



*REPORT TO DR. DANIEL BRADLEY,  
PRESIDENT*

**INDIANA STATE UNIVERSITY DIVISION OF  
STUDENT AFFAIRS**

*Reporting the Division's Impact on Student Growth,  
Learning, and Development*

*July, 2008*

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# INDIANA STATE UNIVERSITY DIVISION OF STUDENT AFFAIRS

*Reporting the Division's Impact on Student Growth, Learning, and Development*

## INTRODUCTION

Indiana State University is committed to supporting the holistic growth, learning, and development of its students by providing both curricular and co-curricular experiences designed to enhance their quality of life during their college experience and after graduation. The Division of Student Affairs provides a broad range of educational programs, resources and facilities to support students in reaching their full personal and professional potential. Drawing from empirically validated theory and research in human and student development, the Division's programs and supports are purposely designed to enhance learning and to complement classroom-based experiences. Specifically, the Division's programs and supports aim to assist students in their development of coherent values clarification and ethics, their embracing diversity, and their engagement in activities designed to develop, challenge, and strengthen skills sets that prepare them to better manage their lives during and after college.

### Organization of the Division

The Division of Student Affairs is led by the Vice-President for Student Affairs and composed of five broad areas of emphasis, under which functional units are directed, as presented in Appendix A to this report.

## UNITS OF THE DIVISION

### Assessment and Research

#### *Mission Statement*

The Student Affairs Office of Assessment and Research exists to promote a better understanding of ISU students and their experiences. Our goal is to foster students' development and success by creating a learning organization based on inquiry.

#### *Description of the Unit*

The Office of Assessment and Research assists Division units in developing assessment protocols designed to measure effectiveness and efficiency to assist in strategic planning. In addition, the Office supports unit-level work in determining the ways in which and the magnitude to which student learning outcomes are being achieved.

#### *Significant Programs, Services, and Processes in Support of the Institution*

The Office has, over the past three years, provided assessment guidance to the Division's units through the development of a Division Assessment Master Plan, one-on-one consultation, large group training sessions, an informational website, and other conduits of information designed to inform and educate. The overall impact to the University has

been that of providing quality analyses of a number of programs and supports provided by the Division of Student Affairs through both unique and collaborative efforts. The Office of Research and Assessment, in addition to assisting individual units in their assessment efforts, has conducted a number of meaningful assessment activities, some of which include,

- Providing active management of the Administrative Unit Review (AUR) process. The AUR project's goal was to determine each unit's efficiency and effectiveness in support of Division and Institutional goals. Reviews were conducted by panels that included external stakeholders from the University and broader Terre Haute community.
- Coordination and compilation of unit level "Council for the Advancement of Standards in Higher Education" (CAS) reviews,
- Indiana Higher Education Consortium Report of Alcohol and Other Substances Use,
- Annual Division Assessment Reports,
- Student Intern General Education Learning Outcomes Assessment project,
- Coordination and continued development of the Fraternity and Sorority Assessment Program
- Development of the soon to be administered Student Employee General Education Learning Outcomes Assessment project

On a national level, the Office coordinates and administers the *University Learning Outcomes Assessment (UniLOA)* project. The UniLOA is a locally developed and nationally-normed instrument designed to measure student behavior along seven critical domains of development, including Critical Thinking, Self-Awareness, Communication, Diversity, Citizenship, Membership and Leadership, and Relationships. Currently, the Project has collected information from nearly 70 unique institutions of higher learning across the nation as it continues to build its database.

The office of Research and Assessment is committed to the ongoing task of building a "culture of evidence-based assessment" across the Division and further, to Indiana State University itself, through the active participation the Steering Committee, Data Analysis Committee and the Special Emphasis Study Committee of the ongoing NCA Reaccreditation Self-Study.

The office hosts a website which provides a publically-accessible information conduit of educational support to members of the Division and a comprehensive reporting of assessment projects and results from across the Division. Completed and ongoing assessment project are available at:

<http://www1.indstate.edu/studentaffairsresearch/>

## Dean of Students Office

### *Mission Statement*

To support the intellectual mission of the university by providing a co-curricular experience for students which fosters an inclusive environment that promotes student learning, student involvement, leadership, personal responsibility and citizenship.

### *Description of Unit*

The Dean of Students Office is a general resource and information agency for students, staff, faculty, parents and alumni. It seeks to promote student identity and character development, social responsibility, honesty, and openness. The Dean of Students Office supports students' intellectual development by providing tools to enhance critical thinking skills to assist them in becoming productive citizens in the academic community and larger society through regular meetings with students and student groups, advisement of the Student Government Association, collaboration with First Year Programs, especially with Sycamore Advantage, the summer new student orientation program, and Knowing Sycamores, and the welcome program for new students.

### *Recent Accomplishments*

- Student Assistance Flood Program - The Dean of Students Office worked with over 43 self-identified students who were displaced by the recent flood (June, 2008) and provided students with immediate needs such as food, water, cleaning supplies, furniture, textbooks, laptops, personal and hygiene products, and assisted with housing placement. Donations were provided by the community and other departments on the campus such as the Foundation and OIT, while Residential Life assisted with housing.
- Along with the Vice-President of Student Affairs, The Dean of Students Office is continuing to develop a comprehensive plan for the improvement of the Fraternity and Sorority system by determining needs and supports to bolster the overall strength of that system.

### *Current Projects*

- The development of a Dean's Student Leadership Council made up of the ten umbrella groups on campus: the three Greek Councils, the Union Board, International Student Association, Black Student Union, Student Government Association, Residence Hall Association, Student Alumni Association and the Society of African American Brotherhood.
- Continue to assess the effectiveness of the organizational structure of the units represented in The Dean of Students Office and make appropriate staff changes.

## African-American Cultural Center

### *Mission Statement*

To provide a supportive environment that promotes cultural, social and academic engagement for students. The center promotes outreach and networking opportunities for students, alumni, and the University and Terre Haute communities.

### *Value Statements*

- We value high standards for learning, teaching, and inquiry.
- We provide an environment for the student that provides a constructive, positive and enriching link to University and community life.
- We embrace the diversity of individuals, ideals, and expressions.
- We foster personal growth within an environment in which every individual matters.
- We uphold the responsibility of University citizenship.

### *Description of the Unit*

The African American Culture Center (AACC) plays an integral part in the development of students' lives particularly African-American students, by providing a supportive and inclusive environment and programs to support student growth, learning, and development.

The Center is a distinguished, 36 year old cornerstone on the campus that preserves African-American culture in addition to promoting and presenting African-American art, history, presentations in the visual arts, performing arts, and through innovative educational programs.

### *Programs and Services*

- **Library:** Contains an extensive collection of materials focused on the lives and events which have shaped African American and African history and culture. The library is open Monday-Friday from 8:00 a.m. – 5:00 p.m. The AACC library also provides access to books contained in the main campus library.
- **Computer Lab:** The AACC computer lab is located in room 108 in the African American Cultural Center. Students may utilize the computer lab to complete homework assignments or perform internet research for various courses. The computer lab is available for student use during hours of operation.
- **Ebony Majestic Choir:** Ebony Majestic is open to all students at the University regardless of major. The purpose of the Ebony Majestic Choir is for outreach and being goodwill ambassadors for the University. It is also a positive opportunity for spiritual development for student enrichment and allows students to be involved in a positive activity on campus. They have performed in local church services, ISU Homecoming events, the Martin Luther King Dinner, Miss Ebony Pageant, surrounding areas in Indiana, and they have performed at the Association of Black Culture Center Conferences.
- In addition to participating in the choir, students may choose to take a one-hour class (AFRI 250 - The Ebony Majestic Choir) which is a lower-level undergraduate course devoted to voice. Weekly rehearsals focus on theory and the historical and contemporary foundations of spirituals and gospel music, and improving vocal techniques in preparation for the performance of choral works of the Ebony Majestic Choir.
- **Miss Ebony Pageant:** The mission of the Miss Ebony Pageant is to promote high achievement and confidence among women. The pageant allows young women a chance to share their talents and receive recognition for their achievements.

- Kwanzaa: Swahili for “first fruits of the harvest” and is celebrated December 26-January 1. The African American Cultural Center sponsor a Kwanzaa ceremony every year to celebrate the traditional African values of family, community, responsibility, commerce, and self-improvement. Members of the ISU community are welcomed and encouraged to dress in traditional African garments and participate in the many aspects of Kwanzaa, including music, dance, food, and storytelling.
- Dr. Martin Luther King Jr. Commemoration Dinner: The mission of this event is to promote racial inclusiveness within the ISU and Terre Haute communities and to bring together individuals, institutions, and businesses and assist them in recognizing the value inclusion brings to our society.
- Black Leadership Conference: An annual student conference offering a unique opportunity to engage students in leadership development through academic, professional and business success. We are the only University in the state of Indiana to host a leadership conference of this quality and host participants from a broad regional area.
- Black History Month: Celebrated every February, Black History Month observes the struggles, strides, and accomplishments of African Americans. This month-long celebration includes educational, cultural, and social programs open to the entire campus and Terre Haute community.
- Xpressions Modeling Troupe: The purpose of this organization is to create opportunities in which students communicate their talents through cultural expression and to promote a positive self-image through modeling.
- African American Alumni & Friends Reunion: This event allows alumni and friends of Indiana State University to renew relationships, relive those late night chats and stroll around campus to see what has changed and what hasn't. Alumni Weekend is a time to celebrate, to reconnect, and to make new memories.

#### *Recent Accomplishments*

- Community meetings that focused on the effectiveness and use of the center. An outcome of the meeting has been the creation of an Alumni Advisory Board and the creation of the AACC Task Force that completed a review of the programs and services.
- Establishment of a new collaborative relationship with the University Foundation to cultivate contributions from African-American alumni.
- Re-design web page that will be an accurate, consistent, and effective communication venue

#### *Challenges and Opportunities*

- Effectively marketing the AACC with the University community
- To constructively respond to incidents that heighten racial tension and increase negative publicity
- Increase and enhance current partnerships with academic units, student and community organizations
- To increase involvement in campus orientation and recruitment efforts

## Career Center

### *Mission Statement*

Our mission is to educate and assist ISU students and graduates throughout all phases of their career development, preparing them to meet the challenges of a competitive work environment, and to forge dynamic relationships with employers and other relevant constituencies.

### *Description of the Unit*

The ISU Career Center provides a broad range of services designed to support career development, development and refining of skills to meet the expectations of a competitive and demanding world after graduation, and to forge dynamic relationships with employers and other relevant constituencies for the benefit of ISU students.

### *Programs and Services*

- Career counseling services for all students and alumni (individual career assessment, major selection assistance, career exploration, personal counseling, and career assessment workshops)
- Job search support activities (resume and cover letter review, practice interviews, job search skills). The “nuts and bolts” of job search preparation. Applicable to part-time, internship, and full-time permanent employment situations.
- Career Opportunity Fairs (one each semester) and Teacher Recruitment Fair (in the spring semester). Designed to be learning opportunities for all students; particularly important to graduating seniors and internship seekers, but intentionally educational for students in all class standings. Assess both employer and student satisfaction and goal attainment. Tweak and change as necessary.
- Networking Etiquette Workshops (four evening events each semester; partnership with employers). Teach participants networking skills; employer partners serve as hosts; includes a formal dining situation with a 5-course meal and all applicable dining etiquette issues. Assess student learning through direct behavior observation.
- Speed Interview Review (three or four evening events each semester; partnership with employers) Students exposed to numerous interview situations and styles; employers serve as interviewers; fast-paced with immediate critical student feedback. Includes networking opportunities with participating employers. Assess program effectiveness; implemented changes and improvement as deemed necessary and/or appropriate.
- On-campus recruiting (part-time, internships, and full-time opportunities). Implemented new web-based interview scheduling program, greatly improving service to employers and applicants alike.
- Sycamore CAREERlink (Nation-wide On-line job posting service). Available free of charge to all students and alumni. All active students automatically registered as “users”; significant recent growth in employer usage.
- Internship coordination and management (University Internship Repository, University Internship Handbook, internship experience assessment, Focus Indiana Internship Scholarship program)
- Student Employment Services, including Federal Work Study management, job posting, and federal documentation and record keeping



### *Recent accomplishments*

- Developed and implemented Career Center sponsorship program resulting in new revenue sources. Career Fair events are now financially self-supporting.
- Established an Employer Advisory Board and a Faculty/Student Advisory Board which have already provided critical insight and recommendation for program/service development and improvement.
- To help highlight our strategic commitment to Experiential Learning and Community Engagement, we recently were able to institutionalize a previously grant-funded Internship Coordinator position as a new Associate Director for Experiential Learning staff position responsible for a host of experiential learning and other externally focused activities.
- Created cross-functional Marketing Team, comprised of professional, support, and student staff members. This team is charged with all aspects of appropriately marketing Career Center services and programs.
- Implemented MyPlan, a commercially available self assessment tool designed to assist students and graduates in their career search. Initial reactions have been extremely positive. We are now partnering with a number of academic departments using MyPlan and career assessment workshops as a full curricular component of academic courses.
- Co-opted employer participation as an integral component of many programs and services. Employers serve as actual curriculum “delivers” and evaluators, adding realism and legitimacy to many of our offerings.
- Implemented a new web-based on-campus interviewing system permitting employers to build their own interviewing schedules and providing students with enhanced visibility of employers visiting the campus and career opportunities available.
- Assessed student learning outcomes through the Internship Site Supervisor evaluation program. Findings of the program suggest broad areas of need to improve general education-oriented student development .
- Responding to our employer partners’ concerns about essential skills recent grads need to survive and succeed in today’s competitive job market, we are designing and implementing a campus-wide student employee evaluation system intended to identify and measure student development and growth in various employer-identified skills, knowledge, and abilities as a result of their part-time work on campus. Often student development in these areas results from student campus engagement and pragmatic work experience in addition to purely academic course work.

## Counseling Center

### *Mission Statement*

The mission of the Indiana State University Student Counseling Center is to provide ISU students with timely and effective mental health services that allow them to improve and maintain their mental well-being and therefore to meet their educational, personal, emotional, and psychological goals. We also provide outreach and consultation services that help create supportive learning and living environments, while at the same time addressing students' developmental needs to help them become effective and productive citizens.

### *Description of the Unit*

The ISU Student Counseling Center (SCC) provides a wide range of personal counseling, outreach, and consultation services to ISU students and the University community on issues such as depression and anxiety, crisis management, relationship concerns, suicidality, homesickness, substance abuse, eating disorders, and stress management. Counseling services are generally short-term; and if a student's needs cannot be met at the Center, they may be referred to outside resources. There is no charge to currently enrolled ISU students for any of the Student Counseling Center's services; including personal counseling, outreach programming, testing, group programs, or consultation. In accordance with state and federal laws, it is important to note that *ALL* information is held in the strictest confidence. No information is released to anyone without the expressed written permission of the client; unless there is a report of abuse, a court order, or immediate danger of serious harm to self or others, at which time we may be mandated to release information.

Within the Student Counseling Center is housed Student Health Promotions (SHP), which serves as the University's primary outreach function dealing with wellness issues that impact ISU students. Today's college students face many challenges and adjustment concerns in both the academic and social worlds. The main purpose of Student Health Promotion is to provide accessible and accurate health and wellness information to help students make important lifestyle decisions. In conjunction with the Student Counseling Center, SHP offers a variety of services and programs to assist students in achieving and maintaining a healthy balance between body, mind, and emotions.

### *Programs and Services*

- Personal counseling for currently enrolled ISU Students (Individual, Couples, and Group).
- Provide consultation to students, groups, faculty, University staff, and parents on mental health or wellness issues that may impact the functioning of students or the institution.
- Alcohol and Other Drug Counseling, which includes a formal drug and alcohol use assessment and limited treatment.
- Crisis management. Students in crisis are able to walk-in during regular business hours without an appointment and see the first available counselor. After hours, the Center staff are available to consult with Public Safety or Residential Life staff about students who may be in danger of harming themselves or others. Additionally, if a parent, another student, faculty, member or University staff member have concerns about a student in crisis, the Center staff is available to help guide a course of action or to make an appropriate referral.
- Liaison relationships with essential offices, groups, or organizations on campus who regularly deal with students. Some of these groups include the Student Health Center, Public Safety, Residential Life, Student Judicial, Campus Ministries, Intercollegiate Athletics, and the campus LGB group.
- Practicum Training Program for pre-doctoral students in Counseling or Clinical psychology. In the upcoming year, we will have 6 students who see clients as part of their training experience.

- Provided training programs to other offices and organizations on how to deal with crises, refer students in distress, customer service, and the management and referral of suicidal students.
- Outreach programming on topics including but not limited to: time and stress management, responsible use of alcohol, drug abuse, homesickness, healthy relationships, sexual health and responsibility, sexual assault prevention, suicide prevention, weight and nutrition management, study skills, pandemic flu, and sleep hygiene.
- National Awareness weeks and days are routinely covered by the combined efforts of the SCC and SHP (National Depression Screening, Collegiate Alcohol Awareness Week, National Alcohol Awareness Week, Eating Disorders Awareness Week, and National Anxiety Screening Day).
- Alcohol and Marijuana classes are offered twice per month through Student Health Promotion for first time offenders who are cited by Residential Life.
- In cooperation with the Dietetics Program, Student Health Promotions has arranged for students to provide nutrition consults to the ISU community (students as well as faculty and staff).
- All Counseling Center staff is assigned to maintain working liaison relationships with other offices or organizations on campus, including the Student Health Center, Residential Life, Intercollegiate Athletics, Student Activities and Organizations, Student Judicial Programs, Campus Ministries, the campus LGB group, International Student Affairs, and the graduate programs in psychology.
- The Student Counseling Center provides psychiatric services through a contracted Psychiatrist, which provides continuity of care while reducing issues related to medical liability.

### *Recent Accomplishments*

- Expanded the Practicum Training Program from three to six pre-doctoral students. As part of this expansion, the Center created a relationship with the Clinical Psychology program at the University of Indianapolis and will have three of their students providing services at our facility as part of their training for the upcoming year.
- With the hiring of contract workers and expansion of the training program, the Student Counseling Center was effectively able to reduce the traditional wait-list of 4-6 weeks to just a little over 1 week after the first appointment.
- Implemented the use of a new assessment instrument to evaluate the effectiveness of Counseling Center services. Though currently in a paper-pencil format, the Center will be switching to a web-based version of the same instrument to make tracking and running of statistics less tedious.
- Reestablishing the Athletic and Sport Consultancy, a cross-disciplinary collaborative with the College of Nursing, Health, and Human Services, to create a mental training program for student-athletes, teams, coaches, and other ISU students experiencing performance related issues.
- The Student Counseling Center expanded the use of psychological assessments to assist in making proper diagnoses, aid in treatment recommendations, and assist with appropriate referral.
- Initiated the planning for Mental Health Emergency response in the case of an emergency or campus crisis. This included establishing a working relationship with the local Emergency Response group (Task Force 7) and having member of the staff join the group; as well as the attendance of a "Compact" meeting with other Center Directors and Deans of Students within the state of Indiana for preplanning and to create a working relationship
- All professional staff members at the Center presented at regional or national conferences on topics significant to university counseling or wellness services.

- Created Alcohol and Marijuana classes that focus on educating first offenders who are cited by Residential Life and don't meet a significant enough level of offense to warrant being sent directly to Student Judicial.
- Student Health Promotion created a co-op experience with the Community Health Promotion program to allow students from that program to get valuable work experience prior to graduation.
- PHACT (Promoting Health across Campus Together), the ISU peer education group was reformed 3 years ago by the SCC and SHP who have advised the group. This past year, PHACT was able to significantly increase membership with the help of SHP. As a result, they were chartered by Student Government as an official organization; and their work helped to reduce the burden on the Health Educator.
- Applied for and received grants to work on issues related to sexual assault awareness and women's health issues.

### *New Projects and Developments*

- Relocation from the Lower Level of the Student Services Building to the Third floor and into a newly created Center.
- With the building of the new Recreation Center, there has been an expressed desire to expand wellness services offered on the ISU campus. To start this process, the SCC, Recreational Sports, and SHP will be meeting to discuss ways to collaborate and offer expanded wellness programming and consultation

## **Student Activities and Organizations (SAO)**

### *Mission Statement*

To promote student success by providing opportunities for community and public service; identify, engage and develop student leaders in collegiate and community life through participation in student organizations and activities.

We facilitate the development of student's emotional maturity, autonomy, critical thinking, citizenship, and stewardship through co-curricular involvement and leadership opportunities.

### *Description of the Unit*

Student Activities and Organizations provides a wide variety of programs which encourage student growth, learning, and development through active engagement in the development and management of various social and professional programs.

### *Programs and Services*

- Consistent and intentional opportunities for experiential learning, leadership development and para-professional training involving:
  - Student Organizations
    - Union Board (activities programming board of 30 students)
    - Homecoming Steering Committee (25 students)
    - Spring Week Steering Committee (20 students)
    - Fraternity and Sorority Student Leaders (75 students)
  - Student Office Assistants (6 students)
  - Graduate Assistants and Practicum Students (8 students)

- Provide guidance and collaborate with students, staff and faculty who coordinate a variety of community engagement activities including:
  - “Jam the Bus” Food Drive for Catholic Charities
  - St. Nicks Day (reading program) with elementary school children
  - 9-11 Candlelight Vigil to honor those affected by the events on 9-11
  - ISU Treasure with Wabash Valley Visions and Voices to engage students, staff, faculty and alumni in ISU history
  - Blood Drives for Central Indiana Blood Center
  - Alternative Spring Break in which we financially support and encourage participation
- Resources, services and guidance to registered student organizations
- Meet regularly and provide on-going advisement for student leaders and advisors from fraternities, sororities, Union Board (activities programming board), campus ministries and other student organizations
- Coordinate web site information and approve events for student calendar
- Plan, implement and evaluate Annual Events and other programs including:
  - Family Day
  - Fraternity and Sorority New Member Recruitment and Intake process
  - Homecoming (week of activities including Sycamore Tricycle Derby, Blue and White Parade, Stompin’, Blood Drives, Torchlight Parade and Pep Rally)
  - Spring Week (week of activities including Tandem Race, Carnival, Community Service, and Air Band)
  - Miss Indiana State University which is a preliminary competition for Miss Indiana and Miss America
  - Sycamore Sunday and March through the Arch which is a vital part of the new student welcome in the fall semester
- Collaborate on an array of programs with other departments and university’s activities staff within the Wabash Valley including:

### *Recent accomplishments*

- The estimated number of students that participated in the 94 activities that the department sponsored, co-sponsored or directly advised was 20,450.
- A priority was to engage a more diverse mix of student leaders in the organizations we directly advise. We believe we have had some success in this area, particularly with Caucasian and African-American students. Within Union Board the percentage of African-American student leaders is as follows: 40% Programming Board; 55% Homecoming Steering Committee; 37% Spring Week Steering Committee. These percentages are higher than in past years. Although the achievement only focuses on the “black/white” area of diversity, we believe it is an accomplishment for ISU. We are committed to working with diversity in all areas and are continuing to examine ways in which we can engage students from other backgrounds, i.e. international students, etc.
- The growth, learning, and development of our five Graduate Assistants assisted in measuring progress and to determine what professional skills were needed for further development.
- A qualitative survey was administered to the Spring Week Steering Committee (student leaders) to determine what leadership skills were needed to chair a committee and additional skills they need to develop.
- Major programs were assessed (Miss ISU, St. Nicks Day, etc.) by students in the SAHE 651 class and plans are in place to increase the number of programs that are assessed.
- Worked as a team in conjunction with the Dean of Students and Vice President of Student Affairs, and with the support of fraternity and sorority student leaders, advisors and alumni to develop committees to address the issues of membership

recruitment/intake, alumni, national and international headquarters relationships, behavior issues, housing, etc.

- This year we were able to establish a Miss Indiana State University Educational Fund account through the ISU Foundation which will further enhance our efforts to prepare Miss ISU for competition in Miss Indiana (preliminary to Miss America).

### *New Projects and Developments*

- Clarified and developed information for student organizations regarding policies, procedures, relationship statements, etc.
- Development of a system, in conjunction with student leaders and advisors, of standards, evaluation and recognition of fraternity and sorority members and chapters
- Continuing discussion with the African-American Cultural Center staff in developing a plan of action to enhance collaboration between Miss Ebony and Miss Indiana State University programs

## **Intercollegiate Athletics**

### *Mission Statement*

The mission of the Indiana State University Department of Intercollegiate Athletics is to provide opportunities for continuing growth and challenging expectations for achievement at all levels of team and individual participation. We promote and model the highest standards of scholarship, public service, sportsmanship and teamwork. We seek to recruit, train, educate and graduate productive citizens.

### *Value Statements*

- Academic Strength- We seek to attract promising student-athletes and provide the resources, programs, and personnel necessary to facilitate the intellectual, social and personal growth of all student-athletes.
- Competition- We strive to build a stronger academic and athletic community through enhanced performance, teamwork, individual student-athlete development, adherence to rules, discipline and hard work.
- Integrity- We adhere to the letter and spirit of all rules and regulations of the university and athletic bodies to which we belong.
- Diversity- We serve a diverse body of student athletes from varied backgrounds and ethnicity, intellectual interests and academic readiness by our commitment to both student-athlete access and student-athlete success.
- Equity- We seek to provide a variety of athletics programs that afford ample opportunities for participation reflecting the overall gender composition of the Indiana State University student population.
- Safety- We encourage and support strategies that promote the life-long health and welfare of our student-athletes, with an obligation for sound coaching principles and commitment to student-athlete training and conditioning.
- Fiscal Responsibility- We manage our budgets in a fiscally responsible manner while seeking to provide resources to assure that all athletic programs are given equitable opportunities in competitive venues.

### *Description of the Unit*

Honoring the concept of holistic learning, Intercollegiate Athletics seeks to recruit, train, educate, and graduate students while providing an environment that promotes scholarship, public service, conduct, teamwork, and citizenship.

### *Significant Programs, Services, and Processes in Support of the Institution*

#### *Academics*

- 59% of all student athletes achieved "Athletics Director's Honor Roll" recognition in Spring 2008 (3.0 Semester GPA and above)
- Student athletes currently have a mean cumulative GPA of 3.05 which is increased from 3.04 in Spring 2007
- 83% of female student athletes have a 3.0 or higher cumulative GPA
- 45% of male student athletes have a 3.0 or higher GPA
- Women's golf had 100% of team members above the 3.0 cumulative mark
- Women's soccer had 95% of team members above the 3.0 cumulative mark
- Women's soccer has a 3.59 cumulative GPA, women's golf and cross country 3.57 and men's cross country with a 3.36
- The Missouri Valley Conference (MVC) and the Missouri Valley Football Conference (MVFC) recognized 157 Indiana State student athletes for the Conference Honor Roll. MVC=3.20 or higher semester GPA; MVFC=3.00 or higher.
- Women's Volleyball earned its 9th consecutive GamePlan/AVCA Team Academic Award, the longest active streak in NCAA Division I

#### *Department Highlights*

- We will host the NCAA Men's and Women's NCAA Division I Cross Country National Championships this year for the 6th consecutive year.
- 72% of Athletics Department personnel have been here less than 3 years. Wholesale changes have been made to bolster the program and move things in the right direction
- Baseball--Coach Lindsay Meggs, just completed his second season at ISU. Came from Chico State University in California where he won 3 NCAA Division II National Championships
- Men's Basketball--Coach Kevin McKenna, just completed his first season at ISU. Came to us from Creighton University where he was an assistant coach. Former Head Coach at Univ. of Nebraska, Omaha where his teams appeared in the NCAA Division II Final Four two times. Played for the NBA Los Angeles Lakers and won a World Championship with Magic Johnson and Kareem Abdul Jabbar.
- Football--Coach Trent Miles, preparing for his first year at ISU. An alum of ISU. In the ISU Hall of Fame. Came to ISU from University of Washington where he was an Assistant Coach. Prior to that coached at Notre Dame, Stanford and the Green Bay Packers. This is his first head coaching position.
- Volleyball--Coach Traci Dahl, preparing for her first year at ISU. Came to ISU from California State University, Fullerton where she was an assistant coach. Played on an NCAA National Championship team at Long Beach State University.
- Women's Basketball ranked number 32 in the nation in attendance, averaging 3,900 spectators per game
- Received the first \$100,000 Athletics Department donation from a local businessman alum
- Coach John McNichols, 25 year Head Track and Cross Country Coach, was inducted into the prestigious Drake Relays Hall of Fame in May 08

- Coach Vernon Croft, soccer coach, collected soccer equipment and shoes, and delivered the equipment and shoes to approximately 400 impoverished children and war affected youth in Liberia, West Africa.
- Women's Tennis achieved the only ISU Missouri Valley Conference Championship this year under the leadership of Coach Malik Tabet. This was a first for the ISU Women's Tennis program.

### *Evidence of Quality*

Athletics Department Coaches, Staff and Student Athletes annually participate in over 120 community service events each year. These events include "Reading with a Sycamore" at local elementary schools, visiting hospital wards, working with the United Way, working with the Susan G. Komen cure for breast cancer Foundation and many other appearances and interactions with community organizations. Most recently we had about 40 student athletes, coaches, staff and others associated with the Athletics Department participate in rescue efforts for the recent flood disasters in the area.

Student Athletes are learning life skills that will serve them for the rest of their lives. Teamwork, listening, leading and following, competitiveness, sportsmanship, time management, and many other skills are some of the learned life skills inherent in intercollegiate athletics. Our coaches teach it and model it. Our student athletes are expected to live it and learn to be valuable contributors to society.

The Athletics Department graduation and retention rates and grade point average, is significantly higher than that of the general student body. This is due to the commitment of coaches, staff, quality student athletes, and an outstanding Student Academic Services program. Academic and Athletic excellence is expected in our program.

IT IS A PRIVILEGE AND NOT A RIGHT TO BE A SYCAMORE AND WEAR THE "BLUE AND WHITE" PROUDLY.

## **Public Safety**

### *Mission Statement*

It is the mission of the Public Safety Department to provide competent public safety services to all persons, with the highest regard for human dignity through efficient, professional, and ethical law enforcement and crime prevention practices. We are committed to developing a partnership with our citizens to provide a community, in which we can live, learn, and work safely. The men and women of this Department shall perform these duties with honesty and fairness. Through strong leadership and continuous training, we will strive to serve as role models for the community, committed to integrity, sensitivity, and compassion.

### *Description of the Unit*

The Office of Public Safety provides for the physical safety of the campus community. Honoring human dignity, members of the unit enforces applicable laws, develops partnerships within the community, and provides education to enhance individuals' understanding of how they might become agents in the management of their own personal safety.



### *Significant Programs, Services, and Processes in Support of the Institution*

The Department of Public Safety at Indiana State University consists of two divisions- Traffic & Parking and Police. The Traffic and Parking Division is staffed by a supervisor, assistant and nine part-time student employees, all of whom are non-law enforcement personnel. The division is responsible for issuing parking permits and citations. In addition, it also issues all University ID cards. This division generates over \$800,000 in revenue annually.

The Police Division consists of 25 commissioned law enforcement officers and seven civilian employees. The division is divided into Uniformed Patrol, Investigations and Dispatch. Our police officers receive full municipal police academy training. They are sworn in, not only as police officers, but as special deputies of the Sheriff's Department. This provides them with jurisdiction to patrol our remote properties and streets surrounding campus as well as assist City Police when necessary.

With regard to crime statistics, the numbers at ISU closely resemble those of similar institutions within the State. The following chart provides totals of the most serious crimes that have occurred over the past three years on the campuses of Ball State, USI, IUPUI and ISU.

CRIME	BALL STATE	USI	IUPUI	ISU
FORCIBLE SEX OFFENSE	17	6	5	7
NON-FORCIBLE SEX OFFENCE	0	4	0	0
ROBBERY	5	0	7	1
AGGRAVATED ASSAULT	5	1	2	2
BURGLARY	117	44	345	169
MOTOR VEHICLE THEFT	3	6	39	14
ARSON	0	2	1	2

A major challenge for this department continues to be the retention of experienced officers. Although retention has improved somewhat over the past two years due to a significant salary adjustment, 15 of our 25 officers have been with us less than five years.

The Police Division also operates its own Dispatch Center which is staffed 24x7 by five fully trained police dispatchers. The center also serves as back-up for Vigo County's Central Dispatch and handles that agency's roll over calls. We are represented on the County 911 Advisory Board and last year received \$83,000 from County 911 funds to upgrade our center. The Department is also charged with the development and annual updating of the University's Emergency Response plan as well as the development of the current Pandemic Flu Response Plan.

The Community Service Officer Program is sponsored by and administered by the ISU Police Department. The program is over ten years old and provides students the opportunity to develop communications, teamwork, customer service, and community service skills that support their overall growth, learning, and development. The program is budgeted to accommodate up to 25 students each year in this educational program. Services provided by the CSO's include parking enforcement, special events safety and security services, radio use, safety escorts, vehicular battery jumps and lockouts, and general motorist assistance.

## Residential Life

### *Mission Statement*

It is the primary function of Residential Life to support the University mission by providing a living environment for students that is conducive to learning, holistic personal development, community service, and leadership.

### *Value Statements for the Residential Life Office*

- We foster personal growth by providing and maintaining a comprehensive living environment including safe, aesthetically pleasing facilities and high quality sustainable dining services for students.
  - We provide a diverse environment that is inclusive of all individuals, ideas and expressions.
  - We value high standards for learning, teaching and inquiry by establishing and maintaining an environment supportive of the academic mission
  - We promote responsible citizenship and encourage stewardship within our community
- Residence Hall Staff is comprised of a very diverse (gender and ethnicity) group of individuals. Currently of the 116 hall staff members, the staff consists of:
- 66 females (24 women of color and 2 international)
  - 47 males (16 men of color and 2 international)

### *Description of the Unit*

The Office of Residential Life at Indiana State University provides housing and dining options at a price that is lower than any other state supported institution, yet provides a rich learning environment that complements the University's mission of promoting holistic student growth, learning, and development. Through their first-year programming, the Residential Life staff provides guidance and support through Resident Assistants, Academic Peer Advocates, and broad-based programming focused on complimenting in-class education through applied and experiential learning opportunities. Academic Theme Floor programs provides a rich environment for learning that actively involves faculty and tutoring to support student learning that compliments 7 academic programs, including Nursing, Aviation Technology, Athletic Training, Performing Arts, Social Work, Early Childhood Education/Special Education, and Construction Management.

The educational mission of the Office of Residential Life is built on four distinct "tracks" that include 1) academic, career and intellectual development, 2) personal identity and interpersonal relationships, 3) health and wellness, and 4) cultural education and diversity.

Particular focus is made to the development of student employees, especially masters level students that serve as graduate assistant directors. Regular training as well as strengths assessment is conducted to assist masters-level students as to their strengths and natural abilities.

As an "out of the classroom" learning laboratory, the Office of Residential Life sees itself as a place wherein students can develop life skills that can be applied post-graduation where they are able to better manage their own lives, but to enrich the lives of others as they contribute to multiple environments in which they will find themselves in the future.

### *Housing Options*

#### *Residence Halls*

Residential Life operates 9 residence halls, all of which are coed.

Sycamore Complex - Four towers located between 4<sup>th</sup> and 5<sup>th</sup> street and Chestnut. Each tower has 10 living floors and a first floor area, mezzanine and a 7<sup>th</sup> floor area used for different purposes. Some are study areas, laundry or TV lounge. The complex has a central dining facility and has a great deal of interaction with faculty members involved in Theme housing and Honors programs.

Blumberg (houses first year students only) - Student staff includes Residence Assistants plus academic peer advocates.

Cromwell - Houses first year students only, and has theme housing. Student staff includes RA plus Academic peer advocates.

Rhoads – The ISU Honors hall (Presidential Scholars/ Alumni Scholars, all quiet floors). The first floor and mezzanine of Rhoads were recently renovated to include faculty offices, new lounge and classroom area. This was a joint project between Residential Life and Academic Affairs.

Mills- Mixed hall, International, Interlink, Men's/Women's Basketball, Break Housing (open during all breaks)

Burford Complex- Located on 6<sup>th</sup> – Each hall has 5 living floors and formal lounge on first floor.

Burford Hall - Newly renovated hall that includes private baths, individual climate control, wireless technology, classroom area, and 2 music practice rooms and stage performance area. This hall houses first year students in theme housing (performing arts, business, and aerospace technology/pro pilots).

Pickerl Hall - Upper-class hall for students with 56 credit hours or more. All single rooms. If student is 21 or older he/she can have alcohol in room.

Erickson Hall - Presently houses Admissions and other administrative offices. This hall has been renovated to include air conditioning.

Sandison Complex - Hines and Jones have 9 living floors and a first floor lounge area.

Hines and Jones Halls - Houses upper class students. Private baths, individual climate control, walk in closets.

Sandison Hall - Presently closed and housed national fraternities. This hall has 8 living floors and a first floor lounge and recreation area.

Lincoln Quad - Suite style living for upper class students with a central dining facility. Five students per suite in 3 single rooms and one double, with bathroom, living room, and air conditioning. The facility houses 8 national sorority chapters, which includes a sorority suite on the ground level.

Total Capacity ..... 3369  
Male.....1416  
Female.... 1953

#### *University Apartments*

Indiana State University owns and operates 382 apartments located 10 blocks south of campus on US 41 (3rd Street). The apartments are divided into four housing units composed of furnished one

and two bedroom apartments and unfurnished one, two, and three-bedroom apartments. Students with families and single students over the age of 21 may reside in the University Apartments.

In addition to providing an affordable and quiet place to live and study, the apartments provide opportunities for social and recreational activities. The staff at University Apartments creates and implements programs catering to an extremely diverse population. Programming efforts are also implemented for the children living in the complex.

### *Departmental Accomplishments*

- The development and implementation of the Backpack to Briefcase program; a collaborative venture with the ISU Career Center.
- Continued implementation of the Residential Life Quality of Life Survey; for the residence halls and for University Apartments
- The on-going relationships established with many academic departments regarding Theme Housing programs in the residence halls. This relationship included the expansion of the Academic Theme Housing program to include Construction Management.
- Development and implementation of the “Every Freakin Friday” (EFF) programs, designed to increase the number of students remaining on-campus during the weekends and is a collaborative effort of Food Service Staff, Residence Hall Staff residential students and members of the Residential Life Central Office staff.
- The development and implementation of the co-sponsored programs with the Recreation Management Department. The program was developed and implemented for tenants of University Apartments.
- The expansion and improvements implemented to enhance the Lincoln Leadership Community
- The attendance and participation of maintenance staff in the Civility workshops sponsored by the ISU Human Resources Office
- The renovation of Burford Hall that includes private baths, individual climate control, all new furniture, music practice rooms, classroom area, and wireless technology and installation of new elevator equipment in the Statesman Towers to assure compliance with State Code

### *Assessment*

- Assessment was used to provide feedback regarding the effectiveness and knowledge gained from attending and participating in the Backpack to Briefcase. The program was offered to upper level students in an attempt to introduce them to services provided by the ISU Career Center. The information obtained from the assessment data will be used to improve the program delivery, target specific areas participants would like new or additional information and record acquired knowledge from participants as it relates to attendance/participation.
- First Year Initiative Assessment: The First Year Initiative Assessment was conducted at the end of the 2007-08 academic year. The information from the assessment results provided specific data relating to the experiences first year student’s gained from living in the First Year Initiative residence halls (Burford, Blumberg and Cromwell). The information obtained related to academic support, interaction with faculty outside the classroom, benefits of living in the FYI area, transition to ISU, connection to academic major and community connectedness. The data obtained from the assessment survey will be used to develop additional learning opportunities for first year student’s residing in the First Year Initiative residence halls. The learning opportunities will be include: attempts to increase interaction with faculty outside the classroom, provide additional opportunities (educational and social) for student’s with the same academic major to interact more frequently, improve program (educational and social) efforts to assist with the transition to ISU, etc...
- The Office of Residential Life conducts assessment on educational and social programs implemented in the residence halls. The assessment is provided to each participant attending the program; efforts to assess are mainly focused on floor sponsored programs. The data obtained from the assessment

forms is used to improve services and provide educational learning opportunities for students residing in the residence halls.

### *Community Engagement*

Staff members from the Office of Residential Life participate, help plan and implement a variety of community engagement opportunities throughout the academic year. Listed below are only a few of the community engagement programs supported and implemented by members of the Office of Residential Life, including

- **Sycamores for the Community**  
Collection containers are placed on the first floor of each residence halls. During check-out, students donate gently used items for distribution to a local charitable organization.
- **SAAB (Student African-American Brotherhood)**  
In collaboration with Student Academic Support Services and a number of faculty members, the SAAB provides mentoring program focused on retaining and mentoring African-American male students attending ISU. The program is funded by a grant co-written by Dr. Catherine Baker and a variety of staff at IUPUI
- **Komen Wabash Valley Race for the Cure**  
Staff from the Office of Residential Life volunteer to assist with the planning and implementation of the Wabash Valley Race for the Cure, a program designed to increase awareness and to raise funds for the battle against breast cancer.
- **Indiana Special Olympics Basketball Tournament**  
The Office of Residential Life and other offices around campus as well as student volunteers provide support this basketball tournament for Special Olympics participants
- **The LLC, a special program designed to support the development of leadership skills,** invited members of the community to talk about volunteer opportunities available. As a result, the LLC members provided community service work at the Terre Haute Humane Shelter and the 14<sup>th</sup> and Chestnut Project. Additionally, the LLC conducted a series of fund raising activities in support of the eventual purchase of a bullet-proof vest for a police dog.

### *Evidence of Quality*

Students in the LLC received better overall GPA than hall residents who did not participate in the program.

Grade point averages for students living in the residence halls, contrasted with those living outside of residential life facilities are:

	Living in Residence Halls	Not Living in Residence Halls
First Year	2.94	2.74
Sophomore	3.08	2.96
Junior	3.14	3.03
Senior	3.03	3.13
Graduate	3.75	3.76

## Dining Services

### *Mission Statement*

To create and offer services that contribute to a more pleasant way of life for people wherever and whenever they come together.

### *Our Values*

- Service Spirit
- Team Spirit
- Spirit of Progress

At ISU Dining Services, we recognize that food is an integral part of daily campus life for resident students, commuting students, faculty, staff, administrators, visitors and guests of Indiana State University. We realize that beyond simply feeding people, we enhance the learning centered focus of the University through both support and direct involvement in learning centered activities and community service.

Indiana State University and Sodexo have worked together since 1989 to be the best in Campus Dining Services. The partnership has flourished because of our ability to develop a shared set of goals and objectives. We have successfully blended our cultures and using our combined forces have developed a dining program that adds value to the University and demonstrates a commitment to our guests.

### *Resident Dining*

Indiana State University's resident students enjoy freshly prepared meals at Lincoln Quad Dining and Sycamore Towers Dining. Our campus dining restaurants serve a wide variety of options with unlimited seconds. Both facilities are located in the heart of our residential communities. Each dining facility serves up theme dinners, special menu features and delicious daily favorites in a great atmosphere. From healthy foods to wholesome favorites, we serve what students crave. Busy students have the option of carry out at both facilities. "KFC Express" at Sycamore and "LQ on the Run" at Lincoln give students the opportunity to grab a quick bite and go.

### *Retail Dining*

The Commons at the Hulman Student Union offers quality food, prepared fresh with restaurant appeal. Student surveys and Sodexo's Lifestyling tool tell us that branding is important. We enjoy excellent partnerships with Einstein's, Taco Bell, Burger King, Starbucks and Edy's. Sodexo's in house branded favorites include: LaVincita, Subconnection and the Campus Cupboard. Mark Pi's Asian and George's Café are local operators that provide a vital service. Generations is an "all you care to eat" restaurant available weekdays at lunch. Satellite locations for retail include: Starbucks at the Library and Stalker Hall, as well as, Subconnection at the College of Business.

### *Catering*

ISU Dining Services understands the important role that Catering has on the entire campus. For Presidential level catering, fundraising and development efforts, we rely on the expertise of our Executive Chef and Catering Management team to prepare delicious cuisine, presented in a professional manner. Unique, special menus with signature dishes are created especially for University celebrations. We take pride in providing excellence at the "day to day" level of catering including coffee breaks and box lunches.

## *Dining Services Team*

Together, our ten- person management team has over 90 years of experience in Dining Services at Indiana State University. We are fortunate to have an excellent group of food service professionals who embrace the Sodexo ideals and at the same time integrate seamlessly with the culture of ISU and the Terre Haute.

The true success of ISU Dining service relies greatly on our team of associates that work hard to serve the ISU Community. These team members are the ones who prepare and serve all the meals. Over 220 associates make the salads, bake the cookies and do the dishes. They are the key to our mutual success.

The Sodexo Regional and National Resources are of great support to the ISU team. Operational Specialists in Human Resources, Culinary, Marketing, Design and Development, and other corporate support areas visit campus on a frequent basis.

### *Community Service*

Sodexo's services are an integral part of the daily life in the ISU and Terre Haute community as exemplified by

- For two years in a row, the Sodexo STOP Hunger Foundation has awarded the Wabash Valley Second Harvest Organization \$24,000 in food product for use in their Summer Feeding program for school age children. Our ISU Management team coordinates the ordering and delivery of food items through Terre Haute's Catholic Charities organization. Funding for this program comes from Sodexo employees, clients and customers who generously support our national STOP Hunger initiatives.
- ISU Dining Services donates 16,000 pounds of surplus perishable and non-perishable food annually to Terre Haute's Catholic Charities organization. In addition, we partner with Union Board on the Annual Jam the Bus/Caring Cans food drive.
- Every April, The ISU Management team provides a much needed "Cooks Day Off" for the food service providers at the Terre Haute 14<sup>th</sup> and Chestnut Community Center. In what has become an annual event, we prepare, serve and clean up lunch and dinner for 150 hungry school age children.
- ISU Dining Services works closely with the entire ISU community to provide event sponsorships and gifts in kind, as deemed appropriate. The ISU Foundation and Sycamore Athletics have benefited from partnership with Sodexo in the form of goods, services and monetary donations.

## *Student Engagement*

The learning centered focus of the University has been enhanced by Dining Services in the following ways

- In partnership with the Career Center, Dining Service is a vital part of the Etiquette and Dining Workshop held 8 times a year.
- In addition to ISU, the Etiquette workshop has been shared with the following community organizations: Vigo County Schools, IVY Tech State College, Saint Mary's of the Woods College and the Covered Bridge Girls Scout Council.
- As part of the Family and Consumer Science curriculum, Dietetics and Restaurant Management students receive real life food production experience in every kitchen on campus. These students become "Serv Safe Certified" after attending an intensive training course and exam provided by certified Sodexo trainer.
- A team from the College of Business Management 410 course acted as consultants on the development of food service space in the new College of Business and Student Recreation

Center. ISU Dining Services served as a major resource and partner in the process. Students learned first hand all that goes into planning and running a food service operation.

- A team of a graduate level course, Management 631, was responsible for putting together a case study of an organization challenge. Together with Dining Services, the group evaluated our current student employment program.
- In the Spring semester Dining Services benefited from the talents of a graduate student from the Higher Education Practicum class. Our graduate student was responsible for conducting focus groups and surveys. We have found that a graduate student is an excellent way to seek honest and direct feedback from students.

### *Assessment*

Together with the Residential Life staff, Dining Services takes part in the Annual Quality of Life Survey. This survey is an online tool that helps evaluate services provided to our On Campus Students.

Every campus event planner is given the opportunity to rate our services using an online tool following their catered events.

A formal customer satisfaction survey is done annually. Over 750 faculty, staff and students are given the opportunity to provide candid feedback on everything from staff friendliness to plate cleanliness.

The National Sanitation Foundation, an independent auditor, conducts an annual food and physical safety audits of our units. For two years in a row, we have earned the double gold award for 100% compliance.

Sodexo participates in a formal Mystery Shopping Program. This service brings anonymous, independent guests to our operations to critique what they experience.

Annually, select ISU administrators are given the opportunity to evaluate our services via an online tool. This client satisfaction survey allows us to come to understand what areas need improvement and attention.

Every fall, the Resident District Manager and graduate student meet with seven different organizations. The vital focus group process allows us to stay in touch with the needs of today's college students. Feedback about food service-related issues has driven many of the more recent initiatives, including the addition of an Edy's Ice Crème facility, later dining hours, and the La Vincita at Sycamore dining area in the HMSU Commons.



## Health Services

### *Mission Statement*

The Student Health Center promotes a culture that fosters growth and development in physical, emotional, social, and environmental well-being. Through educational and service provision, there is an emphasis on promoting healthy lifestyles, reducing stress and illness, and providing access to preventative services.

With health education, treatment services and preventative care the Student Health Center strives to keep our students healthy and well, thereby enabling them to be at their best while attending classes.

### *Description of the Unit*

The Student Health Center is conveniently located on campus, just north of the Hulman Memorial Student Union, in the Student Services Building. Hours of operation are 9 AM to 5:00 PM Monday through Thursday and 9 AM to 4:30 PM on Friday. Staff includes the Director, Physician: Medical Director, Nurse Practitioners, and Registered Nurses, Administrative staff, Medical Records staff and clerical staff. The Student Health Center also staffs a medical laboratory and X-Ray department. The Student Health Center provides treatment for illness and injury, immunizations, health maintenance and education. These services are provided at the lowest possible cost in order to help keep our students in school without the stress of high medical bills.

### *Significant Programs, Services, and Processes in Support of the Institution*

The Student Health Center is the designated record keeper for state required immunization information of all new full time students. It is also an influenza surveillance site for Indiana Department of Health. The Student Health Center works with the College of Nursing to provide annual Influenza vaccination clinics to the campus community. This clinic is organized and implemented by the Community Health Nursing 450 class, using Student Health Center guidance, equipment and record keeping/processing. Tuberculosis surveillance is a function of the Student Health Center as well. The Student Health center works with the Vigo County Health Department for treatment of Latent TB Infection as well as other reportable public health diseases.

Athletic training students have clinical rotations through the Student Health Center in which they work with the physician for hands on experience in doing assessment and general health review as well as injury assessment and treatment modalities.

Tuberculosis surveillance is a function of the Student Health Center as well. The Student Health center works with the Vigo County Health Department for treatment of Latent TB Infection as well as other reportable public health diseases.

## Student Publications

### *Mission Statement*

Student Publications' general mission is to provide an experiential learning environment in which students can give practical application to journalistic and business practices while serving the news, information, entertainment, and self-expression needs of the campus community.

To meet its mission and to complement the overall Institutional mission, Student Publications:

- Serves ISU as public forums for the free dissemination of accurate, fair and comprehensive news and information concerning the campus, community, state, region, nation and world.
- Offers student staff members chances to apply their skills of writing, reporting, editing, photography, graphic design, ad sales, marketing, office management and product delivery in ways that complement those students' work in related academic disciplines and that help prepare students for the world of work.
- To afford students opportunities to assume leadership positions in which they can learn and practice such skills as providing direction; setting an agenda; selecting, organizing and managing a staff of student peers; conceiving and putting into force a content plan for a publication; building teamwork and consensus; and meeting production deadlines.

Student Publications' professional advising and support staff takes as its missions:

- To foster an experiential learning environment in which students are encouraged through advisement, training, feedback
- To support student growth, learning, and development in the forms of one-on-one advising; group discussions; written and oral critiques of published work; exposure to current issues in news and advertising media; and personal concern for the student's academic, professional and social development.
- To teach, coach, challenge and encourage students in the widening of their knowledge in areas such as decision-making, ethical responsibility, writing, reporting, photography, graphic design, use of technology, ad sales, marketing, office management and product delivery.
- To offer regular in-house and off-campus opportunities at workshops, conferences and conventions to advance students' awareness, knowledge and sensibilities in matters relating to news and advertising media
- To advocate the protection of student editors' and student advertising managers' constitutional rights in terms of their being the sole and final decision makers concerning news, opinion and advertising content. This specifically includes protecting student leaders from intrusion into the content decision-making process by university administrators in manners such as mandatory pre-publication review and budget cuts aimed at controlling content. This also involves adviser advocacy for students' access to public officials, public meetings and public records.

### *Significant Programs, Services, and Processes in Support of the Institution*

Student Publications is the umbrella department for the *Indiana Statesman*, a thrice-weekly student-created campus newspaper. The newspaper distributes 5,000 printed copies to nearly 100 locations and publishes online at [www.indianastatesman.com](http://www.indianastatesman.com).

The department is in the developmental stages of greatly expanding its online presence. For most of the 2007-8 academic year, Student Publications studied the establishment of a new online format designed to complement the printed edition of the *Indiana Statesman*. This new-media format was studied and discussed among current students; the staff's advisers; the Student Publications Board; the Student Affairs Division senior leadership; and selected faculty, staff and alumni. Students and

advisers attended workshops (in Nashville, Tenn., and in New York City) specifically addressing new-media development. Additionally, the initiative was a topic in two spring semester 2008 Communication classes: small groups in one class researched and presented “pitches” to Student Publications in which they outlined their suggestions for such a new form of media; in a graduate research class, first-year students were surveyed on their use of new media and their ideas for a student-edited online publication.

An editor-in-chief leads the newspaper newsroom. That person, who must be a student in good academic standing, is selected through application to and interviews with the Student Publications Board, a university-wide committee. The editor’s term is one semester, but the editor may apply for subsequent terms. The editor selects his/her sub-editors and delegates to those sub-editors the hiring of assistant editors, copy editors, reporters, photographers and other newsroom staff members. The editor in chief makes final content decisions concerning the news and editorial areas of the newspaper.

A parallel situation exists in the advertising department, which is administratively and physically separate from the newsroom. The student advertising manager is the ad room equivalent of the editor in chief. That student, who also must be a student in good academic standing, is also selected by the Student Publications Board. The ad manager’s term is one semester, but that person also may apply for subsequent terms. The ad manager selects his/her assistant manager, ad salespersons and ad designers. The ad manager makes final content decisions concerning advertising material.

Student Publications is separate from journalism and other media classes offered in the Communication department, but an increasingly complementary working relationship exists between the two areas. For most newspaper students, no class credit is given for their participation, although a few are granted internship credit.

The *Indiana Statesman* ad sales staff generates about \$200,000 per year in revenue from campus, local, regional and national accounts. The ad staff is charged with meeting monthly goals for each fiscal year. The students’ progress toward those goals is constantly tracked, and advisers attempt to intervene when ad sales lag. Given the state of the current economy, ad sales are becoming an increasingly challenging aspect of the *Statesman’s* financial health.

### *Advising and Educational Training*

As a teaching tool, newsroom advisers in 2007-8 produced and distributed written critiques for all 87 issues of the *Indiana Statesman* published during fall and spring semesters. Additionally, those critiques of the tri-weekly newspaper were converted into an interactive blog during spring semester. These critiques complimented good work, offered suggestions for improvement for other published efforts and shared learning materials designed to facilitate individual and collective professional development. These critiques are intended to enhance experiential learning by applying quick-feedback reality tests to that which students publish. This feedback and instruction is essential in our students’ better learning how to produce quality journalism in the next issue compared with the latest issue.

A comprehensive feedback publication called *After Deadline* is also produced at least once per semester.

The advertising adviser (Assistant Director of Student Publications) offers frequent written feedback, reminder notes and other urgings.

Advisers and visiting presenters also regularly offer workshops on journalistic and advertising skills to students during the academic year: editing, reporting, writing, ethics, media law, the journalist’s roles, photography, graphic design and advertising sales.

Student Publications also regularly dedicates a significant portion of its budget toward sending its students and advisers to state, regional and national conventions, conferences and workshops. In the 2007-8 fiscal year, for example, we sent students to a Management Seminar for College Newspaper Editors at the University of Georgia in Athens, Ga.; to a national College Media Advisers convention in New York City; to a national Center for Innovation in College Media workshop at Vanderbilt University in Nashville, Tenn.; to a Hoosier State Press Association Newsroom Seminar in Indianapolis; and to the Indiana Collegiate Press Association convention on the ISU campus. All of those experiences added to students' knowledge base, exposed them to current thought within the professions and presented them a basis for comparing ISU's Student Publications' strengths and weaknesses to those of colleges and universities from across the nation. At least one adviser accompanied students on all except one of those trips (at which advisers are not allowed); those conferences presented career development and networking opportunities for those advisers

### *Assessment*

Two editorial advisers graded the quality of the editorial content in each of 87 fall semester 2007 and spring semester 2008 issues of the *Indiana Statesman* using a numerical rubric to gauge aspects of news coverage and presentation. A report was issued in May 2008 and can be found online at [www1.indstate.edu/studentaffairsresearch/Microsoft%20Word%20-%20IndianaStatesmanQualityReport.pdf](http://www1.indstate.edu/studentaffairsresearch/Microsoft%20Word%20-%20IndianaStatesmanQualityReport.pdf). The assessment tool will be used again in 2008-9.

A learning outcomes survey was conducted with students who attended a series of "Media Pro" workshops conducted in March 2008 by the College Media Advisers (CMA) group. A report on that survey can be found online at [www1.indstate.edu/studentaffairsresearch/StudPubs1.pdf](http://www1.indstate.edu/studentaffairsresearch/StudPubs1.pdf). Should available funding exist to participate in the workshops again next year, we will once again conduct the survey.

An assessment report on learning outcomes surveys conducted a five previous years' CMA conventions can be found at [www1.indstate.edu/studentaffairsresearch/StudentPubsSLOReport.pdf](http://www1.indstate.edu/studentaffairsresearch/StudentPubsSLOReport.pdf)

In 2008, Student Publications — as a statewide community service outreach effort — conducted satisfaction surveys with editors and students who attended a job fair jointly sponsored by two of Indiana's leading professional journalism associations. A report on that survey can be found online at [www1.indstate.edu/studentaffairsresearch/StudPubs2.pdf](http://www1.indstate.edu/studentaffairsresearch/StudPubs2.pdf).

## **Hulman Memorial Student Union**

### *Mission Statement*

The Hulman Memorial Student Union creates a vibrant, welcoming gathering place through ongoing assessment efforts which produce quality facilities, services and employment opportunities that encourage and support learning, discovery and engagement within the various University and local communities we serve.

### *Vision Statement*

The Hulman Memorial Student Union aspires to create a dynamic, innovative environment that encourages and promotes student learning and engagement in an ever changing diverse community.

### *Description of the Unit*

The Union contains 150,000 square feet: 100,000 square feet in the Union proper and 50,000 square feet in the Commons Retail/Food Court. The Commons is managed by the Assistant VP of Student

Affairs, maintained by Residential Life Central Maintenance and cleaned by the HMSU Building Operations staff. The Commons houses seven fast food restaurants, a sit down restaurants, a coffee station, a bank, a copy center, a convenience store, and the ISU Bookstore.

Although the Student Union serves a large number of constituents, the spotlight is focused on our students which were reaffirmed in 1990 in the naming of the facility. However, the Union also serves as a campus and community center which is an added benefit to our students in terms of additional opportunities for learning, engagement and networking. We strive to stay abreast of our ever changing students' diverse needs in order to provide a current mixture of facilities, services and programs that provide the highest quality services and amenities as well as the most meaningful and enriching campus experiences that position our students well for successful entry into the job market and beyond.

### *Services*

#### Information Desk / MyISU Computers

Providing admissions materials, academic departmental brochures, bus schedules, lost and found, locker rental, and TDD phone

#### Events Management – reservations and planning

- sixty-six (66) reservable spaces (includes 24 meeting rooms and Dede Plaza)
- a variety of rooms accommodates from 8 to 400 people
- two rooms with “Smartboards”
- eight rooms with built in A/V & computer equipment.
- cleaning and public area policing
- room setup and adjustments
- marketing/banner display

#### Recreation (no fee)

- billiards
- board games
- periodicals
- Art Gallery lounge with baby grand piano for individual use
- television lounges
- microwaves/one with sink prep area
- quiet study lounge
- LeClub fitness center (a fee is charged)

### *Recent Accomplishments*

#### Services Improvement:

Service improvement was highlighted by a number of projects over the past year including replacement furniture, an overhauled security camera coverage plan and keys security system. Additionally, the upgrading of the Commuter Connections is currently underway.

#### Event Operation Services:

Event Services reservation bookings are up by 1,335 or 24% for a total of 7,045 bookings and event services income increased by 26% over the previous year as a result of cultivation of new clients. Guest Parking Income increased over 13+% and the total car count increased over 14+% due to the introduction of credit card processing services and an improved parking violation ticket process that increased collections.

Some major events of note held at HMSU over the past year include:

- Chelsea Clinton's visit
- Entourage's Jeremy Piven's visit for Obama
- The international Korean Fashion Show
- Homecoming Late Night Dance in the Commons.

A Visual Arts Program has a long history with HMSU and provides students appropriate venues to showcase their artistic works. This year, the Program was improved in a number of ways, such as:

- Increased our award sponsors by one to a total of eight.
- Dispersed a record amount of awards and monies to our student artists:
- eight purchase awards for a total of \$1,890
- eight merit awards for a total of \$800
- Conducted our first campus wide photography contest, *The Heart of Education*, to capture and celebrate learning on the ISU campus particularly experiential learning.
- Installed and dedicated the Decades of Discovery, a pictorial time line that synthesizes and celebrates our institutional heritage from its inception to 2005.
- Hosted our first Fine Arts Reception which included the unveiling of the model of the "One Tree, Many Roots" international flag mural.

#### Student Employment/Experiential Learning Program

Students are employed by HMSU in a variety of positions and we are dedicated to providing not only a means to earn an income, but to develop generalizable skills appropriate to life management during and after graduation. The Student Employee Career Development Skills program is designed to enhance self-awareness on the part of our student employees and is conducted in collaboration with the Career Center. In addition, student experiential learning was complemented in the following ways:

- Two (2) MFA students developed the core design, assembly and layout for the Decades of Discovery Project.
- Our first year for SAHE Practicum students - one in the Spring and one in the Summer
- Two (2) Interior Design students worked on finalizing the Connections Lounge finishes and helped design the layout for refurbishing lounges 117/118.
- The students in Nancy Nichols-Pethick intermediate painting students will produce and install the *One Tree, Many Roots*, in the Dede II corridor in conjunction with Randy Green and associated student in the International Affairs Center.

#### Improved Technology

- Introduced Virtual EMS so clients can review space availability on line.

Assessment and Strategic Planning was enhanced by the collection of consumer opinions through a comprehensive Facilities Satisfaction Survey in the spring semester as well as an ongoing assessment protocol with our Student Employee Career Development Skills program which measures student growth, learning, and development through the use of direct measures against a scoring rubric of student learning outcomes.

## Hulman Center, Tirey Hall, and Tilson Auditorium

Hulman Center is a 10,000-seat multi-purpose arena that is used for ISU and local high school basketball games, ISU and local high school and community college graduations, concerts, trade shows, large dinners, and other special events. It hosts over 100 events per year. The actual number of events held at the Hulman Center is limited by the scheduling of basketball practices in the facility which occupy over 100 dates each year.

Tirey Hall housed student union complex until it moved to its present location in 1993. It has the 1400 seat Tilson Auditorium as well as the Heritage Ballroom, with seating for up to 200 people, and the Heritage Lounge. The "State Room," is also in the building and serves as the primary meeting room for ISU's Board of Trustees. Tilson Hall hosts over 200 events per year of which a significant number of are sponsored by the ISU Music Dept as Tilson is the only venue currently on campus large enough to host many of their programs. However, with the opening of the College of Education's new facility in the Fall of 2009, it is anticipated that the Performance Auditorium within the building (which will be managed by Hulman Center/Tilson Auditorium staff), a number of the Music Department's programs will relocate to that venue, expanding the number of free dates that can be made available to additional public concerts and other programs in Tilson Auditorium.

The ISU Ticket office is also located at Hulman Center and is responsible for the sales of all ISU athletic tickets and tickets for other ISU events as well as other events held off campus through its Ticket Master operation. Those events include a broad range of offerings including Broadway shows, music concerts, the annual Chamber of Commerce dinner, various religious gatherings and other non-profit fund raisers, wrestling, Monster Trucks, and Sesame Street to name a few.

In addition to supporting the promoters of professional managed events, the Hulman Center/Tirey Hall staff produces the annual ISU Performing Arts Series which last year alone included eight shows.

Hulman Center and Tirey Hall are auxiliary operations funded in part by earned revenue and supplemented by student fees. Recent capital improvements at Hulman Center have included a remodeling of the ticket office, installation of a center hung scoreboard, creation of a decorative lighting system on the front of the building, and, currently underway, a renovation of the meeting room complex on the lower level. A distinctive feature of the new scoreboard video system is its capacity to be "dis-integrated" which allows transportation of its four individual video panels to different locations inside of Hulman Center and one board, mounted on a trailer, to be transported to athletics and other non-HC venues across campus and beyond.

The Hulman Center/Tirey Hall staff has four assistant directors and a variety of ticketing/marketing and technical/event operations staff. Our community outreach extends to support of the downtown Terre Haute Street Fair, the Vigo County Fair, and various programs held at either venue in association with the Vigo County School Corporation.

Assessment activities are focused on a regular review of all the events that occur in the facilities with the staff and program coordinators. In addition, we do regular user surveys with event sponsors as well as the patrons of the Performing Arts Series.

## Recreational Sports

### *Mission Statement*

The Office of Recreational Sports is committed to providing quality facilities, programs, and services that promote a healthier university community and enhance the educational and professional growth of students through experiential learning opportunities.

### *Core Values*

The Office of Recreational Sports (RS) provides the following core values.

#### Service

- RS strives to provide quality and diverse programs.
- RS is committed to quality customer service.
- RS responds to changing needs of our customers.

#### Access

- RS gives the highest regard to accommodating the unique physical needs of our patrons.
- RS is committed to keeping the recreational sports needs of the university community in high priority when challenged by space and budgetary constraints.

#### Success

- RS fosters leadership opportunities that provide quality experiential education outcomes.
- RS provides quality leisure activities that balance campus life and promotes healthy lifestyles.
- RS creates a working atmosphere for student employees that instill exploration of the recreational sports profession.

#### Innovation

- RS strives to create new markets to increase the value of the "Recreational Sports" experience.
- RS strives to offer unique experiences.

#### Excellence

- RS strives to exceed expectations in activities, programs, and services.
- RS provides service, activities, and programs based on a high level of professionalism.

### *Description of the Unit*

The Office of Recreational Sports is comprised of the following program areas

- Informal Recreation (drop-in and self-directed)
- Intramural Sports
- Le Club (satellite on-campus health clubs)
- Get Fit (recreational fitness classes)
- Outdoor Recreation (small rental center)
- Children's Learn-to-Swim
- Currently responsible for scheduling and management of the Arena Building, which also houses the College of Nursing, Health and Human Services, the department of Intercollegiate Athletics and Recreational Sports
- Special events supervision



### *Significant Programs, Services, and Processes in Support of the Institution*

The most significant initiative is the completion of the new Student Recreation Center. Staff members have been spending significant time on the planning and developing of policies and procedures as the move is anticipated to take place late Spring 2009 semester. The \$21.7 million-dollar, 109,420-square-foot facility will house a three-court gymnasium, a recreation aquatics facility, fitness center, climbing wall, elevated jogging/running track, multi-purpose activity rooms and a multi-activity court. The Student Recreation Center is expected to be completed in 2009. Please refer to Appendix B of this report for architectural renderings and other information regarding the facility.

Two of the most significant contributions to the university's mission are the strong student development and experiential learning aspects of the program. Recreational Sports is truly a student-run operation. As one of the largest employers of students on campus, student employees gain exceptional experiences as building and activity supervisors, instructors, officials, office assistants, lifeguards, etc. Risk management, conflict resolution, business practices, staff supervision, activity coordination and planning are just some of the outstanding learning objectives realized by our student employees. Recreational Sports has been very successful in placing student employees in the recreational sports professional field. There are currently 13 former graduate assistants who are working on college campuses throughout the country in the recreational sports field (four directors). We have also been able to place a couple of undergraduate student employees as graduate assistants in recreational sports at other institutions. Both moved on to professional jobs in recreational sports at higher education institutions.

### **ISU Bookstore**

#### *Mission Statement*

Barnes and Noble at Indiana State University supports the University mission by promoting a positive learning environment to ISU students by providing the necessary materials and tools. Our commitment to helping each individual student achieve his or her own unique personal goals is our top priority. Through active participation and significant engagement with our global community, the ISU bookstore equips students to be productive and first-rate citizens.

#### *Description of the Unit*

The ISU Bookstore delivers superior customer service, puts the correct textbook in students' hands, builds relationships with faculty, staff, students, and the community, and drives sales.

#### *Significant Programs, Services, and Processes in Support of the Institution*

- ISU Bookstore averaged a 99.5% during the course of the 2007–2008 school year for secret shops.
- ISU Bookstore gave out over \$410,000 in buyback money. This large supply of used books saved ISU students an additional \$404,851.
- ISU Bookstore holds an annual brunch for department assistants to thank them for all their hardwork throughout the school year and also to educate them about the textbook cycle.

- ISU Bookstore gave back over \$480,000 to Indiana State University during the 2008 fiscal year.
- ISU Bookstore ended its 2008 fiscal year up over last year by more than \$200,000.
- ISU Bookstore maintains a sapient platform website that has grown sales the past two years in new and used textbooks, clothing, and diploma frames. Over 2500 truncations were completed between April 30, 2007 and May 3, 2008 and over \$345,000 in sales.

## Student Judicial Programs

### *Mission Statement*

Student Judicial Programs supports Indiana State University's mission of educating students. SJP takes a leadership role in the enforcement of the policies and procedures that address student behavior. These rules and regulations are outlined in the Code of Student Conduct. They provide the framework for governing the behavior of all students and student organizations and are necessary for the orderly operation of the University and the maintenance of an environment that is designed to enhance the academic and personal development of all students.

### *Description of Unit*

Student Judicial Programs oversees the administration of the *Code of Student Conduct*. These regulations govern the conduct of all students and student organizations and are developed through consultation with all segments of the campus community and are shared with students as the standard for ethics and integrity expected of Indiana State University students. The conduct process supports the educational mission of the University and these policies and procedures provide for a campus environment whose purpose is the academic and personal growth of students. Students are expected to adopt the values expressed by the University and demonstrate integrity, personal responsibility, respect for others and pride in community.

Procedures are in place to assure appropriate due process and to protect the rights of students involved in the conduct process. The adjudication of conduct situations occur at three levels

- residence hall meetings with minimum due process
- conferences and administrative hearings with Student Judicial Programs staff members
- full due process hearings with the All-University Court, a community-based judicial board made up of six faculty, six administrative and six student volunteers who serve on three-person hearing panels.

The disciplinary actions for violating the *Code* range from a conduct discussion as an informal warning up to and including suspension and expulsion which terminates student status. Educational and creative sanctions are added when appropriate and available.

Student Health Promotion, Residential Life and SJP collaborate to provide alcohol and drug education for violators of these policies. SJP works with a variety of other departments including the Dean of Students Office, Public Safety, Recreational Sports, Intercollegiate Athletics, Student Counseling Center, Student Activities and Organizations, Registration and Records, Admissions, Controller's Office and academic deans and advisors in order to facilitate this comprehensive program.

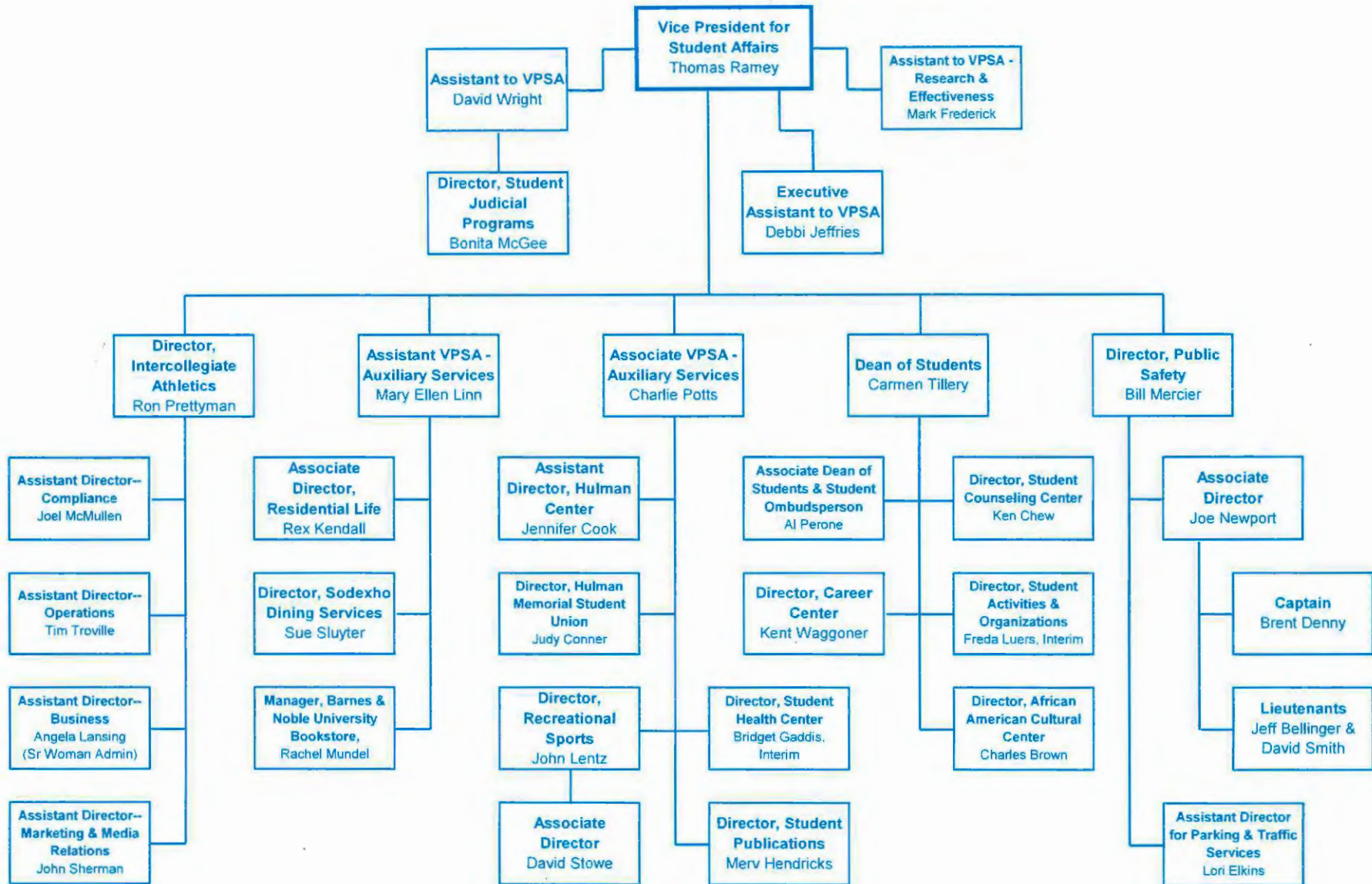
Physical and verbal abuse and threats, use and possession of alcoholic beverages and illegal drugs, theft and unauthorized entry, disorderly conduct and failure to comply with University officials and other University policies were the violations most often adjudicated by Student Judicial Programs for the 2007-2008 academic year.

With its oversight of the *Code*, Student Judicial Programs also implemented a revised academic integrity policy for 2007-2008. This process allows for faculty to not only address academic dishonesty at department level, but it provides for a centralized repository for violation notification that identifies repeat offenders. If SJP receives a second notification of a violation or a first offense is considered egregious, the faculty member is advised to file a formal complaint so that the alleged violation may be adjudicated by the All-University Court.

In addition to adjudication of complaints, the Student Judicial Programs staff serve an important role as consultants to faculty, administrators, other staff, students, student organizations and other campus constituents to advise and collaborate on a full range of issues such as academic integrity, disruption in classrooms and activities, on-campus violence, other risk management and public safety issues, enforcement and implementation of other University policies, victims assistance and conflict resolution.

Appendix A  
Division of Student Affairs Leadership

## Division of Student Affairs Leadership



Appendix B  
Student Recreation Center

## Student Recreation Center Overview

On Wednesday, February 14, 2008, the Indiana State Budget Committee approved Indiana State University's proposed Student Recreation Center, a 109,420-square-foot facility which will house a three-court gymnasium, recreation aquatics facility, fitness center, climbing wall, elevated jogging/running track, multi-purpose activity rooms and a multi-activity court. The center is currently under construction and is located across from Lincoln Quad.

The Student Recreation Center proposal was forwarded by the Student Government Association after that body received approval through referendum of the student body. The proposal was then by the University's Board of Trustees. Funding for the facility will be through seed money of \$6.5 million, raised through private funding, and the remainder will be paid through student fees.

### Fast Facts

Size: 109,000 sq. ft.

Funding

- 75% dedicated student fee (student body referendum passed Spring 05)
- 25% fundraising

Student Fee: \$100/semester, \$40/summer

Administered by: Office of Recreational Sports with Student Advisory Council guidance

Anticipated Completion Date: Spring of 2009

### Major Components

#### Physical Components

Aquatics Center

- 4-lane lap pool
- Leisure pool
- Bubble benches
- Wet classroom
- Spa

Fitness Studios (2)

Suspended Jogging Track

MAC Court (indoor soccer)

Fitness Center

- Cardio area
- Weightlifting center

Massage Therapy Room

Spinning Room

Outdoor Recreation Center

Juice Bar

Administrative Offices

Locker Rooms

#### Programming Components

Informal Recreation

Club Sports

Personal Training

Aquatics

Fitness and Wellness

Outdoor Recreation

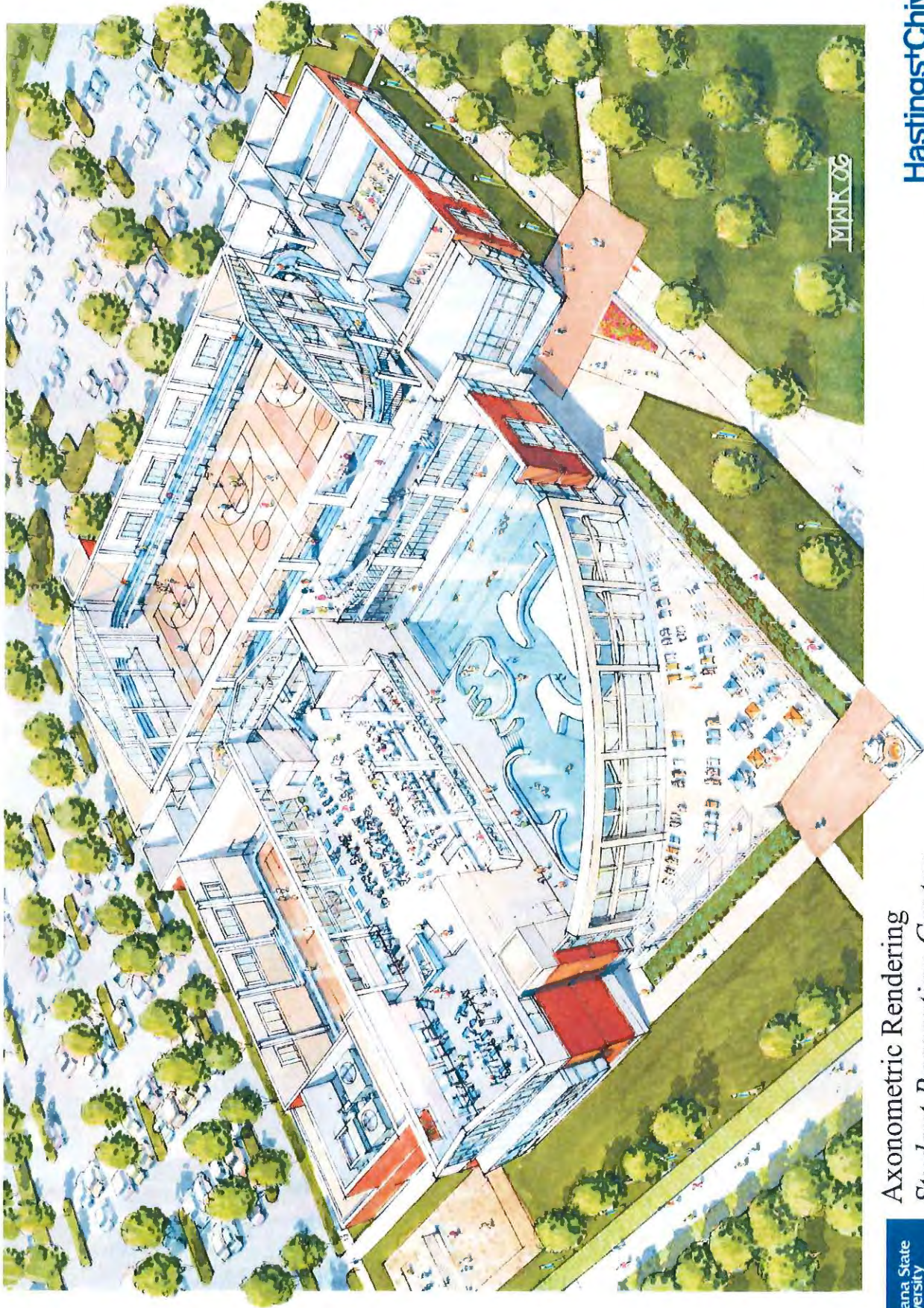
Intramural Sports

Get Fit (group instruction)

Social Gatherings

Special Events

Student Organizational Use



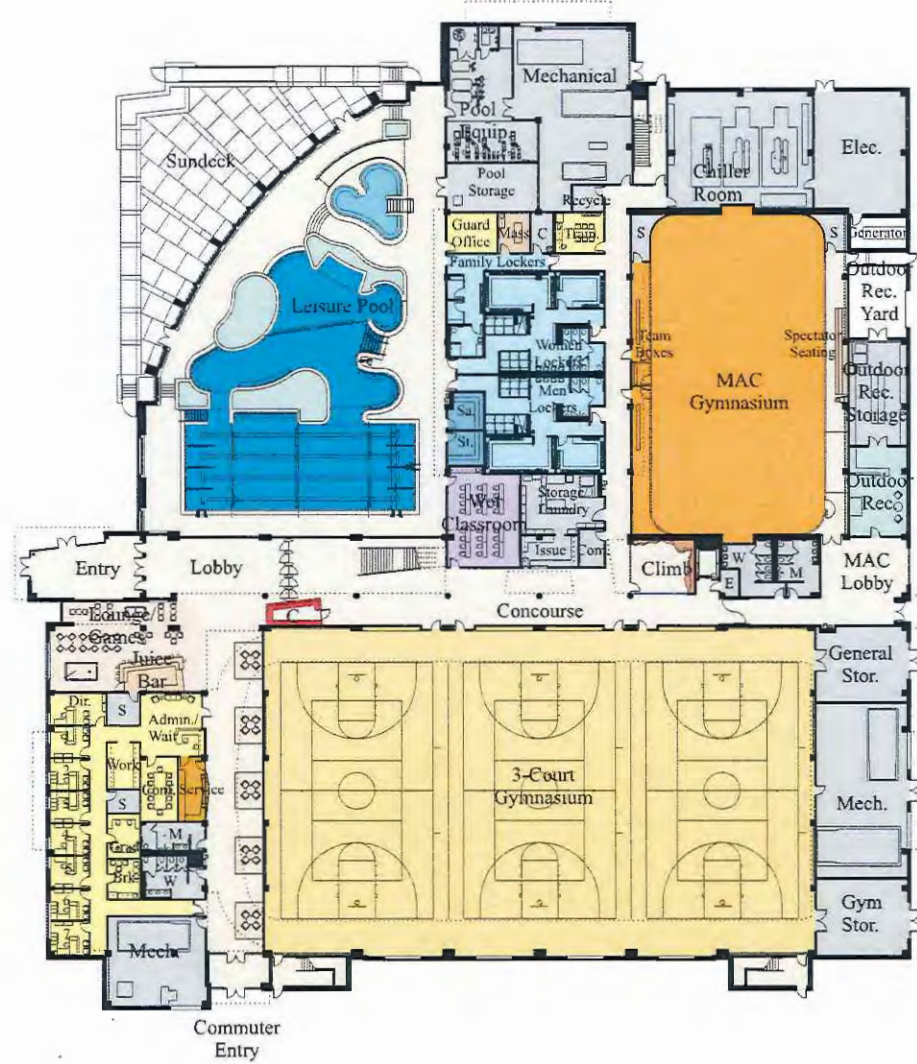
MARKOG

Axonometric Rendering  
*Student Recreation Center*



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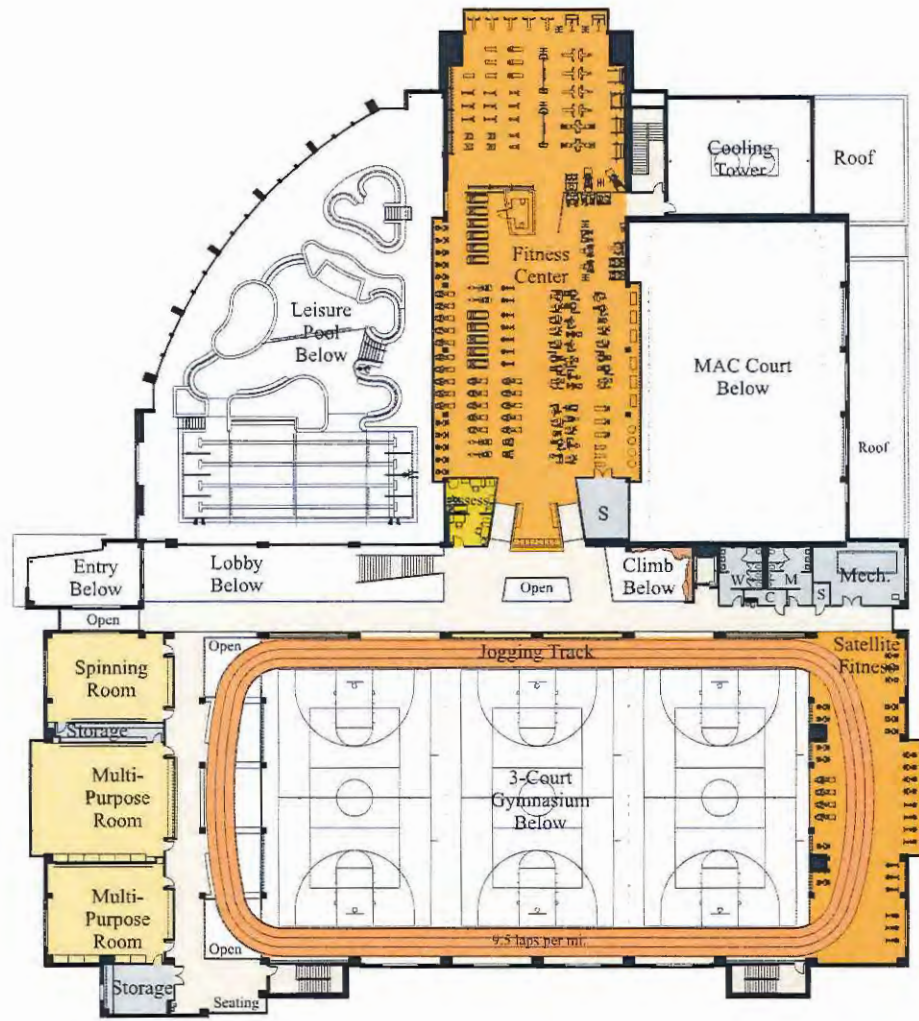




First Floor Plan  
*Student Recreation Center*

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Second Floor Plan  
*Student Recreation Center*

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