

EMPOWERING FUTURES



THE UNIVERSITY OF
TOLEDO

DIVISION OF STUDENT AFFAIRS
2019 END OF YEAR REPORT



Hello Members and Supporters of the Rocket Family,

Although we are living in and experiencing some unprecedented times, no one could have imagined the world that we find ourselves in at this moment. In March 2020, The University of Toledo transitioned to a virtual learning model on a moment's notice. Since then, there have been numerous changes in our world. From the global pandemic that has changed the way we live and socialize, to the loud and unequivocal call for an anti-racist country, one thing has remained the same at Rocket Nation: our commitment to our Rockets and their success.

In 2019-2020, we have continued to offer robust programs and services. Career Services has found that students are as engaged as ever virtually. Because of the ability to record programs, students are able to access these resources at their convenience and we have found our engagement increased by over 20%. Connecting our students to full-time employment, internships and other experiential learning is one way that we equip our students with the tools they need to reach their goals and achieve their dreams.

Despite the pandemic, our student organizations have been active and are changing lives. In 2019-2020, our student organizations continued their philanthropic efforts and raised over \$200,000 for their favorite charities. Greek organizations spent over 15,500 hours volunteering and participating in community service and UToledo became the first college in the nation to have both a professional Muslim sorority, Mu Delta Alpha Sorority, Inc., and a Muslim-based fraternity, Alpha Lambda Mu, as part of our Greek life community.

Finally, UToledo is responding to the call to action to end racism in our world. The Division of Student Affairs has collaborated with our Office of Diversity and Inclusion to offer a virtual series entitled Dialogues on Diversity to discuss racial inequity and how we can become a more socially just society, both on and off campus. We embrace the words of my fraternity brother and friend, the late Senator John Lewis, "if you see something that is not right, not fair, not just, you have a moral obligation to do something about it". Therefore, we, Rocket Nation, commit to getting in "good trouble; necessary trouble".

Included in this report, you will find many accomplishments that will highlight our continued commitment to academic and student success. Thanks for entrusting us with the opportunity to serve you.

Phillip "Flapp" Cockrell

In True Rocket Spirit, Phillip "Flapp" Cockrell, Ph.D.
Vice President for Student Affairs and Vice Provost

CAREER SERVICES

UToledo Career Services empowers and educates students and alumni in all stages of their career by providing inclusive and diverse experiences to launch career readiness and success, and by actively engaging the University community and global employers in strategic partnerships and collaborations.

Major Accomplishments

- **20%** increase in overall student engagement (compared to last year).
- **28%** increase in student engagement via classroom visits (compared to last year).
- **32%** increase in student engagement with employers (compared to last year).
- **181%** increase in student participation in the Multicultural Professional Development Series, a joint initiative with the Office of Multicultural Student.
- **Success** (compared to last year) Co-hosted two new STEM focused hiring events that included the Nuclear Security Enterprise (NSE) and the Japan External Trade Organization (JETRO) that brought 28 national and international employers to campus to recruit for the first time.
- **Skill Survey** results showed UToledo student workers rated **16.6%** higher than the national average in teamwork and collaboration.

1,473 student workers were evaluated for the first time using SkillSurvey, a career competency assessment tool, which compared UToledo students' career readiness with student workers and young professionals nationally.

27.4%



of on-campus student employees ranked in the 81st-99th percentile for overall career readiness compared to 4600 nationally.



Cailey Giuffre



Daniel Miller

Cailey Giuffre, student worker in Parking and Transportation, was selected as the Student Employee of the Year and Dan Miller, university photographer, was selected as the first recipient of the Student Supervisor of the Year award.

700+ students participated in all new virtual programming offered March-May 2020



I had a great appointment and I really appreciate the hard work everyone in the office does. It is a great resource to have as a graduate of UToledo!"

JIMMY R.
Class of 2019





CATHARINE S. EBERLY CENTER FOR WOMEN

The Catharine S. Eberly Center for Women advances gender equity on campus and in the community through high-impact and innovative programs that uplift women, build community and mobilize changemakers. Our programs are open to students, faculty, staff and community members of all gender identities. We believe that when women lead, everything changes.

Major Accomplishments

- **15 new programs** and signature events created to facilitate student connection and development.
- Launched an institute for women's leadership and research at UToledo in fall 2020.
- Established an inclusive space in Tucker Hall for students to connect and collaborate.
- Celebrated 25 amazing UToledo women through our "She Persisted" and "Women of the Week" virtual campaigns.

Awarded more than
\$39,000
 in academic scholarships and emergency aid to 36 undergraduate and graduate women.

Connected with
1,235 students, faculty, staff and community members, including 157 virtual connections.



Dr. Angie Fitzpatrick



Danielle Stamper

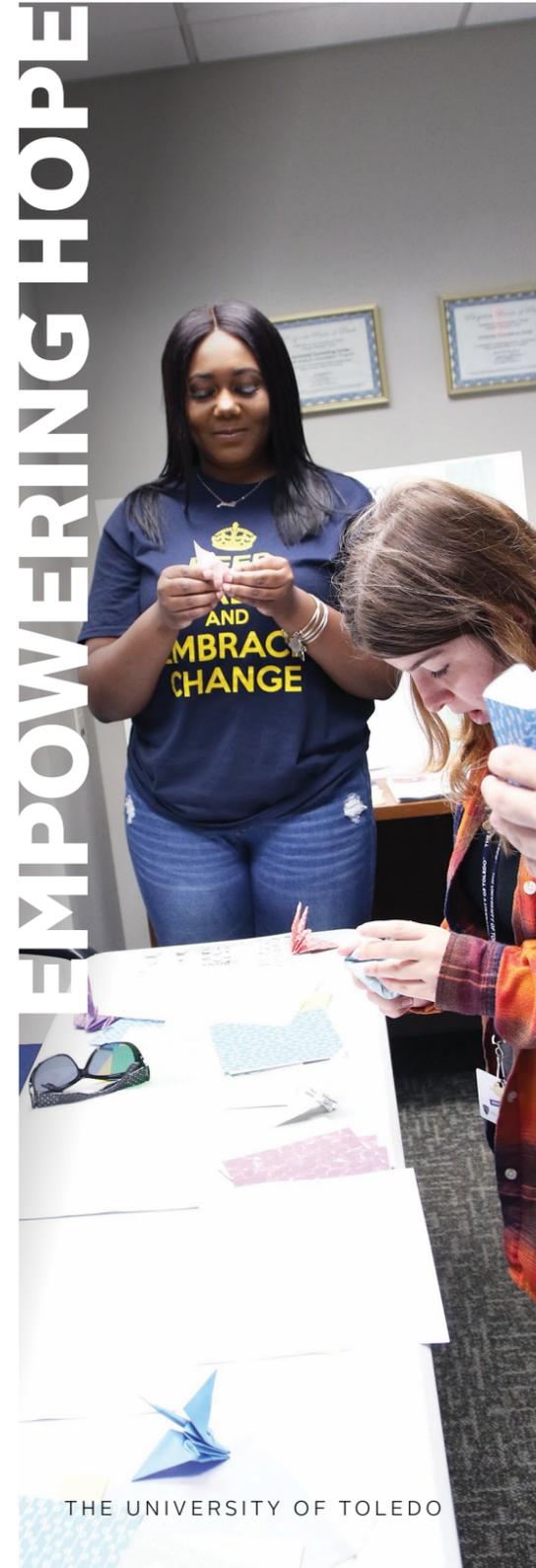
The Eberly Center welcomed Director, Dr. Angie Fitzpatrick and Danielle Stamper, program manager for gender equity student initiatives.



Just working a few weeks at the Eberly Center opened my eyes to how I can empower myself and other women in a supporting and loving environment. I have always considered myself to be a confident person, but the Eberly Center taught me that confidence and self-love are two entities that should go hand in hand. The Eberly Center to me is like Taro Milk Tea. Something you never knew you needed, but are so happy that it exists and can be indulged in."

AHANA RAHMAN
 Class of 2020





COUNSELING CENTER

The University of Toledo Counseling Center provides a professional and confidential setting for the psychological, emotional and developmental support of students as they pursue academic goals and explore personal growth. The University of Toledo Counseling Center staff believe that good mental health is the cornerstone of personal, academic and career success. As such, we strive to provide quality counseling, support and referral services that are individualized to meet each student's needs. When this mission is fulfilled, the quality of students' experience at UToledo is enhanced. We are Rockets Caring for Rockets.

Major Accomplishments

- To date, the UCC has provided individual, couple and group mental health care to **1,040** students with **5,042** appointments attended.
- Group and couples' services were expanded reflecting a 529% increase in attended group and couples' appointments in 2019-20 school year compared to 2018-19 year.
- Students requesting to begin mental health services were scheduled for initial appointments within less than seven days on average with 48 serviced on the same day of call.
- The UCC increased programming by offering anxiety workshops for clients and support groups focused on services for students of color and LGBTQA+ students.
- To increase student access to services the UCC launched evening hours providing services Mondays and Tuesdays until 7 p.m. providing 33 individual appointments and three group sessions compared to one individual appointment during the 2018-19 academic year.

UCC staff provided **721**
telehealth appointments from
March 16 to May 21.



The UCC team welcomed new Director Dr. La Tasha Sullivan, new Associate Director Dr. William Covert, Secretary Tracy Moore and mental health clinicians Whitney Dillard, Dr. Cassandra Haas and Amanda Jones during the 2019-20 academic year.





DEAN OF STUDENTS

The mission of the Office of Dean of Students is to ensure that students accomplish their educational and personal goals within the context of the broader academic purpose of the University. The Office of Dean of Students promotes the development of and enhances the educational experience for students through intentionally designed cocurricular opportunities and through institutional policy development on students' behalf. The Office is dedicated to improving the human condition; advancing knowledge through excellence in learning, discovery and engagement; and serving as a diverse, student-centered public metropolitan research university.

Major Accomplishments

- **Awarded Rocket Fuel: Food Recovery Program Grant of \$50,000.**

- Partnered with Aramark Food xz Services to address food insecurity and food waste.
- Allowed for 100 pop-ups; more than 4500 students served on main campus and more than 3,100 on Health Science Campus.
- More than 500 students were served a Thanksgiving dinner.
- More than 500 students were served a late-night breakfast.



Fed more than **5,000** students and saved more than **6,400** pounds of food.

- **Blue Key Honor Society conference Jan. 17-19, 2020.**

- UToledo was chosen as the site of the 2020 conference.
- As host, our students had an opportunity to share UToledo stories and campus traditions.
- Conference truly embodied the "Serving I Live" motto.
 - Included breakout sessions, extraordinary speakers, opportunities to network with other chapters and a community service event.
 - As host, UToledo had an opportunity to share our story and campus traditions.

Kalahari Leadership Conference hosted more than **150** student leaders.

- **Annual Kalahari Leadership Conference**

- Office of Dean of Students teamed with the Center for International Studies and Programs, International Student Association, Student Government and Black Student Union.
- Faculty, staff and administration present various leadership topics for students.
- Once-a-year opportunity; benefits last year-round.
- Students are asked to come ready to showcase their leadership skills while surrounded by like-minded student leaders.

- **Learning Through Service: Haiti**

- Office of Dean of Students and the Center for International Studies and Programs teach a service class culminating in spring break trip to Haiti.
- Due to unrest in the country in 2019, the class chose to do their service piece in Costa Rica.
- Students participated in an enriched curriculum and hands-on experiences.
- Students explored personal role in global development through in/out-country service learning and reflection; practice patience, flexibility, confidence, adaptability, teamwork, leadership, and strategic problem solving.



OFFICE OF MULTICULTURAL STUDENT SUCCESS

The mission of the Office of Multicultural Student Success (OMSS) is to foster an inclusive learning environment that promotes academic success, retention and graduation. Through its collaborative efforts, OMSS critically engages students in order to create a campus culture in which all persons, organizations, and groups can learn and develop to achieve their greatest potential.

Major Accomplishments

- **93.7%** of students who participated in OMSS mentoring programs were retained from fall 2019 to spring 2020.
- The average GPA for students who participated in mentorship programs was 2.94 for fall 2019 (n=127) and 2.92 for spring 2020 (n=135).
- **128** people attended at the OMSS Patio Party, a new program that was a part of 2019 Welcome Weeks.
- OMSS Family Meals, a new initiative, had **248** attendees at eight events throughout the academic year.
- **118** individuals participated in Safe Place Training workshops during the 2019-20 academic year.
- **Aleiah Jones** was the recipient of the 2020 American College Personnel Association Latinx Outstanding New Professional Award.

485 individuals were trained through the Awareness of Self Diversity Education Session during the 2019-20 academic year.

More than **190** people participated in the 2019 Pride parade, an increase of more than 170 participants from 2018.

- Aleiah Jones presented on “Creating an (Un)documented Student Ally Training for Your Campus” at the American College Personnel Association Annual Convention (March 2020).
- Aleiah Jones presented on “(Un)documented Student Ally Training” at the Ohio Academic Advising Association Annual Conference (July 2019).
- Dr. Michele Soliz presented “Getting M.O.R.E. from Student Success: An Asset-Minded Approach at UToledo” at the 2020 Great Lakes Regional Student Success Conference in Auburn Hills, Mich.
- Dr. Michele Soliz presented “Beyond ‘Butts in Seats’ and ‘Heads in Beds,’ Redefining Assessment in Student Affairs” at the 2019 Assessment Institute in Indianapolis, Ind.
- Dr. Michele Soliz presented “Redefining Assessment Through Effective Learning Outcomes” at the 2019 Student Affairs Assessment and Research Conference in Columbus, Ohio.



OFFICE OF RESIDENCE LIFE

The Office of Residence Life connects students with the vibrant life of the University. The close-knit, supportive on-campus community offers students a place to live and work that distinctly enhances their college experience by putting them at the center of everything: classes and labs, the library, advising and academic support, and more.

Major Accomplishments

- Parks Tower is the new home for the F.Y.R.S.T. (First Year Rockets Succeeding Together) Student Affairs Engagement Center. This space will be used for staff, faculty, and advisors to interact with our freshman students.
- The Office of Residence Life conducted the national Skyfactor (EBI) Satisfaction survey in the spring of 2020. This survey, which is built on more than 20 years of research and assessment expertise, offers Skyfactor benchmarks. According to Skyfactor, UToledo Residence Life excels in: safety and security; satisfaction of roommates, staff, and community environments; and community learning.
- The University of Toledo Residence Halls Association (RHA), won the bid and will host a Regional conference. The 2020 CAACURH(Central Atlantic Affiliate of College and University Residence Halls) regional conference will be held Nov. 13, 2020–Nov. 15, 2020.
- Over **200** programs are developed annually by residence hall staff, Residence Hall Association, Living Learning Communities, and partnerships with other departments in the Division.
 - Residence Life opened residence halls at **95%** occupancy for Fall 2019.
 - In 2019 we hosted a number of guests (over 1000) through 26 camps and conferences.



OFFICE OF STUDENT ADVOCACY AND SUPPORT (OSAS)

The college experience can be stressful and challenging for some students. When a difficult situation interferes with a student's personal wellness, we work alongside students to empower success. The Office of Student Advocacy & Support (OSAS) engages students in a co-curricular experience that amplifies the institutional student learning outcomes throughout their career at the University of Toledo. The Office of Student Advocacy & Support utilizes restorative justice-based practices to assist students in crisis. We are committed to work alongside our students through difficulties and connect resources for academic and personal success.

Major Accomplishments

■ Student Case Management

- During the 2019-20 academic year, OSAS received 576 Rocket Care Reports from faculty, staff, student, and community members, a **77%** increase from previous year (326).
- OSAS staff members had **72,628** one-on-one contacts via email, meetings, video conferences or phone calls with students, family members or staff regarding student support services.
- **94%** of students who responded to the OSAS satisfaction survey expressed overall satisfaction with support services they received.

■ Student Food Pantries

- During the 2019-20 academic year, campus food pantries served **3,808** people, feeding nearly **2,622** families. The food pantries provided **34,613** meals, averaging nine meals per person.
- The food pantries have recovered and distributed more than **35,956** pounds of food to students.
- In partnership with Rocket Athletics and State Bank of Toledo, OSAS received a **\$600** donation for the food pantries.



The Office of Student Advocacy & Support has made it possible for me to be a student and feed my five children as a single mother. I am blessed and eternally grateful for their endless support.

■ COVID-19

- During the 2019-20 coronavirus pandemic, the Office of Student Advocacy & Support:
 - Created a curbside drop-off service for students in need of food.
 - Opened an additional food pantry in Parks Tower for residential students.
 - Created a delivery service for students in need of food at least one mile or more away from campus in the greater Toledo area.
- Served over 500 families made up of 2,132 people, providing **3,400** meals.
- Alongside community members and through the UToledo Foundation, the UToledo Student Food Pantry has raised more than **\$15,000** to address food insecurity and help meet student need during the ongoing pandemic.
- OSAS chaired the Virtual Programming Committee alongside the support and teamwork of several campus partners.
- OSAS implemented 2-3 weekly virtual programs, including Party with a Purpose, I Spy, and Cooking Tutorials.
- Alongside Career Services, OSAS taught several students about Gallup Strengths-Based Development.



OFFICE OF STUDENT CONDUCT AND COMMUNITY STANDARDS

The Office of Student Conduct and Community Standards (OSC&CS) is dedicated to educating the University community about appropriate community behavior and fostering a safe community where academic and personal success can occur. We seek to develop students into global citizens and future leaders by challenging them to engage in responsible and ethical decision-making.

Major Accomplishments

- Recruited and trained more than **70** faculty and staff members to serve on hearing board for the 2020-21 academic year.
- In collaboration with the Office of Recreation, OSC&CS redesigned and implemented the alcohol education workshop and adapted it to a virtual platform.
- **90%** of students reported on their student conduct meeting pre-survey that they believed the role of the staff member was to hear the student's side of the story, showing that students feel they will be respected and have a voice in the conduct process.
- **55** cases were resolved with conflict resolution/amnesty/coaching meetings.

99% of students did not have a second student conduct case. This demonstrates that the majority of students learned to make better choices as a result of their experience with OSC&CS.



OFFICE OF STUDENT INVOLVEMENT & LEADERSHIP

The Office of Student Involvement & Leadership (OSIL) builds community by providing students with involvement and leadership opportunities that will enhance their UToledo experience. Through social, educational and developmental programs, the Office connects students to campus life and their peers. The Office is responsible for supporting student organizations, fraternities and sororities, leadership programs, service programs, event planning and the online Involvement Network (InvoNet).

Major Accomplishments

- **402** student organizations (5% increase from 2018-19).
 - 60 Health Science Campus organizations, 25 club sports, 41 Greek affiliated organizations, two secret societies and 274 other registered student organizations, including 34 new organizations.
- **12,233** involved users of the Involvement Network.
- **3,490** student organization events and meeting submissions
 - An additional 367 student organization events and meetings would have taken place but were cancelled due to COVID-19.
- **39,157** check-ins at events.
- **25,279** service hours completed by student organizations.*
- **\$200,642.50** raised by student organizations for philanthropy. (in spite of COVID-19, student organizations continued to raise money)
- **156** hours of training for presidents and treasurers.
 - 442 student leaders were trained.
 - Student Allocation Committee facilitated new mandatory treasurers training for 117 students.
- **35** Greek chapters and 1,537 undergraduate members.
 - Increase of 11% in membership from spring 2019 to spring 2020.

**service and philanthropy hours are student self-reported data.*

- All Greek life average GPA (Fall 2019): **3.234**.
 - Increase of 9 percent from fall 2018.
- **\$128,539.38** raised by Greek organizations for philanthropic causes this year.
- **15,514** hours of community service completed by Greek organizations this year.
- In spring 2020, UToledo became the first college in the nation to have both a Professional Muslim sorority, Mu Delta Alpha Sorority, Inc., and Muslim-based fraternity, Alpha Lambda Mu, as part of our Greek life community.
- **\$100,000+** in Levis Leadership scholarships awarded to 137 students for participating in the four-year leadership development program.
- Celebrated the 51st annual Black Student Union Fashion Show.
- 35th annual BASHCon gamers event hosted by Benevolent Adventurers' Strategic Headquarters (BASH).
- Student Allocation Committee worked with Student Government to donate **\$187,000** of student organization funds to the Rocket to Rocket emergency fund to aid students financially affected by COVID-19.



Being involved in Levis Leadership, Greek life and other student organizations has changed my life. I came to UToledo not knowing many people, but now I am surrounded by Rockets who love and care for me. In order to pay it forward, I changed my major so that one day I can work in Student Affairs and benefit the lives of future students.”

MEGAN STOOPS
Class of 2022



RECREATIONAL SERVICES

The Office of Recreational Services strives to enhance the human condition with a focus on health and well-being by providing impactful programs and services that enrich student learning as well as The University of Toledo. Recreational Services has a location on Main Campus as well as the Health Science Campus, both with the goal to ignite a healthy lifestyle in UToledo students, faculty, staff and community members and introduce possibilities through facility programs, wellness initiatives, facility upgrades and intramural and club sports.

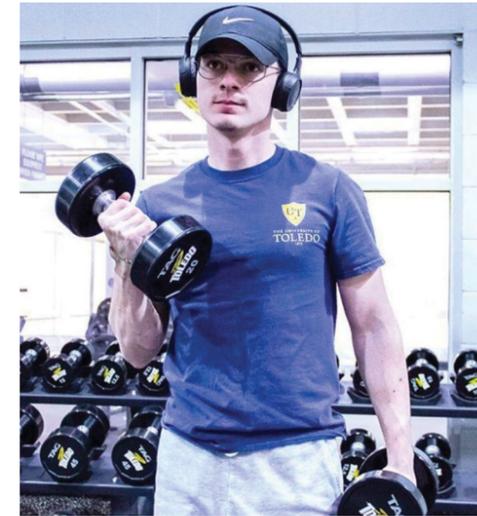
Major Accomplishments

Facilities and Operations

- Employed **205** workers
 - 191 student workers
 - 10 professional staff
 - 14 graduate assistants
- Fielded **248** intramural sports teams across fall and spring semesters
- Fielded **25** club sports teams

Collected
\$53,901.59
 in rental fees

2019-20 UTOLEDO REC MEMBERS	19,478
% of usage by member type	
Community	13.93%
Alumni	4.39%
UToledo faculty/staff	8.47%
UToledo students	73.2%
TOTAL VISITS	461,446
Average visits per day	1,539



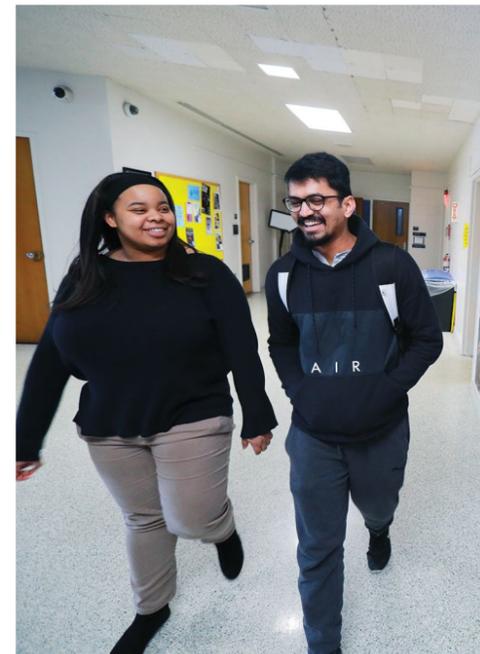


THOMPSON STUDENT UNION ADMINISTRATIVE OFFICE

The mission of the Thompson Student Union administrative office is to provide a professional, student-centered facility focused on meeting the needs for the campus community and serving as a diverse hub of activities.

Major Accomplishments

- Upward Bound renovations (extra funding for this year only)
- Third floor swipe lock conversions (10 doors) student organization offices
- Paint and carpet replacement in student organization offices
- New Trimble Lounge furniture and carpet
- Auditorium lighting upgrades
- Auditorium and Ingman Room video upgrades and repairs
- Microphone replacement in Ingman Room
- Purchased six new podiums for main meeting rooms
- Purchased new laptops for main meeting rooms
- Purchased additional tables for use in meeting rooms
- Purchased three video kiosks (digital display monitors)
- Data drops added in various areas
- Outdoor lettering
- Signage and wraps throughout building





TITLE IX

The UToledo Title IX Office focuses on ensuring compliance with federal and state laws and regulations. The Title IX Sexual harassment Prevention Education Program is the on-campus resource that provides sexual harassment education and awareness programming. The University investigates reports of sexual harassment, implements interim measures when necessary and works to remedy the effects of sexual harassment. Retaliation based on sex discrimination is a form of discrimination. Allegations of retaliation will be investigated separately from allegations of sexual harassment.

Major Accomplishments

- **Professional Staff and Student Positions**
 - Hired (1) position: Director, Title IX, Sept. 2019
 - Created (1) Internship position, Spring 2020
 - Hired (1) position: Investigator, Title IX, March 2020
- **New/Updated Initiatives**
 - Provided year-round campaign awareness thru the Blue and Gold campaign which was comprised of monthly awareness projects including signs, posters, banners, napkin holders, television screens and computer screens.
 - Provided monthly awareness campaigns and events including, social media campaigns, Red Flag Campaign, Cup of Prevention, Empty Place at the Table, and Virtual Sexual Assault Awareness Month engagement.
 - Revamped and enhanced Title IX Respondent Advisor Training.
 - Created new educational initiative, Empty Place at the Table Awareness Event.
 - Created and Developed Virtual Bystander Intervention Training.
 - Published first annual Title IX Report.
 - Continued training/education for Title IX staff.
 - Created Title IX video, 9 Things to Know About Title IX.
 - Created Post-Interaction Survey for Title IX Office.
- **Notable Accomplishments**
 - Increased numbers of Bringing in the Bystander Training.
 - Developed virtual trainings for Bystander Intervention and Title IX Trainings.
 - Virtual Sexual Assault Awareness Month mass media campaign.

The Title IX Office offered **122** trainings and educated 9,216 faculty, staff, students, and third parties.

The Title IX Office thru trainings, education, and awareness campaigns we were able to provide approximately **22,000** touch points with students, faculty and staff.

Administrative Contact Information
Complaints or notice of alleged Title IX policy violations, or inquiries about or concerns regarding Title IX policy and procedures, may be made internally to:

Vicky Kulicke, Director, Title IX and Compliance & Title IX Coordinator
Office of Title IX and Compliance
The University of Toledo
Mail Stop 137
Snyder Memorial Building, Room 1120
2801 W. Bancroft St.
Toledo, OH 43606-3390
419.530.4191
titleix@utoledo.edu
utoledo.edu/title-ix





TOLEDO EXCEL

Toledo Excel is a scholarship incentive program designed to prepare underrepresented students for college success through pre-college academic, cultural and civic activities. In addition, the program continues to develop, advise, provide scholarships and serve as a resource these students when they enroll at The University of Toledo. The mission of the program is to address underrepresentation and retention of local students in higher education by developing their academic preparedness and competencies before and during college, beginning in eighth grade. The Toledo Excel Program experienced another successful year in 2019-20. Students in the high school and college portions of the program continued to perform well in and outside of the classroom both in their local high schools and at The University of Toledo.

Major Accomplishments

- **10** Toledo Excel college students received baccalaureate degrees from The University of Toledo in the fall 2019 commencement.
 - Graduates averaged a 3.34 cumulative GPA.
 - 3 students graduated with honors: cum laude (1), magna cum laude (1), and summa cum laude (1).
- Continuing Toledo Excel college students maintained an average 3.22 cumulative GPA for the fall 2019 semester.
- **12** Toledo Excel college students received baccalaureate degrees from The University of Toledo in the spring 2020 commencement.
 - Graduates averaged a 3.47 cumulative GPA.
 - 9 students graduated with honors: cum laude (five), magna cum laude (two), summa cum laude (two).
- Continuing Toledo Excel college students maintained an average 3.24 cumulative GPA for the spring 2020 semester.
- **39** Excel students graduated from high school in Spring 2020 with an average GPA of 3.64.

21 Toledo Excel high school seniors successfully enrolled at The University of Toledo for the fall 2019 semester.



5,000 hours of community service performed approximately in 2019-20 by Excel high school students even with a year shortened by the pandemic.





UPWARD BOUND & UPWARD BOUND MATH SCIENCE PROGRAMS

The programs (funded 100% by the Department of Education) serve 160 underrepresented high school students, providing academic support, cultural enrichment and encouragement toward postsecondary motivation. Upward Bound (UB) has a general focus while Upward Bound Math Science (UBMS) promotes science, technology, engineering and mathematics (STEM). The 2019-20 year continued to be successful for both UB and UBMS.

Major Accomplishments

- 69%, 77% of UB, UBMS participants' high school GPAs are 2.5 or higher.
- 100%, 95% of UB, UBMS participants have been retained and graduated high school.
- 62%, 94% of UB, UBMS participants completed a rigorous program of study as defined by the U.S. Department of Education.

100%
91% of UB, UBMS participants have passed high school standardized tests for graduation.

69%
77% of UB, UBMS participants enrolled in postsecondary education.

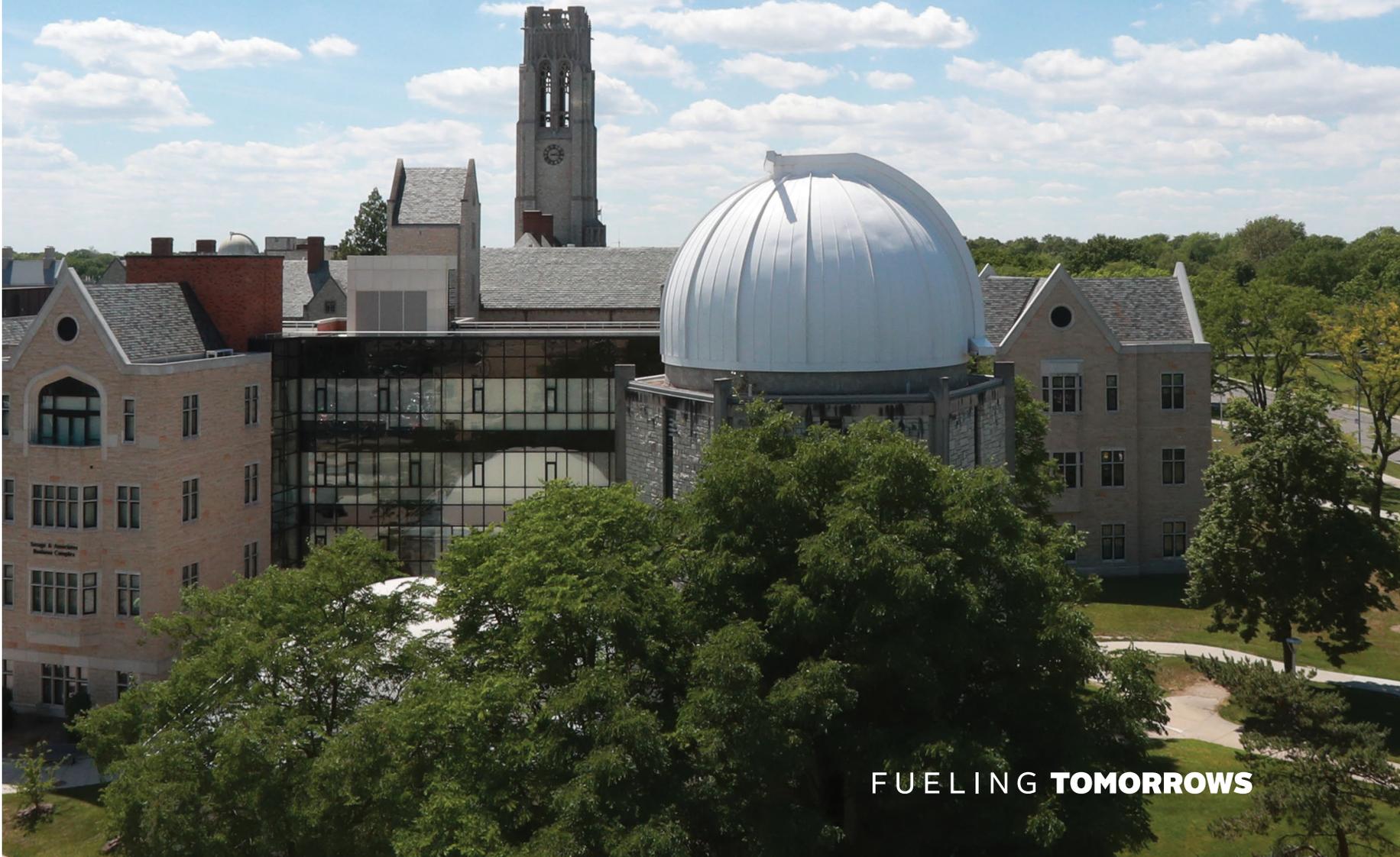
[UB Annual Performance Report Results for 2018-19 (2019-20 assessed during 2020-21)]





DIVISION OF STUDENT AFFAIRS
THE UNIVERSITY OF TOLEDO

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FUELING TOMORROWS