

2023

24

DIVISION OF
STUDENT AFFAIRS
IMPACT REPORT



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Letter from the Senior Vice President for Student Affairs and University Life

TU community and friends,

As we reflect on the past year in Student Affairs, I'm thrilled to share a high-level overview of the headway each of our divisional areas and respective departments are making to help ensure our students are supported throughout their time at Towson University and beyond. Our division is dedicated to fostering a supportive and inclusive environment where every Tiger can thrive, as we continue to invest in resources and advance initiatives that empower our students to succeed.

From setting appropriately high expectations and stewarding exceptional feedback to providing opportunities for reflection, Student Affairs continues to prioritize implementing High-Impact Practices to provide students with invaluable learning experiences. While we support their journey outside the classroom environment through co-curricular engagement, we're proud to assist our students through scholarships and awards, reducing the effect financial barriers can have on their academic success. We recognize that our Tigers' success rests not just on providing resources, programs, and spaces that help them flourish, but on the ongoing collaboration between our dedicated staff and our colleagues across the university.

We're thrilled to celebrate the hard work and dedication of TU's Student Affairs team through our STAR and Divisional Awards that recognize and celebrate the outstanding contributions of our colleagues. While we continue to invest in our students' success, we're equally committed to empowering our staff to innovate and develop new programs that enhance student experiences through internal grant opportunities.

As we move forward, I am delighted to lead my colleagues on the path to growing Towson University's dynamic and inclusive campus environment where our Tigers thrive throughout their academic journey and beyond.

I want to express my sincere gratitude to our entire team for their unwavering commitment to student success. Together, we are making a positive difference in the lives of our students and the TU community as a whole.

GO TIGERS!



Vernon J. Hurte, Ph.D.

Senior Vice President for
Student Affairs and University Life

Scholarships

Awarded by Student Affairs

Student Affairs supports student success through a myriad of pathways including awarding deserving students with scholarships that help to pay for their college education at Towson University.



Marian B. Hoffman '74 Ethical Leadership Award

For students who demonstrate integrity in their decision-making as leaders and who have shown continual leadership and service to the university through student organizations, university committee participation, academic achievement and outstanding contributions to student life.

Barnes-Harris Scholarship Endowment

Offered through Student Success, the goal of the Barnes-Harris Endowment is to support incoming freshman from metropolitan public high schools, who are enrolled full-time and who demonstrate financial need. The scholarship was established in the names of Marvis Evon Barnes '59 and Myra Ann Harris '59, TU's first African-American graduates.

Mary Lee Farlow Outstanding Students Scholarship Fund

Awarded by Residence Life to an outstanding resident student leader who demonstrated assisting other resident student leaders, contributing to a positive community, promoting student success, and going above and beyond the expectations of any organizational or employment role they hold.

Additional Scholarships

Bernard Dabrowski Memorial Endowed Scholarship

Jordan Feder Memorial Endowed Scholarship

Kevin Ryan's Gift Memorial Endowment

Hurte Family Student Engagement Scholarship

Susan M. Kolb Parents Association Endowed Scholarship

President Maravene Loeschke Leadership Endowed Scholarship

James R. Saxon Memorial Scholarship Endowment

Dollars Awarded
by Student Affairs

40.9k

Student Recipients

20

Total Scholarships

10



Grants Awarded

Student Affairs is composed of innovative professionals who strategically search and apply for opportunities to fund existing services and develop cutting-edge programs for students.

Financial Facts

Student Parents

\$ 2M

The Child Care Access Means Parents in School Grant has helped create an on-campus Family Study Room, a staff position, a student group, child care subsidies, and more.

Basic Needs

\$ 30,650

The Hub was awarded a record of grant monies to stock the hygiene closet and Tiger Threads. They were also able to purchase an industrial refrigerator for the pantry.

Civic Engagement

\$ 38,900

A total of nearly \$39,000 was awarded across 6 grants to support civic learning, processes for tracking, applying for Carnegie Classification, Constitution Day, and more.

Veterans

\$ 25,000

3 grants supported over 200 veterans and their families to connect with crucial resources, and to create 12 Cognitive Behavioral Therapy for Insomnia Pain Management educational programs.

Wellbeing

\$ 28,250

Grants across Campus Recreation, The Counseling and Health Centers supported staff trainings, suicide prevention signage, and NatureRx.

Northeastern

\$ 17,500

Our students at all campuses benefited from grant funds. TUNE students received programming, workshops, substance use screening, training, and trips through grant funds.

24
Grants

were awarded across the division, filling needs for specific student populations, educating staff, and permitting Student Affairs units to provide services of the highest caliber.



Expertise Sharing

Student Affairs staff embody their care to students both at TU and across the nation. With 90 contributions across 8 areas of impact, Student Affairs is not only staying up to date with cutting edge practices but they are writing them and helping other universities support student success.

An impressive 36 presentations were shared at conferences from as close as TU's Women in Leadership Conference and as far as Seattle, WA, demonstrating TU's reach from coast to coast. Topics of publications ranged from the intersection of residential education and restorative practices to internships, maintaining sobriety, and civic engagement in higher education. Staff served their fields 20 times with memberships across executive boards of national organizations and conference planning.

TUNE, in particular, shines in their efforts to contribute to the local community, serving on 5 boards supporting services across Maryland and Harford County. One Student Affairs staff member even served as the keynote speaker at the Association of Veterans Education Certifying Officials national conference.

90

The number of times TU Student Affairs staff contributed their talent and expertise across all types of service at the national, state, local, and institutional levels.

Types of Impact

- Conference Presentations
- Publications
- Service to the Field
- Workshops to TU Staff
- Training Other University's Staff
- Serving on Boards across MD
- Represent TU in Media
- Keynote Speaker

Committees

Staff contributed to **12** divisional committees this year and addressed *all* strategic priorities.

Student Affairs recognizes the best way to impact student success is by bridging departmental expertise to support students holistically. Much of this work happens in committee settings, where teams work to address specific topics.

Accomplishments

- Established common welcome and on-boarding experiences for all new staff.
- Formulated guidance and definition of HIPs Quality Dimensions for Student Affairs context.
- Data sharing drove multi-departmental prevention efforts to substance use on campus.
- Inventoried current and future divisional HIPs.
- Improved the process of awarding scholarships.
- Hosted Leadership Awards Ceremony.
- Reviewed 225 award nominations and selected winners.
- Built staff's capacity for inclusive excellence.
- Streamlined assessment and aligned divisional terminology to improve utility of efforts.
- Provision of handbook to all faculty on how to identify and assist students in distress.
- Strengthened relationships with local hospitals.
- Rewrote the Freedom Square Chalking Guidelines.
- Developed a Free Speech Handout and a Know Your Rights tri-fold.
- Doubled attendance at gymnastics social event.
- Developed divisional leadership competencies.
- Reviewed clusters of disease activity and followed recommendations from the Health Department.
- Contributed insights on a food waste notification system in development.
- Provided Lunch & Learn opportunities on topics including compassion fatigue, race, generational connections, dog-whistles, assessment, and pivot tables.



Divisional Teams

Assessment Committee

Diversity, Equity, & Inclusion

Emergency Preparedness and Risk

Management

High Impact Practices

Hunger Free Campus

JED Campus

Leadership Initiatives

Staff Development and Engagement

Student Affairs Leadership Awards

Substance Education Concerns

Tiger Advocacy Advisory Team

TU Medical Advisory Committee

STAR Award Winners

These awards recognize and reward staff members and graduate assistance for their outstanding contribution to the Division of Student Affairs. The recipients of this honor must have exhibited a high level of dedication, initiative, and cooperation in their job responsibilities. Each individual must have demonstrated an attitude of excellence and gone beyond the expectations of their position.

Amen Justice-Awuzie

Her commitment to supporting the mission of Student Affairs is evident in her one-on-one support of students in the classroom and as a colleague. She constantly uplifts those around her, always considering concerns as opportunities rather than problems. Amen is a great colleague who always seeks to collaborate with others to enhance the student experience.



Elora Orazio

Elora has single-handedly energized our division in assessment and strategic planning efforts. She checks in and supports each department on their efforts. The fact that she accomplishes all she does as an office of one is wildly impressive. Not only that, she has spearheaded an incredible \$2 million grant to help student parents at TU.



Lisa Simmons-Barth

Within the realm of residence life, where fostering community and providing support are paramount, Lisa excels in every aspect. Her ability to build meaningful relationships with residents and staff alike is a testament to her genuine care and empathy. She actively seeks out opportunities to celebrate the richness of our collective experiences, ensuring that every resident feels seen, heard, and valued. She continues to foster an environment where everyone feels like they belong."



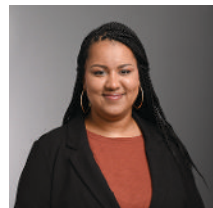
Shannon Cheek

Through her unwavering commitment to social causes and her active involvement in various initiatives, Shannon has consistently demonstrated her passion for making a positive impact on the lives of others. Being tasked with rebranding The Big Give to Impact TU was extraordinary. The event was well organized and executed. Her inclusive approach and empathetic leadership style have earned her the respect and admiration of her peers, making her a true asset to our community.



Charisse Carter

She is someone who can be relied on to engage with students in some very difficult moments and provide them with an impeccable level of understanding and support while also holding them to a high degree of expectations. She most definitely shows up in the "with" box in her roles as a supervisor, advisor, mentor, and colleague. Charisse approaches her work with a solution focused mind-set



Michelle Rauch

Michelle has taken her role and forged it into something more than it ever has been. She is an integral part of her team and always seeks to build partnerships with others across the university. Throughout her time at Towson, she has strengthened the existing work that we do and created so many new projects and partnerships to support the TU community.



Karisma Dorsey

Karisma has approached her work with high spirits, an open mind, and an adventurous willingness to try new things. She helps to keep the front office running smoothly, no small task in an office as busy and sometimes chaotic as the Counseling Center can be. And somehow she never seems to get ruffled, and everything that she does, she does so very well.



Divisional Award Winners

The Student Affairs Divisional Awards recognize additional individuals, departments or organizations whose work this year has made a great impact on our campus community. Each award has its own criteria.

Alison Peer

Coaching Champion

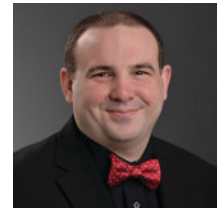
The purpose of the Coaching Champion Award is to recognize coaches in the workplace who go the extra mile to help others grow personally and professionally. This individual creates an environment where people may achieve their highest potential. They set clear expectations, provides actionable feedback and coaching, and establish relationships based on mutual trust and respect.



Greg Primrose

Unsung Hero

This award recognizes an individual who has made significant contributions to their department, without always being in the spotlight. This individual is a role model behind the scenes and a positive influence on the entire department.



Makenzie Duvall

Cyndi Zimmerman Outstanding Administrative Support

This award recognizes a staff member who is an integral part of their team who goes above and beyond expectations to ensure excellence in support of the University's mission and success within their own respective programs. They develop and maintain positive relationships University wide and contribute to a culture of optimism and positivity. They are able to provide an exceptional customer service experience, both internally and externally, with professionalism and poise.



Laurianne Brown

Best Collaborator

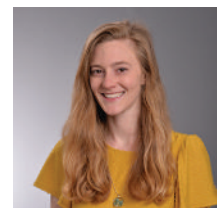
This individual is a reliable team player that has helped positively push programs or initiatives forward. This individual works well with people across the division and develops strong relationships. They are easy to work with to achieve results.



Zoe Huff

Rookie Rockstar

The purpose of the Rookie Rockstar Award is to recognize and celebrate a new employee or an employee new to a position who has shown outstanding performance in their role. This individual performs exceptionally well with minimal direction, takes initiative to assume additional responsibilities and greatly contributes to the overall success of their department and division of Student Affairs.



Jimmy Thren

Game Changer

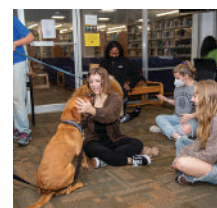
This award goes to a team, department or group of employees who developed, implemented, or piloted a new approach, system or idea within the past 12 months. This new project positively impacted the campus, students and/or divisional goals. This idea demonstrates exceptional innovation in Student Affairs in the 21st century. Game changers keep TU on the rise!



Office of Accessibility & Disability Services

Outstanding Campus Partner

This award recognizes an individual, department or organization that has shown significant support to divisional objectives or collaboration in supporting TU students. This individual/department has built a strong relationship with the division of Student Affairs.



High Impact Practices



"High-impact practices" or HIPs, are teaching and learning practices with evidence of significant benefits for students who participate in them. HIPs can take many different forms, but they all fulfill the following eight criteria.

01

Performance expectations set at appropriately high levels

02

Significant investment of time and effort by students over an extended period of time

03

Interactions with faculty and peers about substantive matters

04

Experiences with diversity, wherein students are exposed to and must contend with people and circumstances that differ from those with which students are familiar

05

Frequent, timely and constructive feedback

06

Periodic, structured opportunities to reflect and integrate learning

07

Opportunities to discover relevance of learning through real-world applications

08

Public demonstration of competence

High Impact Practices

Across the Division

Variety of Co-Curricular Opportunities

Study Abroad
Student Employment
Internships
Graduate Assistantships

Peer Leaders
Leadership Roles
Development Programs

Examples across the Division

Civic Renewal Fellows

The Civic Renewal Fellowship trains a cohort of students in civic discourse and positions them to create empowering spaces for individuals and collective reflection on current events, personal storytelling, and civic imagination. Students attend bi-weekly training sessions over the course of a year to facilitate conversations with participants from diverse backgrounds and experiences. This opportunity includes ongoing reflection, feedback, and public demonstration in real word settings.

Orientation Leaders

OLs work 30-40 hours per week for 7 weeks where they are trained to collaborate with fellow OLs, peer leaders, and TU faculty and staff to provide the highest level of service to incoming students and learn from others across the university. Feedback is provided by peers and professional staff in alignment with competencies set by the National Association of Colleges and Employers. Each OL will lead approximately 100 students over the course of a summer, spanning a variety of identities and backgrounds.

National Knowledge Sharing

Lorie Logan-Bennett and Dr. Romy Hübler co-presented a session entitled "High-Impact Practices: A Co-curricular Strategy for Equitable Student Success" at the 2024 NASPA Annual Conference.



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Divisional Units Offering HIPs

Divisional Roadmap

Seven priorities are highlighted throughout this report to best support student success.

Mission

The Division of Student Affairs fosters and celebrates student success.

Vision

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

Priorities

01

Collaboratively Create a Holistic Student Success Strategy

02

Position TU as a National Leader for Integrative Student Health and Wellbeing Initiatives



03

Build Community and Support Students' Sense of Belonging



04

Enhance Student Affairs Leadership Development Programs



05

Prioritize Staff Development and Wellness

06

Re-vision the Divisional Assessment Model and Approach

07

Steward Current Resources and Generate Additional Resources for Strategic Initiatives



Ron Tavaréz

Navy Veteran and 2024 TU Graduate

Ron Tavaréz planned for a military career and retirement, which was cut short when he had to medically retire. This change brought him to Towson University in 2021.

Like many student-veterans transitioning out of the military, Ron had to re-explore, re-discover, and re-define his purpose. In the Navy, Ron had found fulfillment through his servant-style leadership of those under his charge, in professionally developing those who worked for him or learned from him, and in his commitment to service.

Fortunately, Ron found a community at the Military and Veterans Center. He became a regular visitor in the space and began mentoring and building relationships with the "junior" student-veterans. He found a collection of people of like mind, who uniquely understood him, and with whom he could find a fulfillment in helping, like he did for many

fellow sailors when he was in the Navy.

MVC Director, Dario DiBattista, also a veteran, advised and encouraged Ron to take a pause and intentionally reset while focusing on his holistic health when Ron was facing challenges. Dario and Ron regularly met during Ron's break from TU.

Ron returned to TU when he was ready and continued to navigate life transitions and challenges. Ron remained steadfast in his resolve: He wanted to be a TU graduate.

MVC professional staff and his peers continued to mentor, support, and find academic solutions and creative planning for Ron, which ultimately helped him in his goal. Ron returned to TU in spring of 2023 and graduated in spring of 2024.

Diploma in hand, Ron is ready for his next chapter.



The MVC continues to work with Ron as an alumnus, by providing him leads on career opportunities. Ron wants to continue to work with veterans and their family members in a support capacity—an extension of the work he did as a peer support specialist at the MVC.

Assessment, Evaluation & Strategic Planning

Assessment, Evaluation, & Strategic Planning believes in the power of data-driven decision making to enhance the Towson University student experience and to drive continuous improvement across the Division of Student Affairs.

Professional Development

- Trained **15 staff** about how to use Pivot Tables in Excel. This skill became deeply utilized by SARP staff and led to important data sharing at the Substance Education Concerns Committee.
- In collaboration with the Assessment Committee Professional Development sub-Committee and the Staff Development and Engagement Committee, provided training to **22 staff** at the Assessment 101 Lunch & Learn.
- Development opportunities were also provided at Assessment Committee meetings and for departmental staff meetings.
- Future trainings have been planned around NVIVO, SPSS, and equity-centered assessment.

CCAMPIS Grant

- Won a **4-year \$2 million grant** from the Department of Education, "Child Care Access Means Parents in School", in collaboration with Dean of Students Office.
- Hired Project Coordinator of Student Parent Services, focused on supporting unique student population.
- Collaborated with Cook Library to create TU's first Family Study Room where students can study with their children on campus.
- Built new services for supporting the unique needs of low-income student parents.
- Awarded **over \$100,000** in childcare subsidies to help student parents pay for childcare while they attend classes, complete coursework, and study.



Assessment, Evaluation & Strategic Planning

Assessment Committee was re-envisioned to increase capacity of services across the division. Twenty-five staff are working in groups of five to address: Best Practices in Student Affairs Assessment, Professional Development, Guidelines for Equity-Centered Assessment, Tracking Divisional and Institutional Assessment Efforts, and Implementing the Strategic Roadmap.

Consultations

- Met with Student Affairs Directors and Assistant Vice Presidents **158 times** to consult about departmental and unit assessments and provide guidance for their development and implementation.
- Started meetings with Assistant Vice Presidents this year to improve communications across the division and to increase support for assessment efforts within departments.
- Provided support to departments in other divisions including International Students & Scholars Office, Academic Advising, Retention & Completion Office, Office of Inclusion & Institutional Equity, as well as cross-divisional efforts like Carnegie Classification for Community Engagement and High Impact Practices.

Representing Student Affairs across TU

- Co-chaired Survey Strategy Committee with Institutional Research. Provided technical support to **11 institutional-wide surveys** approved by SSC.
- Liaised between Committee on Institutional Effectiveness and Division of Student Affairs to share dashboards, reporting requirements, meet deadlines, and more.
- Maintained divisional compliance in preparation of Middle States re-accreditation.
- Wrote the Student Affairs Presidential Transition Document to welcome President Ginsberg to TU.
- Co-chaired Substance Education Concerns Committee, bringing together cross-divisional staff to support students.

"I left [the lunch and learn] and I was like 'Wow! What amazing things can I do with [pivot tables]?' I loved it so much! I maintain my opinion that you may or may not have magical powers."

KATHRYN KNAUS

*Associate Director of New Student & Family Programs
Attendee at Pivot Tables Lunch and Learn*

Basic Needs Hub

The Hub aims to create a campus community where every student can access a quality education and persevere toward graduation. Their vision is to make Towson University an equitable campus where socioeconomic status or basic needs insecurity does not determine a student's success.

Programming

- The Hub planned and implemented a variety of diverse programs to improve student skills, educate the community, and raise awareness about basic need insecurity.
 - Thanksgiving Cooking Demonstration
 - Eco-Craftism: Sewing and Patchwork skill development
 - Orange Out for Hunger
 - Food and Friends: Sensory Series
 - National Nutrition Month Cooking Demonstration
 - Open Mic Night -- Food Insecurity and Financial Literacy
 - Campus Walk Against Hunger
- **98 students** participated in Hub programming.

Accessibility

- Improved accessibility by expanding hours and remaining open for the summer session for the first time since inception.
- FoodShare placed **three little pantries** on campus to expand food access and create more community volunteer opportunities.
- FoodShare upgraded remote pick-up service by replacing bins with secure lockers.
- Launched Tiger Threads, a casual clothing closet that provides free gently used clothing.
- Tiger Threads launched a sub-service to provide students with gender-affirming clothing.



Basic Needs Hub

The Hub launched an official Peer to Peer Supplemental Nutrition Assistance Program (SNAP) Application Assistance program in collaboration with the Department of Family Science. In total, **\$4,510** is being distributed each month directly to those who applied for SNAP with assistance from The Hub and were approved by the Department of Social Services.

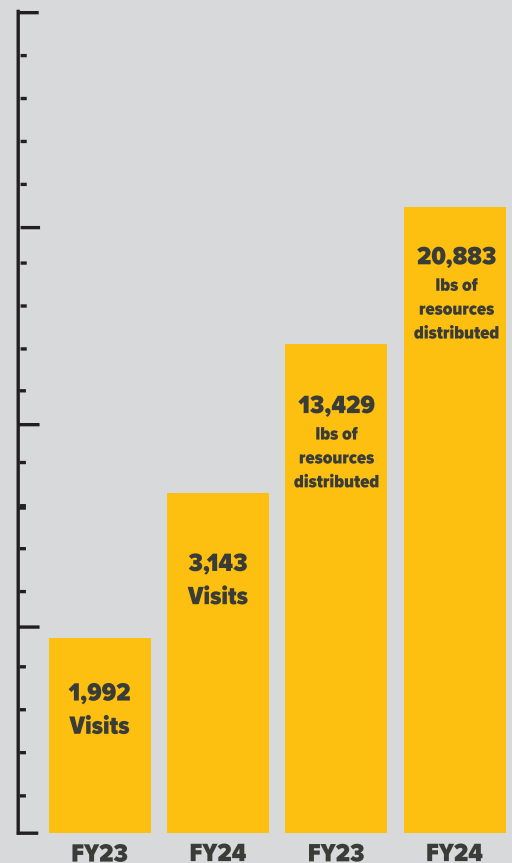
Resource Attainment

- A new record of **\$30,650 worth of grant monies** were secured.
- Entered a cost share partnership with the Maryland Food Bank and has received **12,752 lbs. of food**.
- Earned a Swipe Out Hunger Grant, allowing for Tiger Threads to purchase and distribute **\$6,000 worth of hygiene products**.
- Awarded the MHEC Hunger Free Campus Grant for the second time.
- Received the Maryland Food Bank Capacity Grant.
- Purchased and distributed **150 winter coats** with thanks to **\$8,000** provided by Student Government Association.

Utilization

- The Hub had **3,143 visits**, representing a **57.7%** increase from last year's pantry visits of 1,992.
- The FoodShare Pantry distributed **14,427 food items** exclusively through in-person pantry usage.
- The FoodShare distributed **20,883 pounds of resources**, marking a **55.5% increase** from last year's distribution of 13,429 pounds.
- Fulfilled a total of **264 remote pick-up requests**, a **5.6% increase** from last year's 251 requests.
- Tiger Threads distributed **889 pieces of clothing**.

Growth From FY23 to FY24



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 wellbeing for the TU community through diverse programs, services, facilities, and employment.

Collaborations

with the Health Center, Counseling Center, and Alcohol, Tobacco, & Other Drugs supported holistic student health and wellbeing efforts.

- Self-Love Yoga for suicide prevention week.
- Find Strength in Yourself Yoga and Pride Ride for Queer Wellness Week.
- Healing Yoga for Domestic Violence.
- Breathwork workshop for Smoking Cessation.
- Embrace Your Body Yoga for Embrace Your Body Week.
- Participation in the Diabetes Wellness Fair.
- Period Flow Yoga for Menstrual Health Week.
- Participation in the Destress for Finals event.
- **128 participations in 7 sessions** of Mental Health Huddles hosted between the Counseling Center and the sport club program.

Other Collaborations

- The Military & Veterans Center hosted biweekly Fitness Fridays with Campus Recreation as an opportunity for veteran students to connect, be well, and explore Campus Rec offerings.
- Collaborated with the TU Varsity Gymnastics team for a 16-week Zumba & Core class, 8 weeks of cycling, 6 weeks of yoga, and 3 weeks of HIIT.
- The fitness team hosted KNES 235, from Kinesiology, to tour the facility, demonstrate equipment, and familiarize them with Campus Rec services.



Campus Recreation

Through creative programming, ongoing partnerships and outreach, and continued professional development of the staff, Campus Recreation continues to be recognized by the industry for innovative efforts towards student health and wellbeing and creating a sense of belonging.

Structural Improvements

- Added a recovery zone with massage chairs, percussive recovery tools, and calming biophilic elements to provide a space for relaxation and physical recovery.
- The mezzanine received a face lift with **3 individual workout bays** and a jungle gym element.
- The functional floor was opened after the removal of the warrior course and addition of individual workout bays and equipment.
- The level 2 cardio floor was reorganized to incorporate strength training machines.
- "Relax and Stay Awhile" stations were set up throughout the facility and included coloring, sand garden, origami, Lego tables, and more.

Revitalization of Former Programs

- Track and wrestling club sports have been reactivated for the first time since COVID-19.
- Intramural Sports saw the return of goalball as an adaptive sport.

Additional Successes

- **14% increase** in followers across all social platforms.
- A virtual facility tour was created in spring 2024 and was viewed **291 times** by June 30.

"Using the recreation center gave me an outlet for the many challenges presented by college life and allowed me to confidently tackle them. It also allowed me to form positive routines in a new environment."

EMMA GROTHE

Career Center

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

By The Numbers

- **22,926** interactions with students.
- **15,384** unique students supported.
- **4,617** students attended job fairs and events.
- **125,570** jobs and internships posted in Handshake.
- **106,530** job applications submitted in Handshake.
- **91%** recent graduates are working or continuing education within six months after graduation.

Career Communities

Career Communities coordinate, communicate and implement targeted career readiness by industry.

- STEM: **3,890** unique students.
- Media, Arts & Communication: **2,117** unique students.
- Health & Wellness: **2,700** unique students.
- Liberal Arts: **3,263** unique students.
- Partnered with Forage to provide **86** students opportunities to participate in company-sponsored, real-world job simulations/projects.



“I just wanted to give you a heads-up that I got a job! I’ll start as a Digital Content Producer at WBAL! Thank you so much for your help with my resume, I believe it made a big difference in my application!”

– Senior, Mass Communication major

Career Center

Strategic Framework

The Career Center continued to build off the momentum of the new Career Center Strategic Plan which focuses on four pillars: Knowledge, Experiential Learning, Career Skills, and Connections.

Knowledge

- Offered students a variety of 1-on-1 appointments which resulted in **4,174 one-on-one appointments** with **2,493 unique students**.
- Launched four new appointment types: On-Campus Student Employment, The Strong Interest Inventory (Strong), Myers-Briggs Type Indicator® (MBTI®), and TU4Balt Check-In.

Experiential Learning

- Awarded **\$2,000 to 10 students** through the Cultural Competency & Social Justice Practices Professional Development Grant to support student professional and career development.
- **6,766 student employment opportunities** at TU.
- Supported Student Employment Community of Practice for student employee hiring managers.
- Updated the required Student Employee Orientation module found on Blackboard.

Career Skills

- Launched LinkedIn Photo Booth (Iris Air) self-service option for students to take professional photos for LinkedIn and Handshake profiles. In the first year, **1,090 students** used the photo booth.
- Increased financial literacy educational programming on campus including workshops, tabling events, and Instagram Live session.
- Explored AI technology and developed a Leveraging AI in the Job Search resource to coach students in use of AI regarding tips for using AI chatbots, understanding policies/copyright, and sample AI prompts.
- Relaunched the Professional Etiquette & Networking Dinner for students to learn about professional networking and dining etiquette.

Connections

- Provided students opportunities to connect with **28,241 employers** and **125,570 total job/internship postings** in Handshake.
- Hosted **117 events** of which there were 68 Career Community-specific events; total student **attendance** at all events was **4,617**.
- Launched and recognized **67 faculty and staff** across four colleges who had a positive impact on students' career development through the Career Champions program.
- Connected 809 students with 214 employers at the Fall 2023 Career & Internship Fair and the Spring 2024 Mega Job & Internship Fair (221 employers, 929 student attendees); in total **794 employers** attended all Career Center events.
- Facilitated and supported the Pathways to Public Service partnership between TU and the U.S. Department of Health and Human Services.
- Introduced new tiered, multi-year partnership program options; secured record **13 partners**.

“Investing in the American Occupational Therapy Association membership through the grant has provided me with invaluable resources, networking opportunities, and training sessions, allowing me to significantly enhance my professional growth in these crucial areas.”

SHAHARA RAHMAN

*Cultural Competency & Social Justice Practices
Professional Development Grant Recipient*

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.

Student Success

- Through the Lutherville Lab Mentorship Program **18 TU students** mentored **16 Lutherville Lab mentees** on topics including imagining dream jobs, life at TU, and more.
- **172 students** participated in Pathways of Public Service and Civic Engagement, showing **70%** have interest in providing direct service.
- A participant from the Social Action Collaboratory shared, "I will be more considerate of who is being affected by my work and think critically about addressing the issue of food access in my summer internship."

Voter Engagement Efforts

- Expanding We the People: Race, Gender, and Equal Protections of the Law
- National Voter Registration Day Tabling
- Primary Election Housing and Residence Life Takeover
- How to Be the Change
- Rock the Vote

Eco Coalition Student Representation

- Food Recovery Network
- Leadership Council
- Student Environmental Organization
- Student Government Association
- Towson Rocks
- Urban Farm
- Young Democratic Socialists of America



Civic Engagement & Social Responsibility

CESR's work strives to advance a vision in which:

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 **Towson-Baltimore community** embraces TU students as active contributors to the civic health of their region.

TU makes important contributions to the **field of civic and community engagement** and is a recognized leader for work toward the public good.

National Profile

- CESR raised TU's profile in the civic learning and engagement field by:
- Gave **10 conference presentations**.
- Contributed to publications, retreats, conferences, steering committees, and more.
- Served as an institutional representative 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

Programmatic Highlights

- The Civic Renewal Initiative includes programs that engage the TU community in civic discourse related to current local, national, and global issues.
- Impact TU provides TU students engagement with community partners in the Towson-Baltimore area through hands-on projects focused on environmental sustainability, economic security, social well-being, and civic engagement.
- TEDXTowsonU features an evening of speakers who present "ideas worth spreading" through carefully prepared talks.
- The Social Action Collaboratory is a yearlong program in which students learn how to foster transformative social change and engage in applied learning with local non-profit organizations.

"Thank you to everyone on the team for such an amazing and well-organized event! My organization had so much fun and got to learn so much about our campus that we didn't know, even after attending here for years. I really enjoyed the panel presentation where your team members shared their stories and gave examples of resources on campus."

PARTICIPANT
Impact TU

Counseling Center

The Counseling Center proudly offers flexible, culturally responsive, solution-focused and personalized student care options through a variety of resources including workshops, special groups, and peer support.

Mental Health Services

- **59%** of students entering TUCC with academic distress reported that their academic functioning was enhanced by their experiences at TUCC.
- **1,607 students** were served through same-day appointments, individual or group counseling appointments, care management, or substance abuse treatment.
- **12 groups** were offered in the fall and **10 groups** were offered in the spring, serving **166 students** over the year. Offerings included general therapy, groups for specific populations, and to build skills.
- The flexible care model contributed to same-day service such that average wait time for initial and follow-up appointments remains less than one day.

Vendor Contracts

- Preventive care offered through Togetherall and Kognito.
- Wraparound care offered by Protocall and Welltrack Boost.
- Education offered with Togetherall and Welltrack Boost.
- Togetherall also provided Peer Support.
- TUCC introduced the Let's Talk Program to College of Fine Arts and Communication and Campus Recreation to provide access to confidential drop-in conversations with a mental health professional across campus.



Counseling Center

Key components of TUCC's vision and mission include accessibility of mental health support for every student, provision of varied resources to maximize each student's overall wellbeing, engagement of the campus community to promote student wellbeing, and approaching all endeavors with a lens of equity and inclusion.

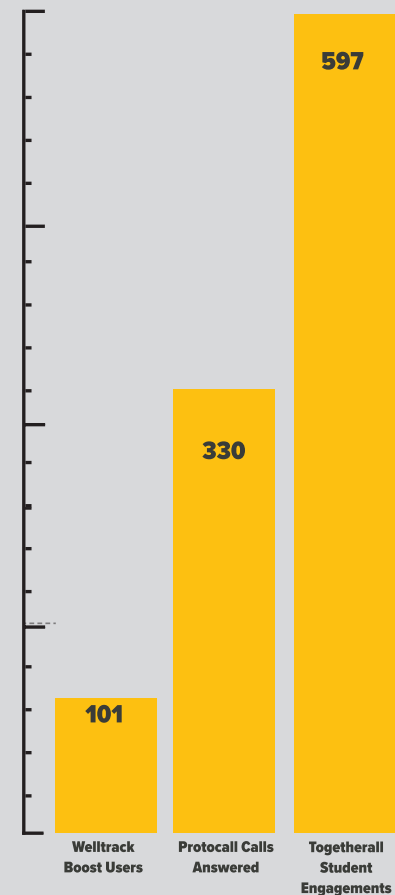
Expansion of Suicide Prevention Efforts

- TUCC implemented grant-funded work to expand faculty and staff knowledge and skills related to identifying and assisting students in distress.
- Thanks to a SAMHSA grant, TUCC received training to facilitate QPR workshops which teach laypeople how to identify and assist students who might be experiencing suicidal thoughts.
- Thanks to a TU Foundation grant, TUCC was able to design and pay for installation of suicide prevention signs on the top level of all campus parking garages at both ends of campus bridges.
- The annual Out of the Darkness Walk for suicide prevention raised a record amount of money for the American Foundation for Suicide Prevention's suicide prevention efforts.

Examples of Collaborations

- Hosted a Neurodiversity Resource Fair for **130 participants** in collaboration with over **15** campus organizations and student groups.
- Collaborated with Campus Recreation to offer Mental Health Huddles to **164 participants**. The series emphasized the intersection of mental health and sports.
- Helped create the Global Ambassador Program to help international students feel a sense of belonging. Partnered with International Student and Scholar Office, Student Leadership Office, and the Health Center.
- Offered a sleep hygiene workshop with Student Health and Wellbeing partners.

Participation with Wraparound Services



Event & Conference Services

Event & Conference Services showcases Towson University's resources, students, and expertise to the broader community, drawing prospective students and their families and helping support local businesses.

Community Building

- Employed over **145 students**, providing them with real world experience in a number of roles that taught leadership and collaboration skills.
- Hosted **53 summer camps and conferences**.
- Present and engaged at every Expressive Activity.
 - Processed the reservation requests.
 - Attended meetings with groups to review the University Time, Place, and Manner Policy.
 - Provided support throughout duration of event.

Collaborations

- Welcomed over **5,000 students** and **3,000 family members** to Orientation with New Student and Family Programs.
- Collaborated with over **200 student organizations** to help them reserve, plan, promote, and execute their meetings and events.
- Hosted **9 commencement ceremonies** celebrating **5,140 graduates** with The Office of the Provost.
- Hosted all **24** Baltimore County Public Schools high school graduations and **65,000** friends and families.
- Hosted the Special Olympics of Maryland Summer Games, bringing **4,000 athletes** plus their friends and families to campus.



Event & Conference Services

Event & Conference Services plays a pivotal role in supporting students and their families from the start of their journey until graduation and every milestone along the way.

Leadership Development

Opportunities for Involvement

- **Event Planning and Management:** Students involved in organizing events gain experience in leadership roles from coordinating logistics to managing teams.
- **Student Organizations:** Leading or participating in student organizations that host events helps students develop their leadership abilities by giving them responsibility for planning and executing initiatives.

Skill Building

- **Public Speaking and Communication:** Events often require students to speak publicly, interact with diverse groups, and represent their organizations or causes, which strengthens their communication skills.
- **Collaboration and Teamwork:** Organizing events usually requires working with others, fostering collaboration, teamwork, and the ability to lead diverse groups.

Real-World Experience

- **Networking:** Events provided opportunities for students to network with peers, faculty, alumni, and professionals, which can enhance their leadership skills and career prospects.
- **Project Management:** Students learned to handle the complexities of planning and executing events, such as budgeting, marketing, and coordinating volunteers, which are valuable leadership experiences.

Equity and Inclusion

Diverse Programming

- **Cultural and Identity-Based Events:** Hosting events that celebrate different cultures, identities, and perspectives can promote understanding, respect, and appreciation for diversity on campus.
- **Inclusive Representation:** Ensuring that events are representative of all student groups and voices fosters an inclusive environment.

Creating Safe Spaces

- **Affirming Environments:** Events can be designed to create safe and welcoming spaces where students from all backgrounds feel valued and respected.
- **Support Networks:** Events that focus on issues like mental health, disability support, or LGBTQ+ rights help build supportive communities and resources.

Promoting Dialogue and Awareness

- **Student interactions with Tiger Advocacy Advisory Team** during expressive events helped them gain understanding related to equity, inclusion, social justice, free speech and encouraged dialogue.
- **Awareness campaigns:** Events can be used to highlight and address systemic inequalities, helping to create a more informed and engaged student body.

Access and Participation

- **Inclusive Event Design:** By considering accessibility in event planning - such as providing accommodations for disabilities, offering materials in multiple languages, and ensuring events are free or low-cost - universities promote equity in participation.
- **Engaging Underrepresented Groups:** Some events were specifically targeted to engage underrepresented student groups, ensuring their needs and perspectives are included in campus life.

Fraternity & Sorority Life

The core values of Fraternity & Sorority Life include Community, Fun, Care, Development, Social Impact, and Academic Excellence.

Community

The fundamental inclusion of all members that celebrates connection, values, and membership growth.

- **406 new members** joined the community.
- **34 active chapters.**
- **3 chapters** are scheduled to reactivate.
- Cross Council Teams were implemented within the annual Greek Week competition to foster interaction and community among chapters that do not typically interact.

Fun

Creating a community culture that embraces social experiences.

- Hosted Meet the Greeks each semester with approximately **212 students** attending each time.
- Approximately **2,000 attendees** filled the arena to watch Dance the Madness.
- Chapters hosted **58 social events** with third party entities or out of state.

Academic Excellence

Cultivate environments that support intellectual growth and achievement in and out of the classroom.

- For **13 consecutive years**, the all fraternity and sorority GPA was higher than the all undergraduate GPA.
- The Panhellenic Association sorority GPA was **0.20 points** higher than the all undergraduate female GPA.



Fraternity & Sorority Life

Care

Empowering our members to take greater investment in the wellbeing of themselves, their fellow members, and the greater Towson community.

- **347 students** attended Greek 101, an on-boarding training that provides training on hazing, bystander intervention, and creating an inclusive community.
- **343 students** completed TIPs, an alcohol awareness and intervention training.
- **123 active members** attended the fall hazing prevention speaker.
- **156 active members** attended the social event training and passed the exam with a score of 90% or better.

Development

Striving to create purpose driven learning opportunities that build skills, enhance knowledge, improve efficiency, and increase individual or organizational capacity.

- Received the 2023 Diversity & Social Justice Program Award from the Association of Fraternity and Sorority Advisors for TU's Social Justice Workshop initiative, which challenges members on topics like oppressive practices and identity conscious leadership over three weeks.
- **15 students** successfully completed the Greek Emerging Leaders program.
- Chapters provided **325 educational programs** on topics including risk and harm reduction, health and wellness, diversity and inclusion, and professional development.

Social Impact

Pursuing initiatives that support, advocate, and improve the lives of others beyond the fraternal community.

- **19 fraternities and sororities** participated in Tigerton, a dance marathon that **raised \$84,714** for the Johns Hopkins Children's Miracle Network.
- **237 fraternity and sorority members** participated in Impact TU, accounting for approximately **50%** of student attendance.
- The community has donated **\$116,042** to various causes and over **11,000 hours** of community service.

"[Lambda Theta Phi] has provided me a platform where I can be there for the community, being someone that is Latin and can succeed in higher education. But my brotherhood is special because even though it's Latin based, it's not Latin exclusive. We've had brothers since we were founded of all different shapes, beliefs, and interests. I've become a better individual because of the Lambdas."

JUAN CORTEZ

Former President of Lambda Theta Phi Fraternity, Inc

Health Center

The Health Center provides high quality comprehensive health care to the students at Towson University . They offer nurturing and compassionate care to students, leadership in wellbeing initiatives, and are committed to staff professional development.

Mental and Physical Health & Wellbeing

- Began offering Psychiatry services, which is delivered collaboratively with primary care, and counseling.
- Established the Mental Health Collaborative Care Team.
- Offered free STI screening through partnerships with Star Track and Baltimore County Health Department.
- Provided over **730** flu shots and over **300** COVID boosters to students, faculty, and staff during clinics.
- Contraception services include the pill, patch, vaginal insert, injection, implant, and over-the-counter and prescription emergency contraception.
- Referred students to Functional Movement Assessments during routine physicals.
- Provided intravenous fluid services, allowing students to avoid emergency department utilization.

Operational Improvements

- Instituted a more streamlined check-in process.
- Established an interface with Maryland ImmuNet, allowing for automatic uploading of immunization records for students who are Maryland residents.
- Decreased individual student premiums on health insurance by **1.7%**.
- Began the process of integrating limited medical records between the Health and Counseling Centers to provide students with more comprehensive care.
- Continued partnership with Alcohol, Tobacco, and Other Drugs to be an official Opiate Response Program, allowing TU to obtain a large supply of naloxone and fentanyl test strips to distribute to the campus community.



Health Center

The Health Center prioritizes diversity, equity, and inclusion. Clinical staff were provided with pronoun pins and encouraged to share their pronouns with patients. To better serve international students and hearing-impaired students, a medical interpreter service with audio and video components is utilized. Students can select their preferred name and pronouns via the electronic health record portal.

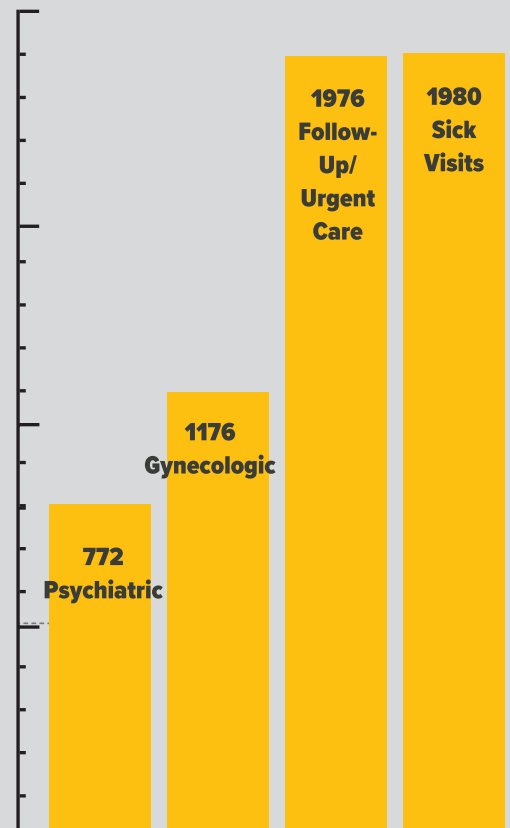
Health Education and Promotion

- Organized **68 events**, participated in **39 events**, provided **61 trainings**, and distributed **21 safer sex supply grants**.
- Facilitated **44 workshops** on topics including birth control, STIs, healthy relationships, consent, bystander intervention, sleep, nutrition, and general wellbeing, collectively reaching **nearly 1,500 students**.
- Trained Orientation Leaders to facilitate the "Hot Topics" orientation program, which focuses on consent and relationships as peer leaders and educators.
- Continued to invest in student development and growth through high-impact practices, including a robust peer education program with groups such as the Sexual Health Awareness Group, Sexual Assault Peer Educators, Public Health Interns, and a Graduate Assistant.

Staff Development

- Received a **\$5,000** Student Affairs Health and Wellbeing Mini Grant for TU Health Center Summer/Minimester Lecture Series.
- All staff receive a membership to American College Health Association.
- Clinical staff became certified in Stop the Bleed and participated in Question, Persuade Refer training.
- The primary care team was provided with subscriptions to UpToDate, which offers CME and real-time online evidence-based medical information.
- All staff participated in Opioid Overdose Training.

**Patient Visits
(8,526 across all types)**



Housing & Residence Life

Housing & Residence Life's work is grounded in its core values: safety and security, learning and education, inclusive and welcoming communities, discovery of self, and engagement and connections. Through these values the department centers opportunities for student growth and success and works to ensure that every student's needs are met so they can confidently learn and develop.

Community

- **719 community gatherings** were held to connect residents to their floor, reflect on the core values, and deliver timely information to residents.
- **544 community engagement opportunities** were led by RAs to connect residents as a community.
- **16,754 quarterly conversations** were held between RAs and their residents to provide space for residents to reflect on their learning related to the core values.
- **70%** of respondents to the EBI/Benchworks survey indicated that living in on-campus housing positively contributed to their sense of belonging at TU.

Welcomed New Staff

- **4** Residence Life Coordinators
- **1** Director of Housing Operations
- **1** Associate Director of Residence Life
- **1** Facilities Assistant
- **2** Administrative Assistants

Curriculum Achievements

HRL's curriculum has helped students:

- Manage their money
- Manage their time
- Solve their own problems
- Balance social, work, and academic commitments
- Live a healthy life



Housing & Residence Life

National Residence Hall Honorary

HRL saw a great leap in investment and participation in the National Residence Hall Honorary after several years of post-COVID effected years. This service and leadership organization is considered a premiere honorary for residential students with a mission of service and recognition.

Improved Housing Processes

Operations are essential in assigning rooms and meeting residential students' needs. Examples of adjustments that led to an improved experience for students and staff are below.

- Provided students with an exact time slot for room selection.
- Identified a Room Selection Leader to sign up for their group.
- Created a webpage dedicated to outlining the Returning Student Housing Selection process.
- Eliminated the housing deposit for continuing students.
- The Housing Operations Committee staffed a Virtual Help Desk to support students during each day of the Room Selection Process.
- Aligned incoming student housing process with Admissions schedule.

Supporting Staff

- Created Graduate Assistant Interview Days, which brought **43 applicants** to **60 on-campus interviews** and resulted in a more effective recruitment and interview process.
- Developed a new Head Resident Assistant role to give the resident assistant team a peer mentor to assist them as they acclimate to their position.
- Improved hiring practices to be more inclusive to neurodiverse students.
- **12 staff members** took part in professional development opportunities, including conference attendance, and shared their learning with colleagues at HRL's first Professional Development Expo.

"Living on campus offers a unique experience that fosters a strong sense of community and provides convenient access to campus resources and activities. It's a great way to immerse yourself in the college environment, make lasting friendships, and fully engage in the college experience. From late-night study sessions to impromptu gatherings with friends, living on campus provides a sense of community and belonging that is unparalleled."

ANONYMOUS RESIDENTIAL STUDENT

Military & Veterans Center

Towson University believes in providing outstanding support and services to all student-veterans and their families — from applicant to alumni.

Events and Operations

- **7,257 total supports and services** were provided to students, parents, alumni, faculty, staff, and more.
- Liaised with Maryland Department of Veterans and Military Families, providing subject matter expertise about best practices and advocacy for legislative needs concerning State of Maryland-sponsored military and veteran scholarships.
- Renewed an ongoing collaboration with the Department of Veterans Affairs' VITAL program, in which a VA psychologist comes to campus once a week and supports students in their transition from military to college.
 - **24 total referrals** made to the VA VITAL program.
 - **113 individual/therapy assessment visits.**
 - **56 referrals** made to the VA and community resources.

Financial Successes

- In collaboration with the Department of Occupational Therapy and Occupational Science, MVC applied for and was awarded a Health & Wellbeing Mini Grant to support 12 CBT-I Pain Management educational programs.
- Annual Super Bowl Fundraiser to support the Nick Ziolkowski Scholarship raised **over \$21,000.**
- Hosted "Tip a Vet", which raised **over \$1,400.**
- **Over \$12,000** was raised for the MVC's support program, allowing for support to **over 200 veterans and their families.**



Air Force veterans, parents, and spring 2024 graduates, Dajaha Kenney and Ansel Stewart with their daughter.

Military & Veterans Center

The Towson University Military & Veterans Center promotes:

- a safe and like-minded **community**,
- personal **growth** and career development opportunities,
- and comprehensive in-school **support**.

Military-Connected Student and Alumni Organizations

- MVC Family & Affiliated Members (FAM) Group
 - Soft launched MVC FAM group to support military-connected students at TU.
 - **41** Instagram followers and **10** registered members on Involved at TU.
- Tiger Veterans Group
 - Officially became a recognized chapter of the Student Veterans of America.
 - **151** Instagram followers and **46** members on Involved @ TU.
- Tiger Veterans Alumni Alliance
 - TVAA has formally grown to **60+** members.

Growing National and Regional Influence

- #5 Best School for Veterans in the North Region, according to *U.S. News and World Report*.
- "Gold Designation" for Military Friendly Colleges and University Rankings, two years in a row.
- Numerous politicians, VIPs, and dignitaries attended the inaugural Veterans Day Celebration and Resource Fair at TU, co-hosted in partnership with the Baltimore County Commission for Veterans' Affairs.
 - The Director was awarded a County Executive Citation for efforts related to this event.
- All MVC professional staff are TU presidential-appointed representatives on the governor-created Maryland College Collaboration for Student Veterans Commission.

"The MVC has been a lovely surprise. It is a place to reset, a place to build lasting friendships, a place to get insider information on VA benefits, classes, professors—really all things Towson—or maybe even just a place to eat your lunch."

KACEY JOHNSTON

Peer Support Specialist for the MVC

New Student & Family Programs

The Office of New Student and Family Programs provides 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.

Orientation and Welcome to TU Programming

- **4,319 students** attended during summer 2023.
- **2,628 family members** attended.
- **569 students** attend winter orientation.
- Added Academic College meetings for both students & families in the freshman summer orientation schedule.
- **78%** of incoming students completed the online orientation models.
- NSFP continued to rework and adjust the Welcome to TU schedule to enhance content and adjust to student needs and concerns.

Family Programs and Communications

- There were **373 participants** in Family-to-Family chats over **10 offerings**.
- There were **856 members** of TU Family Network.
- **29,323 current families** use CampusESP out of **81,742 total TU users**.
- **1,329,409 emails** were sent to current families through CampusESP and **58%** of those emails were opened.
- NSFP was recognized as a super user/early adopter of CampusESP at the CampusESP Annual Summit.

New Student and Family Programs saw a full return to in-person orientation during Summer 2023 for the first time since the COVID-19 Pandemic.



New Student & Family Programs

New Student & Family Programs creates an inclusive and welcoming environment for all students and families through their TU journey.

Orientation Leaders

- **42 Orientation Leaders** participated in the High Impact Practice.
- These student employees are assessed based on a selected set of competencies informed by the National Association of Colleges and Employers.
- Over 30-40 hours per week for 7 weeks, OLs collaborate with fellow OLs, peer leaders, and TU faculty and staff.
- OLs incorporate training on diversity, equity, and inclusion into their work.
- Each OL leads approximately **100 students** over the course of a summer.
- OLs participate in group reflections each day.

Key Figures

- **86%** of students indicated that after attending Welcome to TU they felt more connected to TU.
- **63%** of students indicated that they regularly interact with another student whom they met during Welcome to TU.
- From FY23 to FY24, there was a **153% increase** in emails sent through Campus ESP.
- **74%** of advisors indicated over half of their students met the guidelines for an appropriate schedule.
- Received **190 applications** from potential Orientation Leaders and FYE Leader positions, more than ever before.
- There were **49 mentor pairs** for the Transfer Mentor Program.

"Welcome to TU helped me to get comfortable with getting used to campus and being around students like me. It gave me people I could have to interact with before I met other people on campus and it made me feel a lot better and more prepared to be on campus."

INCOMING STUDENT
Fall 2023

Student Accountability & Restorative Practices

The Office of Student Accountability and Restorative Practices seeks to foster a sense of belonging, integrity, and fairness through inclusive decision-making.

Compassion

Integrity

Fairness

Community

Responsibility

Growth

Proactive Outreach

- Participated in **25 events and programs**, a **25% increase** from last year.
 - Black and Gold Fair
 - Summer training series for Housing & Residence Life staff
 - Peer Educator interest session initiative
 - Visited every residence hall
 - Orientation tabling
 - Spoke to parents
- Proactive outreach touch points with **over 700 students**.

Striving Toward Student Success

- As a result of the disciplinary process, students were issued a combination of learning experiences including restorative circles, creating videos describing policies, engaging in civic engagement sponsored volunteering and more.
- All notice of allegation letters sent to students included a statement highlighting the Counseling Center as a resource to utilize for stress and overwhelm.
- Staff regularly checked on students in the disciplinary process to determine if and when they should refer to on campus resources including Accessibility & Disability Services, Center for Student Diversity, Academic Advising, among others.



Student Accountability & Restorative Practices

Community Building

- Trained all Resident Assistants in Restorative Practices and the Alternative Resolution Process.
- Promoted Restorative Practices as a communication tool kit that prepares students to engage in conversations and civil discourse surrounding issues of diversity, equity, and inclusion.
- **6 alternative resolution circles** were held to address non-accountability concerns related to interpersonal conflict.
- Provided **3 workshops** to Athletics, serving **40 students**.
- Trained **over 100 Fraternity & Sorority Life students** across **3 trainings**.

Social Media

- Instagram account had **3,383 impressions** across March-June 2024, a **666% increase** in that time.
- Average Instagram engagement was **3.62%**, higher than the average engagement rates in education of 2.55%.
- Created a post series about off-campus living, reaching **353 accounts**: their most popular content of the year.
- **450 followers** on Instagram.

Professional Development

- Two staff members attended the ASCA Gehring Institute
- Five staff members and the Associate Dean of Students attended the ASCA Gehring mini-track session.

SARP STATEMENT OF EQUITY

In the Office of Student Accountability & Restorative Practices, our work is an educational process that values compassion, integrity, fairness, responsibility, growth and community; however, we acknowledge that higher education disciplinary processes and United States judicial systems have historically contributed to systemic issues that often prevent access to constitutional rights and protections for vulnerable communities. The SARP staff has completed years of academic and professional training and remain committed to critically reviewing and modifying our policies, procedures, and processes to ensure fairness for all students.

Student Activities

Student Activities seeks to positively transform the student experience for every student. They believe that a sense of belonging and involvement transforms a student's collegiate experience and facilitates their success.

Leadership

- Developed Escape Room training for **120 FYE Leaders** on the topic of "Working in the Grey".
- Leadership Lunches were co-hosted with the Career Center, Athletics, and faculty.
- Trained Clifton Strengths facilitators across the campus.
- Tigers Lead partnered with the Cook Library's ALIST Program to provide leadership development training.
- Student Leadership Consultants and the Coordinator of Student Leadership held at least **5 workshops** for student populations across the university.

Campus Programming

- **Over 160 programs and events** were hosted by OSA with **approximately 5,000 unique student attendees**.
- Some programs include multiple activities and events may take place over multiple days.
 - Welcome to TU included **49 events** over 5 days.
 - Homecoming included **5 events** over 2 weeks.
 - The Tiger Tuesday series included **13 events**, each on a separate day.
- **Six** department signature events were held.
- **Four** events were held in collaboration with TU Athletics aimed at fan development.
- **Six** events were held as contribution to collaboration committees led by other campus departments.



Student Activities

Student Activities offers a wide array of experiences and intentional programming in the areas of Campus Events, Leadership Development, Student Organizations, Student Government Association, Campus Activities Board, and more.

Student Organizations

- Over **1,900 attendees** participated in the Involvement Fairs across fall and spring.
- Student Organization Networking Nights at the beginning of each semester allowed organization leaders to meet each other and campus partners.
- The Student Group Leadership Summits covered topics ranging from developing an inclusive organization, mental health, and event planning.
- Piloted Tiger Stripes Collaborative which offered student leaders a wide range of events connected to Student Affairs divisional priorities.

Marketing

- A focus on consistency meant that OSA could have more confidence in projected attendance, and make improvements to existing communication.
- Each week OSA marketing took opportunities to support other departments and student groups by highlighting their work.
- Involved@TU was intentionally included in all communication and promoted at weekly tabling sessions.
- Priority was placed on capturing specific motifs that represent an involved lifestyle on campus to promote student involvement in traditions.

"Because this is my third year of being on the executive board [of my organization], I have learned a lot. I feel as though my leadership skills have become extremely refined."

STUDENT RESPONDENT
Presidents Survey

Student Outreach & Support

Student Outreach and Support (SOS) promotes student success by accompanying students through life challenges and connecting them with university and community resources. SOS creates an inclusive and welcoming environment to promote student health and wellbeing, self-advocacy, and resilience, guiding students to live self-directed lives and reach their goals.

Student Success

- SOS received **3,429 forms**, an increase of **55%**, for **2,401 unique students**, which increased by **40%**.
- Direct connections were made with **79%** of students, a **16% increase** from the year before.
- Students who did not respond to outreach were still sent resources to help meet student needs.
- In Spring alone, SOS sent over **3,260 emails**, left **606 voicemails**, and had **1,470 meetings** with students.
- SOS helped support **162 students** through selective or full medical withdrawal, providing students with the correct option for their needs at the time.

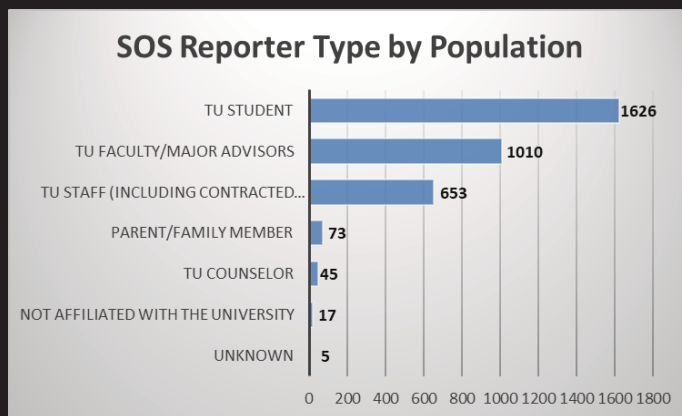
Sense of Belonging

- Received more self-reports than ever before, a total of **1,626** which accounted for **47%** of all reports.
- SOS focused on building connections between students and other offices on campus, including through direct referrals.
- Proactively partnered with the Occupational Therapy to create an outreach program on time management and accessing campus resources.
- **95%** of students shared that SOS staff actively listened to their situation.
- **88%** of students shared they are likely to connect with SOS again.



Student Outreach & Support

SOS's team of caring staff are committed to supporting students and making a difference in their lives at Towson University. The approach is solution-focused problem solving through motivational interviewing, self-advocacy and coaching. The office helps students navigate the university's processes across a wide range of departments and services. Providing coordination of care, on- and off-campus referrals and interventions, and assisting students in crisis during and after an experience or life event is part of their daily efforts.



TU Tigers support each other and reach out to SOS when they identify a student who needs extra care.

Structural Improvements

- With substantial staffing changes in SOS and Title IX, the two departments met regularly to coordinate collaborative support to complainants and respondents.
- Worked with the Registrar's Office to document and streamline the medical withdrawal process to remove the burden of impact from the students.
- Reached out to **over 30 students** who were connected to SOS by Nora, an AI-powered assistant.
- The team has grown from a modest two full-time staff members to a more robust 5, and is better equipped to provide unwavering support to the campus community.

"Thanks to your support, I was able to continue my studies as a full-time student after experiencing a financial hardship. Last week, I graduated from Towson and received my bachelor's degree in Family Studies and a minor in Health Care Management. My graduating GPA was a 3.65. Without your [office's] support, it would have been extremely difficult to accomplish graduating on time and with my ending GPA. I am deeply appreciative of the services of Towson's students and the positive impact it has on students like me."

TOWSON UNIVERSITY ALUMNI

Helped by SOS as a student

Student Success Programs

At Towson University, the success of the student population matters. From encouraging personal and academic development through mentorship to providing a family-oriented community, Student Success Programs are dedicated to serving TU students.

Supporting Student Success

- Stoles for first generation graduates highlighted their achievements at commencement.
- **Raised \$3,000** for the Gen One Futures Scholarship at the Sneaker Ball in collaboration with SGA and Towson Black Alumni Alliance.
- Hosted Gen Week to **over 200** students, faculty, and staff. Spread information about how the university can provide tailored support to first generation students.
- Through the First-Generation working group of the Student Success Council, established a standard definition of first generation student.
- Expanded mentoring programs to partner with SAGE, GenOne, and the Perry Hall High School AVID program; connecting **178 9th to 11th graders** with college resources.

Community

- Supervised **43 CROP mentors** and **104 SAGE mentors**.
- Hosted **8 enrichment visits** for K-12 groups; focused on the academic and social components of college.
- **Over 100 students** applied to become an SSP mentor.
- Expanded First-Generation celebrations across a week to provide programming, education regarding FAFSA changes, promotion of campus resources, a game night, and networking with peers, staff, faculty, and alumni.
- **43%** of CROP mentors who graduated in 2023-2024 went on to attend graduate school, demonstrating the impact of their participation as mentors on their own educational ambitions.



Student Success Programs

Students are supported as mentees and also serve as mentors through the many TU Student Success Programs including Students Achieve Goals Through Education (SAGE), College Readiness Outreach Program (CROP), Man 2 Man, Generation One, and HER.

Wellbeing

- Provided additional trainings to staff and student leaders to improve quality of student support.
- Received Narcan training for staff and student leaders to improve responsiveness to opioid emergencies.

Staff Development

- Offered several staff development opportunities with a central focus on working closely with the health and wellbeing units.

Student Leadership Development

- Continued offering information about resources.
- Enlisted a "confidence in leadership workshop" from Tigers Lead during Thursday development.
- Mentors plan their own programs in groups of at least six teams, each with two team leads.
- Collaborated with other departments to provide leadership development to mentors.

"Working in the SSP Department has been one of the best experiences at Towson so far. I love meeting new people and being a part of all the great activities and programs. My favorite program would have to be SAGE, as I was a previous mentee and am currently a mentor. There is a real community, and you can get the feeling of family just by walking into the office. As a student, I have found them incredibly helpful and a great resource to utilize as well.

OLIVIA JENKINS

TU in Northeastern Maryland

TUNE provides a unique and structured TU experience through academic success, personalized connections, leadership development, and passionate support as the only facility providing bachelors degrees within the northeastern region of Maryland.

Academic Success

- **48%** of full-time students at TUNE made the Dean's List.
- **24** academic support workshops and tabling events were offered across a variety of topics such as writing resumes and cover letters, navigating test anxiety, reviewing APA 7 guidelines, and time management.
- The Writing Tutor and Behavioral Statistics Tutor each offered **6 office hours** per week.
- **25 employers** and over **50 students** attended the TUNE Career Fair.
- Communication Studies and Student Services offered a field trip to Herr's to meet with HR and take a tour of the facility.

Community

- Provided **2 summer orientations** and welcome week.
- Held a TUNE Resource fair with **over 8 resources** from main campus.
- Attended the Upper Chesapeake Pride Event in Havre de Grace.
- Created a Trunk or Treat experience for TUNE students, families, and community members.
- Attended a sports event on the main campus to allow students to experience team and school spirit, connect to the fuller campus, and meet new students.
- Students initiated Book Club and Future Leaders Business Club.



TU in Northeastern Maryland

TUNE provides a seamless transfer from community colleges to a 4-year institution. TUNE fosters a community of excellence where students can thrive.

Leadership Development

- Created a Student Advisory Board Training.
- Clifton Strengths was offered to new students.
- Participation and interest in clubs has grown.
- Offered leadership positions including internships, tutors, ambassadors, student workers, and Vista.
- Student leaders and others attended Tiger Pride Day trainings and day of activities.

Strategic Initiatives

- Director is on the Advisory Board of the HOPE Center of Maryland.
- Participated in events like Water's Edge Magic of Science Fair, Harford County Chamber events, HCAA Clean Up, Govt. plant a tree, and more.
- ATOD funds helped support Inside Scoop, volunteering at an animal shelter, screening, pennant making, and more.

Wellbeing

- Furnished an empty space to create a Student Lounge as recommended by student leaders.
- NatureRX hosted a workshop during the eclipse and attended the wellbeing fair.
- Improved the pantry and student lounge by working with Art Services to create vinyls for the walls and purchased a carpet for the pantry.
- Successfully received a health and wellbeing mini grant to host a wellbeing fair.
- Pets on wheels came at least twice a month, bringing therapy dogs to visit TUNE students.



STUDENT FEEDBACK

"What is one word you would use to describe your experience at the Wellbeing Fair?"

Staff Spotlight

Student Accountability & Restorative Practices

Student Accountability and Restorative Practices (SARP) has undergone multiple changes in the past few years to better support their values of compassion, integrity, fairness, responsibility, community, and growth. These range from staffing changes, increased focus on the Alternative Resolution Process, and realignment of their values and mission to more closely map to the University and Divisional strategic plans..

Throughout the changes, SARP has kept the campus community centered in their work. "We are intervening before problems grow. We are protecting classrooms. We are protecting campus living environments. We are protecting this community."

Even the department's name focuses on how they want to be supportive to students. Accountability is a far cry from the punitive approaches that used to mark offices like Student Conduct and Judicial Affairs. "Part of the mission of restorative practices is to help students to realize their agency in the process of accountability, to think about how their

actions might change in the future and what they might need to do to make it right. They are also reflecting on their agency and building community and holding each other accountable. TU students set our standards."

While SARP plays an essential function across TU, sometimes their work goes unnoticed. "A lot of the work that happens here is behind the scenes. We filter out the individuals that may not be well suited for the environment at the time. If a threat is removed from a residence hall, for example, 300 students who live in the same building could be benefiting."

Even when SARP has to make the challenging decision to hold some accountable in a way that removes them from campus, they stay focused on students first. "Ultimately, we want the students here. We want all students to succeed here. But if there's someone here who is not living out the academic mission, and causing harm in the community, then it is our responsibility to intervene on behalf of the community."



Danielle Woody

Danielle's team has lots to say about her role as the Director of SARP.

"Her passion for this work helps my passion for this work because I see somebody who is really dedicated and focused on accountability and makes me want to think outside the box."

"She is an invaluable resource, from learning from watching her, to engaging in meta conversations around leadership style, and the approach behind why she makes decisions."

Recognition & Shout Outs

The following individuals highlight the 55 nominations submitted by the division. Every one of the nominees and selected examples exemplifies outstanding work both within their departmental role and across the institution.

Ifiok Obot

Ifiok consistently goes above and beyond in his role as IT Coordinator, demonstrating an exceptional level of service to both residents and colleagues alike. His willingness to lend a helping hand, share expertise, and collaborate with others significantly enhances the overall effectiveness and cohesion of the HRL team.



Bonnie Lingelbach

Bonnie communicates information in a timely manner and sets time aside for questions to help everyone. A true team player in every way, Bonnie is dedicated to her role, takes initiative to better the team, and cooperates with the larger institution.



Tramell Anderson

As an alumna, Tramell embodies the spirit and values of TU. In her role as an administrative assistant for SSP, Tramell has gone above and beyond in supporting students. Her organizational skills, attention to detail, and proactive approach have significantly enhanced the efficiency and effectiveness of programs.



Chris Rindosh

Chris makes supporting over 100 organizations and Student Activities sponsored events look effortless. He is ALWAYS willing to partner with other offices to give students the tools and resources they need to fully develop and become a true TU Tiger.

