

Student Affairs Points of Pride

Assistant Vice Chancellor

- The Reng Student Union daily provides services to approximately 12,000 individuals.
- Residence Life will be the first in the state and one of the first in the country to offer a wireless system that allows students to connect their personal devices (including gaming systems) to a home-like internet connection in all on-campus housing. This initiative is made possible through the collaborative efforts of Residence Life, Information and Technology Services and Student Affairs Technology Services.
- Residence Life offers a progressive housing tier designed to encourage and support the development of the residents through community standards, staff to resident ratios, amenities, and special academic or cultural interests.
- Beginning fall 2017, sixty one percent of all on campus beds are in buildings that are thirteen years old or less.
- Arkansas State University Residence Life continues to provide leadership in our regional housing organization, Southwest Association of College and University Residence Halls. Adonis Thompson, our Associate Director, is currently serving the President-Elect of the organization.
- The Circle is Arkansas State University's newest apartment complex for graduate and NYITCOM students. It is named after the first four African American faculty and staff members employed at the University. The group often referred to themselves as the circle as they formed a life-long bond while living on the property now known as The Circle.
- All campus parking services for students and employees are available online including some services available via a mobile app. No services require a visit to the Parking Services office.
- Arkansas State University has a 1:1 ratio for the number of active parking permits sold and the number of parking spaces available to parking permit holders.
- A Sodexo showcase account since 2009, Arkansas State University's dining program has consistently had a 90% or better approval rating in its students, faculty and staff evaluations.

Enrollment Management

- Disbursement of over \$150 million to A-State students each year.
- Generous scholarship program to recognize outstanding students attending A-State
- 90% customer service approval rate based on students surveys for the financial aid and scholarship office
- Long lines have been eliminated for students to apply for and receive financial aid to attend A-State.
- 23.9 Average ACT test score for incoming new students fall of 2016
- Federal default rate of 7.3% for ASU and a rate of 5.9% for the Jonesboro campus.
- One out of two students who visit the A-State campus end up attending the university
- Increase of Chancellors Ambassadors from 20 to 40 in the past year, double of previous number
- Testing Center has administered 8,110 ACT tests since 1999-2000
- Automation of financial aid and scholarship processes
- Use of social media in the recruitment of students

Associate Vice Chancellor

Career Center

- Implemented a sponsorship program and raised \$4500 with five new sponsors
- Conducted over 1254 resume reviews and 193 mock interviews
- Hosted 18 information sessions/booths for six companies
- Conducted 77 presentations/workshops, attended by 2,041 students
- Developed innovative programs such as: Administrative Day Luncheon, Student Worker of the Year, Connecting to Careers, Discover Program, Skills to Pay the Bills, OMGraduation, and LinkedIn Project
- Recognized an outstanding campus-wide student employee and runner-up
- Incorporated the use of social media: Facebook, Pinterest, Snapchat, Twitter, and Instagram

Counseling Center

- International accreditation from the **International Association of Counseling Services (IACS)** since 2014. The IACS is committed to furthering the visibility of counseling services on university and college campuses and improving their quality. To that end, IACS has evolved standards that define professional excellence and has established criteria for accreditation which reflect these standards.
- Implementation of the state of the art innovative treatment program **Therapist Assisted On-Line (TAO), a suite of online tools for client education, interaction, accountability, and progress assessment to facilitate effective treatment.**
- All clinical staff members have completed the Zur Institute Certificate Program in **TeleMental Health & Digital Ethics** and the Empathos Certificate for **Collaborative Assessment and Management of Suicidality.**
- The Associate Director has developed and implemented four one hour credit courses provided through University College: **Stress Management, Worry Management, Career Planning, and Healthy Rhythms.**
- The Counseling Center has provided 1512 Teacher Education Career Readiness screenings since 2010.
- Amber Martin has provided leadership to the Arkansas Collegiate Drug Education Committee for the past eleven years, is completing her third consecutive year as chair, and has planned and implemented the past three annual ACDEC Prevention Conferences (this year's theme was #ChooseResponsibility and was held April 7 in Little Rock).
- 94.8% client satisfaction with counseling services and 96% indicate they would return for additional services if needed.
- 74% indicate that counseling has improved their academic performance and 82.6% indicate they are more likely to continue enrollment at A-State due to counseling.

Red WOLF Center

- Despite minimum wage increases for part-time workers, student part-time labor costs have gone down slightly due to more efficient scheduling and training while traffic/activities have increased.
- Facility access is higher than it has been in 4 years. ***The high access reflects: improvements made to the facility, more efficient system in keeping exercise equipment in working order, updating older equipment with more relevant training equipment students want, and opening campus recreation up to collaboration with other academic departments and student groups.***

2013-2014	Aug. 19 - April 5	128,799
2014-2015	Aug. 18 - April 5	124,735
2015-2016	Aug. 24 - April 5	121,602
2016-2017	Aug. 22 - April 5	131,586

- Attendance in fitness classes is higher than it has been for 5 years this spring semester 2017. A refocus on quality of instructors and constant class offerings have improved attendance, leading to overall improved student experience (reflected in a quality survey spring 2017).

Student Conduct

- Efficiency - Decrease in 2016-2017 in the average number of days to 13.3 days from case creation to case adjudication from 24.2 days in 2015-2016. This has a significant impact on our office efficiency and overall campus conduct management.
- Reduced Recidivism - For 2015-2016 year (Aug 1-July 31), we were seeing repeat offenders for violations such as Accessory, Alcohol, and Drugs an average of 2 times after their first incident where the repeat charge falls within the same academic year. For the 2016-2017 year (Aug 1 – present), our current rate of repeat offenders for violations such as Accessory, Alcohol, and Drugs has decreased to an average of 1.2 times after their first incident where the repeat charge falls within the same academic year.

Student Health Center

- 2 Nurse Practitioners that are board certified by two different nationally renowned credentialing programs (American Nurses Credentialing Center and American Academy of Nurse Practitioners).
- Consistently receives “Excellent” ratings on patient satisfaction surveys
- Extensive up-to-date Electronic Medical Records (EMR) Software
- Qualified preceptors for various programs within the College of Nursing; students are able to complete required training on campus
- Approved clinical site for the Athletic Training Program; students are able to complete their general medical rotation on campus

University Police Department

- A-State UPD is the only CALEA accredited agency in Northeast Arkansas and one of only 8 in the state of Arkansas. Law Enforcement accreditation requires a solid commitment to professional policing. We were the first agency internationally to accomplish a CALEA on site assessment using a paperless online process.
- A-State UPD has the most up to date software solutions for law enforcement. We run a software driven dispatch, live view vehicle cameras, use Mobile Officer Virtual Environment for accident reporting, and have the ability to access all of this from the vehicle as well as hard wired computers. This increases officer efficiency and effectiveness.
- A-State UPD provides a campus safety app “QUIKTIP” for the campus community for campus and personal safety. This app ties in directly to our computer aided dispatch system for seamless operation and quick notification.
- A-State UPD has up to date equipment such as a diverse fleet of vehicles including Segway’s, golf carts, Mag vans, along with LED emergency vehicle lighting, AWINS statewide radio network providing the ability to communicate by radio to agencies statewide, and in car and body worn camera systems.
- A-State UPD operates a Student Patrol division. This division provides campus safety escorts, identifies safety concerns for review, and conducts general patrols of campus during the evening and night hours.
- A-State UPD has become a regionally known resource for public safety education. We receive and fulfill requests from many groups and associations in Northeast Arkansas with personal safety courses and hands on instruction.

Residence Life

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Enrollment Services Unit

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