Staff Feedback on Student Affairs Categories  
August 4, 2015

During July 2015, staff in the Division of Student Affairs were asked to provide feedback on the potential Student Affairs categories which will be used to develop a new divisional website, learning outcomes, and future strategic plans. Responses were anonymous. In order to maximize staff feedback, the survey was set up in a way that made it possible for staff to take the survey more than once. A total of 39 responses were collected. Their responses are provided below.

Which of the following categories describe the programs, services, and events offered by your department?

<table>
<thead>
<tr>
<th>n</th>
<th>Category</th>
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</thead>
<tbody>
<tr>
<td>21</td>
<td>Diversity and Inclusion</td>
<td>17</td>
<td>Academic Support</td>
</tr>
<tr>
<td>19</td>
<td>Community Engagement</td>
<td>16</td>
<td>Health and Wellness</td>
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<tr>
<td>18</td>
<td>Leadership</td>
<td>14</td>
<td>Career Development</td>
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<tr>
<td>17</td>
<td>Social Life</td>
<td>12</td>
<td>Traditions</td>
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In your opinion, do these categories accurately describe all of the programs and services offered through the Division of Student Affairs?

- Yes: 83% (n=25)
- No: 17% (n=5)

Which DOSA programs, services, and events, if any, don’t fit into these categories?

- Housing doesn’t fall under us but we do provide support to the housing office so I think it should be included in the DOSA website.
- Departmental Support so all other departments can provide the above.
- Not clear on where Residence Life intersects. They fall under many categories.
- While I do feel the categories fit what we do in the division, I think some of them are too broad. 8 categories are easy to follow and I understand the reasoning for the consolidation, however feel even 12 would have been better, and still not overwhelming. Furthermore, I feel some of the identifiers used are not International Student friendly.
- I’m not sure which category would include Greek Life or Thwing Center.

Do you have any suggestions for additional/alternative categories?

- Administrative/operations - I would have to assume that not all the work of student affairs goes into the 8 areas above. To a student they may but do you want to see the portion of our work that goes into supporting others, etc?
• I recommend Academic Support be changed to Academic Services to remove the stigma of students needing "support."

• Community engagement to me means CCEL. Perhaps change community engagement to just "community" or "community building." This would allow us to cover all types of community programs/services/events: CCEL's activities, the division's strategic focus on community building this past year, FOCUS' community outreach efforts, Greek Life's Culture of Care framework, and our community standards.

• Life at CWRU, college living, life style, life, personal life, home away from home (all of these for the logistics of living at CWRU such as housing lotto, maintenance requests, room reservations, meals, etc.)

• These categories have already been considered but might be worth thinking about again: academic development, college transition, life skills, athletics/sports, moral reasoning/integrity. I think the two that are most important might be college transition and life skills.

• Crisis intervention, i.e., Student Conduct, Dean of Students, and Title IX all provide important services for helping students through difficulties they encounter while a student at Case.

Although they do correspond with services provided within the context of Health and Wellness and Community Involvement; they also help students become more adept at becoming vested members of the Case community.

Res Life, Greek Life and Phys Ed. also contribute to, and overlap, many of the categories but include a "living/learning" component that helps develops personal growth.

I believe these are areas where ethical acumen and character are strengthened.

• ESS is recommending Academic Services rather than Academic Support.

• Life skills are another category that might be added. Budgeting/finances, relationship building, resourcefulness, etc...

• Personal Growth and Development

• Many of our traditions may fall under social life so I would eliminate it as a category.

• Awareness and prevention could be a subheading under Health and Wellness.

• Not sure I like the category...social life. We have a cluster called student engagement. Why not mirror the language?

• Categories at other schools:
  o North Carolina State University: Arts and Culture, Career Development, Developing Leaders, Health and Wellness, Student Life, and University College.
  o University of Arizona: campus support, enrollment, health and wellness, academic initiatives, student advocacy and learning support, student involvement, and student services.
  o Wash U's School of Medicine has some of these categories and provides some great ideas for subcategories: [http://mdstudentaffairs.wustl.edu/](http://mdstudentaffairs.wustl.edu/).
Do you have any other thoughts on categories or better ways to tell the Student Affairs story?

- As long as departments can be found under multiple categories, this might work.
- Ask students what they see as the categories. For example, Housing is no longer a part of Student Affairs, but students surely don't see it that way. Part of the issue in telling our story is that our (administrative) story looks different than the story our students know. It might help to think about telling the story of the CWRU Community, of which Student Affairs plays a large and interconnected part.
- I'm not sure how this would be represented, but "Learning" (especially experiential learning) is so central to what we do. Obviously, it is infused throughout those categories, but it would be nice to somehow highlight that. Personal growth is another important component of the work we do. Like learning, it is infused throughout the categories, so doesn't warrant it's own category, I just think it needs to be highlighted in telling our story (stretching yourself, trying new things, etc.).
- Arts and Sciences is also creating website categories. Perhaps we should compare our categories to theirs and try to align them as much as possible.
- Will students be confused by the overlap between the Diversity and Inclusion category and the OIDEO office?

Additional Information
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