

GOING PLACES



2014

STUDENT SERVICES
ANNUAL REPORT

Centers

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.

vision

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

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a message from the vice chancellor



The 2013-2014 fiscal year has been a year of progress and review for the Division of Student Services. As we enter our third and final year of the strategic plan, which we created as a division in 2012, we have reflected on all the achievements and progress that have been made. As Vice Chancellor, it has been remarkable to see first hand

how the departments within Student Services have transformed and adapted in order to provide the very best services to the students here at the University of Kansas Medical Center. Many of our offices have

changed locations,

changed mindsets, and changed procedures in order to accomplish each point in our Strategic Plan for 2012-2015. The focus of our plan is to deliver efficient and effective services to meet the dynamic and diverse needs of our students.

division demographics

7 Departments

42 Full-time
Employees

In the last two years, we have focused on reinvigorating student life on campus, increasing effectiveness and awareness of services, providing innovative services, securing new funding and reallocation opportunities, and strengthening organizational infrastructure. I am confident that as you review our 2014 annual report you will find that we have made significant strides in these areas. Our students have become much more aware of and involved with the various services that our division provides. Most of our departments have developed online services for the convenience of our students—just one example of this is our Counseling and Educational Support office that not only has online appointment scheduling, but this year they have begun doing online video consultations, as well. We have made many strides in bettering our services to our customers this year, and as we develop our new strategic map for the years to come, we look to improve these services yet again. In the constant change of the academic setting, I am lucky to work with a group of people who are qualified and eager to adapt to this environment.

As we complete this segment of our strategic map and begin a new one, our students remain our first priority. We are excited to continue our quest to deliver the most efficient and effective services to our student population. As you review this report, it will be evident that the Division of Student Services is going places—great places.

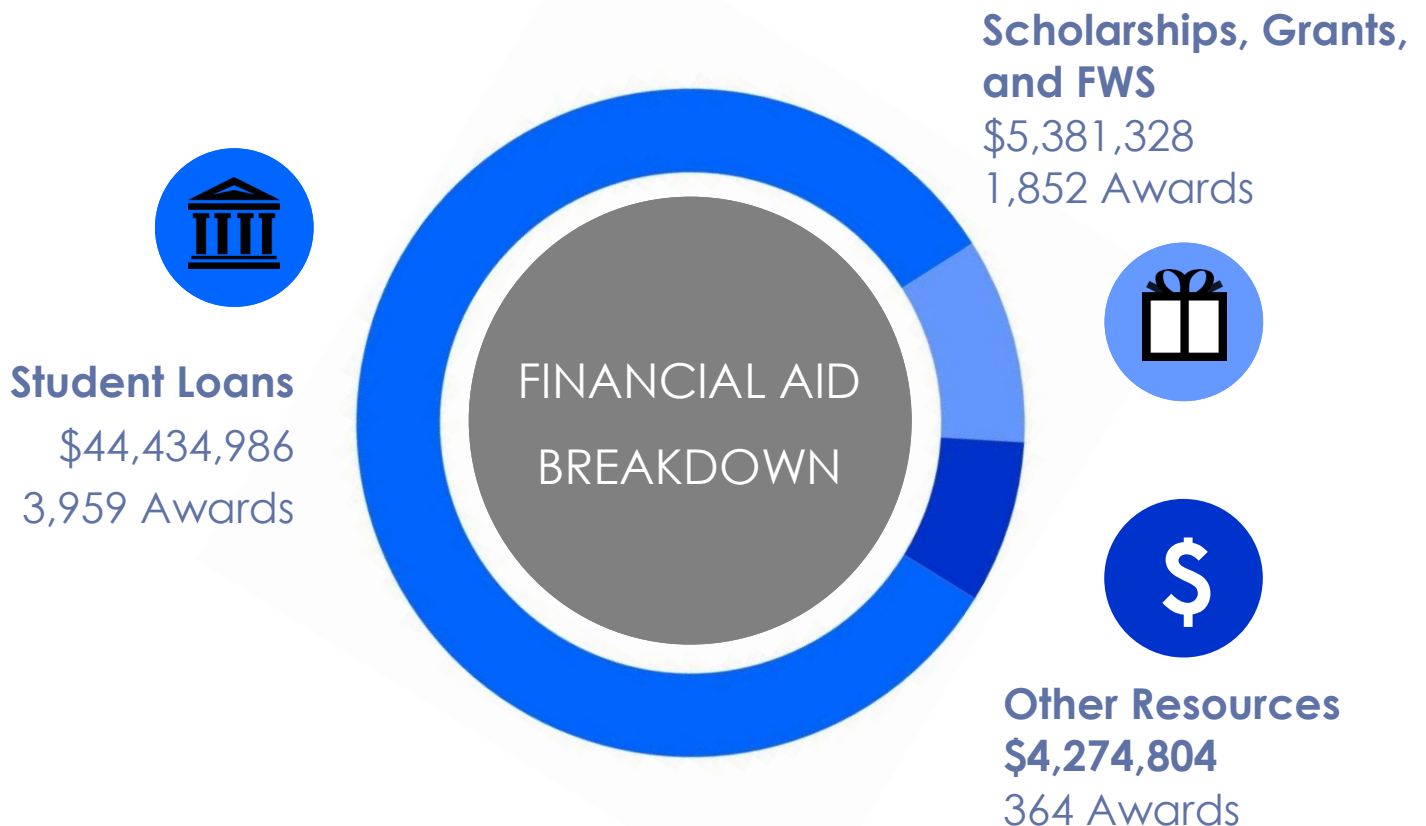
student financial aid

2014 departmental summary

This has been an extremely successful year for the Office of Student Financial Aid. In May 2014, the Student Financial Aid Office chose to undergo a full Title IV Compliance Review performed by the National Association of Student Financial Aid Administrators. The review went very well, and we are very proud of the following statement that can be found in the final report:

"The three Standard of Excellence reviewers have reviewed over 100 different schools. All agreed the KUMC financial aid was one of the strongest and most well run of any institutions visited. While it is certainly an asset for the University to have such highly motivated students as it does, the excellence of this office goes beyond those factors."

We are using the results from the review to strengthen compliance within the office, as well as to improve services. We have focused on many new initiatives this year that allow us to better serve the students. We have redesigned our website to allow for easier use, we have created attractive handouts for student interviews, and we have implemented additional communications to students to add clarity to the application process. We have also begun various outreach programs, for example, we have begun participating in Student Life's Popcorn Thursday with handouts prepared based on seasonal needs of students, we are working with Student Governing Counsel to provide a Certified Financial Planner for the students, and



we have set up information tables on a regular basis outside Dykes Library, where students can come and pick up information and educate themselves on financial aid and money management. One of our more significant initiatives this year involved the establishment of the One-Stop-Shop. Alongside the Office of Enrollment Services, we have created an area where students can come to get their basic questions regarding financial aid and enrollment answered in person. The implementation of the One-Stop-Shop is a significant piece of our division's Strategic Map, allowing us to provide innovative services to our students.

\$54,091,118

in financial aid received at kumc in fy2014

New Federal Regulation Implementations

- High school transcript verification with elimination of Ability to Benefit
- New verification procedures
- Lifetime Eligibility Usage for Pell Grant
- 150% Loan Limit—Subsidized Loan tracking implementation
- Gainful Employment Disclosures

New Procedures

- Elimination of data sheet
- Addition of two new graduate certificate programs for Title IV eligibility
- New online applications and processing for summer applicants
- Additional default management procedures
- Updated Veteran's Affairs procedures
- New authorization to release information combined with Student Financial Accounting (used to be individual for each office)

FINANCIAL AID

enrollment services 2014 departmental summary

The office of Enrollment Services was developed this year. It is comprised of three main areas: the Registrar's Office, Admissions Processing, and the One-Stop-Shop. Our main goal is to assist student success as it relates to the academic progress of these students, while maintaining policies, procedures and security of these records.

Our Registrar's office is responsible for the accuracy and security of student academic records. The office assists students, faculty, staff, and administration in the academic functions and progress of students through programs at KUMC. We further assist students, former students, and alumni with questions dealing with transcripts and other academic records requests.

Admissions Processing assists students, departments, and staff with the admittance of students. The Admissions Processing office also handles questions from students and staff with regards to Student Health Insurance.

A third area recently added to Enrollment Services is the One-Stop-Shop. This area works closely with Admissions Processing, the Registrar's Office, and Financial Aid to assist with basic student questions and needs. This position also relays questions and concerns from students to the proper coordinators. In addition to this, the coordinator in the One-Stop-Shop has an in-depth knowledge in the areas of Admissions, insurance and Veteran's Affairs.



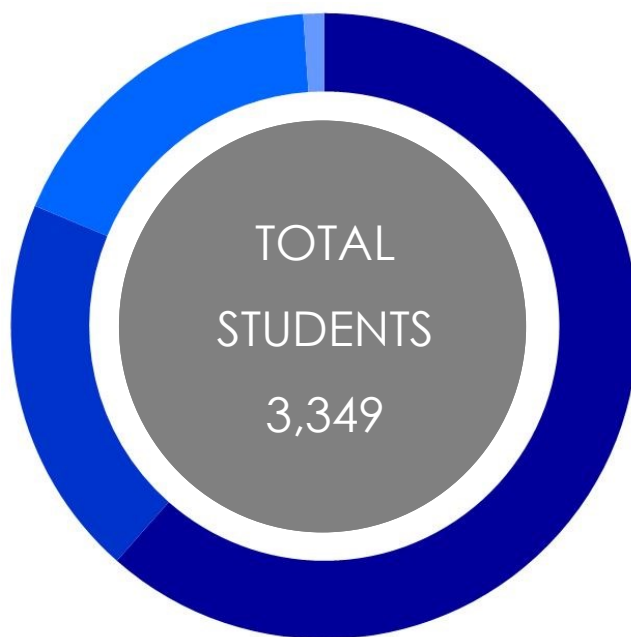
KUMC Enrollment

The enrollment at KUMC, as reported by Enterprise Analytics, is listed at 3,371 students for Fall 2014. This is up from the previous fall, which saw an enrollment of 3,349. The School of Nursing had the largest increase, increasing by 2.9%. This year's enrollment is the largest at KUMC. Numbers are predicted to increase, especially in Nursing and Medicine.

Enrollment Breakdown

Official Headcount Summary of Enrollment

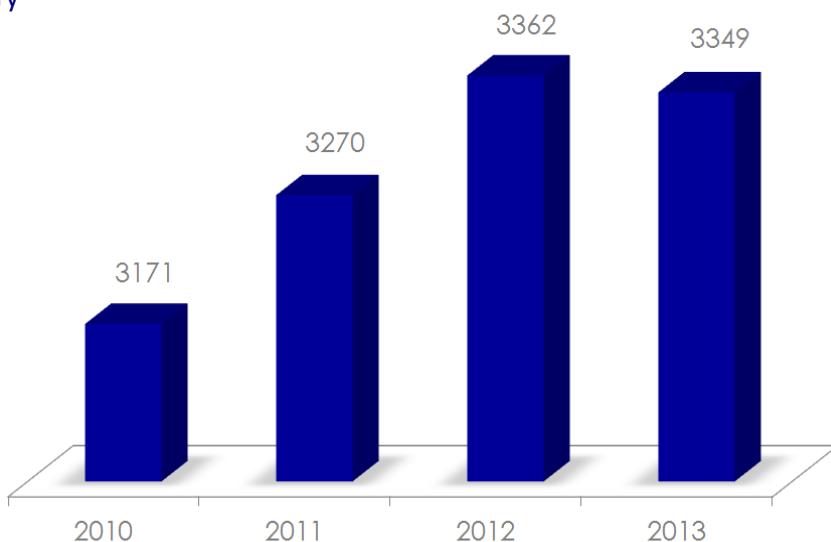
School of Medicine	2,060	■
School of Nursing	662	■
School of Health Professions	591	■
Other	36	■



Enrollment Growth

Official Growth Summary of Enrollment

Fall 2010	3,171 students
Fall 2011	3,270 students
Fall 2012	3,362 students
Fall 2013	3,349 students



the office of student life

2014 departmental summary

The mission of the Office of Student Life is to engage KUMC students in personal and professional development through co-curricular programmatic opportunities on campus and in the community. The vision is to build and support an interprofessional campus community. This is aided in large part by the various programs that the Office of Student Life sponsors and coordinates, including: New Student Orientation, Hawk Week, Community Service Days, The Beat@KUMC, Student Wellness, Leadership Development, and Diversity Programs.

We offer a variety of programming throughout the year connecting students outside of the classroom beginning with Orientation and Hawk Week through the end of the year with Grad Grill. In addition, we support all of our student organizations and work closely with Student Government.

Student Survey Highlights

Participation



of students took the survey for the second year in a row

University Satisfaction



of students would recommend the University to a friend

Program Satisfaction



of students would recommend their academic program to a friend

Program Highlights

New Student Orientation

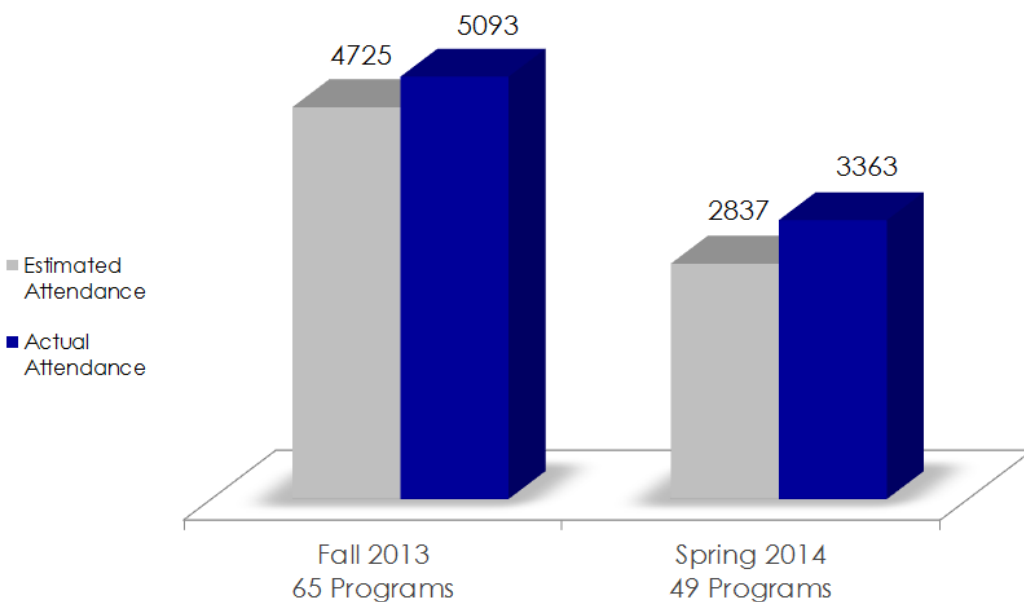
This year, New Student Orientation was moved to an online module and quiz, which all incoming students had to complete prior to enrolling. Separate modules were created for Kansas City students, Salina students, Wichita students and online students so that the information would be specific to their learning environment.

Campus Programming

Overall programming numbers continued to exceed our expectations in FY14 and we have seen an exponential number of students with the addition of new smaller programs including our monthly social events, Popcorn Thursday and large scale events like Walk a Mile, Show and Tell, and Grad Grill. Since FY13, programming has increased 25% and student attendance has increased 46%. This is a two year increase of 68% in programming and 112% in student attendance.

Parent and Family Programming

This was the first year for parent and family programming and we started with our newsletter which went out quarterly. It focused on news from across campus, notes from things happening in the division and the academic calendar. Around 250 individuals subscribed in year one.



STUDENT LIFE

student health 2014 departmental summary

This has been an outstanding year for The Office of Student Health, as we continued to offer high quality primary care services. In addition, multiple programs were funded and developed, including the Weight Management Program and the Dermascan Skin Cancer Awareness Week.

In conjunction with the Kirmayer Fitness Center and the Counseling Center, a 14-week interdisciplinary weight management program was developed and implemented in the spring of 2014. During this program, students participated in exercise classes, nutritional advice, and group counseling sessions three times per week. Eleven students participated and nine completed the program, resulting in an 81% completion rate. Outstanding program results and satisfaction has promoted additional program sessions for upcoming semesters.

Our office also coordinated with the Office of Student Life in a Student Health funded event that provided a Dermascan screening, outreach tables, giveaways, and the opportunity to visit with a dermatologist. We had over 110 students visit the information table and 25 student who met with our dermatologist.

Student Health managed to perform a significant number of Quantiferon tests due to a national shortage of Purified-Protein Derivative Tuberculin Skin Test Antigen Solutions. One-hundred and fifty-five tests were done in fiscal year 2013 and 302 tests were done in fiscal year 2014—a 94% increase.



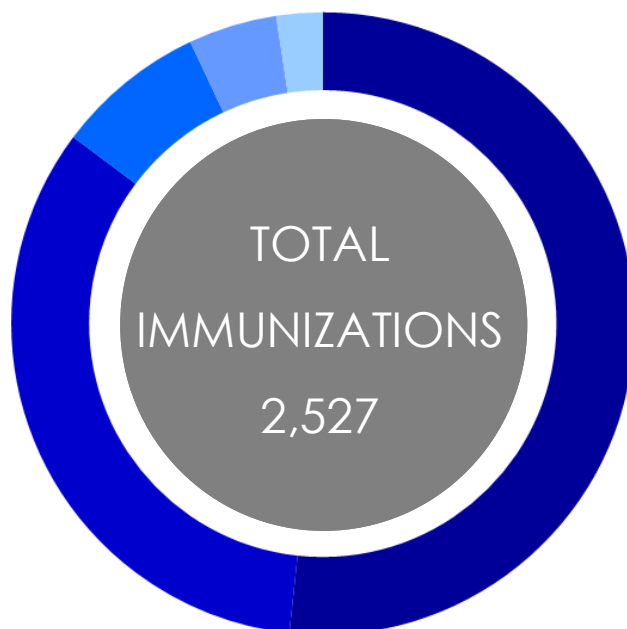
New Policies in Fiscal Year 2014

A review of Student Health requirements was conducted and presented to the Executive Counsel in December 2013. Based on institutional policies of affiliates and feedback from the Executive Counsel, a policy was created to require flu shots for all currently enrolled students effective the fall of 2014.

Student Health Immunizations

Number of Student Immunizations
in Fiscal Year 2014

Influenza	1,295	■
TB Skin Tests	839	■
Hepatitis A&B, and Twinrix	195	■
Tdap	115	■
Other	60	■



Student Health Visits

Number of Student Visits During
Fiscal Year 2014

Nursing Visits	2,147	■
Primary Care Visits	1,947	■
General Visits	1,468	■



counseling & educational support services

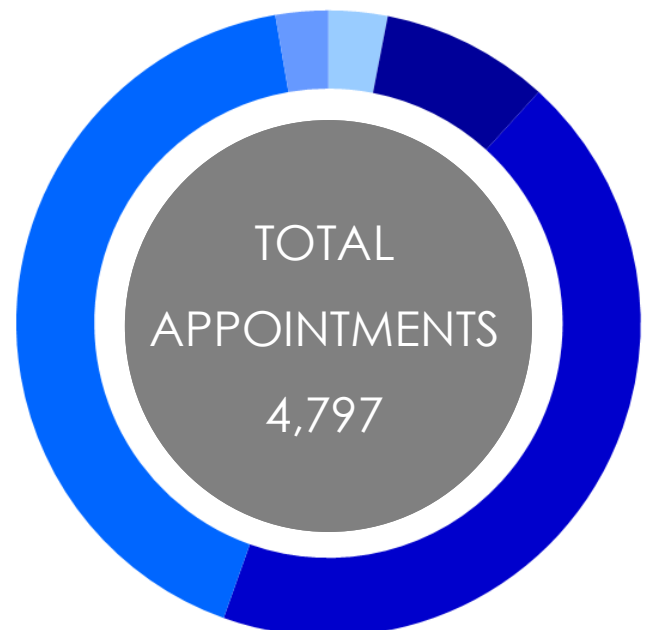
2014 departmental summary

In fiscal year 2014, Counseling and Educational Support Services served 1,033 students and residents. Using a new EMR system, 33% of students and residents schedule their appointments online (24hr/day access). The department was a national leader by developing and implementing video and telephone consultation services for individual and group consultations. 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. This office is comprised of four specific areas: psychological counseling and psychiatric services, educational support services, career services, and writing services.

Counseling & Educational Support Services

Number of Student Appointments in Fiscal Year 2014

Career Services	418	■
Counseling	2,096	■
Educational Support	2,006	■
Psychiatry	131	■
Academic Accommodations	146	■



Department Highlights

Psychological Counseling/ Psychiatric Services

In fiscal year 2014, we presented on dysfunctional stress, depression and anxiety, relationship problems, eating concerns and addictive behaviors, communication habits, and multicultural concerns. We provided individual, couples, and group counseling, as well as outreach presentations, Heart-Math biofeedback, and medication evaluations. Some of our new initiatives included hiring a multicultural specialist and psychologist, and hosting a multidisciplinary weight loss support group. We also provided groups on assertiveness and diplomacy skills, online video consultations, and anonymous online mental health screenings. This year we implemented the 3rd Annual Interprofessional Sexuality Conference. Dr. Kim Vandegest-Wallace received a \$10k endowment gift from former client as well as the 2014 Student Voice Award for outstanding teaching during the 2nd year medical school curriculum.

Educational Support Services

We presented extensively this year on study skill efficiency, managing time, test-taking skill development, licensure board preparation, and coping with ADD/ADHD or learning disabilities. Some of the services we provided this year include individual or small group academic counseling, outreach programming, the Lending Library, ADD/ADHD screenings, academic groups, and the KU StepPrep program. Some highlights of our year include the Students as Scholars program, the Performance Excellence at KU programming series, and the coordination of educational support services for SOM-Wichita. Our Integrating Self and Practice Series had more than 70% participation rate among third year nursing students. We also provided Question Groups, Supplemental Instruction and Content Connections groups, as well as deployed professional branding for KU StepPrep.

Career and Writing Services

In 2014, our Career Services initiatives included individual career counseling, classroom presentations, mock interviews, business etiquette dinners, career assessment and testing, and KUMC alumni services. Our Writing Services included individual writing consultation, classroom presentations to complement existing curriculum, and writing workshops and groups.

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kirmayer fitness center

2014 departmental summary

Kirmayer Fitness Center continues on the path of progress during fiscal year 2014. Efforts continued with physical renovations, with completion of the Phase 1 renovation project in November 2013. A large majority of sales, service, and participation categories have shown positive increases, even though the facility was under construction for three months of the fiscal year. Membership continues on a steady climb. Member satisfaction is on the rise. Positive energy fills the air and members are engaged. Overall, Kirmayer is a drastically different organization located in a much improved space. Employee morale continues to improve, which fosters an enjoyable work place, play place, and place for building healthy habits. We plan to measure member and employee satisfaction in an upcoming survey.

Kirmayer saw 39% increase in non-student members, along with 22% increase in facility usage. This membership increase can be attributed to a more effective new member program, physical renovations, and increased importance of staff training and development. Kirmayer continues to focus on creating connections with members. The 30/\$30 new member program was created to allow new members to experience semi-private group training, group exercise classes, and craft a path to success with a fitness specialist in their first 30 days. We hope to continue to engage more members in programs to increase individual success and retention of each member. Community workouts and quarterly launch parties have created an environment of inclusion, tradition, and excitement.

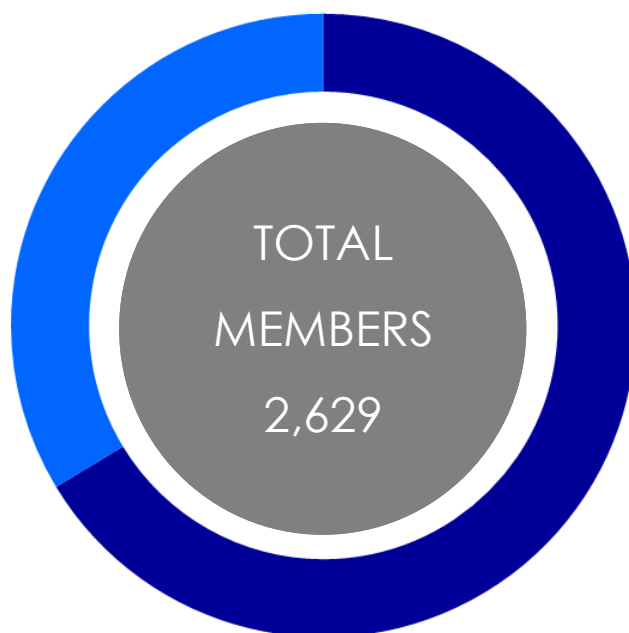


Kirmayer continues to collaborate with a variety of departments and organizations, focusing on serving students, academics, and University of Kansas Hospital needs. Community based events have been created to establish tradition, inclusiveness, and promote Kirmayer as a whole. We aim to draw the unlikely participant with these events, encouraging people who might not otherwise use a fitness facility to try a class and experience the benefits of exercise. We challenge the member who is a natural champion of health to bring friends and family members to these events, relying heavily on referrals.

Membership Comparison

Official Membership Breakdown for FY 2014

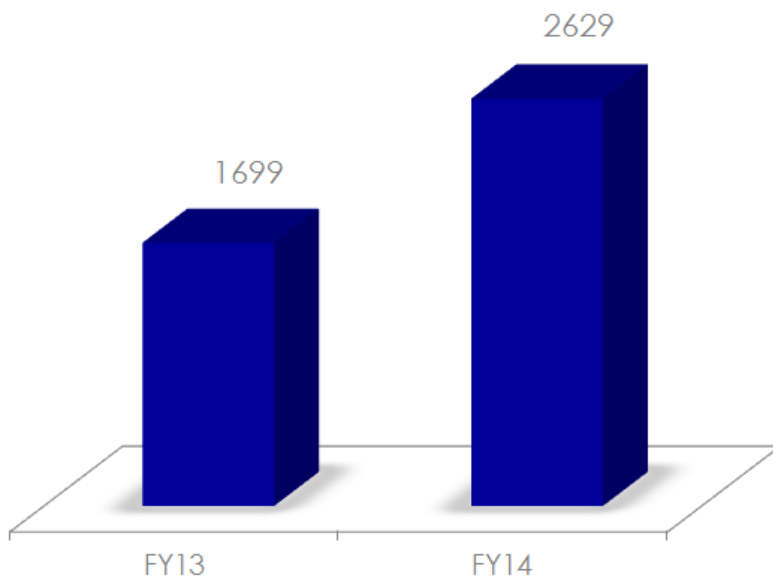
Student Members	1,744	■
Non-Student Members	885	■



Membership Growth

Official Growth Summary of Membership in FY 2013 & FY 2014

2013	1,699 members
2014	2,629 members



international programs

2014 departmental summary

“There is no scientific antidote (to the atomic bomb) only education. You’ve got to change the way people think. I am not interested in disarmament talks between nations... What I want to do is to disarm the mind. After that, everything else will automatically follow. The ultimate weapon for such mental disarmament is international education.” —Albert Einstein

In the Office of International Programs, we are charged with the task of “disarming minds” and creating understanding of differences so that our students will be the best, most adaptable professionals. As one medical student doing a summer international independent research project reported, “It’s important to consider other perspectives when working with patients, especially if they come from a different background, whether that be a socioeconomic, cultural, or ethnic difference. It is important to act as a culturally competent physician and recognize that my patients will not all be coming to me from the same perspective and might have different ideas or approaches to their health than I may have, and I need to respect those differences.”

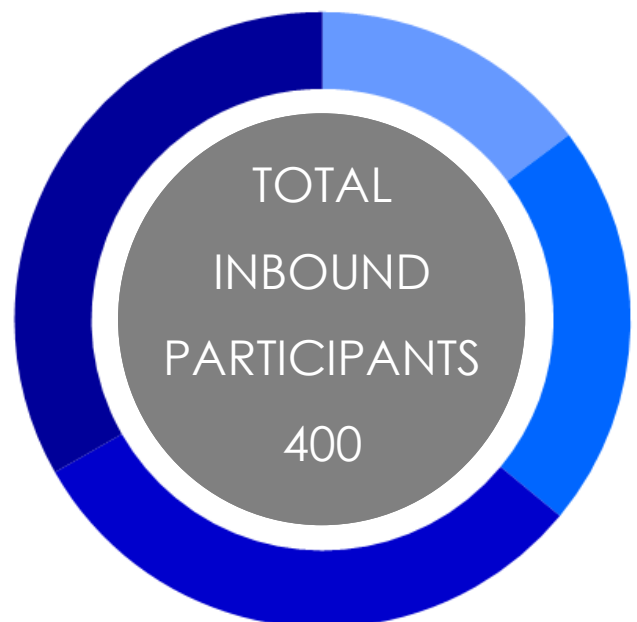
Under the direction of Vice-Chancellor Vincent Loffredo, October 2013 marked a new beginning and a year of “construction” for the Office of International Programs as the hiring of a new director was completed, filling a 2-year void. The much needed leadership allowed the OIP team to create clear mission and vision statements, implement new policies, and expand services.

OIP has increased advising, updated all policies and procedures pages on the OIP website, and reorganized to add two new positions. One of the two new positions, the International Student and Exchange Visitor Advisor, is dedicated largely to the international student population and the other position, the Education Abroad Advisor, is dedicated to advising students

Inbound Participants

Official Number of Inbound Participants FY14

F-1, J-1 International Students	133	■
H-1B Employees	123	■
J-1 Exchange Visitors	85	■
Short Term Clinical Elective Students	59	■



INTERNATIONAL PROGRAMS

relative to international educational experiences including clinical elective rotations.

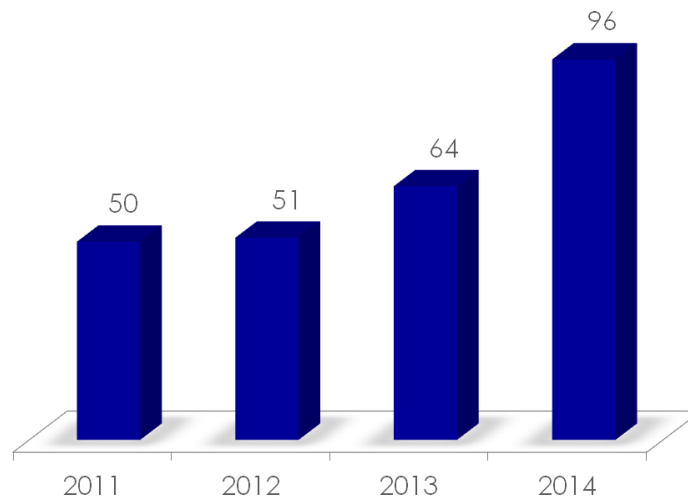
Some of the last year's highlights include ongoing training of staff, increasing student participation in international experiences 66%, creating programming and training that promote the value of cross cultural experiences, and developing cross cultural competencies necessary for health care providers to be successful working with diverse populations whether in the clinic or the lab or the community. In addition to more advisors resulting in more advising hours, OIP promoted the office and services by attending meetings, through email, and by social media outlets.

OIP saw a record 36 students participate in summer international experiences. The International Educational Experience Assessment clearly highlights the value and impact of these experiences. As one KUMC nursing student stated, "My perspective on life has completely changed. It has changed me as a person and continues to impact my simple day-to-day activities. I have never felt as much love, hope, and joy anywhere else in my entire life. As a nurse, I have gained cultural competency that has forever impacted the way I will practice." Another student reflected on the IEE, " This will impact my future work because I will have a broader knowledge of life outside of the U.S. and have learned to be more culturally sensitive and aware of our different issues."

Outbound Students

Official Number of Outbound Students

2011	50 students
2012	51 students
2013	64 students
2014	96 students



ACHIEVEMENTS

The Office of the Vice Chancellor

Fonda Briles served on the University Awards Committee, as well as the Employee Appeals Committee. Fonda also celebrated 30 years of service with the University of Kansas.

Financial Aid

The Student Financial Aid Office worked with the Student Governing Council to provide services from Certified Financial Planners for students.

We developed processes to assure compliance with new federal regulations, including regulatory changes in eligibility requirements for students, verification procedures, Pell Grant limitations, subsidized loan tracking, and Gainful Employment disclosures.

New procedures were implemented to streamline aid and administration for students. This included the elimination of some forms, the addition of online forms, and increased communications to students.

Enrollment Services

We processed 1,800 admissions applications for programs across campus, moved 4 campus programs from paper application processing to an electronic application system, and introduced new video interview capabilities to departments, one will be active this cycle and the next in fall of 2015.

We updated procedures for 3 departments using external CAS systems to streamline processes and overcome previous obstacles.

Student Life

We partnered with CESS to promote new services through wellness programs.

The Office of Student Life sponsored all the promotion and recruitment for RAD Training this year.

We ensured that there was accurate information about escort systems and safety lights in the online Student Orientation.

Student Health

Assisted in the development of the drug screening process and vendor contracting for university policy.

Worked with legal counsel to transition to HIPAA/FERPA agency for billing regulations.

Jennifer Blanck participated in Team-STEPPS training which promotes inter-professional interaction outside of the classroom.

Counseling and Educational Support

Taryn Acosta-Lentz was hired as a staff psychologist and multicultural specialist. Outreach programming and group counseling services were expanded to serve culturally diverse students.

Received a \$3,000 Auxiliary Grant to fund three Whiteboard Izzy tables for Learning Specialists.

Expanded Supplemental Instruction programming in SON to include both Pathophysiology and Pharmacology, as well as SOM M1 and M2.

Kirmayer Fitness Center

Amber Long presented on Careers in Campus Recreation for the National Intramural Recreation Sports Association Conference.

There was a 39% increase in non-student membership, a 22% increase in facility usage, a 65% increase in personal training, and over 500 community based (free access) participations—Hustle for Harvesters, Community Workouts, etc.

Phase 1 of our renovation project has been completed, and a Medical Fitness Referral system has been implemented.

International Programs

OIP saw a record 96 students complete International Educational Experiences from January 2014-August 2014, with 36 of those students participating in Summer International Educational Experiences. Sixteen-thousand dollars in scholarships were received.

Monthly Health and Safety Meetings started in November 2013, and over 80 students attended between November 2013-May 2014.

Culture Hour was implemented in January 2014. Between January 2014-April 2014, there were over 250 participants. We had 55 participants in our International Education Week held in November 2013.

We have secured 4 apartments for International Medical Students and Visitors at Cambridge West.

KUMC Division of Student Services

2012-2015 Strategic Map

Deliver Efficient and Effective Services to meet the Dynamic and Diverse Needs of Students

Reinvigorate Student Life on Campus

Collaborate with KUPD to Improve the Sense of Safety and Security

Promote Interprofessional Interaction Outside the Classroom

Develop Events and Traditions to Unify the Campus Community

Collaborate to Promote Inclusion of a Diverse Student Population

Collaborate to Develop and Implement a Holistic Wellness Initiative

Increase Effectiveness and Awareness of Services

Strengthen Centralized Communications and Social Media Strategies

Contribute to Making Student/Staff Interactions More Seamless

Enhance the Outreach Program for Academic Departments

Assure Inclusion for Student Services in University Decision Making

Provide Innovative Services

Provide Career Development and Writing Services

Implement a Veteran Student Program

Implement Academic Support Services of Distance Learners

Implement a Parents and Family Program

Increase the Effectiveness of the Orientation Program

Secure New Funding and Reallocation Opportunities

Actively Engage SGC in the Student Tuition & Fee Review Process

Actively Pursue Grant Funding

Actively Pursue KU Endowment Funding

Implement Fee-For-Service & Exchange Options for Services

Implement a Budgeting Process that Addresses Future Needs

Strengthen Organizational Infrastructure

Increase Accessibility and Usefulness of Online Resources

Leverage CRM Technology for Effective Communication

Achieve Key Facility/Space Improvements

Streamline and Automate Student Processes

Revise Policies and Procedures to Ensure Best Practices

Recruit and Retain Highly Qualified Staff

Establish and Begin to Implement a One-Stop-Shop for Students

The Student Services Annual Report was developed by
Janelle Sweeney
in the Office of the Vice Chancellor of Student Services