**, the Division of Student Affairs continued to work in support of its mission to facilitate student learning through its programs, services, and opportunities. This year Student Affairs' units began the planning stages of several collaborative initiatives to provide for students, increasing the likelihood of their recruitment and retention through graduation.

Student Affairs encouraged and updated strategic planning University and Division-wide. Units focused on planning to enhance their programming and services. Career Services held a strategic planning retreat for their staff to assess the services they offer and to develop goals to further success.

Several units in Student Affairs enacted and developed plans for University policy and procedure in the past year. The UDS director was appointed chair of the Green Cleaning Work Group Committee, which has been charged with writing the University's Green Cleaning policy. This policy will model itself on UDS' current Green Cleaning policies as a guide. American Indian Student Services (AISS) encouraged the implementation of The University of Montana's Smudging Policy and Procedures, providing support for Native students by recognizing their smudging traditions. The Curry Health Center (CHC) and Health Enhancement office also took a step forward with the Tobacco Free UM Plan by submitting a draft to the president and executive officers. The plan gained backing across campus and was signed by the President. It will take effect fall 2011, bringing with it a strict-tobacco free policy for the entire campus.

To promote the University strategic goal of Partnering for Student Success, many Student Affairs units' chose to work collaboratively across the Division and campus to create new programming for students in order to support them through graduation. Residence Life and AISS began the planning stages for a new Native American Living/Learning Community (NALLC) that will support both Native and non-Native first-year students to develop a greater understanding of cultural traditions and transition successfully to the University environment.

Many new programs arose over the academic year, allowing Student Affairs to better address the needs of the campus community. CHC implemented Electronic Health Records, which will help the center control the flow of patients and better provide preventative and diagnostic services. In order to keep facilities up-to-date and allow students a comfortable place to study and live, Residence Life refurbished several halls, installing, upgrading, and completing several capital projects. AISS also hosted the first Moving Camp to welcome new Native students and their families to campus, promoting academic success by including the family in University activities and efforts. Additionally, UDS increasingly displayed their commitment to environmental sustainability by expanding the Farm to College program with product availability and by entering the planning stages of a garden to be completed by 2011 adding to the local produce now offered by Dining Services.

Finally, Disability Services for Students director, Jim Marks, retired in December 2009 after 20 years of service. Barbara Seekins, chair of the University's ADA/504 team, took over as interim director. After a national search, Mary Lee Vance began as director in July 2010.



## AMERICAN INDIAN STUDENT SERVICES (AISS)

### I. COLLABORATIONS WITH ACADEMIC AFFAIRS

| UNIT STAFF NAME(S)                   | ACADEMIC COLLABORATOR NAME(S) | DEPARTMENT                         | SCHOOL/ COLLEGE              | DESCRIPTION OF COLLABORATIVE ACTIVITY  |
|--------------------------------------|-------------------------------|------------------------------------|------------------------------|--|
| Fredricka Hunter                     | Marian McKenna                | Curriculum and Instruction         | School of Education          | Met to identify shared goals of American Indian Student Services (AISS) and Project Letter, and to collaborate on recruitment and retention of Native American students  |
|                                      | Mark Cracolice                | Chemistry and Biochemistry         | Arts and Sciences            | Planned for and submitted a Six Through Eight Mathematics (STEM) grant proposal  |
|                                      | Penny Kukuk                   | Biological Sciences                | Arts and Sciences            |  |
|                                      | Sharon O'Hare                 | Office for Student Success         |                              |  |
| Fredricka Hunter<br>Salisha Old Bull | Adrienne Corti                | Health and Human Performance (HHP) | Education and Human Sciences | Advocated for and provided information regarding a student with disabilities   |
|                                      | Scott Richter                 |                                    |                              |  |
|                                      | David Beck                    | Native American Studies (NAS)      | Arts and Sciences            | Coordinated several events including Day of Welcome, Moving Camp, Welcome Back Barbecue, Culture For Change Through Arts, Orientation Welcome, Indigenous Cultural Exchange, Christmas Potluck, Native Women's Leadership Luncheon, a National Coalition Building Institute (NCBI) training session, and served on the Native American Scholarship Committee |
|                                      | Wade Davies                   |                                    |                              |  |
|                                      | Sherry Dupuis                 |                                    |                              |  |
|                                      | Salena Hill                   |                                    |                              |  |
|                                      | Angelica Lawson               |                                    |                              |  |
| Kate Shanley                         |                               |                                    |                              |  |
| Fredricka Hunter                     | Alex Apostle                  | Missoula County Public Schools     |                              | Served on the pre-K-20 Steering Committee, whose goal is to produce educated citizenry in the Missoula area  |
|                                      | Chris Comer                   |                                    | Arts and Sciences            |  |
|                                      | George Dennison               |                                    | Office of the President      |  |
|                                      | Roberta Evans                 |                                    | Education                    |  |
| Salisha Old Bull                     | Jonathan Tompkins             |                                    | Arts and Sciences            | Revised AISS Mission Statement to reflect the Family Education Model   |
|                                      | Robert Boyer                  | Media Arts                         | Visual and Performing Arts   | Hosted presentation with Gary Farmer, an actor, cultural activist, musician, and filmmaker, titled "Culture for Change Through Arts"   |

|                                |                                     |  |  |
|--------------------------------|-------------------------------------|--|--|
| Elizabeth McLemore             | Applied Arts and Sciences           | Technology                                 | Provided students access to and information about online resources, and advocated on behalf of those who missed classes due to death in their families |
| Peter Kolb                     | Forest Management                   | Forestry                                   |  |
| Ronald Wakimoto                | Ecosystem and Conservation Sciences | Forestry and Conservation                  |  |
| Thomas Sullivan                | Geography                           | Arts and Sciences                          |  |
| Estella Anderson               | School of Pharmacy                  | Health Professions and Biomedical Sciences | Provided information about School of Pharmacy resources and academic avenues at AISS's student orientation   |
| Jeffrey Brandt<br>Maxine Ramey | Music                               | Visual and Performing Arts                 | Promoted the Indigenous Cultural Exchange and encouraged participation from the College of Visual and Performing Arts                                  |
| Julia Galloway<br>Lisa Jarrett | Art                                 | Visual and Performing Arts                 | Advocated for a student with disabilities to receive accommodations  |

## II. COLLABORATIONS WITH OTHERS

| UNIT STAFF NAME(S)                                     | COLLABORATOR NAME(S)  | AFFILIATION  | DESCRIPTION OF COLLABORATIVE ACTIVITY  |
|--|-----------------------|--|--|
| Fredricka Hunter<br>Salisha Old Bull<br>Amanda Stovall | Angelina Levandowski  | All Nations Louis Stokes Alliance for Minority Participation (ANLSAMP) | Planned for, facilitated, and presented Moving Camp orientation                                |
|  | Charles Couture       | Dean of Students   |  |
|  | Darlene Samson        | TriO Student Support Services (SSS)                                    |  |
|  | Emily Steger-Ferguson | Enrollment Services  |  |
|  | George Dennison       | Office of the President  |  |
|  | Gyda Swaney           | Psychology   |  |
|  | Jim Foley             | Office of the President  |  |
|  | Joseph Pablo          | Institute for Educational Research and Service (IERS)                  |  |
|  | Kerri Gheni           | Social Work  |  |
|  | Charlie Wellenstein   |  |  |
|  | Danielle Wozniak      |  |  |
|  | Kitty Felix           | Missoula City-County Health Department                                 |  |
|  | Lacey Hawken          | College of Forestry  |  |
|  | Meryl Barlow          | Students   |  |
|  | Matt Fennell          |  |  |
|  | Vernon Grant          |  |  |
|  | Olivia Riutta         | Bridges to Baccalaureate Program                                       |  |
|  | Salena Hill           | NAS  |  |
|  | Teresa Branch         | Vice President for Student Affairs                                     |  |
|  | Teresa Gruba          | Financial Aid  |  |
| Fredricka Hunter                                       |                       | Vocational Rehabilitation  | Provided student support   |
|  | Amanda Tachine        | University of Arizona (UA)   | Met with the director of AISS at UA to discuss their Native American Living/Learning Community |
|  | Angela Grier          | AISS Advisory Committee  | Served on the AISS Advisory Committee  |
|  | Blakely Brown         | HHP  |  |
|  | Salena Hill           | NAS  |  |
|  | Danielle Wozniak      |  |  |
|  | Diane Flamand         | Office of the Registrar  |  |

|                  |  |  |
|------------------|--|--|
| Liz Roosa-Millar | University Center (UC)   |  |
| Elrae Potts      | Community Member   |  |
| Gyda Swaney      | Psychology   |  |
| Mary Engstrom    | Continuing Education   |  |
| Jodi Rave        | Student  |  |
| Kathy Kuipers    | Sociology  |  |
| Salena Hill      | NAS  | Coordinated a visit from Gary Farmer. Farmer's visit led to Native American radio programming at the University                  |
| Angelica Lawson  |  |  |
| Maurice Smith    | American Indian Business Leaders (AIBL)                                |  |
| Beth Johnson     | Office for Student Success   | Tested the pilot Native American Freshman Interest Group   |
| Edwin Johnson    | Office of the Registrar  |  |
| Diana Flamand    |  |  |
| Jody Ground      | Student  |  |
| Stephan Edwards  | Math Pilot program   |  |
| Sharon O'Hare    | Office for Student Success   |  |
| Curtis Cox       | UM Foundation  | Met with the Student Affairs Advisory Council and a potential Native American SA candidate                                       |
| Erik Widmore     | Grand Canyon Sports Games, Piestewa Games                              | Coordinated internship opportunities for students  |
| Jameel Chaudhry  | Facility Services  | Discussed plans for the new Payne Family Native American Center  |
| Linda Juneau     | Tribal Liaison   |  |
| Jim Foley        | Office of the President  | Planned Rocky Boy, Fort Belknap outreach tour  |
|                  | Associated Students of the University of Montana (ASUM) Legal Services | Provided support to a student whose personal problems interfered with academics  |
| Liz Roosa-Millar | UC   | Assisted the Student Affairs Assessment Council  |
| Mark Pullium     | Business Services  | Discussed practices, policies, and procedures to ensure quality customer services for all students, particularly Native students |
| Royce Engstrom   | Office of the Provost  | Served on the Retention Planning Committee   |
| Teresa Branch    | Office of the Vice President for Student Affairs                       |  |
| Various          | Various  |  |
|                  |  | Served on the American Indian Support Development Council  |

|                                      |  |   |   |
|--------------------------------------|--|---|---|
| Fredricka Hunter<br>Salisha Old Bull |  | ASUM<br>Enrollment Services<br>Financial Aid<br>Foreign Student and Scholar Services (FSSS)<br>NAS<br>Registrar's Office<br>Army ROTC | Coordinated and facilitated "Soup Friday" for Native and non-Native students throughout the academic year                                       |
|                                      | Ceira Turquoise Doss<br>Kate Pruitt<br>Stoney Sasser   | Student Assault Resource Center (SARC)  | Collaborated with SARC to sponsor the second annual Native American Women's Leadership Luncheon   |
|                                      | Darlene Samson   | TriO SSS  | Served on the Native American Living/Learning Community (NALLC) Planning Committee  |
|                                      | Emily Ferguson-Steger  | Enrollment Services   |   |
|                                      | James McKusick   | Davidson Honors College   |   |
|                                      | Ron Brunell  | Residence Life  |   |
|                                      | Sharon O'Hare  | Math Pilot Program  |   |
|                                      | Connie Bowman<br>Cindy Ferguson<br>Kathy Gaskill<br>Teresa Gruba<br>Jed Liston<br>Theresa Anderson | Enrollment Services   | Discussed the financial aid verification process for Native American students, and advocated for clearer explanations of financial aid packages |
|                                      | Kate Pruitt<br>Stoney Sasser   | SARC  | Served on the planning committee for the first annual Men's Leadership Luncheon, scheduled for October 18, 2010                                 |
|                                      | Marvin Devereaux<br>Bruce Grant<br>Kevin Kicking Woman   | Students  |   |
| Ceira Turquoise Doss                 | SARC   |   |   |

|                       |                          |   |  |  |
|-----------------------|--------------------------|---|--|--|
|                       | Linda Juneau             | Tribal Liaison  | Served on the Payne Family Native American Center Dedication Committee   |  |
|                       | Wilena Old Person        | Native American Center of Excellence, Skaggs School of Pharmacy |  |  |
|                       | Gyda Swaney              | Psychology  |  |  |
|                       | Jodi Rave                | Student   |  |  |
|                       | Salena Hill              | NAS   |  |  |
|                       | Angelica Lawson          |   |  |  |
|                       | Kate Shanley             |   |  |  |
|                       | Louise Parker            | Payne Family Native American Center                             |  |  |
|                       | Mick Hanson              | Financial Aid   | Provided Native American students with support and information regarding their funding options   |  |
| Salisha Old Bull      |                          | Salish Kootenai Tribal Council                                  | Promoted the Indigenous Cultural Exchange event with individuals from New Zealand and negotiated for a Pendleton blanket and \$200 honorarium for Maori performers |  |
|                       | Adam Sings in the Timber | Student   | Planned for "Culture for Change Through Arts" presentation   |  |
|                       | Amie Thurber             | Social Work   | Arranged an NCBI training session for American Indian students and attended the NCBI "Train the Trainer" conference  |  |
|                       | Meryl Barlow             | Students  |  |  |
|                       | Kindle Lewis             |   |  |  |
|                       | Salena Hill              | NAS   |  |  |
|                       | Amy Capolupo             | Disability Services for Students (DSS)                          | Discussed ways to support Native American students enrolled with DSS, and advocated for Vocational Rehabilitation services   |  |
|                       | Mika Watanabe-Taylor     |   |  |  |
|                       | Angelina Levandowski     | ANLSAMP   | Planned for and coordinated campus visits for students from Browning, MT and Little Big Horn College   |  |
|                       | Holly Truitt             | SpectrUM  |  |  |
|                       | Amanda Barker            | Student   |  |  |
|                       | Kallie Moore             | Geosciences   |  |  |
|                       | Melanie Magee            | Gear Up   |  |  |
|                       | Alda Goodluck            | Little Big Horn College   |  |  |
|                       | Dan Bowling              | Student Affairs Information Technology                          |  | Engaged in Cascade Content Management System training  |
|                       | Juana Alcala             | Enrollment Services   |  | Hosted several orientation sessions for Native American students, discussed improved data collection procedures, and created "A Day in the Life of AISS" video |
| Karissa Drye          |                          |   |  |  |
| Emily Ferguson-Steger |                          |   |  |  |

|                                   |   |   |
|-----------------------------------|---|---|
| Jacob Hansen                      | Campus Writing Center                     | Presented resource information to students and encouraged use of the Campus Writing Center  |
| Jinann Bitar                      | Career Services                           | Arranged a presentation on career opportunities in the Central Intelligence Agency for American Indian students   |
| Jon Stannard                      | Upward Bound                              | Presented the All People Tree ceremony  |
| Josh Peters-McBride               | UC Multicultural Alliance                 | Promoted diversity and supported American Indian retention through co-hosting the NCBI and Indigenous Cultural Exchange   |
| Victoria Boggs<br>Marcell Top Sky | WaYaWa Native American Education Society  | Requested a mini-grant from the Diversity Advisory Council for the Native Women's Leadership Luncheon   |
| Maria Torosian                    | The People's Center in Pablo, MT          | Hosted additional appearances for Gary Farmer in the Salish Kootenai community  |
| Marlene Hendrickson               | UM Productions                            | Discussed logistics of working with an established artist, including booking fees   |
| Mona Mondava<br>Mary Nellis       | FSSS                                      | Coordinated the Winter Welcome Dinner, the Moving Camp, Soup Fridays, and the Peer Mentor Program   |
| Maurice Smith                     | AIBL                                      | Promoted and helped to fund "Culture for Change Through Arts"   |
| Rachel Smith                      | Native American Natural Resources Program | Coordinated a campus visit for Tribal College prospective students  |
| Shandin Pete<br>Dana Wilson       | Students                                  | Coordinated dancers and singers from the UM student pool to co-perform with Maori dancers. Worked with students on marketing materials for Cultural Exchange and delivering a presentation to the Salish Kootenai Tribal Council to secure funds for Maori dancers. NAS/AISS worked with Maori dancers on their presentation in the UC. |
| Chanelle Casey                    | New Zealand dancer                        |   |
| Robin Casey                       | New Zealand dancer                        |   |
| Salena Hill                       | NAS                                       |   |
| Nicole White Clay                 | Miss Kyi-Yo                               |   |
| Irene Bird Hall                   | Performer                                 |   |
| Robert Hunter                     | Drummer                                   |   |
| Tina Brown                        | Student                                   |   |
|                                   |   | Served on the Day of Dialogue Planning Committee  |

### III. PRESENTATIONS

| SA UNIT | FIRST NAME | LAST NAME | TITLE             | EVENT                           |
|---------|------------|-----------|-------------------|---------------------------------|
| AISS    | Fredericka | Hunter    | AISS presentation | AISS Advisory Committee meeting |



**IV. STAFF MEMBERSHIP/SERVICE IN PROFESSIONAL ASSOCIATIONS**

| <b>SA UNIT</b> | <b>FIRST NAME</b> | <b>LAST NAME</b> | <b>POSITION/SERVICE</b>         | <b>ASSOCIATION</b>                     |
|----------------|-------------------|------------------|---------------------------------|--|
| AISS           | Fredricka         | Hunter           | Licensed Clinical Social Worker | Arizona Board of Behavioral Health     |
|                |                   |                  | Licensed Clinical Social Worker | Utah Board of Behavioral Health.       |
|                |                   |                  | Member                          | National Indian Education Association  |
|                |                   |                  | Member                          | National Child Welfare Association     |
| AISS           | Salisha           | Old Bull         | Member                          | National Academic Advising Association |
|                |                   |                  | Trainer                         | NCBI                                   |

## **V. AWARDS**

There are no awards to report.

**VI. STAFF COMMUNITY SERVICE**

| <b>SA UNIT</b> | <b>FIRST NAME</b> | <b>LAST NAME</b> | <b>POSITION / SERVICE</b>                         | <b>ORGANIZATION</b> |
|----------------|-------------------|------------------|---|---------------------|
| AISS           | Salisha           | Old Bull         | Donated 51 lbs. of food to the Missoula Food Bank | Missoula Food Bank  |

## **VII. PUBLICATIONS**

There are no publications to report.

## VIII. SUMMARY OF ACCOMPLISHMENTS

In fall 2009, 569 American Indian students enrolled at The University of Montana; in fall 2010, the number was expected to exceed 700. American Indian Student Services is staffed at 1.5 FTE to serve 600 students, and relies upon the collaboration and support of academic departments and the Division of Student Affairs to accomplish its goals. During the 2009-2010 academic year, AISS moved steadily forward with the planning and implementation of various efforts.

### *Moving Camp: Freshman/Transfer Student Orientation*

AISS has developed collaborative relationships with both Academic Affairs and Student Affairs to better address retention issues and provide support services for American Indian students. During fall 2009, AISS hosted the first Moving Camp, an orientation specifically designed for American Indian freshmen and transfer students and their families. Moving Camp supports the AISS Mission Statement, which emphasizes the importance of including the student's family in efforts and activities intended to promote academic success.

### *American Indian Student Services Ambassadors*

AISS selects students to serve as AISS Ambassadors. Ambassadors represent UM to prospective students during their visits to campus, acting as host, student resource, and role model. In the course of their training, Ambassadors develop an awareness of the cultural transition of American Indian students, as well as professional development skills, such as public speaking, time management, and leadership skills.

### *Native American Living/Learning Community (NALLC)*

AISS is in the planning stages for the NALLC, which is scheduled to be launched during fall 2010. The goal of the NALLC is to engage a cohort of 25 Native students in a supportive environment that will help them transition successfully to UM, ultimately increasing their graduation rates by providing them with an effective and supportive foundation during their first year.

### *Native American Freshman Interest Group*

During fall 2010, AISS will launch a pilot Native American Freshman Interest Group (FIG), with limited enrollment of 15 freshmen. Students in the FIG will take two or three core classes together as a means of building solid academic and cultural support. The FIG seminar will be led by a UM student who is grounded in cultural knowledge, thereby incorporating a cultural connection into student support. The Native American FIG will be incorporated into the NALLC.

### *Soup Friday*

AISS continued to hold Soup Friday every other Friday throughout the academic year, sometimes in collaboration with various campus units and academic departments, including Enrollment Services, Financial Aid, ASUM, the Reserve Officer Training Corps (ROTC), FSSS, and NAS.

### *Native American Indian Women's Leadership Luncheon*

AISS hosted the 2<sup>nd</sup> Annual Native American Indian Women's Leadership Luncheon in collaboration with SARC. The theme for 2010 was "Walking Together." The leadership luncheon is an opportunity for female students to share their experiences, as well as learn from and establish relationships with peers and mentors. Approximately 25 Native students were invited to participate by AISS and NAS. A Native American Men's Leadership Dinner, celebrating the theme of "Reclaiming the Warrior," will be held in fall 2010.

### *Native American Smudging Policy*

Under the leadership of AISS, UM's Smudging Policy and Procedures were initiated, accepted and published. AISS recognized the need to institute the policy to provide additional cultural support for Native students and their wellbeing. UM recognizes that time-honored indigenous traditions and ceremonies involving smudging have passed from generation to generation. In support of the cultural integrity of these traditions, the University has designated venues on campus for smudging associated with cultural rituals consistent with traditional ceremonies and observances. University policy allows these traditional practices only in specified areas, with prior approval of the directors of AISS or Residence Life, or of IERS. Any authorized smudging under this policy must include a specification of the planned procedures and adhere to other University procedures and policies concerning safety on campus.

## IX. MEASUREMENTS

AISS has not developed a way of capturing the number of students being served by AISS. Currently, students sign into AISS using their student identification number, noting the service being sought. However, due to heavy traffic in the office during various times of the year, many students neglect to sign in. The majority of the students utilizing AISS are seeking assistance with advising; use of the computer; financial aid advice; or are visiting AISS for personal reasons. AISS does not track service numbers for other support services the unit provides, such as Soup Friday, student advocacy, resource referral, educational presentations, leadership luncheons, Ambassadors' programs, and faculty and staff mentoring.

The following table provides service numbers that AISS has been able to track. The "hours" figures estimate the amount of the time each service was used over the academic year, and the "average minutes" figures indicate the duration of each student's visit.

**TABLE 1** Impact Study by Service

|                            | <b>HOURS</b> | <b>CONTACTS</b> | <b>AVERAGE MINUTES</b> |
|----------------------------|--------------|-----------------|------------------------|
| <b>Academic</b>            | 5.5          | 21              | 15.6                   |
| <b>Advising Assistance</b> | 171.0        | 418             | 24.3                   |
| <b>Career</b>              | 24.1         | 104             | 13.8                   |
| <b>Coffee</b>              | 9.7          | 31              | 18.1                   |
| <b>Computer</b>            | 179.7        | 516             | 21.6                   |
| <b>Fax</b>                 | 10.4         | 32              | 19.1                   |
| <b>Financial</b>           | 109.7        | 327             | 20.7                   |
| <b>Kyi-Yo</b>              | 4.8          | 10              | 29.0                   |
| <b>Mentoring</b>           | 11.1         | 49              | 13.6                   |
| <b>Personal</b>            | 162.1        | 596             | 16.2                   |
| <b>Phone</b>               | 26.0         | 137             | 10.9                   |
| <b>Printer</b>             | 7.7          | 43              | 11.2                   |
| <b>No Record</b>           | 5.3          | 84              | 3.0                    |
| <b>TOTALS</b>              | 727.1        | 2,368           |                        |

AISS is working with the Office of Planning, Budget and Analysis to develop a system to determine whether the unit's services impact retention rates. AISS also seeks to determine whether the move into the new Payne Family Native

American Center will impact retention in 2010. The following table provides retention data (in progress) for the past five academic years.

**TABLE 2** Retention Survey Rate Trends

*For American Indian, first-time, full-time freshmen:*

| <b>FALL</b> | <b>HEAD<br/>COUNT</b> | <b>AVG<br/>ACT</b> | <b>AVG<br/>SAT</b> | <b>AFTER 1<br/>YEAR</b> | <b>AFTER 2<br/>YEARS</b> |
|-------------|-----------------------|--------------------|--------------------|-------------------------|--------------------------|
| <b>2005</b> | 45                    | 20.8               | 1045               | 64.4%                   | 44.4%                    |
| <b>2006</b> | 42                    | 19.9               | 982                | 52.4%                   | 38.1%                    |
| <b>2007</b> | 43                    | 20.9               | 1058               | 55.8%                   | 48.8%                    |
| <b>2008</b> | 51                    | 20.3               | 1021               | 62.7%                   |                          |
| <b>2009</b> | 49                    | 20.5               | 1065               |                         |                          |

## CAMPUS RECREATION

### I. COLLABORATIONS WITH ACADEMIC AFFAIRS

| UNIT STAFF NAME(S)  | ACADEMIC COLLABORATOR NAME(S) | DEPARTMENT                                  | SCHOOL/ COLLEGE                            | DESCRIPTION OF COLLABORATIVE ACTIVITY  |
|---|-------------------------------|---|--|--|
| Brian Fruit   |                               |   | Davidson Honors                            | Arranged access to the Fitness and Recreation Center (FRC) for Schwanke Honors Institute participants                                  |
| Brian Fruit   | David Yost<br>Natalie Jewett  | Military Science                            | Arts and Sciences                          | Helped coordinate use and management of Schreiber Gym and collected fees from personnel  |
| Dudley Improta  |                               | Health and Human Performance (HHP)          | Education and Human Sciences               | Provided avalanche awareness programs with Ben Adkison, outreach instructor for the West Central Montana Avalanche Center (WCMAC)      |
|   | Shawn Clouse                  | Information Systems and Technology          | Business Administration                    | Assisted with a survey of WCMAC advisory users   |
| Elizabeth Fricke  | Deena Mansour                 | Mansfield Center                            |  | Organized and facilitated a whitewater rafting trip for students from Southeast Asia   |
| Elizabeth Fricke<br><br>Additional Campus Recreation (CR) staff | Adrienne Corti                | HHP   | Education and Human Sciences               | Organized activity classes for credit including kayaking, rock climbing, and backcountry skiing  |
| Ellen Parchen   |                               | Physical Therapy and Rehabilitation Science | Health Professions and Biomedical Sciences | Usage of Grizzly Pool for fourth year students with disabilities   |
| Ellen Parchen   | Adrienne Corti                | HHP   | Education and Human Sciences               | Arranged swim and certification classes  |
| Keith Glaes   | Scott Richter                 | HHP   | Education and Human Sciences               | Located new teaching space   |
|   | Sharon Uhlig                  |   | Education                                  | Facilitated commencement ceremony  |
|   | Stephan Edwards               | Office for Student Success                  |  | Identified programs in CR with potential for increased student involvement and leadership opportunities in extra-curricular activities |
| Natalie Hiller  |                               | Physical Therapy and Rehabilitation Science | Health Professions and Biomedical Sciences | Helped students coordinate the annual Physical Therapy 5K Bust-a-Gut Fun Run   |
|   | John Cuddy                    | HHP   | Education and Human Sciences               | Lent softball equipment for use during an activity class   |



|            |                 |   |  |  |
|------------|-----------------|---|--|--|
| Sonja Tysk |                 |   | Business Administration                    | Organized yoga classes for staff   |
|            | Adrienne Corti  | HHP   | Education and Human Sciences               | Taught HHP 160   |
|            | Arthur Miller   | HHP   | Education and Human Sciences               | Taught HHP 224   |
|            | Brenda Mahlum   | Physical Therapy and Rehabilitation Science | Health Professions and Biomedical Sciences | Organized an injury rehabilitation/prevention lecture for the University community   |
|            | Cathy Jenni     | Counselor Education                         | Education and Human Sciences               | Taught weekly fitness classes  |
|            | Chuck Dumke     | HHP   | Education and Human Sciences               | Taught HHP 378   |
|            | Kathleen George | Biomedical and Pharmaceutical Sciences      | Health Professions and Biomedical Sciences | Taught weekly fitness classes  |
|            | Mary Coar       | Physical Therapy and Rehabilitation Science | Health Professions and Biomedical Sciences | Organized an injury rehabilitation/prevention lecture for the University community; scheduled part-time consultations in the FRC |

## II. COLLABORATIONS WITH OTHERS

| UNIT STAFF NAME(S)      | COLLABORATOR NAME(S)  | AFFILIATION   | DESCRIPTION OF COLLABORATIVE ACTIVITY   |
|-------------------------|---|---|---|
| Brian Fruit             | Ann Guiditta  | Human Resource Services                                       | Organized CR presence at New Employee Orientations  |
|                         | Sheila Wright   |   |   |
|                         | Brenda Hallas   | Jus Chill'n   | Coordinated use of space and equipment for the FRC's eat-in area                                  |
|                         | Carey Davis   | Human Resources   | Recruited staff   |
|                         | Charles Maes  | Intercollegiate Athletics                                     | Coordinated varsity sport facility use  |
|                         | Danny Corti   | Office of the Vice President for Research and Development     | Served on the Campus Safety Committee   |
|                         | Kathy Benson  | Public Safety   |   |
|                         | Heather Breckenridge  | English Language Institute                                    | Arranged access to the FRC for various international groups                                       |
|                         | Jill Young  | Human Resource Services                                       | Coordinated a space for breastfeeding   |
|                         | Jon Stannard  | Upward Bound  | Arranged access to the FRC for Upward Bound participants  |
|                         | Maggie Linder   | Residence Life  |   |
|                         | Josh Hoffman  | Residence Life  | Facilitated a light bulb recycling program  |
|                         | Loey Knapp  | Information Technology  | Created an affiliate database and managed status guidelines                                       |
|                         | Lu Terry  | Purchasing  | Purchased capital equipment for the FRC and the Grizzly Pool                                      |
|                         | Vicki Voss  |   |   |
|                         | Mark LoParco  | University Dining Services (UDS)                              | Served on Green Cleaning Work Group to develop Green Cleaning policy                              |
|                         | Mary Muse   | Adams Center  | Coordinated FRC facility use  |
|                         | Megan Twohig  | Institute of Medicine and Humanities                          | Coordination of student access for WWAMI cooperative medical education program                    |
|                         | Molly Collins   | University Center   | Served on the WelcomeFeast Committee  |
|                         | Nicole Brandt   | Enrollment Services   | Organized CR's presence at the College of Technology's (COT) New Student Orientations             |
| Rozlyn Haley            | Public Safety   | Managed event parking   |   |
| Tammy Maney             | Associated Students of The University of Montana (ASUM) Childcare | Managed drop-in childcare at the FRC                          |   |
| Various coaches         | Intercollegiate Athletics   | Coordinated facility use for summer camps and seasonal sports |   |
| Various student leaders | ASUM Sports Clubs   | Arranged field use and lent equipment                         |   |
| Brian Fruit             | Melissa Steinike  | Griz Card   | Implemented new point of sale and facility access system using Blackboard                         |
| Kate Oyler              | Rita Tucker   |   |   |
| Elizabeth Fricke        |   | Foreign Student and Scholar Services (FSSS)                   | Presented orientation information on opportunities for FSSS at the FRC and in the Outdoor Program |

|  |                         |   |   |
|--|-------------------------|---|---|
| Elizabeth Fricke                       | Kevin Molm              | Enrollment Services   | Organized and facilitated downhill ski and whitewater rafting trips for New Student Exchange                        |
| Ellen Parchen                          |                         | American Red Cross  | Coordinated certification classes for University students and the Missoula community                                |
|  |                         | Military Science  | Coordinated facility use for water safety testing   |
|  |                         | Intercollegiate Athletics   | Coordinated varsity sport facility use  |
|  |                         | Various departmental summer camps, including Piano, Education, and American Indian Business Leaders | Coordinated facility use  |
|  | Giles Thelen            | Grizzly Triathlon   | Coordinated use of facilities and practice space for triathlon  |
|  | Jon Stannard            | Upward Bound  | Arranged access to the Grizzly Pool for participants  |
|  | Lucas MacArthur         | Water polo club   | Organized a water polo tournament for university clubs in the Northwest   |
|  | Michael Paine           | Center for Leadership Development   | Organized and facilitated a leadership activity at the climbing wall  |
|  | Mona Mondava            | FSSS  | Organized and facilitated extracurricular ski, snowshoe, downhill ski, day hike and raft trips for foreign students |
| Tammy Maney                            | ASUM                    | Organized childcare swim lessons  |   |
| Fitness Programs staff                 | Cathy Crane             | Lemond Cycling  | Offered fitness cycling certification   |
| Kate Oyler                             | Dan Bowling             | Student Affairs Information Technology (SAIT)   | Converted the CR web site, making it compatible with Cascade Content Management System                              |
|  | Lindsay B. Campbell     | Sport Club Union  | Organized and presided over the Sport Club Union  |
|  | Mackenzie Flahive-Floro |   |   |
|  | Marlene Hendrickson     | ASUM  | Managed ASUM budgets for University-recognized Sport Club Union groups  |
|  | Phoebe Hunter           | ASUM  | Managed recognition forms and ASUM budgets for University Sport Club Union groups                                   |
| Various Resident Technology Assistants | SAIT                    | Procured new computer hardware for permanent staff  |   |
| Kevin Verlanic                         | Hanna Singleton         | Human Resource Services   | Organized CR presence at New Employee Orientations  |
|  | Kallie Gilstad          | New Student Services  | Organized CR presence at New Student Services Orientations  |
|  | Liz Stotts              | Office of Planning, Budget, and Analysis (OPBA)   | Developed budget training materials for all University departments  |
|  | Nicole Brandt           | Enrollment Services   | Organized CR presence at COT New Student Orientations   |

|                        |                   |  |   |
|------------------------|-------------------|--|---|
| Natalie Hiller         |                   | ASUM   | Provided referral prizes for the Walk n' Roll Week give-away  |
|                        |                   | ASUM Childcare   | Coordinated a river/rafting information day for two groups of children  |
|                        |                   | ASUM Childcare   | Coordinated a bike maintenance information day for a group of children  |
|                        |                   | Greek Life   | Lent intramural dodge balls for tournament  |
|                        |                   | spectrUM   | Coordinated sporting equipment use for spring break day camps for children  |
|                        |                   | New Student Services   | Coordinated dodge ball open house for orientation students  |
|                        | John Stannard     | Upward Bound   | Coordinated equipment rental for annual camping trip  |
|                        | Karissa Drye      | New Student Services   | Coordinated orientation raft trips  |
| Ron Brunell            | Residence Life    | Coordinated canoe rental for an annual camping trip                  |   |
| Outdoor Programs staff |                   | FSSS   | Provided raft and ski trips for international students  |
|                        |                   | Montana Fish, Wildlife and Parks; State of Montana and US Government | Provided boats and staff for Blackfoot River cleanup  |
|                        | Jon Stannard      | Upward Bound   | Provided raft rentals for participants  |
|                        | Karissa Drye      | New Student Services   | Provided orientation rafting trips for participating students and families  |
|                        | Kevin Molm        | National Student Exchange  | Provided raft and ski trips   |
| Sonja Tysk             |                   | Residence Life   | Worked with Jesse Hall Resident Assistants to provide stress reduction techniques to students before finals         |
|                        | Cheryl Vandenburg | Curry Health Center  | Instructed weight management and body image classes, and created treatment plans for students with eating disorders |
|                        | Rebecca Shern     | UDS  |   |
|                        | Karissa Drye      | Enrollment Services  | Organized yoga classes for orientations   |

### III. PRESENTATIONS

| SA UNIT                | FIRST NAME | LAST NAME | CO-PRESENTER(S)               | TITLE OF PRESENTATION                                     | EVENT  |
|------------------------|------------|-----------|-------------------------------|---|--|
| Campus Recreation (CR) | Brian      | Fruit     | Keith Glaes<br>Kevin Verlanic | “University Fitness Center Operations”                    | Conference at Brigham Young University-Idaho             |
|                        | Dudley     | Improta   |                               | “Avalanche Level I”                                       | Aerie School of Backcountry Medicine course              |
|                        |            |           |                               |   | Missoula County Search and Rescue course                 |
|                        | Ellen      | Parchen   |                               | “Master Your Swim”  | Dillon YMCA Masters Swimming Clinic                      |
|                        |            |           |                               | “Water Safety”  | Community Hospital part-time staff informational session |
|                        | Keith      | Glaes     |                               | “Offsets Now”   | National Youth Sports Programs Conference                |
|                        |            |           |                               | “Facility Renovation”                                     | State Intramural Association presentation                |
|                        |            |           |                               | “Student Involvement”                                     | First-year Interest Group presentation                   |
|                        | Kevin      | Verlanic  |                               | “Fundamental Budget Management Techniques”                | OBPA training sessions                                   |
|                        | Natalie    | Hiller    |                               | “Recreational Opportunities at The University of Montana” | FSSS Orientation   |
|                        |            |           |                               | “Recreational Opportunities for Graduate Students”        | Graduate Student Social                                  |
|                        | Sonja      | Tysk      |                               | “Making the Transition to Retirement – Staying Active”    | Association of Retired Federal Employees presentation    |

**IV. STAFF MEMBERSHIP/SERVICE IN PROFESSIONAL ASSOCIATIONS**

| <b>SA UNIT</b>               | <b>FIRST NAME</b> | <b>LAST NAME</b> | <b>POSITION/SERVICE</b>             | <b>ASSOCIATION</b>  |
|------------------------------|-------------------|------------------|-------------------------------------|---|
| Campus Recreation            | Dudley            | Improta          | Member                              | Professional Ski Instructors of America                         |
|                              |                   |                  | Member                              | American Avalanche Association                                  |
|                              | Elizabeth         | Fricke           | Field Instructor                    | National Outdoor Leadership School                              |
|                              |                   |                  | Trip Leader                         |   |
|                              |                   |                  | First Responder                     | Wilderness Medical Association                                  |
|                              |                   |                  | Instructor                          | Leave No Trace, Inc.  |
|                              |                   |                  | Master Trainer                      |   |
|                              |                   |                  | Instructor                          | Western Montana Avalanche Center                                |
|                              |                   |                  | Member                              | The Access Fund   |
|                              |                   |                  | Whitewater Kayak Instructor         | American Canoe Association                                      |
|                              |                   |                  | Yoga Instructor                     | Yoga Fitness Center in Missoula and HHP                         |
|                              | Ellen             | Parchen          | Coach                               | American Swimming Coaches Association                           |
|                              |                   |                  | Member                              |   |
|                              |                   |                  | Instructor                          | American Red Cross  |
|                              |                   |                  | Trainer                             |   |
|                              | Keith             | Glaes            | Registrar, Sanctions                | US Masters Swimming, Montana                                    |
|                              |                   |                  | Member                              | National Intramural Recreational Sports Association             |
|                              | Kevin             | Verlanic         | Standing Committee Member           | OBPA  |
|                              |                   |                  | Chair                               | Conservation Lands Technical Advisory Council                   |
|                              |                   |                  | Contributing Member                 | Western Association of College and University Business Officers |
|                              | Natalie           | Hiller           | Member                              | National Recreation and Park Association                        |
|                              |                   |                  | Professional Member                 | National Intramural Recreational Sports Association             |
|                              | Sonja             | Tysk             | Certified Cycling Instructor        | Madd Dog Athletics and Spinning                                 |
| Certified Fitness Instructor |                   |                  | American College of Sports Medicine |   |
| Certified Pilates Instructor |                   |                  | Stott Pilates                       |   |

**V. AWARDS**

| <b>SA UNIT</b>    | <b>FIRST NAME</b> | <b>LAST NAME</b> | <b>AWARD</b>                    | <b>ASSOCIATION/ORGANIZATION</b> |
|-------------------|-------------------|------------------|---------------------------------|---------------------------------|
| Campus Recreation | Dudley            | Improta          | Outstanding Service to Students | University of Montana           |

**VI. STAFF COMMUNITY SERVICE**

| <b>SA UNIT</b>    | <b>FIRST NAME</b> | <b>LAST NAME</b> | <b>POSITION/SERVICE</b>  | <b>ORGANIZATION</b>  |
|-------------------|-------------------|------------------|--|--|
| Campus Recreation | Brian             | Fruit            | Volunteer  | Run Wild Missoula  |
|                   | Dudley            | Improta          | Wrote avalanche advisories and assisted with data collection and educational efforts | West Central Montana Avalanche Center, US Lolo National Forest |
|                   |                   |                  | Chair  | UM Charitable Giving Campaign                                  |
|                   |                   |                  | Citizens Advisory Committee Member   | Montana Fish, Wildlife and Parks-Region 2                      |
|                   | Elizabeth         | Fricke           | Assisted with various educational efforts<br>Instructor                              | West Central Montana Avalanche Center, US Lolo National Forest |
|                   | Keith             | Glaes            | Member   | Youth at Risk State Task Force                                 |
|                   |                   |                  | Steering Committee Member  | National Youth Sports Program (NYSP)                           |
|                   | Kevin             | Verlanic         | Member   | Stuckey Ridge Conservation Group                               |
|                   |                   |                  | Missoula County  | Youth Justice Court  |
|                   |                   |                  | Transportation Specialist  | Camp Make-a-Dream  |
|                   | Natalie           | Hiller           | Soccer Coach   | YMCA Missoula  |



## **VII. PUBLICATIONS**

There are no publications to report.

## VIII. SUMMARY OF ACCOMPLISHMENTS

Attendance numbers at the Fitness and Recreation Center (FRC) were the second highest they have been since the facility opened in 2001, less than one percent behind the 2008-2009 academic year. Figure 1 shows FRC use trends for the 2008-2009 and 2009-2010 academic years, as well as overall average use since the facility opened. During 2009-2010, use of the facility peaked at the start of spring semester.

In an ongoing effort to help the campus community achieve their health and fitness goals and reduce stress through recreation, as well as provide an avenue for social interaction, 50-55 hours of fitness classes per week were offered by fitness programs during the academic year and 25-30 hours of classes per week during summer and winter breaks. These classes included free and punch card classes, the latter of which required a separate fee. Although participation in fitness programs increased overall, punch card sales for the year only totaled 475, down from approximately 700 during the previous year. One possible reason for the decrease in punch card sales is that all cycling classes during the 2009-2010 academic year were free; not surprisingly, participation in cycling classes increased dramatically. The popularity of Ab Lab classes, another free fitness programs course offering, required CR to add an additional class during spring semester. Punch card classes included yoga, Power Pump, and kickboxing. Of these, yoga in particular continued to have a high participation rate. CR offered ten yoga classes per week, at which attendance ranged from 15-25 students.

Fitness consultations, available by appointment to all FRC members, were down in popularity from the 2008-2009 academic year, decreasing from approximately 90 to 80 appointments. Personal training also experienced a decrease, down to 15 clients from approximately 30 clients during 2008-2009. The decrease could be related to the economic downturn; compounding this may be the lack of a holiday season discount for training packages, a change from the previous year. The personal training staff continues to develop new free educational opportunities for FRC members, in the hopes of increasing business by bringing attention to the personal training staff and their services.

Overall participation in Outdoor Programs increased; however, participation in high cost events decreased, again due possibly to the economic downturn. Two Spring Break trips to Utah proved particularly popular: a backpacking trip to Capitol Reef and a mountain biking trip to Moab. Table 1 provides detailed information regarding Outdoor Programs and Climbing Wall use and attendance.

Grizzly Pool continued to accommodate campus programs as well as activities for University affiliates and the community, including lap swim, HHP programs, swim lessons, and special events. A new intramural sport, Inner Tube Water Polo, was added during spring semester. In addition, a group of UM students are trying to develop a new Masters Swimming club.

Participation in the Intramural Program increased over the previous year. Tables 2, 3, and 4 provide detailed participation tallies by semester and sport. Rounds at the UM Golf Course were down by more than ten percent, but revenue increased due to careful oversight by the staff and Jus Chill'n's management of the Club House. Figure 2 shows Golf Course use trends for the 2009-2010 academic year.

## **IX. SERVICE MEASUREMENTS**

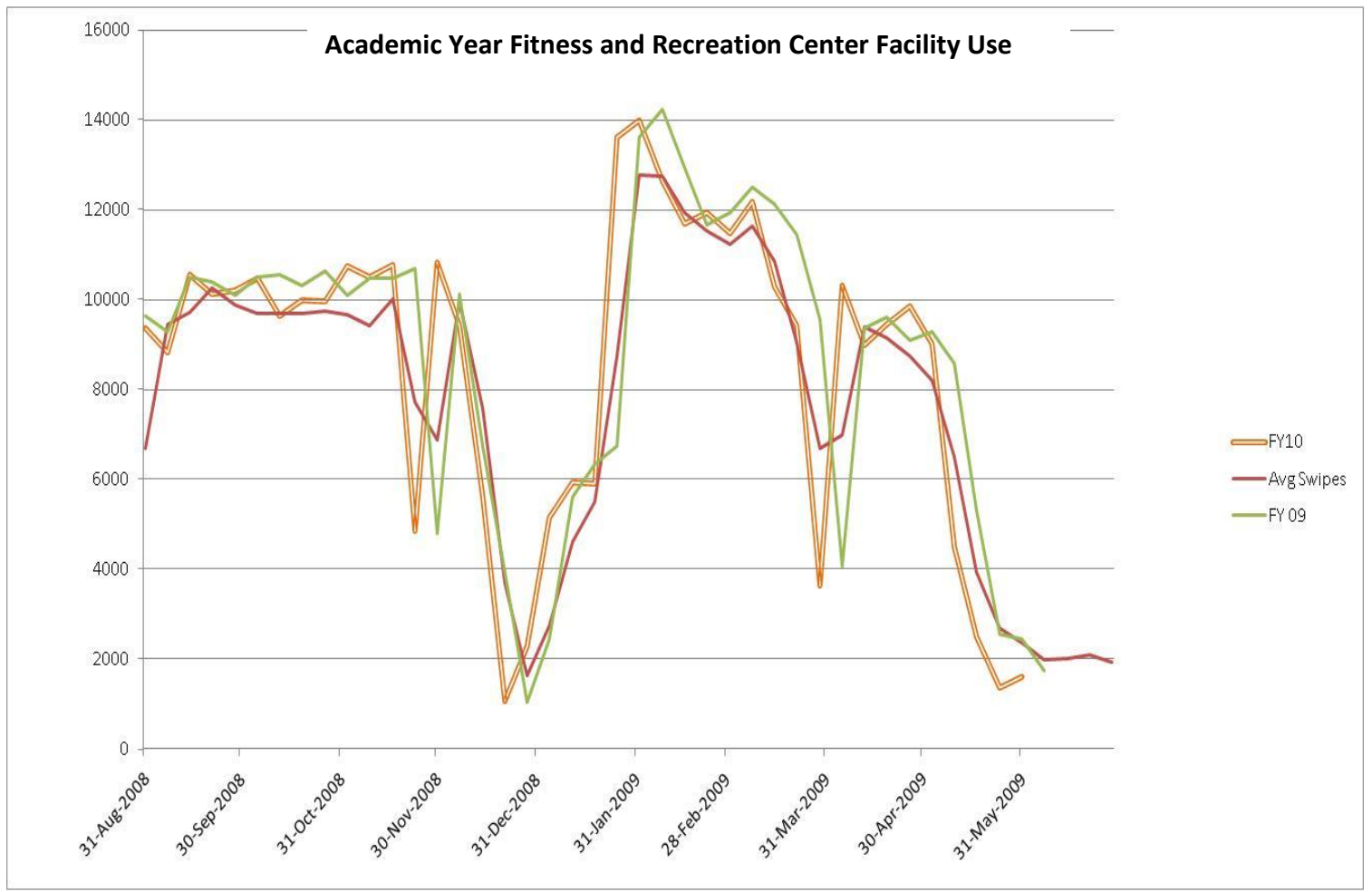
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**FIGURE 1** Fitness and Recreation Center Use Trends



**TABLE 1** Outdoor Programs, Climbing Wall, and Special Events Participation by Numbers

| <b>Event</b>                         | <b>Participation (Number of attendees)</b> |
|--------------------------------------|--|
| <b><u>Summer 2009</u></b>            |  |
| Trek and mountaineering trip to Peru | 8  |
| “Fundamentals of Kayaking” class     | 20   |
| Whitewater rafting trips             | 400  |
| <b><u>Fall 2009</u></b>              |  |
| Belay clinics                        | 5/weekly class                             |
| Technical climbing clinics           | 13   |
| Technical bike maintenance class     | 15   |
| Women’s Climbing Night at the Wall   | 15/week avg.                               |
| Ski and snowboard maintenance class  | 16   |
| Fly fishing class                    | 30   |
| Kayaking class (non-HHP)             | 39   |
| Climbing and kayaking classes (HHP)  | 48   |
| Raft trips                           | 55   |
| Day hikes and backpacking trips      | 58   |
| Mandela van Eeden slide show         | 60   |
| Josh Mahan slide show                | 63   |
| Fall Gear Sale                       | 75   |
| Reel Rock film                       | 170  |
| Teton Gravity Research film          | 320  |
| Banff Film Festival                  | 550  |
| <b><u>Winter 2010</u></b>            |  |
| Avalanche transceiver clinics        | 24   |

|  |              |
|--|--------------|
| Level 1 Avalanche classes  | 28           |
| Downhill ski trips   | 42           |
| Cross-country ski, snowshoe, and animal track identification trips | 43           |
| Avalanche awareness workshop, including optional field trip        | 40           |
| Avalanche awareness workshop, without optional field trip          | 70           |
| Free avalanche lectures  | 125          |
|  |              |
| <b><u>Spring 2010</u></b>  |              |
| Belay clinics  | 5/week avg.  |
| Bike maintenance class   | 6            |
| Advanced kayaking class (river running)                            | 8            |
| Kayak roll clinic  | 8            |
| Spring Break Moab mountain biking trip                             | 8            |
| Basic mountaineering class   | 10           |
| Spring Break Capitol Reef backpacking trip                         | 10           |
| Women's Climbing Night at the Wall                                 | 13/week avg. |
| Bike maintenance class   | 18           |
| Himalayan Students Slideshow                                       | 25           |
| "Climbing Extravaganza" climbing competition                       | 29           |
| Fly fishing class  | 30           |
| Keith Bosak lecture  | 30           |
| <i>Flakes</i> Telemark film  | 35           |
| Spring Gear Sale   | 52           |
| HHP classes (Intro to Climbing; Kayaking; Skiing; and Camping)     | 54           |
| Willie Weir lecture  | 275          |

**TABLE 2** Intramural Sports Program Numbers by Semester and Sport

| <b>Sport</b>                                | <b>Gender</b>    | <b>Fall 2006</b> | <b>Spring 2007</b> | <b>Fall 2007</b> | <b>Spring 2008</b> | <b>Fall 2008</b> | <b>Spring 2009</b> | <b>Fall 2009</b> | <b>Spring 2010</b> |
|---|------------------|------------------|--------------------|------------------|--------------------|------------------|--------------------|------------------|--------------------|
| Outdoor Football                            | Men              | 36               | Not offered        | 39               | Not offered        | 35               | 30                 | 39               | 20                 |
| Outdoor Football                            | Corec            | 8                | Not offered        | 12               | Not offered        | 10               | 4                  | 11               | 4                  |
| Outdoor Soccer                              | Corec            | 32               | 30                 | 30               | 32                 | 32               | 31                 | 30               | 26                 |
| Outdoor Soccer                              | Men              | 12               | 14                 | 14               | 13                 | 11               | 12                 | 14               | 16                 |
| Outdoor Ultimate                            | Corec            | 24               | 20                 | 22               | 15                 | 16               | 13                 | 16               | 13                 |
| Outdoor Softball                            | Women            | Not offered      | 3                  | Not offered      | 4                  | Not offered      | 0                  | Not offered      | 3                  |
| Outdoor Softball                            | Corec            | Not offered      | 60                 | Not offered      | 64                 | Not offered      | 66                 | Not offered      | 62                 |
| Outdoor Softball                            | Men              | Not offered      | 24                 | Not offered      | 24                 | Not offered      | 19                 | Not offered      | 15                 |
| Outdoor Tennis                              | Corec            | Not offered      | 7                  | 6                | 8                  | Not offered      | 5                  | 3                | 5                  |
| <b>Total Outdoor Sports Teams</b>           |                  | <b>112</b>       | <b>158</b>         | <b>123</b>       | <b>160</b>         | <b>104</b>       | <b>180</b>         | <b>113</b>       | <b>164</b>         |
| <b>Estimated Outdoor Sports Individuals</b> |                  | <b>1,680</b>     | <b>2,370</b>       | <b>1,845</b>     | <b>2,400</b>       | <b>1,560</b>     | <b>2,700</b>       | <b>1,695</b>     | <b>2,460</b>       |
| Indoor 3-on-3 Basketball                    | Men              | Not offered      | Not offered        | Not offered      | Not offered        | Not offered      | Not offered        | Not offered      | Not offered        |
| Indoor 3-on-3 Basketball                    | Women            | Not offered      | Not offered        | Not offered      | Not offered        | Not offered      | Not offered        | Not offered      | Not offered        |
| Indoor 5-on-5 Basketball                    | Corec            | 8                | 14                 | 6                | 13                 | 15               | 12                 | 14               | 21                 |
| Indoor 5-on-5 Basketball                    | Men              | 16               | 30                 | 20               | 28                 | 27               | 32                 | 28               | 31                 |
| Indoor 5-on-5 Basketball                    | Men 6' and under | Not offered      | 6                  | Not offered      | 4                  | Not offered      | 6                  | Not offered      | 3                  |
| Indoor 5-on-5 Basketball                    | Women            | 9                | 14                 | 11               | 15                 | 15               | 10                 | 11               | 9                  |
| Indoor Volleyball                           | Corec            | 23               | 22                 | 17               | 23                 | 24               | 19                 | 28               | 29                 |
| Indoor Volleyball                           | Women            | 18               | Not offered        | 17               | Not offered        | 20               | Not offered        | 20               | Not offered        |
| Indoor                                      | Corec            | 27               | 22                 | 21               | 24                 | 18               | 24                 | 35               | 21                 |

|  |                         |              |              |              |              |              |              |              |              |
|--|-------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Soccer   |                         |              |              |              |              |              |              |              |              |
| Indoor Soccer  | Men                     | Not offered  | 8            | 12           | 11           | 9            | 8            | 13           | 10           |
| Indoor Dodgeball   |                         |              |              |              |              |              |              |              |              |
| Indoor Dodgeball   | Men                     | 8            | 6            | 7            | Not offered  | 4            | 3            | 3            | 2            |
| Indoor Dodgeball   | Corec                   | 4            | 10           | 8            | 6            | 7            | 6            | 8            | 5            |
| Inner Tube Water Polo  |                         |              |              |              |              |              |              |              |              |
| Inner Tube Water Polo  | Corec                   | Not Offered  | Not Offered  | Not Offered  | Not Offered  | Not Offered  | Not Offered  | Not Offered  | 6            |
| <b>Total Indoor Sports Teams</b>                               |                         | <b>113</b>   | <b>132</b>   | <b>119</b>   | <b>124</b>   | <b>139</b>   | <b>120</b>   | <b>160</b>   | <b>137</b>   |
| Racquetball  |                         |              |              |              |              |              |              |              |              |
| Racquetball  | Men's (Singles)         | 10           | 14           | 12           | 9            | 14           | 10           | 12           | 17           |
| Racquetball  | Women's (Singles)       | 0            | 0            | 4            | 1            | 1            | 2            | 2            | 3            |
| Squash   | Men and Women (Singles) | 0            | 4            | 7            | 7            | 6            | 0            | 5            | 4            |
| <b>Estimated Indoor Sports Individuals</b>                     |                         | <b>1,356</b> | <b>1,584</b> | <b>1,428</b> | <b>1,488</b> | <b>1,668</b> | <b>1,440</b> | <b>1,920</b> | <b>1,654</b> |
| <b>Overall Outdoor and Indoor Estimated Sports Individuals</b> |                         | <b>3,036</b> | <b>3,954</b> | <b>3,273</b> | <b>3,888</b> | <b>3,228</b> | <b>4,140</b> | <b>3,615</b> | <b>4,114</b> |



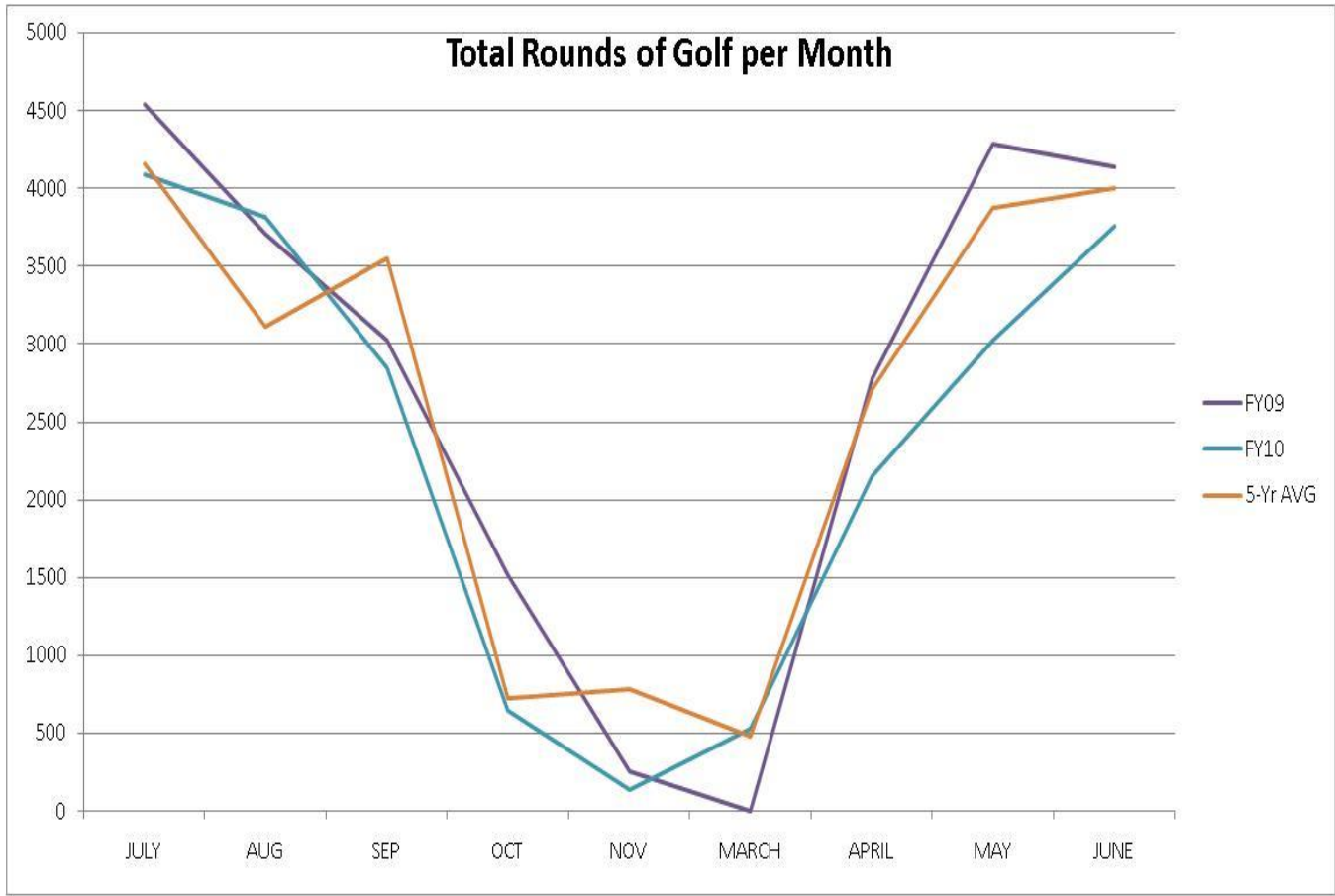
**TABLE 3** Fall Intramural Special Events Participation Numbers

| <b>Event</b>                  | <b>Gender</b> | <b>Fall 2006</b> | <b>Fall 2007<br/>Teams</b> | <b>Fall 2007<br/>Individuals</b> | <b>Fall 2008</b> | <b>Fall 2009</b> |
|-------------------------------|---------------|------------------|----------------------------|----------------------------------|------------------|------------------|
| Sand Volleyball<br>Tournament | Corec         | 25               | 9                          | 45                               | 75               | 50               |
| Softball<br>Tournament        | Corec         | Not offered      | 6                          | 84                               | Not offered      | Not offered      |
| Golf<br>Tournament            | Double        | 40               | 16                         | 28                               | 28               | 6                |
| Tennis<br>Tournament          | Men           | 13               | 15                         | 15                               | 15               | 11               |
| Tennis<br>Tournament          | Women         | 13               | 6                          | 6                                | 11               | 7                |
| Dodgeball<br>Tournament       | Corec         | Not offered      | Not offered                | Not offered                      | Not offered      | Not offered      |
| Badminton                     | Men           | Not offered      | 18                         | 18                               | 12               | 10               |
| Badminton                     | Women         | Not offered      | 6                          | 6                                | 4                | 3                |
| Turkey Trot                   | 5K run        | 104              | 61                         | 61                               | 88               | 58               |
| Football<br>Tournament        | Men           | Not offered      | Not offered                | Not offered                      | 60               | Not offered      |
| <b>Estimated Individuals</b>  |               | <b>195</b>       | <b>137</b>                 | <b>263</b>                       | <b>293</b>       | <b>145</b>       |

**TABLE 4 Spring Intramural Special Events Participation Numbers**

| <b>Event</b>                 | <b>Gender</b>   | <b>Spring 06 Teams</b> | <b>Spring 06 Individuals</b> | <b>Spring 07 Teams</b> | <b>Spring 07 Individuals</b> | <b>Spring 08 Teams</b> | <b>Spring 08 Individuals</b> | <b>Spring 09 Teams</b> | <b>Spring 09 Individuals</b> | <b>Spring 10 Teams</b> | <b>Spring 10 Individuals</b> |
|------------------------------|-----------------|------------------------|------------------------------|------------------------|------------------------------|------------------------|------------------------------|------------------------|------------------------------|------------------------|------------------------------|
| Golf Tournament              | Doubles         | 18                     | 36                           | 20                     | 40                           | 11                     | 22                           | 12                     | 24                           | 7                      | 14                           |
| Dodgeball Tournament         | Corec           | 7                      | 28                           | 4                      | 16                           | Not offered            | Not offered                  | Not offered            | Not offered                  | Not offered            | Not offered                  |
| Dodgeball Tournament         | Men             | 13                     | 52                           | 8                      | 32                           | Not offered            | Not offered                  | Not offered            | Not offered                  | Not offered            | Not offered                  |
| Dodgeball Tournament         | Women           | 0                      | 0                            | 0                      | 0                            | Not offered            | Not offered                  | Not offered            | Not offered                  | Not offered            | Not offered                  |
| Badminton                    | Doubles         | 8                      | 20                           | 7                      | 14                           | 14                     | 28                           | 6                      | 12                           | 6                      | 12                           |
| Flag Football Tournament     | 4 on 4<br>Corec | 9                      | 54                           | 12                     | 72                           | 12                     | 72                           | Not offered            | Not offered                  | Not offered            | Not offered                  |
| Kim Williams 5k Run          | Corec           | 45                     | 45                           | 30                     | 30                           | 18                     | 18                           | 24                     | 24                           | Not offered            | Not offered                  |
| Softball Tournament          | Men             | Not offered            | Not offered                  | 6                      | 72                           | 5                      | 70                           | Not offered            | Not offered                  | Not offered            | Not offered                  |
| Softball Tournament          | Corec           | Not offered            | Not offered                  | 4                      | 48                           | 13                     | 182                          | Not offered            | Not offered                  | Not offered            | Not offered                  |
| Soccer Tournament            | Men             | Not offered            | Not offered                  | Not offered            | Not offered                  | 8                      | 112                          | Not offered            | Not offered                  | Not offered            | Not offered                  |
| Soccer Tournament            | Corec           | Not offered            | Not offered                  | Not offered            | Not offered                  | 2                      | 28                           | Not offered            | Not offered                  | Not offered            | Not offered                  |
| <b>Estimated Individuals</b> |                 | <b>100</b>             | <b>235</b>                   | <b>91</b>              | <b>324</b>                   | <b>83</b>              | <b>532</b>                   | <b>42</b>              | <b>60</b>                    | <b>13</b>              | <b>26</b>                    |

**Figure 2. Golf Course Use Trends**



## CAREER SERVICES

### I. COLLABORATIONS WITH ACADEMIC AFFAIRS

| UNIT STAFF NAME(S)  | ACADEMIC COLLABORATOR NAME(S) | DEPARTMENT                          | SCHOOL/COLLEGE    | DESCRIPTION OF COLLABORATIVE ACTIVITY  |
|---------------------|-------------------------------|-------------------------------------|-------------------|--|
| Entire Unit         | Garon Smith                   | Chemistry                           | Arts and Sciences | Coordinated the Graduate School Fair for National Conference on Undergraduate Research   |
|                     | Terry Berkhouse               | Internship Services                 |                   | Hosted a 3-day, online professional development conference for University staff  |
|                     |                               |                                     |                   | Hosted the VA Returning Combat Veterans Training session for University staff  |
| Angie Berger        | Beth Howard                   | Undergraduate Advising Center (UNC) |                   | Facilitated the “Continuing to Climb” workshop for College of Technology (COT) students  |
|                     | Melanie Hoell                 | UNC                                 |                   |  |
| Cindy Boies         | Marja Unkuri-Chaudhry         | International Programs              |                   | Scheduled Work Abroad workshops to coincide with International Education Weeks; and participated in International Fairs at the University Center |
|                     | Samir Bitar                   | Anthropology                        | Arts and Sciences | Coordinated a visit from William Stewart, Diplomat in Residence at The University of Texas-Austin and Senior Foreign Service Officer             |
|                     | Khaled Huthaily               | International Programs              |                   |  |
|                     | Stephan Edwards               | UNC                                 |                   | Coordinated First-Year Interest Groups (Figs) orientation and presentations  |
| Daphne Felker       | Betsy Bach                    | Communication Studies               | Arts and Sciences | Coordinated the Ask-an-Alum Career Leadership Luncheon   |
|                     | Steve Swartz                  |                                     |                   |  |
|                     | Roberta Evans                 | Dean                                | Education         | Coordinated the Educators’ Career Fair   |
| Susan Harper-Whalen | Curriculum and Instruction    | Education                           |                   |  |
| Laurie Fisher       | Beth Howard                   | UNC                                 |                   | Facilitated the Advising Circle  |

|               |                     |                            |           |  |
|---------------|---------------------|----------------------------|-----------|--|
|               | Beth Howard         | UNC                        |           | Discussed the webinar advising process                         |
|               | Brian French        | UNC                        |           |  |
|               | Carol Bates         | UNC                        |           |  |
| Laurie Fisher | Dan Gillen          | Curriculum and Instruction | Education | Coordinated student teaching seminars                          |
|               | Susan Harper-Whalen | Curriculum and Instruction | Education |  |
|               | Eli Mohanna         | Counselor Education        | Education | Provided information to students in a Career Counseling course |

## II. COLLABORATIONS WITH OTHERS

| UNIT STAFF NAME(S) | COLLABORATOR NAME(S)              | AFFILIATION                                      | DESCRIPTION OF COLLABORATIVE ACTIVITY   |
|--------------------|-----------------------------------|--|---|
| Cindy Boies        | Janice Trickel                    | Mansfield Center Administration                  | Organized “Careers in the State Department,” a seminar for non-campus participants, and two classroom lectures on foreign policy in the Middle East |
|                    | William Stewart                   | University of Texas-Austin                       |   |
| Daphne Felker      | Center for Leadership Development | University Center                                | Coordinated Ask-an-Alum luncheons   |
| Janay Whisman      | Molly Collins                     | University Center                                | Served on the WelcomeFeast committee  |
| Laurie Fisher      | Karissa Drye                      | Enrollment Services                              | Created a new orientation format  |
| Mike Heuring       | Bill Johnston                     | Office of Alumni Relations                       | Explored career-related collaborations for Alumni Association members   |
|                    | Career Services                   | Weber State University                           | Chaired an external review team   |
|                    | Juana Alcala                      | Admissions                                       | Coordinated the Student Affairs director’s dinner for visiting high school counselors   |
|                    | Teresa Branch                     | Office of the Vice President for Student Affairs | Oversaw the Student Affairs Immersion Learning Program (SAIL)   |
|                    | Andrew Salonen                    | ASUM   | Served on a search committee for the new director of Residence Life   |
|                    | Arthur Miller                     | Health and Human Performance                     |   |
|                    | Brad Hall                         | Residence Life                                   |   |
|                    | Charles Couture                   | Dean of Students                                 |   |
|                    | Erik Rose                         | ASUM   |   |
|                    | Jed Liston                        | Enrollment Services                              |   |
|                    | Kevin Krebsbach                   | Facility Services                                |   |
| Mark LoParco       | Dining Services                   |  |   |
| Mike Nugent        | Residence Life                    |  |   |
| Robin Joseph       | Residence Life                    |  |   |

### III. PRESENTATIONS

| SA UNIT         | FIRST NAME | LAST NAME         | CO-<br>PRESENTER(S)                                    | TITLE OF PRESENTATION   | EVENT  |
|-----------------|------------|-------------------|--|---|--|
| Career Services | Angie      | Berger            |  | “Resumes and Cover Letters”                                   | COT Business and Computer Technology classes                         |
|                 |            |                   |  | “Job Search, Interviewing, and Resources”                     | COT Business and Computer Technology classes                         |
|                 |            |                   |  | “Resumes and Cover Letters for Surgical Technicians”          | COT Surgical Technician classes                                      |
|                 |            |                   |  | “Career Services Overview and the Career Exploration Process” | COT’s Introduction to the University Experience class                |
|                 |            |                   |  | “Career Services Overview and the Career Exploration Process” | Informational session for Sentinel High School seniors               |
|                 | Cindy      | Boies             | Stephen Yoshimura                                      | “Interviewing and Non-verbal Behavior”                        | Non-verbal Communication class                                       |
|                 |            |                   |  | “Portfolios for Chemistry Majors”                             | Chemistry Literature and Scientific Writing class                    |
|                 |            |                   |  | “Resumes and Cover Letters for Pharmacists”                   | Pharmacy Student Association presentation                            |
|                 |            |                   |  | “Careers in Finance and Banking”                              | Farmer’s State Bank Jr. Board presentation                           |
|                 |            |                   |  | “Careers in Computer Science”                                 | Computer Science class   |
|                 |            |                   |  | “Portfolios for Undecided Career/Major Students”              | COT Careers/Majors class   |
|                 |            |                   |  | “Work Abroad Opportunities”                                   | Cross Cultural Management and Cultural and Global Competence classes |
|                 |            |                   |  | “Job Search Skills and Career Planning”                       | Recreation Management class  |
|                 |            |                   |  | “Resumes, Cover Letters, and Interviewing in Healthcare”      | COT Nursing Leadership Issues class                                  |
|                 |            | “Careers in Art”  | College and Visual Performing Arts Senior Thesis class |   |  |
|                 |            | “Careers in Human | Internship Class                                       |   |  |

|        |         |                     |  |   |   |
|--------|---------|---------------------|--|---|---|
|        |         |                     |  | Services”   |   |
|        |         |                     |  | “Resume and Cover Letter Writing”                 | WRIT 101 class  |
|        |         |                     |  | “Careers in Non-Profit”                           | Humanics Group presentation   |
| Janay  | Whisman |                     |  | “Career Services”                                 | New Student Orientation Carnival                                      |
| Laurie | Fisher  |                     |  | Pre-Pharmacy student presentation                 | School of Pharmacy  |
| Laurie | Fisher  | Eli Mohanna         |  | Career Counseling presentation                    | Counselor Education   |
|        |         | Dan Gillen          |  | Provided information on student teaching          | Student teacher seminars  |
|        |         | Susan Harper-Whalen |  | Educators’ Fair strategy session                  | Educators’ Fair   |
| Mike   | Heuring |                     |  | “Career Services”                                 | FIGs presentation   |
|        |         |                     |  |   | New Employee Orientations   |
|        |         |                     |  |   | New Student Orientations  |
|        |         |                     |  |   | Series of presentations to displaced Smurfit Stone employees          |
|        |         |                     |  |   | UM Advocate Training  |
|        |         |                     |  |   | UM Staff Ambassadors  |
|        |         |                     |  | “Neighborhood Relations”                          | University Neighborhood Ice Cream Social                              |
|        |         |                     |  | “Challenges to Employment in the Current Economy” | Mansfield Center delegation of visiting Chinese public administrators |



**IV. STAFF MEMBERSHIP/SERVICE IN PROFESSIONAL ASSOCIATIONS**

| <b>SA UNIT</b>  | <b>FIRST NAME</b> | <b>LAST NAME</b> | <b>POSITION /SERVICE</b>   | <b>ASSOCIATION</b>   |
|-----------------|-------------------|------------------|--|--|
| Career Services | Angie             | Berger           | Member   | National Career Development Association                        |
|                 | Cindy             | Boies            | Board Member   | Missoula Job Service Employers' Council                        |
|                 | Daphne            | Felker           | Board Member<br>Technology Director  | Mountain Pacific Association of Colleges and Employers (MPACE) |
|                 | Laurie            | Fisher           | Member   | American Association for Employment in Education               |
|                 | Mike              | Heuring          | Annual Conference Development Committee Member<br><br>Committee Member (charged with examining the role and scope of the executive director)<br><br>Member | MPACE  |
|                 |                   |                  | Professional Standards Revision Committee  | Council for the Advancement of Standards in Higher Education   |
|                 |                   |                  | Member   | National Association of Colleges and Employers                 |

## **V. AWARDS**

No awards to report.

**VI. STAFF COMMUNITY SERVICE**

| <b>SA UNIT</b>  | <b>FIRST NAME</b> | <b>LAST NAME</b> | <b>POSITION/SERVICE</b> | <b>ORGANIZATION</b>        |
|-----------------|-------------------|------------------|-------------------------|----------------------------|
| Career Services | Mike              | Heuring          | Cancer Ride Participant | Guardian Angels            |
|                 |                   |                  | Fund Raiser             | Mountain Home Montana      |
|                 |                   |                  | Heart Walk Participant  | American Heart Association |

## **VII. PUBLICATIONS**

Cindy Boies, “2009 Annual Graduate Survey”  
Career Services; May 2010

Laurie Fisher, “2010 Assessment Project”  
Division of Student Affairs; August 2010

Mike Heuring, “Advice for Graduates and Employers in the Current Job Market”  
*Western Montana InBusiness Monthly*; Volume 8, Number 5  
*Missoulian*, May 2010

## **VIII. SUMMARY OF ACCOMPLISHMENTS**

Career Services conducted a strategic planning retreat to (1) assess current programs and services, identifying strengths and weaknesses; (2) discuss opportunities for advancement; (3) develop goals, taking advantage of said opportunities; and (4) coordinate the implementation and completion of action items.

In response to the devastated economy, Career Services dramatically increased its employer development outreach efforts. With more full-time, part-time, volunteer, internship, and student job postings; increased employer attendance at career fairs; and heightened participation at on-campus recruiting and employer information sessions, the unit was able to provide current and graduating students more opportunities for gainful employment.

Career Services collaborated with numerous organizations throughout 2009-10. Events like the Graduate School Fair and the Montana School Districts Sunday Pre-Fair were made possible by partnerships (with the National Conference on Undergraduate Research and the Montana Rural Education Association, respectively).

Other advancements include the development and implementation of a free, self-directed career exploration module based on the States' Career Clusters Initiative. The unit designed a three step process, which includes (1) the Career Clusters Interest Survey, (2) identification and selection of three to five Career Clusters Models, and (3) a career exploration process with recognized research resources.

Finally, the unit designed and implemented new Career Services and Testing Services web sites. The sites will help Career Services reach its constituency and provide expert services to students.

## **IX. SERVICE MEASUREMENTS**

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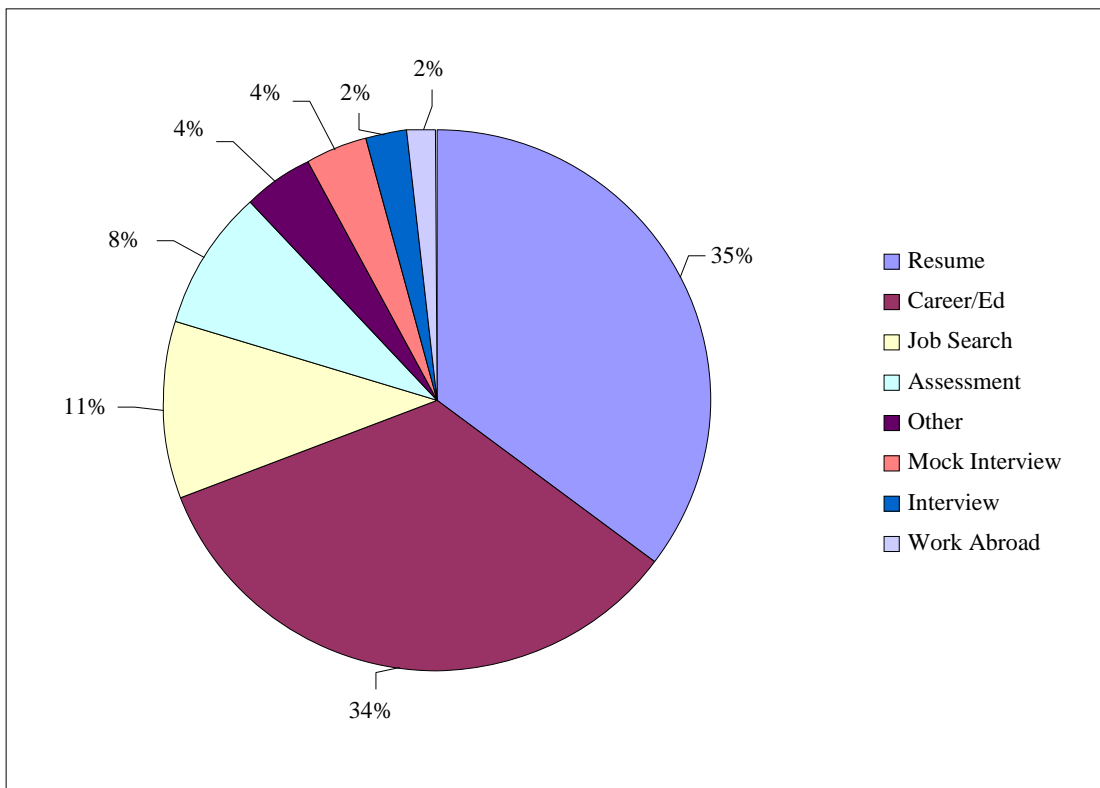
**TABLE 1 FY10 Career Services Statistics**

| Career Services (#)                    | 2009 |     |      |     |     |     | 2010 |     |     |     |     |      | Total |
|--|------|-----|------|-----|-----|-----|------|-----|-----|-----|-----|------|-------|
|  | July | Aug | Sept | Oct | Nov | Dec | Jan  | Feb | Mar | Apr | May | June |       |
| Tests Admin-ETS/Pearson Vue/Castlewide | 119  | 104 | 114  | 137 | 119 | 181 | 143  | 92  | 89  | 132 | 126 | 127  | 1,483 |
| Tests Administered (Promissor)         | 162  | 187 | 104  | 173 | 156 | 80  | 157  | 197 | 179 | 133 | 310 | 102  | 1,940 |
| Scheduled Counselor Appts              | 98   | 124 | 134  | 183 | 195 | 126 | 158  | 209 | 263 | 192 | 120 | 116  | 1,918 |
| Walk-in Counselor Appts                | 0    | 6   | 25   | 22  | 27  | 16  | 11   | 26  | 36  | 34  | 8   | 5    | 216   |
| Phone Counselor Appts                  | 5    | 1   | 0    | 4   | 0   | 4   | 5    | 2   | 4   | 2   | 2   | 5    | 34    |
| Email Counselor Appts                  | 5    | 3   | 5    | 5   | 4   | 7   | 9    | 8   | 10  | 8   | 4   | 10   | 78    |
| Career Assessments                     | 14   | 9   | 16   | 11  | 15  | 5   | 2    | 0   | 15  | 10  | 7   | 6    | 110   |
| Presentations Given                    | 1    | 2   | 13   | 21  | 13  | 5   | 3    | 7   | 13  | 10  | 7   | 5    | 100   |
| Students Present                       | 200  | 134 | 292  | 718 | 467 | 156 | 42   | 338 | 290 | 197 | 70  | 338  | 3,242 |
| Employer Visits                        | 1    | 4   | 14   | 11  | 8   | 3   | 3    | 11  | 11  | 9   | 5   | 2    | 82    |
| Interviews                             | 0    | 0   | 85   | 50  | 7   | 0   | 0    | 84  | 24  | 27  | 3   | 1    | 281   |
| Career Fairs – Employers               | 0    | 0   | 0    | 31  | 0   | 0   | 0    | 37  | 0   | 51  | 0   | 0    | 119   |
| Career Fairs – Students                | 0    | 0   | 0    | 316 | 0   | 0   | 0    | 497 | 0   | 204 | 0   | 0    | 1,017 |
| Student Job Fairs – Employers          | 0    | 0   | 26   | 0   | 0   | 0   | 0    | 0   | 0   | 0   | 0   | 0    | 26    |
| Student Job Fairs – Students           | 0    | 0   | 730  | 0   | 0   | 0   | 0    | 0   | 0   | 0   | 0   | 0    | 730   |
| Jobs put in Database                   | 444  | 256 | 217  | 170 | 180 | 197 | 296  | 291 | 397 | 269 | 230 | 402  | 3,349 |
| New Job Vacancy Subscribers            | 1    | 0   | 1    | 1   | 0   | 1   | 0    | 0   | 0   | 0   | 0   | 0    | 4     |
| Total Job Vacancy Subscribers          | 11   | 9   | 9    | 8   | 7   | 6   | 6    | 5   | 5   | 2   | 0   | 0    | 68    |
| Griz eRecruiting Student Accts         | 36   | 40  | 124  | 77  | 51  | 57  | 147  | 143 | 102 | 97  | 61  | 52   | 997   |
| Ask-An-Alum – Registered Students      | 2    | 2   | 1    | 4   | 3   | 7   | 5    | 10  | 2   | 1   | 4   | 1    | 42    |
| Ask-An-Alum – Registered Alum          | 0    | 3   | 1    | 0   | 0   | 1   | 0    | 0   | 0   | 1   | 4   | 1    | 11    |
| Ask-An-Alum – Completed Matches        | 0    | 0   | 0    | 0   | 0   | 0   | 0    | 0   | 0   | 0   | 0   | 0    | 0     |
| Ask-An-Alum – Matched Students         | 1    | 2   | 3    | 1   | 2   | 4   | 2    | 5   | 1   | 2   | 1   | 0    | 24    |
| Ask-An-Alum – Matched Alumni           | 3    | 3   | 4    | 2   | 2   | 6   | 7    | 8   | 1   | 5   | 2   | 0    | 43    |
| Credentials Created                    | 1    | 1   | 1    | 1   | 1   | 2   | 2    | 1   | 2   | 6   | 5   | 3    | 26    |
| Credentials Sent                       | 11   | 10  | 5    | 6   | 10  | 7   | 11   | 21  | 19  | 42  | 51  | 26   | 219   |
| Non-Work Study—On Campus—Added         | 13   | 19  | 14   | 8   | 2   | 5   | 8    | 2   | 12  | 12  | 11  | 5    | 111   |
| Work-Study—On Campus—Added             | 15   | 49  | 24   | 8   | 6   | 4   | 11   | 1   | 10  | 15  | 17  | 5    | 165   |
| Work Study—Off Campus—Added            | 9    | 12  | 7    | 3   | 3   | 4   | 12   | 4   | 4   | 3   | 6   | 1    | 68    |
| Non-Work Study—Off Campus—Added        | 31   | 62  | 41   | 27  | 18  | 13  | 34   | 24  | 36  | 35  | 36  | 25   | 382   |
| Volunteer Added                        | 17   | 12  | 33   | 15  | 16  | 11  | 17   | 5   | 17  | 13  | 8   | 7    | 171   |

**TABLE 2** FY10 Career Services Counseling Appointments by Number

| Reason for Appt. | Freshman | Sophomore | Junior | Senior | Grad Student | Alum | Pros. Student/Other | Total |
|------------------|----------|-----------|--------|--------|--------------|------|---------------------|-------|
| Resume           | 67       | 74        | 132    | 321    | 79           | 153  | 18                  | 844   |
| Career/Ed        | 235      | 199       | 80     | 52     | 24           | 70   | 153                 | 813   |
| Job Search       | 32       | 30        | 23     | 79     | 22           | 59   | 9                   | 254   |
| Assessment       | 39       | 60        | 31     | 5      | 15           | 14   | 32                  | 196   |
| Other            | 13       | 9         | 12     | 38     | 9            | 13   | 6                   | 100   |
| Mock Interview   | 0        | 13        | 15     | 31     | 8            | 21   | 1                   | 89    |
| Interview        | 1        | 13        | 7      | 15     | 9            | 12   | 0                   | 57    |
| Work Abroad      | 1        | 6         | 5      | 22     | 1            | 5    | 1                   | 41    |
| <i>Total</i>     | 388      | 404       | 305    | 563    | 167          | 347  | 220                 | 2394  |

**Figure 1** FY10 Career Services Counseling Appointments by Percentage





**TABLE 3** Five-Year Career Services Counseling Appointment Trends

| Reason for Appt. | FY06        | FY07        | FY08        | FY09        | FY10        | Total*       |
|------------------|-------------|-------------|-------------|-------------|-------------|--------------|
| Resume           | 656         | 693         | 798         | 793         | 844         | 3784         |
| Career/Ed        | 510         | 591         | 607         | 818         | 813         | 3339         |
| Job Search       | 215         | 237         | 234         | 144         | 196         | 1026         |
| Assessment       | 187         | 188         | 66          | 69          | 89          | 599          |
| Other            | 28          | 35          | 33          | 50          | 57          | 203          |
| Mock Interview   | 53          | 42          | 222         | 233         | 254         | 804          |
| Interview        | 55          | 38          | 27          | 30          | 41          | 191          |
| Work Abroad      | 167         | 112         | 194         | 205         | 100         | 778          |
| <i>Total</i>     | <i>1871</i> | <i>1936</i> | <i>2181</i> | <i>2342</i> | <i>2394</i> | <i>10724</i> |

\* Total may represent multiple reasons for individual student appointments

**TABLE 4** Five-Year Career/Educational Decision Making Appointment Trends

| Academic Standing   | Number of Appts. |            |            |            |            |
|---------------------|------------------|------------|------------|------------|------------|
|                     | FY06             | FY07       | FY08       | FY09       | FY10       |
| Prospective Student | 137              | 103        | 126        | 128        | 153        |
| Freshman            | 109              | 124        | 162        | 264        | 235        |
| Sophomore           | 107              | 136        | 142        | 163        | 199        |
| Junior              | 53               | 103        | 87         | 113        | 80         |
| Senior              | 37               | 61         | 35         | 64         | 52         |
| Grad Student        | 11               | 16         | 14         | 23         | 24         |
| Alum                | 56               | 48         | 41         | 63         | 70         |
| <i>Total</i>        | <i>510</i>       | <i>591</i> | <i>607</i> | <i>818</i> | <i>813</i> |

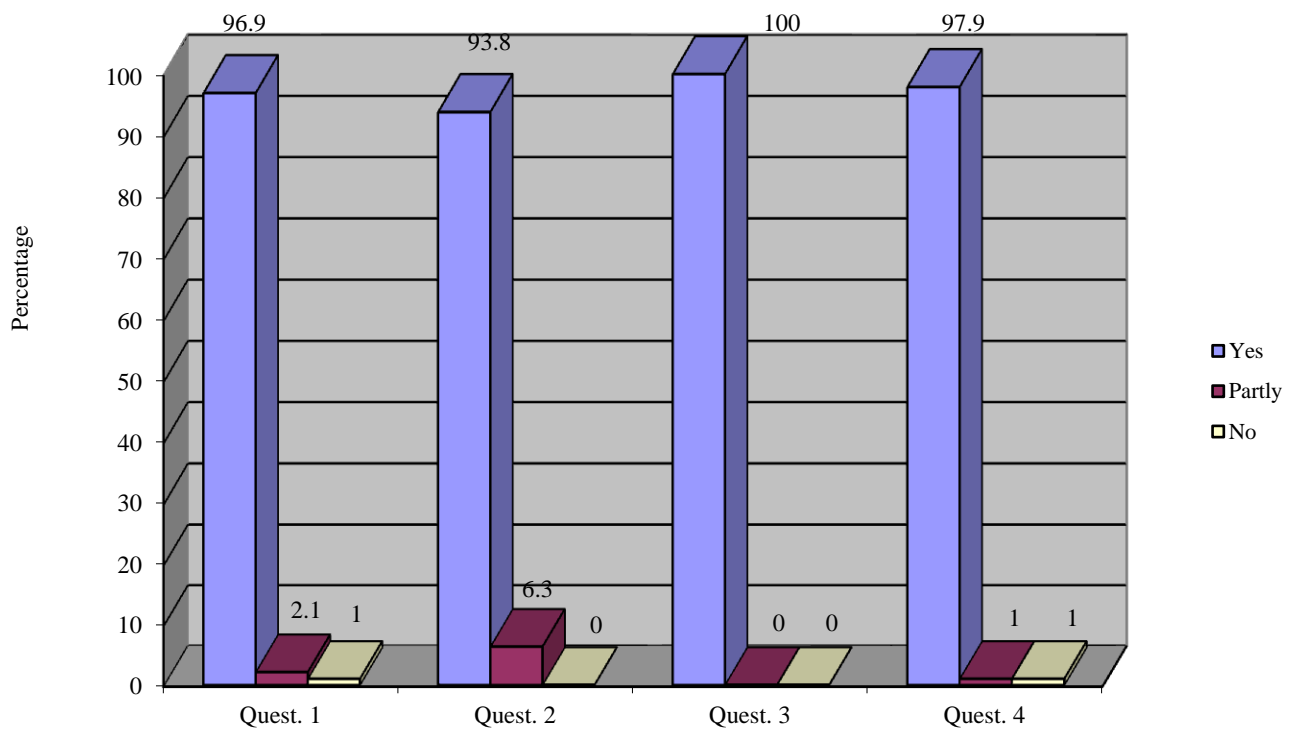
**TABLE 5** Five-Year Resume/Cover Letter Critique Appointment Trends

| Academic Standing   | Number of Appts. |            |            |            |            |
|---------------------|------------------|------------|------------|------------|------------|
|                     | FY06             | FY07       | FY08       | FY09       | FY10       |
| Prospective Student | 20               | 12         | 13         | 20         | 18         |
| Freshman            | 46               | 56         | 22         | 61         | 67         |
| Sophomore           | 42               | 52         | 41         | 69         | 74         |
| Junior              | 66               | 102        | 156        | 140        | 132        |
| Senior              | 322              | 277        | 325        | 300        | 321        |
| Grad Student        | 70               | 93         | 110        | 84         | 79         |
| Alum                | 90               | 101        | 131        | 119        | 153        |
| <i>Total</i>        | <i>656</i>       | <i>693</i> | <i>798</i> | <i>793</i> | <i>844</i> |

**TABLE 6** FY10 Fall Semester Counseling Appointment Phone Survey Results by Number

| Question   | Yes | Partly | No |
|--|-----|--------|----|
| 1. Were you promptly and efficiently assisted at the front desk?   | 93  | 2      | 1  |
| 2. Were we able to meet your needs that brought you into our office?   | 90  | 6      | 0  |
| 3. Were the overall facilities (furnishings, layout, and equipment) adequate?                                | 96  | 0      | 0  |
| 4. Would you be comfortable in returning for further services or in referring a friend to us for assistance? | 94  | 1      | 1  |

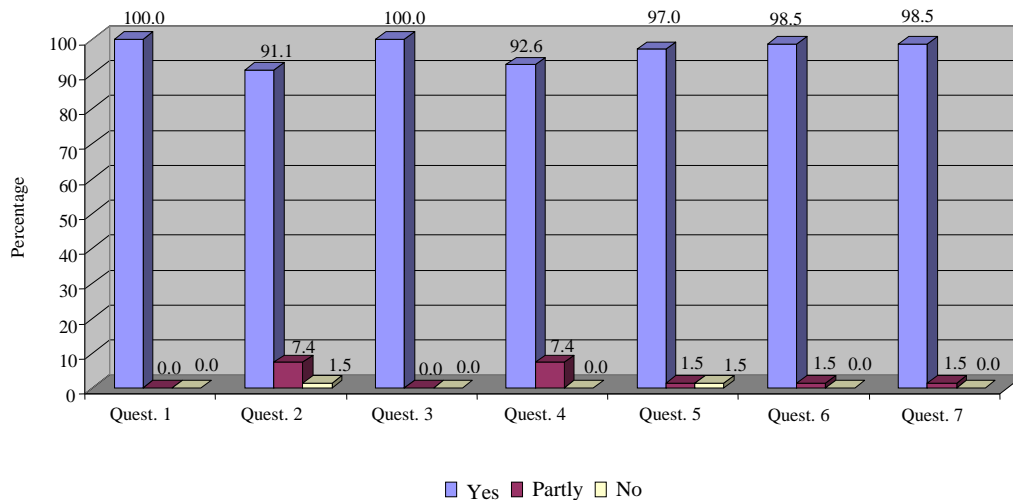
**FIGURE 2** FY10 Fall Semester Counseling Appointment Phone Survey Results by Percentage



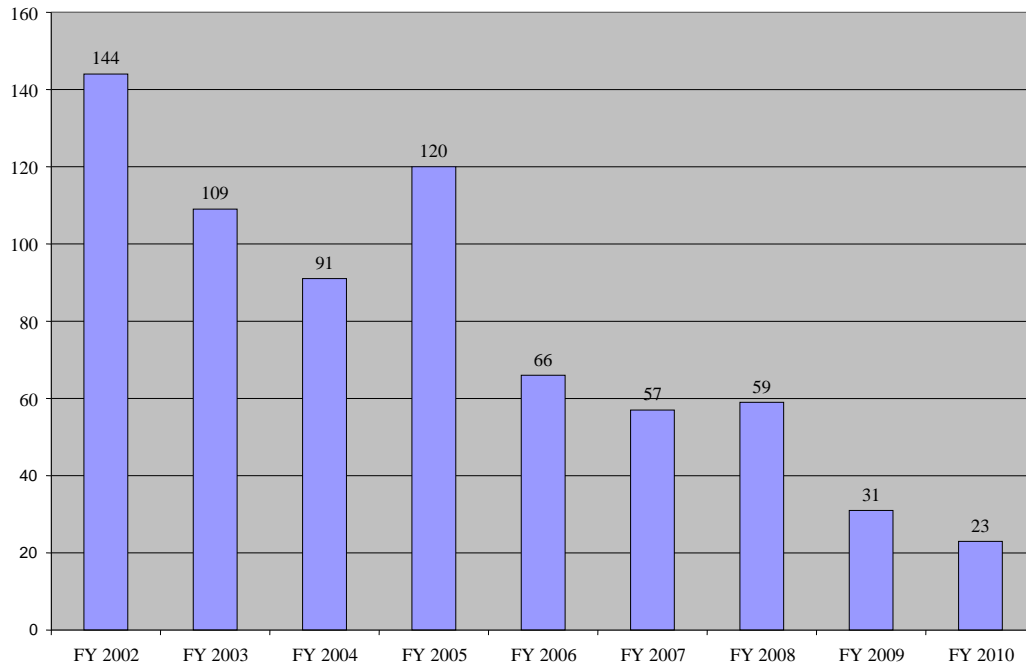
**TABLE 7** FY10 Spring Semester Counseling Appointment Phone Survey Results by Number

| Question   | Yes | Partly | No |
|--|-----|--------|----|
| 1. Were you promptly/efficiently assisted when scheduling appointment? | 68  | 0      | 0  |
| 2. Overall, did your session meet your expectations?                   | 62  | 5      | 1  |
| 3. Do you feel the counselor was able to fully understand your needs?  | 68  | 0      | 0  |
| 4. Did counselor help clarify your goals, challenges or opportunities? | 63  | 5      | 0  |
| 5. Do you now have a better idea of what you need to meet goals?       | 66  | 1      | 1  |
| 6. Did you feel motivated to take action?                              | 67  | 1      | 0  |
| 7. Would recommend this counselor to friends or acquaintances?         | 67  | 1      | 0  |

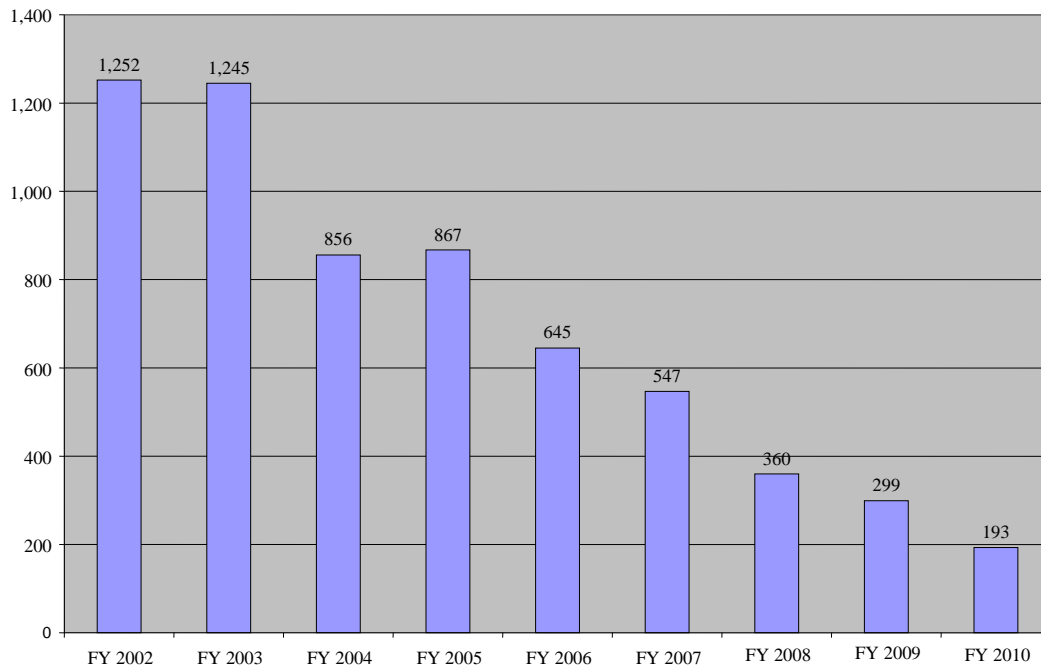
**FIGURE 3** FY10 Spring Semester Counseling Appointment Phone Survey Results by Percentage



**FIGURE 4** Nine-Year Credential File Trends, Credential Files Created



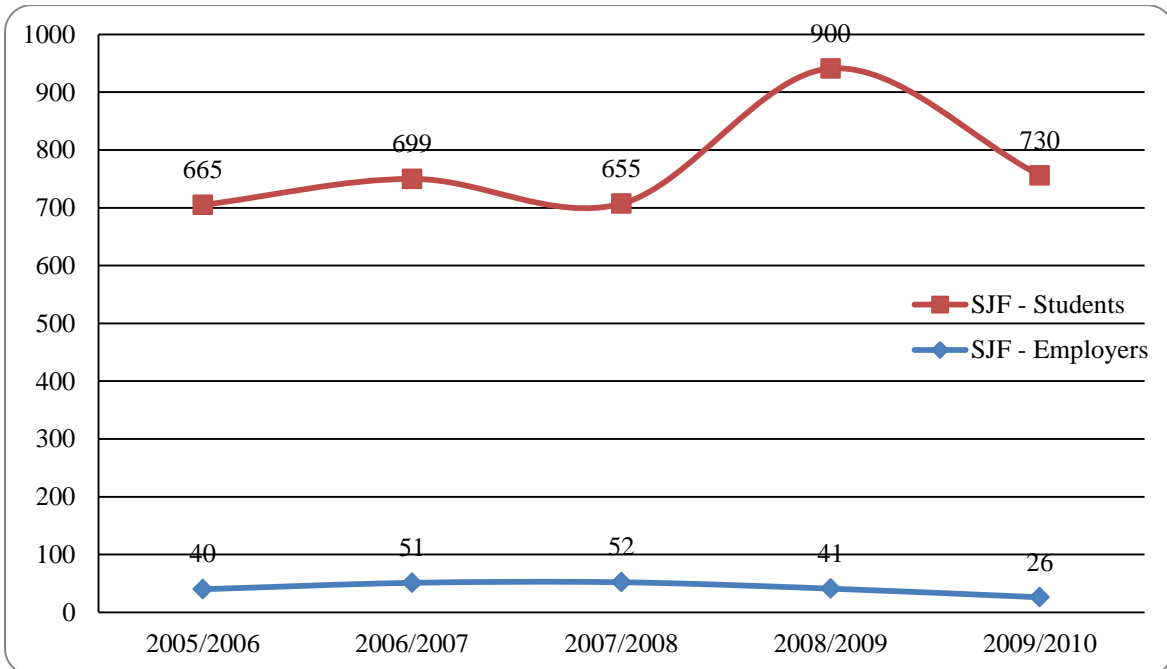
**FIGURE 5** Nine-Year Credential File Trends, Credential Files Sent



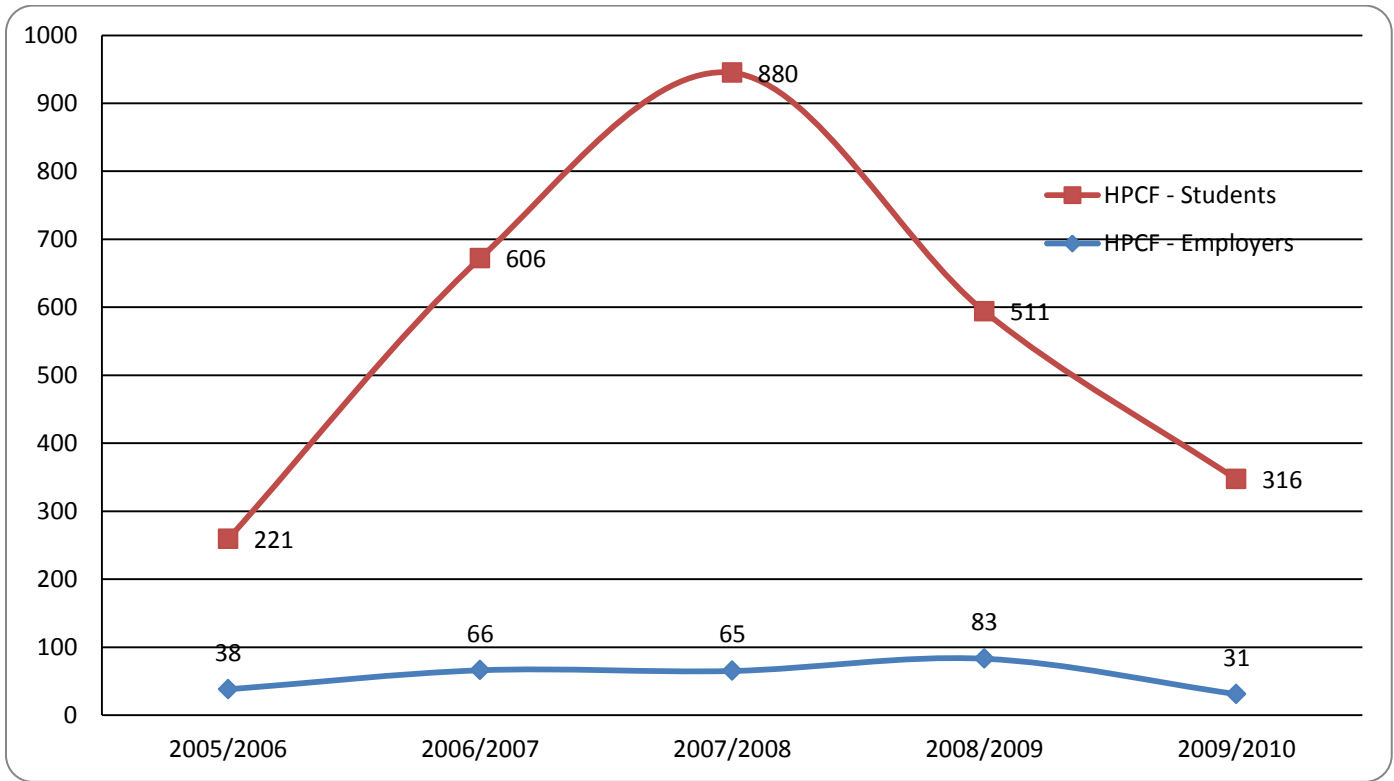
**TABLE 8** Five-Year Credential File Sent Trends

|                                       | 2005-06     | 2006-07     | 2007-08     | 2008-09     | 2009-10     |
|---------------------------------------|-------------|-------------|-------------|-------------|-------------|
| <b>Student Job Fair</b>               |             |             |             |             |             |
| Employers                             | 40          | 51          | 52          | 41          | 26          |
| Students                              | 665         | 699         | 655         | 900         | 730         |
| <b>Health Professions Career Fair</b> |             |             |             |             |             |
| Employers                             | 38          | 66          | 65          | 83          | 31          |
| Students                              | 221         | 606         | 880         | 511         | 316         |
| <b>Big Sky Career Fair</b>            |             |             |             |             |             |
| Employers                             | 89          | 107         | 99          | 72          | 37          |
| Students                              | 898         | 1109        | 1216        | 1107        | 497         |
| <b>Educators' Career Fair</b>         |             |             |             |             |             |
| Employers                             | 120         | 140         | 116         | 53          | 51          |
| Students                              | 346         | 349         | 275         | 288         | 204         |
| <i>Total Employers</i>                | <i>287</i>  | <i>364</i>  | <i>332</i>  | <i>249</i>  | <i>145</i>  |
| <i>Total Students</i>                 | <i>2130</i> | <i>2763</i> | <i>3026</i> | <i>2806</i> | <i>1747</i> |

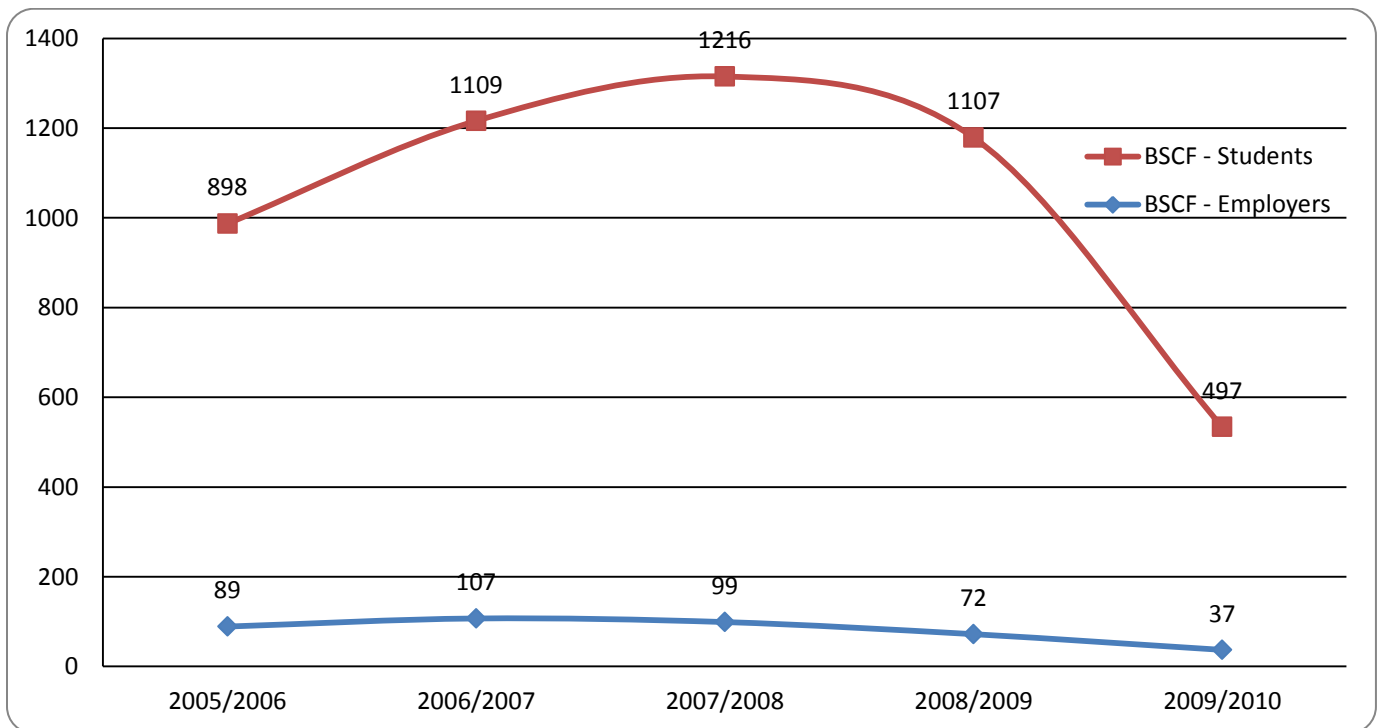
**FIGURE 6** Five-Year Student Job Fair Trends



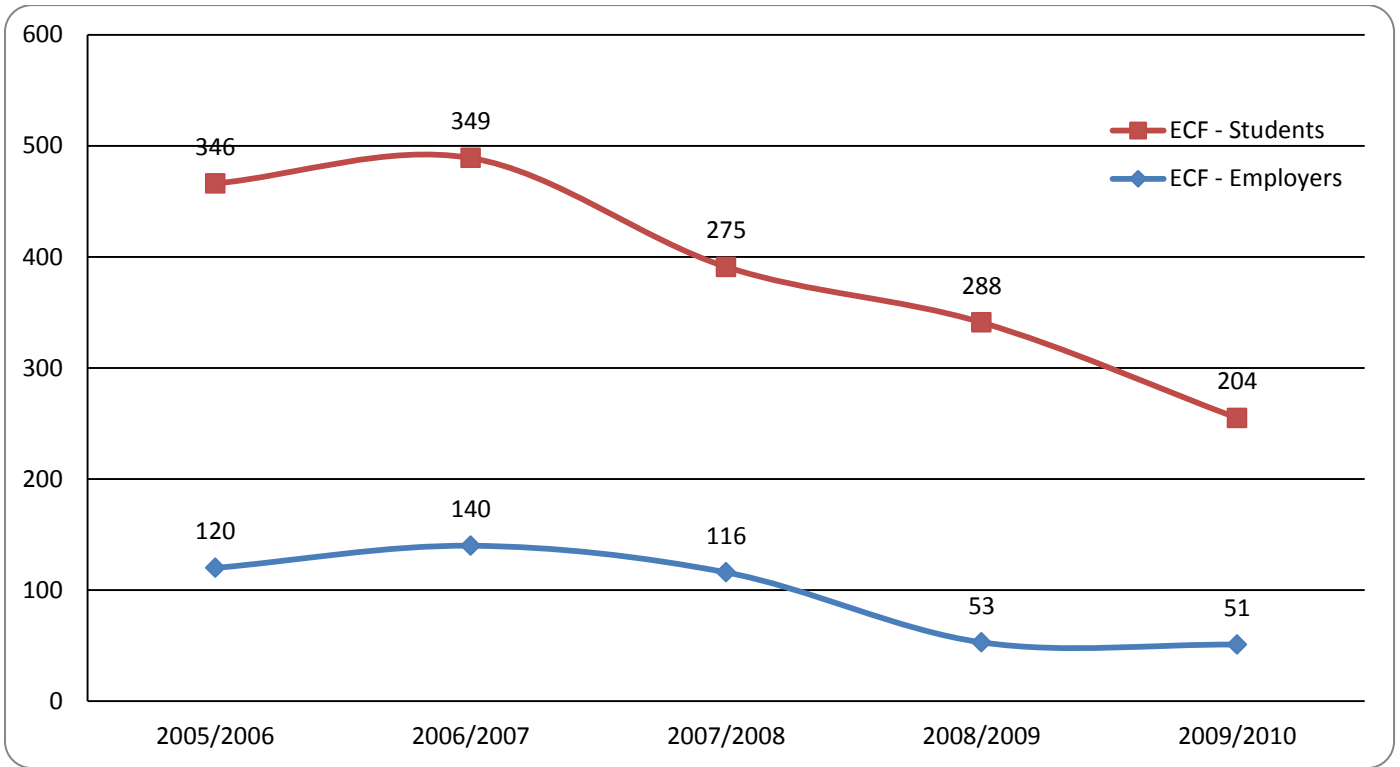
**FIGURE 7** Five-Year Health Professions Career Fair Trends



**FIGURE 8** Five-Year Big Sky Career Fair Trends



**FIGURE 9** Five-Year Educators' Career Fair Trends



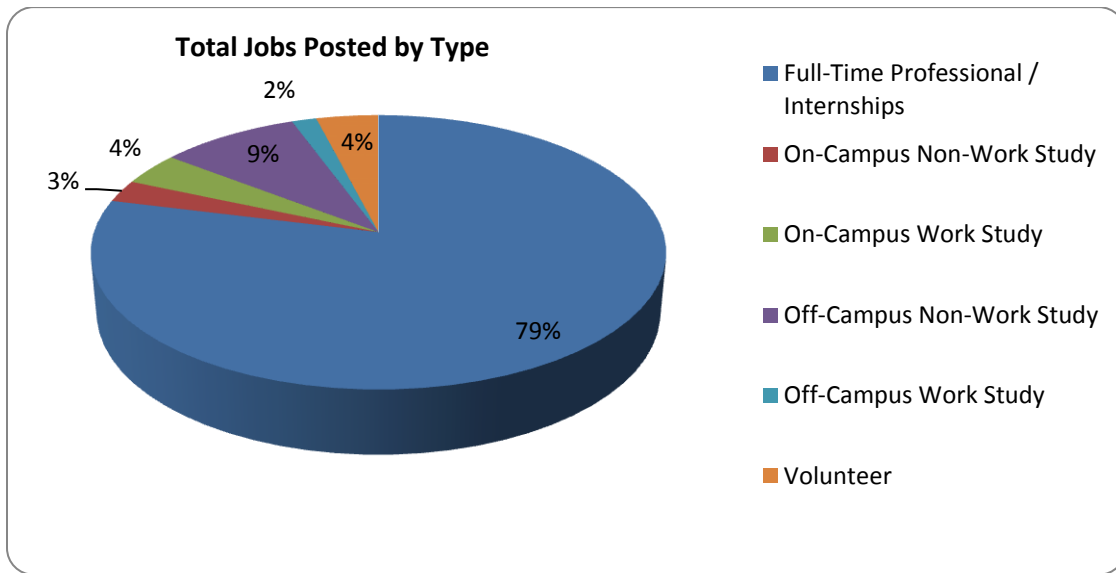
**TABLE 9** FY10 Job Posting Statistics by Type

| Type                                 | # Posted    | % of Total |
|--------------------------------------|-------------|------------|
| Full-Time Professional / Internships | 3349        | 78.0       |
| Non-Work Study— On-Campus            | 111         | 2.6        |
| Work Study— On-Campus                | 165         | 3.9        |
| Non-Work Study— Off-Campus           | 382         | 9.0        |
| Work Study— Off-Campus               | 68          | 1.6        |
| Volunteer                            | 171         | 4.0        |
| <i>Total Jobs Posted by Type</i>     | <i>4246</i> | <i>100</i> |

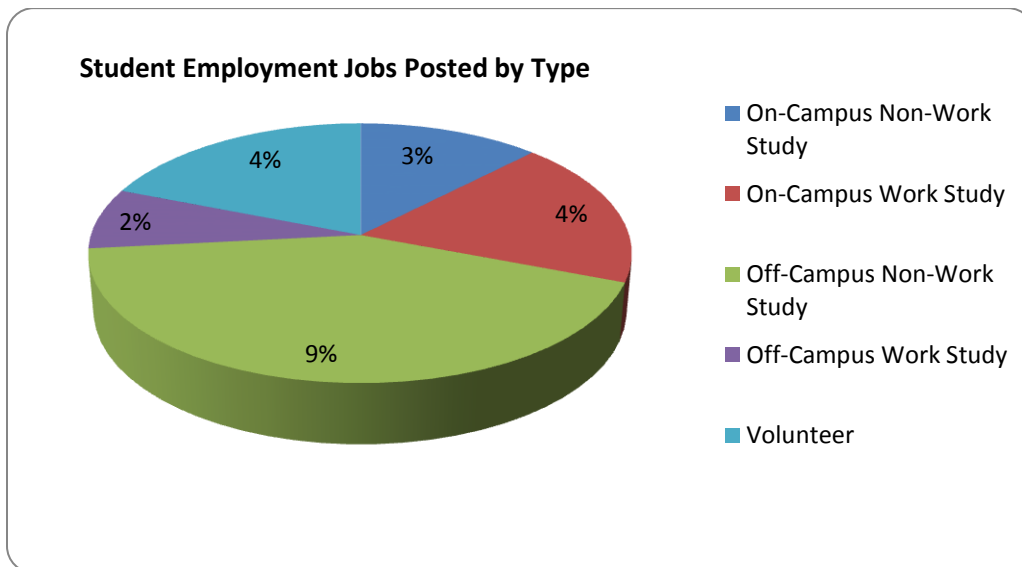
**TABLE 10** Student Employment Statistics by Category

| Category                         | (#)     |
|----------------------------------|---------|
| Total Jobs Posted                | 897     |
| Total Jobs Viewed                | 820,142 |
| Total Job Applications Submitted | 21,479  |

**FIGURE 10** Total Jobs Posted by Type, Percentage



**FIGURE 11** Student Employment Jobs Posted by Type, Percentage





## CURRY HEALTH CENTER

### I. COLLABORATIONS WITH ACADEMIC AFFAIRS

| UNIT STAFF NAME(S)   | ACADEMIC COLLABORATOR NAME(S)           | DEPARTMENT                         | SCHOOL/ COLLEGE                            | DESCRIPTION OF COLLABORATIVE ACTIVITY   |
|--|---|------------------------------------|--|---|
| Health Enhancement staff   |   | Health and Human Performance (HHP) | Education and Human Sciences<br>Pharmacy   | Organized and sponsored Student Health Fair   |
|  |   | HHP                                | Education and Human Sciences               | Delivered presentations for HHP and Human Sexuality classes   |
|  |   | Biology                            | Arts and Sciences                          |   |
|  | James Cramer<br>Peggy Toonin            |                                    | Law  | Presented Stress Less event to School of Law students   |
|  | Justin Whitaker                         | Philosophy                         | Arts and Sciences                          | Offered meditation instruction to all freshmen athletes and peer educators  |
| Jeff Adams   |   |                                    | Pharmacy                                   | Served as a faculty affiliate, teaching School of Pharmacy course on physical diagnosis                                 |
| Staff Physicians   | Donna Beall                             |                                    | Pharmacy                                   | Participated in preceptorship opportunities for doctoral students at the School of Pharmacy                             |
| Neva Oliver<br>Vicki Thuesen<br>Tammy Norman<br>Tracy Holland-Holter |   |                                    | Health Professions and Biomedical Sciences | Provided clinical instruction to nurse practitioner students from Gonzaga University                                    |
| Adair Kanter   |   | Health Professions                 | Technology (COT)                           | Served as preceptor for the COT Radiology Technology students   |
| Kate Pruitt-Chapin   | Ryan Tolleson Knee<br>Tondy Baumgartner |                                    | Social Work                                | Supervised the internship of one master's degree student and one bachelor's degree student in the School of Social Work |
| Tim Garrett  | Scott Richter                           | HHP                                | Education and Human Sciences               | Instructed an HHP class   |

|  |   |                     |   |   |
|--|---|---------------------|---|---|
| Mike Frost<br>Rachel Goen<br>Ken Welt                                  | Tondy Baumgartner<br>Tim Conley<br>Randy Wood<br>Danielle Wozniak |                     | Social Work                                       | Supervised internships for master's and bachelor's degree students in the School of Social Work                       |
| Karen Behan  |   | Health Professions  | COT   | Participated in preceptorship opportunities for the Medical Assisting program   |
| David Brown  | Charles Palmer  | Counselor Education | Education and Human Sciences                      | Served on two dissertation committees   |
| Cheryl VanDenberg  | Christine Fiore   | Psychology          | Arts and Sciences                                 | Served on a dissertation committee  |
| Mike Frost<br>Rachel Goen  | John Flanagan<br>Rita Sommers-Flanagan<br>Cathy Jenni             | Counselor Education | Education and Human Sciences                      | Supervised practicum and internship experiences in the Self Over Substance program (SOS)                              |
|  | Brian Cochran<br>Annie Sondag<br>Christine Fiore                  | HHP<br>Psychology   | Education and Human Sciences<br>Arts and Sciences | Trained and supervised undergraduate students as peer educators for SOS   |
| Mike Frost<br>Cathy Joy  | John Flanagan<br>Rita Sommers-Flanagan<br>Cathy Jenni             | Counselor Education | Education and Human Sciences                      | Served on four comprehensive exam committees for graduate students  |
| Mike Frost<br>Rachel Goen<br>Cathy Joy<br>Carmen Lousen<br>Kerry Maier | Cathy Jenni   | Counselor Education | Education and Human Sciences                      | Supervised practicum and internship experiences in Counseling and Psychological Services (CAPS) for graduate students |

## II. COLLABORATIONS WITH OTHERS

| UNIT STAFF NAME(S)   | COLLABORATOR NAME(S)   | AFFILIATION   | DESCRIPTION OF COLLABORATIVE ACTIVITY   |
|--|--|---|---|
| Health Enhancement staff<br>Dental Clinic staff<br>Pharmacy staff                      |  | Campus Security<br>Associated Students of The University of Montana (ASUM)                          | Served on Tobacco Task Force  |
| Health Enhancement staff<br>CAPS staff   | Charles Couture  | Dean of Students<br>Campus Security<br>University Catering Services                                 | Served on the Drug and Alcohol Advisory Committee (DAAC)  |
| Kate Pruitt-Chapin<br>Ken Welt   | Casey Charles<br>Bryan Cochran<br>Charles Couture<br>Josh Peters-McBride<br>James Randall<br>Jennifer Robohm | English<br>Psychology<br>Dean of Students<br>Multicultural Alliance<br>Music<br>Clinical Psychology | Worked with the divisions of Academic Affairs and Student Affairs to organize UM Allies                                 |
| Health Enhancement staff   |  | Residence Life  | Participated in Resident Assistant training   |
|  |  | New Student Orientation   | Participated in new student orientation by delivering parent presentations and taking part in the Student Services Fair |
|  |  | Greek Life  | Sponsored presentation on sexuality with Jay Friedman, and organized a follow-up evaluation with attendees              |
|  | Rebecca Shern  | University Dining Services (UDS)  | Coordinated and improved nutrition information on the Health Enhancement and UDS Web sites                              |
| Health Enhancement staff<br>CAPS staff<br>Student Assault Resource Center (SARC) staff |  | Campus Security<br>Greek Life<br>Law<br>Psychology<br>Sociology<br>Women's Studies                  | Served on the University Council on Student Assault   |
| Health Enhancement staff   | Dar Trucknott  | Athletics   | Presented wellness information to freshman athletes   |
| Tim McCue  |  | Athletics<br>Staff Senate   | Served on the University Athletic Committee<br>Served on the Staff Senate   |
| Staff Physicians<br>Nurse Practitioners  |  | Athletics<br>Pharmacy   | Taught Athletic Training Center students<br>Taught students in the School of Pharmacy                                   |

|                                     |   |  |  |
|-------------------------------------|---|--|--|
| Staff Physicians                    |   | University of Washington School of Medicine          | Taught students in the Washington, Wyoming, Alaska, Montana, and Idaho cooperative program (WWAMI)   |
| Mary Kleschen                       |   | WWAMI  | Served as site coordinator   |
| Curry Health Center Management Team |   | Student Health Advisory Committee                    | Assisted with strategic decision-making for Curry Health Center  |
| Linda Green                         | Effie Koehn                                 | Foreign Student and Scholar Services                 | Assisted with orientation for new international students   |
| Ken Welt                            |   |  |  |
| David Bell                          | Teresa Branch                               | Office of the Vice President for Student Affairs     | Served on the Critical Incident Response Team  |
| Ken Welt                            | Ron Brunell                                 | Residence Life                                       |  |
|                                     | Charles Couture                             | Dean of Students                                     |  |
|                                     | Jim Foley                                   | Office of the President                              |  |
|                                     | Jim Lemke                                   | Public Safety  |  |
|                                     | Jim Marks                                   | Disability Services for Students                     |  |
| Mike Frost                          | Faculty, staff, and student representatives |  | Served on the DAAC   |
| Linda Green                         |   |  |  |
| Cathy Joy                           |   |  |  |
| Brian Krylowicz                     | Ron Brunell                                 | Residence Life                                       | Served on Admissions Review Committee  |
| Ken Welt                            |   |  |  |
| Cheryl VanDenburg                   |   | Association of Campus Ministers (ACM)                | Coordinated the ACM, providing information about University services and serving as a referee for students seeking faith-based counseling services |
| Tim Garrett                         |   | University of Montana Premedical Student Association | Delivered presentations to club members and attended a roundtable discussion about a possible extension into a pre-dental club                     |
| Mary Kleschen                       | Megan Twohig                                | WWAMI  | Served as the Curry Health Center representative on the WWAMI Family Medicine Clerkship committee  |
| Karen Behan                         | Claudia Denker                              | UM Legal Counsel                                     | Served on the Institutional Bio-Safety Committee   |
|                                     | Kathryn Mariucci                            | Research Administration                              |  |
|                                     | Nigel Priestley                             | Chemistry  |  |
|                                     | Scott Samuels                               | Biological Sciences                                  |  |
|                                     | Additional UM faculty and staff             |  |  |

|                    |                     |                   |   |
|--------------------|---------------------|-------------------|---|
| Kate Pruitt-Chapin | Ron Brunell         | Residence Life    | Participated in annual training for Residence Life staff members                |
| Mike Frost         | Rita Tucker         |                   |   |
| Erin Scott         |                     |                   |   |
| Ken Welt           |                     |                   |   |
| Ken Welt           | Candy Holt          | University Center | Provided mental health awareness training for staff in the Tunnel of Oppression |
|                    | Josh Peters-McBride |                   | Helped organize UM Allies   |

### III. PRESENTATIONS

| SA UNIT             | FIRST NAME | LAST NAME     | CO-PRESENTER(S)     | TITLE OF PRESENTATION                                | EVENT  |
|---------------------|------------|---------------|---------------------|--|--|
| Curry Health Center | Ken        | Welt          | David Brown         | “Help Someone, Help Yourself”                        | First responder training for suicide prevention  |
|                     |            |               |                     | “Suicide Prevention”                                 | School of Law presentation   |
|                     | Erin       | Scott         | SARC Peer Advocates | “Let’s Talk About Sex”                               | Sexual assault awareness program for residence halls   |
|                     | Amee       | Schwitters    |                     |  |  |
|                     | Kate       | Pruitt-Chapin |                     | “Understanding Sexual Violence”                      | Training for University Court members on the dynamics and impacts of sexual violence   |
|                     |            |               |                     | “Domestic Violence Training for Physical Therapists” | Training for second-year students in the School of Physical Therapy  |
|                     | Ken        | Welt          | Megan Bailey        | “Preventing Suicide on Campus”                       | Suicide prevention presentation for the School of Law’s Junior Partners, Residence Life, Griz Central, SARC Advocates, Mansfield Library, Office of the Provost, and other staff, faculty, administrators, and campus partners |
|                     |            |               | David Brown         |  |  |
|                     |            |               | Linda Green         |  |  |
|                     | Cheryl     | VanDenburg    | Linda Green         | “Stress Less”  | Stress management presentation   |
|                     | Ken        | Welt          | Kate Pruitt-Chapin  | “Adjusting to Campus Life”                           | New Student Orientation  |
|                     |            |               | Mike Frost          |  |  |
|                     | Mike       | Frost         |                     | Careers in the mental health field                   | Hellgate Career Awareness Fair   |
|                     | Cathy      | Joy           |                     |  | Career counseling using Myers-Briggs Type Indicator test   |
|                     | Mike       | Frost         | Rachel Gooen        | Motivational Interviewing                            | Class taught through the Department of Counselor Education   |

**IV. STAFF MEMBERSHIP/SERVICE IN PROFESSIONAL ASSOCIATIONS**

| <b>SA UNIT</b>                      | <b>FIRST NAME</b> | <b>LAST NAME</b> | <b>POSITION / SERVICE</b>                                 | <b>ASSOCIATION</b>   |
|-------------------------------------|-------------------|------------------|---|--|
| Curry Health Center                 | Linda             | Green            | Member  | American College Health Association (ACHA)   |
|                                     | Julee             | Stearns          | Member  |  |
|                                     | Tim               | McCue            | Member  | State athletic trainer licensing board   |
|                                     | Mary              | Kleschen         | Surveyor  | Accreditation Association for Ambulatory Health Care   |
|                                     |                   |                  | Member  | Mountain Pacific Quality Health Foundation   |
|                                     |                   |                  | Consultant  | Inter-Units Benefits Committee consultant for Montana University System (MUS) self-funded insurance plan |
|                                     |                   |                  | Member  | Pharmacy and Therapeutics Advisory Committee for State of Montana and MUS insurance programs             |
|                                     | Tammy             | Norman           | Member  | American Nurses Association  |
|                                     | Vicki             | Thuesen          |   |  |
|                                     | Neva              | Oliver           |   |  |
|                                     | Darci             | Thorsrud         |   |  |
|                                     | Jodi              | Jeakins-Kok      |   |  |
|                                     | Tracy             | Holland-Holter   |   |  |
|                                     | Tammy             | Norman           | Vice Chair  | Content Expert Panel for family nurse practitioners at American Nurses Credentialing Center              |
|                                     | Neva              | Oliver           | District Representative                                   | Nurse Practitioner District Representation for nurse practitioners in UM's region of Montana             |
|                                     | Vicki             | Thuesen          | Member  | Clinical Faculty Member of Gonzaga University  |
|                                     | Rita              | Kingsley         | Member  | American Health Information Management Association (AHIMA)   |
|                                     |                   |                  | Member  | Montana Health Information Management Association (MHIMA)  |
|                                     |                   |                  | Member, Registered Health Information Technologist (RHIT) | AHIMA  |
|                                     | Patti             | Olson            | Member  | AHIMA  |
| Member                              |                   |                  | MHIMA—Coding Round Table                                  |  |
| Member                              |                   |                  | Monida Shared Staffing                                    |  |
| Member, RHIT                        |                   |                  | AHIMA   |  |
| Member, Certified Coding Specialist |                   |                  | AHIMA   |  |
| Tim                                 | Garrett           | Member           | Montana Dental Association                                |  |

|        |                |                   |   |
|--------|----------------|-------------------|---|
| Del    | Hiesterman     |                   |   |
| Linda  | Green          | State Coordinator | Boosting Alcohol Consciousness Concerning the Health of University Students (BACCHUS) Network |
| Tammy  | Norman         | Member            | ACHA  |
| Traci  | Holland-Holter | Member            | Montana Nurses' Association   |
| Neva   | Oliver         | Member            | Montana Nurses' Association Council on Advanced Practice                                      |
| Darci  | Thorsrud       | Member            | National Association of Nurse Practitioners in Women's Health                                 |
| Adair  | Kanter         | Member            | American Society of Radiologic Technologists  |
|        |                | Member            | Montana Society of Radiologic Technologists   |
| Karen  | Behan          | Member            | National Clinical Laboratories  |
|        |                | Member            | American Society of Clinical Pathology (ASCP)   |
| Bonna  | Graham-Hall    | Member            | ASCP  |
| Krista | Willis         | Member            | ASCP  |
| David  | Bell           | Member            | ACHA  |
|        |                | Member            | National Association of Student Personnel Administrators                                      |
| Ken    | Welt           | Voting Member     | American Psychological Association (APA)  |
|        |                | Voting Member     | Montana Psychological Association   |
| Brian  | Krylowicz      | Member            | Association of University and College Counseling Center Directors                             |
|        |                | Member            | ACHA  |
|        |                | Member            | APA   |
| David  | Brown          | Member            | ACHA  |
| Ken    | Welt           | Committee Member  | Montana Youth and Young Adult Suicide Prevention Task Force                                   |



**V. AWARDS**

| <b>SA UNIT</b>      | <b>FIRST NAME</b> | <b>LAST NAME</b> | <b>AWARD</b>   | <b>ASSOCIATION / ORGANIZATION</b> |
|---------------------|-------------------|------------------|--|-----------------------------------|
| Curry Health Center | Julee             | Stearns          | Presidential Staff Award   | The University of Montana         |
|                     | Ken               | Welt             | Robert T. Panzer Presidential Humanitarian Award                                     | The University of Montana         |
|                     |                   |                  | 2010 Annual Faculty/Staff Award for Distinguished Service to International Education | The University of Montana         |

**VI. STAFF COMMUNITY SERVICE**

| <b>SA UNIT</b>      | <b>FIRST NAME</b> | <b>LAST NAME</b> | <b>POSITION / SERVICE</b>      | <b>ORGANIZATION</b>  |
|---------------------|-------------------|------------------|--------------------------------|--|
| Curry Health Center | Linda             | Green            | Member                         | Missoula Underage Substance Abuse Prevention Coalition   |
|                     |                   |                  | Member                         | Worked with the Mental Health America AmeriCorps volunteer to sponsor a four-campus contest to develop a poster promoting suicide prevention and awareness |
|                     |                   |                  | Representative                 | MUS representative for the Governor's Interagency Coordinating Council work group  |
|                     | Adair             | Kanter           | Member                         | Missoula International Friendship Program  |
|                     | Noemi             | Bassler          | Provided physicals             | Flathead migrant workers   |
|                     | Vicki             | Theusen          | Provided physicals             | Flathead migrant workers   |
|                     | Ken               | Welt             | Task Force Member              | Missoula County Suicide Prevention Network   |
|                     | Cheryl            | VanDenburg       | Task Force Member              | Missoula County Suicide Prevention Network   |
|                     | Ken               | Welt             | Committee Member               | Montana Suicide Prevention Task Force  |
|                     | Linda             | Green            | Task Force Member              | Missoula Suicide Prevention Network  |
|                     | Julee             | Stearns          | Committee Member               | Smoke Free Missoula  |
|                     | Kate              | Pruitt-Chapin    | Board Member                   | Missoula Family Violence Council   |
|                     |                   |                  | Advocacy agency representative | First Step Multidisciplinary Team  |
|                     | Rachel            | Gooen            | Member                         | Montana Underage Substance Abuse Program   |
|                     | Mike              | Frost            | Member                         | Missoula County DUI Task Force   |
|                     | Cheryl            | VanDenburg       | Member                         | Pride of Montana   |
|                     | Ken               | Welt             | Staffer for Out of the Shadows | American Foundation for Suicide Prevention   |

## VII. PUBLICATIONS

Kari Harris, J. Stearns, R.G. Kovach, S.W. Harrar, “Enforcing an Outdoor Smoking Ban on a College Campus: Effects of a Multicomponent Approach.” *Journal of American College Health*. September-October 2009: 58, 2 (121-126).

## VIII. SUMMARY OF ACCOMPLISHMENTS

### *Medical Clinic*

The biggest accomplishment in the Medical Clinic this year was the implementation of Mediat Electronic Health Records (EHR). This transition affected every role in the clinic, and required extensive training as well as modifications to many processes in service delivery. Although other health centers that underwent this transition tended to experience a 15-20 percent drop in productivity during the first year, the number of visits to Curry Health Center this year was actually 5.7 percent higher than during the 2008-2009 academic year.

In the midst of implementing EHR, the clinic responded to the H1N1 pandemic, spearheading the campus response to this outbreak through close coordination with the Missoula City-County Health Department and numerous University departments and offices. Special clinics, satellite vaccination sites, print and Web-based information campaigns, and numerous ad hoc consultations resulted in a minimum of disruption to campus operations.

### *Counseling & Psychological Services (CAPS)*

As with the medical clinic, CAPS' transition to EHR required extensive training and modifications to many processes in service delivery. Although much work is still to be done to facilitate the transition to EMR, by the end of the year, all records and appointments in CAPS were registered electronically.

While utilization of CAPS did not increase by a substantial amount (from 1,351 students using CAPS in FY09 to 1,368 in FY10), the demand often exceeded the capacity to offer services. The use of personal counseling and psychiatric services was often in such demand that it was not unusual for patients making non-crisis requests to experience delays of a few weeks before receiving services. As this situation is not expected to change in FY 11, CAPS must find a way to increase their responsiveness to the campus community.

### *Dental Clinic*

The Dental Clinic's conversion to EHR has been somewhat challenging. The Dental Clinic delayed full implementation of EHR until fall semester 2010 to permit a more complete transition to the practice management portion of Mediat and to explore alternative dental-specific electronic records.

Another transition the Dental Clinic underwent during the 2009-2010 academic year was incorporating digital x-ray into its services, accomplished for the purposes of both replacing failing equipment and keeping pace with the most up-to-date standards of care. Clinician and patient acceptance and adjustment went much more smoothly than expected.

Finally, the Dental Clinic participated in a building-wide staff satisfaction survey and then participated in related trainings and activities throughout the year. These major events, along with some personnel issues including H1N1 illnesses and a key employee battling cancer, combined to make for taxing summer and fall terms.

### *Student Assault Resource Center (SARC)*

During the fall semester, SARC educators delivered presentations to 285 freshman women and 150 freshman men living in the residence halls. These interactive presentations promoted awareness and usage of SARC services and focused on both risk reduction and violence prevention. For the fourth year in a row, SARC collaborated with the Health Enhancement program to present Beer Goggles, a multi-media production at the start of the school year. The goal of Beer Goggles is to inform students about the effects of alcohol on school life, the dangers of alcohol poisoning, and the role of alcohol in sexual assault. The production also includes information on the impacts of sexual assault, guidelines for consent, the role of the media in normalizing violence, and information on SARC's services. This year, 900 students attended Beer Goggles.

SARC underwent many staff changes during the 2009-2010 academic year. SARC's coordinator was on maternity leave from August through October, during which time two individuals were hired to fulfill the position's duties. Meanwhile, the previous Outreach Coordinator left her position at SARC in July 2009; the current Outreach Coordinator was hired in January of 2010. SARC relied upon the efforts and contributions of 19 volunteer advocates. Two of these advocates received practicum credit through the School of Social Work's undergraduate program, working with SARC for 450 hours each. Four students also received Campus Corp educational stipends for their service to SARC. Because of the high

percentage of volunteers graduating in spring 2010, SARC recruited and trained 10 additional advocates in April. These advocates will return to volunteer in fall 2010.

#### *Self Over Substance (SOS)*

The transition to EHR required extensive training and modifications to many processes in the service delivery of SOS, but by the end of the year, all records and appointments in SOS were kept electronically. Three years ago, the program added an assistant coordinator position in response to increased referrals. The new employee obtained licenses in addictions counseling and in clinical social work within two years of hire. She resigned in January 2010 after having been offered a local job that paid \$5 more an hour, full-time year-round, as well as the opportunity to participate in a student loan forgiveness program. Her replacement negotiated a wage at the top of SOS's pay schedule after bringing in documentation of comparable local and statewide jobs that offered higher wages, two of which she had been actively recruited for. This situation reflects a University-wide issue of wage parity and difficulty retaining employees.

#### *Health Enhancement (HE)*

After a year of building support, HE submitted a tobacco-free plan to the University's president and executive officers. The President approved a campus-wide survey of all students, faculty, and staff. With widespread support from the campus, the President signed a strict tobacco-free policy which will take effect fall 2011.

New outreach projects included the popular Super Safe Sex Squad calendar. HE produced 2,000 calendars, and ran out of these early in the semester. The calendars feature safer sex tips, list all HE special events, provide MIP/DUI laws, and offer descriptions of Curry services. Each month has a different wellness theme. Because these calendars were so popular, HE will be creating a new one for next year. As a tie-in to the calendar, the Super Safe Sex Squad also made appearances on campus to promote healthy sexuality and safer sex. Special events featured the Protection Pumpkin, Condom Cupid, and the Latex Leprechaun.

HE was granted funds from Missoula County—\$4,340, which should continue for three years—as part of the STOP grant to address underage and impaired driving. STOP grant funds were used to fund a new Public Service Announcement campaign on several radio stations, Booze Brothers ads, can cozies, and shot glasses.

HE worked closely with SARC to train the Peer Educators who presented the mandatory sexual assault awareness program, "Let's Talk About Sex," for the residence halls. All the presenters were peer advocates for Health Enhancement, who attended some additional SARC training.

The multimedia presentation "Beer Goggles" featured new footage and new music, along with personal stories from some of the live actors, and garnered record attendance numbers.

The Help Someone, Help Yourself program continued to expand, with multiple trainings and new outreach events such as Blue Couch and Mental Health Awareness Week. The Booze Brothers continued to make multiple appearances on campus and at football games throughout the year; they were also featured in a video segment on the local news. They are recognizable and often chased around campus, as people want to answer their questions and win prizes.

HE coordinated the 5<sup>th</sup> Annual Health Fair. The health fair, which offered free health screenings, information, and giveaways, was a collaborative effort between Curry Health Center, the Department of Biomedical and Pharmaceutical Sciences, the School of Pharmacy, HHP, and community members.

Finally, during the 2009-2010 school year, HE provided many students, including a SAIL intern and interns from the departments of history, psychology, and HHP, with training opportunities. HE also trained 45 peer educators. Three of the new peers are American Indian students, and have already helped HE connect with more Native students.

## **IX. SERVICE MEASUREMENTS**

### *Medical Clinic*

This year, the Medical Clinic served 8,374 individual UM students during a total of 24,265 visits, for an average of 2.9 visits per patient. Visits on nights and weekends accounted for 2,241 (9.2 percent) of the visits. Of the 22,024 visits made during regular clinic hours, 2,170 (9.9 percent) were for mental health reasons; therefore, 12.3 percent of students seen in the clinic and 7.3 percent of all students were seen at least once for a mental health reason (in the Medical Clinic only). Providers in the Medical Clinic performed 307 minor surgical procedures. Finally, in addition to direct clinical service, providers in the clinic provided 770 episodes of telephone advice and filled 965 prescription refills via phone.

### *CAPS*

Over the course of FY10, CAPS served 1,368 individual UM students during a total of 4,937 visits, for an average of 3.61 visits per patient. In FY09, CAPS served 1,351 students during a total of 4,997 visits, for an average of 3.69 visits per student.

### *Dental Clinic*

The Dental Clinic served 1,957 unique students through 4,180 visits, including 1,590 hygiene visits.

### *SARC*

The following charts and graphs provide information on the students served by SARC during FY 2009 and FY 2010.

## 1. Victimization Type

### FY09—FY10 Comparison

| Contact Category            | Primary Victims |           | Secondary Victims |           | Totals     |            |
|-----------------------------|-----------------|-----------|-------------------|-----------|------------|------------|
|                             | FY09            | FY10      | FY09              | FY10      | FY09       | FY10       |
| Rape                        | 30              | 34        | 15                | 8         | 45         | 42         |
| Sexual Assault              | 8               | 10        | 0                 | 3         | 8          | 13         |
| Relationship Violence       | 13              | 16        | 1                 | 6         | 14         | 22         |
| Child Sexual/Physical Abuse | 10              | 5         | 0                 | 3         | 10         | 8          |
| Stalking                    | 8               | 3         | 1                 | 2         | 9          | 5          |
| Sexual Harassment           | 20              | 11        | 2                 | 1         | 22         | 12         |
| Physical Assault            | 13              | 9         | 5                 | 1         | 18         | 10         |
| <b>Total # of clients</b>   | <b>71</b>       | <b>70</b> | <b>23</b>         | <b>20</b> | <b>94</b>  | <b>90</b>  |
| <b>Total # of Contacts</b>  | <b>94</b>       | <b>80</b> | <b>25</b>         | <b>21</b> | <b>119</b> | <b>101</b> |

Legend:

Primary Clients: Crimes that were reported to SARC in which the crime was committed against the person seeking services at SARC.

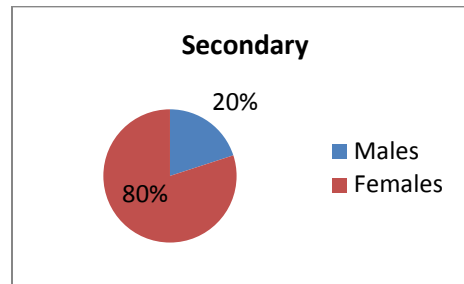
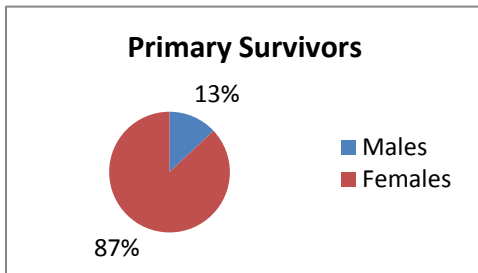
Secondary Clients: Crimes that were reported to SARC in which the crime was committed against someone other than the person seeking services at SARC (e.g. family, friends, UM staff contact).

Total # of contacts: This number includes the total number of contacts SARC had with clients via the crisis line or in-person crisis counseling.

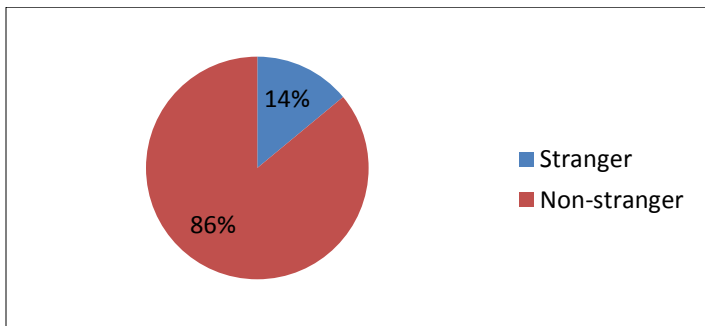
Total # of services provided: This number includes the total number of services SARC has provided to clients. Services include criminal justice advocacy, medical and/or academic support, information and referrals, and follow-up contacts.

\*Some clients experienced multiple victimizations.

## 2. Gender of Client



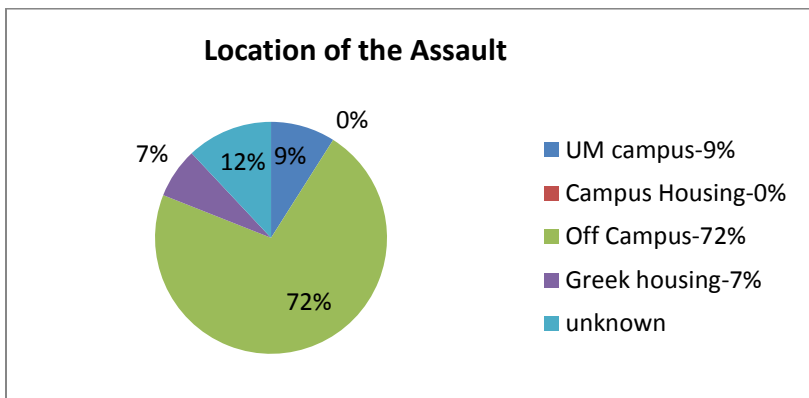
## 3. Information on Perpetrators



### Non-strangers include:

- Acquaintances
- Family members
- Partners/ex-partners
- Co-workers

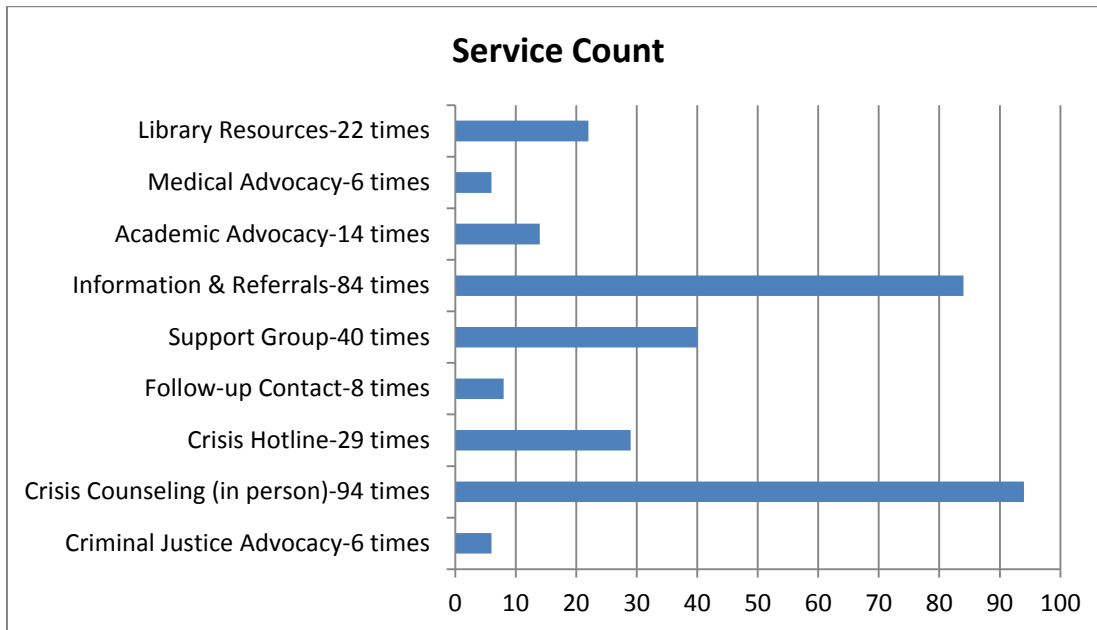
## 4. Location of Assault



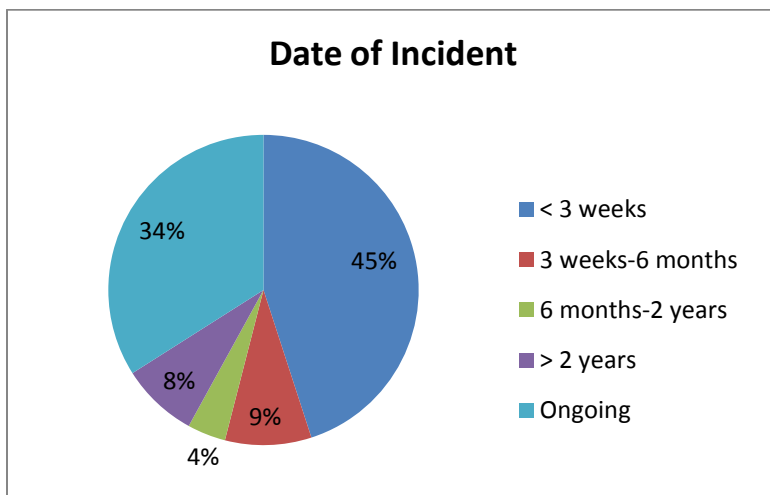


## Service Information

### 1. The following services were provided:



### 2. When do clients seek SARC support? (Duration of time after incident occurred.)



*SOS*  
SOS provides three phases of service to students: two intervention programs and outpatient counseling. The number of referrals to the program decreased from the previous year by 12 percent. Approximately half of the incidents SOS responded to occurred on campus, and the vast majority were alcohol-related (84 percent). Marijuana-related referrals, which accounted for the remainder, almost doubled. The ratio of women to men in the program increased to an all-time high of 40 percent, up from 25 percent in 2002 when the trend first began.

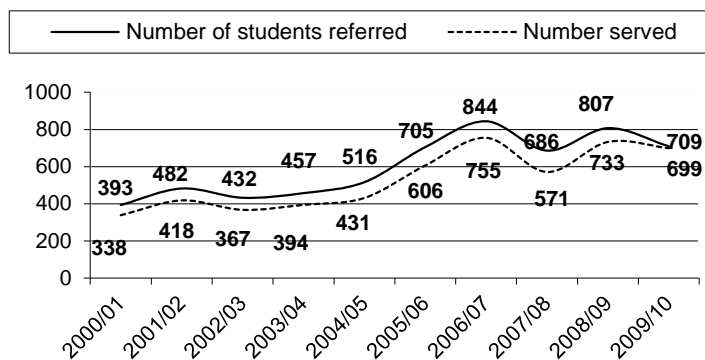
SOS provided the following services:

- Phase 1: 33 Alcohol Skills Training Seminar (ASTS) classes; 55 ASTS seminars (for a total of 486 students). The recidivism rate for those who completed the course during the academic year was 10 percent.

- Phase 2: 13 BASICS groups (97 students). The recidivism rate for those who participated in these groups was 3 percent.
- Phase 3: 564 individual sessions; three “Controlling your Drinking” groups; two “Abstaining from Substances” groups
- Internships: 17
- Motivational Interviewing Class: Forty people took this intersession course, offered through the Department of Counselor Education. This class will be offered again during summer 2010.

UM keeps students accountable to conduct code sanctions by placing holds on their registration if they don’t comply with the SOS programs and by charging a \$20 fee if they don’t show up for an appointment (standard Curry Health Center policy). During 2009-2010, 142 students had holds placed on their registration. At the conclusion of the spring semester, 23 students still had holds in place. Approximately 13 percent of the students did not attend their appointments.

The following chart compares the total number of students referred to and served by SOS during the past ten academic years:



### Health Enhancement

This was a busy year for presentations and outreach activities in HE. The peer advocates, along with HE staff, conducted 48 residence hall programs and presentations and 41 outreach programs, reaching a total of 13,377 students. In addition to those programs, HE provided trainings for more than 80 Resident Assistants, 45 peer educators, and almost 300 faculty, staff, and students through the “Help Someone, Help Yourself” program. HE also participated in both summer orientations and international student orientation, reaching approximately 1,500 students.

## DEAN OF STUDENTS

### I. COLLABORATIONS WITH ACADEMIC AFFAIRS

| UNIT STAFF<br>NAME(S) | ACADEMIC<br>COLLABORATOR<br>NAME(S) | DEPARTMENT                      | SCHOOL/<br>COLLEGE              | DESCRIPTION OF<br>COLLABORATIVE ACTIVITY  |
|-----------------------|-------------------------------------|---------------------------------|---------------------------------|---|
| Charles Couture       | Adrienne Corti                      | Health and Human<br>Performance | Education and<br>Human Sciences | Assisted with an ongoing<br>student stalking situation  |
|                       | Anne Green                          | Wildlife Biology                | Forestry and<br>Conservation    | Assisted with a disruptive<br>student situation   |
|                       | D. Marie Long                       | Theatre and Dance               | Visual and<br>Performing Arts   | Assisted with a disruptive<br>student situation   |
|                       | Mike Patterson                      | Society and<br>Conservation     | Forestry and<br>Conservation    | Assisted with an ongoing<br>student stalking situation  |
|                       | Nicky Phear                         |                                 |                                 |   |
|                       | Scott Richter                       | Health and Human<br>Performance | Education and<br>Human Sciences | Assisted with a disruptive<br>student situation   |
|                       | Tom Stanton                         | Business<br>Technology          | Technology                      | Assisted with two student<br>stalking situations  |
|                       | Wade Davies                         | Native American<br>Studies      | Arts and Sciences               | Assisted with a disruptive<br>physical incident in the<br>classroom<br><br>Served on a search committee<br>for the Kyi-Yo Native<br>American Student Association<br>Program Coordinator |

## II. COLLABORATIONS WITH OTHER

| UNIT STAFF<br>NAME(S) | COLLABORATOR<br>NAME(S)         | AFFILIATION   | DESCRIPTION OF COLLABORATIVE<br>ACTIVITY   |
|-----------------------|---------------------------------|---|--|
| Charles<br>Couture    | Adrian Irish                    | Information<br>Technology                           | Assisted with cases of copyright<br>infringement   |
|                       | Linda Juneau, Tribal<br>Liaison | Office of the Executive<br>Vice President           | Served on the Payne Family Native<br>American Center Building Committee                                    |
|                       | Mike Heuring                    | Career Services                                     | Served on a search committee for the<br>Director of Residence Life   |
|                       | Molly Collins                   | University Center                                   | Helped select fall and spring semester<br>recipients of the Outstanding Student<br>Leader Award            |
|                       | Natani Pete                     | Kyi-Yo Native<br>American Student<br>Association    | Served on a search committee for the Kyi-<br>Yo Native American Student Association<br>Program Coordinator |
|                       | Marlene<br>Hendrickson          | ASUM  |  |
|                       | Phoebe Hunter                   | ASUM  |  |
| Ron Brunell           | Residence Life                  | Conferred on eleven student disciplinary<br>appeals |  |

### III. PRESENTATIONS

| SA UNIT          | FIRST NAME | LAST NAME | CO-PRESENTER(S)                | TITLE OF PRESENTATION   | EVENT  |
|------------------|------------|-----------|--------------------------------|---|--|
| Dean of Students | Charles    | Couture   | Jim Lemcke                     | Provided information on the Critical Incident Response Team as part of a larger presentation on campus safety | College of Technology personnel training               |
|                  |            |           | Matt Taylor                    |   | Lommasson Center personnel training                    |
|                  |            |           |                                |   | School of Law personnel training                       |
|                  |            |           | Coordinator Cheryl Van Denburg | Provided information on the Critical Incident Response Team   | UM Association of Campus Ministers in-service training |

**IV. STAFF MEMBERSHIP/SERVICE IN PROFESSIONAL ASSOCIATIONS**

| <b>SA UNIT</b>   | <b>FIRST NAME</b> | <b>LAST NAME</b> | <b>POSITION / SERVICE</b>                              | <b>ASSOCIATION</b>   |
|------------------|-------------------|------------------|--|--|
| Dean of Students | Charles           | Couture          | Reviewed program proposals for the regional conference | Student Affairs Administrators in Higher Education (NASPA)– Region V |
|                  |                   |                  | Reviewed program proposals for the national conference | Student Affairs Administrators in Higher Education (NASPA)           |
|                  |                   |                  | Attended the national conference in Chicago            |  |
|                  |                   |                  | Member   | Association for Student Conduct Administration (ASCA)                |

## **V. AWARDS**

There are no awards to report.

## **VII. PUBLICATIONS**

There are no publications to report.



## **VIII. SUMMARY OF ACCOMPLISHMENTS**

The dean of students successfully resolved 221 student behavior cases, the majority of which involved Student Conduct Code violations. In addition, he effectively resolved nine Critical Incident Response Team (CIRT) referrals, as compared to two the previous year.

To promote cultural diversity at The University of Montana, the dean facilitated the Diversity Advisory Council Student Achievement Awards program. Thirty-five students were honored for their distinctive and substantial contributions.

The dean assisted several other groups to ensure their continued success. He reviewed and rated program proposals for the [Student Affairs Administrators in Higher Education](#) (NASPA) national and regional conferences, and served on two major search committees. The new Director of Residence Life and Kyi-Yo Native American Student Association Program Coordinator will provide invaluable service to students.

To this end, the dean also assisted Chief of Police Jim Lemcke and Associate Director for the Institute for Educational Research and Service (IERS) Matt Taylor in delivering three emergency-response training events. The dean presented information on the Critical Incident Response Team (CIRT); how to recognize students in peril; and how to make appropriate and timely referrals. A total of thirteen events will be made possible by a \$500,000 grant aimed at improving The University's emergency preparedness.

## IX. SERVICE MEASUREMENTS

**Table 1: Student Behavioral Cases Referred to the Dean of Students\*  
Academic Year Comparisons**

| <b>Primary Violation</b> | <b>09-10</b> | <b>08-09</b> | <b>07-08</b> | <b>06-07</b> | <b>05-06</b> | <b>04-05</b> | <b>03-04</b> | <b>02-03</b> | <b>01-02</b> | <b>Total</b> |
|--------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Alcohol**                | 21           | 46           | 48           | 62           | 88           | 66           | 75           | 20           | 16           | 442          |
| Marijuana                | 8            | 10           | 10           | 14           | 8            | 17           | 8            | 9            | 11           | 95           |
| Disorderly conduct       | 5            | 13           | 11           | 5            | 9            | 5            | 8            | 1            | 2            | 59           |
| Malicious intimidation   | 12           | 13           | 9            | 12           | 17           | 6            | 15           | 6            | 2            | 92           |
| Rape                     | 0            | 3            | 2            | 5            | 1            | 5            | 1            | 3            | 0            | 20           |
| Sexual assault           | 1            | 0            | 0            | 0            | 0            | 0            | 1            | 0            | 1            | 3            |
| Theft                    | 20           | 42           | 34           | 9            | 10           | 8            | 15           | 9            | 10           | 157          |
| Falsified document       | 4            | 1            | 2            | 5            | 1            | 0            | 1            | 1            | 1            | 16           |
| Unauthorized use         | 65           | 11           | 9            | 11           | 6            | 13           | 14           | 12           | 8            | 149          |
| Physical assault         | 2            | 7            | 12           | 5            | 10           | 1            | 6            | 5            | 4            | 52           |
| Noncompliant             | 31           | 30           | 41           | 30           | 17           | 5            | 4            | 8            | 7            | 173          |
| False information        | 5            | 0            | 4            | 0            | 0            | 1            | 3            | 0            | 0            | 13           |
| Intentional disruption   | 17           | 8            | 5            | 13           | 9            | 10           | 0            | 1            | 4            | 67           |
| Illegal firearm/weapon   | 1            | 1            | 0            | 0            | 0            | 0            | 0            | 0            | 1            | 3            |
| Arson                    | 4            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 4            |
| Hazing                   | 2            | 1            | 1            | 2            | 0            | 0            | 0            | 1            | 0            | 7            |
| Retaliation/complainant  | 0            | 0            | 0            | 0            | 2            | 1            | 0            | 0            | 0            | 3            |
| Disciplinary appeal      | 20           | 11           | -            | -            | -            | -            | -            | -            | -            | 31           |
| University Court         | 3            | 3            | 0            | 0            | 1            | 3            | 1            | 2            | 3            | 16           |
| <b>Total</b>             | <b>221</b>   | <b>200</b>   | <b>188</b>   | <b>173</b>   | <b>179</b>   | <b>141</b>   | <b>152</b>   | <b>78</b>    | <b>70</b>    | <b>1,402</b> |
| CIRT Referral            | 9            | 2            | -            | -            | -            | -            | -            | -            | -            | 11           |

\* This report does not include student misconduct cases adjudicated by Residence Life personnel.

\*\* Frequently, students violated more than one behavioral standard per incident, especially if alcohol was involved.

**Table 2: Student Misconduct Referral Source\***

| <b>Source</b> | <b>09-10</b> | <b>08-09</b> | <b>07-08</b> | <b>06-07</b> | <b>05-06</b> | <b>04-05</b> | <b>03-04</b> | <b>02-03</b> | <b>01-02</b> | <b>Total</b> |
|---------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Public Safety | 58           | 84           | 111          | 103          | 126          | 111          | 125          | 50           | 45           | 813          |
| Staff         | 77           | 46           | 23           | 14           | 10           | 4            | 5            | 5            | 8            | 192          |
| Student       | 12           | 13           | 13           | 17           | 15           | 4            | 6            | 4            | 2            | 86           |

|                  |            |            |            |            |            |            |            |           |           |              |
|------------------|------------|------------|------------|------------|------------|------------|------------|-----------|-----------|--------------|
| Faculty          | 24         | 14         | 5          | 13         | 6          | 6          | 6          | 5         | 7         | 86           |
| Dean of Students | 36         | 32         | 36         | 26         | 22         | 16         | 10         | 14        | 8         | 200          |
| Residence Life   | 13         | 11         | -          | -          | -          | -          | -          | -         | -         | 24           |
| Parent           | 1          | -          | -          | -          | -          | -          | -          | -         | -         | 1            |
| <b>Total</b>     | <b>221</b> | <b>200</b> | <b>188</b> | <b>173</b> | <b>179</b> | <b>141</b> | <b>152</b> | <b>78</b> | <b>70</b> | <b>1,402</b> |

\* Students, staff, and faculty occasionally report student misconduct cases to the Office of Public Safety. Subsequently, the Office of Public Safety refers these cases to the dean of students for adjudication. Therefore, the total referrals from students, staff, and faculty are not entirely accurate in this document.

When comparing 2009-10 to 2008-09 using the data above, one can make the following observations:

- Alcohol policy referrals declined by 54 percent (N=25) and disorderly conduct incidents declined by 61 percent (N=8).
- Theft incidents declined by 52 percent (N=22). Part of this decline is attributed to a change in categorization; copyright infringement is now categorized as “unauthorized use of University property for any illegal act,” rather than theft as was the case in the past.
- Unauthorized use of university property for any illegal act incidents increased by approximately 500 percent (N=54). See preceding explanation; however, copyright infringements did increase significantly.
- Intentional disruption cases approximately doubled (N=9).
- The four arson incidents were linked to one student.
- Disciplinary appeals increased by 81 percent (N=9).
- The number of fall 2009 referrals decreased by 16 percent (N=22) as compared to fall 2008; however, the number of spring 2010 referrals increased by 77 percent (N=53) as compared to spring 2009.
- The total number of referrals increased by 10 percent (N=21).
- Public Safety referrals decreased by 30 percent (N=26).
- Staff referrals increased by 67 percent (N=31). Much of this is attributed to an increase in copyright infringements.
- Faculty referrals increased by 71 percent (N=10).

## DISABILITY SERVICES FOR STUDENTS

### I. COLLABORATIONS WITH ACADEMIC AFFAIRS

| UNIT STAFF<br>NAME(S)                                    | ACADEMIC<br>COLLABORATOR<br>NAME(S) | DEPARTMENT  | SCHOOL/COLLEGE                  | DESCRIPTION OF<br>COLLABORATIVE ACTIVITY   |
|--|-------------------------------------|---|---------------------------------|--|
| Bernadine<br>Ganert                                      | Matt Taylor                         | Institute for<br>Educational<br>Research and<br>Service | Education and<br>Human Sciences | Provided technical assistance<br>for the University Emergency<br>Management Training Grant |
| Bonnie<br>Christensen<br><br>Dan Burke<br><br>Denise May | Edwin Johnson                       | Registrar's Office                                      |                                 | Provided sign language<br>interpreting services at<br>Commencement                         |
| Dan Burke  | Keith Lynip                         | Continuing<br>Education                                 |                                 | Served as UM Online consultant   |
|  | Trent Atkins                        | Curriculum and<br>Instruction                           | Education and<br>Human Sciences | Consulted on Disability Law and<br>Policy  |

## II. COLLABORATIONS WITH OTHERS

| UNIT STAFF NAME(S)   | COLLABORATOR NAME(S)   | AFFILIATION   | DESCRIPTION OF COLLABORATIVE ACTIVITY  |
|----------------------|------------------------|---|--|
| Amy Capolupo         | Faith Dawson           | Alliance for Disability and Students at The University of Montana (ADSUM) | Advised ADSUM  |
|                      | Various other officers |   |  |
|                      | Karissa Drye           | Enrollment Services   | Served on the Orientation Planning Committee                                   |
|                      | Kerry Herndon          | Registrar's Office  | Served on the Withdrawal Committee   |
|                      | Molly Collins          | University Center   | Served on the Day of Dialogue Committee  |
| Bernadine Gantert    | Tamara Yedinak         | Business Administration   | Served on the Staff Senate   |
|                      | Barbara Seekins        | Foreign Student and Scholar Services                                      | Served as consultant for Americans with Disabilities Act/504 Team              |
|                      | James Lemcke           | Public Safety   | Served as consultant and member of the Campus Safety Committee                 |
|                      | Kevin Krebsbach        | Facilities Services   | Consulted on Facilities Services construction and planning projects            |
| Dan Burke            | Robert Duringer        | Administration and Finance  | Served as consultant and member of the Committee on Campus and Facilities      |
|                      | Catherine Ipsen        | Rural Institute   | Distributed online survey instruments  |
|                      | Daniel Bowling         | Student Affairs Information Technology                                    | Served on the University Web Committee   |
|                      | Jamie Robertson        | Information Technology  | Consulted on the University Access Map   |
| Mika Watanabe-Taylor | Janet Sedgley          | Information Technology  | Consulted on captioned online videos   |
|                      | Amy Heller             | University of Montana Foundation  | Facilitated the "For UM, For Us: Faculty and Staff Campaign"                   |
|                      | Elizabeth Roosa-Millar | University Center   | Served on the Student Affairs Assessment Council                               |
|                      | Lucy France            | Office of the President   | Served on the Diversity Advisory Council<br>Served on the Diversity Task Force |
|                      | Ray Carlisle           | TRiO Student Support Services   | Served on the Diversity Task Force Student Sub-Committee                       |

### III. PRESENTATIONS

| SA UNIT | FIRST NAME | LAST NAME       | CO-PRESENTER(S) | TITLE OF PRESENTATION   | EVENT  |
|---------|------------|-----------------|-----------------|---|--|
| DSS     | Gloria     | Phillip         |                 | "Hellgate Treaty of 1855 at Council Grove"                        | Bitterroot Chapter of the Daughters of the American Revolution meeting |
|         | Mika       | Watanabe-Taylor |                 | "Access to Print and Self-determination"                          | Tatsunoko Learning Disability Group meeting, Hyogo, Japan              |
|         |            |                 |                 | "Disability Rights and Responsibilities"                          | Transition workshop, Tokyo, Japan                                      |
|         |            |                 |                 | "Implementing Universal Instructional Design in Higher Education" | Presentation at Toyama University, Japan                               |
|         |            |                 |                 | "DSS Transition"  | Florence-Carlton High School Transition Team meeting                   |
|         |            |                 |                 |   | Columbia Falls and Sentinel High School Transition Team meeting        |
|         |            |                 |                 | "Strategies to Disseminate DAISY Textbooks in Japan"              | DAISY Consortium, Japan  |

**IV. STAFF MEMBERSHIP/SERVICE IN PROFESSIONAL ASSOCIATIONS**

| <b>SA UNIT</b> | <b>FIRST NAME</b> | <b>LAST NAME</b> | <b>POSITION /SERVICE</b> | <b>ASSOCIATION</b>  |
|----------------|-------------------|------------------|--------------------------|---|
| DSS            | Amy               | Capolupo         | Past President           | Association of Higher Education and Disabilities of the Northern Rockies (AHEAD-NR) |
|                | Bernadine         | Gantert          | Member                   | AHEAD-NR  |
|                |                   |                  |                          | Association of Higher Education and Disabilities (AHEAD)                            |
|                |                   |                  |                          | National Association of ADA Coordinators  |
|                | Dan               | Burke            | Member                   | National Federation of the Blind Board of Directors                                 |
|                |                   |                  |                          | AHEAD-NR  |
|                |                   |                  |                          | AHEAD   |
|                | Denise            | May              | Member                   | Montana Association for the Blind   |
|                |                   |                  |                          | Montana Registry of Interpreters for the Deaf                                       |
|                |                   |                  |                          | Montana Association of the Deaf   |
|                |                   |                  |                          | National Association of the Deaf  |
|                | Mika              | Watanabe-Taylor  | Member                   | American Counseling Association   |
|                |                   |                  |                          | AHEAD   |
|                |                   |                  | Member                   | AHEAD-NR  |
| President      |                   |                  |                          |   |
|                |                   |                  |                          |   |

## **V. AWARDS**

No awards to report.



**VI. STAFF COMMUNITY SERVICE**

| <b>SA UNIT</b> | <b>FIRST NAME</b> | <b>LAST NAME</b> | <b>POSITION / SERVICE</b>   | <b>ORGANIZATION</b>   |
|----------------|-------------------|------------------|-----------------------------|---|
| DSS            | Bernadine         | Ganert           | Member                      | City of Missoula Historic Preservation Commission   |
|                | Brenda            | Miller           | Vice President<br>Webmaster | Western Montana Genealogical Society  |
|                | Dan               | Burke            | Member                      | Missoula County Elections Advisory Committee  |
|                | Denise            | May              | Member                      | Missoula Aging Services Board of Directors  |
|                | Gloria            | Phillip          | Chair                       | American Heritage Committee of the Bitterroot Chapter of the Daughters of the American Revolution |

## **VII. PUBLICATIONS**

Denise May, "Hi-tech Services for Graduation at U of M"  
Montana Registry of Interpreters for the Deaf Newsletter, June 2010.

## **VIII. SUMMARY OF ACCOMPLISHMENTS**

The University of Montana set a new enrollment record for students with disabilities. During fall 2009, 1,156 students enrolled with Disability Services for Students (DSS), an 11.8 percent increase from the previous fall. During spring 2010, 1,149 students with disabilities enrolled, a 13.43 percent increase from the previous spring. The enrollment of students with disabilities has nearly doubled in ten years. In order to improve its services, DSS began collecting data on test accommodations and e-text conversion (see section IX).

The unit saw great change in 2009-10. In the fall, the number of students seeking DSS assistance grew. At the same time, one Access Coordinator position went unfilled. The result: each coordinator was responsible for more students. The staffing shortage, due in part to the increased cost in remote captioning for deaf and hard of hearing students, was recognized as an impediment by an External Review Team. The review, completed in March 2010, provided recommendations for improvement; including the hiring of a fourth Access Coordinator, new computers, more testing space, and enhanced support for e-text conversion and the College of Technology. With the assistance of the Vice President for Student Affairs, these areas were addressed by the end of the year.

In December, the DSS director, who had served for over 20 years, left his position. The chair of the University's ADA/504 Team became interim director while a national search was conducted. Shortly thereafter, a new director was selected. She assumed duties in early July.

## **IX. SERVICE MEASUREMENTS**

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TABLE 1 Enrollment of Students with Disabilities by Disability, 2009–2010

| Disability Classification             | Summer 2009 | Fall 2009   | Spring 2010 |
|---------------------------------------|-------------|-------------|-------------|
| Wheelchair Users                      | 6           | 17          | 14          |
| Physical Disability                   | 12          | 44          | 36          |
| Blind/Low Vision                      | 4           | 14          | 14          |
| Deaf                                  | 0           | 9           | 7           |
| Learning Disability                   | 53          | 211         | 205         |
| Brain Injury                          | 4           | 26          | 28          |
| Seizure Disorder                      | 3           | 9           | 11          |
| Respiratory Impairment                | 1           | 2           | 2           |
| Circulatory/Heart Impairment          | 0           | 3           | 2           |
| Psychiatric Disability                | 50          | 181         | 199         |
| Communication Impairment              | 0           | 1           | 1           |
| Temporary Disability                  | 8           | 44          | 25          |
| Multiple Disability                   | 20          | 84          | 99          |
| Other Disability                      | 3           | 20          | 18          |
| Hard of Hearing                       | 4           | 15          | 17          |
| Attention Deficit Disorder            | 47          | 218         | 233         |
| Chronic Health Impairment             | 10          | 37          | 39          |
| Cognitive Disability                  | 0           | 9           | 11          |
| Family Member; No Disability          | 0           | 3           | 3           |
| Pending Verification                  | 10          | 63          | 21          |
| Withdrawals                           | 21          | 51          | 48          |
| <i>Total</i>                          | <i>256</i>  | <i>1156</i> | <i>1149</i> |
| Temporary Disability Parking; not DSS | *           | 53          | 78          |
| Voc Rehab Client; not DSS             | *           | 42          | 38          |

\*Information unavailable

TABLE 2 Spring Semester Enrollments by Disability, 1998–2010

| Disability Classification          | SPR 98 | SPR 99 | SPR 00 | SPR 01 | SPR 02 | SPR 03 | SPR 04 | SPR 05 | SPR 06 | SPR 07 | SPR 08 | SPR 09 | SPR 10 |
|------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Wheelchair Users                   | 21     | 16     | 12     | 16     | 15     | 10     | 12     | 14     | 11     | 11     | 16     | 20     | 14     |
| Physical Disability                | 25     | 32     | 33     | 35     | 31     | 33     | 45     | 50     | 35     | 18     | 9      | 39     | 36     |
| Non-Mobility Orthopedic Impairment | 30     | 27     | 21     | 19     | 30     | 24     | 19     | 23     | 28     | 39     | 41     | 0      | 0      |
| Blind/Low Vision                   | 13     | 14     | 6      | 6      | 7      | 12     | 8      | 13     | 13     | 7      | 10     | 11     | 14     |
| Deaf                               | 5      | 4      | 3      | 3      | 3      | 4      | 2      | 2      | 2      | 3      | 8      | 8      | 7      |
| Learning Disability                | 189    | 190    | 184    | 175    | 199    | 190    | 190    | 161    | 152    | 168    | 186    | 206    | 205    |
| Brain Injury                       | 19     | 15     | 19     | 19     | 25     | 29     | 30     | 24     | 21     | 17     | 23     | 27     | 28     |
| Seizure Disorder                   | 5      | 5      | 3      | 3      | 7      | 5      | 7      | 3      | 1      | 5      | 7      | 9      | 11     |
| Respiratory Impairment             | 0      | 0      | 0      | 1      | 1      | 0      | 0      | 0      | 1      | 1      | 1      | 2      | 2      |
| Circulatory/Heart Impairment       | 2      | 1      | 0      | 1      | 2      | 3      | 2      | 1      | 3      | 4      | 6      | 3      | 2      |
| Psychological/Emotional Impairment | 26     | 23     | 29     | 33     | 37     | 42     | 66     | 77     | 30     | 113    | 128    | 166    | 199    |
| Communication Impairment           | 2      | 0      | 1      | 1      | 0      | 0      | 0      | 0      | 19     | 1      | 0      | 0      | 1      |
| Temporary Disability               | 29     | 48     | 76     | 70     | 74     | 82     | 46     | 40     | 58     | 29     | 41     | 44     | 25     |
| Multiple Disability, Mobility      | 18     | 11     | 11     | 9      | 17     | 12     | 11     | 11     | 7      | 37     | 38     | 0      | 0      |
| Multiple Disability                | 27     | 30     | 34     | 35     | 41     | 59     | 73     | 63     | 69     | 51     | 37     | 59     | 99     |
| Pending Verification               | 41     | 39     | 32     | 42     | 77     | 79     | 66     | 92     | 135    | 32     | 42     | 41     | 21     |
| Other Disability                   | 5      | 4      | 3      | 3      | 9      | 8      | 15     | 22     | 24     | 25     | 26     | 21     | 18     |
| Hard of Hearing                    | 9      | 8      | 10     | 6      | 12     | 8      | 8      | 9      | 7      | 12     | 17     | 13     | 17     |
| Attention Deficit Disorder         | 111    | 100    | 115    | 110    | 115    | 103    | 111    | 138    | 155    | 176    | 170    | 212    | 233    |
| Family Member w/ Disability        | *      | *      | *      | *      | *      | *      | *      | *      | *      | 4      | 2      | 2      | 3      |
| Chronic Health Impairment          | *      | *      | *      | *      | *      | *      | *      | *      | *      | 9      | 20     | 6      | 39     |
| Cognitive/Developmental Disability | *      | *      | *      | *      | *      | *      | *      | *      | *      | 1      | 4      | 2      | 11     |
| Withdrawals                        | 11     | 24     | 29     | 24     | 15     | 35     | 28     | 39     | 46     | 32     | 37     | 56     | 48     |
| <i>Total</i>                       | 588    | 591    | 621    | 611    | 717    | 796    | 800    | 888    | 937    | 904    | 970    | 1013   | 1149   |
| Percentage growth                  | 5.80%  | 0.51%  | 5.08%  | -1.61% | 17.35% | 11.02% | 0.50%  | 11.00% | 5.52%  | -3.52% | 7.30%  | 4.43%  | 13.43% |
| Temporary Disability Parking       | *      | *      | *      | *      | *      | *      | *      | 49     | 58     | 48     | 44     | 36     | 78     |
| Voc Rehab; not DSS                 | *      | *      | *      | *      | *      | 58     | 61     | 57     | 62     | 61     | 57     | 30     | 38     |

\*Information unavailable

TABLE 3 Graduates with Disabilities, 1998–2010

| Year | Graduates (#) |
|------|---------------|
| 1998 | 98            |
| 1999 | 116           |
| 2000 | 86            |
| 2001 | 108           |
| 2002 | 116           |
| 2003 | 101           |
| 2004 | 125           |
| 2005 | 129           |
| 2006 | 84            |
| 2007 | 146           |
| 2008 | 147           |
| 2009 | 94            |
| 2010 | 59            |

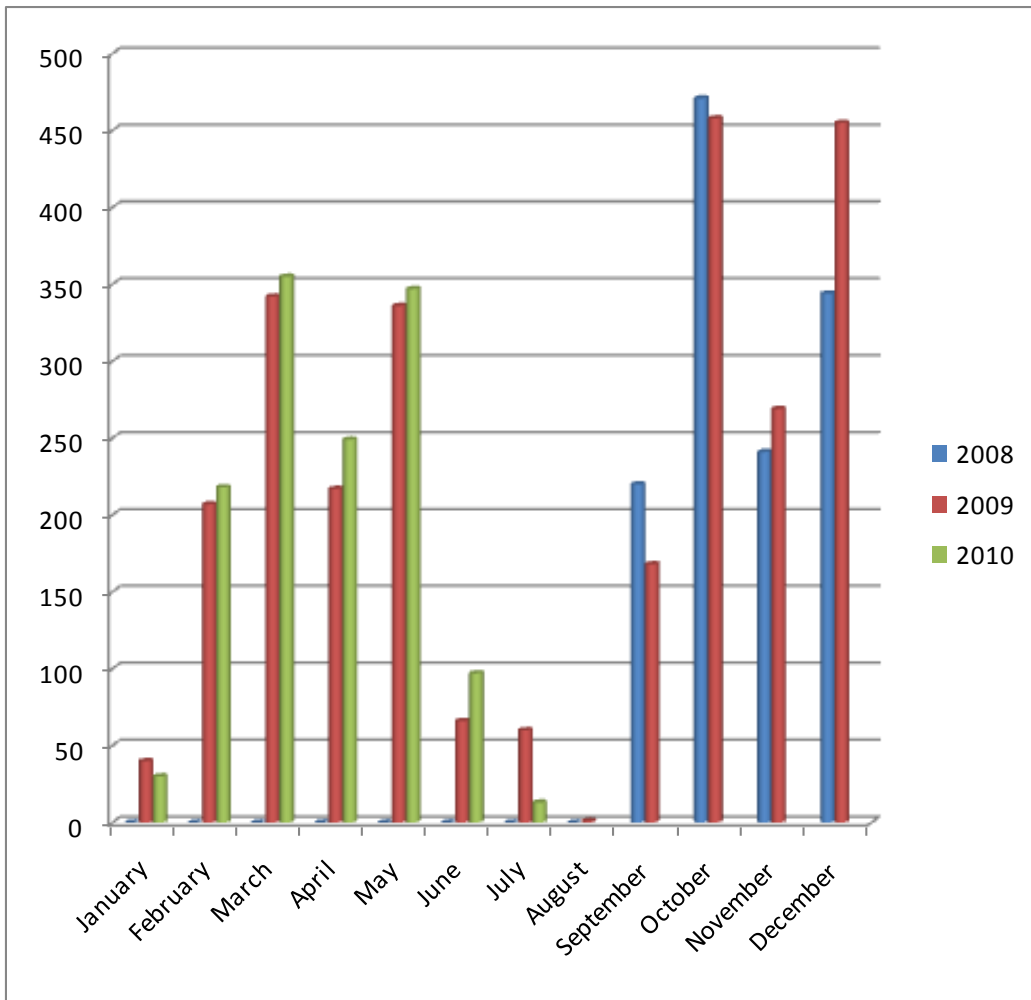
TABLE 4 Test Accommodations by Month, 2008–2010

| Month               | 2008 | 2009 | 2010 |
|---------------------|------|------|------|
| January             | *    | 40   | 30   |
| February            | *    | 207  | 218  |
| March               | *    | 342  | 355  |
| April               | *    | 217  | 249  |
| May                 | *    | 336  | 347  |
| June                | *    | 66   | 97   |
| July                | *    | 60   | 13** |
| August              | *    | 1    | *    |
| September           | 220  | 168  | *    |
| October             | 471  | 458  | *    |
| November            | 241  | 269  | *    |
| December            | 344  | 455  | *    |
| <i>Yearly Total</i> | 1276 | 2619 | 1309 |

\*Information unavailable

\*\*Last updated 7/8/10

**FIGURE 1** Test Accommodations by Month, 2008–2010

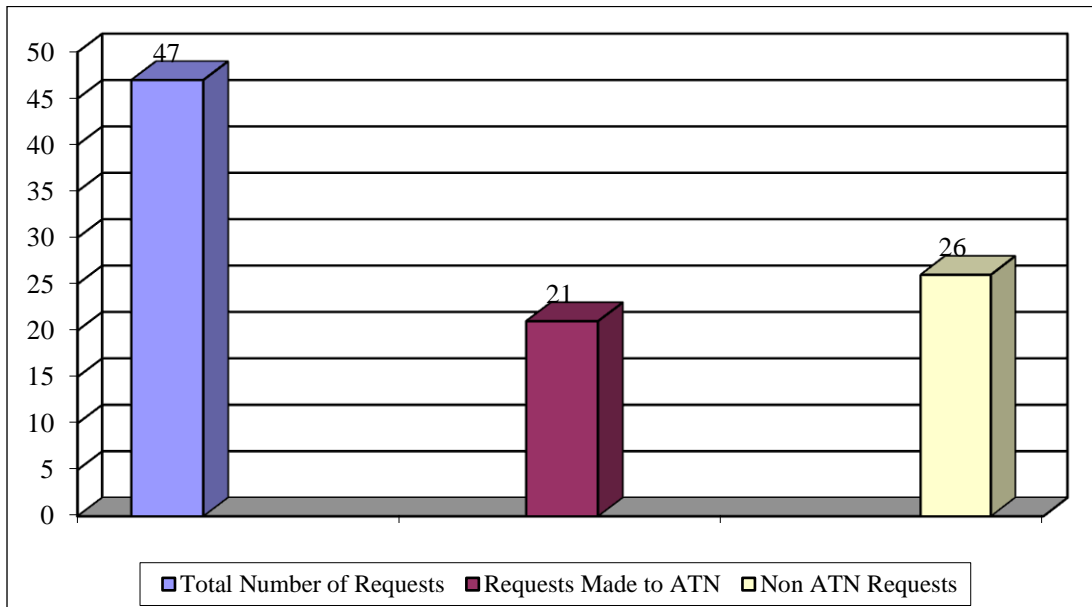


**TABLE 5** Electronic Text Conversion Requests, Fall 2009

|                                    |    |
|------------------------------------|----|
| Total Number of Requests           | 97 |
| Number of Students Making Requests | 38 |
| Number of Publisher Files Received | 36 |
| Number of DAISY Books Delivered    | 1  |



**FIGURE 2** Electronic Text Conversion Requests, Spring 2010



**TABLE 6** Electronic Text Conversion Requests, Spring 2010

|                                  |    |
|----------------------------------|----|
| Total Number of Requests         | 47 |
| Requests Made to ATN             | 21 |
| ATN Files Received               | 18 |
| Non ATN Requests                 | 26 |
| Non ATN Publisher Files Received | 6  |

**TABLE 7** Publisher File Breakdown, Spring 2010

|   |    |
|---|----|
| Total Number of Requests                      | 47 |
| Publisher Files Received                      | 23 |
| Publisher Files Not Received                  | 24 |
| Publisher Files Delivered Directly to Student | 9  |
| Publisher Files Requiring Further Processing  | 14 |

**TABLE 8** E-Text Request Completion, Spring 2010

|   |        |
|---|--------|
| Total Number of Requests  | 47     |
| Completed Requests  | 47     |
| Requests Completed In-House (Unfulfilled by Publisher or Processing Required) | 38     |
| DAISY Books Delivered to Students   | 15     |
| Percentage of Books Processed Delivered in DAISY                              | 39.47% |
| Number of Students Requesting Alternative Formats                             | 18     |

## ENROLLMENT SERVICES

### I. COLLABORATIONS WITH ACADEMIC AFFAIRS

| UNIT STAFF NAME(S)    | ACADEMIC COLLABORATOR NAME(S) | DEPARTMENT                 | SCHOOL/ COLLEGE                    | DESCRIPTION OF COLLABORATIVE ACTIVITY   |
|-----------------------|-------------------------------|----------------------------|------------------------------------|---|
| Emily Ferguson-Steger | Estella Anderson              |                            | Skaggs School of Pharmacy          | Co-developed presentations, recruitment, receptions   |
|                       | Jon Stannard                  | Upward Bound               |                                    | Prepared for Gear-Up camp   |
|                       | Selena Hill                   | Native American Studies    | Arts and Sciences                  | Coordinated building visits and tours   |
| Juana Alcala          | Holly Truitt<br>Lisa Woods    | SpectrUM                   |                                    | Participated in Monte's Club co-branding campaign with SprectrUM, created science kits, offered training to child care providers through a collaboration with Child Resource Council, and presented the Monte's World exhibit at the Missoula County Fair |
|                       | Perry Brown                   |                            | Graduate School                    | Organized International Credential Evaluation training for academic departments   |
|                       | Royce Engstrom                |                            | Academic Affairs                   |   |
|                       | Sandy Ross                    | Chemistry                  | Arts and Sciences, Graduate School |   |
|                       | Estella Anderson              |                            | Skaggs School of Pharmacy          | Collaborated to produce "Amber's Journey" Pharmacy Web video  |
|                       | Robert Stubblefield           | English                    | Arts and Sciences                  | Collaborated to produce "Oval Seminar Experience" Web video   |
|                       | Karissa Drye                  | Sharon O'Hare              |                                    | Office for Student Success  |
| Arlene Walker-Andrews |                               |                            | Office of the Provost              | Collaborated on GO Day/Convocation  |
| All Academic Deans    |                               | All                        | All                                | Scheduled breakfast with deans  |
|                       |                               | All                        | All                                | Scheduled department major meetings during Orientation  |
| Julie Cahill          | Quincie Albrecht              | English Language Institute | International Programs             | Engaged in day-to-day interaction regarding conditionally admitted students   |
|                       | Peggy Miller                  |                            | Graduate School                    | Responded to international graduate admissions questions and correspondence   |
|                       | Maria Unkuri-Chaudhry         |                            | International Programs             | Mailed brochures and other promotional materials to UM's exchange partners  |
|                       | Perry Brown                   |                            | Graduate School                    | Organized International Graduate Credential Evaluation Workshop   |

|                            |                             |                       |                            |  |
|----------------------------|-----------------------------|-----------------------|----------------------------|--|
| Kevin Molm                 |                             | All                   | All                        | Organized UM Days Academic Open Houses   |
|                            | Janie Spencer               |                       | Continuing Education       | Served as Volunteer Coordinator for the 2010 National Conference on Undergraduate Research   |
|                            | Garon Smith                 | Chemistry             | Arts and Sciences          |  |
|                            | Karen Kaley<br>Jim McKusick |                       | Davidson Honors College    | Participated in the Faculty Panel during UM Days   |
| Jed Liston<br>Juana Alcala | Stephen Kalm                | Music                 | Visual and Performing Arts | Developed plan for attendance at National Performing Arts Fairs  |
| Jed Liston                 | Keith Lynip                 |                       | Continuing Education       | Conducted Web review audit as members of Steering Committee  |
|                            | Candace Merrill             |                       |                            |  |
|                            | Sharon O'Hare               |                       | Office for Student Success | Developed new registration process for new students  |
|                            | Ed Johnson                  |                       | Office of the Registrar    |  |
|                            | Ed Johnson                  |                       | Office of the Registrar    | Shared findings and developed presentation for the Office of the Commissioner for Higher Education (OCHE) as members of the Electronic Transcript Pilot Steering Committee |
| Royce Engstrom             |                             | Office of the Provost |                            |  |

## II. COLLABORATIONS WITH OTHERS

| UNIT STAFF NAME(S)    | COLLABORATOR NAME(S)  | AFFILIATION  | DESCRIPTION OF COLLABORATIVE ACTIVITY  |  |
|-----------------------|---|--|--|--|
| Emily Ferguson-Steger | Fredricka Hunter  | American Indian Student Services (AISS)                | Coordinated orientation and campus visits for American Indian students   |  |
|                       | Alex Apostle  | Missoula County Public Schools (MCPS)                  | Provided collaboration, discussion, and programming for MCPS   |  |
|                       | Rene Dubay  | Office of the Commissioner for Higher Education (OCHE) | Participated in the statewide Access to Success committee  |  |
| Juana Alcala          | Rene Dubay  | OCHE   | Participated in Access to Success Initiative (A2S) and American Indian/Minority Achievement Input Group meetings |  |
| Emily Ferguson-Steger | Kassandra Murphy<br>Brazil  |  |  |  |
|                       | Florence Garcia   | Montana State University (MSU)                         |  |  |
|                       | Haven Gorneaux  | Fort Peck Community College                            |  |  |
|                       | Matt Flatlip<br>Jennifer Flatlip<br>Newton Old Crow Jr.<br>Fatima Bad Horse | Crow Tribal Higher Education                           |  |  |
|                       | Penny Kipp  | Salish Kootenai College                                |  |  |
|                       | Reno Charette   | MSU-Billings   |  |  |
|                       | Dugan Coburn  | Great Falls Talent Search                              |  |  |
|                       | Amy Capolupo  | Disability Services for Students (DSS)                 |  | Produced DSS brochure  |
|                       | Lucy France   | Diversity Task Force                                   |  | Drafted UM's Diversity Strategic Plan  |
|                       | Fredricka Hunter<br>Salisha OldBull   | AISS   |  | Produced AISS brochure, AISS Web video, and AISS Web site  |
|                       | Erica Beede   | Collegiate Licensing                                   |  | Co-developed and produced Monte's Kids Club, Kid's Zone, Western Montana Fair booth and presentation |

|                 |                        |   |  |
|-----------------|------------------------|---|--|
|                 | Jim Foley              | Office of the President                     |  |
|                 | Holly Truitt           | SpectrUM                                    | Produced SpectrUM Experience Web video   |
|                 | Kagan Yochim           | KUFM  |  |
| Julie Cahill    | Mika Watanabe-Taylor   | DSS   | Produced a UM publication in Japanese  |
|                 | Effie Koehn            | Foreign Student and Scholar Services (FSSS) | Engaged in day-to-day interactions regarding international student admissions, scholarships, and general well-being, and collaborated on FSSS' Arrival Brochure. |
|                 | Michelle Lewis         | Carroll College                             | Prepared for and planned EducationUSA Advisors tour  |
|                 | Stephanie Crowe        | Montana Tech of The University of Montana   |  |
| Lacey Patterson | Jodi Moreau            | UM Alumni Center                            | Coordinated alumni recruitment program   |
|                 | Bill Johnston          |   |  |
| Kevin Molm      | Mike Heuring           | Career Services                             | Participated in the Student Services Panel at UM Days to provide information about the program to prospective students and their families                        |
|                 | Mika Wantanabe-Taylor  | DSS   |  |
|                 | Byron Drake            | University Dining Services                  |  |
|                 | Niki Venable           | Residence Life                              |  |
|                 | Rick Curtis            | Curry Health Center                         |  |
|                 | Rita Tucker            | Residence Life                              | Asked current students to make their rooms available to be shown during the Residence Hall Open Houses at UM Days  |
|                 | Advocate Coordinators  | UM Advocates                                | Worked with the Advocates to participate in a Current Student Panel at UM Days   |
|                 | Nancy Marra            | Center for Environmental Health Sciences    | Provided information packets to high school students who attended UM's Environmental Health Symposium  |
| Jed Liston      | Welcomefeast Committee |   | Participated in Welcomefeast planning and served as Master of Ceremonies   |

### III. PRESENTATIONS

| SA Unit                  | First name | Last Name       | Co-presenter(s)  | Title of presentation                | Event  |  |
|--------------------------|------------|-----------------|--|--------------------------------------|--|--|
| Enrollment Services (ES) | Emily      | Ferguson-Steger | Josh Peters-McBride  | Diversity at UM                      | Orientation  |  |
|                          |            |                 | Fredricka Hunter   | Welcome for American Indian students | Orientation  |  |
|                          |            |                 |  | Reach for Tomorrow                   | Developed program for “College is Possible-Detroit” group that visited campus                                  |  |
|                          | Juana      | Alcala          | Lucy France  | UM Diversity Plan                    | Meetings of the Executive Council of the Faculty Sentate, Executive Officers, Faculty Senate, and Staff Senate |  |
|                          | Karissa    | Drye            | Corey Chenoweth, GEAR UP<br><br>Mike Ouert, Montana State University |                                      | New Professional Institute   | Montana Post Secondary Educational Opportunities Council (MPSEOC) Conference |
|                          |            |                 |  | Mike Ouert, Montana State University | Update and Future of Web Development for Montanacolleges.com   | MPSEOC Membership Meeting  |
|                          |            |                 |  | Jessica Savage, Carroll College      |  |  |
|                          |            |                 |  |                                      | Presentation for Region I membership about Montana, Idaho, and Alaska  | National Orientation Directors Association (NODA)                            |
|                          | Julie      | Cahill          |  |                                      | General Academic Information and Registration  | FSSS Orientation   |
|                          |            |                 |  |                                      | UM   | Foreign Language Days  |
|                          |            |                 |  |                                      | Cross-Cultural Business Interactions and Practices   | Guest speaker in classes   |
|                          |            |                 |  |                                      | Welcome to The University of Montana   | Academic World Quest Competition   |
|                          |            |                 |  |                                      |  |  |
| Patrick                  | Gruhler    |                 |  | GEAR UP— Admissions Possible         | Admissions presentation, St. Ignatius GEAR UP  |  |
|                          |            |                 |  | Upward Bound                         | Admissions presentation for Upward Bound Minnesota group   |  |
|                          |            |                 |  | Admissions Possible                  | Thompson Falls College Night   |  |
| Jed                      | Liston     | Ed Johnson      |  | Panel discussion on                  | State Conference of Online   |  |

|                   |         |        |  |  |   |
|-------------------|---------|--------|--|--|---|
|                   |         |        | Arlene Walker-Andrews<br>Judy Fredenburg                         | online student services  | Educators   |
| ES, Admissions    | Karissa | Drye   | Mike Ouert, Montana State University<br>Corey Chenoweth, GEAR Up | New Professional Institute   | MPSEOC Conference   |
| ES, Financial Aid | Terri   | Gruba  | Shea Ketchum   | Free Application for Federal Student Aid (FAFSA) Presentation, Montana Financial Aid | 13 Western Montana schools for Financial Aid Nights       |
|                   | Mick    | Hanson | Melissa Huntington   | FAFSA Presentation, Montana Financial Aid  | Financial Aid Nights                                      |
|                   | Terri   | Gruba  |  | Magic or Misery: What Do You Bring to the Job?                                       | Western Association of Financial Aid Administrators       |
|                   | Julie   | Cahill |  | General Academic Information and Registration  | Foreign Student Orientation, in conjunction with FSSS     |
|                   | Entire  | Unit   |  | The University of Montana<br>Welcome to The University of Montana                    | Foreign Language Days<br>Academic World Quest Competition |

**IV. STAFF MEMBERSHIP/SERVICE IN PROFESSIONAL ASSOCIATIONS**

| <b>SA Unit</b>    | <b>First Name</b> | <b>Last Name</b> | <b>Position / Service</b>  | <b>Association</b>  |
|-------------------|-------------------|------------------|--|---|
| ES                | Emily             | Ferguson-Steger  | Board Member   | Native American Advocacy Institute—<br>College Board  |
|                   |                   |                  | Member   | Western Association for College<br>Admission Counseling (WACAC)                               |
|                   |                   |                  | Member   | MPSEOC  |
| ES,<br>Admissions | Karissa           | Drye             | Member   | WACAC   |
|                   |                   |                  | Regional Coordinator, Region I   | NODA  |
|                   |                   |                  | Board Member, Secretary  | MPSEOC  |
|                   |                   |                  | Member, Volunteer  | Missoula Downtown Association   |
|                   | Julie             | Cahill           | Member   | Overseas Association of College<br>Admission Counseling (OACAC)                               |
|                   |                   |                  | Member   | WACAC   |
|                   |                   |                  | Member   | Association of International Educators  |
|                   | Lacey             | Patterson        | Member   | National Association for College<br>Admission Counseling (NACAC)                              |
|                   |                   |                  | Illinois Association for College<br>Admission Counseling<br>(IACAC) Conference<br>Registration Committee<br>Volunteer,<br>IACAC Conference Evaluation<br>Committee Volunteer | IACAC   |
|                   |                   |                  | Southern Association for<br>College Admission Counseling<br>(SACAC) Conference<br>Registration Committee<br>Volunteer  | SACAC   |
|                   |                   |                  | Texas Association for College<br>Admission Counseling (TACAC)  |   |
|                   |                   |                  | Independent Educational Consultants<br>Association (IECA)  |   |
|                   |                   |                  | Pacific Northwest Association for<br>College Admission Counseling<br>(PNACAC)  |   |
| ES                | Juana             | Alcala           | Member, National Conference<br>Volunteer   | NACAC   |
|                   |                   |                  | Member   | IECA  |
|                   |                   |                  | Member, Presenter, Conference<br>Volunteer   | PNACAC  |
|                   |                   |                  | Member   | TACAC   |
|                   |                   |                  | Institutional Designee   | Institute of International Education  |
|                   |                   |                  | Student and Exchange Visitor<br>Information System (SEVIS)<br>Principal Designated School<br>Official  | Department of Homeland Security   |
|                   |                   |                  | Member   | National Association of Foreign<br>Student Advisers Association of<br>International Educators |



|                   |         |                          |   |  |
|-------------------|---------|--------------------------|---|--|
|                   |         |                          | Member                                  | OACAC  |
|                   |         |                          | Member, Presenter, Conference Volunteer | Hawaii Association for College Admission Counseling                          |
|                   |         |                          | Member                                  | Association of International Education Administrators                        |
|                   | Kevin   | Molm                     | Member                                  | MPSEOC   |
|                   |         |                          | UM Coordinator                          | National Student Exchange  |
| Patrick           | Gruhler | Alumni Recruitment Chair | Sigma Phi Epsilon Alumni Board          |  |
| ES, Financial Aid | All     | Staff                    | Members                                 | National Association of Student Financial Aid Administrators (NASFAA)        |
|                   | Terri   | Gruba                    | Regional Representative                 | NASFAA   |
|                   |         |                          | Past President                          | Rocky Mountain Association of Student Financial Aid Administrators (RMASFAA) |
|                   |         |                          | Site Coordinator/Conference Chair       | Montana Association of Student Financial Aid Administrators (MASFAA)         |
|                   | Diane   | Llewellyn                | Conference 2011 Chair                   | RMASFAA  |
| Conference Chair  |         |                          | MASFAA                                  |  |

**V. AWARDS**

| <b>SA Unit</b>    | <b>First Name</b> | <b>Last Name</b> | <b>Award</b>                                  | <b>Association / Organization</b> |
|-------------------|-------------------|------------------|---|-----------------------------------|
| ES, Financial Aid | Mick              | Hanson           | NASFAA<br>Leadership Award                    | NASFAA                            |
|                   | Terri             | Gruba            | MASFAA Special<br>Service Award               | MASFAA                            |
|                   | Carol             | Durnford         | 20 Year Service                               | MASFAA                            |
| ES                | Jed               | Liston           | J.B. Spear<br>Administrative<br>Service Award | UM                                |

**VI. STAFF COMMUNITY SERVICE**

| <b>SA Unit</b> | <b>First Name</b> | <b>Last Name</b> | <b>Position / Service</b>                    | <b>Organization</b>                            |
|----------------|-------------------|------------------|--|--|
| ES             | Emily             | Ferguson-Steger  | Board Member                                 | MCPS-Honoring Our Youth                        |
|                |                   |                  | Board Member                                 | MCPS-Missoula Indian Youth Conference          |
|                |                   |                  | Volunteer                                    | Missoula Indian Center                         |
|                | Karissa           | Drye             | Shelter Aid                                  | Watson Children's Shelter                      |
|                | Kevin             | Molm             | Secretary                                    | Knights of Columbus – Council 13022            |
|                |                   |                  | Alumnus Advisor                              | Kappa Sigma Fraternity – Delta Omicron Chapter |
|                |                   |                  | High School Youth Minister                   | Christ the King Parish                         |
|                | Juana             | Alcala           | Volunteer                                    | Western Montana Humane Society                 |
|                |                   |                  | Downtown Tonight Board Member                | Missoula Downtown Association                  |
|                | Jed               | Liston           | Fund-raising/Master of Ceremonies            | Big Brothers/Big Sisters of Missoula           |
|                |                   |                  | 25 <sup>th</sup> Anniversary Marketing Chair | Garden City Ballet                             |
|                |                   |                  | Fundraising Committee                        | Paxson School Playground Project               |
|                |                   |                  | Steering Committee member                    | University Neighborhood Council                |
|                | ES, Admissions    | Julie            | Cahill                                       | Board of Trustees                              |

## **VII. PUBLICATIONS**

There are no publications to report.

## VIII. SUMMARY OF ACCOMPLISHMENTS

### *Recruitment*

ES uses geographic data to execute an annual strategic prospective student identification, recruitment, and communication plan, with the goal of producing an incoming class that meets the enrollment projections set by the University's Enrollment Management Committee.

The process of identifying prospects includes reviews of information gathered from surveys and focus groups as well as the demographics of the previous year's enrollees. Each name buy begins with an assessment of the yield of the previous year's purchase. These clearinghouses allow for a cohort attribute search based upon each instrument's predetermined qualifications. These attributes include:

- Proven feeder markets
- Household income, if available as an option. UM's minimum income is \$70,000 and the optimum is \$100,000 or greater.
- Geographic location: whenever possible, ES segments by the narrowest geographic denominator available, such as county, zip code, neighborhood, and subdivision. This information is based on census and consumer data research.
- Majors: ES includes all UM majors as well as majors that may be related to fields we offer.
- Co-curricular interests, including service learning, volunteerism, club sports, study abroad, and various types of academic clubs, among others
- Unique identifier combinations: ES executes searches tailored to attract students from new markets, non-exporting states, non-feeder states or non-nationally recognizable major sets. For example, ES purchases the names of business majors from New York who listed outdoor recreation as an important attribute in their college search.

The greater volume of prospects generated by the increased name buys has exceeded the limits of the current contact management system. Enrollment Services recently completed a Request for Proposal (RFP) for the acquisition of a new contact management system, Hobsons Connect, which will be implemented during the next fiscal year.

Outside of already established markets, Enrollment Services continues to work towards expanding and strengthening its market share in the following states:

- Connecticut
- Florida
- Georgia
- Illinois
- Maryland
- Massachusetts
- New Hampshire
- North Carolina
- Pennsylvania
- Tennessee
- Texas
- Wisconsin
- New Hampshire
- Vermont
- New York

TRiO coordinators and guidance counselors are now able to schedule group visits online. Groups who attend these visits include school groups, college groups, and extracurricular groups or camps; the majority represents GEAR UP, Talent Search, Upward Bound, or middle and high school special topic classes. ES plans to further develop this program so that each group's experience will match the developmental and educational needs of participants.

In addition to coordinating visits, direct mail is a cornerstone of ES' recruitment strategy. During the 2009-2010 recruitment cycle, direct mail included 901,491 postcards, 25,000 Balance Viewbooks, 25,000 Davidson Honors College Admission Applications, and 25,000 UM Admissions Applications.

#### *Scholarships Strategy*

Every year, a scholarship database is built for the coming recruitment cycle. This database is populated weekly with newly accepted nonresident students, and beginning in October, a scholarship review based upon pre-established parameters (e.g. high school grade-point average, test scores, likelihood to enroll and competitor analysis) is applied to this weekly pool. Award levels are then determined, and letters are populated and sent to students; students can either accept or decline their award offers online. (For the current year, Leadership, Achievement, and Service [LAS] awards ranged from \$1,000 to \$4,000.) Once a student has completed the online form, a response is automatically emailed to them. Each student subsequently receives personal phone calls from a recruiter, a student telecounselor, and possibly a faculty member. These calls are designed to help assess the interest and receptivity of the prospect. This year, ES particularly focused on reducing the northwest markets' dependency on the Western Undergraduate Exchange (WUE) scholarship. In collaboration with the Office of Planning, Budgeting and Analysis, ES initiated a pilot awarding scheme this past year. The pilot yielded successful results and ES adopted the pilot strategies into the overall scholarship awarding cycle.

#### *Transfer Student Recruitment*

ES employs a separate strategy to recruit students from two-year institutions. Recruitment in each market includes visits to area junior and community colleges. It also includes an emphasis on establishing program-to-program articulation agreements in markets such as California, Washington, Colorado, Utah, and Idaho. ES follows the same communication plan as freshmen with targeted electronic and direct mail correspondence designed for transfer concerns. The University is beginning to see the results of this concentrated transfer strategy in admissions applications; an increase in transfer student enrollment is therefore expected for fall 2010.

#### *Minority Recruitment*

The recruitment of minority students continues to be a challenge in light of Montana's demographics. ES has continued to provide individualized counseling and programming to students at Missoula County public schools, Indian Education Department, and Willard Alternative School. Each tribal high school and college is visited every year with the intention of raising minority students' awareness of college planning, financial aid, scholarships, and summer enrichment opportunities. ES has also collaborated with the MPSEO council to conduct a Montana Tribal College Fair circuit. The following conferences and college fairs were targeted to specifically recruit students of color:

- Montana AIBL Conference - Missoula, MT
- The Hispanic Youth Conference – Sun Valley, ID
- College Goal Sunday – Application Party – Blackfeet Community College, Browning, MT
- Stone Child Pharmacy Presentation – Box Elder, MT
- Reach for Tomorrow College is Possible Presentation – Detroit, MI
- Missoula Indian Youth Conference - Missoula, MT
- Little Big Horn College Fair
- Chief Dull Knife College Fair
- Fort Peck Community College Fair
- Fort Belknap College Fair
- Stone Child College Fair
- Salish Kootenai College and Career Fair – Pablo, MT

#### *International Recruitment*

ES executed specific international initiatives in order to effectively recruit and increase UM's international student population. It should be noted that many of the recruitment strategies previously described intentionally target international students already in the United States. These students include high school foreign exchange students, students at Intensive English Language programs, and students attending two-year schools. ES executes these recruitment strategies to achieve both recruitment results and fiscal return on investment. The states with the highest international

student enrollment are California, New York, Texas, Massachusetts, Florida, Illinois, Pennsylvania, Michigan, Ohio and Indiana; five of these states are also key out-of-state markets for The University of Montana.

International recruitment and marketing remains a delicate balance of resources and relationships. The competition for international students has grown significantly in recent years from other U.S. universities as well as universities from other parts of the world. University recruiters from other countries have taken a coordinated national approach, using branded marketing campaigns, exhibitions, and scholarships to attract and increase their international student population. International students are readily taking advantage of these new opportunities, which have consequently lessened the general appeal of a U.S. education. Over the last seven years, the U.S. has lost more than 7 percent of the international student market.

As part of its comprehensive strategic recruitment plan for prospective international students, ES has developed long-term relationships in countries, primarily on the Asian continent, where student mobility and demographic compatibility is favorable for UM. Currently, the top six feeder countries where ES is working to strengthen recruitment efforts are India, China, South Korea, Canada, Japan, and Taiwan.

ES employs a threefold marketing strategy for developing an international market: establishing a presence and reputation, relationship building, and relationship maintenance. First, ES creates a presence/familiarity in the country by attending organized educational fairs, accepting invitations to visit schools, and visiting embassies and educational centers in those countries. At this point, ES can begin to initiate and foster strategic relationships with key influencers such as international school counselors, overseas advisors, and educational agents who will continue to attract new students year after year. ES also builds upon existing contacts through networking with currently enrolled students. Annual trips to visit international contacts allowed ES to maintain strategic relationships, the cornerstone of which is follow-up through timed and targeted emails regarding application or scholarship reminders, deadlines, and UM accomplishments and accolades. Finally, the Overseas Association of College Admission Counselors' annual conference offers ES another opportunity to foster strategic relationships without the expense of traveling abroad.

In addition to the strategies discussed above, ES has engaged in a number of specific international initiatives, which include distributing online and print-based publications, soliciting feedback from current students regarding the success of various recruitment strategies, delivering presentations to prospective students, and developing agreements with various programs and institutions, such as the Community College Program-to-Program Articulation Agreements with California and Washington in schools with high international enrollment, the North America-based Intensive English Language Program Transfer Agreements, and the Educational Agent Partnerships.

ES maintains international Web pages with Google translation options; in addition, the unit utilizes Collegenet's International Triggers, a contact management system distributing targeted automatic, timed communication pieces regarding issues such as campus safety, the activities of international student associations, support services, visa and SEVIS information, international scholarships, tuition waivers, and employment opportunities. Print-based publications include the International Prospectus and other study abroad publications.

ES solicits student feedback regarding the efficacy of recruitment strategies through a number of different channels. The International Student Advisory Board, a selected group of currently-enrolled international students, serves as a focus group for the International Recruiter. In addition to sharing insights regarding their home countries, these students help to develop and refine strategic recruitment initiatives and offer feedback on publications, the Web site, and messages sent to students. In addition, ES enlists UM International Student Ambassadors to visit their local high schools and overseas advising centers' college fairs to present information regarding the University. ES staff members also deliver presentations at UM's International Days to Montana's high school foreign exchange students.

#### *Presidential Outreach and Recruitment*

In cooperation with the President's Office, Alumni Association, and University Relations, ES continues to host a series of comprehensive Presidential Outreach Tours. This year's tour destinations included Rocky Boy, Box Elder, Fort Belknap, Hays-Lodgepole, and Seattle.

### *Counselor Recruitment*

ES continued collaborating with Montana Tech, Montana State University, and Carroll College to host 55 high school counselors from 16 states for the Montana Big Sky Counselor Tour. Counselors toured the Program in Ecological Agriculture and Society Project (PEAS), Flathead Lake Biological Station, and Lubrecht Forest, and learned about UM's academic departments through conversations with faculty, deans and chairs. ES also hosted a Farm to College dinner that highlighted the Division of Student Affairs.

### *Technology and Recruitment*

ES continued to incorporate the technology expected by the Millennial Generation by posting additional prospective student videos on ES' Web site, sending broadcast emails, executing online chats, implementing an online course registration platform for incoming students as well as an instant messaging system (staffed Monday-Friday from 8 a.m. to 5 p.m.), and increasing the number of participants in the accepted student Facebook group. In addition, ES collaborated with the Offices of the Registrar, Student Success, and Information Technology to implement an online course registration platform for incoming students.



## IX. SERVICE MEASUREMENTS

ES aggressively recruited prospective students for fall 2010 using a variety of strategies. Participation numbers are detailed in the following tables:

**TABLE 1** Recruitment venues attended by ES staff during the past two recruitment cycles

| <i>Recruitment Strategy</i>              | <i>Number of venues attended, targeting fall 2010 enrollment</i> | <i>Number of venues attended, targeting fall 2009 enrollment</i> |
|--|--|--|
| College Fairs                            | 241  | 160  |
| High School and Community College visits | 486  | 454  |
| Receptions and interviews                | 64   | 27   |

**TABLE 2** Student visits to UM recruitment events

| <i>Event</i>       | <i>Number of students attending</i>                      |
|--------------------|--|
| UM Days Open House | 769 (plus 920 guests, for a total of 1,689 participants) |
| Campus visits      | 1,047  |

In addition, ES sent 1,030,724 emails to prospective students, and executed 13 online chats involving 275 participants.

ES offered 3,141 awards and scholarships for fall 2010; in comparison, 2,842 awards and scholarships were offered for fall 2009.

## FOREIGN STUDENT AND SCHOLAR SERVICES

### I. COLLABORATIONS WITH ACADEMIC AFFAIRS

| UNIT STAFF<br>NAME(S) | ACADEMIC<br>COLLABORATOR<br>NAME(S) | DEPARTMENT                                 | SCHOOL/ COLLEGE                 | DESCRIPTION OF<br>COLLABORATIVE ACTIVITY  |
|-----------------------|-------------------------------------|--|---------------------------------|---|
| Effie Koehn           | Al Yokovitz                         | Communicative<br>Sciences and<br>Disorders | Education and<br>Human Sciences | Facilitated the admission of a Sri<br>Lankan graduate student   |
|                       | Various                             | Various                                    | Various                         | Complied with legal<br>requirements for bringing<br>international postdocs, exchange<br>faculty, and researchers to the<br>University                     |
| Mona Mondava          | Julie Edwards                       | Mansfield Library                          |                                 | Oriented students to the library  |
| Mary Nellis           | Udo Fluck                           | Geography<br>(GPHY)                        | Arts and Sciences               | Presented orientation<br>information to Global Partners<br>participants and assisted GPHY<br>and Department of Management<br>students with final projects |
| Barbara Seekins       | Scott Douglas                       | Entertainment<br>Management<br>Program     | Business<br>Administration      | Offered etiquette workshop  |
|                       | Terry Weidner                       | Mansfield Center                           |                                 | Facilitated Confucius Institute<br>faculty visit  |

## II. COLLABORATIONS WITH OTHERS

| UNIT STAFF<br>NAME(S)          | COLLABORATOR<br>NAME(S) | AFFILIATION                                     | DESCRIPTION OF<br>COLLABORATIVE ACTIVITY   |
|--------------------------------|-------------------------|---|--|
| Effie Koehn                    | Juana Alcalá            | Enrollment Services                             | Reviewed applications and awarded financial aid to foreign students  |
|                                | Mick Hanson             | Enrollment Services                             |  |
|                                | Julie Cannon            | Business Services                               |  |
| Effie Koehn                    | Marja Unkuri-Chaudhry   | International Programs                          | Collaborated in accepting and assisting exchange students and ELI students   |
|                                | Jeanne Loftus           |   |  |
|                                | Quincy Albrecht         | English Language Institute (ELI)                |  |
| Becky Maier                    | Peggy Miller            | Graduate School                                 | Provided training on the use of fsaATLAS for accepted international graduate students  |
| Mona Mondava<br>Mary Nellis    | Tracie McDonald         | Salish Kootenai College (SKC)                   | Coordinated spring field trip to the Flathead Indian Nation, including meetings with the Tribal Council, a tour of SKC, and Native games   |
| Mary Nellis                    | Salisha Old Bull        | American Indian Student Services (AISS)         | Hosted a welcome barbecue at Kiwanis Park, along with Multicultural Alliance and AISS, to provide an opportunity for foreign and Native students to get to know each other during fall orientation |
|                                | Josh Peters-McBride     | University Center<br>Multicultural Alliance     |  |
| Mary Nellis                    | Salisha Old Bull        | AISS  | Hosted a soup dinner, along with AISS, for foreign and Native students during fall orientation   |
| Mary Nellis<br>Barbara Seekins | Mary Kamensky           | Graduate School                                 | Led Toastmasters International for graduate students   |
| Barbara Seekins                | Lucy France             | Equal Opportunity and Affirmative Action Office | Served on the Americans with Disabilities Committee, the Diversity Task Force, and the Diversity Advisory Council  |
| Barbara Seekins                | Amy Capolupo            | Disability Services for Students                | Served on the Day of Dialogue Committee  |

|                 |               |   |                                 |
|-----------------|---------------|---|---------------------------------|
|                 | Julie Edwards | Mansfield Library                       |                                 |
| Barbara Seekins | Amy Heller    | The University of Montana<br>Foundation | Campaign for UM staff donations |

### III. PRESENTATIONS

| SA UNIT | FIRST NAME | LAST NAME | CO-PRESENTER(S)                                      | TITLE OF PRESENTATION                              | EVENT               |
|---------|------------|-----------|--|--|---------------------|
| FSSS    | Becky      | Maier     | Wes Young,<br>University of<br>California,<br>Davis  | "Something Cool I<br>have Learned Lately"          | SunGard Summit 2010 |
|         |            |           | Christine<br>Collins, Purdue<br>University           |  |                     |
|         |            |           | Kimberly<br>Brumbaugh,<br>Wright State<br>University |  |                     |
|         |            |           | Henry Erawan,<br>fsaATLAS<br>SunGard                 |  |                     |
| FSSS    | Becky      | Maier     | Abby Sebesta,<br>University of<br>North Texas        | "fsaATLAS Manual:<br>How and Why Do I<br>Do That?" | SunGard Summit 2010 |

**IV. STAFF MEMBERSHIP/SERVICE IN PROFESSIONAL ASSOCIATIONS**

| SA UNIT | FIRST NAME | LAST NAME | POSITION / SERVICE                        | ASSOCIATION   |
|---------|------------|-----------|---|---|
| FSSS    | Effie      | Koehn     | Member of Nominations Committee           | National Association of Foreign Student Advisers (NAFSA): Region II |
|         |            |           | Member                                    | NAFSA   |
| FSSS    | Becky      | Maier     | Regional Leader, fsaATLAS Users Region 10 | SunGuard HE   |
| FSSS    | Mary       | Nellis    | Vice President, Education                 | Toastmasters International  |
| FSSS    | Barbara    | Seekins   | State Representative                      | NAFSA   |
|         |            |           | Chair                                     | Montana International Educators                                     |

## **V. AWARDS**

There are no awards to report.

**VI. STAFF COMMUNITY SERVICE**

| <b>SA UNIT</b> | <b>FIRST NAME</b> | <b>LAST NAME</b> | <b>POSITION / SERVICE</b>                          | <b>ORGANIZATION</b>                                     |
|----------------|-------------------|------------------|--|---|
| FSSS           | Effie             | Koehn            | Parish Council Member                              | Annunciation Greek Orthodox Church                      |
| FSSS           | Effie             | Koehn            | Ex-officio Members                                 | Missoula International Friendship Program               |
|                | Mona              | Mondava          |  |   |
|                | Barbara           | Seekins          |  |   |
| FSSS           | Mary              | Nellis           | Phone Volunteer                                    | Montana Public Radio                                    |
|                |                   |                  | Backstage Hospitality                              | National Folk Festival                                  |
|                |                   |                  | Blood Donor  | American Red Cross                                      |
|                |                   |                  | Assistant Coordinator                              | Bhutanese Cultural Festival                             |
| FSSS           | Barbara           | Seekins          | Member of Finance Committee                        | St. Anthony Catholic Church                             |
|                |                   |                  | Chair of International Peace Scholarship Committee | Philanthropic Educational Organization, Montana Chapter |
|                |                   |                  | Member   | League of Women Voters of Missoula                      |
|                |                   |                  | Member   | AAUC Missoula Chapter                                   |



## **VII. PUBLICATIONS**

There are no publications to report.

## **VIII. SUMMARY OF ACCOMPLISHMENTS**

During the 2009-2010 academic year, FSSS expanded its use of technology, improved facilities oversight, and implemented recommended changes in financial management. The unit began to use technology for the purpose of both increasing efficiency and improving outreach to the university community. For example, to facilitate content changes and updates, FSSS converted its Web site into Cascade CMS, and converted the fsaATLAS manual into a wiki format. For help in achieving a paperless system in the office, the unit purchased a scanner to scan documents from student files. FSSS also created a Facebook® page to help connect students and alumni.

The Alumni Relations office collaborated with FSSS to plan the International Alumni Reunion during Homecoming. A dedicated Web site was created for the event, providing a link to online registration as well as information about activities and hotels. FSSS continues to strengthen its alumni outreach, enclosing within alumni mailings a solicitation for contributions toward a scholarship fund for international students.

In terms of facilities, FSSS developed a better module for the International House's oversight and supervision, instituting a weekly cleaning check and increasing the number of meetings and training opportunities for the House's three student managers. As a result, the job performance of house managers greatly improved. In further improvements, FSSS secured a new refrigerator, stove, and kitchen floor, as well as expensive poster boards for the House.

In April of 2009, a team of external reviewers recommended that UM charge an international scholar fee as a revenue-generating strategy. The fee was subsequently approved by UM's academic officers during spring 2010. However, rather than ask individual departments to pay the fee for exchange scholars whom they sponsor, the provost agreed to earmark an equivalent amount of funds for this purpose.

**IX. SERVICE MEASUREMENTS**

**TABLE 1** Number of Student Contacts by Type of Concern, July 2009 – June 2010

|                  | <b>Personal</b> | <b>Academic/<br/>Vocational</b> | <b>Financial</b> | <b>Immigrati<br/>on</b> | <b>Program</b> | <b>UM Info</b> | <b>Receptio<br/>n</b> | <b>TOTA<br/>L</b> |
|------------------|-----------------|---------------------------------|------------------|-------------------------|----------------|----------------|-----------------------|-------------------|
| <b>July</b>      | 24              | 19                              | 24               | 57                      | 43             | 12             | 39                    | 218               |
| <b>August</b>    | 82              | 56                              | 46               | 192                     | 86             | 12             | 156                   | 630               |
| <b>September</b> | 33              | 92                              | 65               | 58                      | 106            | 13             | 50                    | 417               |
| <b>October</b>   | 25              | 42                              | 43               | 53                      | 74             | 3              | 70                    | 310               |
| <b>November</b>  | 33              | 28                              | 41               | 46                      | 55             | 7              | 32                    | 242               |
| <b>December</b>  | 38              | 33                              | 37               | 122                     | 47             | 7              | 48                    | 332               |
| <b>January</b>   | 30              | 67                              | 43               | 117                     | 58             | 17             | 116                   | 448               |
| <b>February</b>  | 20              | 39                              | 56               | 61                      | 69             | 11             | 75                    | 331               |
| <b>March</b>     | 31              | 25                              | 32               | 58                      | 126            | 3              | 75                    | 350               |
| <b>April</b>     | 28              | 34                              | 43               | 66                      | 40             | 10             | 42                    | 263               |
| <b>May</b>       | 28              | 34                              | 35               | 94                      | 35             | 6              | 46                    | 278               |
| <b>June</b>      | 25              | 16                              | 23               | 43                      | 43             | 2              | 36                    | 188               |
|                  |                 |                                 |                  |                         |                |                |                       |                   |
| <b>TOTAL</b>     | <b>397</b>      | <b>485</b>                      | <b>488</b>       | <b>967</b>              | <b>782</b>     | <b>103</b>     | <b>785</b>            | <b>4007</b>       |

Numbers do not reflect additional walk-in usage of computer equipment or retrieval of scholarship applications.

## RESIDENCE LIFE

### I. COLLABORATIONS WITH ACADEMIC AFFAIRS

| UNIT STAFF<br>NAME(S)                      | ACADEMIC<br>COLLABORATOR<br>NAME(S) | DEPARTMENT                    | SCHOOL/COLLEGE                                   | DESCRIPTION OF<br>COLLABORATIVE ACTIVITY   |
|--|-------------------------------------|-------------------------------|--|--|
| Brad Hall<br>Kelly Magnuson<br>Rita Tucker |                                     | Pharmacy                      | Health Professions<br>and Biomedical<br>Sciences | Assisted with a safety program on<br>prescription and illicit drugs                                |
| Mike Nugent<br>Rita Tucker                 |                                     | Office for Student<br>Success | Office of the Provost                            | Assisted with retention initiatives,<br>providing facility and programmatic<br>support             |
| Robin Joseph<br>Ron Brunell                |                                     | Living Learning<br>Center     | Davidson Honors                                  | Provided housing, programmatic<br>support, and classroom facilities to<br>students in Knowles Hall |
| Melissa Steinike                           |                                     | Native American<br>Studies    | Arts and Sciences                                | Planned for and installed Griz Card<br>equipment in facility entryways                             |
|  |                                     |                               | Education and<br>Human Sciences                  |  |
|  |                                     |                               | Law  |  |
|  |                                     |                               | Business<br>Administration                       | Provided Griz Card readers and<br>reports at academic events                                       |

## II. COLLABORATIONS WITH OTHERS

| UNIT STAFF NAME(S)                                     | COLLABORATOR NAME(S)                             | AFFILIATION   | DESCRIPTION OF COLLABORATIVE ACTIVITY  |
|--|--|---|--|
| Entire Unit  | Linda Green                                      | Curry Health Center   | Developed and produced healthy living programs, including “Beer Goggles” and “Condom Bingo”  |
|  | Peers Reaching Out staff                         |   |  |
|  | Kate Pruitt                                      | Curry Health Center   | Provided educational programs to promote healthy relationships and sexual practices, and trained first responders to assist student victims of assault |
|  | Additional Student Assault Resource Center staff |   |  |
|  |  | Enrollment Services   | Assisted with the New Student Orientation and UM Days  |
| Kelly Magnuson   |  | Americorps<br>Boys and Girls Clubs of America<br>U.S. Department of Education | Provided afterschool programs for children in campus-based housing   |
| Kelly Magnuson<br>Additional University Villages staff |  | Women, Infants, and Children  | Provided facility and programmatic assistance for women, infant, and childcare programs, and sponsored University Villages residents’ healthcare needs |
| Melissa Steinike                                       |  | American Indian Student Services  | Planned for and installed Griz Card equipment in facility entryways  |
|  |  | Business Services   | Identified students with delinquent deferred payment plans   |
|  |  | Career Services   | Provided Griz Card readers and reports at career fairs   |
| Ron Brunell<br>University Villages staff               |  | Associated Students of The University of Montana (ASUM)                       | Provided facilities and programmatic support to ASUM Childcare at University Villages  |

### III. PRESENTATIONS

| SA UNIT        | FIRST NAME | LAST NAME | CO-<br>PRESENTER(S) | TITLE OF<br>PRESENTATION                       | EVENT   |
|----------------|------------|-----------|---------------------|--|---|
| Residence Life | Brad       | Hall      |                     | “State Department of Fish, Wildlife and Parks” | Missoula City Ordinance meeting on “The Bear Buffer Zone” |
|                | Rita       | Tucker    |                     | Provided housing information                   | UM Advocate training                                      |
|                | Ron        | Brunell   |                     | “New Students and Their Living Environment”    | University Summer Orientation                             |
|                |            |           |                     | “How Campus Life Has Changed!”                 | The House of Delegates                                    |
|                |            |           |                     | “UM Housing and the Future”                    | Committee of Missoula Planning Board meeting              |

**IV. STAFF MEMBERSHIP/SERVICE IN PROFESSIONAL ASSOCIATIONS**

| SA UNIT        | FIRST NAME | LAST NAME | POSITION/SERVICE | ASSOCIATION  |
|----------------|------------|-----------|------------------|--|
| Residence Life | Brad       | Hall      | Members          | Association of College and University Housing Officers International |
|                | Josh       | Hofman    |                  |  |
|                | Kelly      | Magnuson  |                  |  |
|                | Mike       | Nugent    |                  |  |
|                | Rita       | Tucker    |                  |  |
|                | Ron        | Brunell   |                  |  |
| Residence Life | Melissa    | Steinike  | Members          | National Association of Campus Card Users                            |
|                | Rita       | Tucker    |                  |  |

## V. AWARDS

| SA UNIT        | FIRST NAME | LAST NAME   | AWARD   | ASSOCIATION/ ORGANIZATION |
|----------------|------------|-------------|---|---------------------------|
| Residence Life | Bonnie     | Mason-Price | Outstanding Service to Students Award         | University of Montana     |
|                | Brad       | Hall        | Outstanding Service to the External Community | University of Montana     |
|                | Doug       | Knight      | Outstanding Teamwork Award                    | University of Montana     |
|                | Jim        | Hixon       |   |                           |
|                | Larry      | Bickle      |   |                           |



**VI. STAFF COMMUNITY SERVICE**

| <b>SA UNIT</b> | <b>FIRST NAME</b> | <b>LAST NAME</b> | <b>POSITION/SERVICE</b>   | <b>ORGANIZATION</b>                  |
|----------------|-------------------|------------------|---------------------------|--------------------------------------|
| Residence Life | Brad              | Hall             | Assistant Chief           | Potomac Fire Department              |
|                | Kelly             | Magnuson         | Coach                     | Westside Little League               |
|                | Rita              | Tucker           | Board Member              | Watsons Children's Foundation        |
|                | Melissa           | Steinike         | Planning Committee Member | University of Montana Relay For Life |

## **VII. PUBLICATIONS**

There are no publications to report.

## VIII. SUMMARY OF ACCOMPLISHMENTS

At the beginning of the fall semester, Residence Life managed a small interim housing population. Throughout 2009-2010, occupancy was strong in residence halls, the University Villages, and the Lewis and Clark Village due in part to competitive housing rates. Thus, Residence Life met and exceeded fiscal requirements, contributing \$848,000 to the auxiliary capital project pool. In addition to surpassing fiscal expectations, Griz Card Center advanced a number of operational platforms. Blackboard TransAct is imminent, and a new student payroll management program is in its final beta testing and implementation phases.

Residence Life also improved several of its housing facilities. The unit refurbished Jesse Hall and Turner Hall, installing wainscoting and tile flooring, respectively. Surfaces were repainted and bathrooms upgraded. By painting the Craighead and Sisson complexes, replacing Pantzer Hall flooring, and resurfacing parking lots, Residence Life completed several minor capital projects. At the same time, the unit planned for several future capital campaigns. These include construction of a new maintenance building at University Villages (to be completed October 2010); installation of an elevator system in Jesse Hall (to be completed December 2010); and refurbishment of Aber Hall (to be completed Summer 2010). Aber Hall's refurbishment will include installation of new furniture, wainscoting, and light fixtures. It will complement recent technological advances made to the facility. With an upgrade to Aber Hall's network, the unit met its goal to elevate network capacities of every residence hall to a hundred-megabyte backbone.

Technological progress abounded. With the assistance of Access Consulting, Residence Life worked to develop a wireless network solution for the Craighead and Sisson complexes and the Elliot and Toole Villages. The consultant's report was due June 2010. Residence Life planned to institute a keyless room entry system in Turner Hall. The addition, part of a four-year plan to implement similar systems in all residence halls and in the University Villages, will prove immensely beneficial. It will significantly reduce expenses and improve student security.

Residence Life strove to provide a healthy living environment for every resident. To this end, the unit supported the University's environmental stewardship in several ways. By installing energy-efficient laundry machines, water heaters, and lighting, and by choosing to recycle furniture, Residence Life promoted sustainability. Three additional projects are awaiting approval from the University's Revolving Energy Loan Fund.

Two staff positions—University Villages Office Manager and Assistant Director of Residence Life—have been filled by candidates eager to provide expert service to students.

Residence Life's success may also be measured by its handling of predicaments. In the case of one employee's misuse of a Pro Card, the unit acted swiftly and effectively. Residence Life assisted the Internal Audit Office with its investigation, implemented all recommendations, and developed new internal procedures to safeguard against further misuse.

#### IV. SERVICE MEASUREMENTS

Residence Life provided housing to 7,500 participants at summer conferences, 2,312 students in residence halls, 578 families at the University Villages, and 461 upper class and graduate students at the Lewis and Clark Village. A total of 15,000 students and dependents participated in Residence Life programs.

**TABLE 1.** Griz Card Data, 2009-2010

| Type                   | Distributed (#) |
|------------------------|-----------------|
| <b>General</b>         |                 |
| New Griz Cards         | 4,051           |
| Replacement Griz Cards | 1,905           |
| Trade Griz Cards       | 640             |
| Student Teacher Badges | 285             |
| Passport Photos        | 162             |
| <b>Conference</b>      |                 |
| Griz Card's Activated  | 355             |
| Conference Cards       | 773             |

## **UNIVERSITY CENTER**

The University Center was exempt from completing an Annual Report this year.

## UNIVERSITY DINING SERVICES

### I. COLLABORATIONS WITH ACADEMIC AFFAIRS

| UNIT STAFF<br>NAME(S)          | ACADEMIC<br>COLLABORATOR<br>NAME(S) | DEPARTMENT                         | SCHOOL/COLLEGE                   | DESCRIPTION OF<br>COLLABORATIVE ACTIVITY  |
|--------------------------------|-------------------------------------|------------------------------------|----------------------------------|---|
| Rebecca Shern<br>Kyra Williams | Neva Hassanein                      | Environmental<br>Studies<br>(EVST) | Arts and Sciences                | Planned Farm To College (FTC) event<br>scheduled for September 2010   |
| UDS staff                      | Josh Slotnick                       | EVST                               | Arts and Sciences                | Implemented Earth Tubs composting<br>program at Program in Ecological<br>Agriculture and Society (PEAS)<br>farm |
| UDS staff                      |                                     |                                    | Davidson Honors<br>College (DHC) | UDS worked with Student Affairs to<br>host a DHC social   |

## II. COLLABORATIONS WITH OTHERS

| UNIT STAFF<br>NAME(S)   | COLLABORATOR NAMES   | AFFILIATION                                    | DESCRIPTION OF COLLABORATIVE<br>ACTIVITY  |
|---|--|--|---|
| Byron Drake   |  | Division of Student Affairs                    | Worked with the Student Affairs Assessment Committee on a monthly basis   |
| Rehanna Olson<br>Byron Drake                                    |  | Human Resource Services                        | Delivered a presentation at New Employee Orientation  |
| Byron Drake<br>Mark LoParco<br>Mo Memoli                        | Juana Alcala   | Enrollment Services                            | The Baldini Brothers provided an omelet bar for Enrollment Services' "Counselor Week"   |
| Byron Drake   |  | Various UM Departments                         | Participated in meetings of the Labor Management Committee  |
| Mark LoParco  | Alan Couture   | Montana Tech                                   | Discussed the potential of combining food purchasing among major institutions for the purposes of reducing costs  |
|   | Cherie McCarthy  | The University of Montana-Western (UM Western) |   |
|   | Tracy Thun<br>Cynthia Anderson                             | Montana State Hospital                         |   |
|   | Joe Mihelic<br>Jim Salmonsens                              | Deer Lodge Prison                              |   |
| Rebecca Shern<br>Mike Spencer<br>Cristin<br>Zachariassen        |  | Muslim Students Association                    | Met with representatives from the Muslim Students Association to discuss how best to provide appropriate meals for Ramadan; resulting plans entailed offering specific food during UDS' "off hour" times for all of Ramadan |
| Mark LoParco<br>Osmara Sosa<br>Mike Spencer<br>Christina Voyles | Joe Mihelic<br>Jim Salmonsens                              | Deer Lodge Prison                              | Participated in a collaboration meeting for the purpose of establishing a collaborative purchasing effort   |
|   | Ed Amberg<br>Elton Keel<br>Cynthia Anderson<br>Tracey Thun | Montana State Hospital                         |   |
|   | Alan Couture   | Montana Tech                                   |   |
|   | Deborah Waller<br>Cherie McCarthy                          | UM Western                                     |   |
| Mark LoParco<br>Osmara Sosa<br>Mike Spencer                     | Karissa Drye   | Enrollment Services                            | Planned and implemented Fall 2010 orientation   |
| Food Zoo<br>culinary staff<br>Mike Spencer                      | Ron Brunell<br>Rita Tucker                                 | Residence Life                                 | Assisted with Resident Assistant training and hosted closing dinner on campus in the Cascade Country Store  |

|  |   |  |  |
|--|---|--|--|
| Mark LoParco   | Susan Krahn                                     | Curry Health Center  | Shared the UDS Pandemic Plan   |
|  | Royce Engstrom                                  | Academic Affairs   |  |
|  | Jim Lemcke                                      | Campus Security  |  |
|  | Jim Foley                                       | Executive Vice President   |  |
|  | Ron Brunell                                     | Residence Life   |  |
|  | David Bell                                      | Curry Health Center  |  |
|  | Gine DiGusto                                    | Missoula City Council  |  |
|  | Rob Gannon                                      | Office of the Provost  |  |
|  | Arlene Walker-Andrews                           | Office of the Provost  |  |
| Mark LoParco<br>Christina Voyles<br>Bob Stevens            | Erica Bloom                                     | Associated Students of the University of Montana (ASUM) Sustainability Coordinator | Participated in meetings with the Green Cleaning Work Group, tasked with writing and submitting to President Dennison the first UM Green Cleaning Product Policy |
|  | Dan Corti                                       | Environmental Health   |  |
|  | Brian Fruit                                     | Campus Recreation  |  |
|  | Josh Hofman                                     | Residence Life   |  |
|  | Rick Kleinjan<br>Jack Mondloch<br>Roger Strobel | Facilities Services<br>University Center Custodial Department                      |  |
|  | Lu Terry  | Business Services  |  |
|  | Rick Curtis                                     | Curry Health Center  |  |
| Mike Spencer<br>Osmara Sosa<br>David Opitz<br>Mark LoParco | Janet Lyon                                      | Biofuels Collective  | Met with the Biofuels Collective regarding converting UDS' used oil into fuel  |
| Mark LoParco<br>Kyra Williams                              |   | Students for Real Food   | Discussed sustainable food issues on campus  |
| UDS Catering Services                                      |   | Division of Student Affairs  | Catered annual Student Affairs Staff Appreciation Lunch  |
| UDS staff  | Josh Slotnick                                   | PEAS Farm<br>Students For Real Food  | Catered a dinner at PEAS Farm in honor of UDS' commitment to sustainable practices and focus on utilizing local foods  |
| Mark LoParco<br>Kyra Williams<br>Rebecca Shern             |   | UM Campus Community  | Offered "The Main Course," sustainability courses for faculty, staff and students  |
| Mark LoParco<br>Jerry Omalley<br>Kyra Williams             | Peggy Kuhr                                      | School of Journalism   | Discussed the possibility of publishing a UM sustainability guide  |



|   |                 |   |  |
|---|-----------------|---|--|
| UDS Culinary Staff  |                 | Students for Real Food  | Staged a squash cook-off in the UC Atrium to highlight the benefits and importance of local foods  |
| UDS Production Staff<br>Mark LoParco<br>Kyra Williams<br>Rebecca Shern  |                 | Mission Mountain Food Enterprises<br><br>Western Montana Growers Co-op            | Discussed potential FTC items that Western Montana Growers Co-Op can grow and Mission Mountain can process for UDS                         |
| Mark LoParco<br>Osmara Sosa<br>Christina Voyles                         | Daphne Felker   | Career Services   | Planned an “Etiquette Dinner” for students, to be held during spring 2011  |
| Mark LoParco<br>Byron Drake<br>Mo Memoli<br>Mike Spencer<br>John Taylor | Keith Glaes     | Campus Recreation   | Provided an omelet bar for Campus Recreation’s staff spring training day   |
| Osmara Sosa   | Lou Ann Crowley | Organic Farmers Co-Op   | Planned a one-day conference in Missoula to connect farmers with consumers   |
| UDS Catering Services<br><br>Kyra Williams                              |                 | Students for a Sustainable Future   | UDS Catering Services donated time and prepared the meal for Students for a Sustainable Future’s “Real Food Summit” conference             |
| Mark LoParco<br>Byron Drake   | Josh Slotnick   | PEAS Farm   | Facilitated the Earth Tub Transfer to give used Earth Tubs to the PEAS farm  |
|   | Charlie Thorne  | Student Affairs   |  |
|   | Hugh Jesse      | Facilities Services   |  |
|   | Dan Corti       | Environmental Health  |  |
| Adelle Watts  | Erica Bloom     | ASUM Sustainability Coordinator   | Organized “Griz Green Game” that raised funds to purchase carbon offsets and increase awareness of sustainability issues                   |
| Adelle Watts<br>Osmara Sosa   | Erica Bloom     | ASUM Sustainability Coordinator   | Catered FTC “Green Lunch”  |
| UDS Catering Services<br>UDS Marketing<br>Mark LoParco                  | Tawana Dehoyos  | Students in School of Business Administration Program in Entertainment Management | Coordinated various events for UM’s Spring Thaw, including managing a table to sell food, market meal plans, and publicize the FTC program |
| UDS Retail Operations   |                 | Various international students  | UDS provided kitchens and retail spaces for the International Food Festival  |
| Adelle Watts  |                 | National Association of Collegiate Concessionaires (NACC)                         | Completed NACC Survey on UDS’ concessions operation, including menu, attendance, revenue, and athletic events                              |

|   |                               |  |  |
|---|-------------------------------|--|--|
| UDS Retail Operations   |                               | Persian Student Association  | Provided kitchens and retail space for Persian New Year festival   |
| Mark LoParco<br>Christina Voyles<br>UDS student employees   | Valerie Marsh                 | Career Services  | Hosted Student Employee of the Year Reception  |
| University Catering Services  | Derek Kanwischer              | UM Forum for Living with Appropriate Technology (FLAT) House                               | Donated food for a barbecue at the UM Flat to celebrate Earth Week   |
| Mike Spencer<br>Osmara Sosa   | Kerry Herndon                 | University Relations   | Coordinated logistics needed for various catering services at the Commencement Ceremony                              |
| Entire unit   | Lucy France                   | Equal Employment Opportunity Commission  | Conducted a workplace training for all UDS staff   |
| University Catering Services  |                               | The Conservation Group   | Catered the Conservation Group's annual conference   |
| Byron Drake<br>Osmara Sosa<br>Laura Sundstad<br>Mike Spencer<br>Mark LoParco                                      | Various Student Affairs staff | WelcomeFeast Planning Committee  | Worked with various staff from Student Affairs units to plan the fall 2009 WelcomeFeast                              |
| Patrick Browne<br>Byron Drake<br>Mark LoParco<br>Rebecca Shern<br>Osmara Sosa<br>Mike Spencer<br>Christina Voyles |                               | Participating National Association of College and University Food Services (NACUFS)members | Judged the NACUFS Vegan Recipe contest, a duty that falls on the winners of the previous year's contest              |
| Mike Spencer  | Debb Graham                   | Non-UM   | Maintained Biz Buzz operating hours for Forest Service Conference during Spring Break                                |
| UDS staff   |                               | National Conference on Undergraduate Research  | UDS provided lunch, beverages, and snacks during all three days of the conference, in addition to dinner one evening |

### III. PRESENTATIONS

| SA UNIT | FIRST NAME          | LAST NAME            | CO-PRESENTER(S)   | TITLE OF PRESENTATION   | EVENT  |
|---------|---------------------|----------------------|---|---|--|
| UDS     | Rebecca             | Shern                |   | “Weight Management”   | Eight week course available to students, faculty and staff, in which participants learn the exercise, nutrition and psychological components to lifelong weight management |
| UDS     | Rebecca             | Shern                | Cheryl VanDenburg (Counseling and Psychological Services)<br><br>Sonja Tysk (Campus Recreation) | “Healthy Dorm Living”   | Presentation to Knowles Hall residents on nutrition, physical activity and stress management.  |
| UDS     | Rebecca             | Shern                |   | ServSafe  | ServeSafe courses for UDS staff, the Dining Services staff at Montana Tech, and UM students organizing the International Food Festival                                     |
| UDS     | Mark                | LoParco              |   | “Local and Regional Food: Making it Work”   | Keynote address for the Western Sustainability Exchange’s “Making it Work” Commerce Day conference, discussing UM’s sustainability efforts and FTC                         |
| UDS     | Rebecca             | Shern                |   | Allergen and vegetarian training  | Training sessions on allergen avoidance and vegetarian options on the UDS menu   |
| UDS     | Mark                | LoParco              |   | “Local and Regional Food: Making It Work”   | Presentation about UDS’ involvement in local and sustainable foods delivered to producers, distributors, and chefs who are using local foods                               |
| UDS     | Byron               | Drake                |   | Presentations to Labor Management Committee and Human Resource Services               | Presentations (one to President Dennison, one to the Executive Committee) on supervisory training  |
| UDS     | Osmara<br><br>Laura | Sosa<br><br>Sundstad |   | Presentation to Missoula Bridal Association on behalf of University Catering Services | Missoula Bridal Fair   |

|     |                                 |                     |  |                                       |   |
|-----|---------------------------------|---------------------|--|---------------------------------------|---|
| UDS | Mark<br>Annie                   | LoParco<br>Connolly |  | Western<br>Sustainability<br>Exchange | Keynote address and presentation at the Western<br>Sustainability Exchange “Commerce Day” |
| UDS | University<br>Catering Services |                     |  | “Discover your<br>own backyard”       | Showcase of new items on the catering menu  |

**IV. STAFF MEMBERSHIP/SERVICE IN PROFESSIONAL ASSOCIATIONS**

| SA UNIT | FIRST NAME  | LAST NAME | POSITION /SERVICE                       | ASSOCIATION   |
|---------|-------------|-----------|---|---|
| UDS     | Rebecca     | Shern     | Member                                  | Montana Dietetic Association  |
| UDS     | Entire unit |           | Members                                 | NACUFS  |
| UDS     | Entire unit |           | Members                                 | NACC  |
| UDS     | Mark        | LoParco   | Committee member                        | Sustainable Campus Committee  |
| UDS     | Bob         | Stevens   | Committee members                       | Recycling Oversight Committee   |
|         | Christina   | Voyles    |   |   |
| UDS     | Mark        | LoParco   | Committee Chair                         | Green Cleaning Work Group<br>(Drafting UM Green Cleaning Policy)        |
|         | Bob         | Stevens   | Committee member                        |   |
| UDS     | Rebecca     | Shern     | ServSafe Certified Instructor & Proctor | National Restaurant Association   |
| UDS     | Mark        | LoParco   | Member                                  | International Foodservice Manufacturers Association (IFMA)              |
| UDS     | Kyra        | Williams  | AmeriCorps VISTA volunteer              | National Corporation for Appropriate Technology: Grow Montana FoodCorps |
| UDS     | Laura       | Sundstad  | Conference attendee                     | CaterSource   |
| UDS     | Mark        | LoParco   | Conference attendees                    | NACUFS Regional Conference  |
|         | Rebecca     | Shern     |   |   |
|         | Osmara      | Sosa      |   |   |
|         | Mike        | Spencer   |   |   |
|         | Patrick     | Browne    |   |   |
|         | Alan        | Couture   |   |   |
| UDS     | Patrick     | Browne    | Member                                  | Culinary Institute of America (CIA)                                     |
| UDS     | Osmara      | Sosa      | Drug and Alcohol Advisory Committee     | Member  |
| UDS     | Bob         | Stevens   | Conference attendee                     | Children's Environmental Health Summit                                  |

**V. AWARDS**

| <b>SA UNIT</b> | <b>FIRST NAME</b> | <b>LAST NAME</b> | <b>AWARD</b>  | <b>ASSOCIATION / ORGANIZATION</b>              |
|----------------|-------------------|------------------|---|--|
| UDS            | Ryan              | Stevens          | Student Employee of the Year for the State of Montana   | National Student Employment Association (NSEA) |
| UDS            | Ryan              | Stevens          | Student Employee of the Year for the Northwest Region   | NSEA   |
| UDS            | Ryan              | Stevens          | National Student Employee of the Year   | NSEA   |
| UDS            | Ryan              | Stevens          | Sam Brooks Scholarship in recognition of NACUFS Continental Region Student Employee of the Year | NACUFS   |
| UDS            | Ryan              | Stevens          | NACUFS National Student Employee of the Year  | NACUFS   |

## VI. STAFF COMMUNITY SERVICE

| SA UNIT | FIRST NAME                           | LAST NAME                                       | POSITION / SERVICE  | ORGANIZATION   |
|---------|--------------------------------------|---|---|--|
| UDS     | Debb                                 | Clark   | Volunteer   | Make-a-Wish Foundation   |
| UDS     | Christina                            | Voyles  | Donation  | Poverello Center and Partnership Health Center   |
| UDS     | Christina                            | Voyles  | Volunteer and donation  | Wonderland Child Developmental Center  |
| UDS     | Osmara                               | Sosa  | Volunteer   | Poverello Center   |
| UDS     | Rebecca                              | Shern   | Volunteer   | Five Valleys Land Trust  |
| UDS     | Sandy                                | Robinson  | Volunteer Group Leader  | Bethel Baptist Church  |
| UDS     | Laura                                | Amato   | Missoula Community Food and Agriculture Coalition (CFAC)                                    | UDS Marketing Photo on the theme of local food was featured at First Friday with all proceeds supporting the CFAC's work |
| UDS     | Byron<br>Mark<br>Mike<br>John<br>Ian | Drake<br>LoParco<br>Spencer<br>Taylor<br>Waetje | The "Baldini Brothers" performed for the "Walk a Mile in Her Shoes" fundraiser              | Student Assault Resource Center  |
| UDS     | Food Zoo staff                       | Volunteer and donation                          | December Cookies from the UDS Cookie Cook-Off went to various charities in town (580 dozen) | UDS  |

## **VII. PUBLICATIONS**

There are no publications to report.



## **VIII. SUMMARY OF ACCOMPLISHMENTS**

During the 2009-2010 academic year, UDS made advancements in the areas of assessment, staff development, and the promotion and expansion of sustainability efforts. The unit participated in the National Association of College and University Food Services (NACUFS) survey for the second time; the comparison of these results with results from the first survey indicate that UDS is trending toward higher satisfaction with food overall, as well as increased participation in this survey.

UDS staff continued to benefit from ongoing education and training. This year, staff attended the NACUFS national and regional conferences and the National Association of College Concessionaires Conference. The unit's sous chefs participated in education courses at the Culinary Institute of America. In addition, staff attended the Sheehan Majestic and the SYSCO tradeshow.

UDS management worked to improve relationships with the Montana Public Employees Association and union staff by launching a new communication plan in which the UDS director meets individually with each employee over the course of the year. UDS reaped the benefits of mentorship and close supervision this year with the success of one student employee in particular, who was named the UDS Student Employee of the Year; UM Student Employee of the Year; Montana State Student Employee of the Year; Northwest Regional Student Employee of the Year; National Student Employee of the Year; NACUFS Student Employee of the Year; and the winner of the Sam Brook Scholarship, awarded to the NACUFS Student Employee of the Year.

Environmental sustainability and the utilization of local products remained priorities for UDS. The Farm to College program continued to expand and will soon include purchasing local beef. In addition, UDS began the process of planning and constructing a garden behind the Lommasson Center, scheduled to be completed during the 2010-2011 year. In recognition of the unit's emphasis on developing environmentally-sound practices, the UDS director was appointed to chair the Green Cleaning Work Group Committee, charged with writing the UM Green Cleaning policy. The policy has employed UDS' current use of green cleaning products as a guide for the campus community.

## IX. SERVICE MEASUREMENTS

**TABLE 1** Student Employment

| <b>CATEGORY</b>                      | <b>NUMBER</b>              |
|--------------------------------------|----------------------------|
| Students employed                    | 850 (both semesters total) |
| Hours of student labor               | 280,000                    |
| Students receiving UDS scholarships  | 5                          |
| Student applications received online | 150                        |

**TABLE 2** Meal Services

| <b>CATEGORY</b>          | <b>NUMBER</b>  |                      |                 |
|--------------------------|----------------|----------------------|-----------------|
| Meals served to students | >1,400,000     |                      |                 |
| Catering events served   | 1,248          |                      |                 |
| <b>Meal Plans</b>        | <b>Changes</b> | <b>Cancellations</b> | <b>Sign-Ups</b> |
| Board Plan               | 277            | 228                  | 60              |
| Commuter Plan            | N/A            | 121                  | 468             |

**TABLE 3** Services

| <b>CATEGORY</b>  | <b>NUMBER</b> |
|--|---------------|
| Services provided to walk-in students (not meal-plan related)        | Approx. 200   |
| Services provided to walk-in students                                | 4,145         |
| Services provided to students over the phone (not meal-plan related) | Approx. 685   |
| Services provided to students over the phone                         | 3,300         |

**TABLE 4** Nutrition Services

| <b>CATEGORY</b>   | <b>NUMBER</b> |
|---|---------------|
| Nutrition counseling appointments                                     | 188           |
| Student attendance at nutrition classes, workshops, and presentations | 100           |
| Students who contacted dietician at ONE Health Fair                   | 80            |

**TABLE 5** Survey

| <b>CATEGORY</b>                      | <b>NUMBER</b> |
|--------------------------------------|---------------|
| Guest satisfaction surveys completed | 3,925         |