

Student Life Division Annual Impact Report

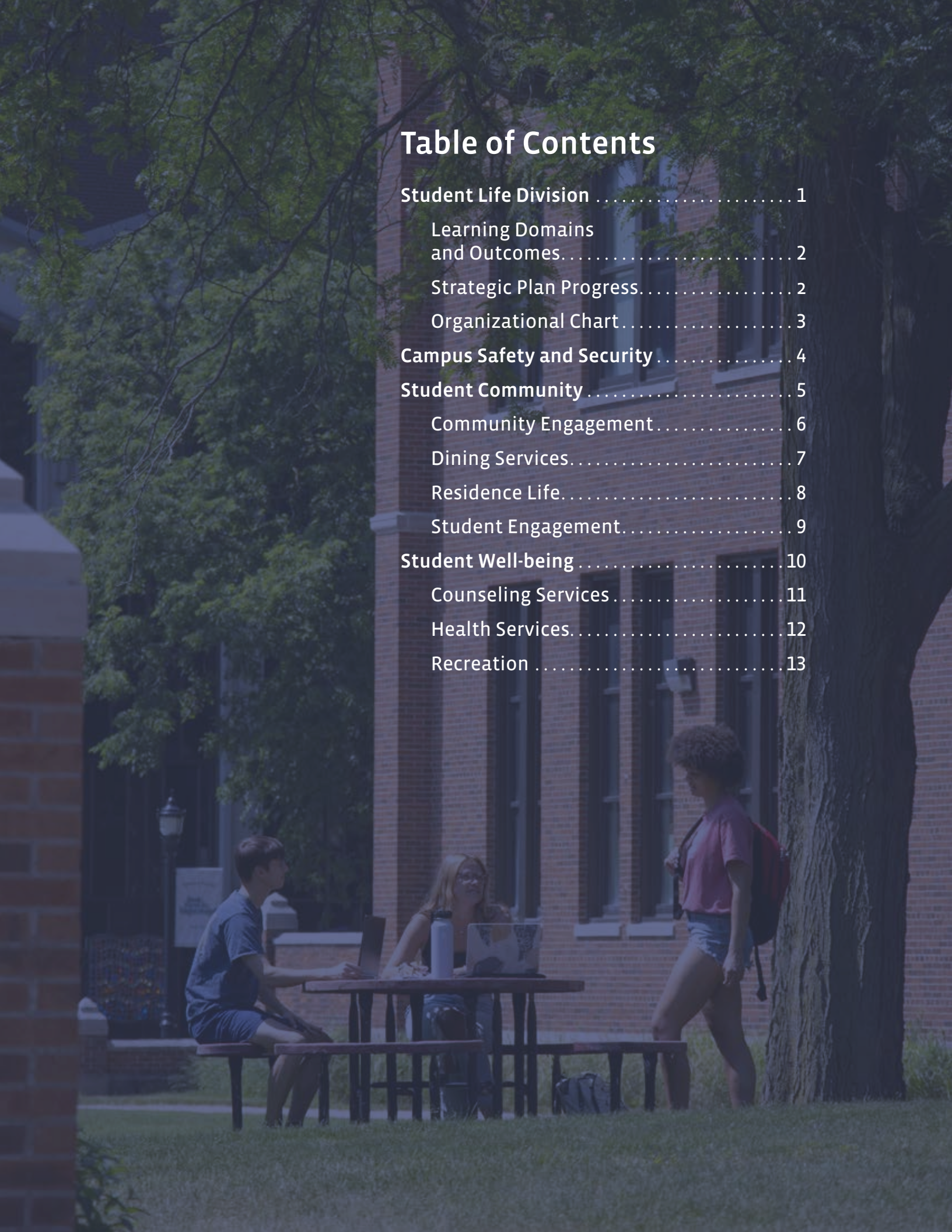
2022-23



VITERBO
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Student Life Division

SUBMITTED BY KIRSTEN GABRIEL



Letter from the Vice President for Student Life and Dean of Students

I am incredibly excited to share our inaugural Student Life Division Annual Impact Report and a snapshot of the good work that occurred in 2022-23 to fulfill our mission to prepare students for lives of faithful service and ethical leadership.

This past academic year was one of many “firsts” for the student life division as we welcomed over a dozen new staff members to our team and several others transitioned into new leadership roles. We worked to meet our new student learning domains and outcomes (revised summer 2022 – see page 2 for more details), moved forward with key elements of our evolving university strategic plan (see page 2), and lived through year one in our new organizational structure (see page 3).

Throughout this impact report, you will:

- see how we have structured our division and our work to foster collaboration, build synergies and efficiencies, and inspire innovation;
- notice how our work is driven by our learning domains and outcomes (be on the lookout for the color-coded icons referenced on page 2);
- learn about department goals and how we are

Division Mission

Provide opportunities, services, support, and spaces where students learn, thrive, and grow into faithful servants and ethical leaders.

strategically positioning ourselves to grow, evolve, and better support our students; and

- read stories and quotes from our students about what they are learning and how they are growing as a result of engaging with us.



I could not be prouder of the missional work we have accomplished, the talented and dedicated team I have the privilege of working alongside, and the amazing students we serve. While the narratives, goals, quotes, and photos shared via this report only begin to describe the fullness of the Viterbo student experience, I hope this year’s Student Life Division Annual Impact Report provides you with a sense of who we are, how we are transforming our students and our community, and our unwavering commitment to student growth, learning, and success.

Go V-Hawks!

Kirsten Gabriel, MA
Vice President for Student Life and Dean of Students

76%

Third semester retention rate, goal of 80% by 2025

5.6/7

Quality of interactions with student services staff on a nationally normed survey (NSSE). Seniors ranked us statistically significantly higher than all other comparison groups (CC&U, Peer Institutions, and NSSE overall).

2,457

Total student enrollment
Undergraduate: 1,390
Graduate: 1,067

Student Life Division Learning Domains and Outcomes

✓ Personal Development

Students will identify an increase in self-advocacy and self-efficacy as a result of their interactions with the student life division.

✓ Community Consciousness and Competency

Students will engage in experiences that help them explore beliefs and understand biases, grow in appreciation of others, and live respectfully within their diverse communities.

✓ Ethical Awareness and Action

Students will serve their local and global communities through leadership and decision-making grounded in Viterbo's Catholic, Franciscan values.

✓ Holistic Well-being

Students will exhibit behaviors that foster well-being for self and others through use of campus services, programs, and resources.

Student Life Division Strategic Plan Progress

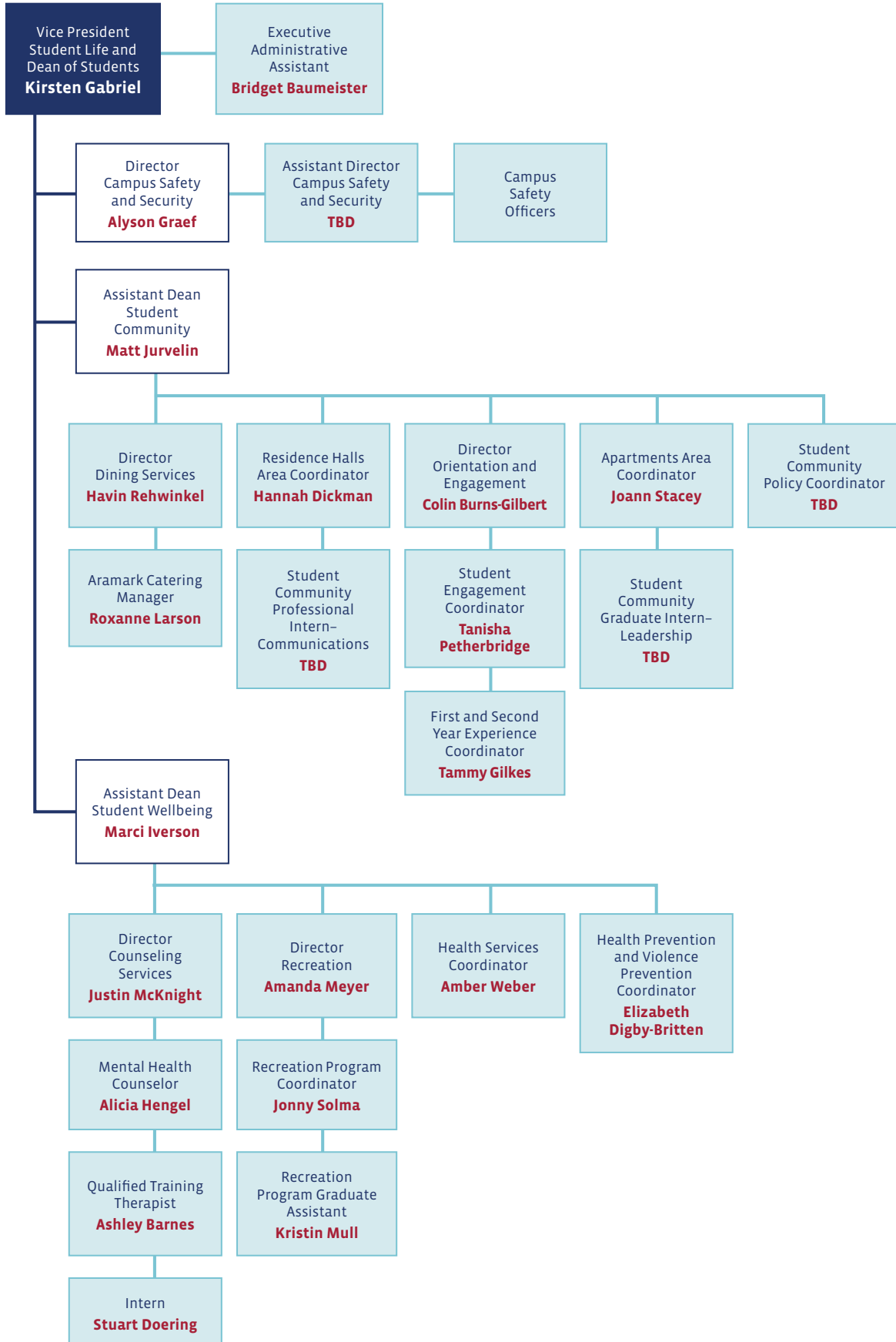
Our primary strategic plan focus for 2022–23 was to “provide and promote distinctive, meaningful Viterbo student experiences.” After considering our learning domains and outcomes in the context of Viterbo's Catholic, Franciscan identity and mission, we determined that how we do things is just as important as what we do. In that vein, we chose to do a deep-dive into restorative practices to empower students to learn from their mistakes and grow in self-efficacy ✓, understand the impact of their actions on themselves and others ✓, and grow in their ability to problem-solve and make ethical and responsible decisions. ✓ 2022–23 work included the following:

- Restorative Justice Book Club for assistant deans and directors

- Half-day, division-wide training with Restorative Ways and the University of San Diego's Center for Restorative Justice
- Revision of our student conduct communication, practices, and handbook
- Divisional mini-grants to support continued restorative practice work in individual departments
- Application to be a part of the Office of Violence Against Women Campus Grant provided by the Department of Justice which funds work to integrate restorative practices in health promotion and violence prevention



Student Life Division Organizational Chart



Campus Safety and Security

SUBMITTED BY ALYSON GRAEF, DIRECTOR, CAMPUS SAFETY AND SECURITY



Campus safety and security sought to increase the department’s visibility on campus so students feel more comfortable approaching officers when they need help. The department also sought to ensure officers were properly trained to respond to a variety of incidents and be a resource about topics concerning personal safety. We also launched the V-Hawk Safe App in May as an additional safety tool for students, guests, and employees on campus (Goal #1). ☑ Through communication and promotional events, 124 community members downloaded the app and have begun using it for their personal safety.

Campus safety officers attended more campus events to help students become comfortable with officers’ presence (Goal #2). Just because an officer responds to an incident does not always mean it is a bad thing. It is rewarding to see students and officers interact on a daily basis and hear from other departments how impactful officers are.

Campus safety officers completed monthly trainings, including CPR, AED, and Narcan use trainings. Other trainings such as Stop the Bleed, CPR, stalking and sexual assault response, fire suppression, verbal de-escalation, and oleoresin capsicum spray were also offered.

Student Perspective

“The most important thing is being willing and ready...to learn. Communication is the most important part of the job [of being a campus safety intern]. If someone is having a tough time, be there to help them no matter what.” ☑
—Fall 2022 Intern

“Being a campus safety officer has helped me build my career by showing me the importance of teamwork...as well as giving me training that directly relates to the criminal justice field.”
—Spring 2023 Intern

Department Mission

Serve the Viterbo University community by promoting a safe and welcoming educational environment. Support the university’s Catholic, Franciscan identity through service motivated by integrity, hospitality, and impartiality.

Department Goals

1. Develop and implement a campus safety app in cooperation with SGA
2. Increase campus safety department’s visibility during activities on campus and with students
3. Create a campus safety officer training program so officers can be a resource and are prepared to assist in most situations



33+

Hours of training per officer

84

Patrol rounds on campus each week

8

Average calls to campus safety in a 24-hour period

Student Community

SUBMITTED BY MATT JURVELIN, ASSISTANT DEAN, STUDENT COMMUNITY



Notes from the Assistant Dean of Student Community

Effective July 2022, student community is made up of dining services, orientation and engagement, and residence life. The 2022–23 year was spent exploring the best synergies to support the student experience and effectively use our human resources. New roles and hires included the assistant dean of student community, residence hall area coordinators, an administrative assistant, the student experience coordinator (SEC), and the inaugural first and second year experience (FYE/SYE) coordinator. With many new to their roles, a “group orientation” over the academic year resulted in the creation of a succession manual, specifically for residence life (Goal #1).

Collaboration efforts were key to our successes. Greater coordination between student groups and student well-being took place for spring 2023 programming. Moving into the 2023–24 academic year, we hope to work with campus safety and institutional research to build instruments that best measure and interpret the impacts of student services and work to streamline documentation and data collection (Goal #2). We also look forward to the synergistic efforts of the FYE/SYE coordinator and SEC positions as we build out those roles to better coordinate activities and the student experience on and off campus (Goal #1).

By weaving and integrating what we do on a day-to-day basis to positively influence the student experience, students have learned that we are receptive to change, listen to concerns, and seek collaborative and communicative ways to problem solve. We will continue to use student feedback as our primary guide for planned programming and engagement to create a strong student community at Viterbo University.



Student Community Goals

1. Institutionalize responsibilities and instructions for professional staff
2. Improve documentation of data related to programming

Student Impact

This spring a student passed away on campus just prior to finals. In the face of this tragedy, our campus community quickly came together to support one another. This terrible experience helped students and staff realize how very important our work truly is and that we need to continue in our efforts to do everything we can to create a living and learning environment where students can thrive. That day and beyond continues to remind us of the special place Viterbo is and how we must strive to help students find themselves and success.



Community Engagement

SUBMITTED BY COLIN BURNS-GILBERT, DIRECTOR, ORIENTATION AND ENGAGEMENT



This year, students and employees made a positive impact in the community through our two primary avenues for community engagement at Viterbo—the Service Saturdays program and the UGetConnected software tool. UGetConnected was created through a partnership between Viterbo, UW-La Crosse, Western Technical College, and Great Rivers United Way. It is a one-stop, online center where individuals can search for community-driven service opportunities by agency, cause, interest, date, location, project, and more.

Service Saturdays create opportunities to serve our community, build lasting relationships, and for meaningful reflection by connecting Viterbo’s core values with local agencies, our neighbors, our environment, and each other. Throughout the day, participants are prompted to engage in conversations that explore and consider the issues and purpose of the organizations they are serving. Furthermore, Viterbo’s Catholic, Franciscan values are intentionally woven in throughout the day: welcoming people (hospitality), eating lunch together (stewardship), serving to the fullest (integrity), and engaging in meaningful reflection rooted in St Clare’s “gaze, consider, contemplate, imitate” model (contemplation). Participants are specifically asked to think about how they saw the five Viterbo core values during their day. ☑

Student Perspective

“Considering our life experiences, it’s good to work for something bigger than myself.”

—Student serving at First Teen Clothes Closet

“I sometimes just shut myself out from the outside world but being with others truly opened my eyes and heart.”

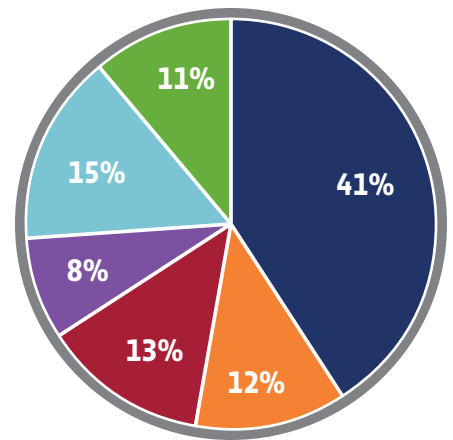
—Student serving at Place of Grace

“I feel more knowledgeable and inspired to advocate more, speaking against assumptions about the homeless population.” ☑

—Student serving at Catholic Charities Warming Center

Department Mission

Create continued opportunities for student involvement and growth beginning their first day on campus through their last day at Viterbo. Engage students in the local and global community.



2022-23 SERVICE SATURDAY PARTICIPATION

- First-year
- Sophomores
- Juniors
- Seniors
- Viterbo Employees
- Alumni/Guests

220

Non-profits and agencies posting to UGetConnected

450

Community Needs met via UGetConnected

2,928

Service Saturday hours served (122 days)

\$93,110

Service Saturday community impact value

Dining Services

SUBMITTED BY HAVIN REHWINKEL, DIRECTOR, CAMPUS DINING



Continuous feedback and self-advocacy of dining needs from students has helped Aramark provide relevant services to best provide the dining experience our diverse student body seeks. In addition to the usual services students can expect from dining services, this year we focused on providing more flexible options to accommodate students' busy and varied schedules. This included providing Exchange Meals (Goal #1) which are meals served at dining locations outside of The Caf and Pack Out Meals (Goal #2) for our traveling student-athletes. After this first year, we look forward to expanding the Pack Out program to include more athletic teams and any group leaving campus. We also plan to modify the Exchange Meals program to continue to meet students' needs. Overall, we want students to know that if they voice their needs, we are hear to listen.

Additionally, this year Viterbo was one of six schools to pilot the Eat 2 Excel program which focuses on better fueling students for athletic performance and includes logging meals, hydration goals, and workouts completed. Students at Viterbo utilized the program far more than the other pilot schools. 🏆 Seventy-eight students championed their own well-being with the assistance of this program to log 970 meals, 306 hydration days, 261 exercises completed, and 1,115 plates built.

Student Perspective

“Best service. So friendly; love coming here.”

—Customer from the POD (campus convenience store)



Department Mission

Make the student dining experience the best it can be by providing quality, nutritious food in a relaxed atmosphere. We want students to feel at home.

Department Goals

1. Help provide meals outside of the usual dining hours at The Caf
2. Provide Pack Out Meals for student-athletes to take with when they travel to competitions



850

Pack Out meals served (Goal #2)

5,290

Exchange meals served (Goal #1)

90,527

Meals served in the Caf

Residence Life

SUBMITTED BY MATT JURVELIN, ASSISTANT DEAN OF STUDENT COMMUNITY



With an entirely new residence life staff and a two-year on-campus residency requirement this year, it gave our department ample opportunity to improve upon past practices. As referenced previously, a new succession manual was created for staff. The residency requirement gave students a greater voice in their living environment and taught them how to best navigate conflict as it arose. To that end, residence life staff trained in restorative justice practices, are building out a rubric for sanctions pertaining to student conduct, and will incorporate those models to allow for equitable outcomes and community building (Goal #1). As a result, students will have a better appreciation and understanding of their role within the student community. ✓

Another significant project for campus housing was the re-purposing of Canticle House to better meet the needs of our current student body and the university. Canticle South hosted campus faculty, staff, and guests for longer term stays and served as an alternative revenue stream for the university this year. Canticle North will host the inaugural Catholic Living Community guided by campus ministry and will include 15 students and a dedicated resident advisor (RA). ✓ Both initiatives had positive feedback and have potential for serving unique interests on campus.

Looking ahead to the 2023–24 academic year, The Housing Director software, in collaboration with the business office, ITT, and others, improved real-time data in regards to occupancy on campus. As a result, this spring we experienced a smooth room registration for next year. We also hired all RA staff, and trainings for fall 2023 have already been established for both RAs and orientation leaders.

Student Perspective

“As an RA, I love the honor of walking with students as they step further into confidence in their abilities and gifts. It brings me a lot of joy to see these positive developments in my residents—especially first-year students.” ✓

—Tanner Groshek, RA
September 2022–May 2023

Department Mission

Engage our community in intentional living and learning experiences that empower students to serve faithfully, live responsibly, and lead justly in the spirit of St. Francis.

Department Goals

1. Create and implement an internal conduct document and tool to measure outcomes



22

Resident assistants

567

Average on-campus residents for fall and spring semesters

75%

Occupancy rate

Student Engagement

SUBMITTED BY COLIN BURNS-GILBERT, DIRECTOR, ORIENTATION AND ENGAGEMENT



We had a great year with challenges and successes. We were excited with the level of investment our incoming students showed and how our returning students helped support those efforts. We saw several new student organizations form and solidified some existing partnerships to give our students many options to choose from.

This year, orientation proved to be meaningful. Over 90% of respondents identified that orientation helped them to: increase their comfort with the new environment, increase their knowledge of Viterbo resources, meet other people, and develop a sense of belonging. ☑ They also indicated Orientation Leaders (O-Leaders) made them feel welcomed, part of the group, and had a positive impact on their first few days at Viterbo. Many students said their O-Leaders were communicative, knowledgeable, welcoming, energized, and gave them a real peek at what it's like to be a college student at Viterbo.

We, once again, hosted many annual events on campus. Over 80 businesses and student organizations hosted a table at the Welcome Back Bash. Students were able to attend alcohol-free programming nearly every Friday and Saturday night with Weekends at VU. As the year came to a close, we celebrated at the Student Recognition Ceremony and finished the year with Courtyard Carni. Additionally this year, the Inauguration efforts for President Trietley helped celebrate a new chapter in Viterbo's history and created opportunities for connection.

Student Perspective

New Student Feedback from Orientation

"[The O-Leaders] were really good at making us comfortable. They were really understanding and that made it much more enjoyable."

"[Orientation sessions felt] like a group session with a bunch of friends."

"[The O-Leaders] knew how to get us talking with each other, and they were honest about the experiences they had here."

Department Mission

Create continued opportunities for student involvement and growth beginning their first day on campus through their last day at Viterbo. Welcome people to campus, provide leadership opportunities to grow and develop their strengths and gifts, and engage students in the campus community.

Department Goals

1. Integrate restorative justice practices into operations
2. Improve website efficiencies and update online structure

O-Leader feedback on the most rewarding part of the role

"Being able to answer questions and help [new students] feel better about moving into college." ☑

"Being able to see the freshmen engaged and happy to be on campus."

35

Student organizations and publications

102

Student leaders within student organizations

1,200+

Attendance at: Welcome Back Bash, Family Day, Inauguration, President's Holiday Dinner, and Courtyard Carni

Student Well-being

SUBMITTED BY MARCI IVERSON, ASSISTANT DEAN, STUDENT WELLBEING



Notes from the Assistant Dean of Student Wellbeing

Effective July 2022, student well-being is made up of counseling services, health services, and the recreation department. After being awarded the Department of Justice, Office of Violence Against Women Campus Grant in October 2022, the department of health promotion and violence prevention was added, and a coordinator was hired April 2023. Collectively, the offices and departments serve as a conduit to promote student health and well-being.

As a new entity within the division of student life, we sought to better define how all departments work together and how to best serve students. As such, in the fall term, we developed a vision statement to encompass all areas of student well-being. “Student well-being engages, educates, and supports the active, ongoing, holistic journey of individual fulfillment and community engagement.” (Goal #1) This statement was re-affirmed at the end of the spring term and is now presented at the top of every meeting agenda.

Additionally, student well-being offices decided to collectively focus on relational health and well-being, specifically highlighting consent and intimate partner interactions (Goal #2). A culture of consent bulletin board was developed by counseling services. The content offered students information on what consent looks like and resources for support. This was shared on bulletin boards and with offices across campus. A consent campaign offered in partnership with Title IX and the PROMISE committee included in-person programming and social media efforts. Social media content highlighted unhealthy relationship dynamics. GTC Dramatic Dialogues was brought in to offer interactive performances showcasing communication issues, boundary crossing, and consent.

Another program to highlight is the successful launch of the Peer Wellness Coaching program (Goal #3). Student wellness coaches develop skills to support, advocate, and guide peers to achieve their goals. Students who engage in wellness coaching are able to better advocate for themselves and enhance areas of their personal health and well-being. Based on this year’s trial run and student feedback, we plan to continue this program in the future. ✓

Student Perspective

“While serving as a peer wellness coach and student well-being intern, I felt supported to try something new and take chances. I learned it is okay to step back, own errors, make corrections, and move forward. I was able to push myself to engage in activities on campus, without an invitation, and be able to bring other students along with me.”

—Student Well-being Peer Wellness Coach

Student Well-being Goals

1. Develop a vision statement.
2. Offer a focused, collaborative initiative across all student well-being departments.
3. Launch the Peer Wellness Coaching program.



Counseling Services

SUBMITTED BY JUSTIN MCKNIGHT, DIRECTOR, COUNSELING SERVICES



This past year counseling services was utilized greatly throughout the year with a 6.8% increase during the spring semester, especially following a student suicide in late spring (Goal #1). All the while, the department maintained a very low no-show rate for appointments. Counseling services organized Fresh Check Day to help raise suicide awareness and to highlight clubs and resources available on campus related to mental health; over 100 students participated in the event. ✓ Each Viterbo therapist completed seven trainings this year to better serve student needs. Counseling services worked to build out a methodology to collect more complete data for a comprehensive picture of the student populations served. We will continue refining this practice moving forward. New this year, a group therapy program was created and is also planned to continue next year.

Counseling services continues to use best practices to determine when to conclude a counseling relationship (Goal #2). A student's ability to determine the utility of counseling and the state of their own well-being is key to living a healthy life past the college years. Students that graduate and work with their therapists to discontinue services demonstrate the ability to take charge of their life and decisions related to their mental health and to be an effective advocate for themselves. ✓ Several students have attributed their graduation from and/or retention at Viterbo to their utilization of counseling services.

Student Perspective

"I expanded my ability to work with students in an individual, group, and crisis capacity. I formed a better understanding of my own approach to therapy, increased confidence as a therapist, and grew in the quality of care provided to students. Lessons learned at counseling services have influenced my current and future practice as a mental health counselor." ✓

—Emily Porter, Counseling Services Intern



Department Mission

Promote the mental health and well-being of students. Foster the spiritual, intellectual, emotional, social, occupational, and physical development of each person served.

Department Goals

1. Students will continue to utilize counseling services as part of comprehensive service offerings provided to Viterbo students
2. Develop a system to track successful discharges, meaning a student is no longer using services because it is mutually agreed upon to discontinue or the student successfully graduates

7%

No-show rate
for student
appointments

292

Individual
student users

2,020

Counseling
sessions in the
2022-23 academic year

Health Services

SUBMITTED BY AMBER WEBER, HEALTH SERVICES COORDINATOR, AND MARCI IVERSON



This year was one of transition for the health services department after the retirement of the former health services director. Although this resulted in a reduction in operations, in talking with students, they were happy with the accessibility of services and the providers. Students were able to take advantage of health services when the office was open and explore additional service options when the office was closed. Students learned to advocate for their own health and well-being, ask for support, and seek out additional resources when needed. ☑☑

The Period Products campaign (Goal #1) introduced this year was a great success. Personal hygiene products were continuously stocked in women's and gender-neutral restrooms across campus. When products ran low, individuals reached out to health services requesting a restocking. Survey responses indicated this program was of great value for students and should be continued moving forward.

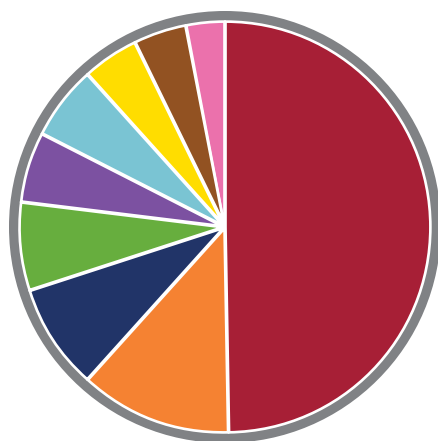
Until the new health services coordinator, Amber Weber, was hired, the department took advantage of the transition time to review and re-evaluate data collection and reporting mechanisms. The 2022-23 focus was on the number of COVID-19 tests administered as well as COVID-19 vaccinations and flu shots (Goal #2). Cumulatively, 312 COVID-19 tests, 160 COVID-19 vaccinations, and 236 flu shots were administered.

Department Mission

Provide quality, student-centric, confidential health care to meet the needs of Viterbo students and minimize health-related barriers to academic pursuits in order to allow students to perform optimally, both physically and mentally. Improve and maintain student health with a focus on health education and wellness programs as well as appropriate use of health services.

Department Goals

1. Initiate the Period Products campaign in women's and gender neutral bathrooms on campus
2. Monitor, advise, and respond to trends in local and worldwide health issues that may affect the campus community



REASONS FOR VISIT

- ENT/Eye
- Other
- URI
- Injury
- GI/Abdominal Pain
- Endocrine/OB/GYN/UTI
- Headache
- Derm/Skin
- Allergy-related



47%

Students find it difficult to afford hygiene products

100%

Students felt Period Product campaign should continue

1,500

Visits to health services

Recreation

SUBMITTED BY AMANDA MEYER, DIRECTOR, RECREATION



Still feeling the effects of COVID-19, recreation was challenged to explore adaptations to traditional programs, including a shift from traditional intramural leagues to drop-in opportunities. Competitive sports programming saw a significant increase in one-time events, including the golf scramble, night on the slopes, 3x3 basketball tournament, and glow night. The Mathy Center saw an increase in facility check-ins from last year as well.

Intramural bowling experienced a surge in participation. Students indicated the bowling program provided them with the opportunity to strengthen and build relationships with peers (Goal #3) and decrease stress levels (Goal #1) while engaging in a lifelong activity. ✓✓

After spring break, the department offered virtual group fitness classes through a national organization. Feedback was in favor of bringing this virtual group fitness platform back to campus. Class participants indicated feeling less stressed, more relaxed, and less anxious (Goal #1). ✓

Professional staff continue to train and empower student staff in their roles. Trainings rooted in the Viterbo values such as customer service skills, diversity and inclusion education, and conflict resolution help students better serve their community and understand the role they play within it. ✓ When asked, students indicated gaining the following skills as a result of employment with the department: responsibility, time management, customer service, confidence, communication, teamwork, problem solving, and adaptability (Goal #2).

Student Perspective

“I enjoyed that (bowling) was on Sunday night because it is right before the week starts up again. Right before stressors hit again, so it is good to go bowling with friends right before a busy week.”

—Intramural bowling participant

“I feel like I’m in a judgment free zone when I’m here. Even though we make mistakes, it is nice that the professional staff help us understand why it is important to have a job and develop skills.”

—Recreation student staff member

Department Mission

Provide recreational, health, and wellness opportunities to Viterbo University students and the campus community. Provide access to quality facilities, programs, and equipment. Offer activities which encourage healthy choices and personal satisfaction. Coordinate opportunities for cooperative and competitive play. Ensure an arena to practice leadership, management, program planning, and interpersonal skills.

Department Goals

1. When surveyed, 33% of students will indicate lowered level of stress as a result of participating in programming
2. Student staff will indicate an increase in self or professional growth as a result of focused training and ongoing development
3. When surveyed, 33% of students will indicate they recognize respect for others, have a sense of belonging, and have improved leadership abilities and self-esteem from participating in programming

273

Student check-ins for intramural bowling

788

Individual student users of the Mathy Center

22,207

Student visits to the Mathy Center

90%

Students felt an increase in self-esteem after participating in the self-defense program (Goal #3) ✓



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