

Towson University

Division of Student Affairs

Impact Report 2022-2023



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A MESSAGE FROM THE VICE PRESIDENT

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University Union, Room 331

TU community and friends,

We are excited to share our 2022-2023 Division of Student Affairs Impact Report. I am confident this high-level look into an energizing and productive year will provide a peek into how the 16 departments that comprise our division help Tigers thrive here at Towson University and beyond. We aim to provide programs and services that support holistic growth and development for all students. We want every student to thrive both in- and out of the classroom.

We have recently released our new Strategic Roadmap, which outlines the 7 strategic priorities that will shape our work through 2030. They include:

- Priority 1: Collaboratively create a holistic student success strategy
- Priority 2: Position TU as a national leader for integrative health and wellbeing initiatives
- Priority 3: Build community and support students' sense of belonging
- Priority 4: Enhance Student Affairs leadership development programs
- Priority 5: Prioritize staff development & wellness
- Priority 6: Re-envision the divisional assessment model and approach
- Priority 7: Steward current resources and generate additional resources for strategic initiatives

I invite you to review the Strategic Roadmap at <http://www.towson.edu/studentaffairs>.

TU's Student Affairs team is committed to providing excellent programs and services that support the growth of our students during their time at TU, and equally important, prepare them for success after graduation. I am immensely proud to lead my colleagues on the path forward as we continue our commitment to student success, one I know is a shared commitment across our campus community.

GO TIGERS!

Vernon J. Hurte, Ph.D.

Vice President for Student Affairs

Fosters and celebrates student success

VISION



The Division of Student Affairs cultivates the educational, cultural, social and emotional development of students to become fully engaged leaders and citizens who demonstrate integrity.



MISSION

Leadership for the Public Good

Prioritizing the TU 2020-2030 Strategic Plan

Towson University is already recognized as one of America's Top 100 public national universities; this strategic plan is a call to action for an even bolder future. It is a focused strategy to build upon TU's already impressive momentum, further its impact as an anchor institution, and advance its pre-eminent position as a national leader in higher education for the public good.

Mission

Towson University fosters intellectual inquiry and critical thinking preparing graduates who will serve as effective, ethical leaders and engaged citizens. Through a foundation in the liberal arts, an emphasis on rigorous academic standards, and the creation of small learning environments, we are committed to providing a collaborative, interdisciplinary and inter-professional atmosphere, excellence in teaching, leadership development, civic engagement, and applied and sponsored research opportunities at the undergraduate and graduate levels. Our graduates leave Towson University with the vision, creativity and adaptability to craft solutions that enrich the culture, society, economy, and environment of Maryland, the region, and beyond.

Vision

Towson University is a national leader in student-centered education, where students will develop the knowledge, skills and dispositions to become ethical leaders in a global society. Our faculty model the highest values of the scholar-educator, with a steadfast devotion to intellectual rigor and the pursuit of innovative scholarly and creative activities. We embrace our role and responsibilities as an anchor institution for the Greater Baltimore region and the state of Maryland.

Goals:

Educate, Innovate, Include, Support, Sustain

Student Affairs

Strategic Roadmap

In alignment with the TU Strategic Plan, Leadership for the Public Good, the Division of Student Affairs has developed the following strategic priorities to support the University's goals of enhancing the experience and success for all TU students, and strengthening its position as a national university and anchor institution for Greater Baltimore.

1

Collaboratively create a holistic student success strategy.

2

Position TU as a national leader for integrative health and wellbeing initiatives.

3

Build community and support students' sense of belonging.

4

Enhance Student Affairs leadership development programs.

5

Prioritize staff development & wellbeing.

6

Re-envision the divisional assessment model and approach.

7

Steward current resources and generate additional resources for strategic initiatives.

Collaboratively create a holistic student success strategy.

PRIORITY ONE

Across the Division of Student Affairs, teams work to train students with the skills they need to be successful academically, socially, and after graduation. Strategies to achieve these priority will include formalizing the First Year Experience, expanding High Impact Practices, elevating co-curricular learning, initiating proactive measures to provide support for students facing barriers to persistence and completion, and intentionally striving to create access and equity.

CAREER CENTER

Launched SuiTUp Professional Attire Closet in spring 2023 resulting in 46 students utilizing the Closet.

Offered Cultural Competency & Social Justice Practices Professional Development Grant to support student professional and career development with 23 students receiving a total of \$2,600 in awards.

Career Center student employees received monthly professional development opportunities on topics including dealing with procrastination, financial wellness, DEI, and professionalism.

CIVIC ENGAGEMENT & SOCIAL RESPONSIBILITY

CESR developed two high-impact practice programs, which will launch in fall 2023:

- The Civic Transformation Living Learning Community (LLC) will foster meaningful connections between students, faculty and staff who are passionate about actively participating in civic life and co-creating just and equitable communities.
- The Social Action Collaboratory is a yearlong program in which students cultivate individual and collective capacities to foster transformative social change through capacity-building workshops, peer reflections, and site visits with local social justice-oriented community groups.

COUNSELING CENTER

Flexible care model provides same-day service and access to multiple forms of mental health treatment resulting in 1,577 students (8% of the student population) being served through same-day appointments, individual or group counseling appointments, care management, or substance abuse treatment.

Mental health care has become much more accessible since implementation of the flexible care model. This shift has reduced average appointment wait time from 8.2 days in FY20 to less than one day.

TUCC helps reduce students' distress through their interactions.



FOOD SHARE

FoodShare increased operational hours by 14 hours per week (18 hours to 32 hours) to give students enhanced access to vital food resources resulting in 2,048 visits (207% increase) and distributing 16,204 items (143% increase).

FoodShare cultivated a diverse network of 15 partners and launched a multi-disciplinary “Hunger-Free Campus” task force to help students develop essential life skills through programming aimed at improving culinary and financial literacy.

FRATERNITY & SORORITY LIFE

Built high-impact practices by incorporating an end-of-session journaling activity to help students complete their personal vision presentation during the Greek Emerging Leaders program.

HOUSING & RESIDENCE LIFE

Fostered an educationally purposeful residential environment which supports a community of learners through study skills resources, programs, and study groups, resulting in 90% of first-year students in a learning community returning for a second semester, compared to the 82% TU average.

MILITARY AND VETERANS CENTER

MVC conducted individual outreach by phone and/or email to 100% of student-veterans for offering assistance and support.

Collaborated with New Student and Family Programs to track military-affiliated new and transfer students, while simultaneously improving programmatic support via orientation breakout sessions resulting in high-quality interactions with 100 prospective students and 42 attendees of orientation breakout sessions.

NEW STUDENT & FAMILY PROGRAMS

First-year students showed the importance of the academic requirements needed to graduate from TU with 86% of incoming students agreeing “After attending New Student Orientation, I now have a better understanding of the academic requirements at Towson University.”

Transferring students showed the importance of understanding their transcript evaluation and academic requirements needed to graduate from TU with 96% of students agreeing “I understand my Transfer Evaluation,” and 99% of students agreeing “I understand how my coursework fits Towson's requirements.”

STUDENT ACCOUNTABILITY & RESTORATIVE PRACTICES

Students were issued a combination of learning experiences through the disciplinary process (including participating in restorative circles, creating videos explaining to others what a certain policy means, engaging in civic engagement sponsored volunteering, etc.) resulting in an all-time low recidivism rate of 8.3%.

STUDENT OUTREACH & SUPPORT

SOS reviewed practices related to awarding emergency grant funding to support vulnerable student populations resulting in an average amount disbursed per student increase from \$196 per student in Fall 2022 to \$377 per student in Spring 2023.

STUDENT SUCCESS PROGRAMS

Partnered with SGA to create tutoring program for Baltimore City middle school students.

Successful creation of women of color support community, Honestly, Encouraging, Respect (H.E.R.)

Introduction of Mentor Week, a week-long series for students to learn the importance and the value of mentoring resulting in 110 mentors reaching out to 1,000+ students during the week.



Position TU as a national leader for integrative health and wellbeing initiatives.

PRIORITY TWO

At TU, we know wellbeing includes physical health and extends to eight dimensions of wellbeing. Together we work to support all aspects of students wellbeing through the following strategies: identifying co-curricular opportunities to support holistic health and wellbeing, developing infrastructure to implement a coordinated clinical care network, creating a senior-level role to provide leadership for the new health and wellbeing thematic area, and expanding and enhancing health promotion and wellbeing educational programming.

CAMPUS RECREATION

Expanded and increased opportunities for students through NatureRx, Trips, and Clinic offerings. For example, Sunday scares, SUP dodgeball, Heights & frights.

Hosted multiple student led trauma informed yoga classes and strength training workshops, supporting 61 total students.

COUNSELING CENTER

Maximized ways students can access services and treatment options through online scheduling and increased psychoeducational events throughout the academic year.

A new counselor position was hired within Athletics to expand access to mental health services for student athletes.

Promoted and increased usage of Togetherall, an online peer support resource, which is fully integrated with Protocall, the Counseling Center's after-hours crisis support line.

Took part in creative and innovative collaborations with multiple campus partners on projects that resulted in promoting student mental health and increased student engagement.

Provided support in creating a new wellbeing website, while also collaborating with Campus Recreation to develop a marketing campaign promoting the 3 options available to students, faculty, and staff for gatekeeper training.

FOODSHARE

FoodShare successfully expanded its inventory to align with the increasing demand from students, resulting in approximately 200 unique students benefiting from improved access to food. This included a free weekly pop-up from the months of July-October. The produce pop up distributed 506.87 lbs. of free fresh produce to the TU community.



HEALTH CENTER

Increased access to the Health Center by expanding web-booking appointments and initiated telehealth services for students. Students can choose a telehealth option for certain visit types including counseling services, chronic disease management, follow-up of test results, and certain acute visits. This also includes audio and video translation services.

Provided student programming, free safer sex supplies across campus through the Safer Sex Supply Grant, and supported the Student Government Association in their Free Menstrual Product Initiative to provide menstrual products throughout campus at no cost to the students.

The Health Center and Counseling Center partnered to implement the National Collegiate Health Assessment Survey while also creating de-stress activities to help students learn coping skills and build community.

The Health Education and Promotion team worked closely with Title IX to create targeted education, focusing on real-time issues seen in Title IX investigations during FY23.

In addition to regularly facilitating and adding workshops, the Health Education and Promotion department put on two large-scale events during the Spring 2023 semester: Sex in the Dark in February and the Sexual Assault Awareness Month (SAAM) Keynote Speaker in April.

Overall patient visits continued to rise after the effects of the Covid-19 pandemic. Concentrated efforts to provide intentional support and treatment have resulted in more students receiving care including PrEP therapy (HIV pre-exposure prophylaxis to prevent HIV) at the Health Center.

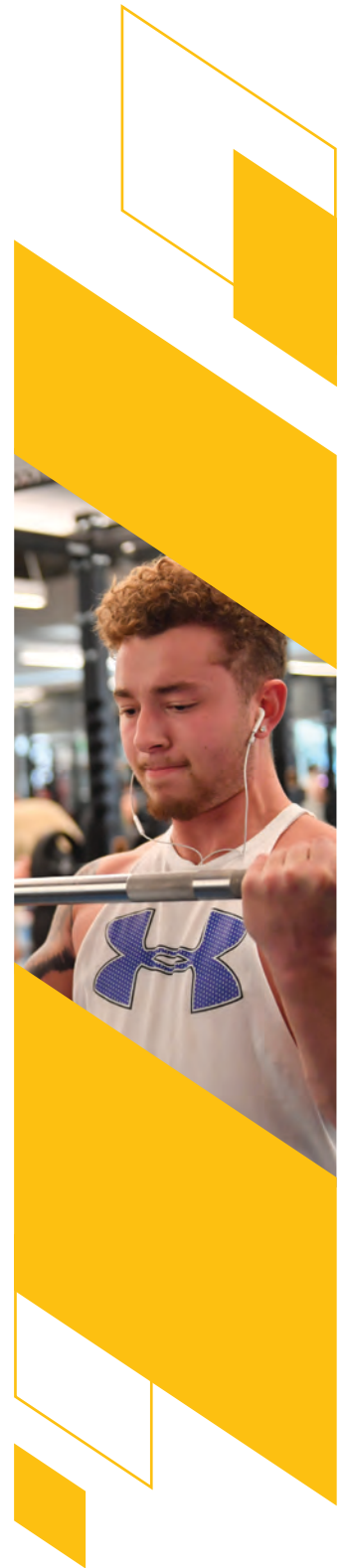
Outreach efforts have assisted in the compliance rate for new students completing their immunization requirements. 93% of students completed their immunization requirements in FY23.

Increased social media engagement, trainings provided, and workshop offerings have increased resulting in a wider reach to students.

Provided clinical care to students with services including primary care, acute/urgent care, management of chronic health conditions, routine gynecology, birth control management, emergency contraception, routine physicals, immunizations, and personalized health counseling. Provided point of care testing including rapid pregnancy, rapid HIV, rapid strep, urinalysis, rapid mononucleosis, rapid COVID antigen, rapid COVID molecular, and rapid strep molecular. Provided intravenous fluid resuscitation to students in need of this service and helped to prevent emergency room visits for dehydration.

NEW STUDENT & FAMILY PROGRAMS

Provided continuous training and opportunities for NSFP student employees to handle difficult wellbeing-related situations in their role in order to best support students navigating the Orientation process at Towson.



Build community and support students' sense of belonging.

PRIORITY THREE

TU Student Affairs staff are practiced bridge builders who foster relationships and enhance connectedness, are committed to supporting students, and provide programming that embrace the rich diversity of Towson University's campus. This priority is approached with strategies such as creating a culture of lifelong engagement, leveraging and coordinating student mentoring, strengthening support for micro-communities, increasing students' capacity to engage in cross-cultural communication and conflict resolution using a restorative approach, and expanding opportunities for community building in experiences common to all divisional units.

CAMPUS RECREATION

Campus Recreation provides TU students the opportunity to learn and/or play a sport that they're passionate about. 1,240 and 1,058 unique students engaged with Sports Clubs programs and Intramural Sports, respectively, in FY 23.

In collaboration with the Hussman Center for Adults with Autism and the Special Olympics of Maryland, the department established the first-ever-in-Maryland Unified Sports leagues. The Leagues – outdoor soccer, fall and spring flag football, basketball, and bocce – boasted 129 total players.

CAREER CENTER

Within a virtual platform called the Tiger Mentor Network, the Career Center creates meaningful connections between student mentees and alumni mentors through mentor matching and messaging. In FY 23, 358 new mentees and 127 new mentors joined. Thus far, 524 messages have been sent between all users.

CIVIC ENGAGEMENT & SOCIAL RESPONSIBILITY

CESR creates a campus-wide civic ethos defined by the infusion of democratic values into everyday interactions, cultural practices, and structures. To this end, the department coordinates the TU Votes Coalition, TU's official voter registration and engagement initiative, which is a multi-departmental group of students, staff, faculty, and other external partners, proudly representing 24 different organization.

The department develops and delivers upon TU Community Conversations, a guided conversation series, in which, students, staff, and faculty come together around an issue that impacts our campus community and, through incorporating elements of the program design, identifies a path forward. Current events for FY 23 included the War in Ukraine, anti-Asian Violence, and Reflection on Election 2022. 100% of participants of one these programs agreed that they increased their knowledge about the context and implication of the issue.



FOODSHARE

The TU Food Share, in collaboration with SOS and DoS, has created a pantry program that fosters a sense of community and support among beneficiaries. For FY 23, Food Share recruited and engaged 55 volunteers to support its operations, involving community with the cause and resulting in 55 hours of charitable efforts.

HOUSING & RESIDENCE LIFE

Housing and Residence Life cultivates a culture of mutual respect where competencies in equity, social justice, and inclusion are developed, resulting in students feeling that their identities are validated in the residence halls.

The department reworked gender inclusive housing for more equity and access in FY 23. They expanded living learning community offerings, doubling the size of the College of Business and Economics Community). They created and launched an inaugural Student Engagement Coordinator position, who oversaw 30 weekend and night-time events, during which, students made connections with one another.

MILITARY AND VETERANS CENTER

The Military & Veterans Center operates and promotes a dedicated community space for military-affiliated students, coordinates programs and events for military-affiliated students and in collaboration with traditional TU students, and supports an alumni alliance for life-long student engagement.

In Spring 23, the MVC had 814 individual visits to the MVC community space by 89 unique users, many of them repeat and regular users, demonstrating community. Five-hundred-and-eight attendees participated in eight events. The Tiger Veterans Alumni Alliance became officially recognized, after eclipsing the 50-member requirement.

STUDENT ACCOUNTABILITY & RESTORATIVE PRACTICES

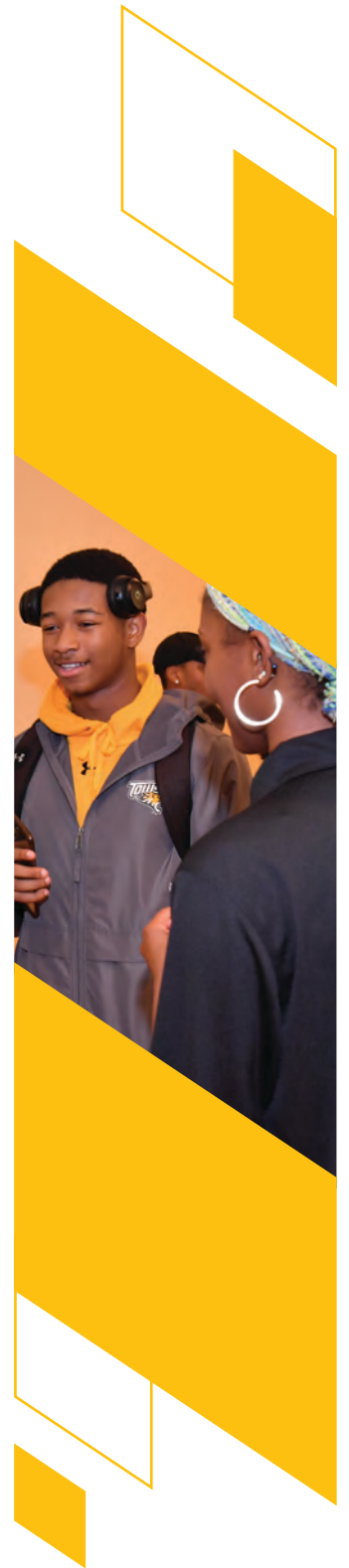
All Resident Assistants were trained in Restorative Practices (RP) and the Alternative Resolution Process to engage students in community building opportunities using RP.

Used Restorative Circles to address background differences and the usage of racist derogatory terms.

STUDENT ACTIVITIES

The Office of Student Activities supports student organizations in developing community at TU and locally. They create opportunities, provide resources, and aid growth of these groups through recruitment, professional development and training, mentorship and career offerings, and related marketing and operational support.

Over 1700 students attended Involvement Fairs (an each-semester event for all student organizations to table, recruit, and connect with one another) in the fall and spring. The Involved@TU system, which is used for organizing and promoting the events and programs of student organizations, tracked 3,164 individual check-ins for social programming events.



STUDENT SUCCESS PROGRAMS

Student Success Programs provides intentional peer programming for identity groups, such as Man2Man (geared to men of color), Honestly Encouraging Respect (H.E.R. – for female identifying students of color), and Gen One (for all first-generation learners).

A Brunch Fest Program open to all students included over 250 participants and Gen One Day (for students, faculty, staff, and alumni) saw 150 attendees. Related learning communities that the department coordinates and its nationally-recognized by the National Association of Student Personnel Administrators program, SAGE (Students Achieving Goals through Education), help with student retention at TU.

TOWSON UNIVERSITY IN NORTHEASTERN MARYLAND

Towson University Northeast strategically builds community and supports students' sense of belonging through original programming and events and also through collaboration with main campus partners.

For one such marquee event in FY 23, TUNE Orientation, student participants and survey respondents all reported feeling welcomed as a community member and being more prepared for classes to start. Additionally, they gained an understanding of supports and services and how to use them better.



Enhance Student Affairs leadership development programs.

PRIORITY FOUR

The division is focused on broad-based student development, with a focus on leadership competencies and uses leadership programming grounded in equity, diversity, and inclusion. This priority is addressed with strategies such as using the Strengths framework, establishing a shared leadership definition and language, fostering a culture of leadership by offering transformative student experiences, formalizing assessment around student leadership development, and building on TU's reputation and commitment to civic engagement and community accountability.

CIVIC ENGAGEMENT & SOCIAL RESPONSIBILITY

In FY23, CESR developed two yearlong, cohort-based fellowship programs that position students as leaders for the public good:

- Civic Renewal Fellows develop tools to create empowering spaces for individual and collective reflection on current events, personal storytelling, and civic imagination. They facilitate TU Community Conversations and programs with similar guided conversation design elements.
- The Social Action Collaboratory positions a cohort of students as knowledgeable advocates who connect, cultivate, co-create, empower and transform the world around them to build a thriving civic culture. Social Action Collaboratory Fellows serve as leaders of the experience. Fellows develop the tools to support peers in community-based learning.

The Social Action Collaboratory program is a high-impact practice version of TU Serves, and the associated fellowship serves as a space for leadership development. In addition to community engagement leadership opportunities, CESR also created TU Community Conversations to provide a space for TU students, faculty, and staff to come together around an issue that impacts the campus community. In FY23, students who facilitated TU Community Conversation listening circles received ad hoc training. The Civic Renewal Fellows program formalizes that training and creates a space for ongoing connection and learning in community.

HOUSING & RESIDENCE LIFE

Provided enhanced mentoring and training for HRL student leaders: National Residence Hall Honorary, University Residence Government, and Building Council.

Built a competitive pool of candidates for the HRL student staff positions, increasing the number of students who applied to be an RA from 259 a year earlier to 329.

STUDENT ACCOUNTABILITY & RESTORATIVE PRACTICES

Piloted a peer education program to promote Restorative Practices as a toolkit that prepares students to engage in conversations and civil discourse surrounding issues of diversity, equity, and inclusion. This program will be renamed and rebranded in the upcoming year to reach even more students.



STUDENT ACTIVITIES

In Spring 2023, the inaugural tier 3 cohort connected 5 Towson students with the Baltimore-based youth development non-profit organization, The Be Org. Students gained skillsets and knowledge expansion, which was expressed in the focus group dialogue.

Implemented more consistent in-person workshops to coincide with the reintegration of students on campus post-pandemic, resulting in a 3 to 4 ratio of in-person to virtual offerings.

Tigers Lead Tier 1 hosted 38 workshops and had 444 total attendees, and 301 unique attendees.

Since FY20, Tigers Lead has gone through significant changes as the program was structured differently and operated under the name "iLead". Tigers Lead as we know it today is still in its infancy and thus still attempting to solidify the assessment model and brand.

99 students engaged in at least one Leadership Lunch with topics including conflict management, time management, and financial literacy.

TU maintained their relationship with the Leadershape Organization by hosting the first campus Leadershape Catalyst experience. 34 students attended and one reported, "I learned to not be afraid to ask for help, and that just because you possess a talent or skill, doesn't mean that someone else can't have those same qualities."



Prioritize staff development & wellbeing.

PRIORITY FIVE

In order to best support students, we care for our Student Affairs staff and help them stay committed and engaged. This is accomplished by expanding leadership development and mentorship opportunities for staff, launching communities of practice to cross-cut functional areas, offering professional development opportunities focused on core competencies, establishing common welcome and onboarding experiences for all new staff, building staff's capacity for inclusive excellence, and increasing awareness of staff support resources.

ASSESSMENT, EVALUATION, & STRATEGIC PLANNING

All members of the Assessment Committee completed a self-assessment of the Assessment, Evaluation, and Research competencies as outlined by ACPA--College Student Educators International and NASPA--Student Affairs Administrators in Higher Education. The aggregate results of the assessments were then used to tailor professional development topics both within the committee meetings and during individual consultations.

CAMPUS RECREATION

Campus Recreation hosted the NIRSA: Leaders in College Recreation State Workshop for DC/DE/MD in July 2022, which drew 60 attendees from the MidAtlantic region to engage in professional development, connection, and sharing of best practices.

Campus Rec also provided an opportunity for staff across the division to participate in wellbeing activities by hosting a weekly pickleball drop-in. Staff from Campus Recreation, Housing and Residence Life, New Student and Family Programs, and TU Facilities regularly came together to play on Wednesdays during lunch. There was an increase faculty/staff usage of Campus Rec facilities in FY23.

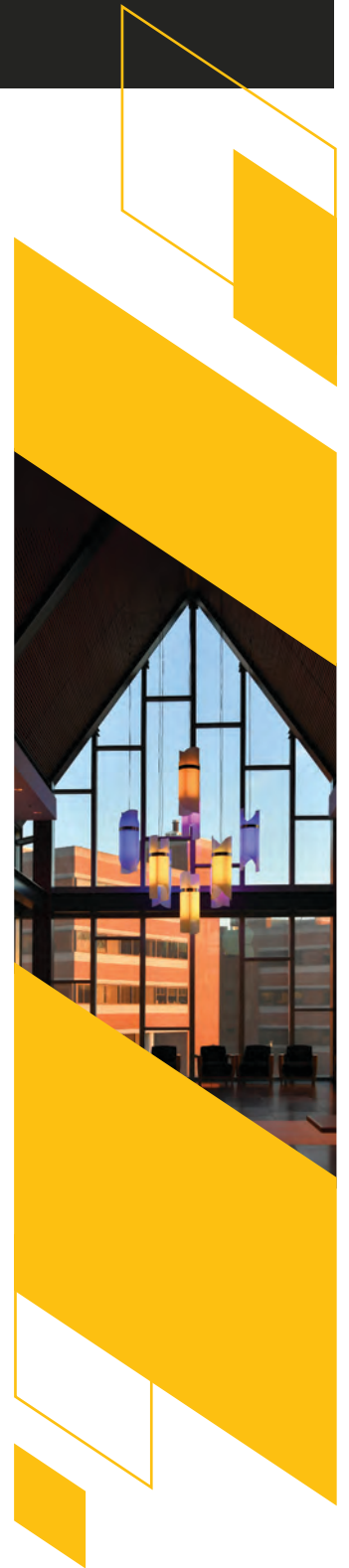
CAREER CENTER

All Career Center staff participated in at least one professional development opportunity in FY23. The budget for professional development in the Career Center has doubled since FY22, and the commitment to at least one professional development opportunity for each staff member will continue through FY24.

Developed a university-wide Student Employment Community of Practice for student employee hiring managers with professional development opportunities ranging from student employee customer service to conducting evaluations for student employees.

CIVIC ENGAGEMENT & SOCIAL RESPONSIBILITY

Throughout FY23, CESR staff participated in numerous professional development opportunities including Dialogue@TU Training, Restorative Practices Training, Loyola University Maryland's annual Community Engagement Workshop, the 2023 Civic Learning and Democratic Engagement Conference, and the 2023 International Digital Storytelling Conference.



CESR staff also created a professional development summer workshop series for the entire team based on topics of collective interest (e.g., justice-centered civic and community engagement; team strengths)

The professional development programs staff attended throughout the year and the summer workshop series serve as a space for collective learning, so that CESR staff can develop programs that are aligned with national trends and work together in mutually supportive ways.

FRATERNITY & SORORITY LIFE

AFA core competencies were introduced in June 2023 to the Fraternity and Sorority Life staff as part of the staff development plan.

HOUSING & RESIDENCE LIFE

Housing and Residence Life (HRL) realigned and reclassified staff positions for a balanced and sustainable workload across the department, including advocating for equity salary increases for certain roles.

The department met monthly for development sessions including: implicit bias, Gender Identity, how to engage in DEI Conversations.

STUDENT ACCOUNTABILITY & RESTORATIVE PRACTICES

Three professionals in the Student Accountability and Restorative Practices (SARP) office were supported financially in attending professional development programs including the Association of Student Conduct Administrators (ASCA) annual conference and the ASCA Gehring Academy.

Implemented a process to identify self-care and coping mechanisms routine that fights against burnout during busy season and when handling difficult cases.

STUDENT OUTREACH & SUPPORT

Student Outreach and Support has previously managed caseloads above the Higher Education Case Managers Association (HECMA) recommended ratio of students to staff. During FY23, an additional Coordinator position was approved, and the Assistant Director role was filled. This brought the dedicated SOS team to 3 full time employees. Doing so helped to spread the caseload and alleviate an executive administrative assistant of the Dean of Students from taking on cases, which was outside of her purview.

STUDENT SUCCESS PROGRAMS

The team engaged in two conferences which supported overall staff development.

TOWSON UNIVERSITY IN NORTHEASTERN MARYLAND

Towson University in Northeastern Maryland (TUNE) offered an inaugural Clifton Strengths workshop to staff. Most staff reported that they could better articulate their strengths and felt more confident in using their strengths to achieve goals after the workshop.



Re-envision the divisional assessment model and approach.

PRIORITY SIX

Assessment is essential to all the work we do. It helps us know students are benefiting from our programming, shows us where to improve, and helps us maintain an equity-centered approach to Student Affairs work. We infuse assessment across the division by building staff capacity to engage in meaningful and systemic assessment at the unit and divisional level, establishing common divisional learning outcomes and expectations around contributing to and reporting on divisional and university priorities, and employing the Equity Toolkit to engage in routine equity-centered assessment practices.

ASSESSMENT, EVALUATION, & STRATEGIC PLANNING

An inaugural Director was hired and began working at TU in September. She initially spent time assessing the current state of assessment across the division and developing techniques to enhance individual approaches and develop a culture of assessment.

The Assessment Committee was held once monthly and prioritized creating shared language, sharing success and challenges in individual areas, developing skills, and clarifying guidance for reporting expectations. One representative from every Student Affairs department sit on the committee.

Additionally, the Director held a one on one meeting monthly with each Assessment Committee representative to support the individualized needs of their department. Topics ranged from developing an assessment process, to submitting an IRB application, to reviewing questionnaires.

Professional development opportunities were offered both in the Assessment Committee and workshops were held for departments. Examples of trainings included Utilizing a Logic Model, Aligning Programmatic Outcomes with Strategy, and Tailoring Efforts for Specialized Populations.

Assessment, Evaluation, & Strategic Planning served as the centralized source for supporting all assessment efforts across the division. Formal and informal consultations enhanced divisional efforts.

This area provided structure to the Student Affairs Strategic Roadmap and instructed departments on how to align their outcomes with the departmental plan. This aims to maintain compliance with Middle States accrediting expectations.

The Director co-chairs the Survey Strategy Committee in conjunction with Institutional Research. This university-wide committee was charged with recommending survey policy and coordinating large-scale university surveys. We also provide technical assistance to survey providers.

The Director also sits on the Committee for Institutional Effectiveness, which has a purpose to identify assessment opportunities and outline best practices for assessment in the administrative divisions and units. The CIE is also responsible for annual monitoring of divisional assessment reports and outcomes and for providing feedback to the divisions. In addition, the CIE monitors and reports on the achievements and progress for the TU 2020-2030 Strategic Plan: Leadership for the Public Good.



CIVIC ENGAGEMENT & SOCIAL RESPONSIBILITY

CESR developed learning outcomes based on national models and rubrics. Staff use these outcomes to develop and assess programs and initiatives. Prior to FY23, CESR did not have departmental learning outcomes to guide their programs and initiatives. Programs were often run to commemorate designated days, weeks, or months (e.g., National Voter Registration Day, National Hunger and Homelessness Awareness Week, Campus Sustainability Month). To work toward CESR's vision, the newly developed learning outcomes will serve as a roadmap. Assessing programs in connection with the learning outcomes will help illuminate how the programs need to be adjusted.

HOUSING & RESIDENCE LIFE

HRL administered a "home grown" survey with the intended outcome to mirror student survey questions for consistent longitudinal data collection between the Skyfactor Benchworks (formerly EBI) survey and the homegrown survey, distributed on an annual rotating cycle.

STUDENT ACCOUNTABILITY & RESTORATIVE PRACTICES

SARP received IRB approval to begin a qualitative analysis of the alternative resolution process (ARP). As such, all staff members in the department completed training with the Collaborative Institutional Training Initiative (CITI). Data from the interviews should be available by the end of the next academic year. We anticipate improving recruitment methods in the next year for timelier enrollment into the study.



Steward current resources and generate additional resources for strategic initiatives.

PRIORITY SEVEN

To support students as much as possible, it is imperative to utilize resources in the most appropriate way. We aim to do this by building transparency and improving understanding of budget, accounting, and financial planning for all divisional staff to foster trust, stewardship, and collaboration, creating and hiring for a dedicated fundraising position for the Division of Student Affairs, developing a long-term divisional strategy to expand Student Affairs, Advancement, and developing an ongoing collaborative approach to fiscal and capital planning initiatives that promote space optimization, greater equity, and stewardship of resources across the division.

ASSESSMENT, EVALUATION, & STRATEGIC PLANNING AND DEAN OF STUDENTS OFFICE COLLABORATION

Submitted a grant application to the Department of Education for Child Care Access Means Parents in School (CCAMPIS), a multi-year fund to reduce the burden of child care cost for student parents. The funding announcement will occur during the next academic year.

CAMPUS RECREATION

Received a three year, approximately \$94,000 SAMHSA grant in December 2022. The grant has allotted for more than 200 Mental Health First Aid trained TU community members and 5 Mental Health First Aid instructors, 17 Question, Persuade, Refer (QPR) instructors, and 5 staff trained in trauma informed yoga and weightlifting.

CAREER CENTER

Researched and developed partnership program fees with multi-year commitment discounts to increase revenue generation from Employer Relations team.

Increased value proposition through classroom engagement, marketing opportunities, and a new Executive Partner wall in a high visibility area of the University Union.

CIVIC ENGAGEMENT & SOCIAL RESPONSIBILITY

The Office of Civic Engagement and Social Responsibility (CESR) received a \$1,000 grant from the Andrew Goodman Foundation and \$3,650 from the Maryland Higher Education Commission, which was part of a larger Hunger Free Campus Grant. CESR also co-wrote the successful Transform Mid-Atlantic application to secure a three-year VISTA to support the basic needs hub. In addition, CESR worked with the Department of Mass Communication to apply for a \$100,000 grant from Meta. Unfortunately, TU was not awarded the grant.

HOUSING & RESIDENCE LIFE

Rebounded to more normal occupancy rates, following low occupancy during the COVID years. Maintaining residential occupancy numbers helps meet budget targets.



MILITARY AND VETERANS CENTER

Through telling the story of the MVC they were able to obtain a \$4,000 gift from a military-connected alum.

The MVC hosted a charitable event at Barley's Backyard, "Tip a Vet", which raised 1,149.08.

Military and veterans are always popular topics from a philanthropic standpoint, and that remains overall unchanged. Ramping up advancement opportunities within this focus is a priority for the MVC within its evolution and increased staffing support.

STUDENT ACTIVITIES

Through relationship developed with the Office of University Promotions and Events, eight new monetary sponsorships were received totaling \$15,000.00 added to the operating budget for campus social programs.

In-kind donations provided by sponsors resulted in significant numbers of snacks, giveaways and 259 prizes being made available for OSA sponsored social programs.

Welcome to TU included five new partnerships, each providing supplemental social programs effectively stretching the budget and resources available through the Office of Student Activities.



“Marcy Lightfoot, my Career Coach, was instrumental in preparing me to land this job [at 2fold Collective]. Through multiple sessions, Marcy and I worked on strengthening my resume and preparing for all possible interview questions. Also, she guided me through researching various companies/my industry to understand what skills I needed and to see how their values align with my own. Marcy was always able to find time to talk with me no matter what. I remember her making time during finals because I asked for it. Outside of our meetings, she helped me network during site visits at imre (a marketing agency) in Towson and NBCU in New York. She helped introduce me to people in the marketing industry because that’s where I wanted to work. Building up that network is essential for anyone looking for professional development. Marcy was able to give me a great start. She truly went to great lengths in assisting me during all aspects of my job search.”

**– Matthew Yankowski, TU alumni,
Communication Studies major**





ASSESSMENT, EVALUATION, AND STRATEGIC PLANNING

Assessment, Evaluation, & Strategic Planning is the central source for assessment across the division of Student Affairs. The inaugural Director began in September 2022 to lead this brand new area.

CREATING STRUCTURE

MONTHLY GROUP MEETINGS

To develop a culture of assessment, the department aimed to bring one representative from each Student Affairs department together once monthly. These meetings have allowed for the development of shared language, expectations around how to utilize assessment practices, and skill growth.

MONTHLY FORMAL CONSULTATIONS

The department offers monthly meetings to all Student Affairs areas to consult and advise on how to align programming efforts with the Strategic Roadmap, planning assessment into outreach, tailored skill development, and any other needs of the area.

"I really love what is going on at Towson University, the commitment and impact across the region is monumental. I am so proud to be a Tiger, and soon to be alumni as I graduate next week!"

-Student Parent

COMPLIANCE

- Created worksheet to guide departments in aligning unit outcomes with divisional strategies and university-wide priorities.
- Gained clarity on Anthology reporting expectations and shared findings across division.
- Utilized feedback from Middle States to inform data collection approaches.

IMPACTING ASSESSMENT ACROSS CAMPUS

ASSESSMENT COMMITTEE CHAIR

A shared space for a representative from each Student Affairs department to learn about assessment practices and TU reporting expectations.

SURVEY STRATEGY COMMITTEE CO-CHAIR

Review and support all large-scale university surveys to minimize conflict and enhance outcomes.

COMMITTEE ON INSTITUTIONAL EFFECTIVENESS REPRESENTATIVE

Liaison for Student Affairs to maintain reporting compliance.



Assessment, Evaluation & Strategic Planning

GRANT APPLICATION

- Drafted and submitted a 50 page application for the Child Care Access Means Parents in School (CCAMPIS) grant through the Department of Education.
- Distributed a questionnaire to all 413 Student Parents on campus as identified by FAFSA responses.
- Conducted focus groups and interviews with a sample of Student Parents to better understand their experience at TU.
- Collaborated or consulted with a variety of units to develop a plan to better serve Student Parents including Dean of Students, Financial Aid, School of Education, University Child Care Center, Cook Library, Office of Sponsored Programs and Research, and partners at other universities.

STUDENT AFFAIRS STRATEGIC ROADMAP

- Presented to the Student Affairs Leadership Team (SALT) about the components of a successful strategic plan.
- Led a workshop for Directors and AVPs to rethink their strategies.
- Planned SALT Retreat with the SALT Retreat Planning Committee.
- Updated the Student Affairs Strategic Roadmap and added tactics and responsible areas.
- Revamped instructions for departmental End of Year Reports to align departmental efforts with divisional Strategic Priorities.
- Shifted Impact Report to highlight strategic accomplishments across the division.

"Your expertise on this project is truly so appreciated, and I am pleased to have had the opportunity to work with you on this. I have improved my assessment skills through this project which will surely serve me well in the future and in the launch of future surveys. Working under your leadership has been an honor, and I appreciate your willingness to contribute to my professional development."

-Feedback from a Coordinator

EXAMPLES OF TRAININGS PROVIDED

INTERVIEWING AS RESEARCH

Presented to Student Accountability & Restorative Practices

ASSESSMENT PROTOCOLS

Presented to Counseling Center

STRATEGIC MAPPING

Presented to Fraternity & Sorority Life

ALIGNING OUTCOMES

Presented to Student Activities

COMMITTEE TOPICS

- ▶ Assessment Cycle
- ▶ Ethical Considerations
- ▶ IRB Applications and Purpose
- ▶ Unit Assessments
- ▶ Logic Models
- ▶ Measuring Community and Sense of Belonging
- ▶ Survey Policies and Procedures

BY THE NUMBERS

97

Formal Consultations

49%

Response Rate to Student Parent Questionnaire

\$1,000

Scholarship Created for a Student Parent

9

Campus-Wide Committees

CONTACT US

Assessment, Evaluation, & Strategic Planning

Administration, Room 2133N
eorazio@towson.edu
410-704-2485



Assessment,
Evaluation
& Strategic
Planning



CAMPUS RECREATION

The department of Campus Recreation is dedicated to Towson University's mission of creating a vibrant and healthy campus. Campus Recreation creates opportunities that foster engagement and well-being for the TU community through diverse programs, services, facilities, and employment.

LEADING INTEGRATIVE HEALTH AND WELLBEING INITIATIVES

- In collaboration with the Counseling Center, the sport club program hosted **6** Mental Health Huddles. Each session had a variety of topics including dealing with the stress of playing a sport, how mental health can impact your leadership and time management around finals.
- Expanded NatureRX, trips, and clinic offerings.
- Trauma-informed classes included: Self Acceptance Yoga during National Eating Disorders Association Week, Black Bliss Flow Yoga, Fire Pit Yoga & Meditation during the Sexual Assault Awareness Fire Pit event, MindStrong Weightlifting, and EmPOWERed Weightlifting.
- Detailed processes for Exercise is Medicine have been developed for ease of referral, allowing **13** clients to be served.

BUILDING COMMUNITY AND SUPPORTING STUDENTS' SENSE OF BELONGING

- **1,240** unique students participated in the Sports Club program. **1,058** unique students participated in Intramural Sports.
- Student employees reported feeling connected to their jobs in Outdoor Adventures.
- Established Unified leagues in four team sport seasons (outdoor soccer, fall and spring flag football, and basketball) and one one-day event for bocce.

SEE MORE OF WHAT WE DO
towson.edu/campusrec/

VISION

Enhance student success and the pursuit of lifelong well-being.

MISSION

Create opportunities that foster engagement and well-being for the TU community through diverse programs, services, facilities and employment.

CORE VALUES

- Fun
- Education
- Civility
- Inclusion
- Community
- Safety
- Leadership



Campus
Rec

PRIORITIZING STAFF DEVELOPMENT AND WELLBEING

- Hosted NIRSA State Workshop with **60** attendees from D.C., Delaware, and Maryland campus rec departments.
- Increased TU faculty and staff usage by **91** individuals. Increased frequency of use is associated with increased retention.
- Provided a space for Student Affairs professional staff to learn and play Pickleball weekly.



HIGHLIGHTS FROM 2022-2023

- The Cricket Club and The Climbing Club both joined the Sport Clubs Organization.
- Softball, Men's Soccer, and Tennis Sport Clubs were able to host home events on campus for the first time, saving them time and money.
- Sport Clubs partnered with ATOD to host a Safe Medicine Practice program and the Tigers Play Responsibly training about prescription drugs and gambling, respectively.
- The annual Sport Clubs Food & Toiletry drive collected **2,582** items for the Towson Food Pantry, accounting for **16.3%** of the items distributed by the Food Pantry.
- The relationship with SGA was rebuilt, resulting in a fully funded Sport Clubs budget and the approved hiring of an additional Athletic Trainer.
- Outdoor Adventures hired and onboarded **15** Teambuilding Instructors. This is the most teambuilding instructors ever onboarded at once and surpasses the total number of Teambuilding Instructors hired from 2017 through 2022.
- Outdoor Adventures hosted the Tigers Lead program at the Climbing Wall twice over the course of the academic year.
- Live Facility Counts – Live facility counts are now visible on the TU Campus Rec website, the TU Campus Rec portal, and on the TU Campus Rec app. This allows users to see how busy/crowded specific areas in the facility are and plan ahead for their visit.

STEWARDSHIP RESOURCES

\$94,000 GRANT

From SAMHSA for mental health training and programming

200+

Individuals trained in Mental Health First Aid

17

QPR (Question, Persuade, Refer), a suicide prevention program, Instructors Trained

DONATIONS

22.3%

of Campus Rec alumni have donated to TU since Fall 2016.



BY THE NUMBERS

289,390
Facility Access*

10,365
Distinct Users

8,116

Intramural Sports Participations

1,240
Sport Clubs Athletes

15,065
Group Exercise Attendees

298
Safety Certifications

*Facility Access includes each student, faculty, staff or alumni entry into the Campus Recreation Center.

CONTACT US

Campus Rec Center

Burdick Hall
campusrec@towson.edu
410-704-2367



Campus
Rec



CAREER CENTER

The Career Center works with stakeholders across and beyond campus to support TU students' career readiness and career mobility. The Center is a scaled and centralized function that serves all students, while addressing the need for targeted connections and support via a robust Career Communities model.

COLLABORATIVELY CREATING A HOLISTIC STUDENT SUCCESS STRATEGY

FOR STUDENTS

- All Career Center student employees received one professional development opportunity per month
- **23 students** received a Cultural Competency & Social Justice Practices Professional Development Grant to support student professional and career development by enhancing knowledge, perspective, and skills in cultural competence, anti-bias education, and social justice practices
- Liberal Arts Career Community launched this year, providing **24 events** including field specific job fairs.

FOR STAFF

- Groundwork for High Impact Practices was formed with collaborations across the division
- Developed university-wide Student Employment Community of Practice
- The Career Champions program was successfully piloted to support an expanded faculty staff career ecosystem across campus. There will be a full launch in AY24

“Had a great opportunity provided by the Towson University Tiger LEAP program. I got to shadow amazing professionals at Service Coordination Inc.! #excitedforthefuture”

—LinkedIn post from Nitara Walderzak, Psychology major

SEE MORE OF WHAT WE DO

towson.edu/careercenter/

VISION

That every TU student discovers their career path and is equipped to navigate the journey.

MISSION

The TU Career Center cultivates meaningful career connections, experiences, and learning through a network of communities that engage students and alumni for a lifetime.

CAREER CENTER STRATEGIC FRAMEWORK

When fully implemented, TU's commitment to student and alumni career readiness will result in every TU graduate having: knowledge, experiential learning, career-ready competencies, networking, and lifelong engagement.



Career
Center

KNOWLEDGE

The Career Center's career educators offer students a variety of 1-on-1 appointments including Mock Interview/Interview Skills, Resume and/or Cover Letter, Major/Career Exploration, Internship Search Strategies, and Job Search Strategies which resulted in **3,862 one-on-one appointments** with **2,349 unique students**.

EXPERIENTIAL LEARNING

The Career Center partnered with Forage to provide a TU portal for participation in company-sponsored, real-world job simulations/projects giving students the opportunity to gain exposure, build their experience base, increase their marketability, and connect with employers.

The Tiger LEAP Job Shadowing Program was relaunched which allows students to explore potential career options, gain a better understanding of their field of interest as it relates to their major(s) and/or minor(s), and build their network. Tiger LEAP had **30 students** and **37 employers** participate in the program in the first year post pandemic.

CAREER SKILLS

The SuiTUp professional attire closet was launched in spring 2023, providing students in need with access to interview-appropriate attire.

CONNECTIONS

Handshake had **14,393 users** with logins, **1,367 new** completed profiles, and **70,263 student job applications**, a **17% increase** over 2021-2022.

The Career Center hosted **102 events**, a **48% increase** over 2021-2022, of which there were 75 Career Community specific events. **4,960 students** attended, a **33% increase**.

The Fall Career & Internship Fair featured **224 employers** and **784 student attendees**. The Spring Mega Job & Internship Fair featured **220 employers** and **1,121 student attendees**.

In total, **794 employers** attended all Career Center events. Engagement included participation at career fairs, networking events, information sessions, tabling events, and classroom engagement.

TIGER MENTOR NETWORK

MENTEES:

2,338

MENTORS:

650

GROWTH SINCE '21-'22:

358 New Mentees

MESSAGES BETWEEN MENTEES AND MENTORS:

5,541

CAREER COMMUNITIES

STEM:

3,567 unique students

MEDIA, ARTS & COMMUNICATION:

2,138 unique students

HEALTH & WELLNESS:

2,771 unique students

LIBERAL ARTS:

3,402 unique students

BY THE NUMBERS

26,904

Interactions with Students

15,495

Unique Students Supported

4,960

Students Attended Job Fair and Events

108,522

Jobs and Internships Posted to Handshake

93%

Employed or Enrolled in Education Six Months after Graduation

CONTACT US

Career Center

University Union, Room 225

410-704-2233

careercenter@towson.edu



Career Center



CIVIC ENGAGEMENT & SOCIAL RESPONSIBILITY

The Office of Civic Engagement and Social Responsibility (CESR) creates a thriving civic culture in which every member of the Towson University (TU) community has the disposition, skills, and knowledge to be an active co-creator of a shared future.

CIVIC ENGAGEMENT PROGRAMMING

CESR leads TU's voter engagement efforts. The 2022 Midterm Election took place in FY23. Successes included:

- Engaging nearly **400** students in election-related programs.
- Collaborating with faculty to conduct workshops in their academic courses for more than **150** students.
- Partnering with the Office of Inclusion and Institutional Equity (OIIE) to lead a workshop during their Social Justice Retreat.
- Partnering with Political Science to host a Constitution Day program.
- Training **30** volunteers to support the South Campus Pavilion polling location.
- Launching new programs (e.g., Gubernatorial Debate Watch Party, Party to the Polls, Returns Watch Party, After the Election: What is Next?).
- Reinvigorating the TU Votes Coalition.
- Renewing TU's Voter Friendly Campus Designation.

SUSTAINABILITY EDUCATION PROGRAMMING

CESR leads TU's sustainability programming. Successes included:

- Engaging **70** students in monthly EcoCraftivism programs.
- Partnering with **8** student organizations to host the Eco Fair.
- Establishing the Eco Coalition, a networked community of student leaders that engages TU students in coordinated environmental education and action.

SEE MORE OF WHAT WE DO

towson.edu/civic-engagement/

VISION

TU students develop individual and collective capacities to co-create their communities and address issues of public concern.

TU's campus has a civic ethos defined by the infusion of democratic values into everyday interactions, cultural practices and structures.

The wider community embraces TU students as responsible, ethical and innovative problem solvers in the region and beyond.

TU makes important contributions to national initiatives and is a recognized leader for work toward the public good.



Civic Engagement & Social Responsibility

COMMUNITY ENGAGEMENT PROGRAMMING

CESR leads TU's student community engagement efforts. Successes included:

- Training **22** students as site leaders to support **450** students at [The Big Event](#).
- Adding an orientation and student-run planning meetings to the [Lutherville Lab Mentors](#) program.
- Supporting **140** students participating in the Adopt-A-Road program.
- Hosting a [TU Community Conversation](#) on becoming a hunger free campus, which **50** students and staff attended.
- Hosting [TEDxTowsonU](#) where **8** speakers shared their stories with **100** attendees.
- Partnering with the Office of Student Activities to lead **three** workshops during their Leadership Summit for student organization leaders.
- Partnering with the Office of Inclusion and Institutional Equity (OIIE) to lead a workshop during their Social Justice Retreat.
- Collaborating with faculty to conduct workshops in their academic courses for more than **30** students.

DEPARTMENTAL RESTRUCTURE

CESR dedicated FY23 to a departmental restructure to align its work with TU's strategic plan, Student Affairs Strategic Priorities, and currents in the field of civic learning and democratic engagement. The process resulted in:

- Developing departmental learning objectives.
- Creating [immersive high-impact practice programs](#) (e.g., Civic Transformation Living Learning Community, Civic Renewal Fellows, Social Action Collaboratory Fellows), which will launch in Fall 2023.
- Redesigning the CESR website.
- Developing marketing materials with cohesive design elements.
- Changing the organizational chart, including renaming positions and changing job descriptions.
- Working with BTU, OIIE, and Office of Partnership and Outreach to lay the groundwork for a justice-centered civic and community engagement ecosystem.



The Campus Vote Project and NASPA recognized TU's efforts to break down barriers and empower students to participate in the political process.

AWARDS RECEIVED

- ▶ Highly Established Action Plan
- ▶ Campus Champion Award for Best Action Plan
- ▶ Most Engaged Campuses for College Student Voting
- ▶ Best in Class for a 4-Year Public Institution

From the ALL IN Campus Democracy Challenge.

INSTITUTIONAL LIAISONS FOR:

- ▶ ALL IN Campus Democracy Challenge
- ▶ American Democracy Project
- ▶ Andrew Goodman Foundation
- ▶ Campus Vote Project
- ▶ Imagining America
- ▶ Students Learn Students Vote Coalition
- ▶ Transform Mid-Atlantic

BY THE NUMBERS

1,500+

Students Engaged with Programming

24

Organizations Were Represented in the TU Votes Coalition

2,700

Hours of Service-Learning Provided during The Big Event

\$4,650

Grant Funding Received

CONTACT US

Civic Engagement & Social Responsibility

University Union, Room 252
civicengagement@towson.edu
410-704-2802



Civic Engagement & Social Responsibility



COUNSELING CENTER

The Counseling Center is proud to offer care that is flexible, culturally responsive, solution-focused and tailored to every student's unique needs. Students have access to same-day appointments so that they can speak with a therapist the very day they seek help. Students receive support in an expanded variety of ways, including workshops, groups, and peer support.

CREATING A HOLISTIC STUDENT SUCCESS STRATEGY

- TUCC contributes to students' overall wellbeing by providing services that reduce distress. **1,732** students were served with same-day appointments for individual or group counseling, care management, substance treatment, massage chair, and meditation room. Some students engage exclusively with nonclinical services.
- TUCC continues to reach students with minoritized racial identities to a degree that exceeds the proportions of racial diversity on campus, with **41%** of clients identifying as African American or Black, compared to 28% of the TU student body.
- More than half of students visiting TUCC reported experiencing academic distress upon initial visit; most of those students reported enhanced academic functioning due to their experiences at TUCC following services.

COLLABORATIONS

TUCC enhanced access to mental health support by working across the community.

- ATOD and Campus Recreation created NatureRx.
- Out of the Darkness Walk for suicide prevention resulted from multiple relationships.
- Five departments worked together to create Spa Day for Trans and Nonbinary Students.

SEE MORE OF WHAT WE DO

towson.edu/counseling/

VISION

A community that powers and equips every student to maximize their psychological health and pursue their fullest potential at Towson University and beyond.

MISSION

To compassionately promote, support, and advocate for the psychological wellbeing of Towson University's diverse student body.



Counseling
Center

INTEGRATIVE HEALTH AND WELLBEING INITIATIVES

- Completed first full year offering online scheduling options.
- Expanded identity-based services including for neurodivergent, nonbinary and trans, and men.
- Opened a new Tigers in Recovery lounge space.
- New position embedded in Athletics to expand access to Student Athletes.
- Hosted 9 Firepit Fridays, offering smores and engaging in psychoeducational activities covering topics such as international student support, sunset yoga and sexual assault awareness, suicide prevention & community care, queer wellness, and Star Wars and mental health.

CONSULTATION WITH JED FOUNDATION

The Jed Foundation is a nonprofit that protects emotional health and prevents suicide for our nation's teens and young adults. TUCC completed their third year of consultation with JED with a focus on engaging faculty and staff partners.

- Contributed to the development of a new wellbeing website.
- Collaborated with Campus Recreation to promote the three options for gatekeeper training available to students, faculty, and staff.
- The clinician embedded in Athletics provided training and consultation to trainers, coaches, and other athletic staff about how to best support athlete mental health.

NATIONAL REPRESENTATION

- The Clinical Director was elected to be the Research and Evaluation Officer on the executive board of Association of Coordinators of Counseling Center Clinical Coordinators (ACCCCS).
- The Director was invited to join the Advisory Council for the Maryland Early Intervention Program.
- The Drug and Alcohol Health Educator was appointed to National Training Advisory Committee for Higher Education Center for Alcohol and Drug Misuse.
- Fall 2022 Mental Illness Awareness Week outreach efforts earned the **2023 NAMI Metro Baltimore Student Impact Award**.
- The ATOD Center was interviewed on WBAL TV and Scripps News for their work in the field of responsible gambling.

CONTRACTS TO SUPPORT CARE

PREVENTATIVE

Kognito

WRAPAROUND

Protocall

EDUCATION

Togetherall

PEER SUPPORT

Togetherall

ALCOHOL, TOBACCO, AND OTHER DRUGS

186

ATOD-Specific Clients

538.85

Hours of Direct Client Contact

151

Programs

13,500

Students Reached

BY THE NUMBERS

52%

of Students Utilize Online Scheduling

412

Students Attended Programs about Neurodiversity

154

Let's Talk Appointments with Student Athletes

1,577

Unique Student Clients

1,705

Logins to Togetherall

CONTACT US

Counseling Center

Ward & West, 2nd Floor
counseling@towson.edu
410-704-2512



Counseling Center



EVENT & CONFERENCE SERVICES

Event and Conference Services intends to make each planner and attendee feel that their conference, camp or event is the most important, singular occurrence on campus. The university boasts clean, comfortable facilities on a beautifully landscaped campus in the heart of Towson, Maryland, just minutes from downtown Baltimore.

STUDENT SUCCESS & RETENTION

- All of our E&CS student workers gain transformational learning experiences that provide them opportunities to develop and enhance skills, behaviors, and values that prepare them for life after they have graduated from Towson University.
- Additionally, many Student Organizational leaders that work with Event Managers learn the skills required to plan, host, and plan large scale complex events on our campus. These core competencies have translatable skills as student graduate and enter the work force. These co-curricular activities and events help them to also learn how to collaborate with others who may have a different set of optics but wish to achieve the same goals.

COMMUNITY ENGAGEMENT

- There are a number of student manager/supervisor opportunities that exist within Events and Conference Services. These roles are designed to teach students more responsibility, critical thinking and problem solving skills. The roles also foster accountability of the group of workers or building occupants that they are responsible for supervising. The goal is to help these student workers develop their personal ability to shine in all that they do today to prepare them for opportunities tomorrow.
- Event and Conference Services was able to host twenty-four Baltimore County High School graduation ceremonies during FY24. The department worked closely with Baltimore County Public Schools Administration to develop safety guidelines and protocols to allow for a safe indoor environment for ceremonies to occur. SECU Arena then hosted close to 58,000 guests and graduates for these ceremonies.

SEE MORE OF WHAT WE DO

towson.edu/campus/planningevents

HIGHLIGHTS

ECS had a leading role in implementing the more inclusive set of Outdoor Event Guidelines.

ECS hosted the 2023 Women's World Lacrosse Championship.

The Academic Building Manager is a transformational learning experience for students, which fosters a great sense of accountability and skills related to communication and customer service.



Event &
Conference
Services

LEADERSHIP DEVELOPMENT

There are a number of student manager/supervisor opportunities that exist within Events and Conference Services. These roles are designed to teach students more responsibility, critical thinking and problem solving skills. The roles also foster accountability of the group of workers or building occupants that they are responsible for supervising. The goal is to help these student workers develop their personal ability to shine in all that they do today to prepare them for opportunities tomorrow.

One of the student manager experiences that provide a more robust transformational learning experience would be the role of Academic Building Manager. This role is responsible for the care of the building that they are to manage on the campus that has been provided for student groups while the Union Expansion project has reduced the available meeting space during the academic school year. The role fosters a great sense of accountability as the Academic Building Manager needs to manage their time to ensure that they can open and monitor the reserved spaces before, during, and proceeding the use so that the classrooms are ready for academic classes to resume without impediment the following morning. The develop skills related to communication with their supervisor and also help deliver exceptional customer service to the groups who have reserved the space. They also sometimes need to have candid conversations with those students who may be “squatting” in rooms without a reservation and have these conversations within a positive framework that fosters a better understanding of the collaborative community that exists at Towson.

DIVERSITY, EQUITY, AND INCLUSION

- Event and Conference Services took on a leading role to implement the more inclusive set of Outdoor Event Guidelines that were created during FY22 that eliminated adverse impact on any groups within the University. The implementation went well and was received positively by student leaders.
- Event and Conference Services took the lead with hosting the 2023 Women’s World Lacrosse Championship here at Towson University.
- This nationally televised tournament showcased the Sports Complex on campus that included 30 teams from 30 different countries. 500 athletes competed in 117 matches during the tournament.
- The economic impact was that it generated 11,806 room nights and resulted in revenue for TU in excess of \$1.5 million dollars.
- Event and Conference Services is evolving to create and establish a common welcome and onboarding experiences for all our new student staff as we build from the ground up in FY24.



BY THE NUMBERS

58,000

Guests and Graduates at SECU Arena during BCHS Graduations

30

Countries Attended the Women's World Lacrosse Championship

11,806

Room Nights Generated by Hosting Women's World Lacrosse Championship

24

BCHS Graduation Ceremonies Hosted

CONTACT US

Event and Conference Services

University Union , Room 147
410-704-2315



Event & Conference Services



FOODSHARE

Approximately 30% of college students lack reliable access to sufficient quantities of affordable, nutritious food. The FoodShare provides bags of food to address the needs of students, faculty, and staff experiencing food insecurity.

PANTRY

FoodShare increased its pantry's operational hours by 14 hours per week, expanding from 18 hours to 32 hours, in a strategic effort to enhance accessibility.

FoodShare has successfully cultivated a diverse network of collaborative partnerships, establishing both formal and informal relationships with at least 15 campus partners and launching a multi-disciplinary "Hunger-Free Campus" task force.

SERVICES

- The FoodShare pantry operated for 5,600 in-person hours.
- Remote pick-up services were provided throughout the year and during breaks to ensure continued student access to food.
- Introduction of meal kits within the pantry, allowing clients to save points if obtaining a balanced meal.
- From June to November, FoodShare hosted a weekly produce pop-up, distributing fresh produce.

"This is a lifesaver! I am doing a 40-hour/week internship and I cannot work so finding money for food has been super challenging."

— FoodShare Check Out Form

SEE MORE OF WHAT WE DO

towson.edu/studentlife/housing/dining/food-insecurity-foodshare-programs.html

VISION

To make Towson University an equitable campus where socioeconomic standing and/or basic need insecurity are not factors that determine student success.

MISSION

The FoodShare program aims to alleviate food insecurity at Towson University, so that the campus community can effectively work towards providing and/or receiving a quality education, resulting in the graduation of students.



EDUCATIONAL PROGRAMMING

- FoodShare engaged roughly 50 students through educational programming with 1/3 of participants attending more than 1 event.
- 93.3% of respondents in the client satisfaction survey expressed positive sentiments towards the FoodShare pantry.
- FoodShare successfully recruited and engaged 55 unpaid volunteers to support its operations and involve the community in the cause. This collective effort resulted in 55 hours of work contributed to the program.

EXAMPLES OF PROGRAMS

- Thanksgiving Cooking Demonstration and Grocery Giveaway
- Sustainable Development Goals Zero Hunger Event - Craftivism
- Closing the College SNAP (Supplemental Nutrition Assistance Program) Gap - Educational Webinar
- Food Apartheid Panel - Educational Dinner
- Shopping with the Seasons - Educational Sampling
- Don't Perish During Finals - Educational Giveaway



"This is the best resource that Towson has to offer!"

—FoodShare Check Out Form

FINANCIAL COORDINATION

\$17,000 GRANT

From the Maryland Higher Education Commission

\$4,400 GRANT

From the National Association for College Auxiliary Services

\$2,000 MONTHLY CREDIT

Partnership with the Maryland Food Bank for food delivery

STRATEGIC INITIATIVES

Partnered with Family Studies to offer weekly peer-to-peer resource tabling

Coordinated 35 food drives

Created a semesterly 40 hour per week internship program with the College of Health Profession

Re-instated the Campus Meal Swipe Donation Program

Collaborated with various departments for educational programming

BY THE NUMBERS

2,048

Visits to the FoodShare

16,204

Items Distributed

54%*

of Students Reported Food Insecurity

506.87

Pounds of Free Fresh Produce Distributed at Produce Pop Up

*Based on bi-yearly food security screening.

CONTACT US

Basic Needs Hub

CLA Annex

foodshare@towson.edu

410-704-3115





FRATERNITY & SORORITY LIFE

The Office of Fraternity and Sorority Life strives to develop a healthy, safe, and fun fraternity and sorority community that empowers students to live with integrity, develop holistically, and contribute to the betterment of the world.

PROGRAMMING

- Reestablished Greek Executive Leaders in Spring. Students consistently agree this helps them identify strengths and weaknesses in their organizations and find solutions.
- Greeks After Grad was established in collaboration with the Career Center.
- **102** students attended Social Events Training and passed the test.
- **294** students attended the Hazing Prevention Panel.
- **169** students attended Greek 101, with **97%** of attendees reporting they could identify hazing following the program.
- Following TIPS participation, **100%** of students agreed they now have a good understanding of ways they can help chapter members limit their drinking (of alcohol).

"The presentations made me identify what areas I still have to work on and what unintentional biases I hold, even as a minority, Also, even though this is a position I value in my chapter, not everyone may hold it to the same accord. So regardless of what I know, there is still a lot I can try to educate my chapter on in these areas for us to improve."

-Feedback from Social Justice Workshop Series

SEE MORE OF WHAT WE DO
towson.edu/studentlife/activities/fraternity-sorority/

VISION

We strive to develop a healthy, safe and fun fraternity and sorority community that empowers students to live with integrity, develop holistically and contribute to the betterment of the world.

MISSION

The Office of Fraternity and Sorority Life supports fraternities and sororities by providing accountability, individual and organizational advising, educational programs and leadership development opportunities while collaborating with university and fraternal partners.

VALUES

Community, Care, Fun, Leadership and Organizational Development, Social Impact, Academic Excellence



Fraternity & Sorority Life

EXPANSION AND CHARTERING

NATIONAL PAN-HELLENIC COUNCIL

- Sigma Gamma Rho completed the reactivation process.

INTERFRATERNITY COUNCIL

- Tau Epsilon Phi is scheduled to expand to TU beginning Fall 2023.

MULTICULTURAL GREEK COUNCIL

- Pi Delta Psi completed their expansion process.
- Lambda Theta Alpha completed its reactivation process.

2023 RECIPIENT OF THE DIVERSITY AND SOCIAL JUSTICE AWARD FROM THE ASSOCIATION OF FRATERNITY/SORORITY ADVISORS



FUTURE

Going into FY24 we are excited to have a full staff for the first time in two years. In addition, this will be the third year of being back on campus after being sent home due to COVID-19. With most of the students who experienced a sizable portion of their collegiate experience virtually now gone, we are optimistic about the potential shift we may see in student engagement. With our adjustments and a new set of chapter officers coming in we expect to have a larger impact on the TU community.



BY THE NUMBERS

1,225
Student Members

35
Social Fraternities
and Sororities

10,456
Cumulative
Community Service
Hours

\$114,658
Raised and Donated

CONTACT US

Fraternity & Sorority Life
University Union, Room 251
410-704-2332



Fraternity &
Sorority Life



HEALTH CENTER

TU's Health Center offers outstanding care and a range of wellness and health services to all Towson University students.

HEALTH AND WELLBEING

- The Health Center conducted **7,711** patient visits including **1,999** sick visits, **1,859** follow-up/urgent care, **1,184** gynecologic, **774** physicals, and **103** emergency contraception visits.
- The Outbreak Response Nursing Team provided guidance to the students, faculty, and staff of TU for over **1,400** COVID-19 infections.
- Provided comprehensive screening for sexually transmitted infections including gonorrhea, chlamydia, HIV, syphilis, Hepatitis B, and Hepatitis C, with **4,298** tests being conducted.
- Administered over **1,400** vaccines at the HC including **406** flu shots, **247** TDAP, **116** MMR, **108** meningitis, and **195** HPV.
- Continued no charge visits for victims/survivors of sexual assault. The goal is to decrease barriers and increase access to care.
- Expanded web-booking of appointments. **Over 50%** of student appointments are conveniently web-booked.
- **216** students presented to the Health Center for women's annual examinations.

STUDENT SUCCESS AND RETENTION

- Hosted a new Physician Assistant student every 5 weeks during the academic year with a total of 9 students completing their rotation at the Health Center.
- Utilization of a state-of-the-art teaching digital microscope with monitor to use for instruction of the PA students on point of care microscopic examinations including wet mounts and KOH preparations
- Hosted 9 Athletic Training students for rotation this year.

SEE MORE OF WHAT WE DO

towson.edu/healthcenter/

HIGHLIGHTS

Led the campus community during the transition through the evolving COVID-19 landscape.

Partnered with the Counseling Center to establish TU as an official Opiate Response Program.

Clinical providers were formally trained in Nexplanon insertion and removal, adding a long-acting, reversible contraception option.

Transitioned to a web-based Electronic Health Record system, enabling enhanced patient portal features, telemedicine, and more.

Offered HIV PrEP services to protect students at risk of contracting HIV.

HEALTH EDUCATION

- Served **9,293** students through **50** events, **58** trainings, and **29** safer sex grants.
- Provided safer sex supplies and menstrual products across campus.
- Collected **5,559** menstrual products which were then donated to the Baltimore County Student Support Network.
- Oversaw the efforts of Sexual Assault Peer Educators and Sexual Health Awareness Group, both student initiatives to share health education with other TU students.
- Provided weekly training to peer educators as well as 15-20 hours per semester of opportunities for skill and knowledge building.

COMMUNITY ENGAGEMENT

- Developed a partnership with Safeway to offer COVID-19 and flu vaccination clinics at convenient on-campus locations, reaching over **3,000** students, faculty, and staff.
- Participated in monthly meetings with Baltimore County Institutions and Health Department to aid in the establishment of COVID protocols.
- Partner with BCHD to provide free tobacco cessation counseling, nicotine replacement therapy, and HIV/Hepatitis C testing.
- Continued to build a partnership with Star Track Adolescent Health Program to now offer free STI testing every week, resulting in free Chlamydia, Gonorrhea, HIV, and Hepatitis testing provided to roughly **170** students.

LEADERSHIP DEVELOPMENT

- Conducted the second annual Towson University Health Center Summer Lecture Series with lectures from our team members for the clinical staff on relevant topics including Asthma, Latent TB, Immunization Review, Concussion Management, EKG interpretation, Syphilis, Polycystic Ovarian Syndrome, Common Dermatologic Conditions, and eating disorders.
- Had representation on more than 12 university committees.
- All new staff completed Kognito training and took the Clifton Strengths Quest assessment. They were also offered ACHA membership.
- Clinical staff participated in many virtual continuing medical education (CME) activities throughout the year including Mpox (monkeypox) education, providing care to veterans, neurodiversity, and telemedicine.

DIVERSITY, EQUITY, AND INCLUSION

Clinical staff have been encouraged to use their pronouns

Medical interpreter services are now offered for over 200 languages, including American Sign Language

Reduced fees are available to students without health insurance

Staff received diversity trainings including on LGBTQIA issues

Students can choose their preferred name and pronouns in the EHR portal.

HIGHLIGHTED PARTNERSHIPS

Worked with Albertsons-Safeway Pharmacies to create vaccination clinics, providing over 1,200 flu shots and over 1,000 COVID bivalent boosters.

Partnered with Chartwells to provide students with free dietitian consults.

Partnered with the UStore to incorporate OTC emergency contraception in a vending machine and in the UStore, increasing access for students.

CONTACT US

TU Health Center
Ward & West
healthcenter@towson.edu
410-704-2466



Health
Center



HOUSING & RESIDENCE LIFE

The Department of Housing & Residence Life manages 18 residence halls on campus. These buildings range from modern high-rise towers, traditional styled buildings, and apartment communities.

BUILDING COMMUNITY & SUPPORTING STUDENTS' SENSE OF BELONGING

- Expanded gender inclusive options, raising participation from 25 to **184**.
- Created Student Engagement Coordinator position to provide evening and weekend programming across campus, resulting in over **30** events about building connection.
- Expanded living learning communities in partnership with Academic Affairs and other Students Affairs partners.

COLLABORATIVELY CREATING A HOLISTIC STUDENT SUCCESS STRATEGY

- Incorporated study skills resources and programming into the Residential Curriculum
- Added study group development into the Residential Curriculum
- **83%** of freshman residents are continuing TU enrollment as sophomores, compared to 77% of students who lived off campus
- **90%** of first-year students living in a learning community returned for a second fall, an increase from 82% of the fall 2021 cohort.
- After three semesters at TU, students in a learning community have an average GPA of **3.10**.

SEE MORE OF WHAT WE DO

towson.edu/studentlife/housing/campus/housing-residence-life/

VISION

HRL fosters space where all residents succeed academically, develop their sense of self, and learn the value of engaging in community. We transform the residential experience by investing in the power of innovation, equity, inclusion, and collaboration.

MISSION

HRL opens the door to student success and personal growth by cultivating safe, inclusive, and engaging communities at TU.

CORE VALUES

Safety & Security, Learning & Education, Inclusive & Welcoming Communities, Discovery of Self, Engagement & Connections



Housing & Residence Life

STUDENT LEADERSHIP

- Increased membership in both student organizations.
 - University Residence Government Association
 - National Residence Hall Honorary
- Recognized as **School of the Year** by the Central Atlantic Affiliate of College and University Halls for work in advocacy, community building, and leadership.

PROGRAMMING AND ENGAGEMENT

- An average of **78%** of resident students participated in each of the four 1:1 conversations with their RA. Quarterly Conversations are for Resident Assistants and students to engage in dialogue twice each semester.
- Community Gatherings were held monthly to deliver critical information and create community.
- Community Engagement Opportunities were offered monthly with a tie to the Housing and Residence Life core values.
- Large scale residential programs ranged from educational sessions on healthy relationships to social mixers designed to bring hall communities together and build affinity.

ADDITIONAL SUCCESSES

- **77%** of residents reported satisfaction with their original room assignment, up from 63% in the previous year.
- Launched an RA Advisory Board and an RLC Advisory Board, which allowed leadership to gain input on proposed projects and processes.
- Approximately **35** students found a suitable match through the roommate mingle for continuing students in search of a roommate.
- The Housing Operations Committee hosted tutorials with current students to help them navigate the online housing selection process.
- Three new full-time positions were created to better meet programmatic and operational needs. These included Assistant Director for Residence Life Operations, Marketing and Communications Coordinator, and Administrative Assistant for Student Funding. Several other positions were reclassified.

RESIDENTIAL CURRICULUM

TOPICS INCLUDED:

- ▶ Conflict Resolution
- ▶ Self Advocacy
- ▶ Community Engagement
- ▶ Inclusion & Equity



BY THE NUMBERS

5,116

Students Living on Campus Fall 2022

4,918

Students Living on Campus Spring 2023

88%

Students Reported Feeling Safe in Their Residence Hall

67%

Students Reported Living on Campus Enhanced Their Ability to Navigate Personal Interactions with Others

CONTACT US

Housing & Residence Life
Marshall Hall, Suite 50
housing@towson.edu
410-704-2516



Housing & Residence Life



MILITARY & VETERANS CENTER

Towson University believes all student-veterans and their family members should be provided outstanding support and services. The MVC promotes a safe and like-minded community, personal growth and career development opportunities, and comprehensive in-school support.

EVENTS

- In collaboration with the Counseling Center, the "Tacos and Togetherall" program resulted in the single largest day of sign-ups in the history of Togetherall at any institution anywhere.
- The Coordinator of Military-Affiliated Supports and Services & Lead School Certifying Official became a Clifton Strengths instructor and has begun leading sessions.
- Nine total programs and events were offered in Spring 2023, including campus-wide collaborations such as "War in Ukraine: What Comes Next?" There were **508** attendees across spring programs.

OPERATIONS

- Liaised with the leadership of the Department of Veterans Affairs to improve Chapter 31 services, resulting in helping two students avoid homelessness and financial insecurity.
- Lobbied for and successfully changed USM policy requiring parental military service forms for dependents using educational benefits, therefore removing an unnecessary barrier to enrollment.
- All staff became program managers for Federal Tuition Assistance via the AI Portal.
- Renewed an ongoing collaboration with the Counseling Center and VA's VITAL program to bring a VA psychologist to campus once-a-week to support students in their transition from military to college.

SEE MORE OF WHAT WE DO

towson.edu/veterans/

COMMUNITY

The MVC provides a hub for study, camaraderie, and comfort. A place for student-veterans to read, work, use public resources, and enjoy the company of their like-minded peers.

GROWTH

TU student-veterans use their unique motivations and lessons learned from their time in the military to engage in social and civic-focused programs, learn new workplace and career skills, and to transition successfully from college to their future careers.

SUPPORT

The MVC provides timely, 100% fulfillment of all GI Bill[®] and related claims. Serves as a resources space that assists and guides its members through any challenge they might face while a student at TU.

CREATING A HOLISTIC STUDENT SUCCESS STRATEGY

- Liaised with the leadership of the Department of Veterans Affairs to improve Chapter 31 services, resulting in helping two students avoid homelessness and financial insecurity
- Each semester professional and student-staff outreached to every student-veteran. Because of this outreach, MVC helped a student who was living in their car get an unaccompanied youth grant for housing and tuition costs; resulting in graduation.
- Collaborated with New Student and Family Programs to better track military-affiliated new and transfer students. Had high-quality interactions with **100** prospective students and **42** attendees at orientation breakout sessions. Through these interactions new student staff members were recruited.
- Provided "super-advising" concerning **1,238** individual supports and services related to educational benefits. These sessions addressed all or some of benefits processes, degree plans and goals as they relate to benefits, how to maximize options for paying for school, advising on how to keep full-time enrollment in winter and summer.
- This resulted in more students using Chapter 31 educational benefit, the Edward T. and Mary A. Conroy Scholarship, applying to and getting accepted to graduate school at TU and taking classes in summer and fall.



BY THE NUMBERS

2,397*

Individual Supports and Services Provided to Students

900*

Supports and Services Provided to Parents, Faculty, Alumni, Staff, & Other

\$28,000+

Raised during the MVC's co-hosted annual Super Bowl Fundraiser to support the Nick Ziolkowski Scholarship

*During Spring 2023 semester.

RECOGNITION

#7 BEST SCHOOL FOR VETERANS IN THE NORTH REGION

U.S. News and World Report

GOLD DESIGNATION

Military Friendly Colleges and University Rankings, for the first time

TU PRESIDENTIAL-APPOINTED REPRESENTATIVES

on the governor-created, Maryland College Collaboration for Student Veterans Commission

INFLUENCE IN THE FIELD

BOARD MEMBER

of Association of Veterans Certifying Officials, Coordinator

TEDX TOWSON

Speaker, Director

KEYNOTE SPEAKER

AVECO 2023 National Conference, Director

CONTACT US

Military and Veterans Center

Psychology, Room 107

tuvetcenter@towson.edu

410-704-2992



NEW STUDENT & FAMILY PROGRAMS

New Student & Family Programs (NSFP) introduces all new students and their families to Towson University through a series of orientations offered prior to the fall and spring semesters.

NATIONAL REPRESENTATION

PARTICIPATION IN NODA, THE ASSOCIATION FOR ORIENTATION, TRANSITION, AND RETENTION

- The Coordinator of Freshman Programs serves on the Region 8 Leadership Team and is the co-chair for the multicultural network.
- The Associate Director served as the Annual Conference Program Chair for the national conference in Baltimore in November, 2022.
- The Director is fulfilling her term as President.
- All NSFP staff members presented at either the regional and/or national conference over the past year.

"I really enjoyed my orientation and felt really welcomed to Towson. I feel like I can get answers to any questions I have and the staff is dedicated to helping the students."

INTEREST IN SERVICES

- More family members and guests want to attend orientation than there is capacity.
- The team continues to offer content online to help meet the needs of the family members when space is restricted.

SEE MORE OF WHAT WE DO

towson.edu/studentlife/newstudent/

MISSION

The Office of New Student and Family Programs will provide an intentional, accessible, comprehensive orientation experience for incoming students and their families by laying a foundation for understanding the academic environment and campus resources; introducing resources and academic help; participating in TU traditions; and encouraging engagement in the University community as the first step toward retention and ultimately graduation.

VISION

NSFP creates an inclusive and welcoming environment for all students and families through their TU journey.



New Student & Family Programs

TRANSFER ORIENTATION

Transfer orientation is an introduction to TU resources as well as an opportunity for advising and course registration. Students meet other transfers in their major and are supported by an academic advisor in building their course schedule.

FRESHMAN ORIENTATION

Freshman students navigate summer orientation in small groups led by a current TU student. They get to know campus, learn about academic requirements from an advisor, and explore engagement opportunities and campus resources.

FAMILY ORIENTATION

Families are encouraged to attend summer orientation with their freshmen or transfer students. They learn about family-specific resources and TU resources to pass on to their students, and are taught strategies for coaching their student through a successful college transition.

FRESHMAN TRANSITION PROGRAM ORIENTATION

Students admitted to the FTP program in partnership with CCBC attend select orientation dates with other incoming freshmen students. Each Welcome to TU, a kick-off event is held to help them get to know one another and get connected to a student mentor.



BY THE NUMBERS

4,223

Students Attended Orientation

2,667

Guests Attended Orientation

20,000+

Users of TU for Families, the newsletter and portal

77%

Email Open Rate for First-Year Families

525,000

Emails Sent

CONTACT US

New Student & Family Programs

University Union, Room 251
newstudentprograms
@towson.edu
410-704-2309



New Student & Family Programs



STUDENT ACCOUNTABILITY & RESTORATIVE PRACTICES

SARP's mission is to foster **D.E.E.P.** relationships with students through interaction that encourages and challenges them to understand their role as part of the greater community.

Develop engaged community members.

Educate the campus community on acceptable behavior.

Engage students in opportunities for learning through the accountability process that addresses allegations of misconduct.

Promote a campus climate rooted in civility by offering an Alternative Resolution Process.

BUILDING COMMUNITY

- Trained all Resident Assistants in Restorative Practices and the Alternative Resolution Process.
- For the first time in TU history, used 2 restorative circles to address background differences and the usage of racist derogatory terms supporting a campus that prioritizes diversity, equity, and inclusion.
- Piloted a Peer Education Program, which will expand next year.

"It was a very reflective process and forced me to challenge my own thinking and behaviors. Both in the scenario and in real life."

-Feedback from Restorative Practices Training Attendee

:

SEE MORE OF WHAT WE DO

towson.edu/student-accountability/

As a department we value the concept of **L.I.F.E.R.** We hope through engagement with our office that students come to represent the qualities as a **Towson TIGER L.I.F.E.R.**

LEARNING

INTEGRITY

FAIRNESS

EQUITY

RESPONSIBILITY



Student
Accountability
& Restorative
Practices

DEVELOPING STAFF

- One Coordinator attended a 4-day training institute about core competencies in the field of Student Conduct.
- The Associate Director attended a virtual mini track about assessment.
- The Assistant Director attended and presented at the National ASCA conference.
- Check ins for case management and self-care during staff meetings and one on ones were implemented.

ALTERNATIVE RESOLUTION PROCESS

- New office name went into effect January 1, 2023.
- Handled **53** cases through the ARP process, a dramatic increase from 4 cases last year, accounting for **11%** of all cases.
- Restorative Practices Steering Committee was recognized as a Divisional Committee and hosted three trainings composed of two days of extensive RP introduction and a third advanced day for staff and faculty who had attended previous trainings.

PROACTIVE OUTREACH

PROGRAMMING EVENTS

- Increased outreach and campus presence exponentially.
- Participated in **20** events and programs in addition to summer orientation tabling and panel sessions.
- Participated in the Welcome to TU committee for the first time.

SOCIAL MEDIA

- Implemented a strategic effort to engage on Instagram and Tik-Tok. Post examples include introductions of staff members, funny videos showcasing common student code of conduct violations, informational posts about the office, and cross departmental support of other initiatives on campus.
- Prior to discontinuing Tik-Tok, in accordance with Maryland's updated policy, a collection of fewer than **10** posts garnered over **3,000** views.
- Instagram followers increased by **40%**.

RESTORATIVE PRACTICES

53
ARP Cases

32
Restorative Circles

55
Student Participants

MOST COMMON TYPES OF CASES

Possession/Use of Drugs

Possession/Use of Alcohol

On-campus Housing Violation

Disruption of Teaching & Events

BY THE NUMBERS

457
Cases

8.3%
Recidivism Rate,
lowest rate to date!

23
Times Responsible
Tiger Protocol was
Utilized

449
Unique Students
Involved in Cases

67%
Found Responsible

CONTACT US

Student Accountability & Restorative Practices
Administration Building,
Room 2133
sarp@towson.edu
410-704-2057



Student
Accountability
& Restorative
Practices



STUDENT ACTIVITIES

The Office of Student Activities believes a sense of belonging and involvement transforms a student's collegiate experience and facilitates their success. We cultivate student development by providing opportunities for students to define their TU experience through exploration, involvement, and intentional programming. The values we promote in our office are community, development, support, success, influence, fun.

CAMPUS PROGRAMMING

The Campus Programming Team spent significant energy during FY23 re-imagining, re-branding, and creating new social programs for the students of Towson University. Not a single program was repeated from FY22 without being re-imagined by the team. They developed a team centered approach to program planning, breaking down the silos that had existed in the department prior to FY23. New collaborations and partnerships with other campus departments were established, adding resources and opportunities for community building.

- 29 programs were hosted, these may include multiple events within each one
 - Welcome to TU included 29 events over 5 days
 - Homecoming included 5 events over two weeks
 - Welcome to TU Spring included 5 events in one day
 - The Tiger Tuesday series took place over 9 days
 - 8 department signature events
 - 4 collaborations with TU Athletics
 - 8 collaborations with other departments' programming
 - 8 standalone events
 - 1 new weekly series
- Campus Activities Board was re-established as the premier campus programming board.

SEE MORE OF WHAT WE DO

towson.edu/studentactivities/

PROGRAM SAMPLING

TIGER TUESDAY

Bingo, trivia, and more offered every Tuesday evening.

THE BLIZZARD

Celebration of the winter season and what it looks like for different cultures.

TIGERFEST

Annual spring celebration including a carnival, cookout, and concert.

TIGERS LEAD

A three-tier leadership development program for students.



Student
Activities

LEADERSHIP

- Tigers Lead staff hosted its first focus group with the first cohort of students who completed the entire Tigers Lead program.
- Tigers Lead Tier 1 hosted 38 workshops and had 444 total attendees, and 301 unique attendees.
- Six Leadership Lunches occurred with topics including conflict management, time management, and financial literacy.
- Hosted the inaugural Leadershape Catalyst experience.
- Celebrated over 30 student, staff, and faculty recipients of Leadership Awards.

STUDENT ORGANIZATIONS

- Involvement Fairs saw a rise in attendance and engagement with over 1,000 attendees in the fall and over 750 attendees in the spring.
- Student Group Leadership Summits continue to receive overwhelmingly positive feedback. The program is also collaborative with at least 5 campus partners being featured each session.
- SGA Elections saw four executive board tickets run for election at the same time, which is the first time this many tickets have been active in at least two decades.

"I learned to not be afraid to ask for help, and that just because you possess a talent or skill, doesn't mean that someone else can't have those same qualities."

Student Feedback from Leadership Catalyst



STEWARDSHIP RESOURCES

22
Sponsorships Secured

8
New Monetary Sponsorships

\$15,000
Received from New Monetary Sponsorships

IN-KIND DONATIONS

\$6,000
For Snacks at Welcome to TU

300
Custom Designed T-shirts

1,210
Snacks and Drinks

BY THE NUMBERS

274
Active Student Organizations

36
New Organizations

12,000+
Student Attendees at CAB Events

26,515
Instagram Video Series Views

99
Students Attended Leadership Lunches

CONTACT US

Student Activities
University Union, Room 251
studentactivities@towson.edu
410-704-3307



Student Activities



STUDENT OUTREACH & SUPPORT

The Student Outreach & Support Team aims to support the most vulnerable population on campus and provide resources to students who may be experiencing an interruption to their academic progress.

CONNECTING WITH STUDENTS

- SOS is a voluntary resource for students and still 63% of students who received outreach made contact with the office.
- During the spring, the staff completed 2,133 actions to support students. Those actions ranged from notifying faculty of absences to consultations, referrals, and student meetings.

"SOS does amazing work — I can't think of much else I would like to see from the office."

—Anonymous Student

SYSTEMICALLY SUPPORTING STUDENTS

- Exploration around emergency fund requests led to an increase in the percentage of applicants who received emergency funding
 - 22% more students in Spring than Fall
- Collaborated with Dining Services to establish a meal swipe donation program.
- Helped manage staff loads by adding a full-time Coordinator and hiring for the vacant Assistant Director position.

SEE MORE OF WHAT WE DO

towson.edu/studentaffairs/student-outreach-support/

COMMON CONCERNS WE HELP STUDENTS NAVIGATE

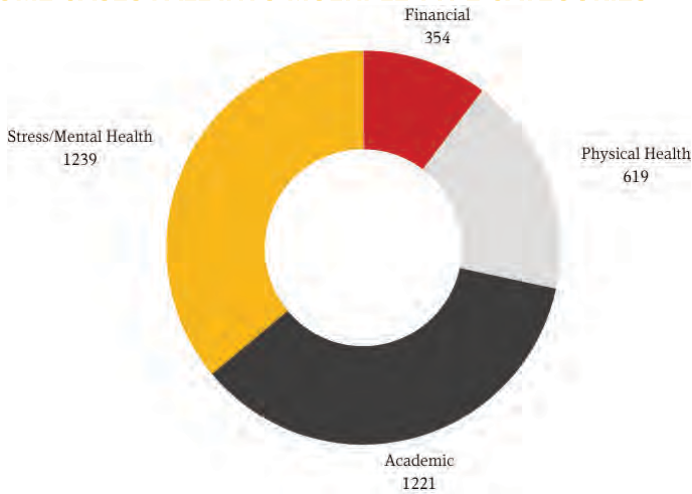
- ▶ Bereavement
- ▶ Medical Absence
- ▶ Financial Hardship
- ▶ Academic Concerns
- ▶ Food Insecurity
- ▶ Mental Health Concerns

SUPPORT TYPE EXAMPLES

- ▶ Faculty Notifications
- ▶ Hospitalization Follow-Up
- ▶ Campus Resource Referrals
- ▶ Medical Withdrawals
- ▶ Emergency Fund Support
- ▶ Consultations

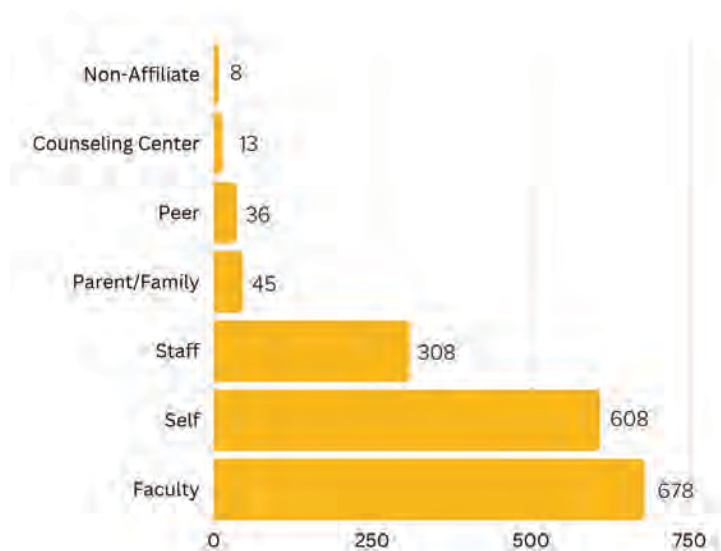
REPORTS BY CASE TYPE

SOME CASES FALL INTO MULTIPLE TYPE CATEGORIES



REFERRAL SOURCES

SOS EXPANDED COMMUNICATION WITH REPORTING PARTIES SO ALL REPORTERS RECEIVE OUTREACH



OUTREACH & EDUCATION

- ▶ TABLING EVENTS
- ▶ CLASSROOM PRESENTATIONS
- ▶ INSTAGRAM
- ▶ PROMOTIONAL MATERIALS



BY THE NUMBERS

1,712
Unique Students

2,207
Reports Received

\$196
Fall Average
Emergency Grant
Amount Awarded

\$377
Spring Average
Emergency Grant
Amount Awarded

\$181
Average Emergency
Grant Increase from
Fall to Spring

CONTACT US

Student Outreach & Support
Administration Building,
Room 2133
sos@towson.edu
410-704-2055



Student
Outreach &
Support



STUDENT SUCCESS PROGRAMS

From encouraging personal and academic development through mentorship to providing a family-oriented community, Student Success Programs (SSP) are dedicated to serving TU students.

FRESHMAN TRANSITION PROGRAM

SUCCESS

Students who are part of the FTP are more likely to be successful with the support of a peer mentor; being part of the Living Learning Community also plays a positive role.

TRANSITIONS

Historically, FTP students who participate in SSP programs and connect with community successfully transitioned after their first semester.

LIVING LEARNING COMMUNITIES

Students Achieve Goals through Education (SAGE) Living Learning Community continues to support student's acclimation to the university through community building.

"Ms. Tammie (SSP Director) has helped me so much, and the support I receive from her only grows. From being a mentor on the floor to an undergraduate assistant at SAGE, I wouldn't be able to step into these positions of leadership if she had not seen something in me I couldn't have seen myself. Knowing someone believes in you as much as Ms. Tammie believes in all her students is enough motivation to make me want to continue to become a better student, leader, and person."

— Bryson Wittington, SAGE Mentor

SEE MORE OF WHAT WE DO

towson.edu/student-success/

SAGE

Students Achieve Goals through Education fosters academic achievement, personal development, and campus-wide involvement.

CROP

College Readiness Outreach Program connects 9th graders with TU student mentors who provide a series of college readiness workshops.

MAN 2 MAN

A designated space for students who identify as men of color to share their thoughts and feelings, connect, and be supported by peers and employees who hold the same identities.

GENERATION ONE

Provides space, workshops, and activities for first generation students to network, share experiences, and become engaged members of the TU community.



CREATING A HOLISTIC STUDENT SUCCESS STRATEGY

- Partnered with Student Government Association to create tutoring program for Baltimore City middle school students.
- Introduced fall Mentor Week: A week-long series for students to learn the importance and the value of mentoring
- Collaborated with 15 campus partners including Student Activities and the Center for Student Diversity

SUCCESSSES

- First Scholars Network Membership Approved
- Received Towson University Staff Senate Impact Award for Outstanding Service to Students
- Received Higher Education Excellence Diversity Award (HEED) for third year
- Piloted Dialogues at TU for SSP Student Leaders

HIGHLIGHT

Coordinator Aaron Saunders successfully presented to the University System of Maryland Administration and Board of Regents about SSP programming and CROP.

STUDENT ACHIEVEMENTS

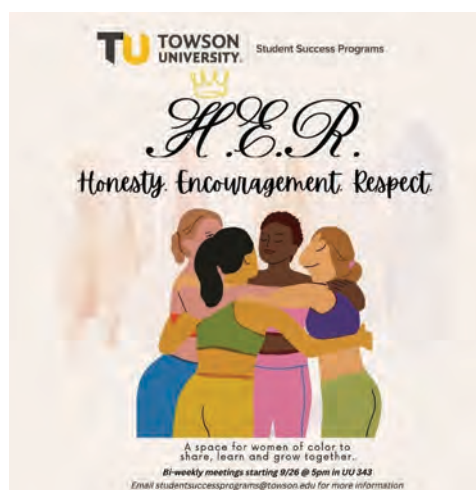
- The Raft Woodus Social Activist Award
 - Anthony Landaverde, SAGE Mentor
- The Marion Hoffman Ethical Leadership Award
 - Latavia Edwards, CROP Mentor
- The SGA Student Leader of the Year Award
 - Lorelei Thompson, SAGE Team Lead
- Sports Club Leader of the Year
 - Lorelei Thompson, SAGE Team Lead
- Outstanding Multicultural Program Award
 - Love a Black Woman: Presented by Infinity to Infinity, Sisterhood, National Council of Negro Women, Inc., Black Student Union (Two organizations advised by SSP)

H.E.R.

SSP'S NEWEST PROGRAM

Honesty. Encouragement. Respect. (H.E.R.) is a space for women of color to share, learn, and grow together.

Meetings were held bi-weekly.



STUDENT CONNECTIONS

1,000+
Mentor Week

110+
Student Mentors

250
Brunch Fest

300+
Care Packages

150+
Gen One Day

1,200+
Destress Event

CONTACT US

Student Success Programs
University Union, Room 343
410-704-2051
studentsuccessprograms@

towson.edu





TU IN NORTHEASTERN MARYLAND

TUNE offers workshops for academic achievement, library services, and writing support. TUNE offers civic engagement and leadership, accessibility and disability support services, virtual appointments with counseling, health fairs, recruitment to clubs, career readiness, and so much more. TUNE is an inclusive community that thrives on the diversity and diligent work ethics of students who have chosen college the smart way!

PROGRAMMING

STUDENT SERVICES ASSISTED WITH ADVISING AND SUPPORTING STUDENT CLUBS:

Student Advisory Board, TUNE Tracks, SPEAC, Economic Club, PsiChi, TUNEique, and PRIDE.

STUDENT LEADERS WERE PROVIDED TRAININGS:

Clifton Strengths, Working with Difficult Participants, Bead Who You Are, Tiger Pride Day, and the Tier One Leadership series.

CIVIC ENGAGEMENT OPPORTUNITIES:

Tiger Pride Day, Voter Campaign, Clean Up Day, HOPE Center volunteerism, and Food Share/AmeriCorps activities.

CAREER READINESS OPPORTUNITIES:

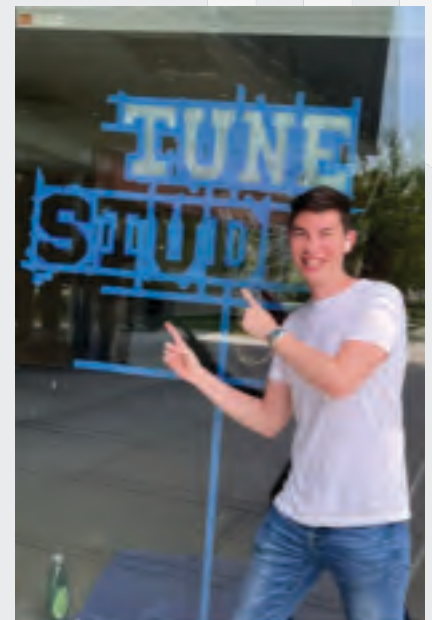
Speed networking for education majors, inviting employers to TUNE to table and visit classes, and partnerships with the Career Center.

EMOTIONAL WELLBEING:

Pets on Wheels, Counseling Center workshops, Destress Fest, Friendsgiving, and the promotion of Togetherall and Kognito all show students TUNE cares.

TUNE STUDENTS

TUNE students attend for about two years following attendance at HCC. About half receive Dean's List while balancing the responsibilities of being a nontraditional student and commuting to campus.



SEE MORE OF WHAT WE DO

towson.edu/academics/undergraduate/tune/



Northeastern Maryland



SENSE OF BELONGING

FIELD DAY

- Students reported yard games, ping pong, spending time with friends, and tie dying to be the most memorable components.
- Most students reported they would participate again in another Field Day event.
- All students who completed the survey said they would like to maintain being physically active after Field Day.

WELLBEING INITIATIVES

- Students are interested in many of the wellbeing initiatives that are available or have been available at TUNE.
- The contract with HCC's recreation services has ended. Students have reported replacing the service at the TUNE location with initiatives including aerobic options, Zumba, massage, meditation, ART treatments, chiropractic adjustments, kettlebells, body composition scans, nutrition information, and Tigers in Recovery resources.

STAFF DEVELOPMENT

- TUNE only has one Student Affairs professional staff member. She enhances capacity by working with a student leadership team and professional collaborations.
- Clifton Strenth was provided to TUNE collaborators, 100% reported positive outcomes following the workshop.

GRANT FUNDING

\$4,000

Gambling Grant

Assisted with funding the end of year celebration and summer orientations.

\$5,000

Alcohol, Tobacco, and Other Drugs Funding

Helped supplement programming for Welcome Week, Field Day, Graduation Celebration, Student Leader Lunch, and Food Share.



BY THE NUMBERS

100%

of Students Gained New Knowledge

100%

Would Attend Again

83%

Felt Comfortable Attending at least 10 Tables

75%

Attended because They Wanted to Learn about Resources

At the Fall 2022 TUNE Resource Fair.

CONTACT US

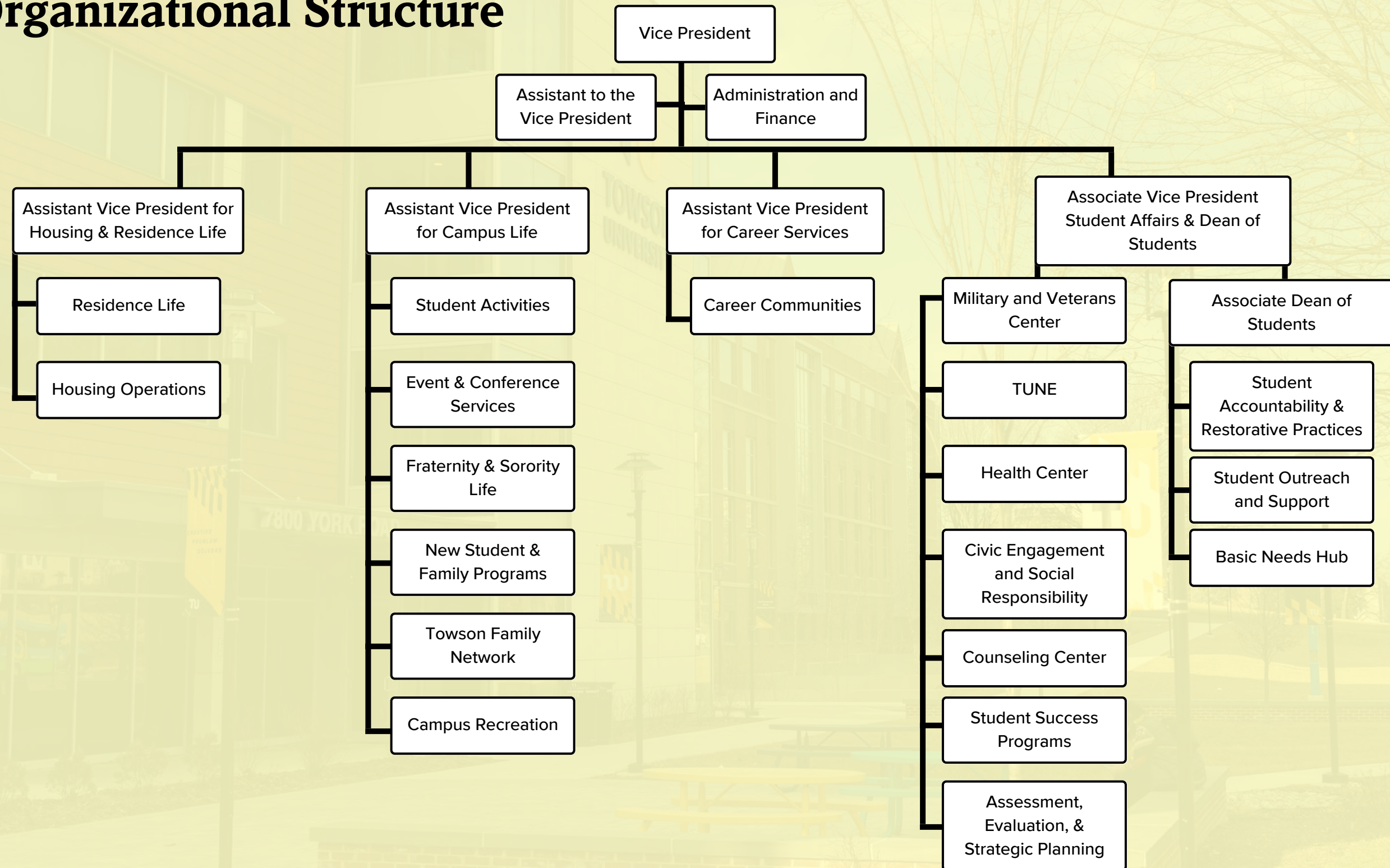
TUNE

510 Thomas Run Road
Bel Air, MD 21015
TUNEMD@towson.edu
410-704-8863



Northeastern
Maryland

Student Affairs Organizational Structure



"I care about students, and love working with them to help them reach their goals. With the College Readiness Outreach Program, I love working with students and their families to help them create a plan and prepare for college and support them once they get here."

Aaron Saunders

Coordinator, Outreach and Retention
Student Success Programs



Recognition & Shout Outs

Judy Rixham

**Executive Administrative Assistant
Dean of Students Office**



Judy Rixham consistently goes above and beyond her job responsibilities to support the FoodShare program. Throughout the past year, her contributions played a crucial role in the program's success. Judy has been instrumental in providing prompt and accurate information, handling various tasks, such as grocery pickups and making inquiries across campus. Additionally, she efficiently managed purchasing, supervised student workers, and ensured timely program orders. Her exceptional organizational skills have proven invaluable to the program's growth. The VISTA who ran the program last year regarded Judy as one of the most reliable resources and friendliest individuals to collaborate with. Her dedication and positive attitude have made a significant impact on the FoodShare program's achievements. Judy Rixham supported the SOS team substantially during the Fall 2022 semester. She exceeded her position responsibilities and was responsible for maintaining the email and responding to many cases. Judy's historical knowledge has been priceless as the SOS team has formed and tried to establish protocols for moving forward.

Dymond Hamlin

**Coordinator, Health Education and Promotion
University Health Center**



Two months after Dymond was hired as the Coordinator for Health Education and Promotion, her supervisor and mentor left Towson University. Dymond rose to the occasion and successfully planned, promoted, and executed numerous HEP programs, events, and workshops. She maintained external partnerships and solidified internal partners and collaborators.

Dymond exhibited organizational, time management, and problem-solving skills. She provided guidance and support to our graduate assistant, interns, and peer educators. Dymond assisted in two search committees and organized the search for the new Associate Director of Health Education and Promotion. Dymond accomplished all this with a smile on her face along with optimism, energy, and positivity.

Elora Orazio

**Director
Assessment, Evaluation, & Strategic Planning**



Elora has been instrumental in helping CESR develop departmental learning outcomes and assessment tools. These learning outcomes are a central component in the development of programs and allow us to clearly communicate our work to campus and community partners.

Elora singlehandedly changed the way our division and our department think about assessment. Elora provided support, brainstorming, advice, and just an overall positive presence within the Dean of Students Suite.

Elora Orazio has changed the approach to assessment. Shifted the focus to meaningful and intentional creation of objectives and measurement strategies and taken the time to meet individually with directors. I also appreciate the opportunity to provide feedback on the new annual report structure and the extensive assistance in helping us to craft responses that allow us to concisely share our departmental accomplishments, maintain consistency with our outcomes in Advocate, and provide helpful information to illustrate to stakeholders the excellent work that is happening in Student Affairs.

The Career Center — specifically Sara Harrison, Tanja Swain, and Marcy Lightfoot—have been a pleasure to partner with this year. The MVC partnered with them to put on the first of its kind "Vetworking" event for military-affiliated students at the StarTUp, and they have been massively important in organizing and executing continued programming geared at career readiness and support for students with past or current military experience.



Sara Harrison

**Assistant Director Health & Wellness Career Education
Liaison to Center for Student Diversity, Accessibility &
Disability Services and Athletics**



Tanja Swain

Assistant Director STEM Career Education



Marcy Lightfoot

**Assistant Director Media, Arts & Communication
Career Education
Liaison to College of Business & Economics
and Military & Veterans Center**



Dario DiBattista

Director
Military & Veterans Center

Dario DiBattista has elevated the visibility of the Military and Veterans' Center to a level I have never before witnessed in my nearly 30 years at TU. He is frequently the first person to respond to discussion questions in meetings and his perspective is always wise. He is a staunch supporter of the work of other units and communicates regularly about how campus partners can best support student veterans. His collaboration with TUCC on an event to promote Togetherall, an online peer to peer support platform, was so successful that our Togetherall liaison reached out to me to ask why so many people were suddenly registering for the program. His humility and service-orientation make him a wonderful role model.

Alison Peer

Associate Dean of Students

While working full time and with a family, Alison managed to successfully defend her dissertation proposal. Then she went on to trailblaze a new role within the Division of Student Affairs. In Alison's new role, she is the chair of 3 divisional/University committees which include BIT/CARE/Restorative Practices. When it comes to Restorative Practices, there is no bigger champion. Alison also leads the SOS team. Despite that she has had a heavy load while transitioning into her new role, I always felt I could go to her and ask questions and seek guidance. I truly feel lucky that I get to grow in my new role with Alison as a supervisor and mentor. Alison cares about the success of every office and has provided restorative circles to departments across the division to support staff dynamics in those areas.



Student Outreach and Support

The MVC would like to acknowledge the hard work of the Student Outreach & Support (SOS) Office. They are a small and mighty team of folks who have cemented themselves as the first phone call for all questions. They're undeniably hard working and dedicated to providing outstanding support and services to TU. The Towson University community is extraordinarily lucky to have the SOS team. The SOS team has gone through significant transition and all members deserve to be recognized for their efforts:

Jaleesa Thomas, SOS Coordinator held down much of the work during the Fall 2022 semester on her own when she was still new to the University and to her role. In the Spring 2023, Jaleesa contributed to the start of the outreach and education work of the department.

Jessica Murry-Zellers, SOS Coordinator, came in during the Fall 2022 semester and quickly picked up work. Her deep empathy has been a real asset to the team. She has also taken on outreach responsibilities for the department.

Laurianne Brown, Assistant Director, joined the team in January of 2023 and quickly became the person who triaged all cases and fielded many of the calls for the department. Her expertise in resources and her care for individual students is incredible.



Laura Knox

Assistant Director
Campus Student Employment

Laura made herself available to provide professional development trainings to our student employees throughout the year, on short notice and outside of typical office hours. She also assisted with this year's Spring Leadership Training, providing quality knowledge and resources to our student employees to assist them with meeting future goals.

Laura conducted trainings for student employee supervisors in many departments across campus including OIIE, SOS, Counseling Center and the library. She consulted with supervisors on navigating employment processes and coaching difficult employment situations. She convened monthly Community of Practice sessions and conducted a variety of workshops for students on both student employment and career skill topics: Overcoming Procrastination; Financial Literacy; Legal Rights in the Workplace; Finding an Inclusive Workplace Beyond TU; field trip to StarTUUp; Mega Fair brainstorming (marketing/promoting); Big Picture and Communication Skills; customer service.

