**Our Mission**

The KUMC Division of Student Services contributes to the academic mission of the university with quality student-centered programming and services that support the emotional, intellectual, personal, and professional growth of our individual students.

**Our Vision**

Our vision is excellence in supporting a student’s educational experience.

**What’s Inside**

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- Student Health (12)
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What started out as a division of only 14 people has evolved into a 36-person dream team. The Division of Student Services is in a state of constant evolution given the services that we provide to our constantly changing customer base—the students. Almost 25 years ago, the focus was turned to the students. In 1993 the first student satisfaction survey was given, and at that time, only 67% of the students said that KU Medical Center provided an environment that was friendly and supportive of its students. In the 2015 survey, that number had risen to 95% satisfaction. Since 1992, our division has grown from only three departments to seven. Along with that growth, the services that we are providing our students are given with greater efficiency and collaboration across campus.

A great deal of the success we have had can be credited to our strategic planning process which began in 2012. The strategic plans are developed with input from each member of our division every three years. Last year we completed the 2012-2015 Strategic Plan, and developed the upcoming Strategic Plan for 2016-2019. The direction that this process gives allows each member of our division to have a clear understanding of what our goals are and what our expected evolution is.

Though we have come a long way, there is still work to be done to continue to improve the experience of our students here at KUMC. And that is a challenge that we are excited and anxious to take on. Some of our many upcoming goals include maximizing the use of technology for programs and service delivery, intensifying safety programs, and enhancing our services for niche-based populations. As part of this new plan, we have already developed a Division Charter Diversity Council and participated in and sponsored the campus-wide Active Shooter Exercise held in Dykes earlier this fall.

We are excited for what the future of Student Services holds. As the industry of higher education continues to evolve, we will be at the forefront of innovation and best practices as we provide critical services for the students of KUMC.
Counseling & Educational Support Services is continually evolving to meet student needs. This year, we have focused on improving our psychological counseling appointments and services. We hired a new post-doctoral psychology resident and developed a new triaging system to decrease wait time and match clients with the appropriate level of care. In addition, we have redesigned our ADHD screening program and increased our group counseling opportunities. With these efforts we have seen many improvements in the number and the quality of our psychology services. There has been increased participation in our professional development certificate series, Integration of Self and Practice, and this year we have also implemented the KU Step Prep program for 2nd-year medical students on the KC, Wichita, and Salina campuses. Our writing services have increased the number of synchronous (onsite or video) and asynchronous (emailed documents) sessions, as well as increased outreach for presentations and writing workshops. We have also provided individual career counseling, outreach presentations, mock interviews, business etiquette dinners, career assessments, and services to alumni.

"This is one of the most valuable resources I’ve found at KUMC. I’ve probably learned as much from the people in CESS as I have in my program."

The department was a national leader by developing and implementing video and telephone consultation services for individual and group consultations (all services areas). The department completely revamped the website and self-help resources to better meet the needs of the KUMC campus community. As we progress in this constant development, our goal is to continue to be trailblazers in the way that we provide evolved and essential services to our students and community.
Clients Served

2003: 257
2005: 418
2007: 518
2009: 732
2011: 718
2013: 847
2015: 1,083

- 100% participation in individual and/or group educational support and writing appointments on the Salina and Wichita Campuses
- 505 group sessions provided by Educational Support and Counseling Services
- 33% of all appointments made by students and residents were scheduled online
- 127 outreach programs provided by Educational Support and Counseling Services
This has been a year of change in the Student Financial Aid Office. We are happy to welcome new members to our team, and we have worked together to redesign many processes in our office. As part of this evolving process, we have created a close collaboration with other members of Enrollment Services and have combined a position with the Registrar’s office in order to better meet the needs of students with admissions, enrollment, and financial aid questions. As Enrollment Services evolves, we hope to continue cross training staff to better serve our customers.

A thorough review of office procedures was conducted this past year, and adjustments were made to internal reports to allow more efficient processing of financial aid and better distribution of workload. We are working to enhance our communications with visitors, we have begun using a check-in kiosk for customers, and we are in the final stages of implementing a better phone system with which to assist our callers. This review process is also allowing us to look towards the future to continue to strengthen our procedures regarding the uniqueness of our student enrollment.

$56,646,673
IN FINANCIAL AID RECEIVED
AT KUMC IN FY2016

NEW PROCESSES

- Online summer application processes
- New process for PLUS loan applications
- Improved scanning processes and indexing
- Implementation of Delegate Access, where students can designate others to view specific financial aid information
- Student panel session for current students to talk to new students about their experiences with financing their education
AID BREAKDOWN

Total Aid

<table>
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<th>Year</th>
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<td>2010</td>
<td>$47,599,804</td>
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<tr>
<td>2011</td>
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<tr>
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<td>$50,661,744</td>
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<td>$51,520,982</td>
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<tr>
<td>2014</td>
<td>$54,091,118</td>
</tr>
<tr>
<td>2015</td>
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Loans

Scholarships, Grants, and FWS

Other

NO. OF RECIPIENTS

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<th>Year</th>
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<td>2012</td>
<td>1,817</td>
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<td>1,902</td>
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<tr>
<td>2015</td>
<td>2,016</td>
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Our primary goal is to support the academic mission of the university by providing outstanding service to students, faculty, staff, and our external customers. As our office adapts to meet those strategic goals, we have begun utilizing a strengths-based, teamwork approach. Our primary areas of responsibility include admissions processing, academic transcript and diploma production, student records maintenance, graduation processing, enrollment and degree verifications, veterans’ certifications, course scheduling, and catalog maintenance. Below are a few highlights from the past year along with corresponding strategic goal(s).

Recruit and retain highly qualified staff:

Our office rose to the challenge of multiple staff vacancies by filling them with highly-qualified individuals with significant and relevant higher education experience. As of November, four out of our six staff members were new to KUMC.

Identify and implement One University concept & maximize the use of technology for service delivery:

In collaboration with Graduate Studies, our three schools, and the Division of Enrollment Management in Lawrence, we began implementing a new catalog approval and curriculum work flow system to streamline the approval and publication processes (Course Leaf).

Develop and enhance a team approach & commitment to professional development:

With training and facilitation from the Office of Organizational Improvement, Enrollment Services and Financial Aid continue to enhance our teamwork approach by implementing a strengths-based professional development program.

Reevaluate work processes in the office to determine where they can be updated or streamlined, streamline and automate student processes, and revise policies and procedures to ensure best practices:

Data integrity is essential to our mission as custodians of student records. In collaboration with the department of Enterprise Analytics, International Programs, and Student Information Services, we identified and resolved a data quality issue regarding citizenship and VISA data for our international student population.

Quick Facts

- 59% of enrolled students are female
- 19.5% of students are considered minority
- 65.7% of students are Kansas Residents
- 28.7 is the average age of our students
Understanding how profound an International Educational Experience is and how the impact will continue to affect our students in their future professional roles, OIP (Office of International Programs) took IEE (International Education Experience) information to the students at every opportunity, participating in student fairs, class meetings, club meetings and even setting up a “mobile” advising desk throughout campus. The result has vetted more interest in IEE by all students. To support additional outreach and advising, OIP restructured to include an Education Abroad Advisor position who is dedicated to helping each student develop their own International Educational Experience while keeping a strong emphasis on the health and safety of our students while abroad.

In this same vein, the impact of international students coming to the university is equally profound not only for those who come, but also for every person in our community who has the opportunity to exchange with these individuals in the classroom, labs, or clinics. Again, to support OIP’s efforts to service our international student population, OIP filled the International Student and Exchange Visitor Advisor role. This person is also a key facilitator in the International Student Clinical Elective Program which demands the management of 4 apartments to support the program. With the clinical elective program filled to capacity for the first time, and an increase of fees paid to the program, OIP collected unrestricted fees, money which is used to support cross-cultural programming for the entire KUMC community as well as OIP staff training.

To practice as a competent physician it is vital to have a diverse background, not only in Medical Science, but also about medical systems, ethics, and different cultures.
Kirmayer has been in a continual evolution since our reorganization 3 years ago. Working towards certification by the Medical Fitness Association (MFA) has helped the organization become more focused on operational efficiency, university and hospital collaboration, and overall facility usage, which increased 22% this year. Kirmayer continues to make strides in facility improvement. This year the gymnasium court and studio two were refinished. This project was funded, in part, by the Student Union Board, as appointed by the Student Government. The spin bikes for our cycling program and rowing machines were also replaced. Overall facility usage (check-ins) increased 22% from FY14 to FY15.

Programs continue to grow steadily. Overall participation increased by 10% in FY15. Our largest increase was in the personal training program. Personal training (1-1, duo, private, group) experienced a 56% increase in participation. Group training programs (GT45) increased 23% in participation. Our free community-based programs saw 733 participants compared to 433 last year. Also, new this year, we featured the 90 Day Challenge; a 3-month, all-inclusive lifestyle change. Approximately 50% of these clientele have continued to use Kirmayer programs to facilitate their healthy lifestyle.

Kirmayer Fitness Center continues to strive to improve current programs and services to fill the needs of students, faculty, and staff. Small renovation projects will continue to take place, and new cardio equipment will be leased in January 2016. Kirmayer will also begin to partner more frequently with A Healthy U Initiative to engage students and staff members in living a healthy and well lifestyle while at work or school. Overall, we will continue to strive for membership growth, program expansion, and facility improvements. We aim to become a trusted resource on campus, in Kansas City and throughout the region in the next year.

“The 1-1 planning that my trainer did with me every week during The 90 Day Challenge gave me accountability to make my efforts become habits.”

“The staff at Kirmayer are always helpful and the environment is welcoming.”
22% increase in facility usage

No. of check ins

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<thead>
<tr>
<th>Year</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
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<tbody>
<tr>
<td></td>
<td>61,125</td>
<td>74,500</td>
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Membership

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<tr>
<td></td>
<td>1,699</td>
<td>2,629</td>
<td>2,897</td>
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Over the past several years, Student Health has evolved to meet the needs of clinical, research, and leadership students. As clinical requirements are mandated by regulatory agencies, we have added services to ensure seamless transitions into clinical and research endeavors. Ninety-four percent of students reported that the services provided at Student Health offered the most convenient care allowing them to miss the least amount of clinical, research, or didactic activities.

In addition, we have implemented a practice management system that allows students to schedule online, check immunization status, and message providers and nurses with questions and concerns. This technology has provided a streamlined approach to meeting the students' needs, and provided a method of communication that works for the student.

"The online scheduling, messaging, and record retrieval system is great. So is the Student Health staff—they make it as easy as possible to get in and out quickly when you need to meet requirements."

Student Health continued to offer high quality primary care services during FY 2015. It is our goal to provide evidence-based services to meet the ever-changing healthcare needs of our students and support the academic mission of the university.

"Student Health has taken great care of me. I have been there for vaccines, and to manage medications/prescriptions and for labs. I don’t see any reason to go anywhere else."
“The staff at KUMC Student Health are possibly the best I’ve ever encountered. They are available, personable, and I always feel taken care of.”

“I have had excellent interactions with student health. They took care of my initial needs in lieu of a primary care physician and referred me appropriately when that was needed. They treat students with respect and professionalism.”

“All of my interactions with Student Health have been great. Each staff member is caring, compassionate, patient, and kind; when I visit, I am always able to achieve resolution in a timely manner. I have great confidence in their ability to treat me and this gives great peace of mind.”

“I think this clinic is run very well. This service touches every student at KUMC and is a wonderful model of providing student centered services. They are excellent.”
The Office of Student Life engages students in personal and professional development in order to build and support an interprofessional campus community. Throughout our department’s development the Office of Student Life has evolved into a true resource on campus providing students with a break from their studies and opportunities to interact outside of the classroom. Students choose their level of interaction and participation, and we are continually seeing increased interest and involvement with our programming.

“Student Life is great—you make what you want out of it. I choose to participate in a few programs, but I know that some people choose to be active in many. I think the flexibility for each individual is wonderful.”

Our primary mission is to engage KUMC students in personal and professional development through co-curricular programmatic opportunities on campus and in the community. Our programming is strategically developed to support that mission.

“I think the university has done a fantastic job with what we have. Please, no matter what, keep popcorn Thursday! I look forward to this every week, and the people in the Student Life Office are awesome in every way.”

Our programs include New Student Orientation, Hawk Week, Community Service Days, The Beat@KUMC, Student Wellness, Leadership Development, and Diversity Programs. We support all of our student organizations and work closely with Student Government, and we also look forward to developing Stress Relief programs in the upcoming year. As we plan our programming, we continue to evolve to fit the needs of our students to allow them to have the best experience possible at KUMC.

OVER 400 students attended the annual Hot Dog Bash outside Dykes Library in FY15.

1ST EVER

KUMC Sexual Assault Awareness Week with pledge to raise awareness.

OVER 500 students participated in the monthly visits from the Loving Paws therapy dogs.
The KUMC Division of Student Services contributes to the academic mission of the university with quality, student-centered programming and services that support the emotional, intellectual, personal, and professional growth of our individual students.

On behalf of the departments, programs, and people of the Division of Student Services at the University of Kansas Medical Center, I am pleased to present to you, our Annual Report for the 2014-2015 academic year. We value and celebrate the accomplishments of the Division, its departments, and our staff.

Our vision is excellence in supporting a student’s educational experience, and in this report we highlight and demonstrate the ways in which we are supporting our students’ success at KUMC. You will read about the programs, services, and support to students, and the accomplishments that have been done in the past year by each department in the Division of Student Services.

I invite you to learn more about the division, its successes, and accomplishments as you read this report.

Sincerely,

Vince Loffredo Ed.D
Vice Chancellor of Student Services
University of Kansas Medical Center
Deliver Efficient and Effective Services to meet the Dynamic and Diverse Needs of Students

- Enhance Student Experience & Engagement
  - Creating Formal & Informal Ways to Interact & Support Students
  - Enhance Inter-professional Culture
  - Develop a Comfortable & Inviting Environment
  - Elevate a Culture of Holistic Wellness
  - Promote Student Empowerment
  - Enhance Student Safety Programs
- Provide Effective & Innovative Services
  - Maximize the Use of Technology for Programs & Service Delivery
  - Identify & Utilize Best Practices
  - Discover, Define, and Fill Service Gaps
  - Create Common Welcome Experiences to Ensure Pathways to Success
- Foster an Inclusive & Diverse Community
  - Universally Design Accessibility
  - Enhance Services for Niche-Based Populations
  - Develop Division Charter Diversity Council
  - Expand Training & Programming
- Collaborate, Align, & Share Resources
  - Improve Connection with Greater Kansas City Community
  - Partner with Division, University & Community to Strengthen Base Services
  - Identify and Implement One University Concept
  - Identify & Negotiate for Space and Resources Within the Campus Community
- Strengthen Organizational Infrastructure
  - Commitment to Professional Development
  - Develop and Enhance a Team Approach
  - Improve Awareness, Communication, Marketing, & Access
  - Secure Alternative Funding Sources
  - Establish & Enhance Risk Management Policies & Procedures

Establish a Culture of Measurement and Accountability

Establish a Culture of Communication and Transparency
The Student Services Annual Report was designed by Janelle Sweeney in the Office of the Vice Chancellor of Student Services.