# TABLE OF CONTENTS

Letter from the Chief Student Affairs Officer, Associate Vice President for Student Affairs and Dean of Students ......................................................................................................................... 3

Campus Child Care ................................................................................................................................................................................................. 4

Campus Dining Services .......................................................................................................................................................................................... 5

Counseling and Consultation Services ............................................................................................................................................................. 6

Disability Resource Center .................................................................................................................................................................................. 7

Health Services ........................................................................................................................................................................................................... 8

Housing and Residential Services ........................................................................................................................................................................... 9

Holmes Student Center .................................................................................................................................................................................................. 10

Military and Post-Traditional Student Services .......................................................................................................................................................... 11

Student Conduct ................................................................................................................................................................................................. 12

Student Involvement and Leadership Development ........................................................................................................................................................................... 13

Students’ Legal Assistance .................................................................................................................................................................................................. 14
The 2017 Annual Report for the Division of Student Affairs highlights the achievements of many talented and dedicated individuals.

This year marks the second year of our 2016-2020 Strategic Plan. After a midyear administrative reorganization and review of our existing divisional goals, the adjusted overarching goals affirmed by our leadership team include:

1. Support students’ academic, personal and career success through opportunities that foster engagement, learning and development.
2. Foster a respectful campus community which values social justice, well-being and inclusion.
3. Champion the recruitment and persistence of a diverse student body.
4. Ethically and efficiently manage resources to maximize the value of the student and staff experience.
5. Recruit, retain and develop a diverse, mission-driven and talented staff.

The accomplishments outlined in this report reflect a commitment to our reaffirmed core values of student-centered service, collaborative partnerships focused on student success, inclusive communities striving for equity and social justice, professional growth and competency development, and ethical and efficient stewardship of resources.

Forward Together,

Kelly Wesener Michael, Ed.D.
Associate Vice President for Student Affairs,
Chief Student Affairs Officer and Dean of Students
MISSION STATEMENT

NIU Campus Child Care (CCC) is an early childhood program that strives for excellence in providing care and education to children within our NIU community. Staff focus on the unique learning needs of each child in a safe, nurturing and diverse learning environment. CCC succeeds by partnering with families, collaborating with community partners and drawing from the best research and practice available within the early childhood profession.

Our program is licensed through the Department of Children and Family Services. Our program is also accredited through the National Association for the Education of Young Children (NAEYC), and achieved a Gold Circle rating through the Illinois Quality Rating and Improvement System (ExceleRate). Both serve as indicators for parents that they have chosen a high-quality early childhood program. All classrooms are staffed with degreed teachers and trained student workers. Our program seeks to meet the individual needs of children and families within a safe, nurturing and richly diverse environment. CCC is an integral part of the university, supporting parents in their effort to work and attend school at NIU.

An important CCC goal is to support student learning, and we successfully achieve this by offering an intentional Health and Safety training and orientation for all student employees. Meeting the needs of the staff enables CCC to fully support our student families. With a change in departmental leadership came an opportune time for looking more closely at center policies and practices that our staff encounter on a daily basis. In order to help staff feel valued in their jobs and to be able to offer the best service to students, all staff experiences needed to be prioritized – from increasing salaries, providing a balanced workload and continuing to offer high-quality support and service to our student families.

CCC continues to build collaborative relationships with various campus partners. In addition to an ongoing relationship with the NIU School of Nursing, CCC has developed partnerships with the Early Childhood Education program as well as the Office of Counseling and Adult and Higher Education.

HIGHLIGHTS

• Served a total of 111 families, with 48 percent of those being minority children.
• Merged with the Child Development Lab, increasing our availability and accessibility of infant and toddler care.
• Provided Health and Safety Training for 38 returning student staff, with an overall post-test score of 96 percent.
• Received the ExceleRate Quality Counts Grant of $6,000.
• Initiated two new collaborations this year, with two faculty from the Early Childhood Education program and a faculty volunteer from the Office of Counseling and Adult and Higher Education.
MISSION STATEMENT

Campus Dining Services (CDS) is dedicated to connecting our university community through dining experiences that nourish both the body and mind by creating a collaborative environment that promotes diversity, inclusion and a sense of community.

Campus Dining is under construction. In 2017, we worked on improving quality, customer satisfaction and employee development. A strategic imperative for the year was to reduce costs while concurrently keeping quality and student satisfaction a priority.

Through social media, face-to-face engagement and print materials, our Campus Dining Services' Nutrition Team has offered over 40 nutritional education outreaches in the last year. Furthermore, 2017 was our first year offering fresh sushi through a partnership with Sushi with Gusto. From late August 2016 to May 2017, this program brought in over $100,000 in sales.

Realizing that Campus Dining is not simply a place to eat – but is also a place to socialize, reconnect and a place to feel like home – CDS remodeled Neptune Dining Facility, which included new equipment, seating and food formats.

Campus Dining Services has a long history of collaboration with the school of Family, Consumer and Nutrition Sciences. Students in the Dietetic Internship program are simultaneously working toward their Master of Science degree in Nutrition and Dietetics and becoming a registered dietitian. As part of their internship rotation, they work in our residential dining centers to gain real-world experience managing a food service operation.

One of our most meaningful collaborations is with the Huskie Food Pantry. CDS donates leftover produce that would otherwise go to waste. We also provided the pantry with a freezer to store additional perishable items, and three staff members volunteered to be on the food pantry's advisory board.

HIGHLIGHTS

• Provided nutritional data on food and beverage items, allowing students to manage food allergies and make healthier choices. Use of these dashboards increased 67 percent for New User Sessions over last year.
• Redesigned our website, increasing unique page views by 44 percent over last year.
• Adapted our menus to meet the demands of busy “on-the-go” students, increasing sales by as much as 15 percent over last year.
• Aggressively marketed Off-Campus Meal Plans – including marketing to faculty and staff – and increased participation on an average of 40 percent over last year.
COUNSELING AND CONSULTATION SERVICES

MISSION STATEMENT

The mission of Counseling and Consultation Services is to support the academic, emotional, social and cultural development of students. Our student-centered programs include counseling, assessment, advocacy services, crisis response, outreach, consultation and training. We help students address personal challenges and develop the skills, abilities and knowledge to empower them to take full advantage of their college experience.

Counseling and Consultation Services (CCS) fulfills the vision and mission of the Division of Student Affairs and the broader purpose of the university through all of the activities of the department from service, to outreach, to consultation. Students/clients develop essential life skills that promote their persistence in college and help them respond effectively to future challenges and obstacles. Furthermore, CCS Advocacy Services provide student-centered service and focus on healing and empowerment for students impacted by sexual misconduct, thus increasing potential for academic success during a difficult time.

Crisis and on-call services assist our campus in responding to high-risk situations and in doing so, prevent tragic events with significant consequences for our campus community. Moreover, CCS’s outreach activities contribute to increased awareness of mental health concerns, understanding of available resources and capacity for resiliency. Students are able to develop positive connections with others, become involved in our institution and find success.

In addition to ongoing education, training and consultation that CCS provides to faculty and staff, CCS partnered with the Counseling, Adult and Higher Education Department and received the Garrett Lee Smith Memorial Suicide Prevention Grant. This funding enhances CCS’s efforts to increase mental health awareness and education/training for our campus community. Furthermore, CCS serves the unique needs of diverse populations through targeted outreach programming, collaborations with diversity centers and participation in training such as Conversations on Diversity and Equity (CODE).

HIGHLIGHTS

• Increased individual and group therapy for a total of 5,471 visits, with 1,037 unique clients. Reached 6,739 community members through 232 outreach events.
• Received full reaccreditation by the International Association of Counseling Services after the spring 2016 site visit.
• Collaborated with Office of Student Engagement and Experiential Learning and Post-Traditional and Military Student Services to develop Breaking Barriers; a new mentoring and resource program aimed at providing support to first generation college students. The program will continue to grow during FY18.
• In collaboration with other campus advocates nationally, our advocacy services coordinator created a new NASPA (Student Affairs Administrators in Higher Education) Knowledge Community titled “Sexual and Relationship Violence, Prevention, Education and Response.” This served an important role bringing NIU to the forefront of the national conversation around sexual misconduct advocacy.
MISSION STATEMENT

The mission of the Disability Resource Center (DRC) is to create an accessible, inclusive, sustainable learning environment where disability is recognized as an aspect of diversity that is integral to our campus community and to society.

The DRC continued to experience several challenges due to a short-term reduction in staff. However, after one year, two job searches were successful in identifying and hiring two new Access Consultants in late spring 2017. Two assessment projects helped to determine the need for CART/Captionist and Braillist positions during this same period. The DRC still has several open positions and is working toward filling them.

The biggest challenge of the DRC remains the inaccessibility of DRC space for our students. Being located on the fourth floor of the Health Services Building is reflective of the medical model of disability. Past internal and external reviews – as well as the more recent NIU Program Prioritization reports – are clear in specifying that students would be better served in a student-centered, nonelevator-dependent space with student and handicapped parking available. This would fulfill best practices of universal design and the social model of disability.

The director continued to provide training and presentations throughout the year for faculty, staff, student groups, teaching assistants and departments. Staff represented the DRC at Open Houses, served university committees and hosted numerous high schools visiting campus. Members of the DRC served on the Presidential Commission for Persons with Disabilities.

HIGHLIGHTS

- Upgraded and/or replaced 17 computers in the testing center as well as installed internet access and computer software on all computers.
- Replaced two CCTVs (Closed Caption TV) and three Perkins Braillers.
- Revamped the department website.
- Organized hundreds of student files, moved them from fourth floor storage to a locked office on the third floor.
- Hired two Access Consultants and a 10-month ASL Interpreter.
- Provided a total of 927 student appointments.
HEALTH SERVICES

MISSION STATEMENT

Health Services provides high-quality health care and preventive services to eligible individuals, a comprehensive student health insurance program and advocacy for optimal health within our university population. Health Services strives to meet the demonstrated needs of our diverse student population in accordance with the core values, vision and mission of the Division of Student Affairs.

Health Services (HS) aligns itself within the core values of the Division of Student Affairs student-centered service and collaborative partnerships focused on student success. HS serves as a teaching lab and resource for experiential learning for numerous academic areas including Health and Human Sciences (Advanced Practice Nurses) and the Departments of Kinesiology and Physical Education (Athletic Training). Furthermore, HS continually focuses on staff professional development holding two all staff meetings during FY17.

Program Prioritization continues to help reformat a new vision and patient care paradigm for Health Services. Program Prioritization assisted in furthering the practice of sound financial stewardship. An analysis of HS medical purchases demonstrated that HS obtains favorable purchase pricing. HS also examined position openings with the result that some positions were unfilled and some were removed from the budget. Finally, the laboratory was closed creating significant savings and lower costs saving $100,000 per annum – all the while not negatively influencing patient care.

HIGHLIGHTS

- Serviced a total of 6,038 individual patients.
- Serviced a total of 16,795 clinic visits.
- Mitigated a significant Student Health Insurance premium increase (13 percent) via proactively planned redesign. Ultimately, the premium increase (5 percent) was lower than national average with only minor plan changes.
- Obtained positive feedback from students. (Percentages for grades of B or higher on survey questions. N=137)
  - Overall Experience: 94 percent.
  - Quality of Care: 92 percent.
  - Staff/Personnel: 95 percent.
- Collaborated with Health and Human Sciences (Advanced Practice Nurses) and Department of Kinesiology and Physical Education (Athletic Training) and served as a teaching lab and resource for experiential learning for numerous academic areas.
HOUSING AND RESIDENTIAL SERVICES

MISSION STATEMENT

Housing and Residential Services is committed to providing a safe, supportive and educationally empowering community where students can learn, grow and be successful within a complex and diverse world. Through our facilities, programs and the collaborative efforts of our staff, student leaders and campus partners, we promote respect, individuality and personal responsibility.

Various offices in Housing and Residential Services have collaborated in the past year to support the new direction and mission of our department such as updating housing accommodation forms and documentation processes to collaborate more effectively with the Disability Resource Center, Gender and Sexuality Resource Center, Health Services and other entities in order to respond to and meet student needs. Additionally, technology was updated as needed to assist students in signing up for related services (i.e., meal plans, paying bills, etc.).

Our administration team focused on increasing the efficiency of their operations. Our office worked to improve the level and detail of communication we provide for processes such as housing applications and room sign up for both new and returning students.

Housing continues to work through our transition with Campus Dining as each has become a separate department, while continuing to provide the highest level of support and service to our students. Over the last year, we have looked at shared processes related to meal plan sign-up, conference contracting, billing, renovations and routine maintenance in order to refine and improve these procedures, increase communication, and when possible, decrease costs.

Our Residential Technology team created a Computer Lab and Smart Classroom in the previously unused Grant South Lobby and Meeting Room spaces. The English Department has become a primary user for the space, and this area has become popular with our student population as a convenient study location on the west side of campus. The enhancements include moveable technology-enhanced furniture which created a dynamic, collaborative, technologically savvy study and project space for all NIU students to use.

Living-Learning Communities (LLCs) continue to contribute to the overall mission of Housing by providing residential students with dynamic cocurricular learning opportunities and informal connections to faculty and shared learning experiences – both on and off campus – that enhance the academic and social student experience. During the last year Housing has worked with Office of Student Engagement and Experiential Learning (OSEEL) to implement Program Prioritization recommendations and transform our various LLCs by focusing the programmatic themes of each community and providing greater staff support.

HIGHLIGHTS

- Launched a new Sport, Recreation and Wellness Living-Learning Community in Stevenson Hall that was completely full for all 2017.
- Won the 2017 Most Spirited Delegation at National Association of College and University Residence Halls (NACURH).
- Increased the number of Community Advisor interviews by 14 percent over the previous year.
MISSION STATEMENT

The Holmes Student Center (HSC) serves as the center for campus life supporting educational, cultural, social, recreational and leadership programs and services that are integral to the academic experience.

Over the course of FY17, HSC actively collaborated with a variety of campus departments and student organizations to support programs and events intended to encourage a respectful campus community that values social justice. Along with the Office of Academic Diversity, Equity and Inclusion and Campus Dining Services, the HSC cosponsored a diversity/social issue dialogue series of programs called Conversation Café. Likewise, our HSC staff supported Freedom Expression activities in the MLK Commons such as a Women’s Rights rally, a Love Trumps Hate event, a rally by DREAM ACTION NIU and a Student Association MAP funding Rally.

Through our continued commitment to providing students with meaningful employment and internships, HSC supported students’ academic and career success. Our Hotel at Holmes expanded the number of Hospitality and Tourism Management courses we support to two. Our new course provided 10 hospitality students with hands-on experience in all aspects of hotel management. Similarly, our HSC business office employed seven accountancy students, providing active on-the-job exposure to accounting principles. In addition to these internships, HSC employed 245 undergraduates in roles such as AV production, operations crew, bookstore cashiers and building management. We focused on ethically managing resources to maximize the student experience. Throughout FY17, units within the HSC reviewed our operations to identify cost-cutting measures to be implemented for FY18 including curtailed hours of operation and adapted staffing levels.

HIGHLIGHTS

• Conducted the first daily traffic count for the HSC in recent history, which indicated that 3,989 people passed through the facility with peak traffic moving through the south MLK plaza entrance and traffic times at 9 a.m. and 4 p.m.
• Replaced – after 20 years of continuous service – the keycard security system for hotel guest rooms.
• Cataloged, evaluated and recorded policies for space use. Staff worked to create a clear, equitable system that recognizes the value of the space.
• Partnered with NIUPD to use the vacated TCF Credit Union office in the HSC as a satellite office.
• Collaborated with the Student Association and the Division of Enrollment Management, Marketing and Communications to develop and mount a mural in the Center Café that showcased our #ONELOVENIU campaign.
MILITARY AND POST-TRADITIONAL STUDENT SERVICES

MISSION STATEMENT

The Office of Military and Post-Traditional Student Services (MPTSS) serves as a central resource center for our unique and diverse population of students. By developing student-centered programming, we enhance the learning environment and develop a culture of inclusion for all military and post-traditional students.

The 2016-17 academic year was one of growth for MPTSS. Our office has a proven ability to visualize a program and see it through to success – an accomplishment of which MPTSS is very proud. This ability was most evident with our “Facts and Snacks” workshop series that grew in attendance from the first workshop to the last. In addition, our Breaking Barriers program was an opportunity to serve the needs of our post-traditional students who are struggling with the adjustment to college life.

MPTSS collaborated with students in a Counseling, Adult and Higher Education course on our Needs and Satisfaction annual assessment, exploring barriers that our student veterans experience, how to encourage our students in help-seeking behaviors, as well as the best ways to share information. As a result, MPTSS collaborated with the Student Involvement and Leadership Development Leadership Series and the Community College Day for Student Veterans. From orientation to graduation, MPTSS works to develop programs that will help students achieve their goals. We also collaborated with Orientation and Family Connections to host sessions specifically for incoming student veterans to answer questions about their VA educational benefits. MPTSS provides the daily resources to alleviate student stress and in-turn enhances student academic success.

HIGHLIGHTS

• Collaborated with Counseling and Consultation Services and the Office of Student Engagement and Experiential Learning to create Breaking Barriers – a support group for first-generation college students. The group was able to bring to campus Upward Bound Program students from a local high school who were interested in first-generation support, providing an excellent recruiting opportunity.

• Enhancing academic partnerships, MPTSS partnered with the Honors College and College of Business so that students who attend our Facts and Snacks Workshop series received the appropriate extracurricular credit.

• MPTSS honored graduates at the Inaugural Celebration Ceremony which also highlighted featured faculty and staff who made a difference to the careers of several post-traditional students. Staff included members from Students’ Legal Services, Latino Resource Center, Student Involvement and Leadership Development, College of Liberal Arts and Sciences, Human Resources as well as the International Student and Faculty Office.

• Secured vendors for our inaugural Veterans Job Fair by directly working with Career Services’ Director of Internships and External Relations.

• Collaborated with Outreach Services to develop programming at satellite locations.

• Provided the first Veterans Job Fair.

• Provided VA Medical Mobile Unit staff on campus on odd months throughout the year.
STUDENT CONDUCT

MISSION STATEMENT

Student Conduct assists students, staff and faculty in maintaining an environment conducive to learning by promoting student engagement through learning; responsible behavior; healthy, critical decision-making; and by upholding our community standards.

The work of Student Conduct during FY17 was directly influenced by institutional and divisional mandates where incorporation of assessment into the institutional culture was strongly encouraged. In a time of shrinking budgets and an increased demand for proof of departmental necessity, it is imperative to have data that show what our department does and why we are critical to institutional functionality.

During FY17, Student Conduct conducted a review of the assessments undertaken by our department during the previous four fiscal years. The assessments identified value and necessity in continued departmental operation. There will continue to be student code violations in future years, regardless of proactive efforts by our office to decrease the number of violations. In fact, the number of incidents reported and adjudicated decreased significantly from the previous fiscal year. The student conduct process is designed to be educational. The best educational conversations occur when there is minimal delay between incident occurrence and adjudication. Our department will continue to attempt to increase efficiency related to investigation and adjudication of incidents.

HIGHLIGHTS

• Provided recidivism data.
  - During FY17 – 55 Students, repeat offenders = 4.3 percent (1,273 accused students/student organizations).
  - During FY16 – 69 Students, repeat offenders = 5.3 percent (1,281 accused student/student organizations).

Incidents by Month

![Cases/Incidents/Unique Individuals by Month for the period August 15, 2016 through August 14, 2017](chart)
MISSION STATEMENT

Student Involvement and Leadership Development is dedicated to engaging students and the university community in campus life through intentional programs and resources that facilitate holistic development.

Service: SILD demonstrated NIU’s commitment to student-centered service through our work overseeing the Huskie Food Pantry. SILD assumed responsibility of the Huskie Food Pantry in June 2016, and with support from the community sustained weekly operations, added freezers and coolers, hired five student interns, hosted multiple fundraisers and earned grant funding.

Campus Activities Board: CAB staff and student leaders provided many opportunities for student engagement through consistent programming and activities. CAB also provided leadership opportunities through general positions that serve as internships for student leaders as well as leadership retreats to help students grow as leaders.

Fraternity and Sorority Life: Staff members worked diligently to implement new and effective educational sessions (including advisor training and new member training) to further our division’s core value of professional growth and competency development.

SILD: Huskie Link has proven to be an effective tool in streamlining event registration for student organizations resulting in an increase in registered on-campus social events. In addition, student usage of Huskie Link continues to increase. During FY17, the number of students listed on a Huskie Link student organization roster increased by 2,346 students over those listed in FY16. Furthermore, SILD staff helped support hundreds of opportunities for students to engage outside of the classroom. Additionally, six Leadership Academy members graduated in spring 2017 – an increase of 50 percent from FY16.

HIGHLIGHTS

• Distributed 43,093 pounds of food to 2,427 visitors over 34 pantry nights by the Huskie Food Pantry. This is the equivalent of 51,172 meals and 787 volunteer hours.
• Hosted three large-scale annual events with almost 2,000 students in attendance including Master of the Mix: DJ Battle, Chicago Fest and Pandemonium by CAB.
• Increased all Greek GPA 0.082 from spring 2016 to spring 2017; off-campus social events with alcohol decreased 15 percent from the previous year, with 244 events with alcohol held during FY16 and 207 events during FY17.
• Reviewed and approved 622 student organization events utilizing Huskie Link. On-campus social events hosted by student organizations increased 31 percent from the previous year (from 235 events in FY16 to 309 events in FY17).
• Increased Student Association recognized Student Organizations 12 percent from the previous year (290 student organizations in FY16 and 325 in FY17).
• Established formal relationships with the College of Business and provided specific leadership opportunities for female student leaders (coupled with the financial assistance of an NIU donor).
The core function of Students’ Legal Assistance is to allow the university to be as effective as possible in educating students. Our office met with approximately 1,200 students in FY17 in an effort to help them persist in their education by providing essential legal information, advice and representation.

Our office complements the academic education provided by the law school through educating our graduate assistants in the practical aspect of lawyering. Our graduate assistants fully participate in the operation of this department. They assist in analyzing cases, interviewing clients, researching law, developing case strategies and are exposed to the practice of law in a law firm setting. One of the benefits of having reduced the number of graduate assistantships to two is that it has allowed the attorneys more time to devote to practical training of our law students. This practical/internship training allows them to be more employable and more productive members of the legal community.

Students’ Legal Assistance also helps students use their education by assisting them with expungements and sealing of records. This allows them to minimize the impact of poor behavior choices on employment prospects. If this service were not provided, some students needing to meet licensure requirements would not be able to use their education.

HIGHLIGHTS
• Participated in an interview boot camp for College of Law students sponsored by the professional law school fraternities.
• Presented general legal information to two classes at DeKalb High School. The focus of the presentations was how to handle real-life legal situations.
• Coordinated with School District 428 in Project Break Through.
• Addressed housing discrimination that NIU international students experienced in conjunction with Hope Fair Housing.
• Collaborated with Career Services to create a video addressing records expungement.
• Launched a digital signage campaign in June 2017.

STUDENTS’ LEGAL ASSISTANCE
MISSION STATEMENT
The mission of Students’ Legal Assistance is to provide the best legal assistance possible to students at Northern Illinois University. Our program was born of the idea that it is vitally important to make available legal information and advice to the thousands of NIU students who – because of economic incapacity – would otherwise be unable to participate in the due process system. Assistance includes advice and consultation, legal advocacy, and in appropriate cases, court representation.