

ANNUAL REPORT

2017–2018



DIVISION OF ENROLLMENT AND STUDENT SERVICES
Department of Student Support and Success

Department of Student Support and Success

The Department of Student Support and Success (SSS) promotes and enhances student's physical, emotional and social well-being within an inclusive Fredonia campus community. Utilizing a holistic approach, college health, wellness, veterans affairs, counseling and intercultural services supports students as they navigate their individualized pathways to academic and personal success. The vision of Student Support Success is for *all students to succeed*.

Points of Pride - Significant Achievements

1. The Counseling Center, in collaboration with the Intercultural Center, launched "Let's Talk" - a program designed to engage underserved students through walk-in consultations with a counselor.
2. The Student Health Center worked collaboratively with the FredASSIST (sexual health clinic) to provide low cost STI testing, tripling the number of tests performed from 2016-17.
3. The 2018 Men of Color Summit, coordinated by the Intercultural Center, had over 160 participants and provided valuable programming and support for at-risk high school and university men of color.
4. For the sixth year in a row, Fredonia was named *Military Friendly* by Victory Media.
5. Promoting self-care, the Intercultural Center coordinated a retreat for 30 women of color through the Crowned Rubies program. The Health Center provided over 250 flu shots to the Fredonia campus community and the Counseling Center implemented Walk-in Services, prioritizing access to high quality care.

Department of Student Support & Success



Dr. Tracy L. Stenger

Interim AVP for Student Support & Success

Division of Enrollment & Student Services

Departmental Units within SSS:

- Counseling Center
- Student Health Center
- Intercultural Center
- Veterans Affairs Office

Counseling Center

Overview and Scope of Service

MISSION STATEMENT:

In support of Fredonia's strategic plan and baccalaureate goals, the Counseling Center will promote student's mental health, wellness, growth, and development.

VISION STATEMENT:

Cultivating a resilient and compassionate community.

SERVICES OFFERED: The primary concern of the Counseling Center is to remove the barriers of access to services and to provide Fredonia students with the assistance they need when the need it most.

Crisis Services: Counselors are available 24/7 during the semester to assess the needs of students who may be experiencing a mental health emergency.

Let's Talk: Informal, drop-in, no commitment consultation with a Fredonia Counselor at the Intercultural Center (see website for current hours). This service is available when classes are in session.

Walk In Services: No appointment necessary. Students can meet with a Fredonia counselor Monday-Friday from 1-4pm, first come, first serve. This service is available when classes are in session.

Individual Counseling: Scheduled counseling appointment reserved for a time that is convenient to the busy life of the student.

Couples Counseling: Scheduled counseling appointment to address relationship dynamics. Both partners must be enrolled Fredonia Students.

Group Counseling: Facilitated by professional counselors, group counseling involves meeting with 6-12 peers in a supportive environment to discuss similar

Counseling Center



Paws to Relax - DeStress for Success - Counseling Ctr.



DeStress for Success - joint project including Counseling, Health, Residence Life, Reed Library, ESS, Campus Life and Spectrum.

concerns. The Counseling Center offers a variety of different group experiences each semester.

Psychiatric Services: Psychiatric evaluation and medication management available on-campus through a partnership with Jamestown Psychiatric, PC.

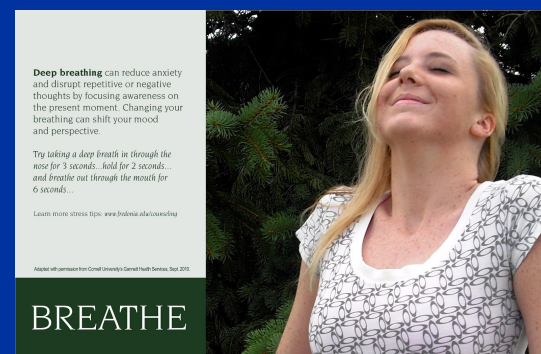
Consultation: Counseling Center staff provide consultation to faculty, staff, parents, and off-campus providers to address concerns related to registered Fredonia students within the ethical and legal parameters of the counseling profession.

SAVP: Substance Abuse and Violence Prevention advocacy and consultation services.

COUNSELING CENTER - POINTS OF PRIDE

The Counseling Center at Fredonia (FCC) has experienced a continued increase in the demand for services. In spite of a reduction in the overall population of students at Fredonia, the FCC served 17.4% of the student population in 2017-18, a 4.4% increase in the percentage of students served since 2013-14. In an effort to address the high demand, the Counseling Center has implemented or augmented the following:

- **Let's Talk** - In its inaugural year, Let's Talk launched with the hiring of a new counselor who was charged with facilitating this initiative, targeting traditionally underserved populations. Offering walk-in services in the Intercultural Center eight hours per week during each semester, Let's Talk provided services through 94 visits.
- **Walk-In Services** - Beginning in January 2018, the FCC implemented with the intention to remove barriers and provide access to therapeutic interventions as it enables students to see a trained clinician at their chosen moments of need. Walk-in services are *first-come, first serve* and are available Monday - Friday 1:00-4:00pm when classes are in session. In its inaugural semester, 153 unique clients utilized 211 walk-in sessions (19% of clients seen in 2017-18).



Counseling Center



SAVP Services - It's On Us Campaign -
Sexual Assault Prevention

- **Wellness Programming and Services** - This year, eight FredWELL interns (four each semester) provided wellness programming to ~375 students on topics including stretching and movement, mindfulness meditation, healthy relationships, and bystander training for sexual assault prevention. Additionally, the Health Hut (providing daily health and wellness outreach to students in the Williams Center) providing 1370 visits over the academic year.
- **Student Satisfaction | Retention** - For clients seen at the FCC in 2017-18, 32% indicated that participating in counseling at the FCC helped them stay in school, 21% indicated counseling helped them improve academically, 66% reported counseling helped reduce anxiety, and 76% reported that counseling helped them improve their mood.



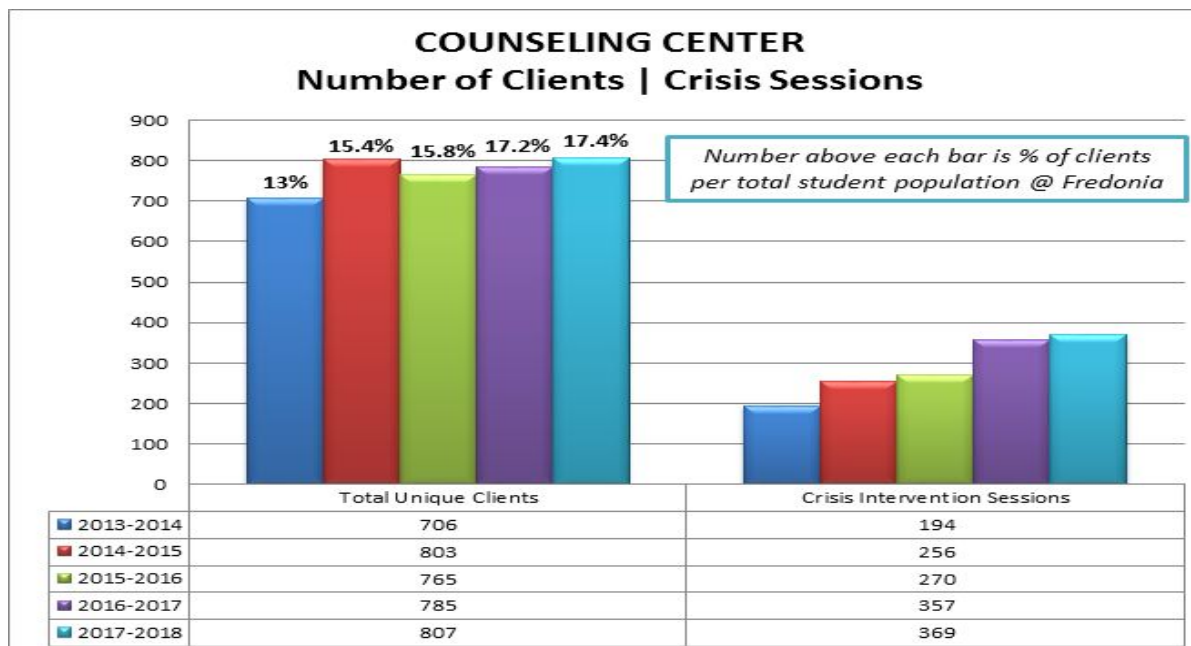
LoGrasso Hall - Counseling Center

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Student Health Center

Overview and Scope of Service

The Student Health Center strives to facilitate student learning and formation utilizing a strategic core of health and wellness as a foundation. This foundation promotes health education strategies to encourage lifelong habits to maintain physical and mental wellbeing.

The Student Health Center's primary responsibility is to provide the highest quality nursing and medical care for the student/patient. The Health Center makes every effort to have a positive impact on the health experiences of the Fredonia student. Services available include health promotion and disease prevention as well as the treatment of illness and injury in a caring, supportive and confidential environment.

The Student Health Center staff is dedicated to providing guidance and care for optimal wellness for the campus community through holistic healthcare, disease prevention and health education in a student-centered environment that is respectful, open, friendly and trusting while working in conjunction with the baccalaureate goals of the campus.

Core Values:

- Student Centered
- Excellence
- Compassion
- Accessibility and Responsiveness
- Collaboration
- Social Responsibility
- Diversity

HEALTH CENTER - POINTS OF PRIDE

Over the course of the 2017-18 academic year, the Student Health Center staff has worked to improve the overall student experience. This year, the Student Health Center had a total of 5387 visits. Of these visits, 80% were seen by a medical provider (physician or nurse

Student Health Center



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The mission of the Student Health Center is to enhance the educational process and personal development of the Fredonia student by providing quality health care and promoting an optimal level of health and wellness in a caring atmosphere that respects their unique qualities as an individual.

practitioner) with the remainder seen by the nursing staff for PPD, injections, or emergency contraception.

In addition to those students who were seen in the Student Health Center, the front desk staff processed required immunization records for all incoming students. The Health Center continues to work in collaboration with Admissions, the First Year Program and the Department of International Education to improve efforts in keeping within the New York State regulations for post-secondary schools immunization requirements.

- **Recruitment and Retention Efforts**

- **Self-Care Station** – As the self-care station has existed for many years in the Health Center, with recent renovations, there has been large increase in its use over this past academic year, resulting in the distribution of 1,511 items including Ibuprofen, Tylenol, cold packets and wound packets.
- **Flu Shots** - The Health Center has given a total of 250 flu shots to students, faculty and staff over the course of this academic year.
- **STI Testing** – The Student Health Center has been working collaboratively with FredASSIT, providing low cost STI testing to the Fredonia student population. This number has tripled since last year at this time.
- **Food Pantry** – The food pantry has become a huge success over this past academic year. The Fredonia Campus Food Pantry is now available throughout each semester in the vestibule of LoGrasso Hall and at the Williams Center Information Desk (with the assistance of Campus Life).

- **Student Enhancement and Empowerment**

- **Student Interns** – Over the course of this past academic year, the Student Health Center sponsored two graduate interns who completed a food pantry needs assessment and developed the food pantry website, as well as five Fredonia undergraduate interns.

Food For Thought



Food Pantry - Coordinated by Student Health Center & Campus Life Office

STUDENT HEALTH CENTER

FAST FACTS

- 81% of Health Center visits in 2017-18 were for Acute Illness
- September and October were the busiest months at the Health Center
- The Campus Food Pantry was selected as a SUNY Best Practice Program for Non-Traditional Students.

Intercultural Center



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Intercultural Center - End of Year
Celebration

INTERCULTURAL CENTER

Overview and Scope of Service

The Intercultural Center (formerly Center for Multicultural Affairs, CMA) plans and implements educational, cultural, social and recreational presentations on diversity to facilitate cross cultural dialogue for the entire campus at Fredonia. Programs for faculty, staff and students are created in order to increase sensitivity to multicultural issues.

The office encourages the campus community to investigate and acknowledge dissimilar cultures, recognize and celebrate differences because the very things that separate can, with mutual respect, bring communities together.

During the 2017-2018 academic year the Intercultural Center (IC) went through some significant changes:

- International Student Services became part of the unit;
- Worked with Counseling Center to develop the Let's Talk office;
- Increased IC student groups from six cultural student groups to fifteen;
- Added a student intern office as the center has taken on more interns this year than year's prior (13 interns during 2017-18).

The Intercultural Center (IC) and International Student Services (ISS) provides a multitude of services that typically fall under one or more of the following categories:

Multicultural Activities - Culturefest and Men of Color Summit

Retention - Orientation, Crowned Rubies, Fred LEADS Mentoring Program, International Buddy Program, International Student Activities, Study Week, & End of Year Celebration.

Recruitment & Scholarships - Multicultural Weekend, *Summer Enrichment, Academic, Recreation, Culture, and Health* (S.E.A.R.C.H) Program; Rosa Parks, Keeper of the Dream, Xylia Peterson Memorial, Raymond Lai Scholarships

Advising, Retreats, Trainings & Workshops

INTERCULTURAL CENTER - POINTS OF PRIDE

- **Crowned Rubies Retreat**

- The mission of the Crowned Rubies Program is to inspire and improve the retention of women of color graduating from Fredonia. The goal is to identify this population, offer assistance, clarify any issues and or challenges and provide specialized guidance for these young women to prepare them to graduate. The theme for this year was “The Art of Self Care” and events throughout the year were connected with that theme. There were 46 active students in the program.

- **Men of Color Summit**

- The 2018 Men of Color Summit was held on April 14, 2018. This year, the IC was able to expand the program to invite students, faculty & staff from neighboring colleges, universities and secondary programs that are geared towards young men of color. The Summit had over 160 participants registered (approximately 75 were high school students) with attendees coming from Meadville, PA to Rochester, NY.

- **International Student Services (ISS)**

- **Coffee Break** - This is a weekly social hour held every Wednesday, during the 2017-2018 academic school year in the Global Connections Lounge. Coffee Break is an informal gathering of students, staff and professors to interact and relax. The event creates a sense of community as there are many returning attendees. ISS facilitates many icebreakers to get students to interact with new people. This year, ISS held 32 coffee hours with over 600 attendees.
- **Global Banquet** - This year’s Global Banquet was one of the largest dinners held thus far with 90 attendees. During the banquet, International Students show off their talent and provide entertainment ranging from piano solos to dance performances. This banquet is an opportunity for ISS to raise funds for International Scholarships.



Crowned Rubies Retreat



Men of Color Summit



International Student Services - Coffee Break

Veterans Affairs Office



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*The State University of New York at
Fredonia Veterans Affairs Office
welcomes all active duty service
members, veterans, and dependents, and
strives to assist them with the transition
from military to academic life.*

VETERANS AFFAIRS

Overview and Scope of Service

The State University of New York at Fredonia Veterans Affairs Office welcomes all active duty service members, veterans, and dependents, and strives to assist them with the transition from military to academic life.

The mission of the Veterans Affairs Office is to:

- Support active duty service members, veterans, and dependents to maintain a diverse and highly qualified student body, faculty, and staff;
- Commit to certifying accurate and timely veterans educational entitlements while striving to maintain a high level of customer service in assisting our students achieve their educational goals;
- Assist students in making the transition from military to academic life by providing them with the access to information, tools and services that they may be entitled to;
- Provide and continue to expand on-campus military-friendly services and programs;
- Adopt a Military Student Bill of Rights and participate in the Service Members Opportunity Colleges.

In 2017-18, overall, the SUNY Fredonia Veterans Affairs Office is doing very well. VAO enrollment numbers were up 5% at this same time last year. Eight students graduated in May and as of 6/29/18, eight new students will be receiving veterans benefits this coming year. The responsibilities of the Veterans Office are split between Financial Aid and the Veterans Office. Financial Aid does all certifications and the Veterans Office has been focused on ensuring all veteran students are taken care of, recruiting, and the student club. Each office has two VA work study students.

VETERANS AFFAIRS OFFICE - POINTS OF PRIDE

- **WWI Centennial: War & Peace** – The Veterans Office partnered with the English Department and had public readings of WWI American literary texts in February, including an events with a panel of established authors.

- **Military Friendly Schools** – In April, Fredonia was once again named Military Friendly by Victory Media. Victory Media is the premier media entity for military personnel transitioning into civilian life, and named Fredonia to the coveted Military Friendly Schools® list for the sixth year in a row.
- **SUNY Fredonia Veterans Remembrance Ceremony** – The tenth annual Veterans Remembrance Ceremony and presentation of veteran scholarships/recognition awards was held on November. 8, 2017 where a number of scholarships were awarded, including the Enrollment and Student Services Scholarship (six recipients -\$500 each), the Fredonia Veterans Scholarship (one recipient - \$1700), and the Courage and Honor Scholarship (one recipient - \$750) created by President Horvath.
- **Student Veterans Club** – The Student Veterans of Fredonia is growing with many new ideas and initiatives. The Student Veterans Club holds 2 fundraisers per year with all proceeds going to WNY Heroes to sponsor a service dog for a veteran in the Western New York area. With the proceeds gained from the 2 events this year, the club was able to sponsor yet another dog which makes the third one. Additionally, the 2nd Annual Veterans Day 5K held on November 12, 2017. This event has been a huge success in each of its first two years with over 150 runners this year.
- **Recruiting Efforts:**
 - Attended a three veteran related education fairs (Jamestown and Buffalo) to meet with prospective students.
 - Currently working on getting Fredonia listed in the *Military Times Best for Vets Colleges* and the *Military Advanced Education Top Colleges and Universities* which will allow Fredonia to reach different parties.



Fredonia named for 6th consecutive year to Victory Media's 2018 Military Friendly Schools list



Veterans Affairs Office

