

Student Services

2013 Annual Report



A MESSAGE FROM THE VICE CHANCELLOR’S OFFICE

The 2012-2013 academic year was a year of transformation for Student Services. Not only did many of our departments, such as Student Health and the Kirmayer Fitness Center, transform their overall areas, but our division as a whole has significantly transformed how we provide services to our students.

We have made our services more convenient to the students through online appointments for Student Health, as well as Counseling and Educational Support. Online services have also been implemented

in our Office of Admissions, which allow for automated communications with students applying to KUMC programs, and the Office of Student Life organized a centralized student webpage where all the student organizations can post and organize student activities.

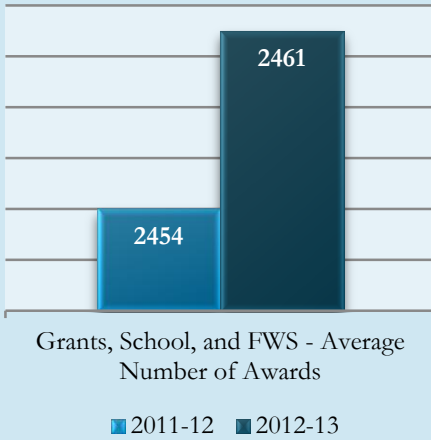
It is through efforts like these that we have been able to increase not only our innovation, but our efficiency as well. We are now excited to commit to the second year of our strategic plan, which involves the alignment of Student Services with other key

departments throughout campus. This upcoming year we have a fivefold mission to continue to reinvigorate student life on campus, increase effectiveness and awareness of services, provide innovative services, secure new funding and reallocation of opportunities, and to strengthen organizational infrastructure. We are confident that as we pursue these endeavors we will be able to interact more seamlessly in greater alignment with our colleagues across campus.

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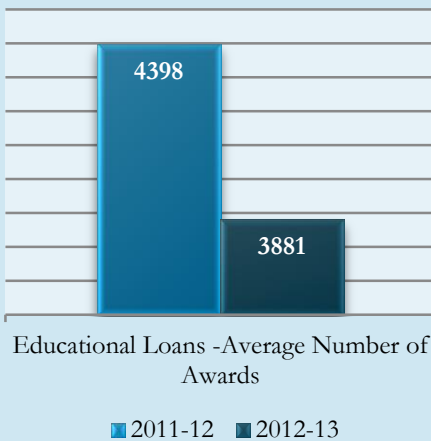
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Grants, School, and FWS - Average Number of Awards

■ 2011-12 ■ 2012-13



Educational Loans - Average Number of Awards

■ 2011-12 ■ 2012-13



Other Resources - Number of Awards

■ 2011-12 ■ 2012-13

FUN FACT:

In May 2014, every staff member in Student Financial Aid will have either a daughter or sibling graduate from high school or college.

STUDENT FINANCIAL AID

2012-2013 Departmental Summary

The Student Financial Aid Office at the University of Kansas Medical Center provides financial assistance and education for prospective and current students.

In 2012-13, about 1,925 students attending KUMC received in excess of \$51 million in financial assistance from institutional, federal, state, and private sources. This was an increase of 200 students and over \$850,000 from 2011-12.

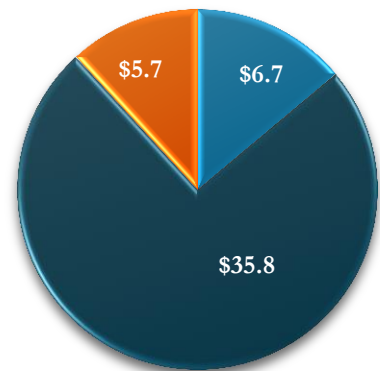
- \$6.7 million was provided in gift aid
- \$35.8 million was provided in loans
- \$5.7 million was provided through the Kansas Medical Student Loan Program

While many of the loans students received were processed automatically by the system, staff in the Student Financial Aid Office processed over 3,000 loans manually, verified income and asset information for 50 students, and processed over 150 budget or income appeals for students to better reflect the individual needs of

the students.

In addition to delivering financial assistance, the Student Financial Aid Office provided financial education for students. During the 2012-13 academic year, the office hosted over 50 financial sessions, including topics regarding Budgeting to the Ins and Outs of Student Loan repayment, and presenting at all medical school and nurse anesthesia interviews.

- Gift Aid (in millions)
- Loans (in millions)
- Kansas Medical Student Loan Program (in millions)





OFFICE OF THE REGISTRAR

2012-2013 Departmental Summary

The KUMC Office of the Registrar supports and advances the systems and structures of KUMC’s learning environments and safeguards the integrity of the University of Kansas’ rules and regulations.

The Office of the Registrar continued to improve its operational effectiveness this year. Almost all of its fiscal year 2013 goals were accomplished or are scheduled to be completed in fiscal year 2014. Turnaround time for verifications

decreased this year and transcript production by the next business day increased. Even though the overall student records volume decreased 1.8%, academic administrative functions have increased. For example, SOM grade changes that manually need to be done increased 131% and the Office of the Registrar saw a 239% increase in schedule of classes maintenance requests.

FUN FACT:

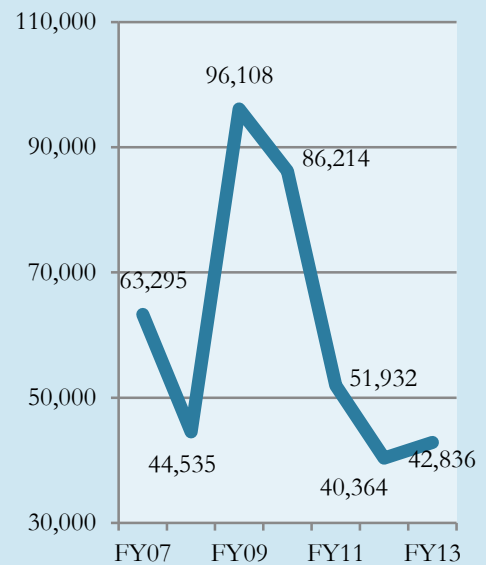
Three out of every four students requests for academic records services are conducted online.

In an effort to strengthen the overall internal infrastructure, the Office of the Registrar has operationalized a master communications calendar to students, faculty, and staff and internal checklists. Certain performance goals still are not being met but the staff is committed to improving these measures in an effort to better assist students, faculty, and staff.

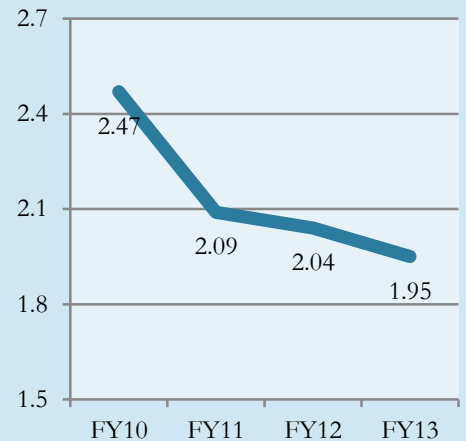
<i>Fiscal Year</i>	<i>Total Number of Requests*</i>	<i>Number of Online Requests</i>	<i>Percentage of Total Requests</i>
FY11	6,347	2,875	45%
FY12	5,720	2,869	50%
FY13	5,875	4,525	77%

*The decrease in total number of requests is due to the implementation of the National Student Clearinghouse self-service

Number of Documents



Verification Turnaround Time (in days)



The KUMC Office of Admissions (OAS) supports and advances the systems and structures related to admissions processing and student health insurance by providing high quality, leadership, services, and programs. The OAS maintains the integrity of the admissions process, thus ensuring efficient and systematic evaluation of credentials for KUMC's undergraduate and graduate academic programs.

The Office of Admissions continues to expand its operation across campus. In the two-year implementation period, there has been a 685% increase in the number of applications that are being processed in CollegeNET. All undergraduate and graduate programs are actively using the CollegeNET online application for

their prospective students or are having their application data from a CAS system integrate into CN. Eighty-nine percent of all UGD/GRD applications are coming from CN compared to 77% the previous year. The remaining applications can be attributed to special status applications or applications that require direct entry.

Another breakthrough was the implementation of the comprehensive tracking system for KUMC's mandated student health insurance. All students must certify their compliance on an annual basis in order to enroll. International students are automatically enrolled in the state of Kansas plan. The Office of Admissions has also taken an active role in the KBOR student health insurance committee in terms of advocacy for students.



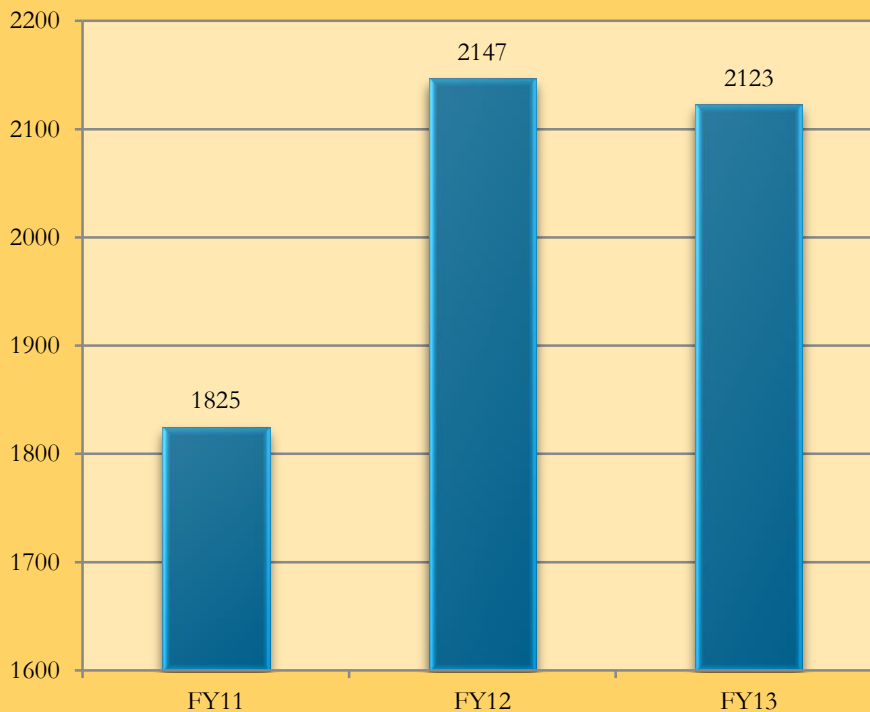
The Office of Admissions continues to expand the admit evaluation system to academic departments. This has included but is not limited to:

- The development of targeted communications to applicants based on triggered events in the system.
- Triggers to alert program coordinators when a new application has dropped into their evaluation pool.
- The creation of custom templates for Graduate Studies for email letter generation.
- The online decision module and checklist was implemented to automate communications with students about the next steps beyond admission to the program.
- The application status is now being automatically updated from CollegeNET into the PeopleSoft student system.
- The student health insurance tracking system was implemented to ensure student compliance with KUMC's health insurance requirements.

OFFICE OF ADMISSIONS

2012-2013 Departmental Summary

Total UGD/GRD Apps



FUN FACT:

The most common birthdate of our new student's falls in what month?

SEPTEMBER

PROGRAM SPOTLIGHTS

Hawk Week, was held for the 6th year and was another success. We added a few smaller programs like trivia and a photo scavenger hunt, but also continued to include the large scale programs and had our first welcome back event – The Fountain Party.

The Beat@KUMC is up and running. We no longer have student web pages, as they have pages on The Beat that will hold all of this information and the calendar will help student groups know when others are planning events. We are excited to see this resource grow and develop.

The Student Diversity Council continues to be a strong programming force on campus. The executive board was reorganized to have representatives from different schools and the various multicultural organizations. This past year they really focused on reorganizing their purpose and focused on interprofessional education leading two IPE case studies that were very well attended. These events really propelled the campus IPE group forward as they saw this was something students really want more of.

Intramurals is now a partnership between Student Life and Kirmayer. Intramurals had a strong showing in its first year as a traditional program.

Student Governing Council continues to be strongly supported by our office. In FY 13 we reconstituted the group and spent a significant amount time looking at the senate and finance bylaws. The new Student Services committee was successful in passing a new Student Life fee and the interdisciplinary committee held one of the largest programs of the year with the first ever Show and Tell. One of the bigger milestones for SGC was taking over the bookstore funds including the travel dollars.

OFFICE OF STUDENT LIFE

2012-2013 Departmental Summary

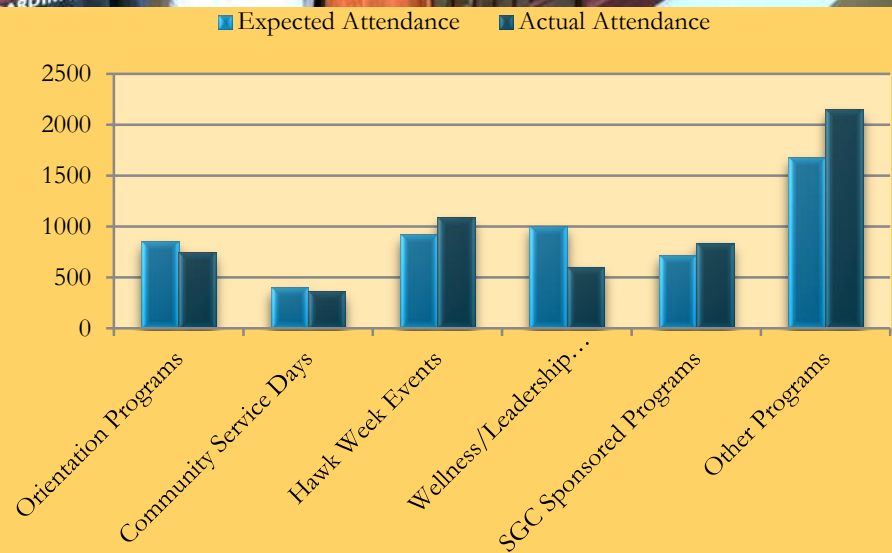
MISSION: The Office of Student Life engages KUMC students in personal and professional development through co-curricular programmatic opportunities on campus and in the community.

VISION: Build and support an interprofessional campus community.

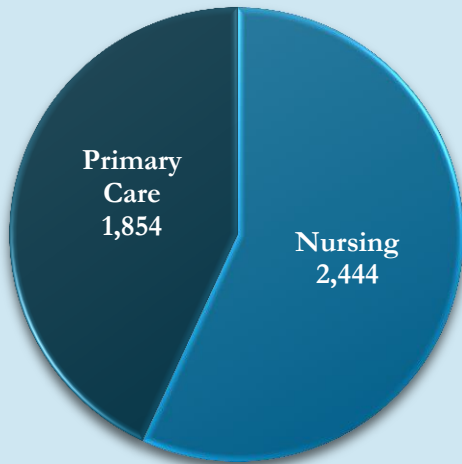
SUMMARY: The office of Student Life is staffed by a Director, Coordinator (as of June 1st) and half time graduate students, with student staff working the front desk from 8-5 Monday – Friday. We offer a variety of programming throughout the year connecting students outside of the classroom beginning with Orientation and Hawk Week and ending with our new tradition, the Grad Grill. In addition, we support all of our student organizations and work closely with Student Government.

FUN FACT:

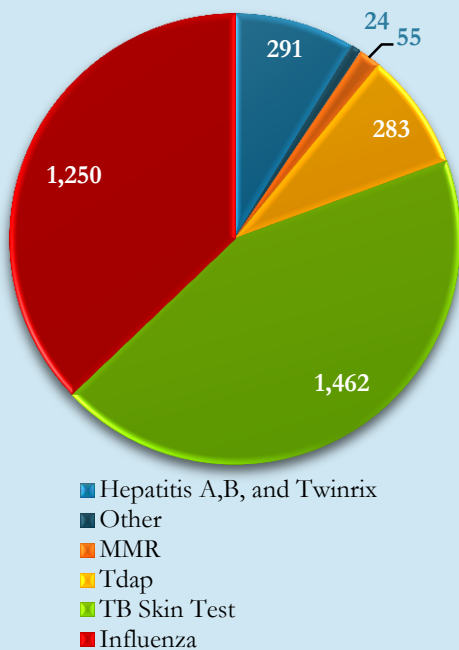
KUMC students provided 11,130 hours of community service this year!



Number of Visits



Vaccines Delivered



STUDENT HEALTH

2012-2013 Departmental Summary

- We underwent another construction project in the spring of 2013 to allow for two immunization rooms during walk-in immunization clinic. Our electronic medical records system allows for best practice, however, visits do take longer to process. For our busy students, being able to be seen and get what they need in a timely manner is crucial.
- Open communicator was set up and activated in August of 2012. The open communicator allows students to send and receive secure messages, make on line appointments, and have 24/7 access to immunization records.
- Compliance software was set up and activated by November 2012 and our fall holds were placed November 1, 2012.
- Student Health Requirements were reviewed and changes were made to require flu shots for all clinical and medical students for fall of 2012. In addition, all clinical students must provide serology for proof of immunity to Hepatitis B and Varicella.
- All Student Health staff took part in Jayhawk Way training.

Flu shots were mandatory this year for medical and clinical students. Student Health implemented the policy and tracked compliance. In fall of 2012, we gave 1,250 flu shots, which is more than double the amount from fall of 2011.

Student Health also promoted Skin Health, a student health funded event with outreach tables, a Dermascan, giveaways, and the opportunity to visit with a dermatologist. This was done in coordination with Student Life. We had over 100 students visit one of the informational tables, 97 enter our raffle for a beach tote with sunscreen, 27 students schedule an appointment with a dermatologist, and 23 student visits with a dermatologist.

36.2 % of primary care visits were web-booked throughout the fiscal year.

895 unique primary care patients

FUN FACT:

In an average year, student health staff draws over 1,800 tubes of blood during primary care and nursing visits.

COUNSELING & EDUCATIONAL SUPPORT SERVICES

2012-2013 Departmental Summary



During 2012-2013, Counseling & Educational Support Services expanded the department’s scope and breadth of services to include:

1. Educational Support Services
2. Psychological/Psychiatric Services
3. Writing Services (*NEW*)
4. Career Services (*NEW*)
5. Academic Accommodations Services (*Expanded Scope*) (in collaboration with the Vice Chancellor for Student Services)

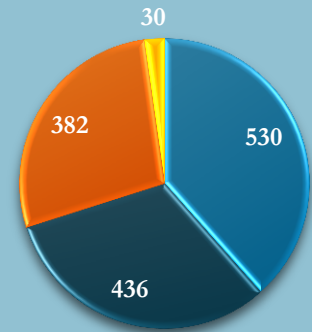
Seven hundred and forty-seven students and residents received services during FY 2013. Using a new EMR system, 25% of students and residents schedule their appointments online (24 hr/day access). The department was a national leader by developing and implementing video and telephone consultation services for individual and group consultations (all service areas). More than one hundred outreach presentations or invited guest lectures were provided. The department completely revamped the website and self-help resources to better meet the needs of our campus community.

FUN FACT:

On our client satisfaction survey, one individual wrote:

“Everyone in this office makes me feel comfortable and like family. They are my biggest support system at this campus.”

Student Use



- Educational Support
- Writing
- Counseling
- Academic Accommodations

Our office provided educational and counseling groups including:

- SOM M1 and M2 Content Connections, Question, and Supplemental Instruction
- SON N3 Question
- Diplomacy Skills / Assertiveness
- Emotional Intelligence
- Dissertation/Thesis Success

There were 103 outreach presentations or invited guest lectures for students, residents, or faculty/staff on topics including:

- Learning Styles, study skills, test taking, licensure board preparation, and time management
- Emotional intelligence, stress mitigation, eating concerns, sexuality issues, conflict management/diplomacy skills, professionalism, LGBT, and performance anxiety
- Writing skill development, overcoming writers block, APA style writing, and technical writing for thesis/dissertation
- Regional presentations were made to Penn Valley students concerning study and test taking skills as well as to health care professionals on eating disorder and sexuality topics
- Presentations on learning styles, study skills and test taking skills to undergraduate med school pipeline programs at KU Lawrence for underrepresented minority students

Renovations and Facility Changes:

- Interior corridor paint & lights
- Gymnasium – lighting, wall fascia and paint
- Track fascia
- Overhead sound system installed
- Equipment upgrade
 - Cardio equipment
 - Strength equipment
 - Functional strength training area
 - Rubberized fitness flooring
 - Back office re-structure
 - KU Cancer, Rehab and Wellness Center integration in-house
 - Welcome center update (anticipated Dec 2013)

Business Model Changes:

- Service based (training) model with student focus
 - Addition of GT45 group training
 - Unlimited group fitness
 - Results oriented, functional personal training
 - Non-contract payroll deduction for employees
- ACSM certified professional staff
- Fitness floor supervised by certified trainers
- Facility rentals
- Affordable intramural sports
- Utilize student feedback, initiatives and ideas

KIRMAYER RECREATION CENTER

2012-2013 Departmental Summary

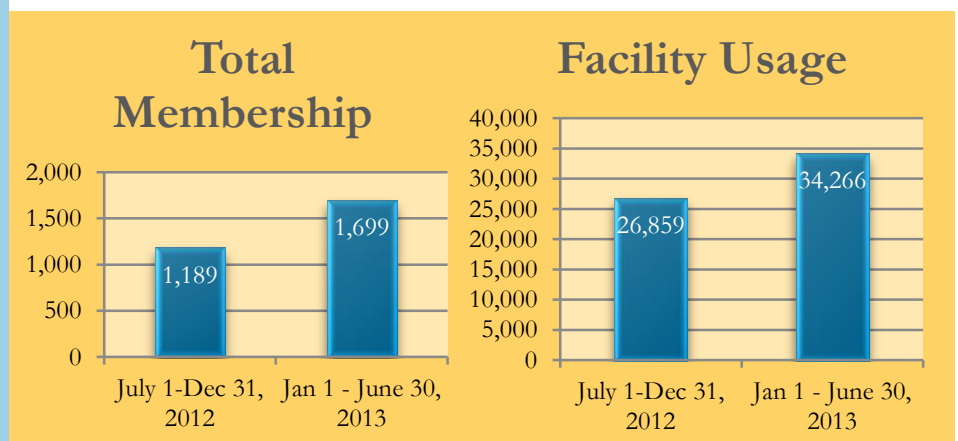


Kirmayer Recreation Center has undergone a massive amount of positive change in the last fiscal year. Changes include a physical renovation, business model update and personnel re-structure. This has provided a much-needed boost in membership, member rapport and participation, while bridging the way for collaborative opportunities on the KUMC campus and with the University of Kansas hospital.

During this fiscal year, a new Director and two Senior Coordinators were hired. Approximately 25 student staff were hired and trained. A great deal of transition occurred, resulting in many new and improved outlets for wellness, fitness and recreation at KU Medical Center. The main focus in this year was to create a warm, welcoming physical and emotional environment for students and members with a priority on providing high quality services. This created a 42% increase in membership, with a 27% increase in facility traffic. Most notably personal and small group training program achieved a 171% increase in participation, which provided a 191% revenue increase over the past year in that service area. We believe that the strides made in this year will provide even more growth in FY14.

FUN FACT:

Kirmayer recently launched Body Pump, an international fitness focused on total body strength training. Body Pump can be found in 70 countries and 10,000 health-clubs and gyms worldwide. Kirmayer has now joined the Les Mills team to fight globesity through fitness!



ACHIEVEMENTS

Financial Aid

Staff in the Student Financial Aid Office served on various committees in the Kansas Association of Student Financial Aid Administrators: Sara Honeck – Legislative Liaison Committee, Kristi Nicol – Co-Chair Registration Committee Spring Conference, Kaley Williams selected as Co-Chair for Finance Committee.

Sara Honeck, Kristi Nicol, and Sarah Zimmerschied presented over 50 sessions to prospective and current students and families. In addition to presentations by members of the Student Financial Aid Office, 8 sessions were offered by experts in the community.

Sara Honeck, Kristi Nicol, and Sarah Zimmerschied volunteered at College Goal Sunday, helping prospective students complete financial aid applications and answering questions.

Office of the Registrar

Chris Meiers, PhD: KUMC Show Me Challenge Baldrige Framework Project Examiner; AAMC Group on Student Affairs Certificate Program Planning Committee; AAMC National Chairperson of the Committee on Student Records; NASPA Student Affairs Partnering with Academic Affairs Knowledge Community Region IV-West Representative

Jeremy Ring, MS: 2014 KACRAO Local Arrangements Committee

Chris Green: 2014 KACRAO Local

Arrangements Committee

Gloria Schroder: 40 years of services at KUMC

Lesa Gilbert: co-presented Decision Letters and Checklist, 2013 CollegeNET Annual Users Conference, Portland Oregon; KACRAO Local Arrangements Committee 2013

Student Life

Implementing a Strategic Approach to Student Fee Increases Through Accountability, Communication and Transparency – Presented by Vince Loffredo, Ryan Gove and Tonia Karpowicz at the NASPA National Conference

Influencing Change with a Campus-Wide Student Satisfaction Survey – Presented by Chris Meiers and Stefani Buchwitz at the NASPA IV-West Regional Conference

Achieving Strategic Success with Academic Partners – Presented by Vince Loffredo, Chris Meiers and Ryan Gove at the NASPA National Conference

Student Health

Stephanie Jernigan was the first recipient of the Superior Supervisor of the Quarter Award.

Stephanie Jernigan and Rick Lister presented to International Programs on Health in the USA.

Jennifer Blanck and Stephanie Jernigan presented on 8 occasions to

all schools on blood born pathogen exposures and the Student Health Protocol.

Jennifer Blanck and Stephanie Jernigan presented on 6 occasions to various programs on immunization and student health requirements.

Counseling & Educational Support Services

Dr. Kim Vandegest-Wallace secured funding, developed and implemented the 2nd annual KUMC inter-professional sexuality conference with more than 60 student participants.

Designed, developed, hired staff, and implemented the KU Step Prep program for 44 SOM M2 students across the three med school campuses.

More than 75% of the N3 SON students completed the department sponsored program “Integrating Self and Practice” series and earned certificates.

Kirmayer Recreation Center
Group fitness classes averaged 50% increase in attendance.

Intramurals program based on student feedback and schedules – set bar at 250 participants.

GT45 boot camp tripled in participation.

Personal training program doubled participation rates from fall to spring semester.

C.A.R.E. Award

“The Division of Student Services, which under new leadership is seeing a marked increase in employee engagement through the development of a divisional strategy and motto.”

“As part of the C.A.R.E. program (Connect, Award, Recognize and Engage), Student Services was spotlighted as an area of campus that is making improvements, experiencing positive outcomes and in general, doing something right. One of the first things that Vince Loffredo, Ed.D., vice chancellor of students services, did when he joined KU Medical Center a year ago was develop a strategic plan with his leadership team. This plan, which aligned with the university’s plan, helped all of his staff understand their roles and where they fit in with the university’s overall strategy. Now, everything the division does is tied back to the strategic plan as a way to ensure that their efforts are supporting the strategy.

Just as the divisional strategy was successful in giving staff a clear vision, creating the ACT right motto *as a team* was successful in engaging all the staff. By providing a sense of clarity and encouraging a team approach, student services found a winning formula for employee engagement.” – *KUMC Department of Human Resources*



Summary Report

We are pleased with the advances that have been made this year, and we are excited for the progress that will be made this upcoming year as we align our goals and procedures with organizations campus wide. This year our focus will be on:

1. Strengthening centralized communications and social media strategies
2. Actively engaging SGC in the student tuition and fees process
3. Increasing accessibility and usefulness of online resources
4. Achieving key facility/space improvements
5. Implementing a parents and family program
6. Streamlining and automating student processes
7. Increasing the effectiveness of the orientation program
8. Implementing a budgeting process that addresses future needs
9. Recruiting and retaining highly qualified staff

We face the future with much anticipation for what it has to offer our division. We are optimistic that as we continue to meet our goals, while acting with accountability, communication, and transparency, we will be able to achieve great things as a division and as a university.

