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GET ANSWERS

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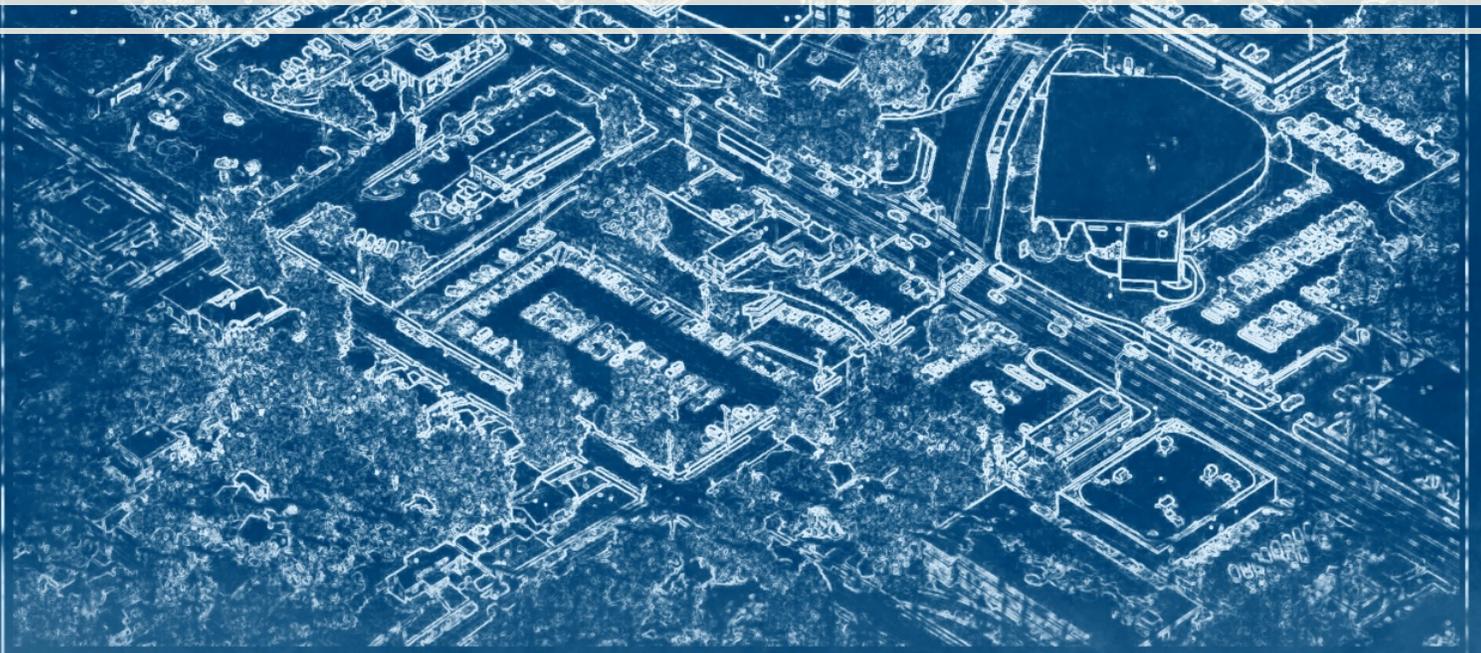
DISCOVER

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RESOURCES

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2017 KUMC STUDENT SERVICES ANNUAL REPORT



## 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.

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# A LETTER FROM THE VICE CHANCELLOR

At The University of Kansas Medical Center, we believe that when our students flourish, we all flourish. In the Division of Student Services we also believe in the power of data-driven change. That is why, back in 2012, upon my arrival, we created this first-of-its-kind Annual Division Report to share the status of the impact the Division of Student Services is having on our campus and with our students.

As we worked on this year's fifth anniversary edition of the Student Services Annual Report, we asked ourselves: How much has changed? We certainly have successes to celebrate, and the short answer is: a lot!

Our staff have had so much to contribute to this campus in elevating our students to their full potential, and those contributions can be seen all around campus. I know this because I witness it every day in the determination, creativity, selflessness, and passion of the staff of the Division of Student Services here at The University of Kansas Medical Center. They know what it takes to work collaboratively across campus to assist others who are trying to achieve the same goal of student success.

I am grateful to our students, as they serve as an inspiration for all the work we do. I am grateful to our leadership that has provided us with the insight and resources to support our students. I am grateful for our talented and tireless faculty who work day in and day out to educate and work

with our students, leading them into their chosen profession. This has been an amazing five years of growth, innovation, and actualization. We have reached heights and successes that have never before been reached. We have made tremendous progress in each department within the Division of Student Services, as you will see by reading this report.

When you compare the gains demonstrated in this year's report to our first report in 2012, it is overwhelming the progress that has been made. I congratulate and commend all of those who have contributed, assisted, and been part of what has truly been an incredible five years.

I thank everyone who contributed to this year's annual report, and I am constantly energized going forward knowing that there is still a lot more work to be done. I look forward to the continued growth and success the Division of Student Services will have on the student lives we impact through our provided and combined service.

Sincerely,



Vince Loffredo Ed.D  
Vice Chancellor of  
Student Services

University of Kansas Medical Center

## 5-Year Highlights

Relocated many Student Services Offices to areas on campus where it is close and convenient for students to access

Established 24/7 access to Dykes Library for Students

Brought exercise equipment to Dykes

Revitalized Kirmayer Fitness Center from the ground up -- staff, facility, equipment, etc. and helped create a sports field next to Kirmayer

Created a Division Diversity Council and a Division Staff Council

# COUNSELING AND EDUCATIONAL SUPPORT

Counseling & Educational Support Services is all about getting answers and discovering resources. Walk into Dykes Library, and you are only a few steps away from a support specialist who will help you improve your studying efficiency, test-taking, writing, and academic self-confidence. Not only did we provide a new Study Partner Match program, but also offered numerous Post-Exam Coffee Hour debriefing meetings. Dr. Rodriguez assisted more than 250 students and residents with class assignments, research papers, personal statements, and resumes/vitae. The learning specialists supported hundreds of students who ambitiously strove to become technically competent healthcare providers and scientists. We witnessed an increased participation in our professional development certificate series, Integration of Self and Practice, and also successfully provided the KU Step Prep program for 2nd-year medical students on the KC, Wichita, and Salina campuses.



I FEEL MUCH MORE  
IN CONTROL OF  
WHO I AM. I HAVE  
TOOLS TO HELP ME  
FOR THE REST OF  
MY LIFE.

Over the past several years, psychological counseling and psychiatric services has witnessed a surge in help seeking by students and residents. In response, a more efficient triaging system was implemented to decrease wait time and match clients with the appropriate level of care. More counseling groups, workshops, outreach programming, and additional staff training on brief forms of therapy were provided. We continued to be national leaders in providing telemental health in a university setting and we have added new self-care internet resources like Ask, Listen, Refer; ULifeline; and Online Mental Health Screenings. We met with faculty and staff to help them detect and support students who struggle with stress, anxiety or depression. We strive to be innovative so KUMC students can reach higher. As this upcoming year unfolds, we will continue to be a resource to help students discover their hidden potential.

## 5-Year Highlights

Added the  
KUMC Writing  
Center  
([www.kumc.edu/writing](http://www.kumc.edu/writing))

Implemented  
a postdoctoral  
psychology  
fellowship  
program

Implemented  
new triage  
system

In the last 5 years,  
the number of clients has  
increased by 36%

Online  
video and  
telephone  
consultation  
services were  
added

# Individual Appts.

**Ed. Support & Writing**  
2,120 Appts.

**4,680**  
total  
appointments

**30% increase**  
in 5 years

**Counseling & Psychiatry**  
2,560 Appts.

IT IS VITAL WE HAVE COUNSELING AND ED. SUPPORT TO HELP STUDENTS REALLY ACHIEVE THE MOST, BE THE BEST, AND BE WELL. WE WILL BE THE BEST HEALTH CARE PROFESSIONALS FOR OUR PATIENTS IF WE ARE OUR BEST SELVES.

# AAS Appts.

**Graduate**  
7%

**Medicine**  
34%

**Health Professions**  
28%

**Nursing**  
31%

Last October 2015, the Americans with Disabilities Act celebrated its 25th anniversary to opening doors to equality of opportunity and full participation. Access to education is one key to opening the doors to mainstream society for people with disabilities. Since 2012, the Academic Accommodation Services of the University of Kansas Medical Center has increased from 12 students to over 68 due to changes in regulations and many veterans pursuing their education. AAS works closely with all schools and this past year implemented accommodations within the operating rooms. Through a collaborative effort between schools and AAS, more students are receiving the support and accommodations to become healthcare providers.

# STUDENT FINANCIAL AID

The Student Financial Aid Office provides students financial resources to pay for their education. We also develop educational materials, counsel students, and conduct presentations so that students understand their financial options.

One of the exciting new initiatives in our office includes working with students in the Kansas University Community College Nursing Partnership. This new educational model allows students dual enrollment at a partner community college in Kansas and here at KUMC for the final two years of their education. At the completion of the two years, students will graduate with both an Associate's Degree in Nursing from the community college and a Bachelor's of Science in Nursing from KUMC. Our office provides financial aid for expenses incurred at both campuses, and we work closely with these students and the Schools of Nursing at each campus to ensure that the students' total financial needs are considered when awarding aid.

**\$57,093,209**  
IN FINANCIAL AID  
RECEIVED AT KUMC  
IN FY2016

This past year, we strengthened the resources available to students for various financial topics. Sessions included Home Buying, Insurance, Budgeting, Tools for Managing Student Loan Debt and Loan Repayment and Consolidation. For the second consecutive year, Certified Financial Planners spent a day on campus and met individually with students to discuss both short-term and long-term financial matters. This year, we began posting recordings and PowerPoints of our presentations on our website so that students who are not able to attend sessions are still able to access the material shared in those meetings or to review the material multiple times.

Improvements were made for scholarship awarding, resulting in a new streamlined procedure for academic departments to provide scholarship information to the Student Financial Aid Office. This process improves our ability to add and track scholarships more quickly and efficiently, resulting in students receiving their scholarship funds as quickly as possible.

## 5-Year Highlights

*Redesigned office job descriptions for a more programmatic approach to processing*

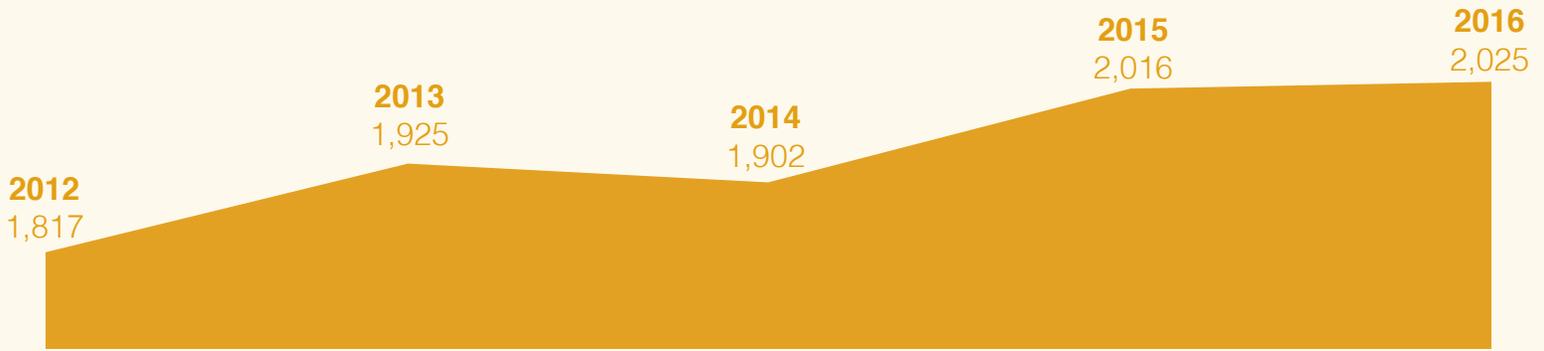
*Improved financial literacy options to better target student needs*

*Physically relocated to a One-Stop-Shop with Registrar's Office*

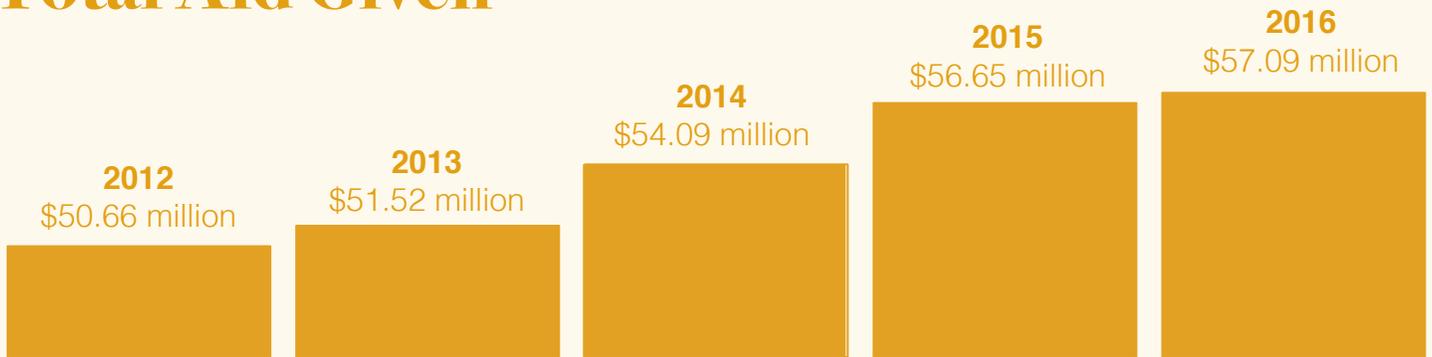
*Began annual reviews and updates of procedures to continue to meet regulatory changes*

*Developed new process to provide aid to students in Shared Nursing Curriculum*

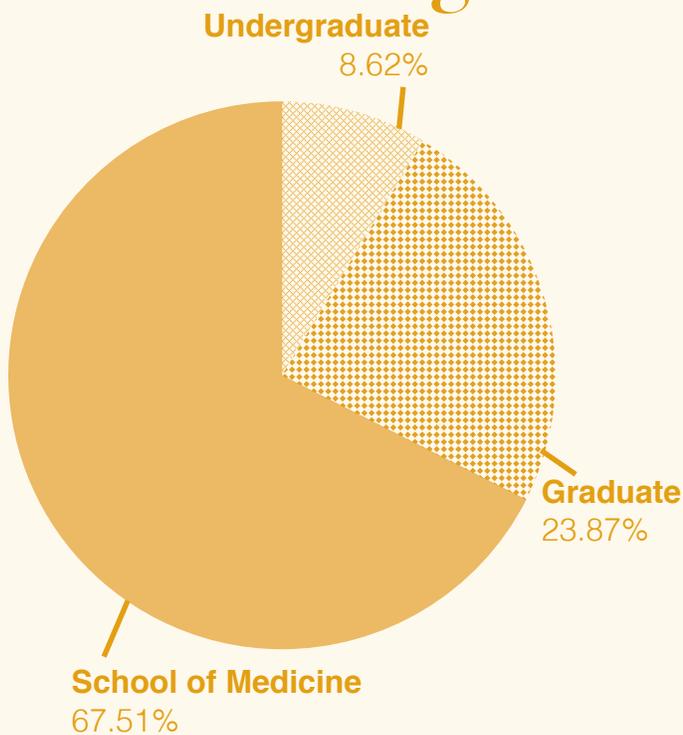
# No. of Recipients



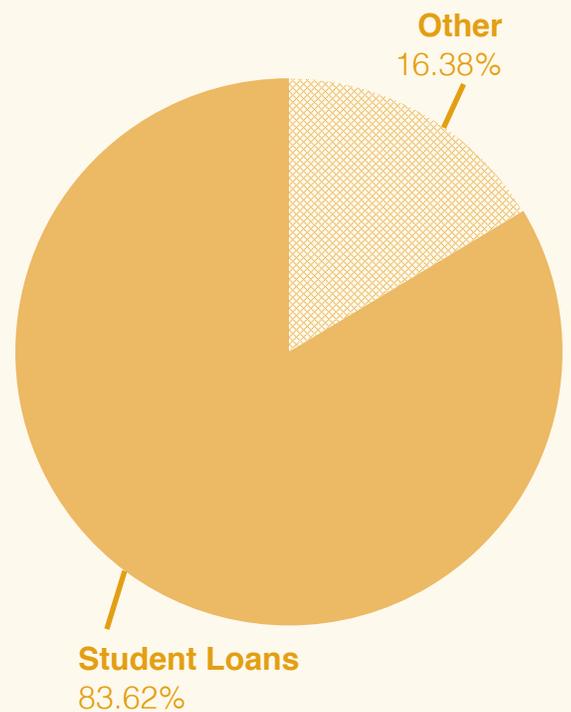
# Total Aid Given



# Student Usage



# Loan Type



# REGISTRAR'S OFFICE

Our primary goal is to support the academic mission of the university by providing outstanding service to students, faculty, staff and our external customers. We are utilizing a strengths-based, teamwork approach to fulfill our mission. 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 new VA School Certifying Official is an Air Force veteran – Jon Huber. Our VA students expressed a strong desire to have a military veteran in this position.

## DEVELOP AND ENHANCE A TEAM APPROACH

Enrollment Services and Student Financial Aid continue to utilize a strengths-based approach to support teamwork in our office.

## PROVIDE EFFECTIVE AND INNOVATIVE SERVICES

Last year we trained 6 department staff on “green

scheduling” (paperless), we provided desk-side coaching to 12 KUMC staff, and we are partnering with the School of Nursing to support their new initiative “KU Community College Nursing Program.”

## MAXIMIZE THE USE OF TECHNOLOGY FOR PROGRAMS AND SERVICE DELIVERY

We partnered with Student Information Services in Lawrence to implement a new process that allows instructors to submit and post their grades in real time (replacing an “over-night” process).

## ELEVATE A CULTURE OF HOLISTIC WELLNESS

The registrar organized weekly mindfulness meditation sessions for students, staff and faculty, and presented a “Lunch ‘n Learn” for A Healthy U – “Basic Mindfulness for Stress Management”.

## CREATING FORMAL AND INFORMAL WAYS TO INTERACT AND SUPPORT STUDENTS

We partnered with Student Life and the Institute for Community Engagement to host the first “Military and Veterans Networking Luncheon”, and we worked with the Lawrence campus to eliminate the 90% refund period - students now receive a 100% refund during the first 5 days of the semester.

## 5-Year Highlights

Successful implementation of CourseLeaf - KU's new online catalog and course curriculum workflow software

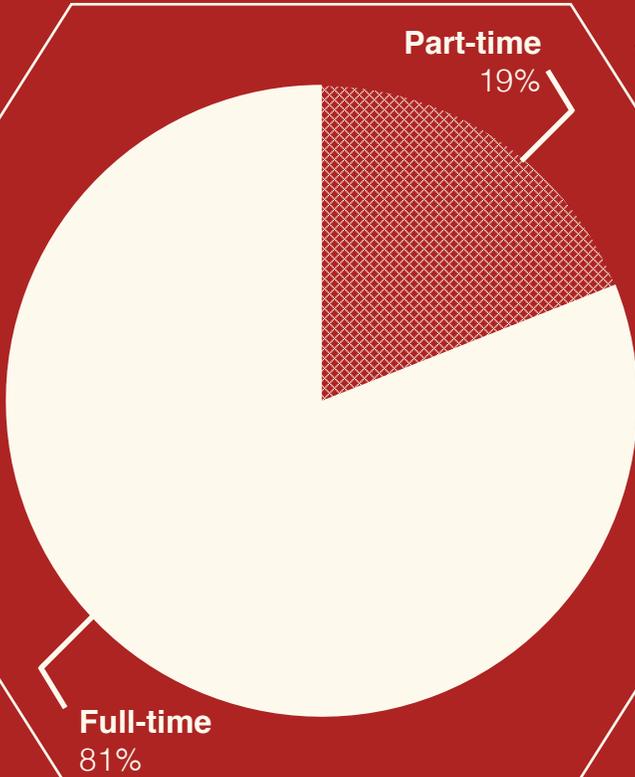
Completely revised the annual Comprehensive Fee Schedule

Created the One-Stop-Shop with Fin Aid

Implemented “green scheduling” - 6 KUMC academic units now edit and submit future schedule of classes online (paperless)

Began offering deskside coaching for all staff or faculty

## Full-time v. Part-time Enrollment



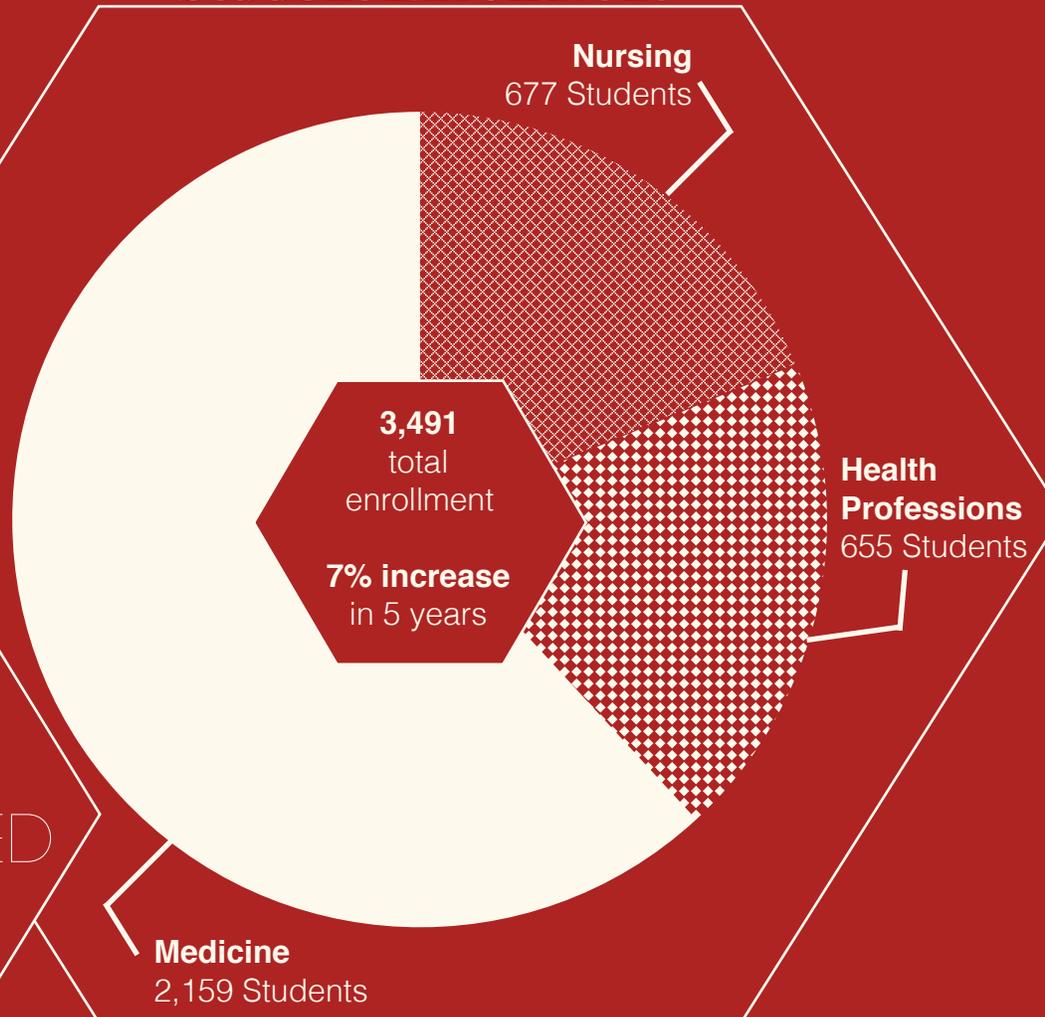
**67%**  
OF STUDENTS  
ARE KANSAS  
RESIDENTS

**28.6**  
IS THE AVERAGE  
AGE OF OUR  
STUDENTS

**59%**  
OF STUDENTS  
ARE FEMALE

**19%**  
OF STUDENTS  
ARE CONSIDERED  
MINORITY

## Student Enrollment



# INTERNATIONAL PROGRAMS

## OUTBOUND PROGRAMS

*"Why do you go away? So that you can come back. So that you can see the place you came from with new eyes and extra colors. And the people there see you differently, too. Coming back to where you started is not the same as never leaving."*

- Terry Pratchett

An International Educational Experience is a transformational experience. It changes the lens through which our students see their world -- they see their patients with new eyes; they hear with new ears; the familiar is no longer mundane, but has new meaning for them. When the advisors in OIP meet with each student, we listen deeply to what our students are looking for in an IEE and do everything in our power to move a dream into reality, a tangible plan, because we know that while completing an IEE impacts a person's life, **not completing one** also impacts a person's life. Our students are curious, adventuresome and wanting to engage with their world, but they don't

always have the answers to very basic questions: What can I do? Where can I go? How can I pay for it? And planning an IEE can be overwhelming. As advisors, we are dedicated to looking for the answers, guiding the students to their own discoveries and finding resources to support their exploration.

One new resource offered by OIP were monthly Fulbright Informational Sessions led by consultant Angie Peterson and OIP staff. These sessions provided information about different Fulbright programs as well as the application process, and interested students were then offered individualized application guidance. By providing these additional resources, OIP seeks to expand the international opportunities available to the KUMC student population.

A new program in the School of Nursing had students traveling to Patanatic, Guatemala searching for data related to population-

## International Experiences



## 5-Year Highlights

289%  
increase in  
International Education  
Experiences

343%  
increase in  
advising  
sessions

337%  
increase in  
social-cultural  
events

Kimberly Connelly  
Holland  
began as Senior  
International Officer

343%  
increase in  
attendance at  
social-cultural  
events

based healthcare outcomes. Researching this information, combined with KUMCIO's continued involvement in Patanatic, as well as the data collected by a KUMC medical student over the summer, will help the clinic address the most urgent health problems of their population.

### INBOUND PROGRAMS

Inbound Programs works with a variety of visa categories and registers all incoming internationals for the university. Given our role, it is essential that we have current resources and information available. OIP is continually evaluating its processes, communication methods, and programming to support internationals and the university.

Over the past fiscal year, OIP increased its outreach efforts within the university with the aim of informing departments of our resources and programs. These resources not only include our advisement appointments, informational sessions, forms, and other materials, but also our visa presentations which provide the latest regulatory and policy updates. These outreach efforts are designed so that departments along with OIP can better serve and support our international students, employees, and visitors.

OIP's advisers are always available for individual advisement appointments. During the advisement appointments, we assist with inbound program processes and any related visa needs.

## Inbound Programs

**6,375**  
ADVISING  
SESSIONS  
OFFERED

**J-1  
Exchange  
Visitors**  
72

**Other**  
70

**F-1, J-1 International  
Students**  
109

**432  
total**

**H-1B  
Employees**  
101

**Clinical Electives Students**  
71

**2,178**  
EVENT  
ATTENDANCE

**118**  
EVENTS  
SPONSORED

# KIRMAYER

## FITNESS CENTER

Kirmayer experienced a continual growth pattern in all areas in the 4th year since re-organization. Kirmayer has continued to work towards facility certification by the Medical Fitness Association (MFA) and underwent an on-site audit by the organization in August in order to earn the credential. In doing so, a stronger emphasis has been placed on service of patients alongside students and faculty/staff members. This diverse mix of clientele challenges us to provide something for everyone. Our niche on campus has gotten larger. Strategic, collaborative relationships have been fostered within the university and hospital as part of this initiative. At times, this transition has pulled our staffing structure thin. In growth, we have learned to be flexible, yet firm and serious, but fun. We are forging new ground with this type of facility and have learned to welcome challenges as learning opportunities.

Overall outcomes have been largely positive in

FY16. Revenue has continued to grow, while the cost of doing business has started to level out.

We believe our success to be a direct result of the culture we have created within the facility.

Kirmayer places an emphasis on creating a welcoming environment, and making connections with people. The “everyone can do something” attitude has begun to bleed onto campus as a whole, generating more interest and excitement around personal and organizational wellness. As a result, total facility usage climbed again this year, with a 5% increase from FY15, 43% increase in usage since FY13. The emphasis placed on group training and special events

has created a community of frequent users and among them, a solid group of high spenders who use multiple programs and services. We aim to provide top-notch customer service and an option for all physical abilities, wellness and recreational interests.



THE INSTRUCTORS,  
AS WELL AS STAFF,  
ARE FANTASTIC.  
THEY ARE ALL VERY  
FRIENDLY AND TAKE  
THE TIME TO GET  
TO KNOW MEMBERS  
INDIVIDUALLY.

### 5-Year Highlights



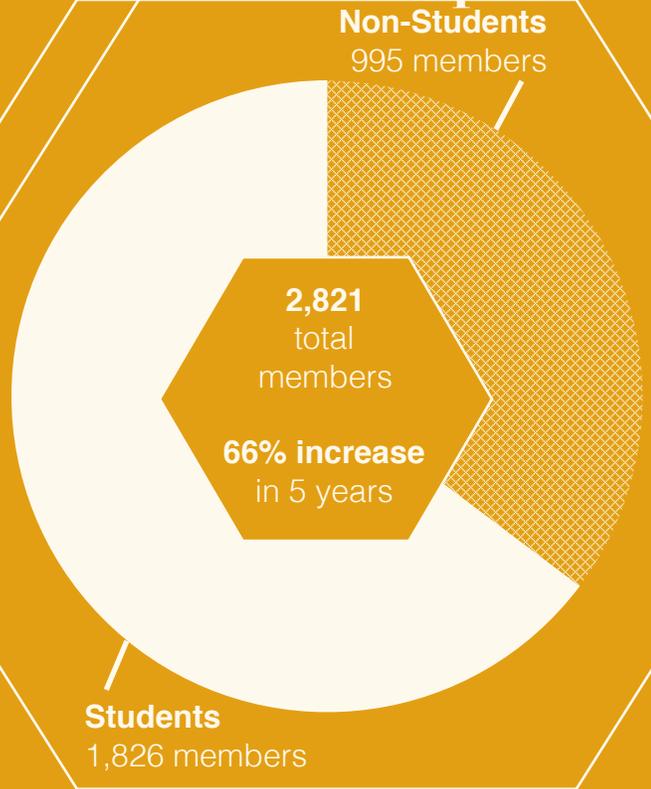
# Program Participation



MEDICAL  
FITNESS  
ASSOCIATION

BECAME A MFA  
CERTIFIED  
FACILITY

# Membership



**400%**  
INCREASE  
IN MEDICAL  
REFERRALS

# No. of Check Ins

**2013**  
61,125

**2014**  
74,500

**2015**  
95,021

**2016**  
99,906



# STUDENT HEALTH SERVICES

Student Health offers many programs and resources for students. Some of our programming centers around making sure students are prepared and safe to participate in clinical and research initiatives. Other programs are designed to meet health and wellness needs.

## PRIMARY CARE SERVICES

We have 3 part-time nurse practitioners and 2 part-time physicians that provide care to students. We provide services using fee dollars, so there is not a charge for primary care visits and we do bill insurance providers.

## FREE FLU SHOTS

All currently enrolled KUMC students must receive a seasonal influenza vaccine per university policy in order to comply with KU Hospital policy and other affiliated agencies. In FY 2016, we gave 1,618 flu shots. Flu Shot programming and clinics were overwhelmingly chosen as one of the most positive experiences on the annual student survey.

## DERMATOLOGY OUTREACH & SCREENING

In February and March of 2016, student health outreach tables were set up in strategic locations around campus. Students were offered a

Dermascan screening, pocket pal Sun Safety Tips, KUMC sun glasses with polarized lenses, sunscreen samples and the opportunity to see a dermatologist for a free screening. Of the students who visited a table, 90% said that they planned to change their habits to reduce harmful exposure to the sun. Twenty students received a dermatology appointment with full body skin screenings.

## WEIGHT MANAGEMENT PROGRAM

Each spring the Student Health Center sponsors a weight management program for students who meet the eligibility requirements. The WMP is a 12-week interdisciplinary program offered by Student Health, the Kirmayer Fitness Center, and Counseling Services. It is unique in that we offer a holistic program that combines health information, physical fitness, goal setting, and intuitive eating strategies that emphasize wellness in an individualized format.

## FITBIT LOAN PROGRAM

Student Health initiated a pilot program that involved loaning Fitbits to students for 3-7 days that were interested in health and exercise. Of the students who participated, 89% stated that they were more active while wearing the Fitbit.

## 5-Year Highlights

*Introduced the annual skin health week with Dermascans available to all students on campus*

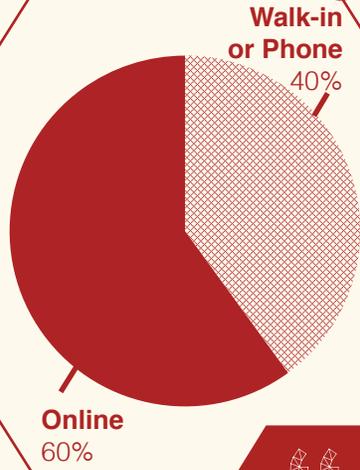
*Constructed a newly expanded clinic and immunization services*

*160% increase in student utilization*

*Implemented a University-wide mandatory flu vaccine program and policy and had an all time high student utilization*

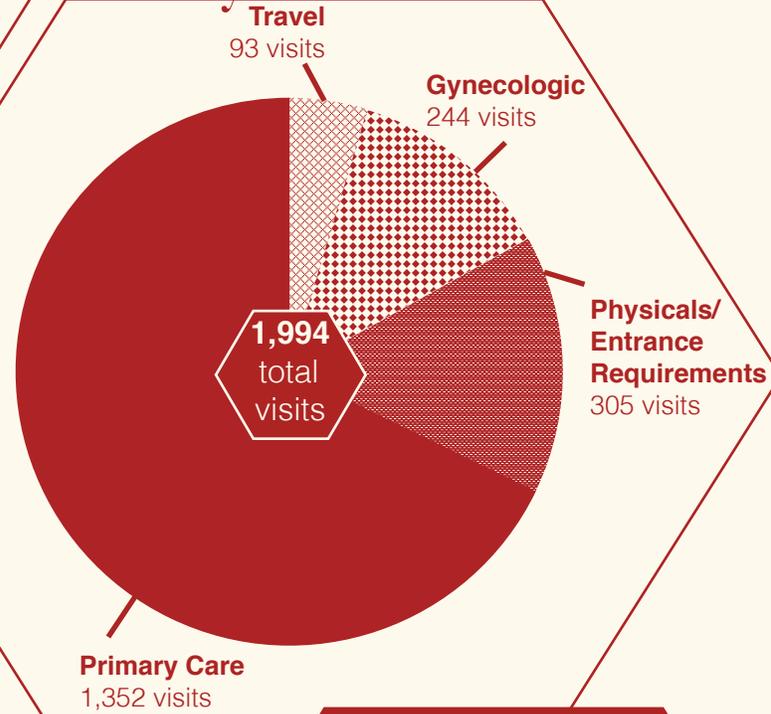
*Created an interdisciplinary weight management group*

## Online Scheduling



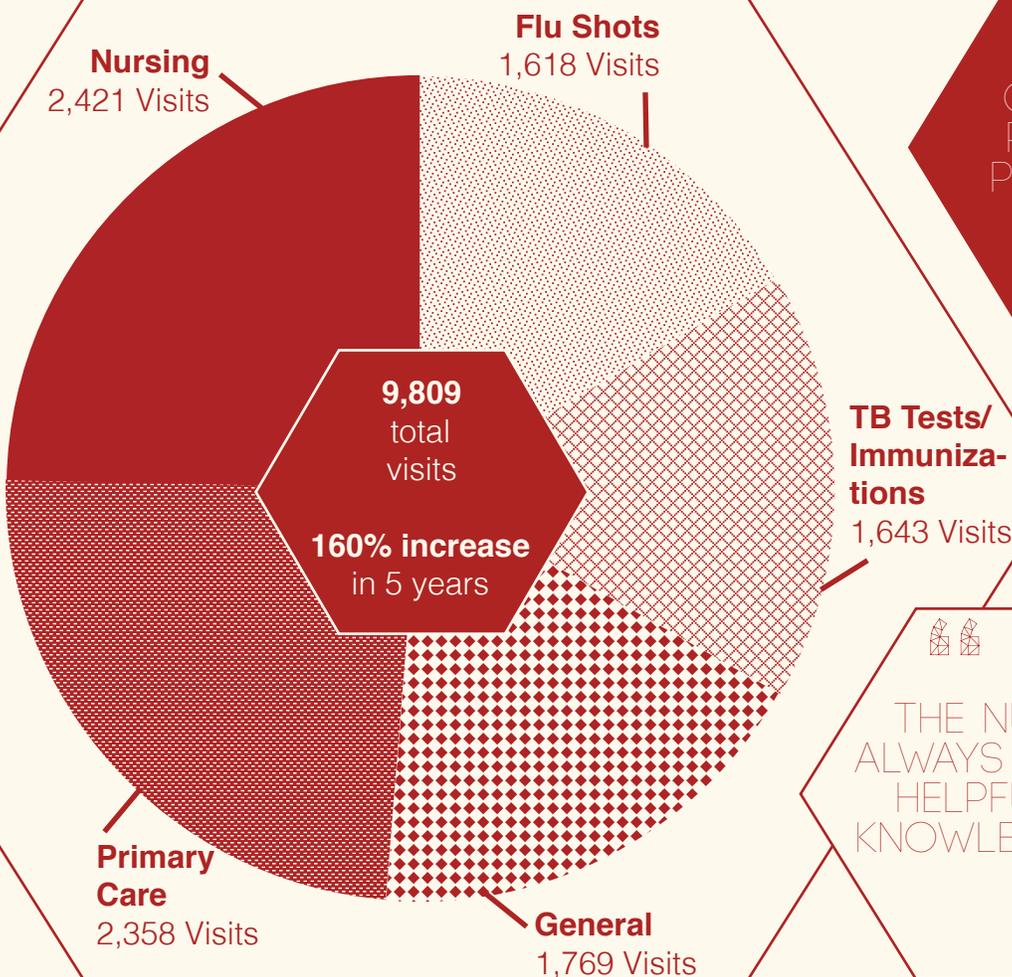
WEIGHT MANAGEMENT IS THE BEST PROGRAM I'VE EVER BEEN A PART OF.

## Primary Care Services



MAKING APPOINTMENTS ONLINE IS CONVENIENT, AND THE STAFF IS ALWAYS FRIENDLY WHEN I VISIT.

## SHS Utilization



STUDENT HEALTH HAS BEEN FANTASTIC AND HAS PROVIDED GREAT CARE TO ME. THE PHYSICIANS AND NURSE PRACTITIONERS TAKE THE TIME TO LISTEN TO MY CONCERNS IN ORDER TO EFFECTIVELY TREAT ME.

THE NURSE IS ALWAYS FRIENDLY, HELPFUL, AND KNOWLEDGEABLE.

STUDENT LIFE

The Office of Student Life engages KUMC students in personal and professional development through co-curricular programmatic opportunities on campus and in the community. With programs from Hawk week to Commencement, we strive to engage students in an interprofessional way, outside of the classroom.

Program attendance has grown significantly over the past five years surpassing 10,000 students for the first time in FY16. While mainstays like our annual Hawk Week events, our Valentine's Day Pancake Breakfast (held in conjunction with Dykes Library), and Grad Grill continue to show big numbers, new programs like our Earth Day Celebration, Sexual Assault Awareness Week, and our now annual Holiday Spectacular, brought out a lot of students and provided opportunities for students to take a break. Popcorn Thursday has really become a ritual on our camps with an average of 119 students stopping by each week.

KUMC's Student Governing Council has worked hard over the past five years and has become a major force on our campus. After completely rewriting their Constitution and By-Laws in FY13, they have focused on ensuring that all students know what is happening on campus and that they

have a voice. In FY15, SGC allocated nearly \$7,000 to student organizations and \$24,000 to students in travel grants. SGC continues to support the annual Student Survey with incentives for students who participate. In FY15 we once again saw a 50% return rate for on campus students which we have sustained since FY13. This was up from a response rate of 28% in FY12. The student government continues to use the survey as a way to work directly with areas across campus to improve the student experience.



AS A NEW STUDENT, THE KICKOFF HOT DOG DAY MADE ME FEEL VERY WELCOME TO CAMPUS.

In December 2015, The Office of Student Life teamed up with Phi Delta Epsilon Medical Fraternity and the KUMC Student Governing Council to host KUMC's first official Dance Marathon to benefit the children and families of KU Pediatrics and Children's Miracle Network Hospitals. Although Dance Marathon has been at KUMC since 2013, 2015 marked a new start and re-vamp of the official organization led by an executive committee of students from all three schools, and was a partnership with Children's Miracle Network. The fundraising goal for 2015 was \$5,000 in donations and by the day of the event the students had raised over \$7,500 for the kids! This was a 200% increase over what had been raised in the two years previous.

5-Year Highlights

Brought therapy dogs to campus monthly and offered free massages during finals week

190% increase in attendance at student programming

50% more programs offered

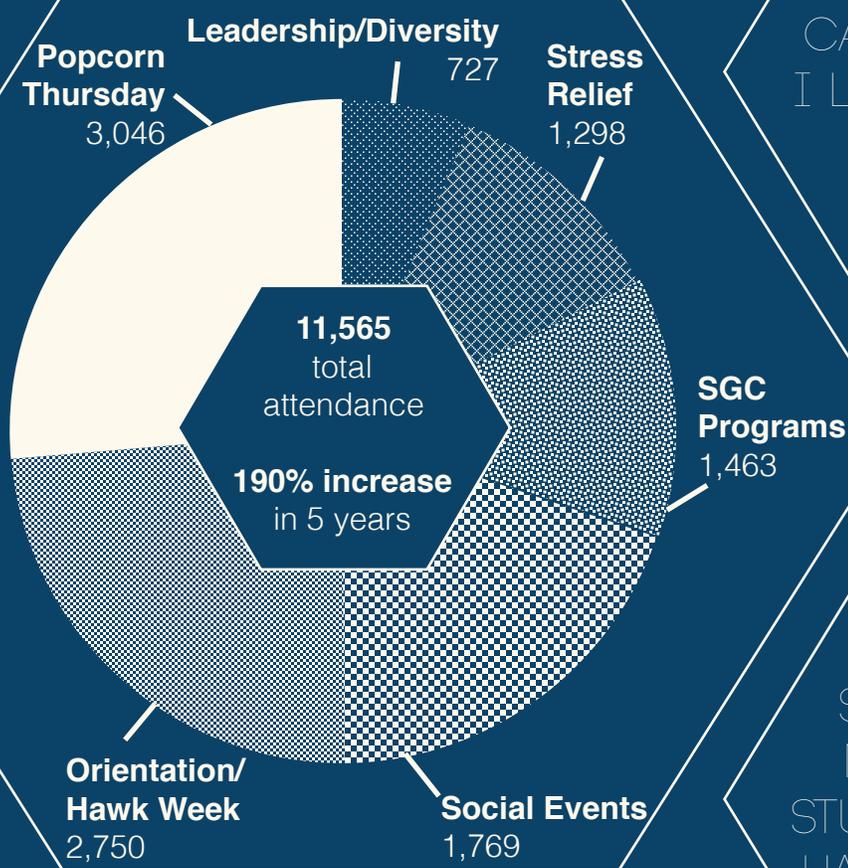
Held our 1st official Dance Marathon working with Children's Miracle Network and raised over \$7,000 for KU Pediatrics

Held our 1st annual Earth Day event teaming up with Landscaping

# Attendance



## Attendance Breakdown



STUDENT LIFE IS A GREAT PART OF CREATING COMMUNITY AT THE KU CAMPUS AND IN KANSAS CITY! I LOVE THE PEOPLE WHO WORK IN THIS OFFICE AND THE RESOURCES THEY MAKE AVAILABLE TO STUDENT GROUPS.

STUDENT LIFE HAS OFFERED MANY OPPORTUNITIES FOR STUDENTS TO BE INVOLVED AND HAVE FREE ENTERTAINMENT AND STRESS RELIEVERS.

## DIVERSITY COUNCIL

### Highlights

The Student Services Diversity Council (SSDC) was created in late Summer 2015, with the intent of fostering multicultural staff development opportunities, enhancing recruitment and retention of diverse staff, and cultivating a culture-friendly environment throughout the division and campus. These goals have been the building blocks for the SSDC's ability to promote diversity and inclusiveness among students, faculty, and staff of The University of Kansas Medical Center community. Below are a few highlights of the great work SSDC has done in promoting diversity and inclusion on the KUMC campus:

- In November 2015, Diversity Council hosted its first Student Services Division Meeting, where we introduced and provided education in the importance of diversity and inclusion.
- In March 2016, SSDC participated in the webinar titled "Diversity, Equity, & Inclusion Training for Faculty & Staff."
- In April 2016, SSDC hosted the Student Services Division Retreat. We discussed social justice issues and invited the Office of Multicultural Affairs from the KU Lawrence campus to provide training and discussion.
- In April 2016, we partnered with the Executive Vice Chancellor's Diversity Cabinet and hosted a webinar titled "Transgender Student in College: Navigating Requirements, Accommodations, and Avoiding Litigation."
- In March 2016, the SSDC was nominated for the 2016 EVC Diversity and Inclusion Award and was recognized for their accomplishments at the Diversity and Inclusion Award Ceremony.

## STAFF COUNCIL

### Highlights

The Student Services Staff Council is comprised of a representative from each department in the Division of Student Services. The council members serve as liaisons to their respective departments. This year the council reviewed division policies, promoted professional development, and promoted award nominations. We also hosted quarterly division celebrations and projects, including our division retreat

and our annual service project and campus wide drive, with Giving the Basics. We also helped coordinate our monthly Division Meetings. In the upcoming year, we hope to develop an onboarding initiative to welcome incoming employees, as well as a Professionalism Charter that will define the professional standards of the Division of Student Services.

## ACHIEVEMENTS

### FY 2016

- Dr. Larry Long presented at the annual meeting of the Association of University and College Counseling Center Directors on "Best Practices for Servicing Health Science Students."
- Dr. Taryn Acosta-Lentz served on the KUMC EVC's Diversity Cabinet and chaired the programming sub-committee.
- Sara Honeck received 25 years of service recognition from Kansas Association of Student Financial Aid Administrators.
- Sara Honeck presented a session to KASFAA at the Fall Training Session and the Basics of Financial Aid to Certified Financial Planners Group.
- Jennifer Blanck, RN, was honored for her service as a facilitator by the Center for Interdisciplinary Education for her commitment to promoting interprofessional collaboration with students to improve the quality of patient care.
- Ryan Gove now serves as the Awards Chair for NASPA Region IV-West.
- Dr. Vince Loffredo served on NASPA's James E. Scott Academy Board.
- Dr. Vince Loffredo was appointed to the Higher Learning Commission as a Peer Reviewer.

# DIVISION OF STUDENT SERVICES

# STRATEGIC PLAN

2016-2019

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

Enhance Student Experience & Engagement

Create 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, & 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 & Accountability

Establish a Culture of Communication & Transparency



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