

STUDENT AFFAIRS

2019-20 HIGHLIGHTS



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A MESSAGE FROM THE VICE PRESIDENT



The 2019-2020 academic year was unlike any other in Minnesota State University Mankato's 151-year history. On March 11th, 2020, the World Health Organization declared the novel Coronavirus (COVID-19) outbreak a global pandemic. Although it was a difficult decision for the university, all in-person classes and activities were suspended for the remainder of the semester. We know how eager many students were to return to campus, attend their classes, and see their friends and colleagues, but safety was our top priority. To support the health and safety of Minnesota State Mankato students, staff, and faculty during this unprecedented time, classes were moved online for the remainder of the semester and since have been moved to a FlexSync delivery model. FlexSync course delivery has allowed students to attend the same class in-person or remotely via Zoom, to meet student needs and preferences as well as adjust to evolving distancing guidelines due to the current health crisis.

On the following pages you will learn more about how each of our offices adapted to the ever-changing times of today. Central to all of these stories and accomplishments is the dedicated university staff and faculty. We are so proud of their accomplishments as we continually work on developing real-world solutions to deliver the best collegiate experiences possible for our students. With this, we continued to implement the 2017-2022 Student Affairs Strategic Plan. Designed by student affairs leaders along with campus community input, this plan defines our direction and how we will continue supporting the University in achieving greater heights than ever before. Core elements include:

- » Advance student retention and degree completion through collaborations with Academic Affairs and other partners
- » Embed diversity in our work and prioritize the achievement of related University initiatives.
- » Enhance student wellness through the provision of holistic, integrated support.
- » Grow student career and life success skills by providing quality co-curricular programs and services.
- » Maximize emerging technologies to deliver convenient and flexible services, programs and resources to all students.
- » Use timely, targeted and effective communications to better serve students and divisional partners.

These six goals drive our purpose and efforts. As you learn about the many achievements from the past year, I ask you to celebrate these successes and more importantly, look ahead to the future. Our Maverick pride grows every year, and we remain committed to delivering students our top-quality educational experience. In spite of the uncertainty that has been brought about by this national pandemic, we will continue to remain flexible, quick-witted, hard-working, and multifarious to invest in the success of our students. By doing so, we will continue to strive to create big ideas and real-world thinking to push students further than they ever thought possible.

David P. Jones

Stay Safe and Healthy,
David P. Jones, Ph.D.

OUR MISSION

The Division of Student Affairs

Student Affairs advances the mission of Minnesota State Mankato by:

- > Fostering learning and development.
- > Supporting student success.
- > Preparing students to be leaders in a global society.

2017-2022 Student Affairs Strategic Goals

- > Advance student retention and degree completion through collaborations with Academic Affairs and other partners.
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UNIVERSITY ADMISSIONS



The University Admissions Office will enthusiastically, ethically and professionally identify, recruit, admit and serve high school, transfer and international students and their related constituencies. We will uphold a commitment to enhancing diversity that is consistent with the University's educational mission and enrollment goals.

- » Over the last year, the Admissions Office piloted virtual visit presentations, implemented a new graduate application tool, utilized new virtual recruitment platforms, and updated its website strategically based on web traffic and student behavior through recruitment interactions.
- » With the hiring of a new Assistant Director for Recruitment Marketing & Campus Visits, the Admissions Office made great advances in targeted communication campaigns to prospective students.
- » Partnerships were enhanced with Integrated Marketing to leverage ROI data on digital marketing campaigns and with Graduate Studies to roll out a series of recruitment messages for each academic program at the graduate level.
- » New student enrollment at the university increased from fall 2019, despite COVID-19, for domestic students.

CAMPUS RECREATION

The mission of Campus Recreation is to promote long-term healthy lifestyle behaviors through participation in multi-faceted recreational, educational and leisure opportunities.



- » Completed a successful equipment replacement in fall 2018 of approximately \$110,000 of new strength equipment in the Otto Recreation Center weight room utilizing \$50,000 in Institutional Equipment and \$60,000 in student fees. The new equipment has been a hit for our students.
- » MSU students voted to approve the student fee funding (\$10/semester for 10 years) of a seasonal sports dome on an all-student referendum on Dec. 4, 2018. Construction began in June 2019 with completion in December 2019.
- » Campus Recreation changed the name of the Adventure Education Program to Maverick Adventures in May 2019. This more accurately reflects the programming we do with our rock walls, challenge course, team building and leadership development activities, trip and travel programs, and outdoor equipment rentals.
- » Campus Recreation opened the indoor climbing wall in Myers Field House on August 23, 2012 and now have over 100,000 climbers on the indoor and outdoor walls during the past seven fiscal years. It's been a huge success and a "wow" factor for recruiting prospective students and their parents when visiting the campus plus has formed a great community that assists students with social connections, physical fitness, and positive activities.
- » Based on ID scanning utilized in the Otto Recreation Center, the center scanned 220,929 people from July 1, 2019-March 13, 2020 (shortened/closed by COVID-19 pandemic) as compared to 287,298 people from July 1, 2018-May 10, 2019. There were 8,061 unique people who scanned into the rec center. Unique people means a different person or tech ID.

CAREER DEVELOPMENT CENTER

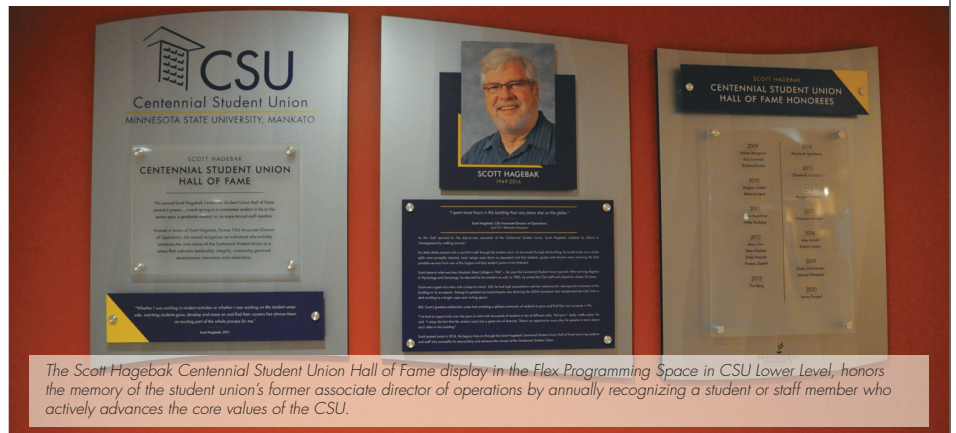


The Career Development Center (CDC) equips Minnesota State Mankato students and graduates with the tools and resources to successfully explore, develop and manage their career paths for a lifetime. We provide essential connections between individuals, academics, employers, and the global community.

- » The CDC experienced increases in student and alumni activity over the 2018-2019 in the following areas:
 - Number of students taking career assessments increased to 1,784 from 1,402
 - Number of students logging into the Handshake job search system increased to 7,779 from 6,798
 - Total number of job applications sent from students to employers through Handshake increased to 2,874 from 1,509
- » A total of 126 classroom and group career education presentations were conducted by CDC staff to 2,750 students, a slight increase over last year.
- » A total of 733 new Minnesota employers used Handshake.
- » 530 employers participated in CDC sponsored and co-sponsored career events.
- » A total of 61,959 jobs and internships were posted on Handshake system-wide, with a total of 4,688 posted specifically to Minnesota State University, Mankato.
- » A new software system was purchased during the fall semester that collects real-time satisfaction information from students as they exit the department. 78% of the almost 800 students who rated their interaction with the CDC said that they were VERY HAPPY with their service and 94% said that they were either VERY HAPPY or HAPPY!

CENTENNIAL STUDENT UNION AND STUDENT ACTIVITIES

Serving as the student-centered heart of campus, the Centennial Student Union provides an innovative, dynamic and inclusive learning environment where quality facilities, programs and services complement and enhance the academic experience.



- » The Centennial Student Union created a bi-weekly Open Mic Series in November 2019 spotlighting student music and literary talent. The program was of particular interest to international students, who assisted Lenny Koupal in helping the series come to fruition. The series provided an ongoing outlet for student creativity and included musical performances including acoustic solos, duet and trios and literary pieces including original poetry, theatre monologues, and storytelling.
- » The Serendipity Music Series continued to be a success. The series brings popular musicians to campus for students to enjoy for free. Performances are hosted during lunch hours in the Centennial Student Union and outdoors in the "Mall" area. Extra funding helped the program host popular Minnesota musicians like Yam Haus, Tom Hunter and Frank Johns, Space Monkey Mafia, Smokin' Joe, Druzy Rose, Betty & Ocho, Dunn & Barron, Max Graham and more.
- » Cydney Coffey, a graduate assistant with the Centennial Student Union communications office, was selected the 2019 Graduate Student of the Year for Region V of the Association of College Unions International.
- » Numerous technology replacements and renovations were made in the Student Union including the replacement of another HVAC system in the Bullpen and Ballroom lounge and Kearney lounge seating, the renovation of new bathrooms in the Bullpen and the Ballroom projectors, and new drum risers for special events, masking units for the bowling alleys, and video conferencing equipment.
- » The Community Engagement Office successfully sponsored an Alternative Spring Break trip, created videos for their new website, and updated job duties and expectations in the office.
- » The new Scott Hagebak Centennial Student Union Hall of Fame display is now in the Flex Programming Space in CSU Lower Level and honors the memory of the student union's former associate director of operations by annually recognizing a student or staff member who actively advances the core values of the CSU. CSU Communications Coordinator Lenny Koupal was named the 2020 recipient of the Scott Hagebak Award.

COUNSELING CENTER



The mission of the Counseling Center is to provide support to students in addressing personal, social, social, educational, and mental health concerns. Our aim is to increase student success and retention in the university within a welcoming environment that appreciates diversity and pursues social justice.

- » The Counseling Center at Minnesota State University Mankato received continuing accreditation in January 2020 by the International Association of Counseling Services (IACS). Approximately 200 centers are accredited in the United States, and Minnesota State University's Counseling Center is one of only four accredited centers in Minnesota.
- » Prior to COVID-19, the office manager for the Counseling Center provided nearly 3,000 individual contacts this year and fielded close to 900 phone calls.
- » A total of 745 students were seen for 4,264 appointments over the course of the year. Services were transitioned to online/remote services during COVID-19 pandemic and students were continued to be seen.
- » The Counseling Center provided nearly 100 individual consultations to faculty, staff, parents, and students, and 1,192 hours of indirect service (outreach, educational programming, service on university committees, etc.) to the university community.
- » The Counseling Center implemented a Stepped Care Service Model, which delivers and monitors treatments in the most effective way through prevention and promotion, recognition in primary care, assessment, and specialist services.

NEW STUDENT AND FAMILY PROGRAMS

The Office of New Student and Family Programs connects students and their families to resources, services and opportunities they need at Minnesota State Mankato. We ease the transition to college life, ensure students and their families are comfortable on campus, and help develop the confidence students need to achieve their goals. Our goal is to provide students with tools for life-long success.



- » The new campus Testing Center launched in January with updated Accuplacer testing thanks to a new Assistant Director for Communications and The Testing Center.
- » New Student and Family Programs successfully moved orientation programming online for the summer by creating an interactive orientation module on the university's academic platform D2L for first year students and transfer students.
- » Minnesota State implemented Multiple Measure Placement (MMP) testing measures using high school GPA along with a range of ACT scores and Accuplacer scores to place students into college level Math and English courses.

RESIDENTIAL LIFE



The Department of Residential Life provides convenient living spaces, intentional services, and actively engaged staff who strive to help all students build connections, get involved, and achieve success.

- » Residential Life engaged consultants from Teaching While White* to help our staff better understand ourselves as racial beings, see how our views of the world have developed, and to begin to confront our own bias. Workshops were provided for staff groups including Residential Education staff, Admin/Operations staff, and Cleaning/Repair staff. Staff participated in three 2-hour workshops.
 - Teaching While White (TWW) seeks to move the conversation forward on how to be consciously, intentionally, anti-racist in the classroom. Because “white” does not mean a blank slate. It is a set of assumptions that is the baseline from which everything is judged; it is what passes for normal. TWW wants to have conversations about those assumptions: what they are, how they impact our students, and how we can confront our bias to promote racial literacy.
- » Apogee was selected as the new vendor to provide internet and internet-based entertainment services in the residence halls. COVID delays resulted in Apogee crews working 8am-8pm, Monday-Saturday in August to facilitate the transition. Student service interruptions were met with intensive weekend work October 2-4 to stabilize the network.
- » Residential Life led an RFP-drafting and selection team for a software provider to support the meal plan program and MavCard operations. The original Blackboard product is replaced by new vendor Apogee, which offers improved reporting and interoperability with a wide range of partners at a lower cost.
- » Rapidly emptied residence halls amidst emerging COVID-19 pandemic. Students who were not able to leave were relocated to units with private bathrooms. Individually calculated student refunds totaled \$6.4M for room and meals for the second half of the spring semester.

DEAN OF STUDENTS OFFICE

Student Conduct promotes and enforces student responsibilities in accordance with state, federal and local laws, as well as policies within Minnesota State Mankato and the Minnesota State System.



- » The Office of Student Conduct updated the Academic Integrity workshop.
- » Pivoted to provide services and learning virtually.
- » Attended a Town Hall training on reducing students' underage drinking.
- » The military and veteran community hosted their annual Veteran's Day Lunch sponsored and supported by President Davenport and the entire cabinet. Over 110 guests attended the lunch held in the CSU to honor Maverick military and veterans for their service to our great nation. The keynote speaker was Mike McNamara, a prominent national speaker who challenged the students, faculty, and staff to honor the sacrifices of those who have gone before us by performing at our highest level in the classroom and in the community.
- » Due to generous donations from alumni, the VRC was able to permanently install two professional quality glass whiteboards for use during studies in the VRC. The office is now able to host small group studies and allow academic work to flourish that previously required students to leave the VRC.
- » Each year, President Davenport allows the VRC to fill his box for a hockey game. This year was coordinated with the Athletic Department to provide t-shirts for the air cannons to launch into the crowd, and recognition for four December graduates during an intermission.

STUDENT HEALTH SERVICES



Student Health Services provides quality and affordable medical services and health education to Minnesota State Mankato students to enhance their learning experience and support their academic success.

- » Minnesota State University, along with three other Minnesota State schools joined a telepsychiatry grant initiative under the Collaborative Funding Award to provide shared services to students in the Minnesota State system. This grant provided much needed services to students and recognized the importance of mental health services within the state system. Student Health Services successfully served four Minnesota State institutions over the past year and will continue to provide resources to students at these institutions and an additional four that have been added to the initiative for the upcoming school year. Great strides were made in advancing services regarding sleep, dermatology, and women's health.
- » Implemented telehealth appointments for all 6 medical providers for various appointment reasons.
- » Set up COVID-19 Healthcare helpline to answer student questions on exposure, testing, isolation, quarantine, etc. The office also hired two full-time COVID-19 Case Managers to attend to student health needs.
- » Improved utilization of electronic health record such as secure messaging with healthcare provider and Patient Portal, such as linking pre-appointment paperwork and follow-up satisfaction surveys.
- » Despite COVID-19 hitting in March 2020 and reducing the number of on-campus students and staff, the office still:
 - Saw 94% of the same number of students as FY19.
 - Were less than \$30,000 short of revenue made in FY19 in an over \$2 million budget.
 - Started provided mail order pharmacy services for prescriptions and over-the-counter supplies.

UNIVERSITY SECURITY

University Security advances the mission of Minnesota State University, Mankato by maintaining a safe and secure living, learning and work environment in partnership with the community we serve.

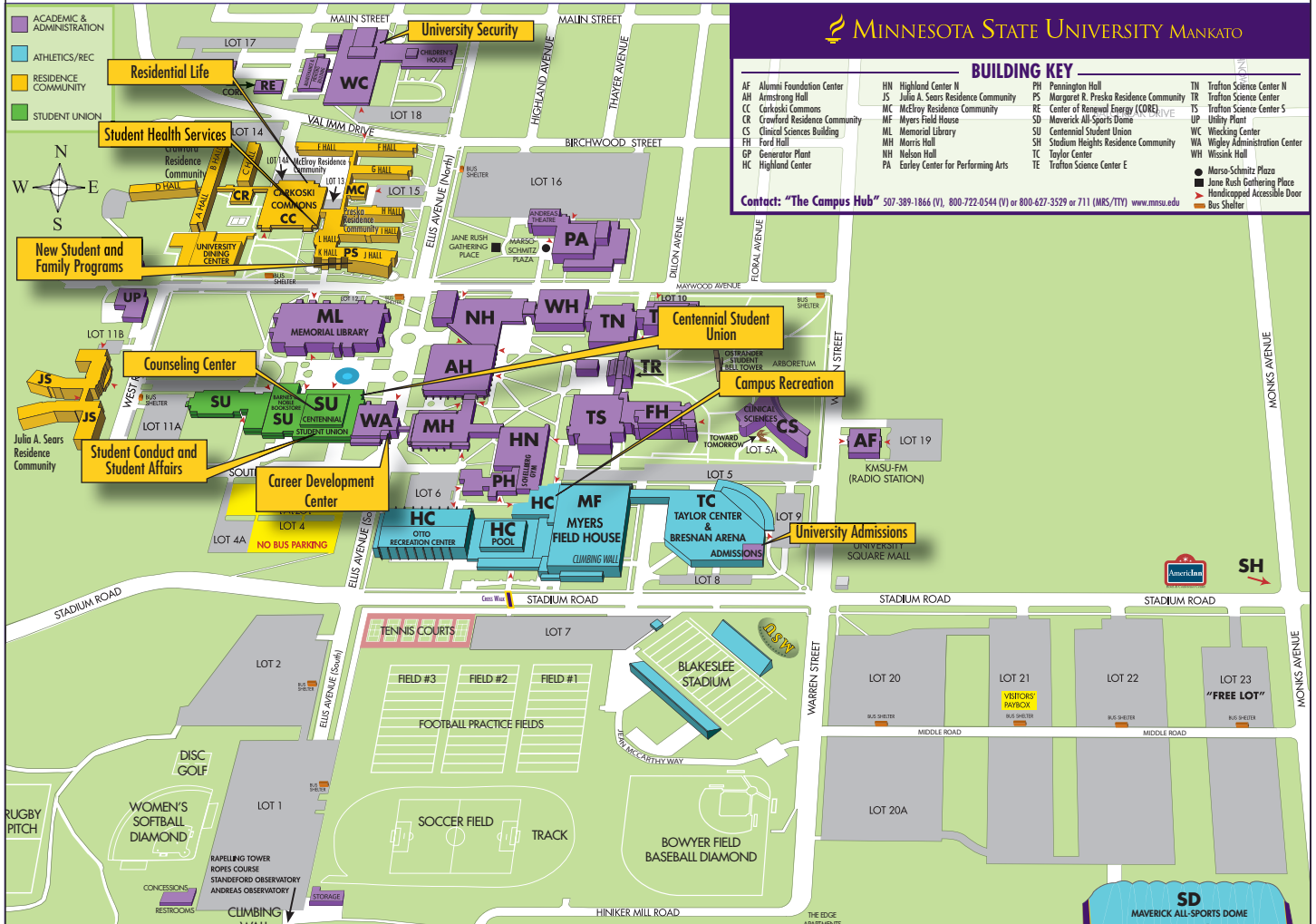


- » The new parking software/system, Cardinal Tracking, was implemented and is up and running smoothly thanks to the new Campus Security Supervisor, who has done a magnificent job at bringing this system on-line.
- » University Security is exploring virtual parking permits for next year which will involve putting cameras in vehicles to read plates and communicate with the databases to automate parking enforcement.
- » University Security Emergency Management staff were busy working on the Pandemic Operations Team as part of the Return to Learn process for the University.
- » Work continued in earnest on the accreditation process with the goal of having all of the work completed by the end of the summer so that we can prepare for our visit by the accreditation team for the fall.



 MINNESOTA STATE UNIVERSITY MANKATO

STUDENT AFFAIRS CAMPUS MAP



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MINNESOTA STATE

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