

- The University is currently in the implementation phase of a suite of enrollment management software products that will assist in targeted recruitment, intrusive academic support and retention programming, degree tracking and completion, and academic success. The goal is to complete full implementation in the 2013-2014 academic year.

Spring 2013 Enrollment Services Program Highlights

Green to Gold Program (G2G)

- 105 Students are in the G2G Program this spring.
- 90 Students were awarded \$1800.00 for a total award amount of \$162,000.00.
- 15 Students were awarded less than \$1800.00 (average award amount \$1200.00). This represents an additional \$18,000 in awards.

Office of Admissions (OA)

- OA has hired two new employees. Ms. Aimee Perkins, Admissions Counselor and Ms. Lynn Risinger, Administrative Assistant. Both employees replaced individuals who resigned to pursue other career opportunities.
- OA participated in the state of Kentucky's "Transfer Madness" virtual college recruitment event. Over 120 transfer students interested in attending KSU were served.

Office of Student Financial Aid (OSFA)

- OSFA has sent email notifications to all students regarding the availability of 2013-14 Free Application for Federal Student Aid (FAFSA) and financial literacy awareness.
- OSFA participated in FAFSA preparation workshops and other outreach activities across the campus.
- Two staff members attended the Southern Association of Student Financial Aid Administrators (SASFAA) conference in Atlanta, GA. The FA Director attended USA Funds Symposium in Tampa, FL.
- OSFA sent email notifications to all students regarding filing FAFSA, summer aid process, and availability of KSU Academic Achievement scholarships.
- For a second year, the FA Director is an instructor for the SASFAA New Aid Officers Workshop. She attended the site visit and planning meeting at Auburn University, AL. The Workshop will be held in June 2013.
- OSFA has loaded over 4400 FAFSA for students who have submitted the 2013-2014 FAFSA through March 28, 2013. OSFA is still processing FAFSA data and will send acknowledgements, Shopping Sheet and award letters in April.

Office of the Registrar (OR)

- OR is engaged in Fall 2013 Pre-registration (April 1, 2013 – May 1, 2013).
- OR is leading spring 2013 graduation preparations.

- OR has completed a draft of academic calendars for the five years.
- OR has provided 806 transcripts from January 1 through March 31.
- OR is has begun work on DegreeWorks, our new degree audit system.

Student One Stop Shop (SOS)

- A total of 993 students signed in for services in the SOS in January seeking assistance with Financial Aid, Bursar, Green to Gold, and to print schedules for their classes. From January through March, a total of 2081 students visited SOS for assistance.
- SOS supervisor attended the Southern Association of Student Financial Aid Conference held in Atlanta, Ga. as part of professional development.
- SOS staff participated in the Operation Preparation, an effort to work with middle and high school students up to 10th grade in March before spring break.
- SOS has assumed the responsibility of answering phone calls for all areas of Enrollment Services, and forwarding calls as needed to the different departments, when necessary. This is a departmental initiative to improve customer service to the university in the area of Enrollment Services.
- SOS will participate in a new training in April as a part of the launch of the new campus phone system which the university has purchased to help improve customer service and timeliness with answering telephone calls.
- A SOS staff member will be attending Kentucky Association of Student Financial Aid in April as part of professional development.
- The SOS has taken the lead with the Financial Aid Initiative to get returning students to complete their Financial Aid before April 15th.

RETENTION MANAGEMENT AND ADVISING SERVICES

Retention Management and Advising Services (RMAS) represent one of three major areas within the Division of Student Success and Enrollment Management. The goal of RMAS is to increase student retention and persistence to graduation with a focus on academic success and achievement through intrusive, early intervention, academic support programming, and systematic tracking of students from matriculation to graduation. Several programmatic strategies have been instituted both by the area and individual departments in support of the institutional goals of improving student persistence, retention rates, graduation rates, and academic success.

The departments that comprise RMAS are: Academic Center for Excellence (ACE), Center for Academic Persistence and Success (CAPS), Placement, Testing, and Career Preparation, and Student Support Services (SSS). A summary of strategies underway in RMAS is included below.

1. Improve efficiency and effectiveness of academic support and advising services.

Strategies:

- A. A comprehensive professional development plan was implemented for all departments within RMAS, replete with select attendance to national and regional conferences, professional webinars, invited experts, and inter-departmental presentations to promote use of best practices in providing academic support to students.
 - B. The Academic Advising Council has been re-established to include representation from professional advising units and faculty advisors to coordinate advising policies, procedures, and best practices campus-wide.
 - C. RMAS is fostering a culture of evidence by undertaking assessments of all departmental programs, events, and services. The results will create clear linkages between divisional goals and objectives, assessment, and performance improvement in all departments.
2. Enhance programming to identify at-risk students and intervene proactively to enhance persistence and success.

Strategies:

- A. Effective Spring 2013, a contractual obligation with corrective actions was developed for all students on academic probation. Through continual assessment of the effectiveness of current practices, new recommendations will be made for future semesters to further strengthen the success of students on academic probation.
 - B. Mid-Term Academic Assistance Meetings were held to assist any students that were experiencing academic difficulties and were at risk of not completing their courses. Approximately, 500 students attended these information sessions and were given tangible strategies to get back on track to completing this semester strongly.
 - C. Targeted outreach has been developed to identify and support students in historically challenging courses, as evidenced by course data through the Office of Institutional Research. The outreach includes supplemental instruction, small group tutoring sessions, and class presentations as requested by faculty.
3. Leverage technology more effectively to impact retention and student success.

Strategies:

- A. RMAS contracted with a mass telephone vendor to improve the institution's ability to disseminate important information, dates, deadlines, and requirements to students in an expeditious manner. This service has been used as one of many mediums, including but not limited to, mass email, postal mail, posters/flyers, outreach presentations, and more, in executing the RMAS communications plan.

- B. A cross-departmental team is currently collaborating to identify an online career assessment tool prior to conclusion of the current academic semester to be utilized for students who are undecided or contemplative about their major choices. This will enable professional staff to better provide major and career counseling to ensure that students are progressing through a major with a clear vision of their career goals.
- C. The University is currently in the implementing a suite of enrollment management software products that will assist in targeted recruitment, intrusive academic support and retention programming, degree tracking and completion, and academic success. The Assistant Vice President of RMAS serves as the lead for this implementation. The targeted "go live" timeframe for full execution of this project is the end of the calendar year.

Spring 2013 Retention Management and Advising Services Highlights

Academic Center for Excellence (ACE)

- For Spring 2013, ACE has served over 353 students in more than 450 one-on-one tutorial sessions and an additional 393 students in workshops and classroom presentations, in collaboration with the FRIENDS program, including: research/writing documentation, essay planning, grammar review, time management, learning styles, managing math/test anxiety, math study skills, orientations to ACE and supplemental instruction, and goal setting.
- ACE is collaborating with the Center for Academic Persistence and Success to address student progress following the midterm. The Director spoke with students in four different sessions to encourage use of tutorials and success workshops and answer questions about accessing student services. Students are coming into the Center as a result of this outreach. Developmental English and mathematics professors have been contacted in regard to supplemental instruction sessions. Tutor schedules have been distributed in the residence halls to promote usage.
- The Center conducts regular tutor trainings to equip tutors with appropriate strategies for peer learning assistance. This semester, to date, the trainings have included: *Ethics of Tutoring*, *Tutoring Do's and Don'ts*, *The Tutoring Cycle*, *Building Confidence vs. Dependency*, and *Effective Study Strategies*.
- Between the months of January and March, FRIENDS has served 114 students who have visited the center a total 355 times for various reasons including: lunch, computer usage, tutoring, workshops and group study.
- The FRIENDS Program is collaborating with the Nursing Program to continue to address student progress following the midterm point through NEEP Program requirements and workshops. Students are coming into the FRIENDS Center seeking the nursing tutoring services provided through this collaborative effort as a result of this outreach.

Center for Academic Persistence & Success (CAPS)

- CAPS staff has held 785 individual advising/counseling sessions. They have served students through group meetings, classroom presentations, and outreach in the residence halls.
- Academic Persistence Officers within CAPS are conducting weekly progress reports through individualized counseling and faculty monitoring with the Fall 2007 cohort to help ensure they are on track for graduation, in an effort to impact the university's 6-year graduation rate.
- CAPS won the division-wide Gold Standard of Excellence Award, which recognizes individuals and/or departments for providing outstanding customer service, demonstrating workload competency and a commitment to accountability and customer service within the Division of Student Success and Enrollment Management.

Placement, Testing, and Career Preparation (Testing)

- Testing staff served 263 students for ACT (National, Explore and Residual) and CBT's-Computer Based Test (CLEPS, Correspondence and Miller Analogies).
- This semester, Placement and Testing administered the state-mandated Rising Junior Assessment (CAAP) to 120 students.
- To date, approximately 690 students have attended the Testing lab, received individualized services, or attended faculty-led workshops for PRAXIS, LSAT and GRE preparation from CPCP.

Student Support Services (SSS)

- SSS hosted a collaborative workshop February 7, 2013 entitled, **Financial Literacy** that was presented by KSU's Office of Financial Aid and Fifth Third Bank. The workshop was well attended and students expressed in their post survey that the information was beneficial and useful in understanding their financial aid and financial banking.
- SSS participated in the university's effort to address retention by collaborating with CAPS to have SSS students attend the Retention workshop on February 14, 2013.
- SSS sponsored an on-campus Cultural Fair on March 21, 2013 entitled, **Essence of Culture: "One Community Many Voices."** The highlight of the fair recognized the diverse ethnicity at KSU. There was a bold display of food, art, music, and fashion that was widely received by the entire KSU campus community. The post survey reflected a ninety-nine percent (99%) approval in three categories; (1) cultural learning aspect, (2) setup and presentation and exhibits, and (3) the overall experience of the Fair. It was highly suggested that the fair be an annual event.
- On March 22, 2013, SSS completed its second **Annual Performance Report** to the U.S. Department of Education. The report reflects meeting the objective of service to one hundred forty one (141) participants served with a persistence rate of seventy-two percent (72%), and 67% of all students served are in good academic standing.

Student Engagement and Leadership Development

Student Engagement and Leadership Development (SELD) consists of the following offices: Health Services, Career Counseling and Placement, Judicial Affairs/Director of Women, and Student Life. The current major initiatives of SELD are: to enhance student engagement outside the classroom, on and off campus; to implement early monitoring of student leaders' academic performance; to partner with local health agencies to provide health education and initiatives; and to provide leadership development and training aimed at preparing students for life after graduation. To this end, the following strategies are being implemented in an effort to reach these goals:

- The Office of Student Life:
 - Monitors the grades of students who hold leadership positions in student organizations.
 - Implements evening and weekend programs to provide an extracurricular outlet for students to help balance their academic and social lives.
 - Provides training for student leaders in an effort to develop their desired leadership skills.
- The Office of Career Placement and Planning:
 - Provides job-readiness training, resources, and seminars for graduating seniors seeking job opportunities.
 - Coordinates job fairs, and internship opportunities for students seeking jobs related to their major program of study.
- The Office of Health Services:
 - Implements educational programs related to substance abuse, physical health, and mental health, in conjunction with local health agencies.
- Judicial Affairs/Director of Women
 - Student Code of Conduct sanctions are being revised to include less punitive and more educational sanctioning workshops to foster student development (i.e., Conflict Resolution, Decision Making, Substance Abuse, and Anger Management) while still enrolled as opposed to out of school suspensions).
 - Efforts continue to decrease judicial violations and enhance character education through 1st and 2nd Year Seminar committee.

Spring 2013 Student Engagement and Leadership Development Highlights

Career Counseling & Placement

- Resume-Building Seminar (February 12, 2013) was conducted to assist students with developing effective resumes. Five (5) students attended.
- Facebook Etiquette Workshop (February 13, 2013) was designed to educate students of the proper use of the Facebook social network, and what impact it can have on their job search process. Five (5) students attended.
- Career Awareness and Resume Seminar at Bluegrass Community Action (March 21, 2013). Nine (9) students attended.

Student Life

- At midterm, grades were reviewed, and intervention plans, in conjunction with the Center for Academic Excellence, have been implemented to help students whose grades are currently below average.
- Attended Leadership Conference at Northern Kentucky University. The Director of Student Life and Coordinator of Leadership Development attended the conference along with 19 students.
- Sponsored a Community Service Project in Nashville, TN from April 5 – 6, 2013. A total of 40 students participated.
- Hosted the 11th Annual Women's Conference - Theme: "The Butterfly Effect: Revealing the Excellence and Beauty Within." A total of approximately 600 students participated in the events over a period of 3 days.
 - Dr. Tonea Stewart, actress and Professor, was the speaker for Opening Convocation.
 - Panel Discussion: The Beauty of Entrepreneurship, with Teresa Bridgewater (CEO, the Mardrian Group) and Jacqueline Jackson (CEO, Heavenly Creations).
 - Women's Empowerment Walk Health and Wellness Empowerment Luncheon, featuring Denisha Henry (KSU Alumnus) and Dr. Vinnette Little (Lexington Physician)
 - 2nd Annual KSU Girls Rock Awards Program, closing program

Health Services

- Conducted Red Cross Blood Drive. A total of 22 individuals donated blood.
- Office of Health Equity "Healthy Baby" Peer Educators program – with training emphasis on reducing the rate of infant mortality (ages birth to 1 year) among all ages of African American females.
- Health Services participated in a health fair at Franklin County Health Department
- Collaborated with the Kentuckiana Foundation to create a Public Service Announcement for awareness of Epilepsy among African and Latino Americans and the signs and symptoms and first aid intervention.
- Provided Human Papillomavirus vaccination for male and female students. A total of 61 students were vaccinated.

Judicial Affairs/Director of Women

- Revisions to the Student Handbook are in progress, and the development of educational sanctions is also underway.
- Efforts continue to implement character-building, educational programs that are aimed at decreasing judicial violations. Specifically, collaborations among KSU faculty, Director of Women, Director of Men, and the 1st and 2nd Year Seminar

committee continue. During SSEM Retreat (March 11 – 12, 2013) the 1st and 2nd Year Seminar program name was changed to First Year and Second Year Experience (FYSE), the mission was developed, and strategies to involve faculty were discussed.

University Police

The University Police Department is committed to creating an environment in which learning, living, research, and teaching may flourish. The Department holds steadfast in promoting a positive community environment while upholding and enforcing the law and minimizing risks to ensure the safety of students, faculty, staff and the guests at Kentucky State University. All Departmental personnel strive to maintain excellence and integrity in respecting the rights and dignity of all persons with whom they make contact.

Programmatic Priorities/Strategies for University Police

- The University is moving forward with plans to hire a Director of University Safety and Security Affairs.
- The Department is currently recruiting to fill the position of Lieutenant as a result of a recent resignation.
- Two new patrol officers have been recruited in the University Police Department.
- One full-time and two part-time dispatchers have been hired.
- New uniforms have been ordered for all sworn police officers and new patrol routines have been developed to enhance university police visibility on campus.
- The police drug detector dog is on a regular work schedule and checks buildings daily.

Spring 2013 University Police Department Highlights

- Sergeants Lane Crawley and Barbara Hayes recently attended a workshop on how to Bullet Proof the department's leadership.
- Administrative Assistant Theon Davis recently attended a workshop on the Clery Act.
- Sergeant Barbara Hayes and narcotics detector dog Stella were recently spotlighted while receiving certification in Northern Kentucky. A news channel from Cincinnati running a story on drug dogs getting certification featured them because of Stella's uniqueness as a small Manchester terrier and not the normal canine used in Law Enforcement. They also received their yearly certification

from the North American Police Work Dog Association, and recently received certification from the National Narcotic Detector Dog Association.

- Assistant Chief Tiua Chilton completed in-service training on how to investigate sexual abuse cases.