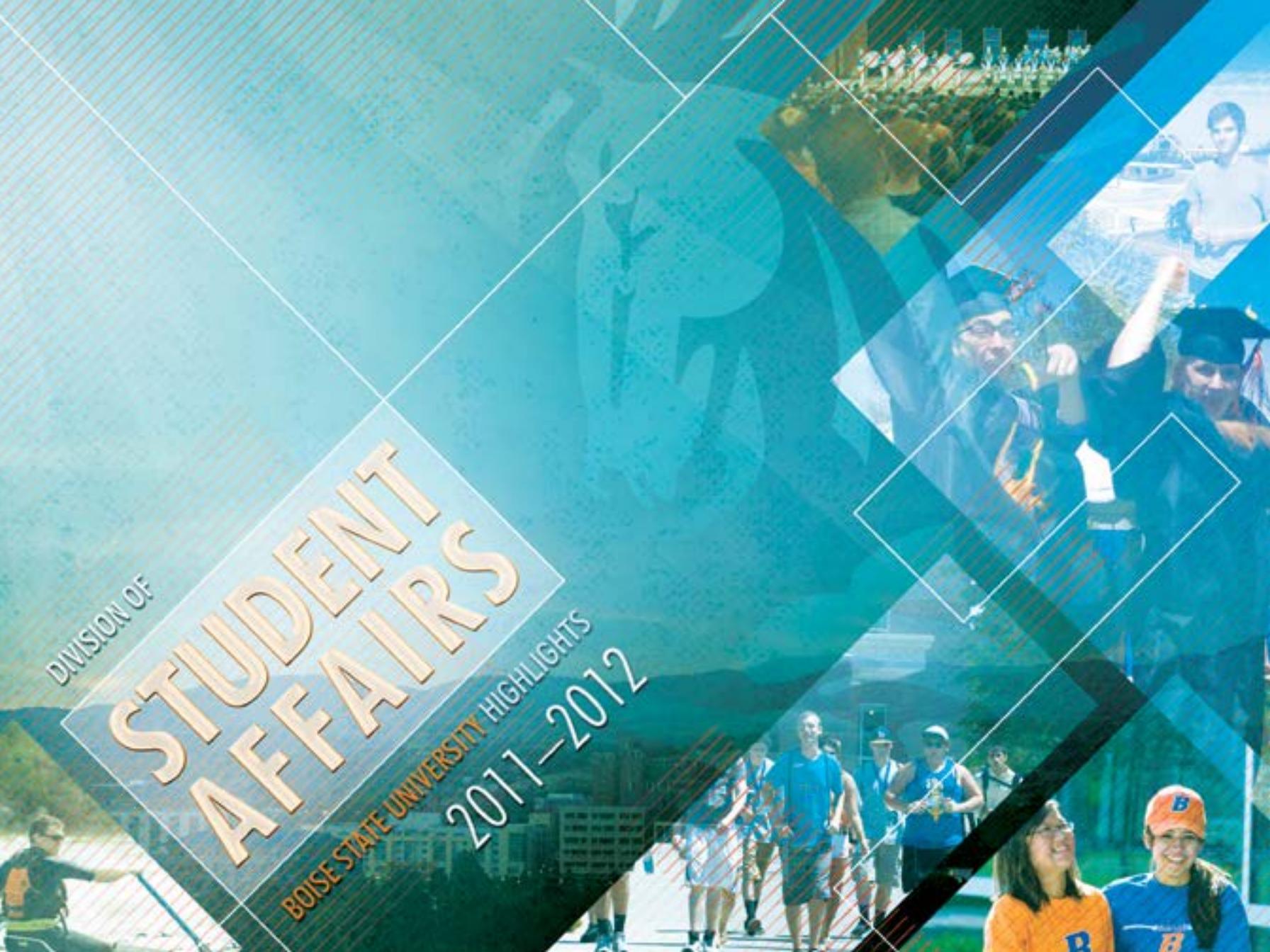


DIVISION OF

STUDENT AFFAIRS

BOISE STATE UNIVERSITY HIGHLIGHTS
2011-2012





WELCOME

The Division of Student Affairs is pleased to present our annual report for the 2011-12 academic year. We have highlighted our accomplishments, demonstrating to you our goal of making sure that the wonderful students of Boise State University have the opportunity to experience exceptional leadership programs, as well as countless possibilities to get involved.

Each department has played a valuable role in contributing to the college experience for our students. In this report, we share their challenges, their opportunities and their successes.

Please take a moment to look back at the 2011-12 academic year. You'll get a better understanding of the work we do every day—offering the best education we can to prepare Boise State students to be more self-aware and community oriented, so they can go out prepared to change the world.

Thanks also for the contributions you make to the success of our students and our division.

With Appreciation,



Dr. Lisa B. Harris

Vice President for Student Affairs

2011-2012 MISSION

The role of Student Affairs is to promote student success; enhance student growth and development; and assist in developing an institutional climate that promotes intellectual inquiry, celebrates diversity, and promotes acts of civility. Furthermore, the mission of Student Affairs is to:

- *Create a community that reflects the composition of our global society;*
- *Make available and promote services and programs that facilitate a successful transition to Boise State University, thereby creating pathways to student success;*
- *Foster and enhance academic achievement by connecting campus and community activities in a seamless and meaningful learning experience;*
- *Provide students with opportunities to experience cultural, social, recreational, spiritual, political, and intellectual connections with each other and the rest of the Boise State University community;*
- *Prepare students to become contributing members of the global society by ensuring that they are ready to join the workforce, committed to lifelong learning, and willing to participate in civic activities at local, regional, and national levels;*
- *Foster and promote a healthy and safe learning environment that encourages the academic and personal growth of students and supports healthy behaviors and lifestyle choices;*
- *Enhance the reputation of Boise State University as an institution of distinction and choice among students, by providing them with an exceptional, relevant, well-rounded learning experience.*

SHARED VALUES

Boise State University and the Division of Student Affairs uphold the following values as the foundation for a civil and nurturing educational environment.

Academic Excellence

Engage in our own learning and participate fully in the academic community's pursuit of knowledge.

Caring

Show concern for the welfare of others.

Citizenship

Uphold civic virtues and duties that prescribe how we ought to behave in a self-governing community by obeying laws and policies, volunteering in the community, and staying informed on issues.

Fairness

Expect equality, impartiality, openness and due process by demonstrating a balanced standard of justice without reference to individual bias.

Respect

Treat people with dignity regardless of who they are and what they believe. A respectful person is attentive, listens well, treats others with consideration and doesn't resort to intimidation, coercion or violence to persuade.

Responsibility

Take charge of our choices and actions by showing accountability and not shifting blame or taking improper credit. We will pursue excellence with diligence, perseverance, and continued improvement.

Trustworthiness

Demonstrate honesty in our communication and conduct while managing ourselves with integrity and reliability.

2012-2013 VISION & MISSION

Vision

As a result of our work every Boise State student is more self-aware, community oriented and prepared to change the world.

Mission

Boise State University Student Affairs connects with students to provide vital services, resources, and learning opportunities preparing them for work and life beyond the blue.

Values

In promoting the University's shared values the Division of Student Affairs is:

- *Focused first on every student's growth and development;*
- *Civic minded and passionate about fostering diverse and inclusive communities;*
- *Committed to excellence, integrity, and fiscal responsibility;*
- *Dedicated to service and continually evolving in all that we do.*

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ADMISSIONS

The Admissions Office generates and cultivates relationships with future Boise State alumni and those who influence their decision to attend Boise State. We recruit, admit, and encourage enrollment of qualified future alumni who can benefit from the Boise State experience and contribute to the community, state, and nation upon graduation. We promote Boise State's commitment to student success, lifelong learning, community engagement, innovation and creativity. We promote Boise State's dedication to research, internships, and the region's economic vitality and cultural enrichment.

Highlights

- ◆ Fall 2012 brought about a major milestone in student enrollment when Boise State passed the 20,000 mark for the first time in its history.
 - ◆ Number of students and guests participating in individual campus visits reached 4,510, a 6% increase.
 - ◆ February 15 Scholarship Deadline: Number of qualified applicants increased by 828 students; number of admits increased by 442 students (10% increase for both).
 - ◆ International applicant and admit numbers are up 68% and 99% respectively.
 - ◆ Enhanced key relationships by visiting the Saudi Arabian Cultural Mission and the United Arab Emirates Embassy.
 - ◆ More than 1,000 students and guests attended three Discover events.
 - ◆ Experienced 10,035 YouTube hits on 18 new videos.
- Capital Scholars Program:**
- ◆ Number of qualified students receiving invitations increased 329%.
 - ◆ Number of students who attended the program increased 157%.
 - ◆ Number of Idaho high schools represented increased 71%.

BOOKSTORE

The Boise State Bookstore serves the students, faculty, staff and community as the campus retailer, fostering academic success, university allegiance, and providing student scholarships.

Highlights

- ◆ Returned \$1 million to scholarships.
- ◆ The National Association of College Stores (NACS) nominated the Bookstore “Collegiate Retailer of the Year.”
- ◆ With a net income of \$1,316,774, or 9% of sales, financial results continue to exceed national averages (2010-11 NACS fiscal year industry comparisons of 6.5%).
- ◆ Opened two new Bronco Shops, one in Nampa and one in Twin Falls.
- ◆ Purchased a direct-to-garment digital printer to give student organizations the option of buying small quantities of T-shirts and sweatshirts at a lower cost.

BRONCO CARD

The Boise State University Bronco Card office enables students to be active in campus life. This is achieved by providing access into academic buildings, housing, recreation center, ticketing for sporting, cultural, and social events, meal plans, printing, parking, testing center, library services, and the bookstore.

Highlights

- ◆ Reorganized Bronco Card Manager position to more efficiently utilize resources.
- ◆ Captured a more accurate categorization of ID cards issued to faculty and students through proper reconciling procedures.
- ◆ Participated in the planning process to move from a manual ticketing process to an electronic ticketing process for student athletic tickets.

CAREER CENTER & STUDENT EMPLOYMENT

We help students create an intentional college experience by ensuring that students understand that everything they do both in and out of the classroom while at Boise State University will help them successfully transition from college to career.

Highlights

- ◆ Experienced a 24% increase in appointments for job search advising and career decision-making.
- ◆ Facilitated and administered 1,311 internships, which equates into 3,488 credit hours and 156,960 contact/work hours in the community.
- ◆ Developed an on-campus student employment website, a one-stop resource to help facilitate an equitable, compliant and centralized student employment program at Boise State University.
- ◆ Created “Meet the Employers Professional Series,” a successful program resulting in a significant number of new employer relationships, increasing opportunities for students.
- ◆ Completed Phase I of the Collegiate Employment/Workforce Readiness Research Project, identifying skills, competencies, experiences and workforce behaviors that Treasure Valley employers identify as necessary to success.
- ◆ Posted 2,823 opportunities for student employment and 2,545 opportunities for career employment.
- ◆ Participated in or hosted 104 events with 7,609 students attending.

CHILDREN'S CENTER

Our mission is to provide quality early childhood learning experiences to the children of the Boise State community in a warm and nurturing developmentally appropriate environment. This environment will stimulate and encourage growth and a desire to learn through a curriculum that is tailored to meet the needs of every child.

We are dedicated to providing and fostering a network of support for the children and their families through education, encouragement and community partnerships.

We will collaborate and provide other departments on campus a site for Boise State students to complete observations and internships, practicums and special projects.

Highlights

- ◆ Provided staff members and children with laptops in the classroom.
- ◆ Provided online surveys to parents and staff.
- ◆ Chris Zacharias received the 2011 Idaho GEM Award (Gifted Education Milestone) from the Idaho Association for the Gifted.
- ◆ First lady, Lori Otter, filmed a PSA for Idaho Public Television in the Center to promote the Week of the Young Child.



COUNSELING SERVICES

Counseling Services embraces an integrated model of mental and behavioral health care delivery. The mission of Counseling Services is to provide mental health services that enhance student growth and development, help improve personal effectiveness and resilience, as well as promote student success.

Highlights

- ◆ Established “Bodies in eMotion,” a unique and dynamic approach integrating a recreational activity and a group counseling experience.
- ◆ Established a Veterans Support Group to help veterans connect with each other to discuss needs and concerns in a safe and supportive environment.
- ◆ Initiated the process of credentialing all licensed mental health providers in preparation for billing insurance providers for services rendered.
- ◆ Helped to establish behavioral protocols for the CARE Team.

DISABILITY RESOURCE CENTER

The Disability Resource Center is responsible for ensuring that Boise State University maintains an educationally and physically open, accessible environment for students with disabilities. The Disability Resource Center helps Boise State achieve its goal of embracing diversity by providing access and facilitating independence.

Highlights

- ◆ Hired a deaf services coordinator.
- ◆ Partnered with the School of Social Work to establish two internships.
- ◆ Initiated first Comprehensive Program Evaluation using national standards from the Association on Higher Education and Disability.
- ◆ Partnered with Academic Technologies and the Office of Information Technology to make the Blackboard Testing Center fully accessible.
- ◆ Supported Mobile Learning Initiative in formatting accessible features on iPads, now available for library checkout.

FINANCIAL AID & SCHOLARSHIPS

The mission of the Financial Aid & Scholarships office is to provide education and information, guidance, and support for individuals and families interested in the financial aid process. In this role we:

- *Process applications.*
- *Determine eligibility.*
- *Exercise stewardship over funds.*
- *Adhere to the rules and regulations governing the distribution of aid.*
- *Minimize procedural barriers.*
- *Provide efficient service to students who have completed the necessary requirements.*

The Financial Aid & Scholarships office recognizes the distinct needs of students and families, and projects a positive attitude with each interaction. Through our outreach efforts we support the mission of Enrollment Services and the overall mission of Boise State University.

Highlights

- ◆ Overall aid increased 3.78%.
- ◆ Provided approximately 117 outreach events.
- ◆ Scholarships awarded to students increased 12%.
- ◆ Study Abroad applications increased 31%.
- ◆ Deans and Presidential Scholarships increased from one-year to two-year awards.
- ◆ Hosted a site for “Idaho FAFSA Day,” with a 5.72% increase in applications.
- ◆ Launched “Financial Literacy 101,” a 90-minute online course. Content includes budgeting, credit card payment exercises, and identity theft: 3,700 students enrolled.

HEALTH SERVICES

The mission of University Health and Recreation is to provide the Boise State University community with an integrated model of delivery enabling our campus partners to retain, enhance, promote, and improve upon their physical, mental, and spiritual health. In serving their constituents, the Medical, Counseling, Wellness, and Recreation departments provide highly skilled and licensed staff, specialized resources, and experiential learning opportunities in support of the overall mission of Boise State University.

Highlights

- ◆ Hired a second part-time psychiatrist.
- ◆ Completed remodel and upgrade to both lobbies and exam rooms.
- ◆ Initiated a contract with Family Medicine Residents of Idaho to have primary care physicians rotate through the Health Center.
- ◆ Received in-network status with Tri Care to serve veteran and military students.
- ◆ Initiated electronic billing for faster claims submission, payment and customer service.
- ◆ Renamed Student Health Insurance Program to Health Insurance and Billing Office to better market the services as more comprehensive for all insurance issues.

INTERNATIONAL STUDENT SERVICES

The mission of International Student Services is to provide the support and assistance necessary for international students to achieve their educational goals and to ensure institutional compliance with governmental immigration regulations. We are involved in the campus effort to develop a dynamic and participatory campus climate that values global engagement and is welcoming to people from all international cultures. We serve as the central campus resource for referrals and information relative to international and intercultural affairs and as a place of expertise to develop and promote programs to internationalize campus.

Highlights

- ◆ Added a sponsored student support coordinator to the ISS team.
- ◆ Implemented the “World Cup of Tea” friendship program, pairing domestic and international students for conversation and cultural exchange.
- ◆ Experienced an increase in the number of domestic students utilizing the Student Diversity Center. Participation at Coffee and Conversation regularly consists of at least 30% domestic students, whereas two years ago one or two domestic students attended.
- ◆ Partnered with Service-Learning, which enhanced ISS visibility and serves to inform faculty about mission and programs.
- ◆ AmeriCorps volunteer partnership resulted in collaboration with Multicultural Student Services and an expansion of services.



MULTICULTURAL STUDENT SERVICES

Multicultural Student Services raises awareness and understanding about marginalized and oppressed groups in both non-dominant and dominant cultures, understanding about the needs of these groups and provides opportunities to all for action and interaction. We focus on education in the areas of development, issues of power and privilege, social justice and internalized oppression and promote an environment where people with different values and beliefs are treated with respect and dignity.

Highlights

- ◆ Created an AmeriCorps Support Coordinator position to help develop goals.
- ◆ Developed a White Identity Group called “White ID” to meet once a week. Participants, self identified as White, discuss topics such as bias, privilege and ally-ism and their role in combating racism, oppression and injustice.
- ◆ Developed a partnership with Foundational Studies to use the Tunnel of Oppression as an experiential learning component for all first-year students.
- ◆ Entered into a partnership with the Red River Powwow Association, enabling Boise State to produce the 19th Annual Seven Arrows Powwow.

NEW STUDENT & FAMILY PROGRAMS

New Student & Family Programs strives to be the foremost resource for the entire first year experience at Boise State University. We are passionate about:

- *Creating an environment where everyone feels like they have an intrinsic right to belong and succeed.*
- *Focusing on the educational purpose in everything we do, to create intentional and guided learning experiences.*
- *Advocating for the success of new programs and populations.*
- *Striving to incorporate innovative ideas across programs and practices.*
- *Fostering positive and collaborative relationships with campus and community partners.*

Highlights

- ◆ Convocation 2011 had the highest turnout to date with more than 2,000 attendees.
- ◆ Hosted six one-day programs for incoming new students with 828 attendees.
- ◆ Hosted more than 1,300 guests during Parent & Family Weekend.
- ◆ Implemented the first orientation for parents and family members of non-traditional and transfer students.
- ◆ Launched the Bronco Parent & Family Association, with the first governing board.
- ◆ Revised the BroncoVenture program schedule for transfer and non-traditional students, improving the rate of students completing the day's events from 40% to 90%.
- ◆ Launched college partnerships for BroncoVenture by visiting all academic colleges, meeting with deans, associate deans and department chairs.

RECREATION SERVICES

Recreation Services enriches the university community by providing diverse recreational and leadership opportunities that foster personal growth and lifelong healthy habits.

Highlights

- ◆ Opened the Cycle Learning Center and formalized a partnership with Transportation and Parking Services to develop and operate the Center.
- ◆ Counseling, Health, Wellness, and Recreation formed a counseling-based process group that utilizes recreation and wellness activities as a primer for discussion and support sessions.
- ◆ Developed a Kinesiology Activity course to support the health of students participating in Living-Learning Communities.
- ◆ The Beat Coach Pete Scholarship Run drew a record 2,192 participants, resulting in a \$40,000 donation for the scholarship fund.



REGISTRAR

The Office of the Registrar upholds the mission of Boise State University by providing quality support and personal service to the academic community, emphasizing processes related to the integrity and accuracy of academic records, registration, enrollment data, course administration, and graduation.

As a primary information resource for the university community, we actively seek ways to effectively communicate policies and procedures to students, alumni, faculty, and staff. In collaboration with Enrollment Services, we facilitate inclusiveness and are dedicated to assisting our students with successful navigation through their academic journey.

In promoting civility, we serve our diverse community with care and respect by holding ourselves to a standard of excellence.

Highlights

- ◆ Created the Foundational Studies Program.
- ◆ Facilitated the creation of the new Veterans Center, with collaborative partners and a new physical space.
- ◆ Established new standard meeting times, giving students more time to travel from class to class, maximizing class space, and expanding time to better meet the pedagogical needs of the curriculum.

STUDENT INVOLVEMENT & LEADERSHIP CENTER

The Student Involvement & Leadership Center (SILC) works to build connections between Boise State students and the campus, the community and with other Boise State University students. We do this through leadership development, civic engagement, campus programs and partnerships across campus.

Highlights

- ◆ Recognized 28 new student organizations.
- ◆ Initiated “Winter Welcome” as a series of kickoff events for spring semester.
- ◆ Developed an “Advisor Roundtable” series to assist student organization advisors.
- ◆ Developed New Member Education Program, an intentional and positive introduction to Greek life.
- ◆ Increased participation in LeaderShape, Catalyst, and Leadership 101 by more than 100% (for each program).
- ◆ Hosted two LeaderShape Institutes, two Project Jamaica experiences, two sessions of Catalyst and two Graduating Student Leader Celebrations.
- ◆ Devoted significant time generating clarity around SILC’s purpose, future and relevance to students, yielding positive results such as improved programming and services and an increased awareness of the Center on campus.

STUDENT MEDIA

Boise State Student Media is responsible for providing first amendment protected and student produced news and media to the Boise State University community. As a student led media organization, we offer an experiential learning environment in a variety of areas (including, but not limited to, print and broadcast journalism, radio, video production, graphic design, advertising/marketing, public relations, photography, information technology and general business operations) to enhance the educational experience for students at Boise State University.

Highlights

- ◆ Brad Arendt named Director of Center for Innovation in College Media.
- ◆ Experienced an increase in University Pulse audience to more than 1,200 listening hours per month (an increase over time from under 50 total listening hours per month).
- ◆ Increased revenues more than 7%, and diversified revenue streams by expanding sales channels and services.
- ◆ Shifted to a “live” programming-based station, resulting in a significant increase in student listeners, and also an increase in student involvement by more than 100%.



STUDENT RIGHTS & RESPONSIBILITIES

The Office of Student Rights and Responsibilities (OSRR) strives to support the educational mission of Boise State University by helping to create an environment where civil discourse may occur free from discrimination, harassment, threats, or intimidation. OSRR works with students to resolve conflicts in a pro-active, productive manner by offering opportunities to resolve conflicts through the Student Mediation Program. In addition, OSRR works with students, faculty and staff in addressing inappropriate student behavior in conjunction with the procedures set forth within the Student Code of Conduct. OSRR works with faculty and staff who refer students for cheating, plagiarism, disruptive and/or threatening behavior.

OSRR works to create an environment where the University's Statement of Shared Values is upheld by all members of the University community.

Highlights

- ◆ Moved to a new, more centralized location in the Norco Building, establishing a foundation for the Office of the Dean of Students.
- ◆ Total volunteer time given back to Boise State: 118 hours during spring 2012.
- ◆ **ASBSU Student Legal Advisory Services:**
- ◆ **CARE (Campus Assessment, Resource and Education):**
- ◆ Total number of first-time students scheduling appointments with the attorney increased 58%.
- ◆ Established new, expanded CARE team, which reviews concerns about student, faculty and staff behavior. New CARE program replaces prior Support Our Students (SOS) program.
- ◆ Total number of actual student-attorney appointments increased 10%.
- ◆ Hired a case manager to assist the CARE team.
- ◆ Provided summer legal services for the first time, totaling 125 appointments, with 52 appointments being first-time student attendees.
- ◆ Increased awareness about the program, resulting in a greater number of concerns reported: 71 in spring 2011 vs. 109 in spring 2012.
- ◆ **University Day:**
- ◆ Collaborated with campus partners for 2nd annual campus beautification program. Participation increased by 53%: 200 in spring 2011 vs. 306 in spring 2012.

STUDENT UNION

The Boise State Student Union serves as the center for campus life providing educational, cultural, social, recreational and leadership programs and services that are integral to the academic experience.

Highlights

- ◆ Experienced a 15% increase in the daily visitor count, an average of 7,000 visitors a day during the academic year.
 - ◆ Received a NASPA Excellence Award for the Rooftop Garden and Bee Farm.
 - ◆ Achieved upgrades to retail food service.
- Experienced an increase in conference and event bookings:**
- ◆ Event bookings increased 9%.
 - ◆ Attendance at meetings and events increased 10%.

UNIVERSITY DINING SERVICES

University Dining Services strives to offer the best in campus dining for students, faculty, staff and visitors through a wide variety of menu items and quality customer service, and to provide a clean, well-maintained setting where sustainability guides us and encourages others toward environmental stewardship.

Highlights

- ◆ Opened Einstein Bros Bagels.
- ◆ Recipient of the 2012 C-Store “Best in the Business” award for the category of Retail Loss Prevention Best Practices, selected by the National Association of College and University Food Services.
- ◆ Created an accountant position.
- ◆ Completed four-year plan with ARAMARK and Boise State, agreeing to food service changes and funding with an implementation schedule.

UNIVERSITY HOUSING

University Housing enriches the learning experience by creating an environment that fosters personal growth, academic success, civility, and commitment to citizenship.

Highlights

- ◆ Opened Lincoln Street Townhouses.
- ◆ Experienced an approximate 24% increase in summer conference revenue.
- ◆ Implemented “SafeConnect,” so all residential students can have equal access to bandwidth and a higher reliability of service.
- ◆ Acknowledged for having more “Of the Month” recognition nominations than any other institution in the region.
- ◆ Implemented an online summer conference registration system to provide a more thorough and efficient level of service.
- ◆ Donated over 300 pounds of food to the Idaho Foodbank during move-out.
- ◆ Residential students provided approximately 2,200 hours of community service.
- ◆ Program assistants hosted 160 study sessions.

WELLNESS & MARKETING SERVICES

Wellness & Marketing Services is a collaborative team providing innovative solutions and quality services to foster community engagement, academic success, and lifelong health. The following are values and beliefs that guide Wellness & Marketing Services' employees:

- *Collaboration*
- *Educate for improved health*
- *Campus awareness and engagement*
- *Mentorship and responsibility*
- *Quality services*
- *Innovative and creative*

Highlights

- ◆ Established a comprehensive patient satisfaction survey to be distributed to all Health Center patients on a quarterly basis. Used survey results to enhance services, ensure privacy, and increase ease of access to the facility.
- ◆ Integrated with Health and Counseling Services to offer behavior modification services to students, resulting in 637 patient appointments.
- ◆ Increased demand for medical massage resulted in 1,880 patient appointments.
- ◆ Provided free rapid HIV testing, resulting in 82 patient appointments.
- ◆ Received support from President Kustra to expand Health and Wellness release time from 45 minutes a week to 60.
- ◆ Developed the Bronco Health Initiative, a weight management program for employees. During the first semester, 58 employees participated.
- ◆ Produced two marketing videos: “Buster Visits the Health Center” (308 views) and “Buster Visits the Recreation Center” (188 views).

WOMEN'S CENTER

The Boise State University Women's Center empowers students to achieve their academic goals by providing educational outreach, support services and a safe place. We promote active citizenship and focus primarily on gender-related issues, encouraging dialogue about the social construction of gender and how gender intersects with race, ethnicity, class, sex, sexual orientation, ability, age and nationality.

Highlights

- ◆ Created the Healthy Relationship Program focused on bystander intervention. Partly funded through an Avon Grant, the Center held 27 workshops with 937 students attending.
- ◆ Developed a program model through co-facilitating and creating student-initiated events, increasing attendance by 109%. Partners, including athletics, student affairs, academic, community, and student organizations, increased by 50%.
- ◆ Experienced a 48% survey completion rate for Gender Equity Programming. Of those participating, 91% rated events as extremely or above average on successful achievement of learning outcomes and inclusivity.

parent & family





**BOISE STATE
UNIVERSITY**