



Division of Student Life & Enrollment 2018-2023 Report of Accomplishments

SL&E Division Units

Undergraduate Admissions

Campus ID Services

Campus Recreation

Center for Academic Achievement

Counseling Center

D.P. Culp Student Center

Dean of Students Office

Dining Services

Disability Services

Academic Advisement

Financial Aid & Scholarships

Fraternity & Sorority Life

Housing & Residence Life

International Enrollment and Services

Leadership & Civic Engagement

Military & Veteran Services

New Student & Family Programs

Roan Scholars Leadership Program

Student Activities & Organizations

Student Media

TRIO Programs

University Advisement Center

University Career Services

University Testing Services

SL&E Division Overview

The mission of the Division for Student Life & Enrollment is to promote student success. We strive to promote student success by working daily to realize the Division's values:

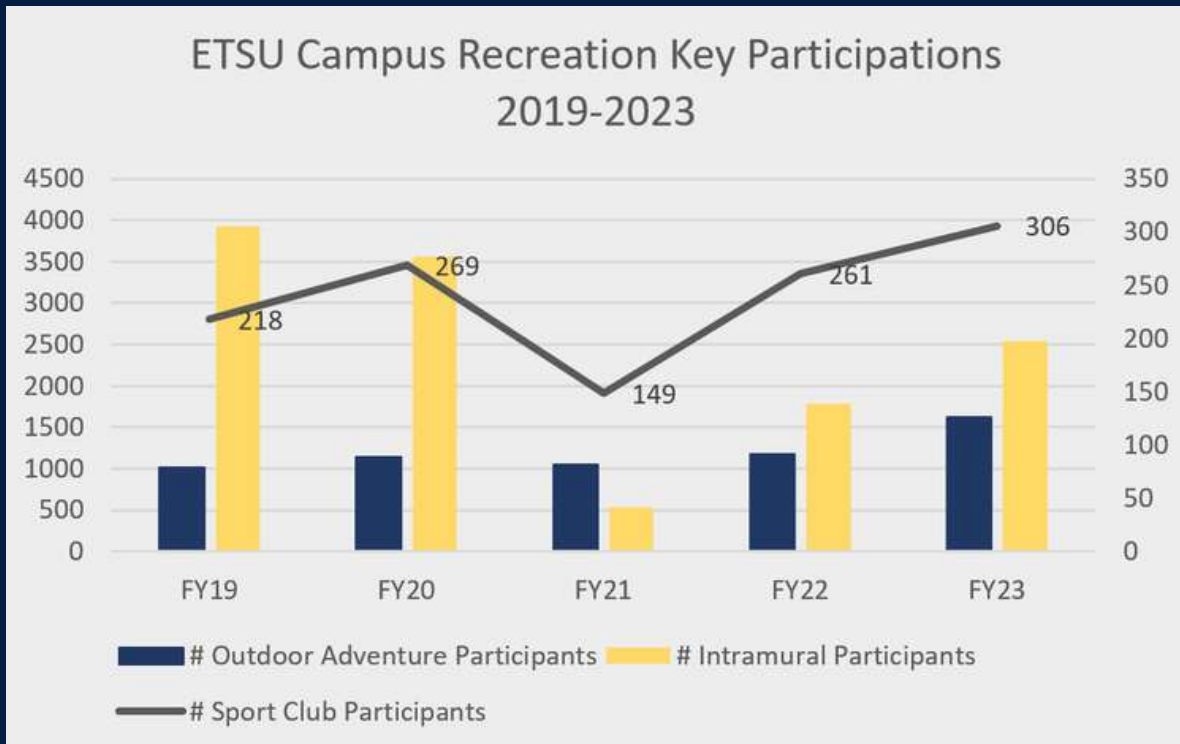
- **ADVOCACY:** Advocate for students individually and collectively in order to ensure the university's continuing focus on students
- **DIVERSITY:** Develop an affirming campus environment for all students that challenges the community to model respect, caring, honesty, and openness in a manner that honors the value and inclusion of all individuals and groups
- **ENGAGEMENT:** Promote student involvement and active exploration through the creation of educationally purposeful programs, activities, and environments
- **LEARNING:** Facilitate and support the lifelong pursuit of knowledge through meaningful, creative, and innovative experiences that connect students' academic and co-curricular learning
- **STEWARDSHIP:** Provide intentional and innovative development and management of human, technological, natural, and fiscal resources
- **STUDENT DEVELOPMENT:** Support the personal development and growth of every student to enhance self-awareness, physical and psychological well-being, honest and open communication, leadership, and integrity

Strategic Priorities 2018- 2023

- **ENSURE** a robust student life experience maximizing student engagement, student development, and promoting student success
- **PROMOTE** a campus climate that values the diversity and inclusion of people and ideas
- **EMPOWER** Division employees to make ETSU a great place to learn, work, and grow
- **STEWARD** facilities, technology, and resources to promote a growth agenda, an inclusive climate, student engagement, and student success
- **DEVELOP** and enhance partnerships that support student engagement and success

Accomplishments of...

Student Life

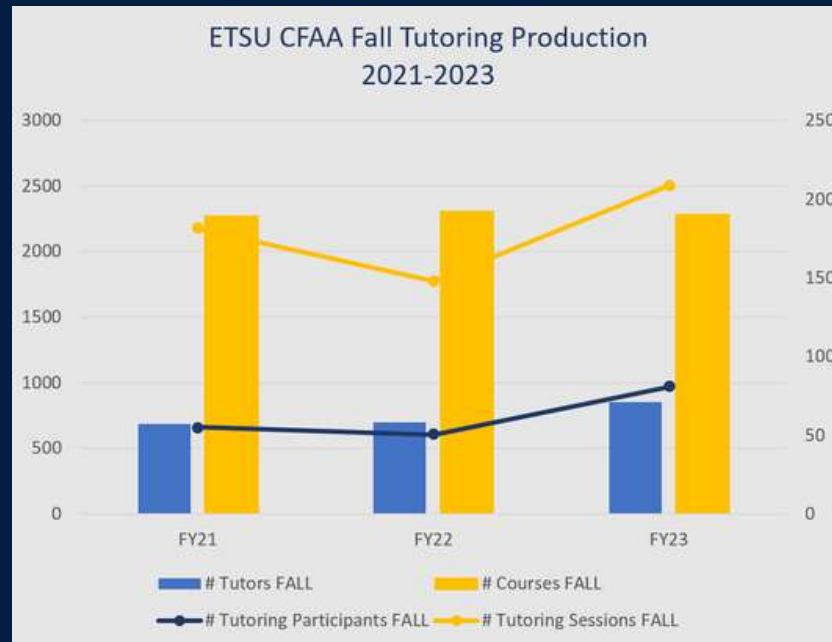


40% increase in Sport Clubs
between 2019 and 2023

60% growth in participation in
Outdoor Adventure programs

Accomplishments of...

Student Success



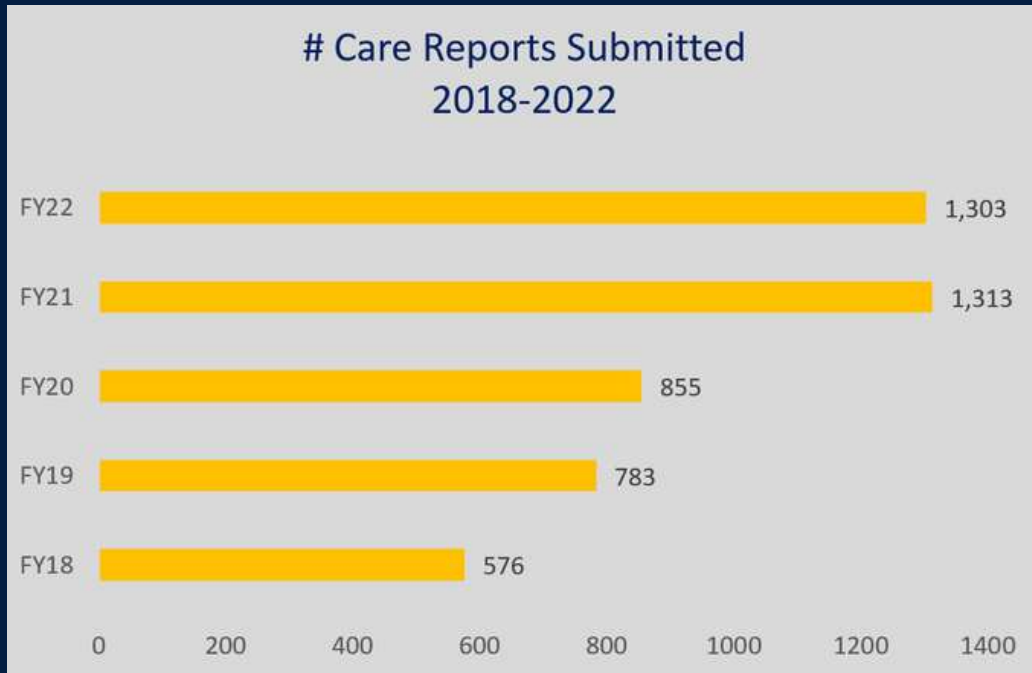
96%

of tutoring participants on average since 2021 rated their tutoring sessions as “good” or “excellent”

- With a 25% increase in the number of tutors fall-over-fall since 2021, the CFAA has been able to increase the number of students receiving tutoring services by 47%.
- Since 2021, an average 93% of participants attending 3 or more tutoring sessions passed their courses in the fall and spring.
- With a 16% increase in the number of spring courses served, the CFAA has provided tutoring services for an average of 186 courses each term over the last three years.
- Supplemental Instruction averaged over 2,300 hours of service delivery for 493 students attending at least one session per term between 2021 and 2023, and for those attending 3 or more sessions, their average grade for the course was “B” (or 3.31), while those not attending SI averaged a grade of “C” (or 2.22) for the course. The difference in means is statistically significant at the $p = .001$ level.
- Since 2021, an average 95% of those responding to SI evaluations indicated that “SI improved their learning outcomes in the course.”
- Since 2021, 72% of tutoring participants on average indicated that they felt “more confident” after tutoring.

Accomplishments of...

Student Support

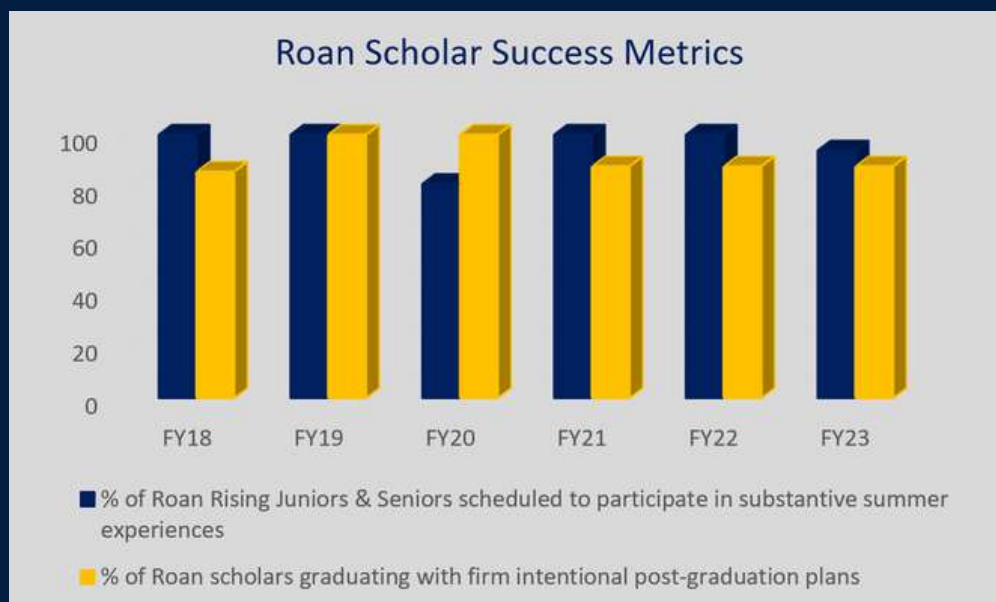


8,000 lbs of food was distributed by Bucky's Pantry in FY22 alone.

- The Dean of Students fielded an average of 966 Care Reports annually over the last five years. Awareness of the Care Reporting system increased significantly between 2018 and 2022 as evidenced by a 126% increase in reports during this time.
- On average, 40 students annually have been awarded Microgrants and Buccaneer Crisis Funds since 2018, and Bucky's Pantry took in and distributed over 8,000 pounds of food in FY22 alone.
- The Office of Financial Aid & Scholarships has disbursed over 6,800 scholarships to students annually since 2019.
- The number of successful groups facilitated by the Counseling Center annually has doubled since 2018.
- Over half of Counseling Center survey respondents since 2018 have indicated that they might not have been able to finish the semester without the counseling they received.

Accomplishments of...

Student Development



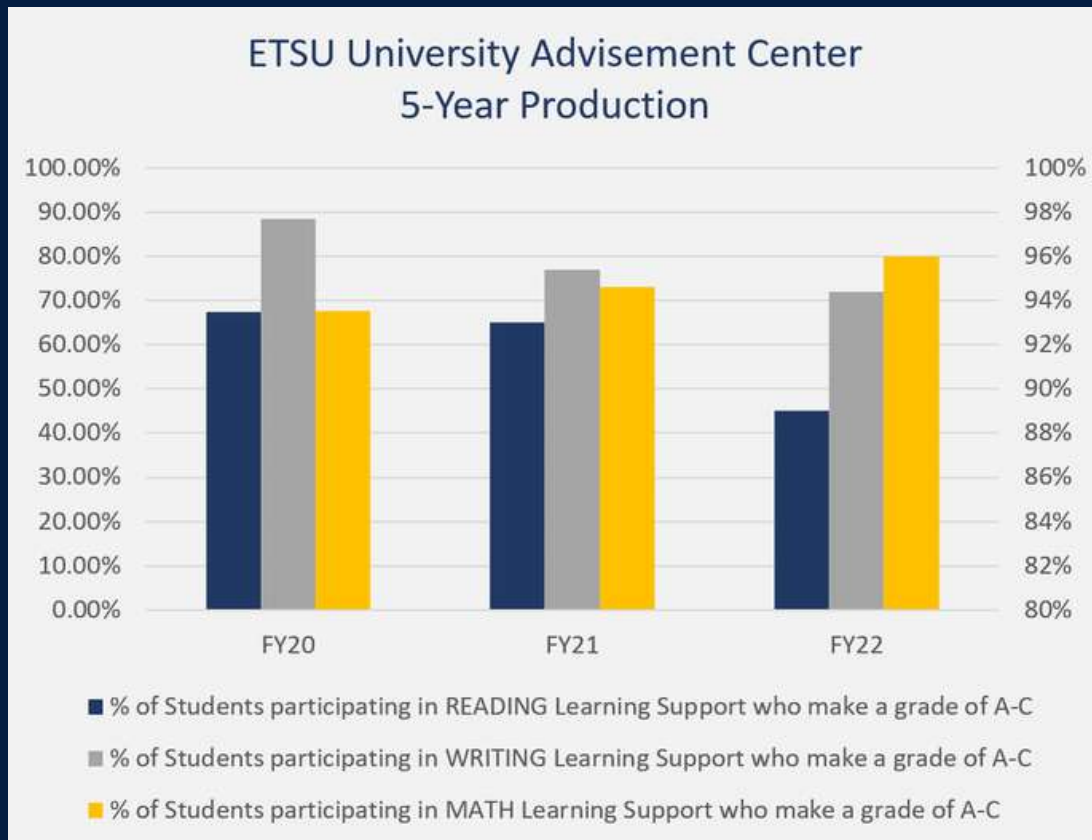
96% of all Roan rising junior and seniors on average participated in substantive summer experiences

- 91% of Preview participants indicated an increased Sense of Academic Belonging, while 92% of those respondents also indicated an increased Sense of Social Belonging after participation in the program.
- Fully 91% of Roan Scholars have graduated with firm intentional post-graduation plans since 2018.

92% increase (nearly double) in the number of first-time-freshmen admitted to the University between 2018 and 2023

Accomplishments of...

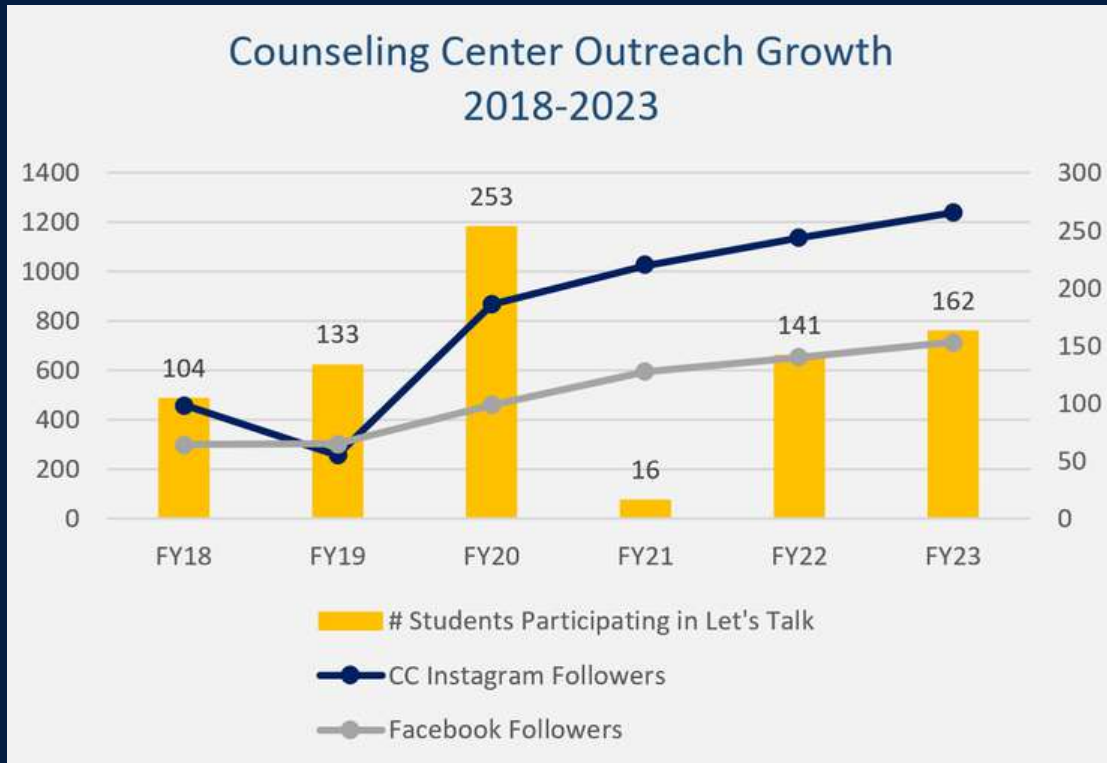
Student Development



University Career Services launched the Career Studio peer-led support system for career readiness in March 2023 and served over 200 students in-person in less than 2 months with this initiative.

- **University Advisement increased the percentage of students participating in MATH learning support who made a grade of A-C by 18% between FY20 and FY23.**

Accomplishments of... Inclusion & Values

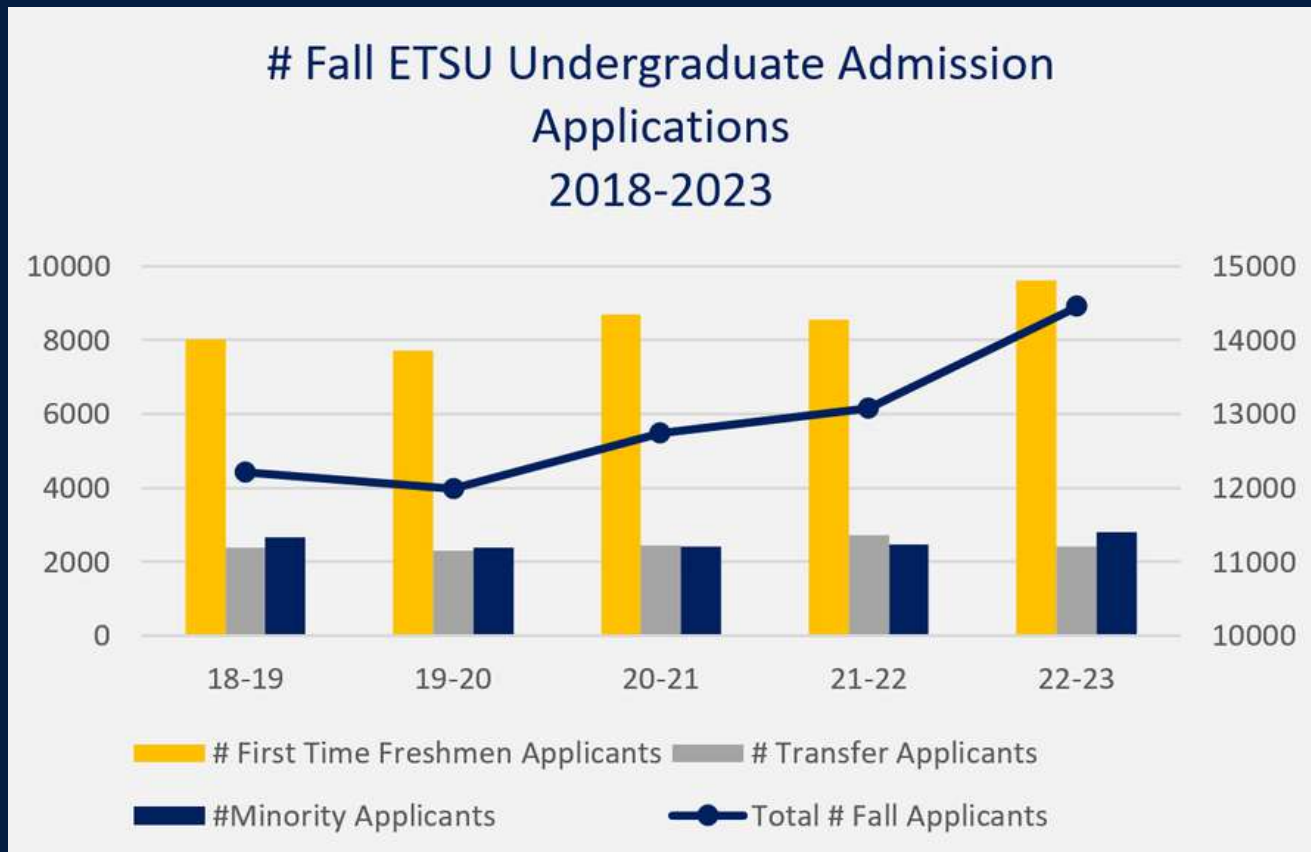


Since 2018, the SGA Civility series hosted an average of 49 events with 40 different partners across campus to engage an average of over 900 students annually in education and discussion around issues of civility.

- On average, 135 unique students take advantage of “Let’s Talk” each year, and participation in FY23 was up 15% from FY22 and a full 36% from five years ago.
- Outreach by the Counseling Center through social media has grown with Instagram followers up nearly 150% and Facebook followers up 188% since 2018.
- There has been a 19% increase in the number of military-affiliated students enrolled at ETSU since 2021.

Accomplishments of...

Inclusion & Support



- The number of fall applications has steadily increased with a gain of 18% over the last five years. This includes a 5% increase among minority applicants, a 2% increase among transfer applicants, and a 20% increase in first-time-freshmen applicants.
- The number of potential students attending in-person tours has increased by 5% over the past five years, and in 22-23 jumped by 82% over the previous year with over 5,200 tours.

Accomplishments of...

Employee Empowerment

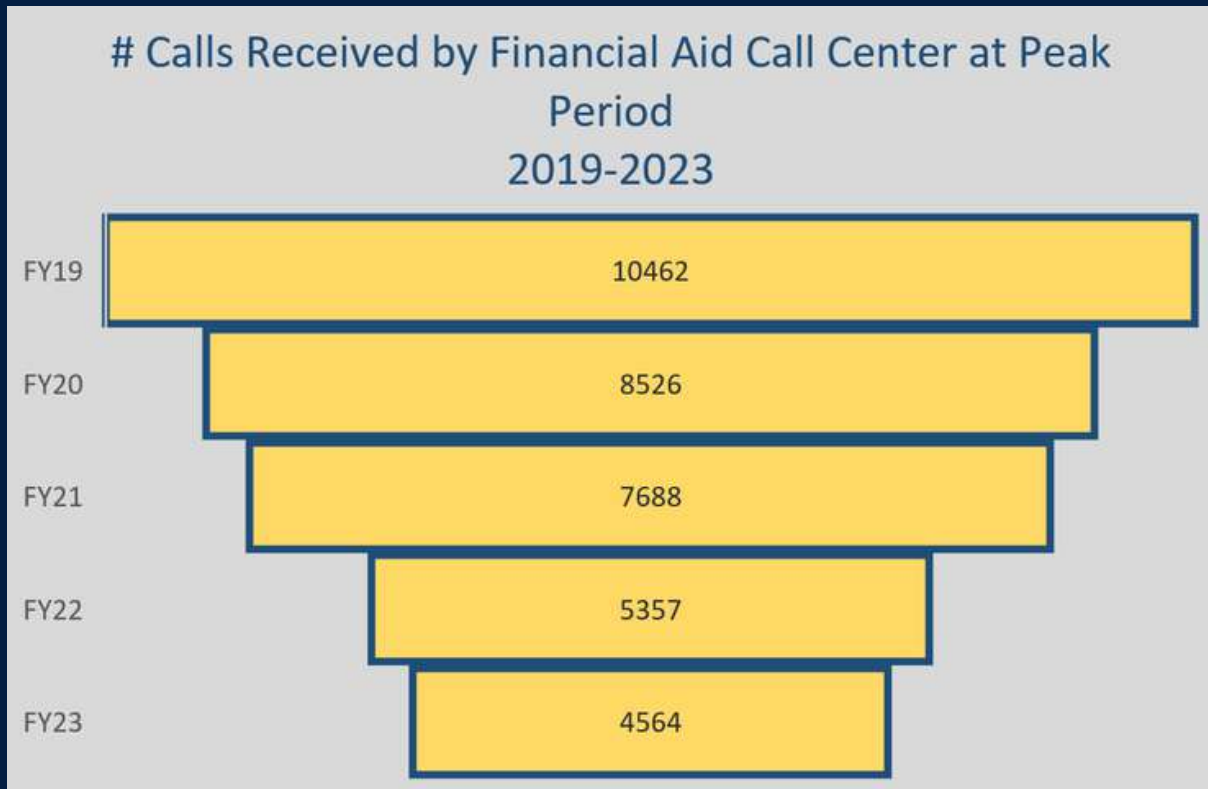


The number of employees participating in Division-hosted professional development has increased over 100% since FY18.

- In a survey asking student employees “to what degree do you believe working at Campus Recreation has helped you develop” the 87 various job skills and NACE competencies listed, students rated all but 14 of these skills as receiving “significant development” as a result of their employment with Campus Recreation.
- The Division has averaged about 61 nominations annually for Division Awards, and seen a 10% increase in the number of award nominations submitted since 2018.
- University Testing Services established stand-alone unit with full-time Director.
- 98% of patron survey respondents indicated they were very or somewhat satisfied with the Customer Service they experienced at the Basler Center for Physical Activity, with nearly 70% indicating they were “very satisfied.”

Accomplishments of...

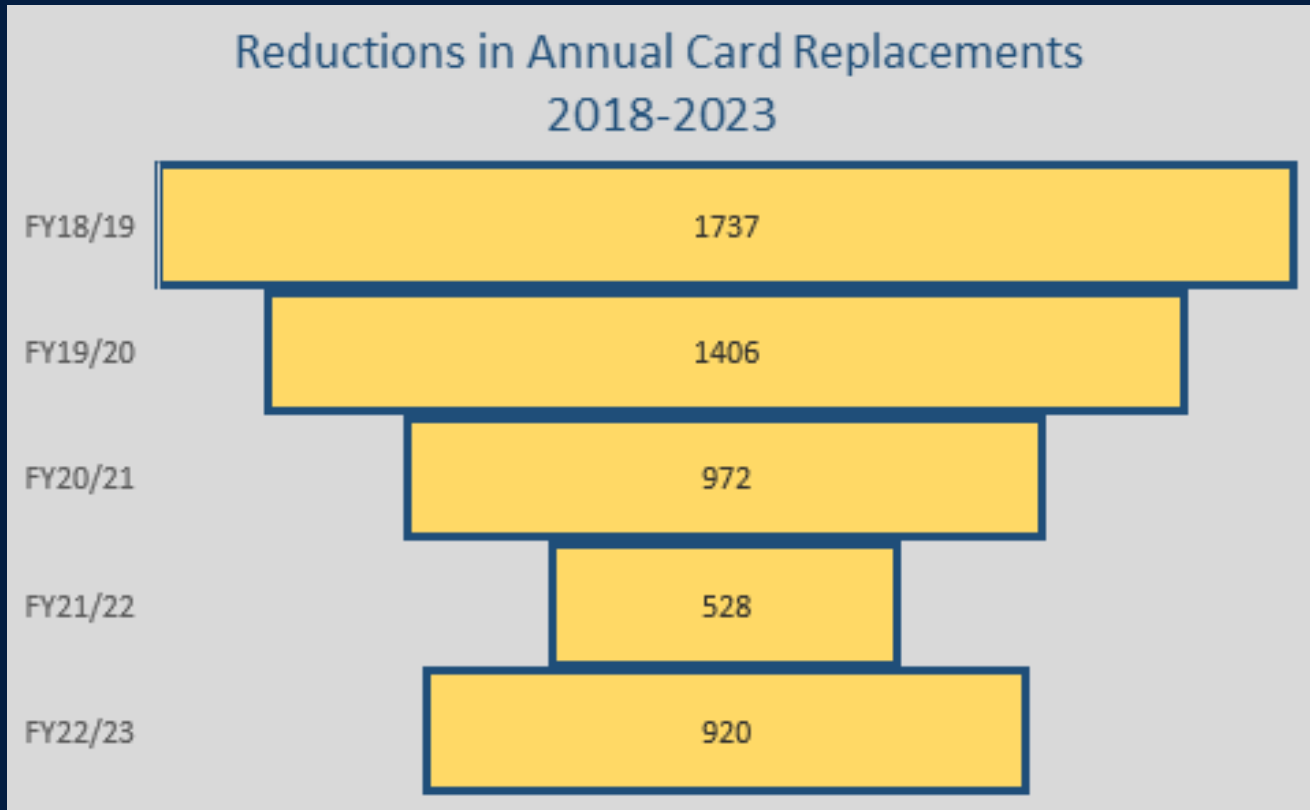
Stewardship



- By improving efficiencies and packaging students sooner, the Office of Financial Aid and Scholarships has been able to cut their main line phone calls by more than half (56% reduction in incoming calls) since 2019.
- Since re-opening the Culp in 2020, staff have placed an average of 970 work orders annually and seen an average of 97% of the work being completed each year.
- Completed \$45 million renovation of the D.P. Culp Student Center in 2020.

Accomplishments of...

Stewardship

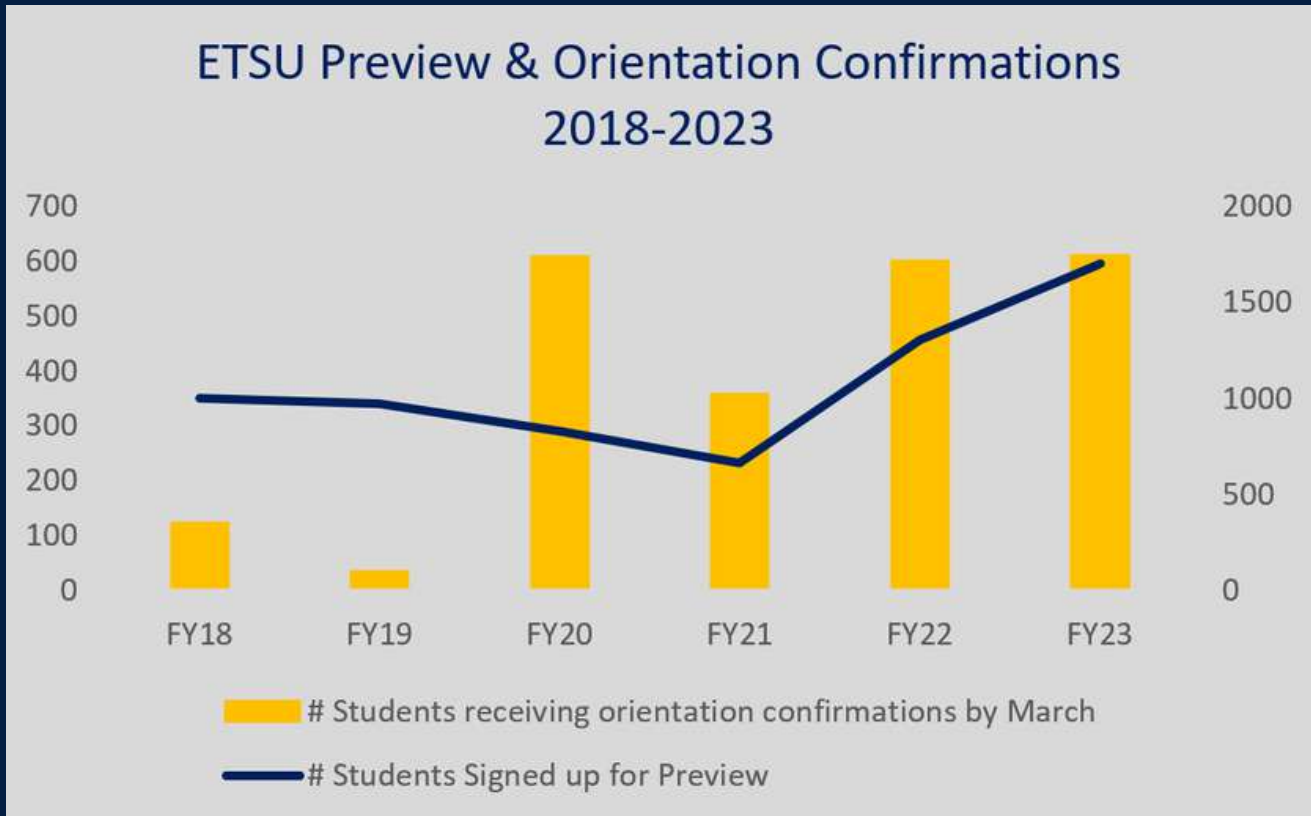


Improved card technology and fees have reduced the number of card replacements requested by 5% year-over-year annually since 2018 for an overall reduction of 36% in card replacements over the past 5 years.

- Based on card swipes in to Fraternity Houses, engagement with the IFC Learning Community has increased by 46% since it began in 2021.

Accomplishments of...

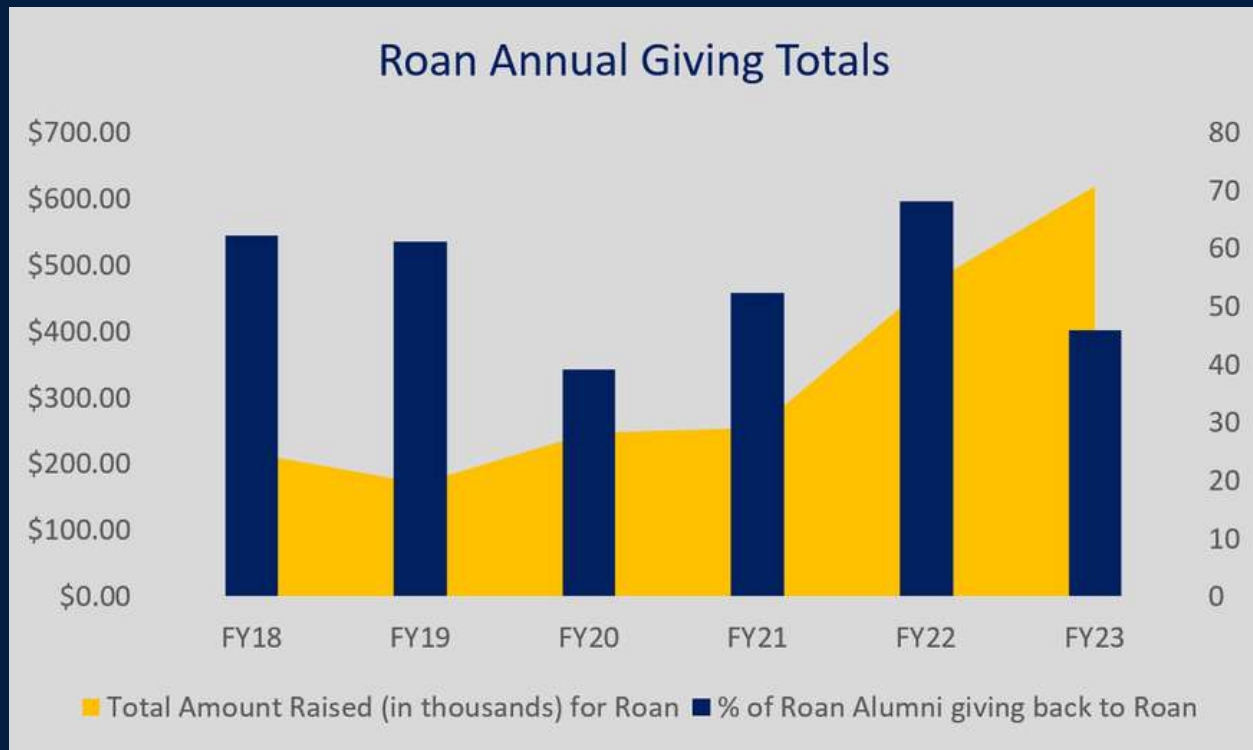
Stewardship



NSFP increased the number of students receiving orientation confirmations by March by almost 400% between 2018 and 2023, and the number of students signing up for Preview increased by 70% during that same time frame.

Accomplishments of...

Stewardship



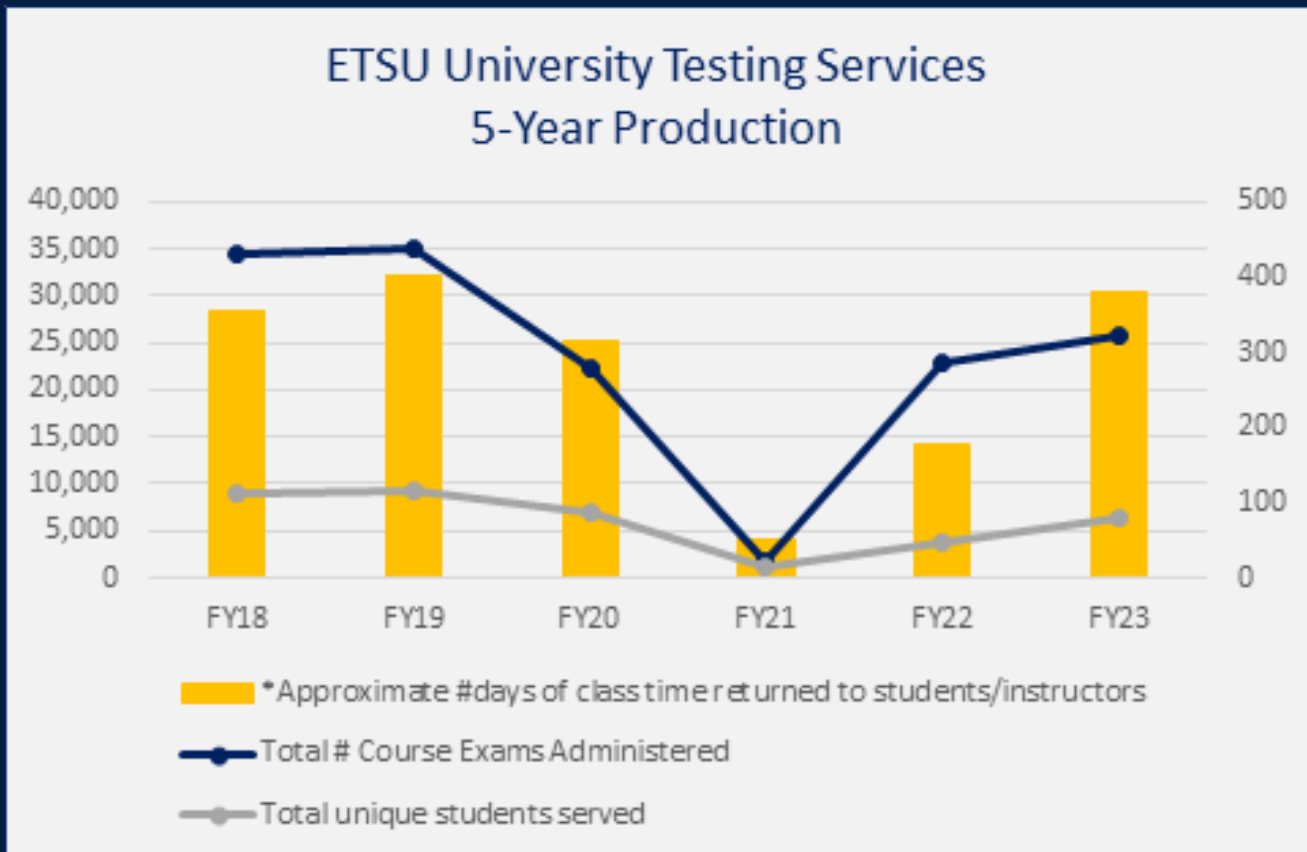
- The Roan program has raised an average of over \$329,000 annually over the last five years, and the amount of gifts received in FY23 totaled a 32% increase over FY22 and a 186% increase over gifts received in 2018.
- The *East Tennessean* has seen increased advertising sales by 7% since FY18 with an average of \$31,500 in ad sales annually over the past five years.
- An average of 105 student organizations participated in service to the community each year over the past five years.

\$1,080,150

raised for charitable non-profits by ETSU student groups over the last five years.

Accomplishments of...

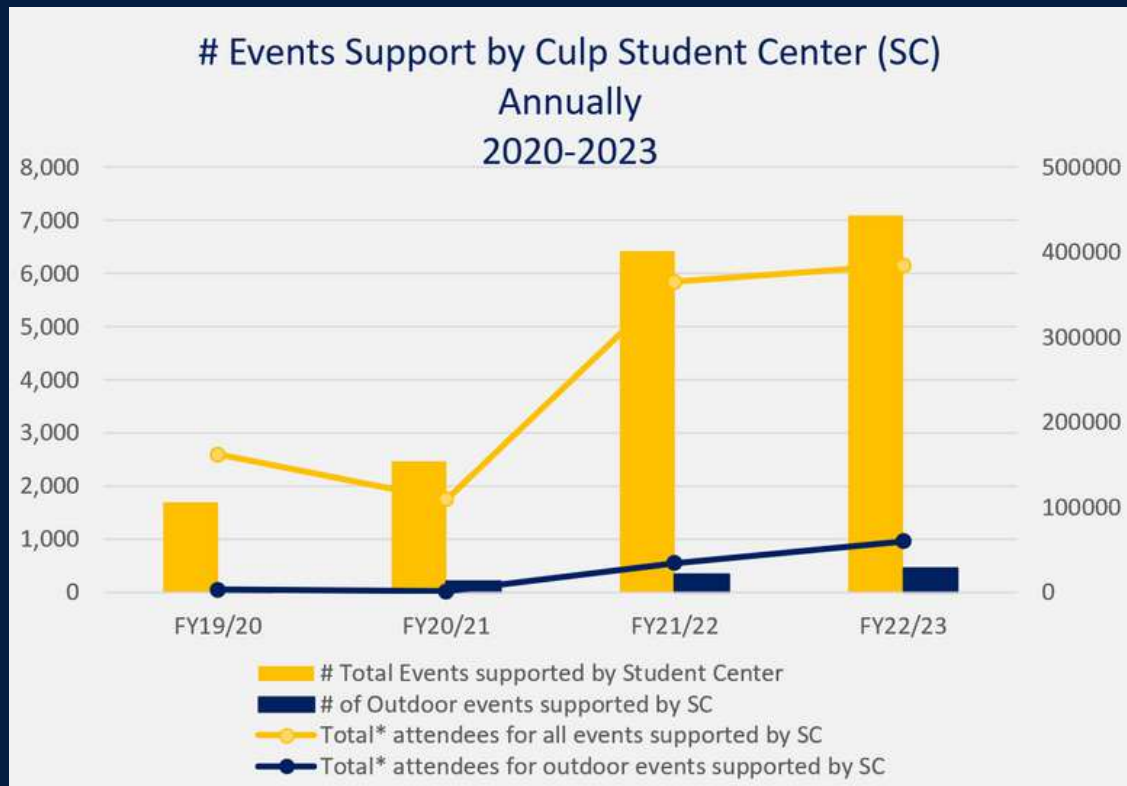
Stewardship



University Testing Services saved professors/courses an average of 280 class days, by administering an average of nearly 22,000 exams annually over the past five years.

Accomplishments of...

Engagement

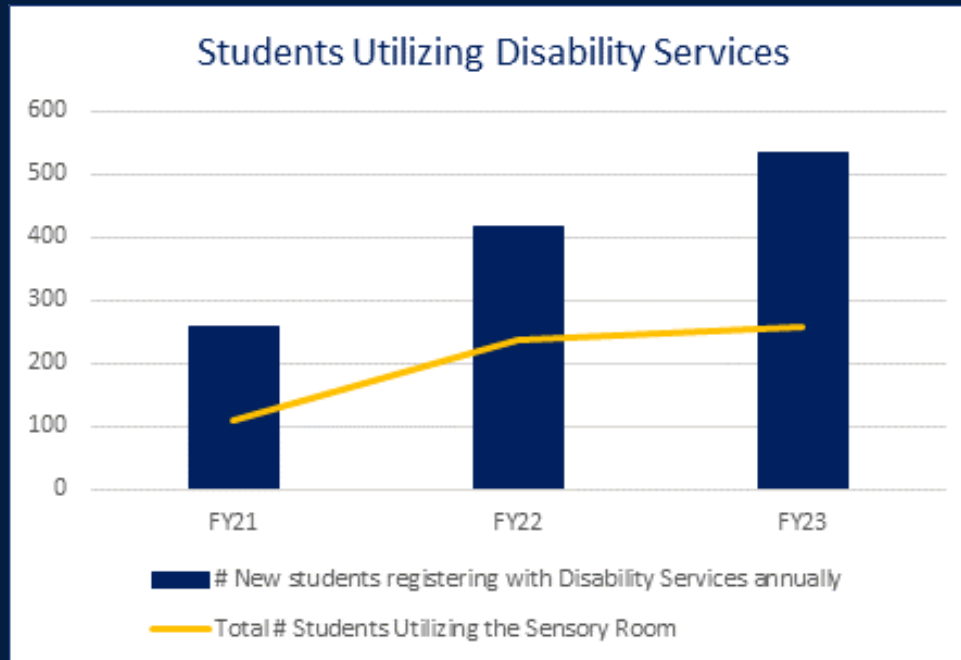


The total number of events, meetings and activities supported by the Culp Student Center has increased more than *three-fold* since re-opening, and participations in these events have more than doubled. In FY23, staff supported over 7,000 reservations with more than 384,000 participations.

- The number of outdoor events in 22-23 supported by the Culp Student Center staff increased by 33% over the previous year and participation in those events increased fully 75% year-over-year with a total participations in 23-24 of just under 60,000.
- An average of over 350 members of the FSL community have participated in risk management and leadership training (EPIC) annually since its inception in 2021.

Accomplishments of...

Student Support & Engagement



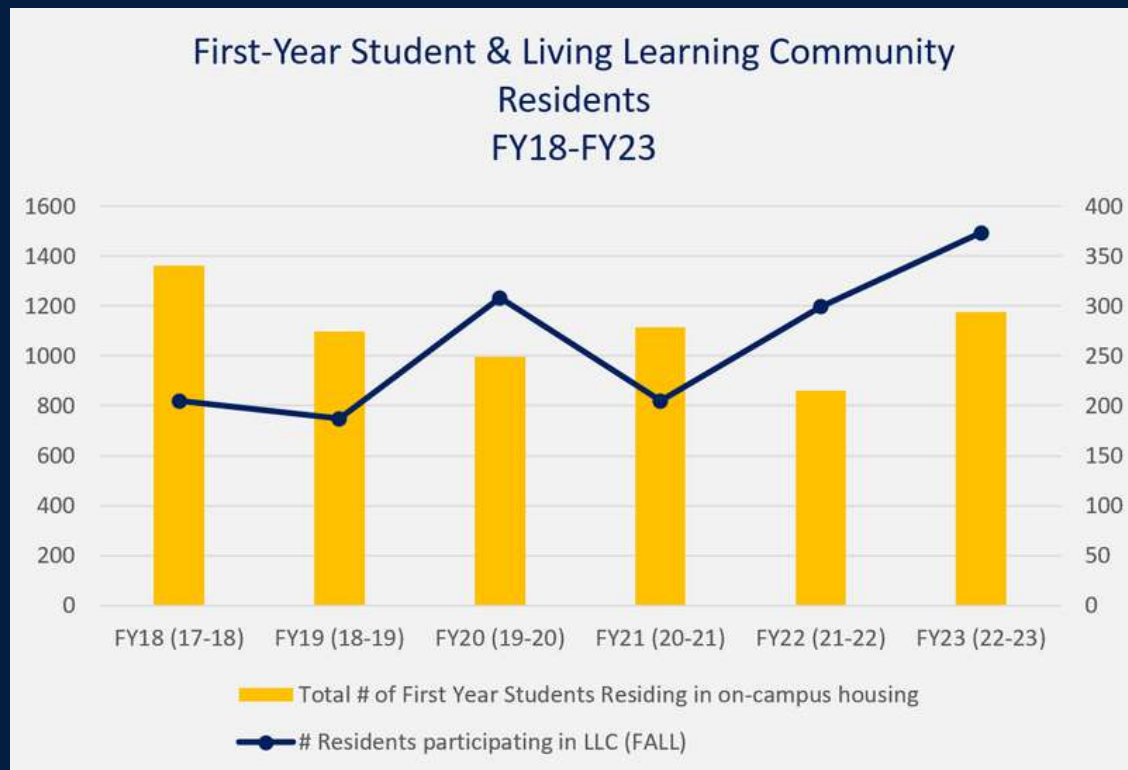
- Disability Services implemented the Sensory Room, a calm space for neurodivergent students who may sometimes feel overstimulated and/or need a moment to step back and self-regulate.
- The number of new students registering with Disability Services has more than doubled in the past three years, and ETSU students with anxiety, Autism Spectrum Disorder and PTSD utilizing the Sensory Room increased by 137% between 2020 and 2023.

Since 2019, Fraternities and Sororities have brought in an average of 250 new members annually, and maintained an average G.P.A. of 3.09

- Roan Scholars have contributed more than 10,500 hours of service to non-profits these past 5 years as part of the Roan Summer of Service initiative.
- The Counseling Center developed and implemented a stepped model of care in order to successfully see more students while simultaneously reducing the wait time to receive services.

Accomplishments of...

Learning & Engagement



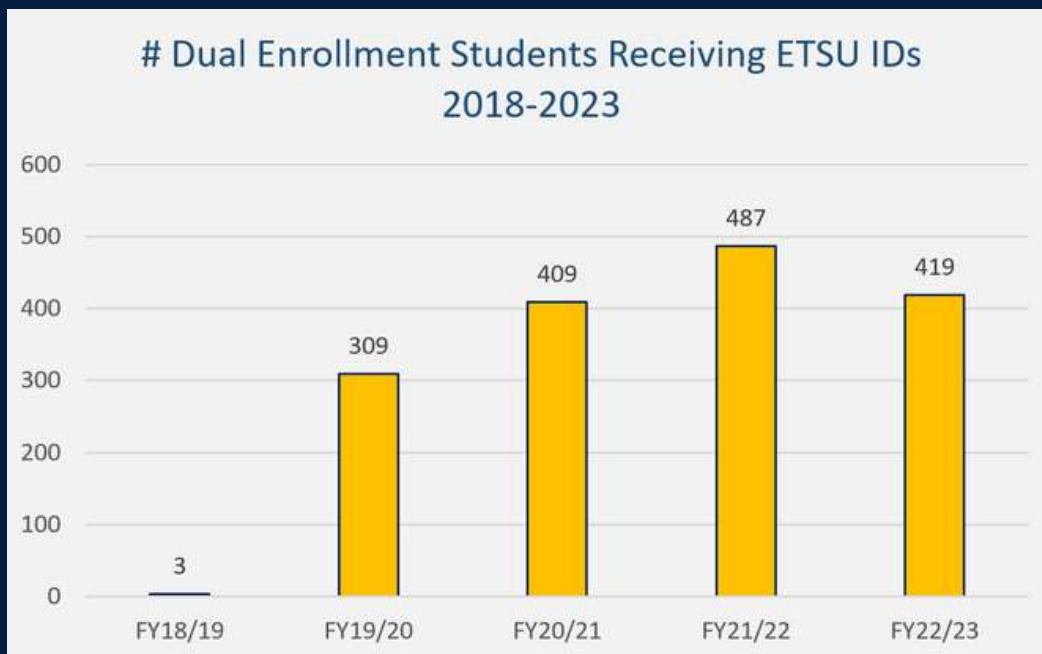
58%

of all freshmen, an average of over 1,100 first-year students, resided in on-campus housing each of the last 5 years.

- In FY23, the number of students participating in Living Learning Communities saw a gain of 25% over the previous year and an increase of over 80% from FY18. In that same time period, the number of Faculty in Residence went from 0 to 5 Faculty members.
- The total number of first-year students living on campus increased by 37% between FY22 and FY23.

Accomplishments of... Student Support

1,700 badges & 8,300 ID Cards produced annually by ID Services since 2018.



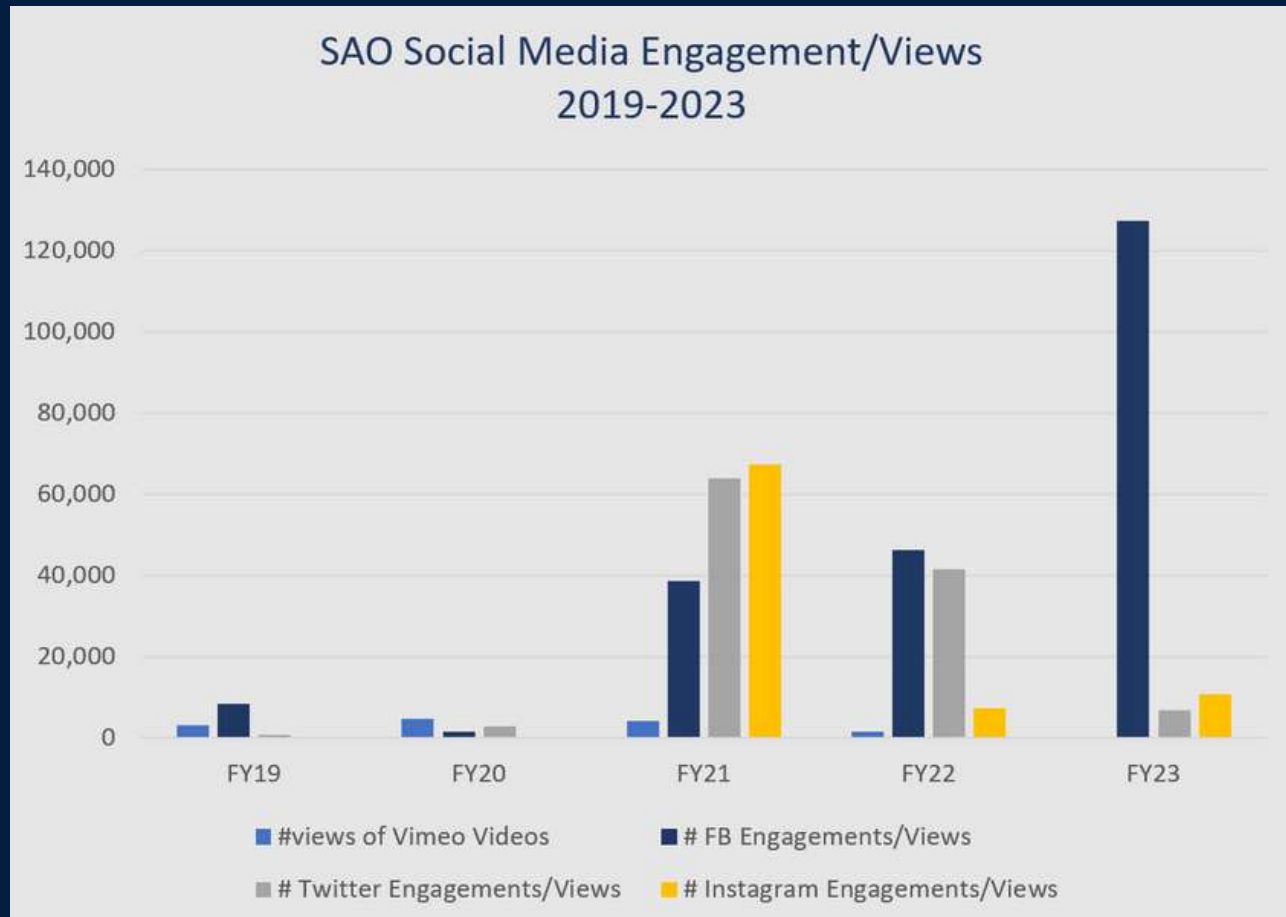
18% increase in off-campus retail partners with ID Bucs since 2018.

- Since the first full academic year of offering ETSU IDs to Dual Enrollment students, participation has increased by 36% with an average of 325 dually enrolled students obtaining IDs annually.
- The office of Veterans Affairs changed its name to Military and Veteran's Services to clarify and appeal to the total population served through the office.

152% increase in engagement between 2018 and 2023 realized by The Buccaneer Family Association, an average annual increase of 29% in participant engagements.

Accomplishments of...

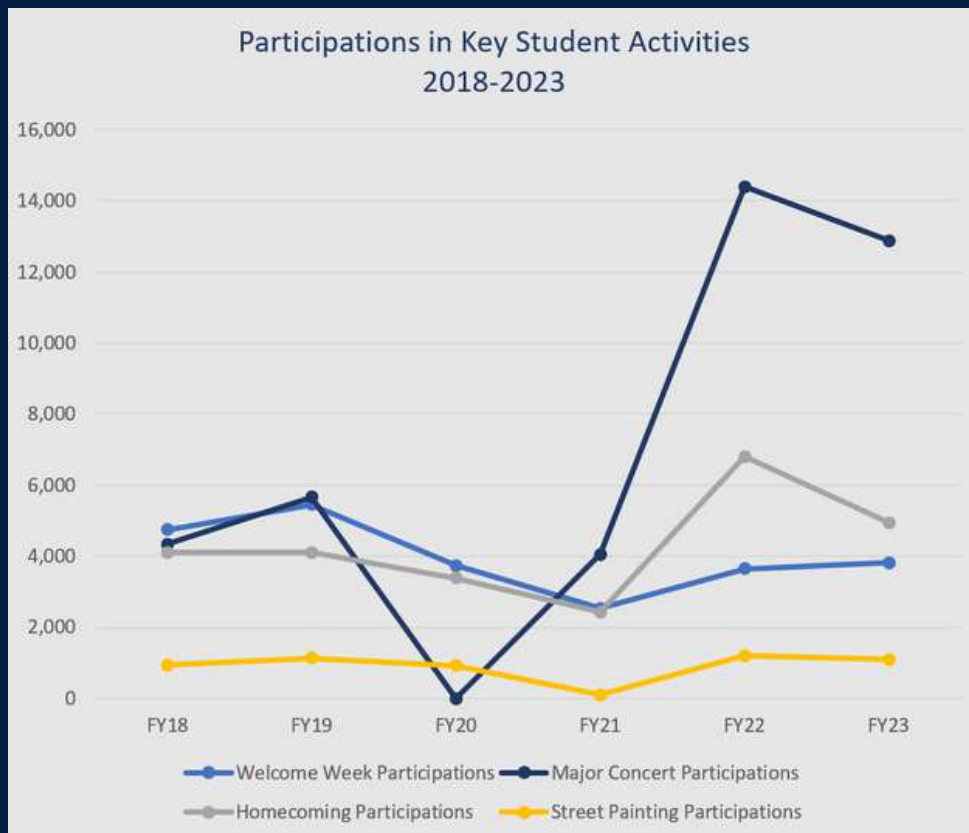
Enhanced Partnership



- The percentage of schools nominating students for Roan has risen by an average of 3 percentage points since 2018 with a 27% increase in the number of students completing applications.
- Student Activities & Organizations increased Facebook engagements/views by over 1,400% since FY19 with an average of more than 44,000 views and engagements annually over the last 5 years.

Accomplishments of...

Student Engagement

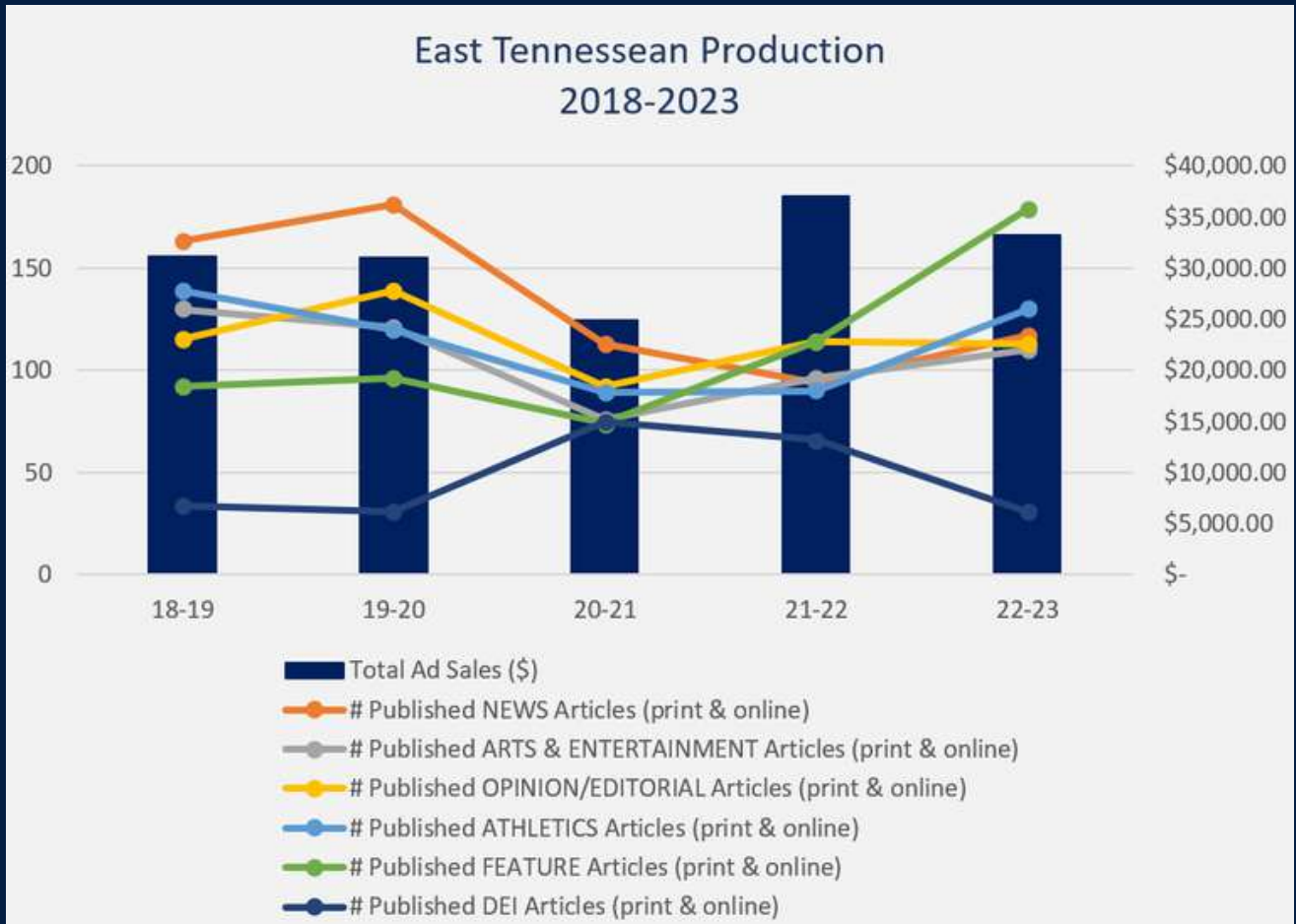


Engagement in student activities increased between 2018 and 2023 with 12% more registered student organizations, 20% higher participation in Homecoming events and a nearly 200% increase in major concert attendance.

- Re-established the ETSU Chapter of Student Veterans of America, increasing membership from 1 active member to 23 active members since 2018 and hosting a variety of student events.

Accomplishments of...

Stewardship

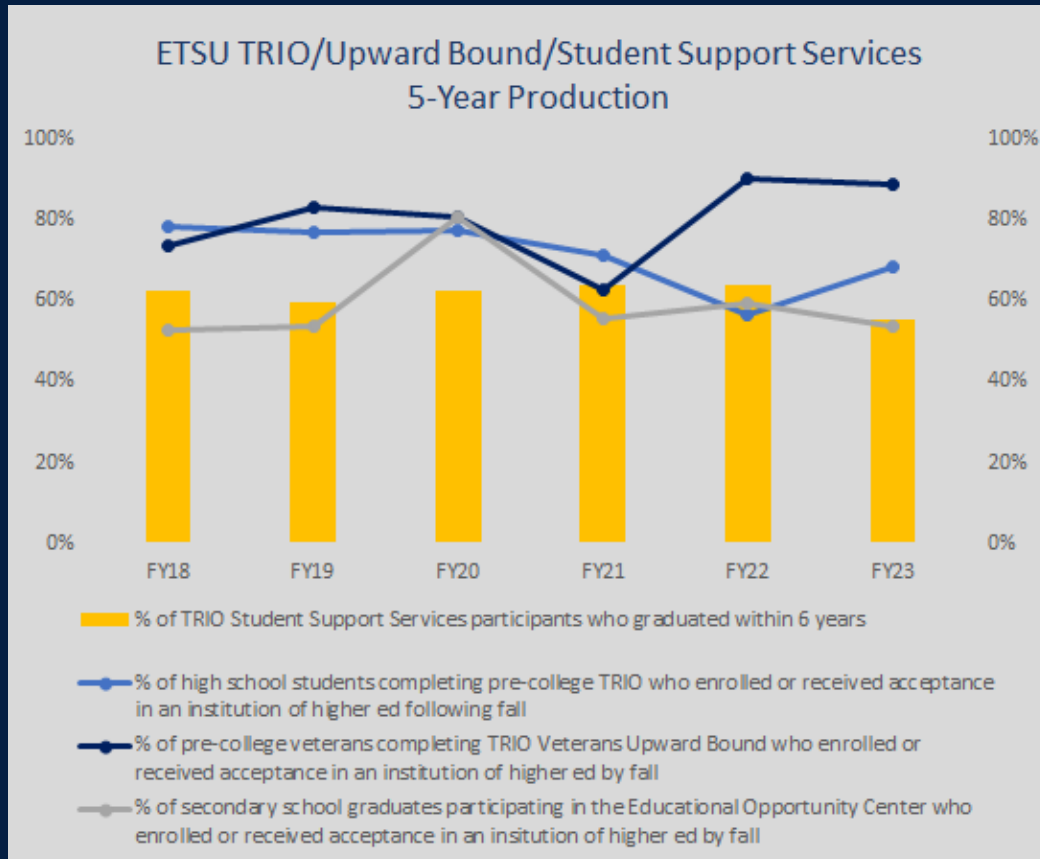


95%

increase in the number of feature articles published annually by the *East Tennessean* between 2018 and 2023.

- New student enrollment has grown by 24% in the last two years with out-of-state enrollment up 70% and dual enrollment up 51% between 2020 and 2023.

Accomplishments of... Student Success



61% of TRIO Student Support Services participants at ETSU graduate within 6 years, on average.

- Increased the percentage of pre-college Veterans Upward Bound participants who enrolled in or were accepted to an institution of higher education by 21% since FY2018. (Average annual rate of enrollment/acceptance = 80%)
- Military & Veteran Services successfully activated the use the EAB Navigate campaigns to nudge and support military affiliated and veteran students (over 1,000 text messages sent in 2023!)

SL&E Division Leadership

Dr. Joe H. Sherlin, Jr.
Vice President for Student Life and Enrollment

Dr. Sam Mayhew,
Associate Vice President for Student Life & Enrollment

Dr. Bill Kirkwood
Special Assistant to the Vice President

Dr. Michelle Byrd
Associate Vice President & Dean of Students

Dr. Leah Adinolfi
Dean of Student Engagement & Director of Assessment

Dr. Heather Levesque
Assistant Vice President and Executive Director of Undergraduate Admissions

Dessi Foster
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