

2023–2024

# ANNUAL REPORT OVERVIEW



**PennState**  
Student Affairs



# Introduction

This report contains a sampling of information regarding activities and services provided across all Student Affairs units for the 2023-2024 academic year. This report is structured around the **strategic plan for Student Affairs** to the extent possible, but some information and data will naturally bridge multiple goals of the strategic plan. This report is also not exhaustive of all the work done throughout Student Affairs and is intended to highlight work that is connected to the strategic plan.

- Goal 1: Establish a Framework of Intentional Cocurricular Learning
- Goal 2: Advance Student World Readiness
- Goal 3: Assist Students in Overcoming Barriers to Success
- Goal 4: Foster Student Diversity, Equity, Inclusion, and Belonging (DEIB)
- Goal 5: Create Campus Environments Focused on Student Well-being
- Goal 6: Improve Operational Effectiveness and Efficiency
- Commonwealth Campus Support



## GOAL 1

# Establish a Framework of Intentional Cocurricular Learning

- Counseling and Psychological Services provided 4 doctoral internships, 2 post-doctoral fellowships, and 5 externships for master's and doctoral students to enhance their therapeutic skills. These educational opportunities add approximately 175 hours per week of individual and group care for 300 students seeking services from CAPS.
- Health Promotion and Wellness showed knowledge gains on pre- to post-test measures for much of its educational programming in addition to high satisfaction scores, and students reported willingness to engage in healthier behaviors as a result of educational programming.
- Student Leadership and Involvement conducted programming and helped student leaders conduct their own programming across hundreds of programs reaching the vast majority of the undergraduate population in some way across topic areas such as the arts, service and leadership, homecoming, and THON.
- Residence Life worked with academic colleges to design and deliver first-year seminars for students in the 22 Living and Learning Communities.
- University Health Services had 51 student crew members on the EMS team and enrolled 68 students in the Kines 403 EMT course.
- The Center for Sexual and Gender Diversity employed 11 undergraduate students and 1 graduate student, and student employees reported improving their planning, communication, and teamwork skills.
- The Ross Student Farm worked with 50 student interns as well as 849 volunteers and supervised 75 hours of independent study work by students.

# Advance Student World Readiness

- Career Services saw an increase in almost all metrics of student contact including 12,181 career fair participants, 3,465 career program participants, and, despite only having half of their counseling staff positions filled, conducted 5,652 career counseling sessions.
- Career Services also partnered with several colleges, campuses, and Student Affairs units to pilot a Career Readiness Initiative to help students intentionally build their career readiness as well as connect with potential industry employers.
- Fraternity and Sorority Life worked with 35 chapters (50% of the total of 70 chapters) to meet or exceed expectations across 10 focus areas outlined in its Fraternity & Sorority Life Chapter Recognition & Standards of Excellence program, an increase from 12 chapters in 2020 and 2021 and 16 chapters in 2022.
- Student Leadership and Involvement continued the PSU Votes program to help increase voter registration and knowledge and worked with the College of Health and Human Development and Undergraduate Education to enhance programming that will be assessed after the next major election.
- The Office of Student Accountability and Conflict Response resolved more than 1,100 cases using an opt-in resolution in which students accept responsibility and agree to an action plan that includes a component of meaningful reflection.



# Assist Students in Overcoming Barriers to Success

- The Gender Equity Center completed its second year of the Ambassador Program, which has grown to 500 faculty and staff who have been trained in trauma-informed practices to help support students who have experienced sexual violence.
- The Gender Equity Center also provided advocacy, support, and advising for 231 survivors of sexual misconduct resulting in hundreds of hours of support.
- Student Care and Advocacy had 2,642 cases at University Park and distributed over \$82,000 to 149 students to help address financial crises for those students.
- The Parents Program served over 8,301 parent and family members over Parents and Families weekend in addition to sending over 4 million emails to over 150,000 users of the Parents Portal. This, combined with the individual calls and emails, provides support to parents and families to better help their students succeed in finding necessary resources while at Penn State as well as finding employment opportunities after graduation.
- Student Legal Services served 1,904 students in 2023 and 839 students between January and May 2024 at University Park. In 2023, it helped students receive over \$132,000 through settlements and judgements.
- Adult Learner Services provided three \$500 grants and a \$2,500 scholarship to help support non-traditional students.



- Campus Recreation worked with student staff to expand training and improve input by student staff as a professional development opportunity as well as provided educational workshops for Club Sports officers in collaboration with Health Promotion and Wellness, Gender Equity, Counseling and Psychological Services, Career Services, Student Care and Advocacy, Financial and Life Skills, and the Center for Sexual and Gender Diversity.
- The office of Off-Campus Student Support assisted students with finding off-campus housing and dealing with housing-related issues, receiving 801 direct contacts. In addition, OCSS had 2,679 students attend the fall 2023 housing fair and saw 14,000 new student users of the online classified ad website.
- The Office of Student Accountability and Conflict Response saw nearly 5,000 cases involving misconduct across the entire University with 868 cases being adjudicated through a formal process managed directly by OSACR.
- The Office of Sexual Misconduct Reporting and Response received 957 reports involving sexual misconduct through the end of May 2024, which generated 685 cases. During this same period, case managers conducted approximately 256 intake meetings with students who wanted to obtain more information about resources, supportive measures, and options to address reported misconduct. To assist students in addressing these reported concerns, OSMRR issued 89 No Contact Directives, completed 50 informal processes that students opted into, and conducted 64 formal investigations.
- Student Orientation and Transition Programs welcomed 9,372 new students and 10,228 parents and families to New Student Orientation (NSO). This was accomplished through 37 NSO programs in summer 2023.
- The Lion's Pantry served over 12,800 visitors in 2023.
- The Ross Student Farm distributed nearly 18,000 pounds of food through a variety of distribution programs.





## GOAL 4

# Foster Student Diversity, Equity, Inclusion, and Belonging (DEIB)

- Residence Life launched the Inclusion, Diversity, Equity, and Accessibility (IDEA) Ambassador program to provide student ambassadors within the residence halls with ways to help marginalized students better access resources and programs. Early data from the program's initial year was very positive, resulting in a planned expansion for the coming academic year.
- The Center for Sexual and Gender Diversity ran the Queer Voices peer-to-peer education program where 16 peer educators conducted 19 panels to reach over 1,000 students. Assessment of the program demonstrated increases in understanding of sexually and gender-diverse identities and greater commitment to serving as allies.
- The Center Sexual and Gender Diversity's Safer People Safer Places workshops reached 450 faculty, staff, and graduate students and demonstrated evidence that participants felt more aware of and better able to understand and support LGBTQ communities.
- The newly created Center for Social Change and Belonging conducted advocacy workshops for about 100 students and over 40 staff and ran a train-the-trainer model to teach 15 students to teach advocacy and activism to other students.
- Counseling and Psychological Services provided intentional professional development to CAPS staff on issues related to DEIB and inclusive practices to help ensure the services provided were identity affirming.
- Counseling and Psychological Services also opened new CAPS Chat locations and had drop-in support groups to reach underserved students, including partnering with Health Promotion and Wellness as part of the Penn State Flourish initiative to open space in the HUB, working with Student Disability Services to reach neurodivergent students, and collaborating with the Center for Sexual and Gender Diversity, the Multicultural Resource Center, the Collegiate Recovery Community, the Center for Spiritual and Ethical Development, and the Law School.



- The Paul Robeson Cultural Center hosted various events and collaborated with other Student Affairs units including Health Promotion and Wellness, the Center for Social Change and Belonging, the Gender Equity Center, as well as the Office of Graduate Educational Equity Programs, the College of the Liberal Arts, and the College of Nursing to provide engagement and educational opportunities to over 2,000 students.
- Adult Learner Services collaborated with the Paul Robeson Cultural Center and Student Leadership and Involvement to host events in commemoration of MLK Week.
- The HUB-Robeson Galleries hosted exhibitions that focused on the importance of different cultural representations in the arts and in the classroom and saw more than 5,000 attendees visit the galleries.
- The Center for Spiritual and Ethical Development saw weekly usage of the Spiritual Center average over 4,500 visitors, and the center put on 60 programs for at least 1,500 students (based on sign-ins) while hosting or helping to make possible over 4,000 programs through facility access and collaboration.
- Campus Recreation introduced an adaptive climbing program to provide access to climbing recreation activities for students with physical impairments.
- Health Promotion and Wellness held discussions with various student groups to help understand how to better reach students from diverse backgrounds with programming and services.



# Create Campus Environments Focused on Student Well-being

- University Health Services saw nearly 40,000 clinical visits, administered over 2,000 flu shots, had over 6,000 physical therapy appointments, and filled almost 90,000 prescriptions.
- Counseling and Psychological Services had over 3,000 unique students attend over 15,000 clinical appointments. In addition to individual counseling, CAPS conducted 362 group counseling sessions, 1,876 psychiatric appointments, and 800 crisis sessions.
- Counseling and Psychological Services, the Dr. Keiko Miwa Ross Student Farm, Stone Valley Recreation Center, and Shaver's Creek Environmental Center collaborated to help improve accessibility to nature trails at Shaver's Creek and Stone Valley as part of the Nurture in Nature: Penn State Wellness Trails initiative.
- The Office Fraternity and Sorority Life and Health Promotion and Wellness collaborated to develop a peer education program funded by a Pennsylvania Liquor Control Board grant to help prevent underage and dangerous drinking behaviors.
- The Gender Equity Center and Office of Fraternity and Sorority Life partnered to deliver the Greeks Care program to chapters within all four Greek councils to teach skills in helping to support survivors and prevent gender-based violence.
- Health Promotion and Wellness reached over 10,000 students through various programming efforts and helped launch the Penn State Flourish initiative, which included opening a suite in September 2023 located in the HUB that provides more convenient access for students to wellness services.



- Health Promotion and Wellness collaborated with the Smeal College of Business to provide wellness education to Smeal's first-year seminar students.
- Health Promotion and Wellness and Counseling and Psychological Services collaborated to pilot Penn State CARES and collaborated with a student organization to help deliver programming to lift the stigma of mental health concerns.
- Residence Life partnered with Flourish Penn State, the Student Farm, the Arboretum, and Campus Recreation to deliver professional development for staff around mindfulness.
- Campus Recreation served 37,860 unique users of programs and facilities, which represents 77% of the University Park student population, and offered nearly 4,000 programs.





## GOAL 6

# Improve Operational Effectiveness and Efficiency

- The HUB-Robeson Center managed over 70,000 requests for space including 10,657 that took place in the HUB. Over 18,000 guests visited the HUB for undergraduate admissions events.
- Student Affairs Information Technology received 6,821 incidents and resolved nearly all of them while leading a successful transition to new telephone services for the division.
- Student Affairs Marketing and Communications completed phase 1 of an overhaul of the Student Affairs website and developed a digital communications hub for staff to share key guidance, templates, and resources to create a more consistent brand vision for Student Affairs.
- Student Affairs Research and Assessment launched a revamped dashboard for the Student Experience Survey to give direct access to meaningful data around student engagement and belonging across all campuses.
- Each unit within the division reported accomplishments that fall under this goal. Specifics for those can be found in the individual unit annual reports.



# Commonwealth Campus Support

Many Student Affairs units directly or indirectly support the work of colleagues at the Commonwealth Campuses. This is again a sampling of highlights from that work and is not the complete picture of how Student Affairs works collaboratively with the campuses.

- The Director for Commonwealth Campus Support in Student Affairs is a full-time liaison with the Commonwealth Campuses and provides both direct and indirect support to campus colleagues and students.
- Career Services dedicates a full-time staff member to work with and support career counseling professionals and hosts a Career Services Conference for more than 100 career services professionals across all campuses.
- The Center for Sexual and Gender Diversity hosted zoom training sessions available to the campuses and provided support for queer students changing their campus to University Park.
- Counseling and Psychological Services supports the counseling and mental health professionals located at the campuses and maintains systems for all students to get help in crises including online tools and the Red Folder initiative.
- The Gender Equity Center provides one-on-one advocacy for students at any location and provides both in-person and virtual educational opportunities to the Commonwealth Campuses.

- Health Promotion and Wellness maintains the SAFE and AWARE modules, which all incoming students are required to complete; it also provides guidance and training around substance abuse prevention and education programs such as BASICS.
- Student Leadership and Involvement organizes and leads the Campus Activities Steering Team (CAST), which provides a forum for policy/protocol dissemination and sharing, collaborative programming initiatives, and professional development and team building within the community of student activities professionals across the commonwealth, with each campus represented by at least one professional commensurate with campus size.
- Student Legal Services conducted 10 educational programs for the Commonwealth Campuses through a mixture of in-person and online events.
- Residence Life oversees and manages all residential facilities and staff at the 12 Commonwealth Campuses with on-campus residence halls serving approximately 5,000 students.
- Competitive Sports staff within Campus Recreation provide resources, training, and support to Commonwealth Campus staff.
- The Office of Student Accountability and Conflict Response University Park staff were the decision-maker for 20 of the 95 Commonwealth Campus cases resolved by administrative conference, including 16 of the 29, which resulted in suspension or expulsion. University Park staff supported the case management of an additional 11 Commonwealth Campus cases, including multiple investigations.
- Student Care and Advocacy handled over 1,500 cases at the Commonwealth Campuses and provided training and oversight for staff at the campuses to assist students in need.
- The Center for Social Change and Belonging, through its support of the Coalition on Diversity, Equity, and Inclusion (CoDEI), awarded 21 grants to 16 campuses. The total allocated grant funding was \$20,285.29. This represents the most funding that has been provided through CoDEI to date.





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