

KU

STUDENT AFFAIRS
ANNUAL IMPACT REPORT
2019-2020

GIFT OF
THE CLASS OF
1956

*We
Make
Learning
Possible.*

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Letter from the Vice Provost



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Dear colleagues and friends,

I am pleased to present the 2019-2020 Student Affairs Annual Impact Report. In a year full of unexpected changes and circumstances, Student Affairs remained committed to our mission of engaging the KU community in services and programs that make learning possible. The information presented on the following pages highlights the effectiveness of our work and provides snapshots of student learning across Student Affairs.

Student Affairs plays an essential role in advancing KU's academic mission and helping students reach their full potential. This year our work was more critical than ever. With the emergence of COVID-19 during the spring semester, many of our services and programs were forced to quickly transition to a virtual format. Despite these changes, Student Affairs continued our efforts to provide students with an exceptional KU experience.

The information presented in this report would not be possible without the hard work of Student Affairs staff at all levels. I am appreciative of the commitment and dedication to supporting our students, while also caring for self and loved ones during these uncertain times.

I hope the 2019-2020 Student Affairs Annual Impact Report gives you a sense of the value we add to the KU student experience. Moving forward, we will continue our efforts to ensure every KU student is supported by the campus environment, connected to the institution, and prepared for the challenges of today and tomorrow.

Rock Chalk!

Tammara Durham, Ed.D.
Vice Provost for Student Affairs



What Guides Our Work

VISION

We will provide a KU student experience in which every student is supported by the campus environment, connected to the institution, and prepared for the challenges of today and tomorrow.

MISSION

To engage the KU community in services and programs that make learning possible.

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STUDENT LEARNING OUTCOMES

Students who use or interact with Student Affairs programs, activities, and services will...

Acquire, integrate, and apply knowledge that supports their academic and personal growth. (Knowledge Acquisition)

Develop healthy and respectful relationships with others. (Interpersonal Competence)

Acquire and demonstrate critical thinking and reasoning skills that support their ability to effectively address and solve problems. (Cognitive Complexity)

Demonstrate an understanding and appreciation of cultural and human differences and recognize their role in contributing to positive social change. (Humanitarianism and Civic Engagement)

Develop an integrated sense of personal identity and a positive sense of self. (Intrapersonal Development)

Acquire and demonstrate practical skills that will enable them to live a productive and healthy life. (Practical Competence)

JAYHAWK VALUES

We will actively foster **unity**; a community based in tradition and continually growing through healthy relationships and effective communication.

We will strive for **innovation**, using our education to find new and creative solutions to the problems facing our campus, our community, and the world.

We will advocate for **inclusion**, respecting all Jayhawks are unique and have their own personal stories while cultivating a safe community rooted in equity and justice.

We will value **engagement**, taking responsibility inside and outside of the classroom to be active members of the global community.

Office of the Vice Provost for Student Affairs

The Office of the Vice Provost for Student Affairs coordinates and develops student support services and programs that contribute to students' overall academic success and serves as an advocate for student needs across the university community.

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BY THE NUMBERS

Data Point	2018-19	2019-20*	% Change
Number of offered social and networking opportunities for all Student Affairs staff:	2	1	-50.0%
Number of Staff Professional Development Series sessions:	4	2	-50.0%
Number of Student Affairs website visitors:	36,150	24,838	-31.3%
Number of Student Affairs Instagram followers:	317	534	68.5%
Number of Student Affairs Twitter followers:	1,633	1,757	7.6%
Number of Pepsi funded programs and events:	48	19	-60.4%
Number of programs and events receiving Pepsi product:	206	122	-40.8%
Number of Food for Jayhawks meal plans awarded**:	—	74	—
Number of parent and family newsletter subscriptions:	8,873	8,639	-2.6%
Number of KU Parent Facebook Group members	2,165	3,078	42.2%
Number of Student Affairs Shares webinars:	1	3	200.0%

*2019-2020 numbers reflect a March 2020 campus closure due to COVID-19.

**Food for Jayhawks meal plans were offered for the first time in 2019 - 2020. 77% of meal plans were awarded during COVID-19, after the Campus Cupboard closed.

2017 - 2020 STUDENT AFFAIRS STRATEGIC GOALS

GOAL #1:	Establish and enhance programs and initiatives that meet the needs and interests of all KU students, which improves access, retention, engagement, persistence, and completion.
GOAL #2:	Establish and enhance services that support personal health, safety, and wellness.
GOAL #3:	Foster a culture that promotes social justice, inclusion, and equity through engagement and education.
GOAL #4:	Encourage professional growth and advancement by recruiting, developing, and retaining diverse and qualified staff at all levels.
GOAL #5:	Demonstrate and communicate the impact of Student Affairs efforts on the KU student experience within the division and to external stakeholders.

HIGHLIGHTS AND ACCOMPLISHMENTS

New Student Outreach Efforts

For a third year, Student Affairs administered its Freshman and Transfer Student Needs Assessment Survey to new undergraduate students in fall 2019. The survey is designed to collect information on new students' needs and connect them with services and opportunities of interest. Of those responding to the survey, 290 students indicated they were experiencing some difficulties in their transition to KU. This group of students received outreach in two ways. First, staff volunteers emailed students to offer support and share available resources. Additionally, Student Affairs partnered with KU Student Housing to coordinate resident check-ins for any students living on campus. Through these combined outreach efforts, staff contacted 178 students—more than 61% of the targeted group.

KU Parent and Family Resources

Studies show that parental involvement aids in increasing students' success. With that in mind, Student Affairs provides resources to help parents and family members support their student's KU experience. Parents and family members have access to a monthly newsletter and private Facebook group for currently enrolled students' families. In addition, Student Affairs hosts Student Affairs Shares—a webinar series in which staff share campus information and resources. Through these combined efforts, Student Affairs reaches more than 8,500 parent and family members each month.

2019-2020 Student Affairs Awards

In May 2020, Student Affairs honored four staff members for their contributions to the mission of Student Affairs and excellent service to all members of the KU community. This year's award winners: Doug Carter (Crimson & Blue Award), Michelle Compton-Muoz (Jayhawk Award), Dr. Kirsten Watkins (Rock Chalk Award), and Melissa Attaway (Baby Jay Award).





Counseling and Psychological Services

The mission of Counseling and Psychological Services is to aid in the emotional and psychological development of students in the university environment for the purpose of enhancing performance; assist in the evaluation of student academic progress for the purpose of improving student and faculty functioning; and contribute to the professional education of graduate students in mental health and counseling professions.

THE CONNECT

In 2019-2020, Student Affairs continued hosting The Connect. The Connect serves as a monthly opportunity for students to celebrate the completion of a successful month, learn about student organizations and available campus resources, listen to good music, enjoy free food, and connect with other members of the KU community. While The Connect is open to all members of the KU community, the event was established based on feedback from underrepresented student populations indicating a need for a social space that centered them and their experiences. In an effort to collect information on their experiences, student attendees were invited to complete a survey in April 2020. Of the students responding:

- 57% felt The Connect helped them relieve stress.
- 53% felt The Connect helped them feel more connected to KU.
- 50% met new people/ made friends at The Connect.

“The Connect is one of the only on-campus events I went to every single time it was offered. It’s an especially important space for Black and Brown students to find organizations.”



HIGHLIGHTS AND ACCOMPLISHMENTS

Testing Services Test Expansion

Testing Services administers national standardized tests for academic placement and entry to graduate and professional programs, many of which are administered in the Computer Based Testing Center. During the year, Testing Services expanded services to include digital administration of the Law School Admissions Test (LSAT). Previously, the test was solely administered in paper and pencil format.

Teletherapy Services Implemented

In response to the COVID-19 pandemic, CAPS implemented teletherapy appointments for initial consults, individual therapy and psychiatric follow-ups. Services were made available for enrolled students residing in Kansas or Missouri. For students residing outside of Kansas and Missouri, CAPS offered students guidance on finding mental health professionals in their home community. In total, CAPS assisted 495 students via teletherapy appointments.

Increase in Students' Use of Group Therapy

During the year, CAPS made group therapy its clinical focus. In group therapy, four to eight people meet face-to-face with one or two group therapists and discuss things that may be troubling them. Members give feedback to each other by expressing their own feelings about what someone says or does. This interaction gives group members an opportunity to try out new ways of behaving and learn more about the way they interact with others. In 2019 - 2020, a total of 627 students used group therapy services—an increase of more than 25% from the previous academic year.

BY THE NUMBERS

Data Point	2018-19	2019-20*	% Change
Number of unique students using CAPS services:	1,823	1,684	-7.6%
Number of appointments:	11,204	11,135	-0.6%
Number of initial assessments:	1,283	1,141	-11.1%
Number of individual therapy appointments:	7,213	7,306	1.3%
Number of urgent care/triage appointments:	253	84	-66.8%
Number of group therapy appointments:	498	627	25.9%
Number of consultations:	23	15	-34.8%
Number of psychological testing appointments:	113	101	-10.6%
Number of psychiatric evaluations:	160	120	-25.0%
Number of brief psychiatric visits:	1,569	1,659	5.7%
Number of medication refills:	76	87	14.5%

*2019-2020 numbers reflect a March 2020 campus closure due to COVID-19.

CAPS CLIENT SURVEY

CAPS provides KU students with psychotherapeutic, psychiatric, and mental/health education programming services. During the year, a sample of CAPS clients were invited to complete a survey intended to assess the impact of therapeutic services on student learning and client academic performance improvement. A total of 200 CAPS clients completed the survey. As a result of using CAPS' services:

→ **83%** of students agreed or strongly agreed they are better able to identify one or more strategies to solve or cope with problems.

→ **76%** of students agreed or strongly agreed they are able to apply strategies to address academic difficulties.

→ **79%** of students agreed or strongly agreed they are better able to understand their own role in managing thoughts, behaviors and/or emotions.

→ **63%** of students agreed or strongly agreed they are able to identify other helpful campus and/or community resources.

→ **79%** of students reported considerable to a great deal of improvement in managing their lives.

MENTAL HEALTH PEER EDUCATOR ASSESSMENT

HOPE@CAPS is a diverse group of KU mental health peer educators (MHPEs) dedicated to reducing mental health stigma and helping other KU students connect to CAPS and other mental health resources. Together, they provide drop-in listening hours around campus as well as develop and implement outreach events such as tabling and presentations. In spring 2020, MHPEs were invited to complete a survey designed to assess the effectiveness and utility of MPHE training on student learning. A total of eight MHPEs completed the survey—an 89% response rate. As a result of their MHPE training and work experience:

→ **100%** of respondents indicated they were better able to demonstrate practical skills that support their academic goals.

→ **100%** of respondents indicated they were able to demonstrate self-confidence in their interactions with members of the KU community.

→ **77%** of indicated they were able to demonstrate self-confidence in their interactions with CAPS professional staff.

→ **100%** of respondents indicated they were able to assist students in identifying strategies to solve or cope with problems.

→ **100%** of respondents indicated they were able to identify and refer students to other helpful campus and/or community resources.

Hilltop Child Development Center



Hilltop Child Development Center is an inclusive community where children learn from passionate professionals in a nurturing and academically rich environment. Hilltop's primary mission is to provide warm and loving care for children while simultaneously offering a stimulating and developmentally appropriate education curriculum.



HIGHLIGHTS AND ACCOMPLISHMENTS

Success During COVID-19

Following Hilltop's COVID-19 related closure in March 2020, staff were able to continue some form of online learning instruction and activities for families with children between age 1 and 12 years old. In addition, all Hilltop staff were paid and retained with full benefits, while families were not charged tuition during this time. Hilltop's success during this time was attributed to many years of effort to create a stable and secure financial reserve.

Hilltop Reopening Preparation

The latter part of the spring 2020 semester was spent preparing for Hilltop's June 2020 reopening. Due to Hilltop's history and reputation of cleanliness and care, families feel safe and trust staff with the care of their children. Thus, upon reopening, Hilltop will implement additional safety and health precautions to ensure continued operation.

BY THE NUMBERS

Data Point*	2018-19	2019-20	% Change
Total enrollment:	314	305	-2.9%
Total toddler enrollment:	40	40	0.0%
Total 2 year-old enrollment:	56	56	0.0%
Total preschool enrollment:	80	75	-6.3%
Total pre-K enrollment:	80	76	-5.0%
Total school-age enrollment:	82	82	0.0%
Number of part-time employees:	75	82	9.3%

*All data points represent enrollment or employment at their highest number during the associated year.



PART-TIME AIDE SKILLS ASSESSMENT

KU students working as part-time Teacher’s Aides engage in critical components of Kansas Department of Health and Environment (KDHE) licensing and the National Association for the Education of Young Children (NAEYC) standards. They are actively engaged in classroom functionality including, but not limited to: supervision, fulfilling ratio requirements, cleaning procedures, small and large group activities, children’s learning activities, and events. At the conclusion of the fall 2019 and spring 2020 semesters, Teacher’s Aides were asked to complete a survey to provide Hilltop staff with insight of their work experience, knowledge gained, and skills used. The following table presents survey results.

Data Point	Fall 2019 (n = 53)	Spring 2020 (n = 35)
When a teacher is absent, I feel I can successfully run a classroom activity.	93.0%	93.9%
I feel I know the licensing rules for classroom ratios.	96.2%	97.1%
I can effectively lead small and large group classroom activities.	94.0%	94.0%
My organizational and time management skills have improved.	88.0%	91.0%
I know how to collaborate effectively with my workplace peers.	100.0%	97.0%

“I learned effective classroom management. I will take [this skill] with me into my future career as I enter the field of education.”

“I have had previous exposure in working with kids, but I feel like [Hilltop] has exposed me to so many types of children...it has been very helpful learning how to communicate and guide the variety of children I have worked with.”

KU Memorial Union

KU Memorial Union serves as KU’s community center through its operation of the Kansas Union, Burge Union, the DeBruce Center, KU Dining, and KU Bookstore. The Union facilitates community exchange by providing engaging environments, conference services, and retail offerings. Within this context, Union programs (Student Union Activities, KJHK, The Big Event) allow for student development and learning through the leadership and management responsibilities offered to students. By providing such places, experiences, and services, the Union contributes to student connection, retention, recruitment, learning, and development—while creating enduring KU traditions and loyalties.



HIGHLIGHTS AND ACCOMPLISHMENTS

Entryway Arch Rededication

The Kansas Memorial Union honored the 129 Jayhawks who died during World War I with a rededication of the iconic Kansas Union entry arch for Veterans Day in November. In honor of their sacrifice, 129 stars are carved in the interior canopy and illuminated nightly to represent their eternal light. The sixth floor of the Union pays a full tribute to the 129 Jayhawks, with a display of their portraits and additional information regarding their memorial.

Jayhawk Esports Varsity Team

KU's winning sports tradition went virtual with a signing ceremony for six inaugural players to the Jayhawk Esports Varsity Team. In partnership with KU Information Technology and Dell, team activities are housed in the Union Program Office. During the regular season, the team went 4-2, coming in just short of play-off eligibility. Additionally, the team competed in two other tournaments. At the Heartland Showdown 2020 hosted by Kansas State University's esports community, the Jayhawks placed 2nd. During Riot's post-COVID Weekly Tournament #3, the Jayhawks, a 16 seed, beat both the University of California Irvine (seed 1) and University of Michigan (seed 3) to place as grand champions.

BY THE NUMBERS

Data Point	2018-19	2019-20*	% Change
Number of Student Union Activities events:	184	224	21.7%
Number of SUA event student encounters:	45,257	32,778	-27.6%
Number of visitors to the Kansas Union:	1,016,431	790,270	-22.3%
Number of visitors to the Burge Union:	188,525	157,676	-16.4%
Number of visitors to the DeBruce Center:	292,167	245,484	-16.0%
Number of bookings at the Burge Union:	1,153	743	-35.6%
Number of students employed by the Union:	997	869	-12.8%
Number of catered events across campus:	3,668	2,928	-20.2%
Number of events/bookings at the Kansas Union:	9,098	6,069	-33.3%
Number of events/bookings at the DeBruce Center:	66	65	-1.5%
Number of students with meal plans through Dining Services:	4,001	4,232	5.8%
Number of meals served in the residential dining commons:	1,039,340	385,071	-63.0%
Number of student organization bookings:	3,559	2,507	-29.6%
Number of visitors to Union websites:	321,955	330,173	2.6%
Number of student service hours logged from The Big Event at KU:	9,048	3,192**	-64.7%
Economic impact of The Big Event at KU:	\$230,090	\$81,172**	-64.7%

*2019-2020 numbers reflect a March 2020 campus closure due to COVID-19.

**The Big Event was canceled due to COVID-19.

HIGHLIGHTS AND ACCOMPLISHMENTS (CONTINUED)

KJHK Celebrates 10-year Anniversary Move to KS Union

In 2019-2020, KJHK, KU's student-run radio station, celebrated 10 years of being advised and housed at the Kansas Union. The station marked its anniversary by creating an interactive "zine" that showcases past and present staff, graffiti, and recollections. During the past year, KJHK streamed more than 388,000 hours of student-produced programming to listeners all over the world—a 23% increase from the previous year.

Record Breaking UnionFest Attendance

Each year, KU Memorial Union's Student Union Activities Board hosts UnionFest during Hawk Week. Targeted toward new freshmen and transfer students, the event features free food, games, performers, door prizes and giveaways, and a student organization fair. Freshmen receive their fullest immersion into Jayhawk nation at UnionFest. This year, 10,292 individuals attended UnionFest, a record high for the event.

STUDENT PROGRAMS OUTCOME TRAINING (SPOT) ASSESSMENT

The Union Program's Office is a campuswide clearinghouse for activities in and around the KU Memorial Union. Student leaders in the Union's Student Union Activities (SUA), KJHK, and The Big Event branches were asked to attend weekly Student Program Outcome Training (SPOT) workshops in which a learning outcome was taught through presentations, interactive activities, and homework assignments. Using qualitative and quantitative methods, Union staff sought to assess the learning resulting from student leaders' participation in the training workshops. As a result of participating in SPOT workshops:

- **95%** of students agreed they reflected on their own identities and how it impacts their leadership.
- **100%** agreed they better understood the importance of calendar organization in working with others.
- **100%** agreed or strongly agreed they had a basic understanding of how to negotiate with agents and vendors.
- **90%** agreed or strongly agreed they had a basic understanding of contract execution.

"Wow, KJHK touches a lot of people and has a lot of ability to change people's moods and emotions and give them memories that are everlasting."

"SUA has allowed me to grow as an individual since joining. I have gained indispensable leadership experience, some of which I will use in my professional life. In addition, SUA has introduced to me various lifelong friends who will continue to be in my life after my term with SUA is finished. This experience has made KU worthwhile and fostered a community of people, whom I will always consider family."

KU Recreation Services

KU Recreation Services delivers opportunities and promotes lifelong wellness through programs, facilities, and services to heighten the educational experience. We provide students, faculty, and staff with a variety of resources for physical fitness, team and individual sports, classes, and personal training. Our cutting edge indoor and outdoor facilities accommodate a broad range of athleticism—from beginners looking to improve their health with low impact exercise to seasoned athletes aspiring to push their physical abilities to the next level.



HIGHLIGHTS AND ACCOMPLISHMENTS

Functional Fitness Studio Opened

In fall 2019, KU Recreation Services opened a Functional Fitness Studio. The new studio offers additional space and equipment for workouts and exercises previously not offered. The establishment of the new training space was made possible with KU Student Senate student fees.

Central Field Completed

The KU Central Field serves as a playing surface for Sport Clubs, Intramurals, and drop-by play. During the year, Recreation Services completed the KU Central Field by adding two buildings, one for restrooms and another for storage. The storage building, accessible by key code, offers storage space for Sport Clubs and other programs as they use the KU Central Field.

Unified Sports Expanded

Following the success of the Unified Basketball League in the previous academic year, Recreation Services added Unified Flag Football to the intramural sports offerings. Unified Sports joins Special Olympians with KU students on the same team. In total, there were 40 KU students and 43 Special Olympians participating in three flag football teams and four basketball teams during the academic year.





“Being a freshman, [sport clubs] opened the door for new friendships and was the best part of my day.”

TRANSFERABLE SKILLS ASSESSMENT

In 2019-2020, KU Recreation Services assessed the benefits gained by students working in campus recreation. Prior to their participation in our Transferable Skills presentation at the beginning of the fall 2019 semester, experienced student employees—those employed with Recreation Services for a minimum of one year, those who served as a Program manager, or those selected by their supervisor—were asked to complete a survey designed to identify their perceived transferable skills. In an effort to identify any increases based on their employment with Recreation Services, students were asked to complete the same survey at the end of the semester. A total of nine students completed both surveys. The following table presents results. As displayed, results revealed significant increases in students’ perceived analytical/reasoning and planning/organizational skill levels.

(n=9)	Pre-Test	Post-Test
Verbal Communication Skills	3.16	3.40
Written Communication Skills	3.13	3.14
Problem Solving/Critical Thinking Skills	3.13	3.37
Analytical/Research Skills	2.86	3.21*
Planning and Organizational Skills	3.28	3.65*
Interpersonal/Customer Relations Skills	3.40	3.55
Leadership Skills	3.23	3.40
Qualitative/Technology Skills	2.31	2.51
Creativity and Innovation Skills	3.03	3.14
Team and Collaboration Skills	3.64	3.60

Scale: 1 (“not skilled”) to 4 (“highly skilled”). * - significant at $p < 0.05$

“I can’t even tell you how much I enjoyed playing intramurals at KU...I had some amazing experiences ...and will have memories for the rest of my life.”

“Rock Climbing Club was the best thing I did at KU. I have way more physical, emotional, and interpersonal confidence as a direct result of my participation in the club.”

BY THE NUMBERS

Data Point	2018-19	2019-20*	% Change
Number of Ambler Student Recreation Fitness Center entrance swipes:	370,715	239,221	-35.5%
Number of fitness program student participants:	1,285	1,437	11.8%
Number of KUFit student participants:	904	1,291	42.8%
Number of Sport Clubs student participants:	1,109	970	-12.5%
Number of unique Intramural student participants:	3,111	2,490	-20.0%
Number of Intramural Sports participations (check-ins):	15,727	9,820	-37.6%
Number of personal training clients**:	69	33	-52.2%
Number of Adams Campus participants***:	374	245	-34.5%
Number of student employees:	210	188	-10.5%

*2019-2020 numbers reflect a March 2020 campus closure due to COVID-19.

**Includes non-student clients and/or members

***Includes non-KU groups

KU Student Housing

KU Student Housing seeks to build learning-centered communities through individual support and respect. We advance KU's mission with engaging communities, vibrant physical spaces, and effective administration. Through a comprehensive curricular approach to student engagement, we seek to develop our residents as responsible citizens who are ready for the challenges of a global community. KU Student Housing believes that every student brings meaningful, diverse perspectives to our communities and should be given the opportunity to thrive academically, socially, and personally in safe, well-maintained facilities.



HIGHLIGHTS AND ACCOMPLISHMENTS

Emergency COVID-19 Move Out

As a result of COVID-19, KU Student Housing modified its operations to protect the health and well-being of students, faculty, staff, and the community. During the course of a few days, KU Student Housing finalized and communicated plans for moving 3,828 students out safely, deferring move out for those unable to return to campus, and continuing to provide services for students who remained on campus. Simultaneously, KU Student Housing was instrumental in coordinating and communicating with residents and their families regarding the housing credit and dining rollover plans for next academic year. Finally, KU Student Housing also managed a massive process for the next academic year's class of more than 3,000 incoming residents who signed housing contracts and selected rooms. Moving forward, KU Student Housing will continue to partner with regional and national health officials and emergency management organizations to respond to evolving circumstances.

Scholarship Hall Strategic Plan

The 2019-2020 academic year marked the first year of KU Student Housing's Scholarship Hall Strategic Plan. The Scholarship Hall Strategic Planning Committee was comprised of a group of passionate stakeholders who continue to work to create a sustainable plan for this affordable, supportive housing option. Alumni of the scholarship halls, current students, and university and housing staff identified current successes, as well as areas of improvement and opportunities for growth. Together, the committee created a list of 12 short- and long-term recommendations to strengthen and sustain the scholarship hall community, including an alumni council, leadership training, enhanced recruitment strategies, and increased alumni outreach.



HIGHLIGHTS AND ACCOMPLISHMENTS (CONTINUED)

Implemented New Residence Hall Student Leadership Structure

KU Student Housing implemented a new student leadership structure within the residence hall community. Previously, residence hall complexes had individual hall councils, which operated similarly to small-scale student governments focused on student issues, event planning, and their individual communities. With a significant portion of residence halls occupied by first-year students, complexes shifted their focus to hosting program boards within their communities—leaving the Association of University Residence Halls (AURH) responsible for taking on advocacy and student issues for residence halls at-large. In this new structure, program boards are responsible for hosting events within their complex and building community among residents. With these changes, program boards and AURH were more complimentary than competitive and all student groups experienced an increase in residence engagement.

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BY THE NUMBERS

Data Point	2018-19	2019-20	% Change
Number of students living in campus housing:	4,882	4,923	0.8%
Occupancy percentage of available space	86.0%	89.0%	3.5%
Percentage of first year students living on campus in previous academic year that returned to KU in Fall of current academic year:	84.3%	86.6%	2.7%
Number of residential learning communities:	9	3	-66.7%

RESIDENTIAL CURRICULUM ASSESSMENT

KU Student Housing supports students as they develop into the best versions of themselves. In its second year, KU Student Housing's residential curriculum strives to support residents gaining competence in the areas of academic success, engaged civility, health and wellness, inclusion, and self and relational management. The residential curriculum assessment project was implemented to gain an understanding of the learning that takes place for first-year students living on campus. As a result of living in their community:

- **93%** of residents were able to identify areas for academic growth.
- **89%** of residents were able to define healthy habits regarding alcohol.
- **98%** of residents were able to describe strategies for academic success.
- **86%** of residents indicated they could explain their social identities.
- **85%** of residents were able to list at least one health and wellness campus resource.

Legal Services for Students

Legal Services for Students (LSS) strives to prevent and resolve legal problems that confront students by providing professional and confidential legal counseling, representation, advice, and education. LSS attorneys (or law students working under the supervision of an attorney) interview and advise students regarding legal matters and assist with income tax preparation.

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HIGHLIGHTS AND ACCOMPLISHMENTS

LSS' 40th Anniversary

In 2019, LSS celebrated 40 years of providing experienced and confidential legal services to thousands of KU students. Since its establishment in 1979, LSS has received funding from KU Student Senate to support its continued efforts and service to students.

Social Media Engagement

LSS' social media platforms provide an opportunity for the office to engage with the campus population and increase awareness of available services. As such, LSS continued efforts to expand their social media presence and increase overall engagement. During the 2019-2020 academic year, LSS gained 4,700 new Facebook fans, 80 new Twitter followers, and 161 new Instagram followers. In addition to new followers, LSS increased total posting frequency by 11.9%, and saw increases in shares (34.9%), retweets (13.1%), likes (22.7%), and comments (19.4%) during the year.

“Without your help, I could not get through this. I am so grateful that Legal Services for Students is here to provide support for all students, and to protect their rights! It makes me proud to be a Jayhawk!”

Increased IRS VITA Grant Funding

The Internal Revenue Service Volunteer Income Tax Assistance (VITA) grant provides LSS with funding to assist the KU community with income tax preparation. The IRS grant helps fund tax workshops on the Lawrence and KU Medical Center campuses. Funding is also used for the purchase of specialized software for international students, faculty, and staff. LSS also provides web links to MyFreeTaxes, a free tax preparation software. This year, LSS was awarded \$39,085—a 96% increase in funding from their 2017 IRS VITA grant. Since 2014, LSS has received a total of \$140,947 in grant funding from the IRS.

BY THE NUMBERS

Data Point	2018-19	2019-20*	% Change
Number of legal cases assisted with:	2,058	1,915	-6.9%
Number of landlord legal cases assisted with:	218	313	43.6%
Number of DUI/alcohol legal cases assisted with:	171	120	-29.8%
Number of tax returns prepared or assisted with:	2,028	1,450	-28.5%
Total attorney fees saved by students:	\$941,300	\$1,065,810	13.2%
Number of workshops/trainings/presentations conducted:	75	45	-40.0%
Number of tax workshop participants:	1,028	119	-88.4%
Number of people using notary services:	341	365	7.0%

*2019-2020 numbers reflect a March 2020 campus closure due to COVID-19.

POST-APPOINTMENT CLIENT SURVEY

During the year, LSS administered a survey to student clients who met with LSS attorneys or interns. Clients were asked to complete the survey immediately following their appointments via an iPad at the LSS front desk. The survey yielded a total of 787 responses. As a result of meeting with the LSS attorney or intern:

→ **98%** of students felt they understood the legal options related to their case.

→ **98%** of students indicated they acquired skills and knowledge to better equip themselves to handle future legal situations.

→ **96%** of students felt they could demonstrate self-advocacy skills regarding their legal issue.

→ **100%** of students would recommend LSS to a friend who was facing a legal issue.



Sexual Assault Prevention and Education Center

The Sexual Assault Prevention and Education Center (SAPEC) promotes social change and the elimination of sexual violence through prevention education, inclusive programming, and campuswide collaboration.

HIGHLIGHTS AND ACCOMPLISHMENTS

Sexual Assault Awareness Month Virtual Programming

Due to COVID-19 risk reduction guidance, Sexual Assault Awareness Month (SAAM) programming was transitioned online. During the month, SAPEC hosted five SAAM signature events with 956 virtual participants. SAPEC also increased social media outreach with 226 posts and 72,249 engagements—a 36% increase in posts and 22% increase in engagement compared to SAAM 2019 social media outreach.

Gender-Based Violence Prevention Seminar

SAPEC continued and expanded its Gender-Based Violence Seminar efforts. In collaboration with Kansas Athletics, student-athletes completed their third year of enrollment in the Gender-Based Violence Prevention Seminar. Student-athletes have received between 16 and 48 hours of prevention education through their participation. In collaboration with the KU Panhellenic Association, all new members were required to enroll in LDST 301, the introductory Gender-Based Violence Prevention Seminar. Finally, the Interfraternity Council adopted a by-law requiring all new members to enroll in LDST 301 beginning in fall 2020.

Secured Grant Funding

SAPEC was awarded a five-year grant from the Kansas Department of Health and Environment to conduct a longitudinal evaluation on prevention education at KU. SAPEC also received a four-year grant from the NCAA Big XII Violence and Discrimination Awareness and Prevention Fund to provide primary prevention education for student-athletes, sorority and fraternity members, and first-year students.



“[Gender-Based Violence Prevention Seminar] made an immeasurable impact on my educational journey at KU and I can say without hesitation that it is one of the most important courses offered on this campus.”

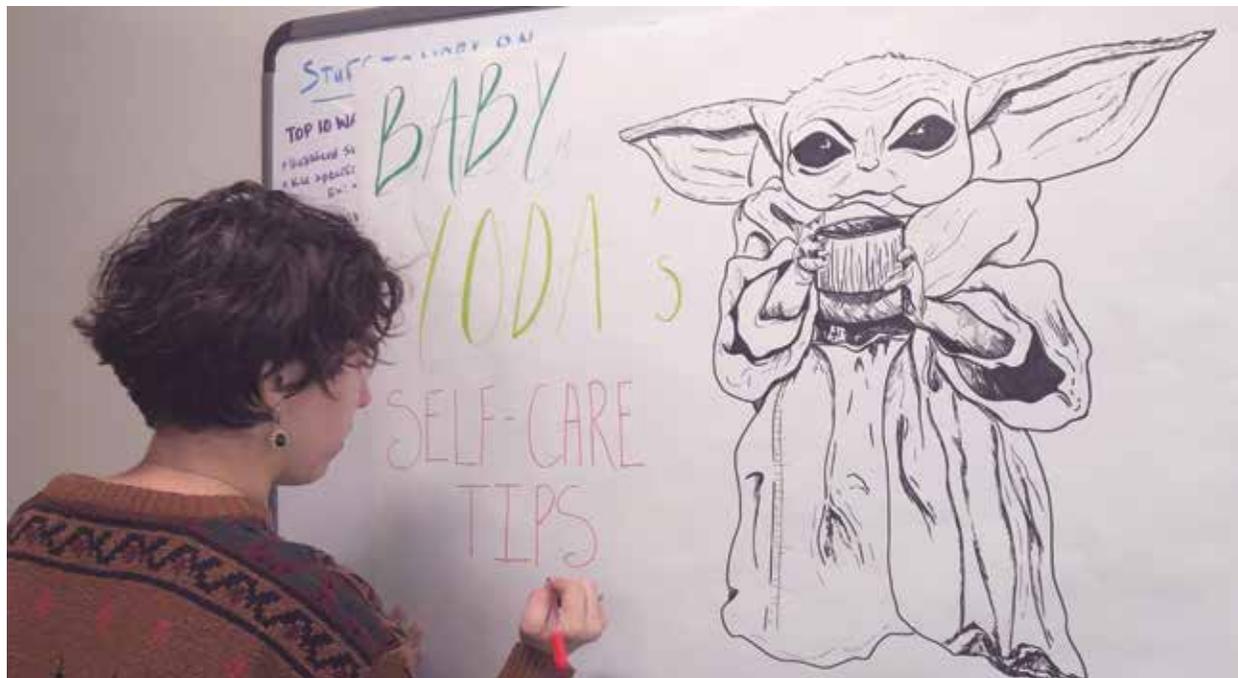


BY THE NUMBERS

Data Point	2018-19	2019-20*	% Change
Number of educational programs/presentations conducted:	357	659	84.6%
Number of educational program/presentation topics:	26	47	80.8%
Number of students participating in educational programs/presentations:	9,355	9,393	0.4%
Number of students participating in awareness events:	5,821	4,696	-19.3%
Number of students completing Think About It Training:	19,295	10,514**	-14.2%
Number of non-students participating in educational programs/presentations:	6,434	6,136	-4.6%
Number of student/non-student educational/awareness contacts:	40,905	30,739	-24.9%
Number of awareness social media posts:	553	735	32.9%
Number of awareness social media impressions:	309,352	315,393	2.0%
Number of social media followers:	1,948	2,499	28.3%

*2019-2020 numbers reflect a March 2020 campus closure due to COVID-19.

**Registration hold requirement removed due to COVID-19.





GENDER-BASED VIOLENCE PREVENTION SEMINAR ASSESSMENT

In fall 2019, SAPEC implemented the Gender-Based Violence Prevention Seminar series, one of the university's mandatory lecture series for KU student athletes and sorority women. In order to assess the effectiveness of the seminar series, pre- and post-test surveys were designed to measure changes in students' bystander intent, bystander barriers, attitudes toward sexual violence, consent confidence, consent intent, attitudes toward consent, and attitudes toward healthy relationships. The table below presents results for these factors.

As displayed, results indicate statistically significant changes in mean scores as a result of participating in the seminar. Students, on average, reported significant increases in their willingness to overcome barriers to intervention and attitudes towards healthy relationships. Results also highlighted specific content areas needing more attention in future seminars.

Measure	Sample Size	Pre-Test	Post-Test
Bystander Intent	208	5.76	5.47*
Bystander Barriers	182	5.86	6.17**
Sexual Violence Attitudes	214	4.18	4.28
Consent Confidence	203	6.56	6.55
Consent Intent	211	5.55	5.07**
Consent Attitudes	194	6.57	6.10**
Relationship Attitudes	210	6.24	6.38**

Scale: 7-point Likert scale, with higher scores more favorable.

*significant at $p < 0.01$.

**significant at $p < 0.001$

Sorority & Fraternity Life

Sorority and Fraternity Life represents more than 4,000 students and 42 different fraternal organizations. Each organization is a member of one of the four governing councils: the Interfraternity Council (IFC), Multicultural Greek Council (MGC), National Pan-Hellenic Council (NPHC), and Panhellenic Association (PHA). The Sorority and Fraternity Life community is committed to four pillars: leadership, service, scholarship, and friendship (brotherhood/sisterhood).



HIGHLIGHTS AND ACCOMPLISHMENTS

Sorority & Fraternity Life Department Established

In an effort to better align with peer institutions and address the Sorority and Fraternity Life Task Force recommendations, it was decided to transition Sorority and Fraternity Life out of the Student Involvement and Leadership Center umbrella into its own department. The transition began in spring 2020, with hopes of having a complete Sorority and Fraternity Life team in place by the 2020-2021 academic year.

Required Gender-Based Violence Prevention Course

In partnership with the Sexual Assault Prevention and Education Center, the Panhellenic Association voted to require all new members to enroll in LDST 301: It's On Us: Gender-Based Violence Prevention during their first semester of membership. The course covers topics including consent, drug and alcohol facilitated rape, and bystander intervention. In fall 2019, 687 women completed the course. In the spring, the Interfraternity Council voted to require all new members to enroll in the course during their first semester of membership beginning fall 2020.

Divine Nine Plaza Installation

In October 2019, the Divine Nine Plaza was installed in the Burge Union Courtyard and celebrated with a ribbon cutting ceremony. The plaza pays tribute to the long successful history of the National Pan-Hellenic Council (NPHC) organizations on KU's campus. All nine NPHC sororities and fraternities are represented by a monument that includes the year each was chartered at KU and the organization's crest. A historical marker depicting the story of NPHC was also added to the Divine Nine Plaza in spring 2020.

BY THE NUMBERS - SORORITY & FRATERNITY LIFE

Data Point	2018-19	2019-20*	% Change
Number of students in a sorority/fraternity:	4,406	4,184	-5.0%
Number of community service hours performed by fraternity/sorority community:	88,356	83,671	-5.3%
Number of active chapters:	41	42	2.4%
Average GPA of fraternity/sorority community fall semester:	3.23	3.27	1.2%
Average GPA of fraternity/sorority community spring semester:	3.25	3.50	7.7%

*2019-2020 numbers reflect a March 2020 campus closure due to COVID-19.



IGNITEKU RETREAT ASSESSMENT

In fall 2019, Interfraternity Council, Multicultural Greek Council, National Pan-Hellenic Council, and Panhellenic Association members participated in the fourth annual IgniteKU retreat. During IgniteKU, sorority and fraternity members identify key themes and concepts regarding social justice during the weekend-long program. At the conclusion of the weekend, participants were asked to respond to an open-ended question aimed at gauging students' ability to identify learned social justice concepts and apply knowledge as leaders of the Sorority and Fraternity Life community.

After participating in IgniteKU:

- 96% of participants were able to identify at least one new concept centered around social justice.
- 67% of participants were able to explain how they would apply their knowledge to effect change in their chapters.

"[After participating in IgniteKU] I want to bring back the education, but also make people critically think about it and change the language we/I use. So when we see/hear things said and done in my chapter/council I can correct them."





Student Conduct and Community Standards

Student Conduct and Community Standards (SCCS) is responsible for educating students about the Code of Student Rights and Responsibilities and addressing incidents of non-academic misconduct on campus. The office seeks to foster a holistic learning environment through education focused on community membership and standards.

BY THE NUMBERS

Data Point	2018-19	2019-20*	% Change
The average speed of adjudication for a conduct case from date of incident to date of adjudication:	17 days	20 days	17.6%
Number of student conduct cases handled:	4,067	2,765	-32.0%
Number of student conduct violations:	1,435	1,306	-9.0%
Total number of student conduct violations by type:			
<i>Drug:</i>	118	50	-57.6%
<i>Alcohol:</i>	538	444	-17.5%
<i>Violence, threats, unwanted contact, endangers safety:</i>	26	15	-42.3%
<i>Fake IDs:</i>	25	20	-20.0%
<i>Hazing:</i>	4	3	-25.0%
Number of hazing reports:	15	12	-20.0%
Number of training hours offered to hearing officers and hearing panels:	86	83	-3.5%

*2019-2020 numbers reflect a March 2020 campus closure due to COVID-19.

HIGHLIGHTS AND ACCOMPLISHMENTS

Student Conduct and Community Standards Mini-Course

The SCCS Mini-Course introduces key historical, compliance, and legal considerations of the student conduct profession for professionals working in a variety of KU departments. The course is designed to supplement participants' professional skills and build support for SCCS efforts across campus. SCCS offered course sessions in summer and fall 2019; the planned spring 2020 session was postponed due to COVID-19. In total, 10 KU employees completed the summer 2019 course and 10 Higher Education Administration graduate students completed the fall 2019 course.

Expanded Educational Opportunities

Throughout the 2019-2020 academic year, SCCS team members worked to develop a variety of new educational opportunities. Specifically, staff created new workshops and educational offerings to enhance student learning. Staff initiated a slow roll-out of these programs in spring 2020 and are working toward a broader launch during the 2020-2021 academic year. With these expanded educational opportunities, students will be able to access a spectrum of lower-level resolution options, as well as additional educational sanctions for those opting to engage in traditional hearings.

Organizational Amnesty Policy

SCCS worked with campus partners and student organizations to implement an Organizational Amnesty Policy. SCCS recognizes that mistakes happen and organizations do not always intend to engage in problematic behaviors. The new policy reduces punitive measures and fosters greater collaboration with student leaders. During the year, SCCS staff met with student organizations, including fraternity and sorority chapters, to encourage their use of the new policy. Numerous student organizations took advantage of the policy and worked with SCCS to create a healthier culture within their organization.

Remote Resolution Options

With the abrupt shift to remote learning, SCCS quickly adjusted existing practices to meet student needs. SCCS staff, along with KU Student Housing staff, offered remote hearings and sanction options for the final quarter of the 2019-2020 academic year. While the number of overall cases declined, student participation in the hearing and sanction process saw slight increases. Hearing officers engaged students in discussions regarding their rights, alleged incidents, and effective strategies to implement as they moved forward. Students were able to complete educational sanctions remotely and facilitators reported increased levels of student engagement in the learning experiences.

“Had a great conversation with [my hearing officer], and he showed genuine interest in my life not only as a student but as a person. He listened to what I had to say about the case and remained neutral throughout the whole process.”



STUDENT LEARNING DURING AN ADMINISTRATIVE HEARING

Assessing student conduct learning outcomes can be challenging since the student population being assessed does not initially see the value in the service and education provided. In order to render rich assessment data, SCCS must consider what students discuss during informal administrative hearings. Using a standardized set of questions, SCCS staff evaluated student learning prior to, and while participating in, their administrative hearing. Of the students assessed:

- 70% believed they violated one or more policies and accepted responsibility.
- 70% felt the assigned sanctions were appropriate for their violation of policy.
- 79% indicated they understood the hearing officer's rationale for their hearing outcome.
- 87% felt the hearing officer followed the university's process for adjudicating the alleged violations.
- 80% indicated their behavior had already changed as a result of the alleged violation.
- 92% indicated they understood why they were asked to attend the hearing.

"[SCCS staff were] very kind and understanding; love the way KU handles these things."

Student Involvement and Leadership Center

The Student Involvement and Leadership Center provides co-curricular experiences through educational, social, and community-building programs and events. We engage in each student's identity development by providing mentorship, resources, and involvement opportunities in order for students to feel empowered to engage in their individual communities.



HIGHLIGHTS AND ACCOMPLISHMENTS

Student Organization Advisor Outreach and Resources

In fall 2019, 45 student organization advisors attended SILC's first Advisor Roundtable Lunch, an outreach event to facilitate relationships with student organization advisors, conduct informal focus groups, identify advisors' needs, and announce the launch of a dedicated page on the SILC website focused on advisor resources. Using information collected during the lunch, SILC created a monthly e-newsletter for advisors that highlights relevant resources, opportunities, and future training dates.

Virtual Student Organization and Advisor Trainings

During the 2019-2020 academic year, SILC continued its Leadership Toolbox Series. Student and advisor participants had the opportunity to engage in a variety of topics beneficial to their student organization. Due to COVID-19, remaining spring in-person trainings were instead recorded and posted online. SILC's virtual trainings were viewed more than 38 times through the end of the semester.

Jayhawk Impact Awards

Due to COVID-19, the Jayhawk Impact Awards in-person ceremony was canceled and restructured as a virtual social media recognition week. Despite the transition, SILC received 164 nominations, a 125% increase from the previous year. SILC's social media analytics also increased during its recognition week—Facebook page views were up 2081%, with 2,705 Instagram and 1,277 Twitter profile visits.

Non-Traditional Student Scholarships

SILC's Non-Traditional Student Scholarship application process remained online this year via the KU Scholarship Portal. The flexibility of the online process allowed SILC to extend the application deadline due to COVID-19. In total, SILC received 43 completed applications to review, an increase of more than 43% from the previous year.

38 *“Love [Student Organization Training Day]. This event provided me with resources and knowledge that I will share with my organization in order to improve the services we provide and also recruit more members.”*



STUDENT ORGANIZATION TRAINING ASSESSMENT

Student Organization Training serves as an opportunity for student leaders to attend various training sessions and gain skills to enhance their respective organizations. At the end of the day, participants were asked to complete a survey to measure learning garnered from attending the training. After participating in Student Organization Training:

- 88% of participants agreed they had a better understanding of making room and space reservations in the KU Memorial Union.
- 88% of participants agreed they had a better understanding of completing the Student Organization Event Request Form.
- 90% of participants agreed they had a better understanding of applying for Pepsi Program and Student Senate funding.
- 92% of participants felt Student Organization Training met their expectations.
- 92% of participants would recommend the training to their organization's incoming officers next year.

“I think [the Blueprints Leadership Conference] challenged my definition of leadership and forced me to think deeper about what it means to be a leader and how that expands beyond just the title.”

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KU QUEST QUEER EMPOWERMENT SUMMIT ASSESSMENT

KU Quest is a queer empowerment summit designed to provide a space for LGBTQIA+ students to develop foundational skills and become confident intersectional leaders. Using an equity-centered leadership framework, the event aims to: (1) offer a critique of dominant leadership norms and theories as it relates to queer and trans communities (2) strengthen collective leadership capacities and action to challenge norms that privilege historic models of leadership and (3) build healthy community foundations for queer and trans students on campus. Following their participation in the summit, students were asked to complete a survey aimed at determining the effectiveness of the event. After participating in KU QUEST:

- 95% of participants agreed or strongly agreed they felt more connected to the queer community at KU.
- 89% of participants agreed or strongly agreed they felt more confident in their ability to advocate for themselves.
- 79% of participants agreed or strongly agreed they felt more confident in their ability to advocate for others.

SECOND-YEAR LEADERSHIP CHALLENGE ASSESSMENT

The Second-Year Leadership Challenge is a unique opportunity for second-year KU undergraduate students to reflect on their experiences, network with peers, and develop their philosophy of leadership. At the conclusion of the program, participants were invited to complete a survey related to their experience.

As a result of participating:

- 100% of students had a better understanding of their social identities.
- 100% of students understood how their social identities influence their ideas about leadership.
- 100% of students felt they were able to create positive impact for themselves at KU.



BY THE NUMBERS—STUDENT ORGANIZATIONS

Data Point	2018-19	2019-20*	% Change
Number of community service hours reported :			
Center for Community Outreach	11,822	3,528	-70.2%
Student Organizations in Rock Chalk Central	88,823	54,322	-38.8%
SILC Office/Workstation	1,320	1,158	-12.3%
Economic Impact by Center for Community Outreach (including distributed donations):	\$317,919	\$87,114	-72.6%
Number of registered student organizations (Student, Campus, Community):	619	597	-3.6%
Number of currently involved users on Rock Chalk Central:	17,468	17,082	-2.2%

*2019-2020 numbers reflect a March 2020 campus closure due to COVID-19.

BY THE NUMBERS—LEADERSHIP EDUCATION & DEVELOPMENT

Data Point	2018-19	2019-20*	% Change
Number of students participating in Leadership Over Lunch (LOL):	55	97	76.4%
Number of students participating in First Year Leadership Connection:	22	22	0.0%
Number of students participating in Second Year Leadership Challenge:	15	10	-33.3%
Number of students participating in Blueprints Leadership Conference:	70	85	21.4%
Number of students participating in KU Quest:	48	32	-33.3%
Number of students participating in Jayhawk Impact Awards:	185	374	102.2%

*2019-2020 numbers reflect a March 2020 campus closure due to COVID-19.

Student Support and Case Management

Student Support and Case Management (SSCM) empowers all students to address and overcome barriers to achieve their educational and personal goals while at KU. Using a holistic and strengths-based approach, and in collaboration with campus and community partners, SSCM works together with students, mindful of individual differences and cultural and ethnic diversity, to support and connect them to each other and their communities to promote a safer, healthier, and more caring environment.



HIGHLIGHTS AND ACCOMPLISHMENTS

Student Support & Case Management and Jayhawk S.O.S. Merger

During the 2019-2020 academic year, SSCM merged with Jayhawk S.O.S. to create one office that supports and empowers students experiencing distressing circumstances or crises. In addition to streamlining services, the office grew to three people with the addition of case managers Sara Chavez and MJ Sellers.

Care Referrals

Members of the KU community may submit care referrals for students experiencing undue stress or needing support beyond what a referral to another campus office can address. In the past year, SSCM received 580 care referrals. Staff were able to meet with 213 students in person or by video/telephone and connected with over 100 more students through email.

Emergency Aid Network

The Emergency Aid Network was established in 2018 to help build a more transparent resource network for students who need financial assistance during emergency situations and who are experiencing financial obstacles. Funds are available to cover emergency financial needs including food, housing, and utility expenses. In total, SSCM processed 125 emergency aid applications during the year—distributing meal plans and more than \$26,000 to students in need.

Campus Cupboard

The Campus Cupboard completed its second year of operations and continued to provide groceries at no charge to thousands of KU students, faculty, and staff. This essential service remains possible through SSCM's continued collaboration with Just Food, the School of Social Welfare, and the Food for Jayhawks Committee.

STUDENT SUPPORT AND CASE MANAGEMENT ASSESSMENT

Students receiving support from Student Support and Case Management are often experiencing distressing circumstances or crises related to academic and/or personal needs. Students engaging with SSCM receive individualized support through one-on-one meetings with staff, the creation of action plans related to their specific needs, and consistent follow-up through phone, email, and in-person meetings. Following their engagement with SSCM, students were invited to complete a survey intended to collect information about students' perception of SSCM services and the learning resulting from their use of these services. After participating in a SSCM meeting:

- **88%** of students felt they were treated as an individual by the staff member with whom they met.
- **78%** of students learned about campus and/or community resources they did not know existed.
- **66%** of students were able to develop and follow through on an action plan during times of distress and/or crisis.
- **84%** of students understood how their behavior and stress levels impact their academic and personal success.
- **81%** of students were able to identify campus and/or community resources to assist with their current needs.
- **78%** of students indicated they would reach out to SSCM to help them with future questions or concerns.
- **78%** of students felt there are people at KU who care about my well-being and success.



BY THE NUMBERS

Data Point	2018-19	2019-20*	% Change
Number of Student of Concern Review Team cases:	566	584	3.2%
Number of students meeting with Student Support & Case Management:	265	213	-19.6%
Number of Emergency Aid student meetings:	—	43	—
Number of Campus Cupboard student visits:	2,441	1,401	-42.6%
Number of Emergency Aid applications processed:	—	101	—

*2019-2020 numbers reflect a March 2020 campus closure due to COVID-19.

“Thank you for being so kind to me by listening to and believing me. I come from a background where those things are very rare, so thank you.”



Student Money Management Services

Student Money Management Services is committed to improving KU students' financial literacy by empowering them to analyze their finances, make sound decisions, and commit to controlling their financial lives while at KU and into the future. Acknowledging that a strong correlation exists between academic success, retention, and financial literacy skills, the goal for the office is to provide students with a single point entry to eliminate frustrations and confusion when seeking support, counsel, and advice regarding their personal financial skills and knowledge.



HIGHLIGHTS AND ACCOMPLISHMENTS

Jayhawk Money Talk Video Series

To increase its online and social media presence, SMMS implemented the Jayhawk Money Talk video series. As part of the series, SMMS peer educators produced a number of short videos designed to educate students on financial tips and strategies via short snippets on the office's social media platforms. Although the series was launched prior to the emergence of COVID-19, its availability also allowed the office to increase its student reach during the pandemic.

Financial Boot Camp

In fall 2020, SMMS created a Financial Boot Camp for students. During the two-day event, 30 students were instructed on how to manage college expenses and the importance of reducing daily expenses. Further, SMMS peer educators provided participants with resources to aid them in managing their daily and upcoming expenses.

"[My one-on-one meeting] was something I didn't know that I needed. It was very informational, but not in an overwhelming way. I feel more confident about my financial situation now."

BY THE NUMBERS

Data Point	2018-19	2019-20*	% Change
Number of educational programs/presentations conducted:	172	98	-43.0%
Number of students participating in one-on-one counseling:	393	245	-37.7%

*2019-2020 numbers reflect a March 2020 campus closure due to COVID-19.

Watkins Health Services

Watkins Health Services supports KU students' learning experience through the delivery of high quality, affordable healthcare services, and innovative programs that promote the health of the student, KU, and community. We provide comprehensive medical care and outreach programs through a team of dedicated professionals. As a student-focused, student-friendly center, our mission is to advance the quality of life for university students, improving academic performance and increasing retention.



HIGHLIGHTS AND ACCOMPLISHMENTS

PERIOD

After a semester-long pilot project, Watkins Health Services staff partnered with Student Affairs leadership to implement PERIOD—an initiative to install permanent menstrual hygiene product dispensers in KU campus restrooms. KU Facilities Services staff played a critical role in receiving and installing dispensers in 51 restrooms across 20 buildings. During the 2020-2021 academic year, Watkins staff will continue to monitor the program to ensure products remain available for all members of the KU community.

Sex Positive Coaching

WHS Health Educator Dylan Pugh developed and began offering free Sex Positive Coaching sessions for any interested students. During the free 45-minute sessions, students are able to ask questions about sexual health and sexuality in order to make informed decisions when making changes to their lifestyle or sex life. As an expert in the field, Pugh coaches students through a variety of topics such as relationship advice, body positivity, STI prevention, and contraception education.

COVID-19 Response

With the swift changes to campus life brought on by the COVID-19 pandemic, WHS added telemedicine to its available services. The introduction of telemedicine was important as it helped minimize contact between well people and those who were potentially sick. In addition, COVID-19 response needs at WHS were paramount—patient flow was altered to include a screening process at the main entrance and drive-through testing was made available at a separate entrance. These service modifications took place in a matter of hours with a tremendous amount of teamwork by the WHS staff.

Increased Flu Vaccinations

During the year, WHS was able to send students regular flu vaccination reminders using functions of its electronic medical record. As a result, WHS administered 4,085 flu shots to students—an increase of more than 41% from the 2018-2019 academic year.

“Wait time was short, everyone was kind/professional/personal and competent. Thank you for such wonderful care and attention when I needed it.”





ANIMAL THERAPY PROGRAM ASSESSMENT

Watkins Health Services' Animal Therapy for Stress Management events provide students with stress management education in the form of animal assisted therapy, along with stress management tips and tools. Though these events aim to reduce students' stress, research shows that animal therapy can also benefit those experiencing depression, anxiety, and trauma. Following their participation in Animal Therapy for Stress Management events, students were invited to complete a survey intended to assess the impact of their experience. Key survey findings included:

- **93%** of students reported feeling happier after interacting with the therapy dogs.
- **85%** of students reported feeling more relaxed after interacting with the therapy dogs.
- **85%** of students reported feeling less stressed after interacting with the therapy dogs.
- **84%** of students felt WHS stress reduction programs and resources have helped them better manage their stress throughout the week.
- **73%** of students plan to continue engaging in stress management activities.
- **88%** of students felt that by engaging in stress management activities they are more likely to be successful academically.
- **96%** of students would like to see animal therapy events continued.



PATIENT SATISFACTION ASSESSMENT

The Patient Satisfaction Assessment Services was distributed to assess students' satisfaction with WHS services, along with their ability to connect preventive care and maintenance of personal healthcare with academic success. Key survey findings included:

- **88%** of respondents were satisfied or very satisfied with the ease of scheduling an appointment.
- **92%** of respondents were satisfied or very satisfied with how their provider listened carefully to their concerns.
- **76%** of respondents agreed they received information to better manage aspects of their personal health.
- **90%** of respondents were satisfied or very satisfied overall with their visit.
- **90%** of respondents agreed or strongly agreed that by maintaining good personal health and wellness they are more likely to achieve their academic goals.
- **88%** of respondents were likely or very likely to recommend WHS to another student.

“Dr. Joy Murphy is one of the warmest, most respectful, and communicative doctors I have ever had (and I’ve been to a lot). Dr. Murphy took the time to explain everything to me, answered my questions with patience and no judgment, and made me feel like I was in good hands.”

“Dr. Pavika Saripalli is an amazing doctor who is highly devoted to her patients’ overall well-being. She goes above and beyond for anyone in need!”

BY THE NUMBERS

Data Point	2018-19	2019-20*	% Change
Number of unique student patients:	12,582	12,217	-2.9%
Number of student encounters**:	52,111	49,048	-5.9%
Number of student encounters with a WHS physician:	14,124	12,389	-12.3%
Number of student encounters with a WHS nurse practitioner:	9,736	9,786	0.5%
Number of student encounters with the WHS pharmacy:	24,660	21,678	-12.1%
Number of flu vaccinations administered:	2,869	4,085	41.9%
Number of student encounters with the Health Education Resource Office:	29,509	14,569	-50.6%
Total number of encounters with online patient portal:	265,239	277,410	4.6%

*Note. Unique patients are those who had at least one appointment, Pharmacy or facility visit during the fiscal year. Encounters are the total number of patient interactions via appointment, face-to-face, and patient portal. *2019-2020 numbers reflect a March 2020 campus closure due to COVID-19. ** Includes encounters with the following departments: Massage Therapy, CARE Coordinator, Allergy Injection, and Physical Therapy*

Making an Impact at KU and Beyond

Kirsten Andrews: Presenter, 2019 UMR-ACUHO Annual Conference; Chair, 2019 UMR-ACUHO Program Committee

Melissa Attaway: 2019-2020 KU Student Affairs Baby Jay Award

Rachel Auten: Presenter, Kansas Prevention Conference

Alex Barajas: Psychology Doctoral Level Full Licensure, State of Kansas

Jen Brockman: Working Group, The National Academies of Sciences, Engineering, and Medicine Action Collaborative on Preventing Sexual Harassment in Higher Education; Douglas County Sexual Assault and Trauma Task Force; Douglas County Live Well Sexual Violence Prevention

Hannah Bullington: 2020 Erasmus Haworth Geology Honors Award

Macy Burkett: KU Fresh Check Committee; Inclusive Recreation Extravaganza Committee

Sandy Bush: October 2019 KU Employee of the Month

Doug Carter: 2020 Kenneth L. Stoner Awards Professional Staff Member of the Year; 2019-2020 KU Student Affairs' Crimson & Blue Award

Jeremy Chance: Co-Chair, NIRSA Kansas Facilities Committee; Career Services Center Committee, Championship Basketball Committee, NIRSA; KU Staff Senate

Sara Chavez: Office of Multicultural Affairs Distinguished Graduate Award

Michelle Compton-Mu oz: 2019-2020 KU Student Affairs Jayhawk Award

Kelly Draffen: January 2020 KU Employee of the Month

Mike Dickey: Pepsi Committee, Sustainability Committee, and Bike Advisory Committee, KU; Overland Park Citizen Advisory Committee for Recreation

Yulissa Ford: April 2020 KU Employee of the Month

Heidi Garcia: Treasurer, Central College Health Association

Greg Hamel: TRIO SES & STEM "I Am First" Campaign Recognition

Jo Hardesty: Secretary/Executive Officer, National Legal Aid and Defender Association's Student Legal Services Division

Nikita Haynie: Office of Multicultural Affairs Dr. Neeli Bendapudi Award for Community Advocacy & Activism; 2020 Jayhawk Impact Awards Advisor of the Year Nominee

Sony Heath: Presenter, NASPA Strategies National Conference; Presenter, Student Conduct Administration National Conference

Aftan Jameson: Chair, LiveWell Douglas County Tobacco-Free Living Group

Alan Jones: Faculty, 2019 ACPA Institute on the Curricular Approach; KU Sorority & Fraternity Task Force; 2019 UMR-ACUHO Membership Involvement Committee

Kevin Joseph: 2020 Jayhawk Impact Awards Advisor of the Year

Katie Keenan: Presenter, 2019 UMR-ACUHO Annual Conference; 2020 UMR-ACUHO Social Justice Committee

Miranda Kolenda: Chair, KU Faculty/Staff Wellness Committee; Master TRX Certification; Presenter, NIRSA State of Kansas Workshop

Lisa Kring: Director at Large, Association of University Interior Designers

Jason Krone: KU Scooter Pilot Program Committee; Wasson Awards Committee, NIRSA; Presenter, NIRSA State of Kansas Workshop

AJ Ladner: KU SGD Christopher M. Sowa Outstanding Faculty/Staff Pride Award

Diana Malott: Lawrence-Douglas County Public Health Board Member

Ginger McBride: First place, StudentAffairs.com Virtual Case Study Competition

Jacque McKenna: Vice President/President-Elect, UMR-ACUHO; Faculty, 2019 UMR-ACUHO Regional Entry Level Institute; Presenter, 2019 UMR-ACUHO Annual Conference

Levi Meyer: Assistant Coach, Kansas City Royals Scout Team

Sharee Mims: Clinical Specialist Level Full Licensure, State of Kansas

David Mucci: Author, Association of College Unions International Bulletin

Bailee Myers: Campus Tours Team, 2021 NASPA Annual Conference; Region II Awards and Scholarships Chair, Association of College and University International; Part-time Student Experience Chair, KU Higher Education Student Association

Megan Nemecc: Presenter, 2019 UMR-ACUHO Annual Conference; 2019 UMR-ACUHO Professional Development & Training Committee; Chair-Elect, 2020 UMR-ACUHO Professional Development & Training Committee; 2019-2020 KU Staff Fellow

Phil Neuman: Presenter, 2019 UMR-ACUHO Annual Conference; 2019 UMR-ACUHO Communications Committee; 2020 UMR-ACUHO Program Committee

Jennifer O'Connor: President, Independent College Bookstore Association

Ethan Pearson: Presenter, NIRSA State of Kansas Workshop; NIRSA National Basketball Tournament Committee

Stephanie Price: Custodial Supervisor Certification

Jon Randle: Chair, NIRSA Career Development Center; NIRSA Region IV Conference Committee; Kansas State High School Association Class 6A State Basketball Tournament Official

Theresa Riles: New Professional Rising Star Award, 2019 NASPA IV-W Annual Conference; 2020 NASPA NOW Professionals Cohort

Christian Robinson: Presenter, 2019 UMR-ACUHO Annual Conference; 2019 Member and 2020 Chair-Elect, UMR-ACUHO Social Justice Committee

Blair Schuyler: Annual Conference Expo Committee, Wasson Awards Committee, Triventre Conference Committee, NIRSA; KU Burge Union Committee; KU Event Management Committee; KU Campus Facility Managers Committee

Kate Schmit: First place, StudentAffairs.com Virtual Case Study Competition; Frank J. Traver President's Scholarship, 2019 UMR-ACUHO Annual Conference

Keesa Shrader: Support Staff Recognition Award, 2019 UMR-ACUHO Annual Conference

Dylan Stenzel: KU Student Employee of the Year Nominee

Bria Thorne: Author, Association of Student Conduct Administration's Reflections

Katie Treadwell: Research and Public Policy Chair, NASPA Campus Safety & Violence Prevention Knowledge Community; 2021-2023 Chair-Elect, NASPA Campus Safety & Violence Prevention Knowledge Community

Jane Tuttle: Author, Student Conduct Practice: The Complete Guide for Student Affairs Professionals (2nd edition)

Ashley Unmacht: First place, StudentAffairs.com Virtual Case Study Competition

Jill Urkoski: KU Hawk Week Committee

Kirsten Watkins: 2019-2020 KU Student Affairs Rock Chalk Award

Aramis Watson: Assessment & Information Management Grant, 2019 UMR-ACUHO Annual Conference

Ashleigh Wilson: Presenter, 2019 UMR-ACUHO Annual Conference

Jordan Young: 2020 Jayhawk Impact Awards Student Leader of the Year; KU SFL David A. Ambler Outstanding Campus Leader Award



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