Preface
This year was the national recognition of 50 years of the student affairs profession. In October many institutions across the country celebrated this distinct profession within higher education. In honor of this occasion, we also celebrated almost 50 years of student affairs, engaging, educating, and empowering students at Holy Cross. The celebration included honoring Father, Charles Dunn who was the first vice president of student affairs and Father Earl Markey who served as the second until 1996. Also honored during the festivities were many of the student affairs educators who have since retired from Holy Cross as well as the Holy Cross alumni/ae who have chosen student affairs as their career or vocation. The various events acknowledged how the national landscape of higher education and the profile of students have changed over the past 50 years and how Holy Cross has changed as well.

The celebration offered an opportunity to reflect on the words of Fr. Hans Kolvenbach, the former Superior General of the Society of Jesus, who has said “the real measure of a Jesuit education lies in who our students become--competent, reflective persons, capable of compassion, well-educated for solidarity, and ready to think on a global level, and act on a local level.” As student affairs educators, it is an honor as well as great responsibility, to mentor students toward this outcome. Today, complementing the academic curriculum is a robust co-curriculum outside of the classroom that provides transformative experiences to prepare our students for success in their personal and professional aspirations. Realizing the vital role of student affairs educators in this endeavor, our commitment to excellence has never been stronger. Student Affairs at Holy Cross received national recognition in May 2015, ranking highly among the most promising places for a career in Student Affairs. This is an honor as well as a testament to the outstanding educators and professionals on staff. The following is a brief overview of the many divisional accomplishments, highlights, progress on goals, and initiatives during AY 2014-2015. Extensive reports for each department or office within the division are available electronically.

Progress on Strategic Plan: Themes and Goals 2014-2015
Partnering with all divisions of the College, Student Affairs works to advance the commitments of the Strategic Plan for Holy Cross 2015-2020, to intentionally and developmentally focus on mind, body, spirit, and community. Each of the 13 departments and offices that comprised the division aligned departmental goals with the College’s strategic plan themes and goals, and the three themes of the Student Affairs’ strategic plan (innovation, transformative experiences, social justice and inclusion). While an ambitious agenda, many goals were accomplished this year or significant progress was made. Details of the progress on goals are reflected in this executive summary as well as each departmental executive summary.

I. Innovation
   • Develop a division-wide social media site.
   • Continue progress on departmental external reviews, beginning with the Career Planning Center.
   • Improve divisional utilization of paperless resources.

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• Strengthen departmental/divisional practices by developing more sophisticated rubrics and strategies for sharing outcomes.
• Develop an electronic operations manual for Commencement.
• Communicate more broadly and consistently the divisional mission, priorities, and accomplishments.
• Collaborate with Athletics in supporting new initiatives.

II. Transformative experiences
• Coordinate and implement components of Vocare.
• Increase opportunities across the division for student engagement in reflective practices.
• Continue focus on the sophomore year experience.
• Expand student leadership development programs.
• Continue to strengthen relationships and collaborations with key stakeholders of the College.

III. Social justice and inclusion
• Conduct needs assessment of divisional support programs and services for increasing numbers of international students.
• Expand mission focus of divisional professional development programs.
• Expand training efforts for student affairs staff and the student body around Title IX matters.
• Participate in the Consortium on Higher Achievement and Success (CHAS) climate survey for students.

Student Engagement
Creating a co-curricular experience where individual students are given the opportunity to cultivate their gifts and talents is foundational to the efforts of student affairs educators. Each department in Student Affairs seeks to engage students in co-curricular experiences through four cornerstones: reflective habits, multicultural competency, community and citizenship, and cura personalis. Programs, services, and experiences are designed and assessed around these cornerstones.

In June 2014, 543 incoming first-year students (70% of the Class of 2018) and 662 parents attended Summer Gateways Orientation. Participants expressed high levels of satisfaction with the program; 100% of students were satisfied with the helpfulness and knowledge of the orientation leaders. In terms of overall value of the Gateways program for the cost, 90% of students and 96% of families were very satisfied or satisfied which is consistent with numbers from the last few years. Learning outcome posttests indicate student learning and knowledge acquisition with regard to the mission and identity of the College, academic standards, community standards, and resources. Parents reported learning most about campus resources, the relationship between themselves and the College, and the College's mission and identity. Fall Gateways Orientation is mandatory for all first-year and transfer students; approximately 773 students participated. Students reported fall orientation made them feel welcome as members of the Holy Cross community, helped reinforce their decision to attend Holy Cross, and helped increase their confidence in attending college. There was a 92% attendance (712 out of 773) during Extended Orientation in the fall. Programs included the Good Neighbor, Becoming a Crusader, and Looking Back and Stepping Forward, a reflection on the first semester. There were 2,516 residents living on campus (91% residential enrollment) in the fall semester which
was a 27 student decrease from last year and the first decrease noted in the past 14 years. This 2,516 residential enrollment is still the second highest on record. The increases in study abroad and off-campus populations easily account for the residential decrease. The 91% residential enrollment rate is a critical milestone as it is one of the indicators of having a residential campus, a goal that the College wants to maintain. With 2,516 students living on campus and a standard capacity of 2,503, our residential capacity rate was 100.5%. The spring semester started with fewer students as per the usual decrease due to withdrawals and additional students going on study abroad. Our residential population decreased to 2,477, but the residential enrollment rate (based on a college enrollment of 2,728) was still at 91%. The College’s spring residential capacity was 99%.

The Summer Internship Program saw a record number of applicants for the 2014-2015 academic year at 482. This was 12% more than the largest pool in 2011, which saw 432 applications and a 13% increase from last year’s 425 applications. A total of 363 students were interviewed and admitted to the program, joining the 113 juniors admitted the previous summer. The 363 students interviewed is a 19% increase from the 306 students interviewed for admission to the 2014 Summer Internship Program. Finally, 481 total students participating in the 2015 Summer Internship Program is a 15% increase from the 417 students participating the previous year.

This academic year the Office of Multicultural Education (OME) met with over 500 students regarding issues of Bishop Healy emergency funding, Passport/Odyssey/Mentor support, MPE programming, SGA diversity planning, MSO resource, Black Lives Matter/HC in Solidarity check-in/drop-by meetings and other personal and academic reasons. This is an increase in office usage which reflects increased outreach and follow-up by staff. Thirty-two MPE’s met weekly, representing a cross section of the campus population in terms of class year, gender, and identity. They delivered eight residence hall programs on “Crossing Cultural Barriers.” They also partnered with other student organizations and the Study Abroad Office, delivering diversity and inclusion programs. In keeping with the goal of increasing ALANA student leadership, the MPEs have branched out and are holding the following leadership positions: Student Life Council, Resident Assistants, and Orientation Leaders. Three MPEs have been chosen as Blackstone Fellows working with 5th grade students in the STEM fields. Majority students attending our programs have risen by 20% over the past semester.

Working closely with the co-presidents of the Student Government Association, Public Safety/Transportation, the Safe Ride program has continued during this academic year and has been very well-received by students. The Department of Public Safety (DPS) has become more proactive in reaching out to our students and community members to participate in the Rape Aggression Defense (RAD) program. The classes, open to female students, continue to fill quickly and the popularity of this program continues to grow. The resulting increase in participation has led to a staff/faculty family and friends program allowing many people in our community and their loved ones to benefit from this life-saving training. The resources available to the College have been utilized by other colleges in the area, namely WPI and Assumption; the College has also donated its time and resources to providing the training to an inner city school for at risk juveniles. Public Safety continues to partner with the Worcester Police Department on crime and quality of life issues in the College Hill neighborhood. With the continued presence of Public Safety officers in and about the College Hill neighborhood, students and residents are
engaging and communicating with the DPS on a regular basis, bringing issues up before they become problems.

Utilizing peer education groups has been an extremely effective approach to student engagement. Each year, hundreds of students serve in various leadership capacities as mentors and role models to other students on a host of student development topics. These peer educators have received extensive training from students affairs educators. For example, the COPE Program, advised by a psychologist in the Counseling Center, is designed to increase student awareness of mental health issues and to reduce the stigma associated with seeking help. The RPE program, also advised by a psychologist, is designed to increase student awareness around intimate relationships, sexual responsibility, the development of healthy and unhealthy relationships, and the prevention of sexual assault. Across both groups, 29% of the members identify as ALANA. COPE assisted the Counseling Center in recruiting students during national screening days, held their annual luminary project to raise awareness about mental health, and facilitated a Mental Health Awareness Week in April. RPE facilitated 28 discussion groups for approximately 720 first-year students following Equalogy’s The One Night presentation on sexual assault awareness during fall orientation and distributed informational packets derived from the SAFER website. SHAPE peer educators are trained and advised by a nurse practitioner in Health Services. Members promoted SHAPE during the Co-Curricular Extravaganza evening, provided information on men’s health/testicular cancer awareness to students, and educated students on the importance of obtaining the flu vaccine. SHAPE members wrote a weekly article in The Crusader regarding a variety of health issues and held a cancer awareness program in Carlin. SHAPE also co-sponsored a nationally known nutrition speaker and distributed heart health and skin health information at athletic games. The SRC’s (Students for Responsible Choices) are trained and advised by the director of Wellness Programming. As a response to the “College Effect,” the phenomenon where first-year students’ drinking increases at high rates during the first six weeks on campus, the SRCs have continued sponsoring Friday night weekly events held in the first-year halls. Having these weekly Friday night programs typically in the “pre-game” time slot for students is an attempt to mitigate the increase in high risk drinking that occurs at these times.

ADA accommodations were provided to 196 students this year, up from 156 last year, and a 256% increase from nine years ago (55 students). This represents a steady increase in students identifying as disabled and receiving accommodations. This number is expected to continue to increase at Holy Cross as we move closer to the national percentage of about 11% of students in higher education having some type of disability. The number of disabilities presented by the students served increased to 248, up from 187 last year and a 218% increase from just nine years ago (78 disabilities). It is important to note that some of the 196 students served are diagnosed with more than one disability. A total of 541 accommodations were provided this past semester, substantially more than the 426 last year at this time and a 178% increase from just eight years ago (153 accommodations).

The off-campus liaison program was continued and regular meetings were held with representatives from each off-campus apartment. Throughout the year, this group served as a way to maintain contact with the off-campus residents. In the spring, we worked with representatives to assist in the “Mock Wedding” event organized and run by the off-campus
residents. Given their decision to hold the event at a club in the area of our newly announced contemplative center, we worked with the group to provide transportation and ensure that there was appropriate behavior. The management of the off-campus living environment was a success that required a significant amount of time and effort.

**Assessment and Planning**

Student Affairs is in the fourth year of its Five-Year Divisional Strategic Plan. A status report of the actions taken to address the themes by each of the 13 departments within the division can be found in the departments’ executive summaries. Seven student learning outcomes have been established by the division. The Student Affairs Assessment Committee, in consultation with the director of Institutional Research and Assessment, identified two of those outcomes as the focus for 2014-2015 which are:

1. **Authentically engage students so they acquire, develop, and refine their leadership, knowledge, and skills** and
2. **Engage students in activities that promote wellness and encourage mutually beneficial relationships**.

Assessment data from all departments on these two learning outcomes are available upon request. Following are some of the noteworthy findings.

The Office of Disability Services found that while students’ knowledge of their unique needs and appropriate accommodations was at a 94% level, there is a need to focus more proactively in improving our students’ capacity for self-advocacy in general. Health Services conducted assessment of students seen for nutrition therapy over a total of 42 visits. At the completion of the program, 100% of the students reported that they had learned what steps to take to improve their diet, eating behaviors and/or cognitions regarding eating, weight, or body image. The Sexual Assault Facts, Education, and Response (SAFER) Presidential Advisory Committee provided bystander intervention training to 99% of all first-year students. The Career Planning Center assessed the effectiveness of mock interviews in helping students acquire, develop, and refine interview skills. Students were given a pre-and a post-survey in order to assess whether interview skills were gained or honed during the mock interview. With a 55% response rate on the pre-survey, and 47% on the post-survey, students reported overall strong improvement across seven dimensions of interviewing skills. Learning outcomes of student leaders on the residence life house council were assessed using pre and posttests to evaluate overall knowledge, confidence level, and skill sets in the areas of delegation, collaboration, problem solving, and programming both before and after house council training. The majority of house council members had a very high confidence level for their respective positions reflected in the pretest, which led to a plateau in their confidence level on the posttest. Assessment of the RSO (Recognized Student Organizations) training was implemented to measure the extent to which students were gaining the skills, both technical and practical, that they would utilize during their time as executive board members. Outcomes were created to measure students’ level of knowledge regarding organizational structure, shared governance, the Jesuit mission and ability to identify the four Co-Curricular cornerstones. More importantly, the assessment measured the knowledge and tangible skills needed to be successful as an executive board member.

Consistent with long-term planning and assessment objectives, Student Affairs has begun a major review process of each department. The Career Planning Center (CPC) was the first department to launch this initiative with a rigorous self-study during AY 2014-2015. The CPC staff completed a comprehensive self-study and informative report of the findings. An external review was conducted that included a campus visit and a thorough report delivered at the end of
the spring semester. The findings were positive about CPC’s services, programs, and team. It also provided valuable feedback and recommendations for increasing efficiencies. The Public Safety Department is beginning its self-study with the goal of having a peer review within this academic year. All other SA departments will engage in a self-study during 2015-2016, followed by external peer reviews over the next several semesters.

**Current Initiatives**

Addressing the College’s Strategic Plan initiative of **Community: Providing for our Human Resources**, members of Student Affairs, under the leadership of the Vice President and in collaboration with Career Planning, Academic Affairs, the Chaplains’ Office, and Office of Institutional Research and Assessment, has provided significant time and attention to establishing a new initiative called **Vocare** (meaning “to call”), to support the practice of discernment among students. We believe Vocare to be a transformative approach to preparing students for vocations and careers. Its objective is to help students to better understand that preparing for a career and/or vocation is a holistic developmental process occurring over a lifetime. Rooted in our identity as a Jesuit, liberal arts institution, Vocare seeks to draw on the Ignatian tradition of discernment as a methodology to help students become more intentional in their choices and decision-making over their four years of college and preparing for what comes after graduation. It is a developmentally appropriate process whose goal is for a student to consider, deeply, who they are, what their strengths, values, and passions may be, and how those things may connect with the larger world and its needs.

We know that in order for students to become comfortable with, and effective in this process, it needs to be infused in the many experiences, curricular and co-curricular, that they will have over four years. This requires collaboration among all those who work with students, breaking down the silos of expertise. Therefore we have spent the past year and a half reaching out to faculty, administrators, chaplains, and coaches in conversations, dinners, and workshops, discussing the nature of discernment and the role of mentors. These activities have introduced the prominent themes of discernment and models of mentoring and ways to incorporate the Vocare methodology into their varied relations with students. We have built a core group of about 100 colleagues across the campus. We have also found from assessment and feedback that this process has actually engaged colleagues in the Vocare experience itself as they have reflected on their own experiences of being mentored, or not, and how they have gone about making the choices that led to their careers and vocations. We have also seen a heightened spirit of collegiality.

In addition to the important campus-wide engagement and education around Vocare, the priority for this year was establishing a new component, the Vocare Colloquium. The Colloquium was piloted during the 2014 fall break. This two-day, overnight, off-campus program was attended by 48 sophomores and facilitated by ten faculty, administrators and advisors. Additionally, six junior and senior student leaders and ten faculty and administrator speakers participated in the program. Students were provided an introduction to the practice of discernment by Rev. Philip L. Boroughs, S.J., president, and heard talks on topics including identifying one’s true desires, understanding what may keep one from pursuing those desires, and the value of being mentored. Participants were given the time and space for individual reflection and discernment in addition to small group facilitated discussions. The assessment data was extremely positive showing the students grew in their ability to discern, their knowledge of mentoring and their ability to engage
in both. Vice President Peterson recently presented on the Vocare initiative at a national conference of the 28 Jesuit institutions which was well-received with positive feedback and considerable interest.

The second initiative under **Community: Provide for our Human Resources, is aligned with the Student Affairs Strategic Plan theme of Social Justice and Inclusion**. Each department and office within Student Affairs has given these areas significant attention, ensuring and furthering our commitment to diversity and inclusion. The campus now represents 25% ALANA population. This increase, along with the projected plan for international student recruitment, will alter the campus in numbers, services required, and levels of satisfaction and accommodation. All departments in Student Affairs have been involved in discussions as to how best to respond to these changes.

- The year found the campus facing student protests with the grand jury decisions in the Ferguson, Garner, and Davis cases. Students challenged the College to respond speaking out against injustice in the outcomes, grounded by our Jesuit values of social justice and solidarity. In response, a campus campaign, *HC in Solidarity*, was introduced and was the theme for campus-wide programming and discussions. The offices of the Vice President for Student Affairs, Multicultural Education, and Student Involvement provided leadership and advising to various student organizations on this ongoing initiative.

- OSI worked closely with the student leaders involved in the *HC in Solidarity* movement in December 2014, helping to coordinate logistical management of a week of events. The office continued to support the *HC in Solidarity* initiative in the spring by encouraging student groups to infuse the spirit of *HC in Solidarity* into relevant events.

- As vice chair of the President’s Diversity Leadership Team (DLT), Dean Mable Millner actively engaged in the hiring process for chief diversity officer within Academic Affairs.

- At the initiation of the Worcester Police Department and the City Manager’s Office, the Chief of the Department of Public Safety and other public safety directors within the Worcester consortium of schools, met to discuss forming a LGBTQ liaison consortium in conjunction with the Anti-Defamation League, and the Gay Officers Action League. This group was formed with the commitment of ensuring that the LGBTQ communities at Worcester’s colleges and universities receive quality in the level of service from their campus police departments.

- Public Safety is proud to report that the department, in support of the College’s mission and priorities, is at 37% diversity among the current employees. This diversity allows us to better serve the diversity of students, staff, faculty and visitors to the campus.

- Student Affairs has actively contributed to the discussion and proposed direction to enhance the recruitment and retention of international students as a means to: improve the educational experience of our students in a globalized world; and improve the reputation of the College and amplify its competitiveness in the higher education marketplace. As the commitment to increasing the percentage of international students enrolled at Holy Cross is launched, it is imperative that considerable attention be given to addressing their needs and supporting their transition. As a beginning, a small working group convened by the associate dean for student life has outlined a plan for the orientation and transition of international students. The International Gateways Orientation program will be piloted at the end of July.
Departmental Highlights
Career Planning (Ms. Amy Murphy, director)
- Over the summer of 2014, the Career Planning Center (CPC) implemented a full-scale update of its website. CPC leveraged digital communication, social media and marketing initiatives to promote Career Planning Center events, services, initiatives, resources and programs by successfully launching a CPC YouTube page with original content captured from some of the large-scale fall events. The Instagram page, created last year, has postings of photos and flyers for CPC events and opportunities. A photo campaign through Instagram was implemented to highlight students who have landed jobs and internships. CPC interns continue to utilize Tweetdeck to ensure a robust complement of tweets from both the CPC and SIP Twitter accounts.
- CPC has developed a strategy that reaches out to faculty three times/year: September, January and July. September outreach involved developing and mailing all faculty, staff and coaches a one-page print document outlining all of the resources available to them by the CPC. In January emails went to all faculty providing a digital copy of a one-page office overview and inviting them to partner with CPC over the next semester. In July the director will email each academic department specific information about the post-graduation plans of their graduates from the previous academic year.
- The Alumni Job Shadowing Program saw a 54% increase in the number of students and a 58% increase in the number of alumni/nae who were matched from the previous year.
- Career Planning held two events for seniors in the fall and spring semesters, one specifically for women, on managing your finances. Trustee Susan Feitelberg, CFP, senior vice president/wealth advisor at Morgan Stanley/Smith Barney provided invaluable advice to graduating seniors on wealth planning strategies.
- Exploration Destination continued for its third year, and over the course of the three nights, a total of 183 first-year students, 24% of the class, attended a presentation representing a 42% decrease from spring 2014. This decrease can be attributed to inclement weather that closed campus resulting in rescheduling two cluster presentations twice and ultimately pushing them to the third week of February.

Summer Internship Program (Ms. Pam Ahearn, director)
- The 7th Annual SIP Internship Expo was combined with the Summer Research Symposium for the first time to showcase the breadth of Holy Cross student experiences during the summer. Fifty-eight summer interns shared their internship experiences with the Holy Cross community in a poster and discussion format. Students highlighted key components of their internship including contributions made to the site and projects undertaken. We estimate that over 300 students, faculty, trustees and administrators attended this year.
- Two new funding sources were identified and cultivated from alumni. One internship must be developed at a Non-Profit organization and the other at a For-Profit organization in the greater Boston area.

Office of Multicultural Education (Dean Mable Millner, associate dean of students for diversity and inclusion)
- The OME/Faculty Teach In on “Undocumented Global Immigration” featured six faculty members and one student as presenters. This was a two-night event.
- The OME Pal Program was launched to provide Worcester middle school students with exposure to college life. Students paired with a HC host spent one day during winter and
summer break on campus visiting a class, residence hall, campus dining, and met with a
group of students leaders, and graduates of the Worcester Public Schools.

- OME in partnership with other campus organizations brought a number of outstanding
  scholars, authors, and lecturers to campus this year. They included: Shakti Butler, Ph.D.,
  founder, producer, and creative director of World Trust production company responsible
  for featured documentaries focusing on issues of social justice and inequity; Rev. Brian
  Massingale, professor of theological ethics at Marquette University, on “Unconscious
  Bias and the Challenge of Solidarity”; Hill Harper, actor, best-selling author, and
  philanthropist, on “The Importance of Unity & Community Understanding When it
  Comes to Diversity.”

- Three students attended the CHAS, Black & Latino Male Conference at Haverford
  College in Pennsylvania and returned to present to their peers about their experience and
  ideas which could be replicated at Holy Cross.

- Seven C’s of Social Change Dialogue Space, led by MPEs and other interested students,
  met weekly during the spring semester in Hogan to have open and honest conversation
  about issues of concern to students regarding race, social justice and inclusion.

- Partnering with the Diversity Leadership Team, OME, continued The Lunch and Learn
  Series for the second year offering five sessions.

- OME oversaw the Consortium on High Achievement and Success (CHAS) survey
  administered in October to a sample of 2,000 Holy Cross students. This is the third time
  Holy Cross has participated in the implementation of this survey. The College now has
  bench-marking data to evaluate its progress and also to compare results with the other
  twelve participating liberal arts campuses. Holy Cross data has been consistent showing
  small gains in satisfaction in overall campus experiences. Holy Cross ranked above
  average in favorable responses of both ALANA and majority students.

**Department of Public Safety (Chief Robert Hart, director)**

- The Security and Integration and Camera Project is completed, and we are at full
  implementation. The community will benefit from the added safety and security features
  and upgrades to our systems.

- The transportation office within PS has been in existence for a short time having started
  with a grant from the US Department of Justice. The office has provided an important
  and highly utilized service for all campus departments and organizations. This year
  considerable attention has been given to defining the College’s scope and budget for the
  van and transportation program. While a valuable service, the office will carefully
  transition its activity to match up with the fiscal vision provided from the 2008 concept.

- The director of transportation represented Holy Cross at the first annual Massachusetts
  Transportation Summit, presenting a brief call to all attendees on promoting safety
  programs.

- Holy Cross was also honored by the State DOT for being a leader in "Excellence in
  Commuter Options." This was a higher rating than the previous year for a related award.

- The Transportation Department was featured at Clark University's 2015 TEDx
  Conference. The director spoke about fostering collaboration and “driving community”
  through identifying transcendent similarities amid differences.

- Public Safety is an active member of the newly formed Worcester College Campus
  Police LGBTQ Liaison Consortium.
• All hazard/active shooter trainings for the entire campus have been implemented and positively received.
• On October 23, 2014 the College and the Public Safety Officers Association signed a collective bargaining agreement which will remain in effect for three years.

**Student Conduct and Community Standards (Dean Paul Irish, associate dean of students)**

• The Office of Student Conduct and Community Standards provided significant effort and expertise to the review of the College’s policies and procedures in the handling of Title IX sexual assault cases. Proposed revisions were vetted to campus constituencies and are being implemented for the coming semester. Extensive training was provided and will continue for all College constituencies. Seven members of the Student Life staff received training from the associate dean which prepares them to provide educational sessions on both hazing and Title IX concerns. A pre and posttest was created to assess what participants learned in the session.

• One of the responsibilities of the associate dean is serving as the co-coordinator of the myriad tasks involved in planning and implementing the events and activities around Commencement. Given the magnitude of this event, members of the Commencement Coordinating Committee investigated and ultimately selected a project management software package to assist in organizing and categorizing all commencement-related tasks. The software package, Wrike, will allow all offices with responsibilities to list their tasks, completion dates, work orders, correspondence and assorted data on this site. This will assist with succession planning and sharing of information across the College.

• **Student Development Services (Dr. Neal Lipsitz, associate dean of student development and Disability Services (director))**

  - *Beyond the Americans with Disabilities Act: Inclusive Policy and Practice for Higher Education* (2014), a book co-edited by Dr. Lipsitz, details how higher education administrators, faculty and staff can meet the needs of students with disabilities both within and beyond the basic requirements of the ADA. The book suggests that greater inclusion of all students can actually be achieved by going beyond the requirements of the ADA.

  - Dr. Lipsitz began teaching in the Montserrat seminar in the fall of 2014.
  - Working to become paperless, the Office of Disability Services has transitioned to the use of the Medicat electronic medical records system.
  - The Office of Disability Services has partnered with the City of Worcester on the 25th Anniversary of the ADA Celebration slated for July 25. This will bring the nationally recognized Disability History Exhibit to the Worcester Celebration and to Holy Cross.

**Counseling Center (Dr. Paul Galvinhill, director)**

• The Counseling Center (CC) was awarded full accreditation by the International Association of Counseling Services, Inc. (IACS) on October 21, 2014.

• The Counseling Center received recognition from the National Eating Disorders Screening Program for being a Top 10 Screening Site in 2015.

• The CC collaborated with other offices in Student Development Services for National Alcohol Screening Day and collectively screened 260 students for potential alcohol disorders.

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• Staff members and peer educators facilitated and participated in 125 outreach programs to over 4,000 students, faculty, and staff members. Additionally, 3,000 campus members were reached through proactive programming by CC peer educators.

• The Predoctoral Psychology Practicum Program successfully completed its eighth year with two externs from doctoral programs in clinical and counseling psychology. The externs cited as strengths the clinical supervision and professional development training they received from the licensed psychologists, the collaborative and supportive atmosphere between staff members in the CC, and the demonstrated commitment to diversity, ethics, and serving students.

Health Services (Ms. Martha Sullivan, director)

• Health Services updated its sexual assault protocols and provided programming to the campus community to make them aware of state resources to assist students who have experienced sexual assault. Health Services goal is to provide standardized treatment and referrals to victims so they receive appropriate, confidential medical care. Students were able to successfully access funds from the Victim’s Compensation Fund.

• Health Services participated in a clinical benchmarking study through the American College Health Association. Twenty-five charts were reviewed with a diagnosis of a gynecological health concern. Health Services reached a performance goal of 96% where the majority of students were tested and educated on appropriate sexually transmitted infection testing.

• The director integrated the role of a “triage” nurse into the registered nurses job description. This change in clinical practice resulted in stress reduction on staff because one person no longer had the responsibility of monitoring and evaluating walk-ins.

• Paperless innovations have improved with Medicat. Students now “card swipe” to allow entry into the appointment process.

Wellness Programming (Ms. Fran Taylor, director)

• A major accomplishment in the fall of 2014 was the presentation to the Holy Cross and Worcester community by Chris Herren, a former NBA player. Chris shared his story of recovery from alcohol and drugs as well as his life’s journey as a basketball star who lost everything his career had to offer him. Over 1,000 people from campus, and Worcester, packed the Hart Center to hear his personal story. This was a huge campus-wide collaboration.

• The Office of Wellness Programming continues the distribution of the Student Health 101 newsletter. This on-line magazine is distributed to the student body with a new issue coming out the first of every month. Topics include all aspects of healthy living: eating, exercise, life balance, stress reduction, sleep and more.

Student Life (Dr. Derek Zuckerman, associate dean for student life)

• The student life subdivision of the Division of Student Affairs is composed of the offices of the associate dean for student life; residence life and housing; student involvement; recreation, intramurals and club sports; and the band.

• In October, the first New England Collegiate Marching Band Festival was hosted at the College on Fitton Field. Ten different New England colleges and universities were represented with each program performing. Over a thousand people attended the event, which will become an annual event in the region to be hosted at a different institution each fall.
In November, with two home games remaining in the marching band season and the departure of the director of bands, the director of choirs stepped in to work with the student leadership to provide direction. In March, a national search process began for a new director. After a thorough vetting, Dr. Steve Riley was named the director of bands.

Throughout the year, a series of programs were delivered that focused on the sophomore experience. The Sophomores on the Hill initiative culminated in the Halfway to Someday event held in the Kimball Dining Hall. This inaugural event brought together over 240 members of the class to share a special meal. A recent alum, Chris Gillis 14’, shared a reflection; a reflective video focusing on the three questions of discernment, created by a member of the class of 2017, was shown. Given the focus on career discernment through the Vocare initiative, this event will serve as a convocation-style, reflective program for the sophomore class.

**Office of Residence Life and Housing (Dean Edwin Coolbaugh, assistant dean/director of residence life and housing)**

- Residence Life (RL) focused on developing the Montserrat living learning environment by increasing the number of faculty centered programs, resource hours, and classes in first-year residence halls.
- The office created an electronic duty blog accessible to the professional staff members for ensuring a complete and accurate view of the happenings across campus. An online duty log was developed that will be rolled out this summer to the professional staff and utilized by the 2015-2016 RA staff. With the new system, duty logs will be consistently formatted, easily read and, most importantly, professional staff members will be able to instantly and easily assess the climate across all residential buildings in regard to judicial concerns.
- The Resident Assistant experience was evaluated including job satisfaction, leadership development, time management, and academic performance. Using the daily RA training evaluation, averages were obtained for each training session based on a scale and rubric. These averages concluded how each session served as a helpful and beneficial tool in preparing the RA to do their job.
- RL conducted a complete comprehensive review of information related to residence hall vandalism, and track incoming vandalism data for AY ’14-’15. This will assist in developing intentional, data driven strategies targeted at campus-wide reduction of vandalism. Key items reviewed included, demographic information of perpetrators, locations of vandalism, and the allocation of annual charges resulting from vandalism.

**Recreation, Intramurals, and Club Sports (RICS) (Mr. Mike Leavitt, director)**

- RICS assisted with organizing Crusaders on the Move for Fall Gateways Orientation. The day-long trips included a tour of Worcester, Rock N’ Paddle, Boston Duck Boats, SkyZone, Indoor Rock Climbing, and a hike at Mount Wachusett.
- The intramural program saw a total of 1,242 students, with 673 unique participants. Of the 1,242 participants, 547 of those were first-year students, the highest number among the four classes.
- Club sports continue to grow on campus; not only in terms of number of participants, but also number of sports offered. There are now 23 club sports on campus.
- Title IX and Hazing trainings continue to be a priority. These trainings were rolled out with support from the Office of Student Conduct and Community Standards, Student
Involvement, and Residence Life and Housing. Men’s and women’s rugby, women’s lacrosse, and ballroom dance were the club sports trained in the spring semester.

Office of Student Involvement (OSI) (Dean Brenda Hounsell Sullivan, assistant dean/director)

- OSI offered a more comprehensive Recognized Student Organization (RSO) training in the fall for both new and returning executive board members.
- OSI offered multiple trainings on StrengthsQuest to different student groups and professional staff. Formal trainings were completed for each of the following groups: Passport, Odyssey, Resident Assistants, SGA interns and Executive Board, Human Resources and finally the student employees in OSI.
- OSI enhanced multiple campus partnerships and relationships this year through a variety of collaborations. Major partnerships included logistical management of the Hannify-Howland Lecture with Neil de Grasse Tyson in November; logistical management and marketing for Mike Fernandez in collaboration with the Senior Vice President’s Office; marketing and day-of support for the Arts Transcending Borders Academic Conference Kick off and the 4th Annual Multifaith Community Prayer service reception in collaboration with the Chaplains’ office; coordination and implementation of the 50th Anniversary of Student Affairs at Holy Cross Celebration; and coordinated the Sanctae Crucis luncheon with Incendia students.
- OSI supported the SGA’s new initiative Agape Latte, an opportunity for faculty or staff members to share their faith journey with students. Three Agape Lattes occurred during spring semester and were well-received with over 100 students at each event. This initiative will continue into the upcoming year.
- The Incendia Leadership Certificate launched in fall 2014 with 22 students and their mentors. Students attended a series of workshops as well as traditional Holy Cross programs as part of their experience.
- Major advances in the area of technology and innovation occurred. The office moved from SaderLink to Moodle for club and organization management. OSI also partnered with the SGA to launch a mobile application HC on the Go Campus partners, including Academic Affairs, ITS, Athletics and Marketing Communications, were involved in adopting the application.
- The assistant dean and associate director served as a resource to the Vocare planning committee in the preparation of the Vocare Sophomore Colloquium over October break. Both staff members attended the Colloquium.
- Three hundred fifty students attended the Senior Reflection Luncheon during Senior Week. In addition to Student Life staff, members from Alumni Relations and the General Alumni Association were in attendance.

AY 2015-2016 Goals

Innovation

- Refine and identify new approaches to engage in social media.
- Continue departmental self-studies and next phase of external reviews beginning with DPS.
- Follow-up on recommendations to CPC from the external review.
- Continue focus on departmental budget alignments with goals and strategic plan.
- Update divisional briefing book.
- Select next student learning outcomes as the focus of assessment.
- Continue transitioning to paperless operations.

**Transformative experiences**
- Continue the development of Vocare, including implementation of new components.
- Focus on intentionally infusing aspects of (reflection, discernment, mentoring) into the co-curricular offerings across the division.
- Develop the case, and identify funding sources, for Vocare.
- Continue focus on successful integration of international students including professional development for SA staff.

**Social Justice and inclusion**
- Develop theme for AY2015 mission-focused, divisional professional development series.
- Support continuation of initiatives around *HC in Solidarity*.
- Identify actions for increasing student awareness and dialogue around diversity and inclusion.
- Partner with other offices to implement revisions of Title IX procedures and protocols and training for various constituencies.