During the 2012-2013 academic year, the Division of Student Affairs yet again had a significant impact on the UNCW campus and student body. Enclosed within are the most significant accomplishments for the Division for each department, as well as the professional contributions of our highly-skilled staff on a university-level, as well as to the regional and national student affairs community. When combined, the staff members within the Division of Student Affairs taught 35 academic classes, with over 100 serving on university-level committees. The professionals gave 43 regional or national presentations, and had 4 articles published during the academic year. Finally, the professionals within the Division serve on over 40 regional or national boards or agencies.

The Division of Student Affairs looks forward to the 2013-2014 Academic Year. Over the summer, Transition Programs hosted 1,962 new freshmen and 1,645 new transfer students for New Student Orientation. Combined, over 2,800 parents attended Orientation with their students. Housing and Residence Life welcomed over 2,000 new freshmen and transfer for the 2013 Move-In Day, with 1,980 campus and community volunteers. To welcome the new students, Campus Life hosted over 3,400 students at the annual Beach Blast event.

As always, Student Affairs thanks our many partners around campus and the local community who work diligently to ensure the safety and success of our students. We are committed to providing tremendous service and support to all members of the campus community, and we seek to assist in the education of our students through high-quality programs, activities, and initiatives. Information included in this report highlights the varied work that we do in Student Affairs while demonstrating our overall impact that we have on campus, locally in the Wilmington community, and within the profession of higher education.

Sincerely,

Patricia L. Leonard

Vice Chancellor for Student Affairs
Core Values

Core values are the underlying components of our work, the most basic principles which hold true when anything in the environment changes. Unshakeable and fundamental to our existence, the following beliefs form our shared identity and purpose in the Division of Student Affairs.

Student-Centered
We keep students at the forefront of every program we design, every administrative decision we make, and every educational opportunity we embrace. We balance our support of students by challenging them to make informed choices based on sound rationale. We foster students’ abilities to think critically and solve problems, which will serve them well after they graduate. We create a campus environment which focuses on success at UNCW and beyond.

Pluralism
We promote diversity by cultivating a respectful and inclusive community in which myriad identities, perspectives, ideas, and beliefs contribute to academic rigor, self-exploration, and an understanding of others. We encourage students to broaden their views, to be open to new experiences, and to apply their education toward addressing social, political, economic and environmental challenges confronting our communities.

Integrity
We are committed to ethical practices, civility, and accountability in our work. We operate and educate our students in an atmosphere of openness and are committed to the highest professional standards in all endeavors.

Collaboration
We engage students, faculty, staff, and community partners with mutual trust, unconditional regard, and support. We treat each other with dignity, respect, and appreciation. Modeling these behaviors, we help prepare students to approach life and work in a collaborative manner.

Engagement
We emphasize the critical importance of engagement as a means of promoting personal growth and learning in all aspects of students’ lives. We approach engagement as a process rather than a product, with the intention of building community to foster intellectual curiosity, civic responsibility, leadership, and respect for others. We use the total campus environment and the broader community to educate our students and help them understand the benefit of experiential learning.
Vision Statement

The Division of Student Affairs will create experiences for life for our students by being a national leader among higher education institutions through our commitment to holistic student development, responsiveness to students’ changing needs, and ability to embrace innovative programs and practices.

Mission Statement

As an integral partner in the Journey of Learning, we facilitate the academic and personal success of UNCW students and engage them in opportunities, experiences, and services designed to promote lifelong learning.

Strategic Goals

1) **Provide quality programs and services** that effectively meet the primary mission of each department.
2) **Foster the UNCW Experience** - a welcoming, connected, supportive, safe, and celebrative campus culture where involvement is paramount.
3) **Develop students’ knowledge, skills, and abilities** to prepare them to serve society and address the challenges of their careers.
4) **Engage students in applied learning** to enhance their personal and intellectual development.
5) **Advocate for the needs** of a diverse student body.
6) **Commit to the development of a just campus community** through education and discourse about leadership, diversity, civic engagement, sustainability, and global awareness.
7) **Provide high quality, well-maintained, and accessible facilities** which support student success.
8) Make decisions that are **data-supported, creative, efficient** and enhanced by **emerging technologies**.
9) **Improve our communication efforts** with all constituents.
Abrons Student Health Center

The mission of the Abrons Student Health Center (SHC) is to provide student-centered, affordable, and quality health services.

Made up of Medical Services, Health Promotion and Pharmacy, we help students maintain wellness and make healthy choices.

For the 2012-2013, highlights include the following:

- Over 15,000 student health appointments in the 12-13 academic year, an increase of over 11% from the previous year. Approximately 50% of the UNCW student body visited the Health Center during the year.
- Decreased the average wait time for patients through the use of an online appointment system.
- Provided over 5000 prescriptions for an increase in revenue for the University Pharmacy.
- Hosted the first combined Health Fair and Farmer’s Market, with over 500 participants.
- Health Promotions reached over 15,000 students through programmatic workshops and individual consultations, a 24% increase over the previous year.

Staff Member Contribution to the Profession

Abrons Student Health Center staff members served on six university-level committees. Three staff members jointly presented at the American College Health Association (ACHA) annual conference in Boston, MA, on the role of creating outstanding peer educator teams. Health Educators Trisha Tinney and Courtney Simmons each taught two classes each semester, and Trisha Tinney had an article published in the national ACHA Action Newsletter.
Campus Life
The Department of Campus Life is at the heart of the UNCW campus, providing resources, support services, and educational and social programs that are student-driven and accessible to the campus and regional communities. Campus Life includes the Campus Activities and Involvement Center, Campus Life Arts and Programs, Conference Services, Student Media, and the Facilities and Services and Reservations offices. These programs and services are housed in the Fisher Student Center, the Warwick Center, the Fisher University Union, the Burney Center, and the University Commons area.

For the 2012-2013, highlights include the following:

- We now have over 270 registered student organizations which is an increase by 30+ over last year. We continue to show significant positive growth with a 30% increase over the past 5 years.
- The following program attendance numbers were reported for Campus Life’s majoring student programming areas:
  - Association for Campus Events (ACE): 34,012 participants in 149 total programs
  - Lumina Theater hosted 150 film and opera showing with 20,605 attendees
  - Arts in Action Performance Series hosted 33 performance and residency programs with 8,105 participants/attendees
  - The Leadership Lecture Series hosted four lecturers with a total of 2,391 attendees
- Campus Life staff processed 11,294 total space reservations which includes the following percentages of usage:
  - Administration/Department reservations- 67%
  - Student Organizations- 30%
  - External- 3%
- The Burney Center was utilized for 72% of its rentable hours and Warwick Center was utilized for 75% of its rentable hours this year (based on a 16-hour rentable day). These are the campuses two primary ballroom spaces for large scale events.

Staff Member Contribution to the Profession
With a wide range of programs and services offerings, the Campus Life staff contributes a great deal to the campus community and to various professional organizations on state, regional, and national levels. A total of six presentations were given at various professional conferences, and combined, the staff members sit on over 20 university-level committees and work groups, among countless inter-divisional and Student Affairs collaborative initiatives. Four staff members taught courses including the UNI 101/105 course for University College, English, and Communications Studies courses. The Campus Life staff also hosted the North Carolina Union Directors annual meeting at UNCW this past year. Larry Wray co-wrote the journal article “Let Me Be Direct”: Using Direct Assessments With Student Leaders which was published in the Jan./Feb. 2013 issue of About Campus. In accordance with Campus Life’s mission to foster arts programming Shane Fernando serves on the Advisory Board for the Wilmington Arts Council, the Executive Committee of the North Carolina Presenters Consortium, and as the President of the Thalian Hall Association. Several Campus Life staff members were recognized for their Division and University contributions during the Student Affairs Awards and Recognition ceremony including: Stefanie Mancuso, Outstanding Achiever Award; Tina Riley, Heather Smith Behind the Scenes Award; Campus Life Facilities and Services, Outstanding Team Award; Connecting Crossroads in North Carolina (Arts and Programs staff), Outstanding Program Award.
Campus Recreation

The mission of the Department of Campus Recreation is to provide quality recreational experiences and facilities directed toward positive change in students’ physical, cognitive and social domains, thus enhancing their overall educational experience.

This goal is accomplished by offering a wide variety of recreational activities, conducting educational workshops and providing professional training. The Department of Campus Recreation, Division of Student Affairs, provides a multi-faceted program that includes: Group Exercise/Fitness Programs, Intramural Sports, Aquatics, Adventure Recreation Programs, and Sports Clubs. Campus Recreation at UNCW takes a "something for everyone" approach to programming.

The University of North Carolina at Wilmington is an Institutional Member of NIRSA, the National Intramural Recreational Sports Association. NIRSA is the leading resource for professional and student development, education, and research in collegiate recreational sports. Campus Recreation staff members have a rich tradition of participation in the national NIRSA.

For the 2012-2013, highlights include the following:

- Student Recreation Center expansion opened on April 26, 2013, 13 years after original building opened in April of 2000.
- Approximate 75% of undergraduate enrollment utilizes the SRC as tracked by Lenel card swipe system at SRC Lobby desk
- Over 13,000 patrons entered the SRC during the month of June, 2013. Highest June usage on record since original SRC opened in 2000, exceeded number by over 4,000 patrons.
- Usage at the Campus Recreation challenge course was up in 2012-2013 serving UNCW students, community non-profits and corporate groups in surrounding community.

Staff Member Contribution to the Profession

Campus Recreation staff are highly involved on regional and national level. Steven Trotter presented at the NIRSA Annual Conference in Las Vegas, NV, while Thomas Bartolotta contributed a session at the NIRSA Regional II conference. Andy Rampe, Brian Stelzer, and David Parker all conducted workshops on various aspects of sports officiating around the country. Parker and Zach Gilbert serve on the National Flag Football Rules Committee for NIRSA, while Trotter served as the chair for the National Fit/Well Institute. On campus, Marquita Brown taught two sections of PED 101.
UNCW CARE intervenes on a broad spectrum of violent behaviors, including sexual assault, relationship abuse, stalking and harassment. We offer a comprehensive variety of violence prevention and relationship education programs, trainings, and educational campaigns to the UNCW campus. We respond to students who have been victimized, as well as those affected by someone else’s experience with abuse or assault, by providing supportive services, including crisis response, individual advocacy and coordination with both on-campus and off-campus resources.

For the 2012-2013, highlights include the following:

- CARE provided services to twice as many students faculty and staff in the fall of 2012 than the fall of 2011 (94 versus 47), and served over 50% more clients in the spring of 2013 than the spring of 2012 (72 versus 46).
- CARE provided 1,326 hours of direct service this year versus 809 hours last year. Contacts for legal advocacy were up over 68%.
- CARE staff responded to 95 hotline calls, up from 50 last year.
- Staff presented 261 education and prevention programs, up from 175 the previous year.

Staff Member Contribution to the Profession

The staff members within CARE are highly dedicated to serving as advocates to the student body while also maintaining a strong presence in the field of sexual assault response and education. On campus, Adam Hall teaches two sections of UNI 101 within the Excel Learning Community. Jen Adler presented with Hall at the Campus Grantee Technical Training Institute in Louisville, Kentucky, while Hall presented three additional sessions at various locations around the state with the North Carolina Coalition against Sexual Assault.

The entire staff of CARE was presented with the L.S. “Bo” Dean Jr. Faculty Leadership Award by the UNCW LGBTQIA Center in May of 2013, and Jen Adler was awarded the Discere Aude Award, through Center for Teaching Excellence. Overall, the staff serves cumulatively on ten University-Level committees, while also providing service on various national and regional boards and organizations.
Career Center

The mission of the UNCW Career Center is to be a comprehensive career counseling and resource center dedicated to empowering students and alumni as active participants in their own career development. Through the journey of learning, career exploration, and applied learning opportunities students are motivated to expand their knowledge of themselves and the world of work in a dynamic global community.

For the 2012-2013, highlights include the following:

- Work individually with over 2,600 students and alumni seeking career and employment services. For the statement “My counselor helped me meet my career or job search needs”, clients Mean rating was 3.88/4.0
- Conducted over 400 presentations to academic classes, reaching 9000 students, with over 3,000 student participants in specific career workshops and events. Students rated the presentations overall 4.57/5.0
- Hosted over 400 employers and graduate schools on campus for job and grad school fairs, on-campus recruiting, information sessions, etc. Employers logged into our online job listing site over 6,500 times.
- Career Center’s robust website received over 500,000 users this year, with our “What Can I Do With A Major In…..?” section receiving over 100,000 hits. Two Career Center web pages were in the top five most popular sites on the UNCW web system; eight Career Center web pages were in the top 25.
- SeaWork job listings included over 5,000 new job postings and 600 student internship opportunities for students and alumni. Students logged into SeaWork over 95,000 times this year.
- Other online resources were used by many students this year. InterviewStream, an online practice interview system, had 535 student participants. Students created 1,345 new accounts in CareerShift and logged in over 6,700 times reviewing internship and job opportunities, company contacts and other employer information. Students logged into Going Global over 6,600 times reviewing international internships and jobs information.

Staff Member Contribution to the Profession

Professionals within the Career Center contribute significantly at the University level. Cumulatively, they serve on nine separate university-wide committees. Thom Rakes serves as the Chair of the Residency Appeals Board, while Diane Reed was the Chair of the State Employees Combined Campaign and the Co-Chair of the Sustainability Committee. She also coordinated volunteers for the 2012 and 2013 UNCW Move-In Day. Reed co-presented with two other UNCW Staff at the ACPA Annual Conference in Las Vegas, NV, while Allison Jones, Leslie Wright & Thom Rakes presented on Skill Seeker at NCACE, winning “Best in Show” at the conference. Reed teaches a section of UNI 101.
Center for Leadership Education & Service

Vision Statement
The Office of Student Leadership and Engagement strives to transform individuals and communities through authentic and intentional engagement, leadership, and service.

Mission Statement
The Office of Student Leadership and Engagement creates learning opportunities where UNCW students can enhance their desire to engage in their communities, build their capacity to lead, and increase their aspiration to serve others.

For the 2012-2013, highlights include the following:

- 2,407 students participated in 6,238 community service projects. This provided an economic impact of over $140,000 to the local Wilmington area.
- 384 Leadership UNCW Certificates awarded throughout the year.
- Staff conducted leadership workshops and presentations to over 3,000 UNCW students.
- Partnered with over 20 community agencies, including the first-ever “Stop Hunger Now” event which provided over 100,000 packaged meals.
- Coordinated the Awards and Recognition ceremonies, which recognized over 150 outstanding student leaders.

Staff Member Contribution to the Profession
The Center for Leadership Education & Service, restructured in the summer of 2013 to the Office of Student Leadership & Engagement, is a small office with a major impact on the campus. Comprised of only two professional staff members – one of whom departed the University in March, 2013 - and one administrative staffer, this department contributes significantly to the profession.

The Director taught two classes during the academic year, one for the Honors Program and one for University College. At the University level, the staff members serve on a combined 9 different university-wide committees, advise numerous student organizations, and present regularly to the student body and local community. The former director co-authored an article in 2012 published in the Journal of College and Character, along with current Assistant Dean of Students, Dr. Chip Phillips. Jaime Russell, the Assistant Director, served on the state-wide Conference Committee for the North Carolina Campus Compact Alternative Experiences Institute.
Counseling Center

The goal of the Counseling Center is to assist students in maximizing their success at UNCW and in life. The center's staff provides confidential counseling services to help students build a more satisfying and successful college experience. Services include individual and group counseling for personal, relationship, or substance abuse concerns. In addition, staff members provide outreach and consultation services on a broad range of topics for students, faculty, staff and the university community.

For the 2012-2013, highlights include the following:

- Almost 4,000 student appointments with licensed staff during the 2012-2013 academic year, an increase of 4% from previous year.
- Approximately 7% of the student body utilized individual personal counseling services
- Staff conducted over 200 hours in preventive outreach activities, reaching 5,300 individuals
- Staff saw 243 walk-ins or crisis intervention clients, an increase of over 200% over the past five years.
- Anxiety, depression and stress continue to be the top presenting concerns.

Staff Member Contribution to the Profession

Professionals within the Counseling Center partner with a wide variety of community and campus agencies in order to advance the well-being of the student body. Dr. Lynne Reeder, Director, serves as the Chair of the Black Faculty and Staff Association, while also representing UNCW on the ACPA – College Student Educators International Foundation Board. Dr. Jim Dolan, Associate Director, teaches two academic courses for the Psychology Department and sits on the ACPA Commission for Counseling and Psychological Services Directorate Board. All staff members contribute to the profession through their work with the Southeastern Area Health Education Consortium and many other regional and national counseling based organizations and associations. Drs. Paul Overman and Dolan contributed a presentation at one of the many national conferences they attend. Additionally, Morgan Lewis and Erika Simpson contribute their time to the University Military Task Force in support of our veteran students.
CROSSROADS

CROSSROADS, Substance Abuse Prevention and Education Programs, is dedicated to the advancement of thoughtful and healthy decision-making regarding the use of alcohol, tobacco and other drugs. We believe that an engaged learner has the ability to make thoughtful decisions through access to the most current information available & a critical examination of beliefs and cultural expectations about substances in our lives. CROSSROADS encourages legal accountability and personal responsibility in all choices involving alcohol, tobacco and other drugs. We believe that the availability and utilization of early intervention services is essential to support students, as well as services for recovering and impacted students. CROSSROADS aims to encourage, support, and be integral in the creation of an environment that encourages healthy behaviors through positive social norms, academic engagement & responsibility, a vibrant co-curricular life, and consistent enforcement of campus and community policies. CROSSROADS recognizes that engagement with the Wilmington community on all of these levels is essential in achieving our goals as a campus and fulfilling our mission as a university.

For the 2012-2013, highlights include the following:

- Conducted over 100 substance abuse prevention workshops that reached over 8000 students
- Partnered with University College and the College of Health and Human Services to offer presentations to UNI 101 and PED 101 classes which resulted in a 28% increase in classroom workshops (54 versus 39).
- Walk-in consultation increased by 25% over the previous year with over 130 appointments
- Continued to offer adolescent prevention products and evaluation services in the region, completing two evaluation contracts and one sale for the use of our adolescent prevention program.

Staff Member Contribution to the Profession

The professionals within CROSSROADS are highly committed to contributing to the education of students about substance abuse. To accomplish this goal, they present, publish and serve broadly. Dr. Rebecca Caldwell, Diane Edward, and Aimee Hourigan combined to present eight different presentations at regional and national conferences, while Hourigan had an article published in the ACPA journal About Campus regarding the use of direct assessment measures in student affairs programs. The staff serves on six university-level committees, and sits on a wide-variety of state, regional, and national boards for BACCHUS and Safe Campus Coalitions. The department was awarded over $65,000 in grant funds during 2012 to be used for educating the campus populace and for assisting students in recovery.
Disability Resource Center

The University of North Carolina Wilmington is open and accessible to students with disabilities. We are committed to providing assistance to enable qualified students to accomplish their educational goals, as well as assuring equal opportunity to derive all of the benefits of campus life.

Through intentional partnerships with students, faculty and staff, the Disability Resource Center strives to create an atmosphere that encourages students’ independence, responsibility for self, effective communication skills and a respect for the diverse learning experience.

For the 2012-2013, highlights include the following:

- Provide services and resources for over 1100 students with disabilities
- Serve as proctoring location for approximately 1000 exams with accommodations

Staff Member Contribution to the Profession

The professionals within the Disability Resource Center recognize that serving as an advocate for students with disability to both the UNCW and local Wilmington community is a task that requires significant time and energy. To accomplish this task, they regularly contribute to the profession to advance their own knowledge and advocate for the needs of UNCW students. In 2012-2013, staff members presented at the International First Year Conference on “Web Accessibility for All Students” and the AHEAD Conference on “Current Post-Secondary Best Practices for Serving Student Veterans with Disabilities.” A keynote speech at the Northern Arizona Veterans Summit was a highlight of the year. The staff regularly consults with local and state agencies, including the Defense and Brain Injury Center, the New Hanover County School District Transition Team, the Governor Morehead School for the Blind and the Division of North Carolina Services for the Blind. On a university-level, the staff represents the Division of Student Affairs on the ADA Committee, the Diversity Council, the Military Task Force, the Parking, Traffic and Transportation Committee, and the University Calendar Committee.
Housing and Residence Life

The Office of Housing and Residence Life at the University of North Carolina Wilmington offers students safe, affordable, and well-maintained residential facilities, complemented by exceptional customer service from highly trained staff. The department fosters inclusive communities for holistic student learning by promoting personal responsibility, offering intentional programming, and providing leadership development opportunities. We value efficient use of resources, technological innovation, sustainable practices, and continuous improvement to better serve our residential community.

For the 2012-2013, highlights include the following:

- Housed over 4000 students on campus, representing approximately 33% of the overall student body
- Began the academic year with occupancy rates exceeding 100% across the entire housing system. Average occupancy for the entire year was 98.3%.
- Coordinated over 1,900 volunteers for Freshman Move-In Day in the fall.
- Hosted over 10,000 summer conferees in on-campus housing facilities.
- Conducted over $1,500,000 worth of annual maintenance and renovation in the housing facilities
- Residence Life staff conducted more than 500 annual programs with attendance of approximately 5,000 at all events.

Staff Member Contribution to the Profession

A large staff, the professionals within Housing and Residence Life contribute significantly the campus community. Seven staff members teach a UNI 101 course for University College. Combined, the staff members sit on over 30 university-level committees, among countless inter-divisional and Student Affairs collaborative initiatives. Several of the Residence Coordinators for the various residence halls serve on regional and national boards, including the NASPA Knowledge Community on Social Justice, the National Association of College and University Residence Halls, and the Southeastern Association of Housing Officers. A total of five presentations were given at regional and national conferences, on topics related to serving on-campus students to implementation of social justice programming in the residence halls.
The Office of the Dean of Students is committed to advocacy and education centered on student growth and self-responsibility by serving as a central resource for UNCW students, faculty and staff. Through collaboration with the university and Wilmington community, we provide assistance to members of the UNCW community in a variety of programs, services, and educational opportunities. Our goal is to foster a respectful and dynamic community that affirms the value and contributions of each individual, and which harbors and elevates democracy, civility, and diversity as paramount values.

For the 2012-2013, highlights include the following:

- At the conclusion of the 2012-2013 academic calendar year the fraternity and sorority community at UNCW consisted of 1291 members in 29 organizations, making up 11.3% of the undergraduate population. They also performed approximately 25,000 hours of community service and raised over $56,000 for various philanthropic causes.
- During the 2012-2013 academic calendar year there were 176 student academic honor code violations reported to the Office of the Dean of Students.
- PERCH (Personal Support, Educational Opportunities, Resource Connections, Community Development and Housing Assistance) services offered approximately 40 activities with almost 1300 participants for graduate students, non-traditional students, and military veterans.
- Case Management - 184 student cases received and managed from faculty, staff, parent referrals, and Office of the Dean of Students walk-ins. This suggests a 67% increase from AY 2011-2012. There were 56 total student cases were reviewed by the Student Behavior Intervention team in AY 2012-2013.
- There were 1393 cases adjudicated through the Campus Conduct system (approximately a 12% increase from 2011-2012 AY). Significant increases included possession of marijuana (up 51%, from 92 to 139) and possession of drug paraphernalia (up 61%, from 67 to 108). Significant decreases included
- Campus Conduct Board conducted 15 hearings for 16 students along with two (2) organizational hearings

Staff Member Contribution to the Profession

The professionals within the Office of the Dean of Students contribute significantly to the culture of our student body and the campus community. Two of the staff members teach a UNI 101 course for University College, while all members sit on the University wide Student Behavioral Intervention Team. Other university level service includes Amy Hector serving as the Co-Chair for the University/Community Relations Task Force, Jennie McNeilly’s role on the Campus Safety Investigation Team, and Holly Taylor’s partnerships with the UNCW athletic program and international students. Dr. Chip Phillips had an article published for the Association of Fraternity and Sorority Advisors, and he and Amy Hector gave presentations at the national ACPA conference in Las Vegas, NV.
Student Affairs Assessment, Research & Planning

The Office of Student Affairs Assessment, Research, and Planning assists the Division of Student Affairs with assessment and research projects, while also coordinating strategic planning and annual reports for the Division. Our role is to provide assistance with drafting assessment projects, conducting formal evaluation of programs and events, writing surveys, conducting analysis of data after collection, and writing reports for departments and staff. We can provide as much as or as little assistance as needed, while supporting the overall mission of the University and Division. We also are available to train staff members on the proper role of Assessment, and are always available for consultation.

For the 2012-2013, highlights include the following:

- Coordinated and assisted on over 100 assessment related projects for the Division of Student Affairs
- Coordinated the completion of Phase II of the Division of Student Affairs’ Strategic Plan.
- Completed service on the University’s SACS Re-Affirmation Committee
- Conducted research projects related to career development, skills and competencies among college students, and MOOC’s in Higher Education.
- Assisted UNCW Athletics with a comprehensive review of a fraudulent transcript case.

Staff Member Contribution to the Profession

Staffed by a director with two graduate students, the Office of Student Affairs Assessment, Research, and Planning is a highly collaborative department which serves to assist the Division and the campus community in general. Dr. Andy Mauk serves on no fewer than five university-wide committees, including the Learning Assessment Council, the Chancellor’s Committee on Substance Abuse, and the Report Writing Committee for the Shared Services Initiative. He has recently been added to the QEP e-Teal Advisory Committee, while assisting in the drafting of the assessment plan for the QEP. He also partners regularly with members of other university departments and units on topics related to assessment, retention, and educational policy. Dr. Mauk taught a First-Year Seminar course for University College, and a graduate-level course for Florida State University’s Certificate in Institutional Research. He was selected to serve on the national NASPA Assessment, Evaluation & Research Knowledge Community Leadership Team, as well as the Board of Directors for the Hardee Center for Leadership and Ethics in Higher Education. Four separate presentations were given at various national conferences.
Transition Programs

The Office of Transition Programs provides a comprehensive array of programs designed to meet the unique needs of undergraduate students and parents from orientation through graduation. Programs generate an intentional connection for the students through engaging interactions with other students, faculty and staff.

For the 2012-2013, highlights include the following:

2012 Convocation

- 114 Faculty leading small groups (tied highest number)
- Only missing 43 students out of the freshman class (record attendance)
- 198 Faculty participated in the ceremony

2012-2013 Orientation Attendance

- January 2013-August 2013 oriented 3909 new students (1824 Transfers & 2085 freshman in 13 different sessions) and 3054 parents.

2012-2013 Graduation

- 2867 students participated in one of the 6 graduation ceremonies.

2012-2013 Student Leaders

- 376 students applied to be orientation coordinators, orientation leaders, T-Team members, Link Leadership Council, Spring Links or Seahawk Links.
- We hired 131 students for these positions and had over 244 hours of training for these teams.

2012 Family and Alumni Weekend

- Held 36 events during the weekend

Staff Member Contribution to the Profession

The highly-dedicated team of professionals in Transition Programs contributes significantly to the campus community by coordinating numerous programs for students, staff, and faculty. Representation on Staff Council, the Commencement Committee, the Welcome Week Committee, the Teal Ticket Committee, the Enrollment Group, and the Campus Calendar Committee are just a part of their contribution to the University. Staff within Transition Programs also regularly serve on divisional and inter-divisional committees and task forces designed to build collaborative initiatives which improve the overall quality of the campus. On a regional and national level, the team participates at national conferences, while serving on the SROW Regional Conference Task Force.
University Learning Center

The University Learning Center is committed to being a vital part of UNCW students' education. Our academic support services are based on the principle that quality learning takes place when peers work collaboratively to develop knowledge and build skills. The University Learning Center provides students a learning environment and experience that differs from the classroom; we focus on high-quality individual, small-group and large-group student-centered and student-lead learning.

For the 2012-2013, highlights include the following:

- 33.4% of the student body (over 4,500 students) utilized a ULC service this year
- Each student averages almost 7 visits per year.
- This is the third year in a row both students and visits have increased for all ULC services.
  - Learning Services supported 115 University Studies courses last year, with students in those courses making almost 4,500 visits to this service.
  - Math Services provides direct support just for all Math and Statistics courses offered at UNCW, yet still had students make more than 7,500 visits to one of its three services.
  - Supplemental Instruction supports select courses with high DFW rates, and served more than 2,000 students who made almost 15,000 visits last year.
  - Writing Services, which supports all student writers, supported 16% of UNCW students last year; the national average for Writing Center student support is often cited as between 10%-15%.
- The ULC employed 117 students this year; 77 of these students certified through our international tutor certification training program (College Reading and Learning Association).

Staff Member Contribution to the Profession

Professionals in the University Learning Center contribute significantly to the academic excellence at UNCW. Five different academic courses are taught by the staff members, including for the English Department, Watson College of Education, and University College. Associate Director Will Wilkinson represents the Division of Student Affairs on the University College Academic Appeals Committee. Mike Ruwe delivered a presentation at the national Association of the Tutoring Profession conference. The department was recognized by the National College Learning Center Association (NCLCA) in their annual Website Excellence Award competition.
University Testing Services

The mission of our department is to administer and provide a secure, efficient and non-discriminatory testing facility to UNCW students and the surrounding community. This facility includes computer and paper-based testing of standardized tests for graduate and certification exams. The Testing Center also has accommodations for those testing candidates that have special needs or conditions that require attention.

For the 2012-2013, highlights include the following:

- Administer almost 4,500 exams per year on campus and at the UNCW Testing Center aboard Marine Corps Base-Camp Lejeune
- Over 1400 computer based tests are administered, primarily through ETS high-stakes testing programs. Computer testing programs include admissions, licensure and certification programs such as the GRE, MAT, PRAXIS, and TOEFL.
- Administered almost 400 Test of Essential Academic Skills (TEAS) for the School of Nursing, an increase of 81% from the previous year.
- Almost 1,000 proctored exams are administered through University Testing Services on campus and aboard Marine Corps Base-Camp Lejeune.

Staff Member Contribution to the Profession

A small department within the Division, the staff members are committed to providing excellent service to the students, faculty, staff and visitors who utilize the Testing Center. To accomplish this, Dr. Lynne Reeder ensures that the professionals are well trained and knowledgeable about the various aspects of testing services. Karen Ladley and Mike McGrath collaborated with ITS staff to automate the download and reporting of two major testing programs (COMPASS-math placement- and TEAS). Karen Ladley and Dr. Reeder attended ACT training and conference to gain additional knowledge of ACT research, products and services. Lynne Reeder attended the National College Testing Association conference for vendor trainings and interaction, product and program information, and to update professional skills.