

**Annual Report of the  
Office of Student Affairs**

**Indiana University South Bend  
2002-2003**

## **Indiana University South Bend Parameters of Engagement**

- Communication
- Teamwork
- Integrity
- Civility/Respect
- Commitment

## **Student Affairs Administrative Council Working Principles**

- Build Relationships
- Communicate Both Vertically and Horizontally
- Value Individuals/Contributions
- Share Successes
- Value Collegiality
- Do Not Allow End Runs
- Help Each Other
- Practice Rumor Control
- Check Facts/Trust Abilities
- Base Decisions on What Is Best for the University
- Show Respect for the Institution
- Set a Positive Tone
- Value Creative Thinking
- Model and Mentor Professionalism
- Manage Change

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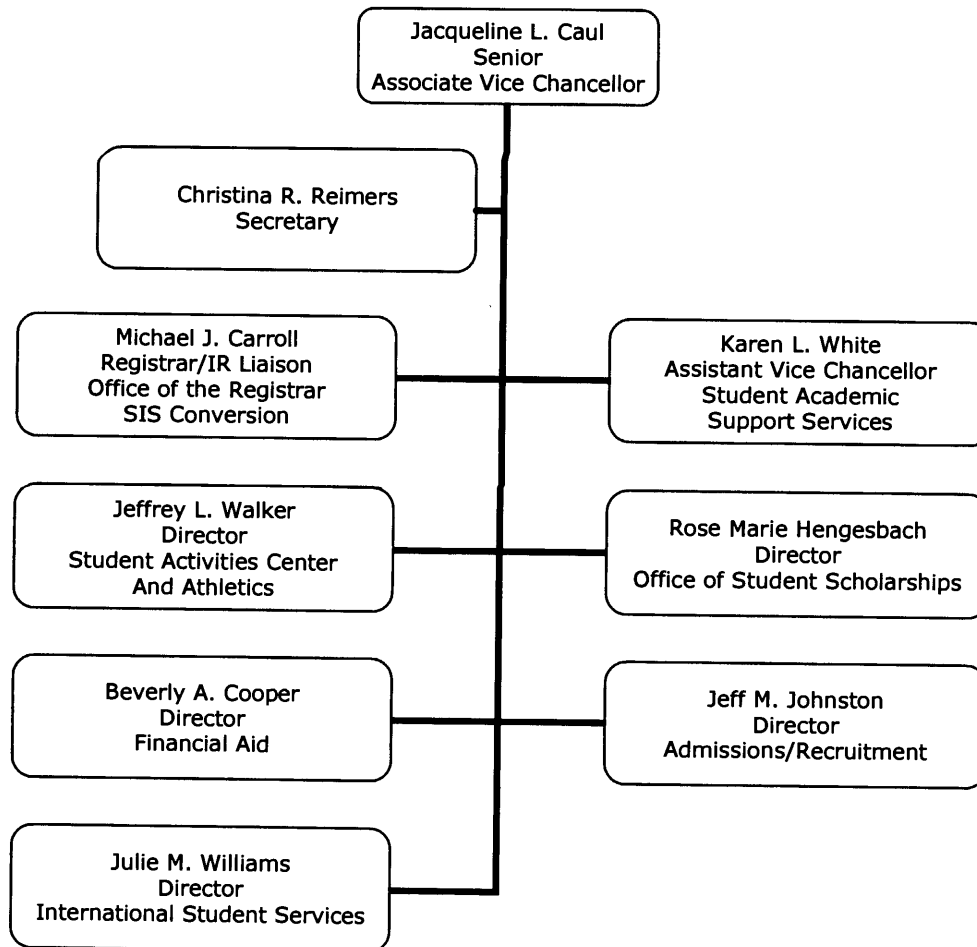
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# Office of Student Affairs

## Mission Statement

As part of a student-focused university, the Indiana University South Bend Student Affairs staff will support the university mission through collaboration with the IU South Bend faculty, staff and administration to provide programs and services that encourage and increase prospective student interest, current student progress and graduating student success.

## Office of the Senior Associate Vice Chancellor for Student Affairs



Academic year 2003 was the year the walls came down in Student Affairs—literally and figuratively.

The reconfiguration of the Student Affairs area in the Administration Building involved the removal of physical barriers that separated staff from students and colleagues. The resulting transformation has created a dynamic, integrated, student-centered unit. The open floor plan is not only more welcoming to all those seeking services within the area, but is symbolic of the renewed commitment to teamwork and open communication among Student Affairs professionals.

This transformation is based upon a principle of good practice for Student Affairs: Simply, it recognizes that as a university, we must view our processes from a student perspective. One dramatic result of this commitment to viewing services through the eyes of current and prospective students is the development of a one-stop service center that allows the student to conduct business and seek appropriate support at a single location. By redesigning processes, programs, service delivery and physical space into a “one stop” structure, opportunities for student learning and success are expanded and enhanced.

This annual report provides an overview of the major activities and accomplishments within the Student Affairs area over the last 12 months. However, there is a secondary thread to this report. In each of the individual areas, you will note a commitment to interaction through communication, technology and cooperation. This commitment will help Indiana University South Bend remain at the forefront in helping students succeed.

Sincerely,

Jacqueline L. Caul, Ph.D.  
Senior Associate Vice Chancellor, Student Affairs

## Recruiting and Admitting New Students

The Office of Admissions staff plays a critical role in telling IUSB's story in the community. Through targeted marketing, high school visits, community partnerships, inter-institutional partnerships, web-based communication and responses to on-site inquiries, the Office of Admissions has been telling prospective students about IUSB. As a result of these efforts, IUSB applications are up 7 percent from this time last year. Despite this increase in applications, the staff has shortened admission response time to one week. The total number of new students admitted to IUSB for fall semester 2003 is 12 percent higher than this time last year. At present, 155 students have been advised to complete the IUSB/Ivy Tech Transitions Program before beginning classes on the IUSB campus. This program, coupled with careful placement testing to ensure proper course selection and the provision of supplemental academic support services, demonstrates the continuing commitment of student affairs staff to ensure student success.

A number of initiatives were introduced and other activities enhanced in an effort to increase communication with prospective students and to encourage earlier application. In addition to semi-annual visits to surrounding high schools and two-year colleges, the OnSite Admissions program was expanded to include sessions both on campus and at regional locations.

**Jeff Johnston,  
Director of Admissions**

*"In order to better serve our students, we've tried to encourage early application and make information and processes more accessible through online initiatives."*

IUSB's admissions office continues to set the standard within the Indiana University system in application processing, applicant communications and prospect communications. The office is doing things with technology that are not yet being done by any other IU admissions unit. The post-admission communication cycle has been automated through the use of Sparky, a locally created communications program. The system has eliminated duplicate data entry and is customized to enable greater communication in the crucial period between a student's admission to the university and his/her matriculation.

This system also allows the office to track prospect data, which will be incorporated into the new FastApp application form. The form, essentially a completed application, is mailed to prospective students with their personal data, major options and admission status already entered. The student needs only to return the form with the appropriate fees, thus facilitating earlier application.

The incorporation of more financial aid information into the admission process, as well as a new student orientation communications database and tracking system, developed and supported by the admissions office, will create more opportunities to convert prospects into admitted students.

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**Jeff Johnston,  
Director of Admissions**

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## International Student Services

The re-establishment of the International Student Services Office, along with direct admission to academic units, has been extremely beneficial in integrating international students into the whole IUSB student body and in providing more centralized services to current and potential students.

Complying with new federal regulations mandating electronic tracking and reporting of foreign students has been a monumental task. Communication with key university personnel and students has been vitally important to this effort. Keeping academic advisors and students informed about the new federal regulations helps ensure student and university compliance.

**Julie Williams, Director  
International  
Student Services**

*"Our greatest achievement this year has been in complying with new federal regulations mandating electronic tracking and reporting of F-1 and J-1 students. Our second greatest achievement has been re-establishing the International Student Services Office in the Office of Student Affairs."*

# Providing Financial Support

Student affairs professionals in the admissions, financial aid and scholarships offices worked closely together to provide prospective students with information to help them understand and meet the cost obligations of college. Under the guidance of the director of student scholarships, the three units worked together with academic units to publish IUSB's first-ever brochure on "Paying for College," as well as a web site with links to extensive financial aid and scholarship information. The units also presented this information to students and parents at two very well attended "Paying for College" workshops.

**Beverly A. Cooper,  
Director of  
Financial Aid**

*"The IUSB Office of Financial Aid processes over 19 million dollars in federal, state, institutional and outside scholarship aid each academic year. Over the past four years, this number has increased by 8 million dollars and the number of financial aid applicants has increased 10 percent in each of those years."*

## Financial Aid

Vital to student recruitment, matriculation and retention is the availability of financial assistance.

In financial aid, policies and procedures are changing constantly. In January 2003 IUSB began the transition from the Federal Direct Loan program to the Federal Family Education Loan Program. The change meant re-educating students to the new process for Summer 2003, as well as new publications, new ways of loan

processing and alterations in web site information. Procedures became more computer-driven and required a change in business practices to accommodate a new lender, a new web-based program for tracking loans and changes in returning funds to the lender.

The staff combines a strong knowledge of aid regulations with the ability to readjust resources as events require. More than 2,600 aid applications have been received to date for the current academic year—an increase of nearly 10 percent from 2002-03. Even with the increase, the packaging of spring financial aid awards was completed six weeks earlier than last year, and packaging of summer aid awards began a month earlier. Forms have been streamlined to reduce the amount of paperwork students receive from the office and more student employees have been trained to assist with front counter coverage and to provide better overall service.

### **Student Scholarships**

The Office of Student Scholarships is a three-year old operation that manages endowed scholarships via the Indiana University Foundation, IU Student Information Financial Services and the Community Foundation of St. Joseph County. Some \$260,000 in scholarships was awarded to 140 IUSB students during the past year.

Development in this area has included the creation of a four-member IUSB Scholarship Committee; the establishment of policies, procedures, scholarship information and applications; cooperative efforts with foundations and donors; and assisting academic units in developing and promoting their individual scholarships.

In March, 150 scholarship recipients and benefactors attended the inaugural Scholarship Recognition Reception, which was followed by a Toradze Piano Studio performance.

**Rose Marie Hengesbach,  
Director, Office of  
Student Scholarships**

*"Scholarship activities have a positive impact on the recruitment and retention of students because the scholarship information is easily accessible and there is a clear process for application. The 'Paying for College' publication and the scholarship reception have made the IUSB community, as well as the larger community, aware of the scholarship opportunities, the excellence of our students and the generosity of our donors."*

## Student Academic Support Services

The accomplishment of transforming the Student Academic Support Center into a dynamic, integrated, student-centered unit cannot be underestimated. Tremendous work has been directed toward outlining a vision for this student-focused, one-stop structure that will better serve IUSB's students, faculty and staff.

**Karen White,  
Assistant  
Vice Chancellor,  
Student Academic  
Support Services**

*"As we complete the initial phase of our transformation, we now are able to offer students, faculty and staff greater quality, quantity and timeliness of services. We also are creating and implementing new ways to interact with our students, making them more active participants in the learning process."*

While the university does its best to identify and admit the students most likely to succeed, individuals vary greatly in the ability to navigate the learning process. The Student Academic Support Services staff has focused on developing and unifying the delivery of programs to support all students through successful degree completion. The Student Academic Support Center will provide services to help students develop the skills needed to understand and meet academic expectations.

Initial efforts included the physical relocation of the Academic Resource Center into the Student Academic Support Center and the production of updated and exciting publications which communicate a new vision and commitment to student success. Cross-trained, cross-functional teams of professional staff, students and clerical support staff are available to answer general student service questions, instruct students in self-service options and direct students to appropriate specialists when necessary.

Services available to students in the Student Academic Support Center this fall will include all of the learning services formerly associated with the Academic Resource Center, career services, disability services, diversity and minority enhancement services, judicial affairs, student leadership development, orientation services, student counseling, child care and student life activities.

Highlights of new initiatives in some of these areas over the past year have included:

### **Career Services**

Like other Student Affairs areas, Career Services has expanded its use of computer technology, with the initiation of a career management database and online assessment capabilities.

Programming included Choosing a Major, a one-credit course; Hiring Managers Tell Their Secrets, a panel presentation by human resources professionals; Choosing a Major Assessment Groups, providing career education and counseling; Graduate School Night, an informational session for students; and the 20th Annual Job Fair, which featured 91 employers. Included in the job fair for the first time were representatives from not-for-profit organizations.

**Christine Richardson,  
Director, Office of  
Career Services**

*"The addition of an internship administrator has allowed the office to begin development of a comprehensive, university-wide internship program, broadening the scope of services offered. In the career counseling area, specific programming and services were developed for the first/second-year student population with a particular focus on the 'deciding student.'"*

**Rick Dennie,  
Academic Support  
Coordinator**

*"With so many departments involved in the orientation process, it truly creates a team environment on campus. It points to the fact that we are all in the business of serving students. Students also observe this collaborative effort and hopefully feel much more welcome to the university."*

## **New Student Orientation**

This summer saw dramatic changes in new student orientation practices. The new program welcomes incoming students, as well as their families and friends, to a full day of campus activities, including sessions for students to create their university computer accounts, obtain identification cards, learn about their rights and responsibilities as students, and find out how to make the best use of library and student support services. Students also meet with faculty advisors to plan their schedules and register for classes.

## **Minority Recruitment and Retention**

Minority recruitment and retention efforts have been advanced through a number of innovative and exciting programs, including the first annual African-American and Latino Graduation Luncheon, the Making the Academic Connection program and the Community and Minority Breakfast. This summer nearly 30 high school and college students took part in the Summer Leadership Academy. The program included reading and writing assignments related to civil rights issues, leadership training and a tour of South Bend sites significant to the history of African-American and Latino cultures. Two new minority student recruitment and higher education awareness events were also held: a minority-specific scholarship information session entitled "Why College?" offered in cooperation with Ivy Tech and the Purdue University School of Technology; and a college information program in Goshen targeted to prospective Hispanic students.

## Office of the Registrar

The Office of the Registrar continues to improve electronic access to information sought by students, staff, and faculty. Working with the new web design team, the registrar has reviewed content, information pathways and other web sites to revise, update and increase detail and accuracy while adding to the information provided online. The resulting virtual registrar's office provides customers the information they need, when they need it.

A content management plan is under development to assist in site maintenance. The site provides easy access to enrollment reports and links to official IU data on enrollment, retention and financial aid.

The registrar has also assumed an important all-campus leadership role in the university's conversion to the PeopleSoft-based Student Information System (SIS).

Individuals across student affairs also have played a key role. In response to the extreme demands the

conversion will place on student and academic affairs units, five temporary employees have been hired to work with each academic unit to rebuild degree audits and provide needed training. When fully implemented the SIS will provide an information-rich system of data covering student records, admission, academic advising, financial aid and student financials. The information will allow the university to know more about its students and more accurately predict a student's chances for success. The system also will provide greater self-help opportunities for students, with access to information as well as automated application and registration processes.

**Michael J. Carroll,  
Registrar/Director,  
PeopleSoft Conversion  
Support**

*"The creation of the PeopleSoft Conversion Support Office was a coordinated effort within Student Affairs. The speedy set-up and hiring were important to the training schedule in order to accomplish our goal of relieving the academic units of the responsibility of rebuilding the degree audit in the system."*

## Office of Athletics and Recreation

The Student Activities Center has established its place within the IUSB environment, and has become the social and recreational hub of campus life. In addition to increased use of the facility by students, faculty and staff, the building itself has become a campus focal point. "Meet me at the SAC" is heard more and more often in campus conversation.

Great strides have been made in the area of administrative reorganization, reflecting the commitment of Student Affairs to recreation and student life. The position of Executive Director of Student Life has been restructured and renamed the Director of the Student Activities Center and Athletics.

A new position, Director of Student Life, will assist the university in its preparations for on-campus residential housing units.

The athletics component has been advanced with the appointment of a new men's basketball coach, Jim Parent. The women's team continues to show success in all areas and has consistently been one of the stronger programs within the Chicagoland Collegiate Athletic Conference.

**Jeffrey L. Walker,  
Director of the Student  
Activities Center  
and Athletics**

*"While the SAC provides great benefit to the on-campus community, it also provides a credible link to the Michiana community at large. Prominent and highly visible events, like the presentations by Gloria Steinem and IU basketball coach Mike Davis, showcase not only the facility and its staff, but the university as a whole."*