

STUDENT SUCCESS A YEAR IN REVIEW 2021 - 2022



UNIVERSITY of
SOUTH FLORIDA
ST. PETERSBURG CAMPUS

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WELCOME & REFLECTION

DEAR FRIENDS,



It was another year of flexibility and change at the USF St. Petersburg campus. In many ways, it felt like 2021–2022 was a “bridge” from the isolating days of the pandemic to reemerging and coming back together as a campus community.

As a Student Success team, we had countless points of adapting and modifying so that we could operate and serve students both virtually and in-person. It was exciting to have students back in the residence halls and actively engaged on campus, yet a challenge to accommodate those who are now accustomed to participating in the virtual experiences.

I am so proud of our team’s ability to be creative, flexible and engaged with students and their needs. We navigated effectively and adjusted as needed. Some weeks we were planning in-person events, and some weeks we moved exclusively virtual. It’s a new “normal” and nothing is stable or established yet. Our hope is that in the coming year we can better plan activities, programs and services.

We also experienced some significant leadership transitions over the past year, including the selection of new USF President Rhea Law and USF St. Petersburg campus Regional Chancellor Christian Hardigree. We are very excited for the new energy, inspiration and movement these changes will undoubtedly bring!

After two years as a consolidated university, we are a stronger One USF. We partnered closely with our Student Success colleagues on the Tampa and Sarasota-Manatee campuses to create an outstanding network of resources and programs for all students. We have focused on the student experience and the synergy that we gain by having three campuses dedicated to the care of students really makes a difference.

While this year tested our team’s ability to be creative and adaptive, we continued to rise to the challenges ahead of us and kept our focus on giving students the best, and most successful, college experience possible. We are cautiously optimistic entering 2022–2023 because the future looks bright. Let the fun begin!

Regards,

Patti Helton

Regional Vice Chancellor of Student Success



DEAR FRIENDS,



The past few years have taught us all some valuable lessons. For me, I found myself getting more comfortable with uncertainty. It stopped being scary! At the same time, I've become more appreciative of little things and of the importance of being present.

Many of us are adjusting to being back on campus more frequently. I think we're all enjoying more quality time with team members, getting to see students in person and enjoying our beautiful campus. But I would be remiss if I didn't take a moment to thank the USF team members who never went fully remote during the pandemic. This was a sacrifice in many ways, and I applaud them for their dedication to USF and to our students.

While some may say higher education is slow to change, if you think about it, this field changes constantly. New technology changes how we deliver courses or do our work. New research changes what content professors teach. Government regulations change all the time! As staff, we are challenged to keep up with research, trends, technology and regulations, all while continuing to balance our workloads and find innovative ways to improve the student experience and metrics. Change is to be expected and will always be a part of our work. I say, bring it on! But we must be ever mindful of the need for transparent communication when we are in a heightened state of change.

We have some incredibly talented and creative people in our division. I love it when they come together to brainstorm how to solve problems, address gaps or make the workplace fun. Watching our teams work together to tackle tough challenges brings me energy. I am inspired by the next generation of higher education leaders right here in Student Success!

There's a beloved saying we've adopted on the USF St. Petersburg campus: Do the right thing and the numbers will follow. USF continues to be a great place to work. I appreciate everyone on our team so very much. They are dedicated and passionate student success professionals. Every person in this division plays a crucial role in helping our students achieve their dreams. Thank you for all you do to help make those dreams a reality!

Regards,

Laura Zuppo,
Regional Assistant Vice Chancellor of Student Success – Enrollment & Transitions and Student Ombuds



TO OUR USF ST. PETERSBURG CAMPUS COMMUNITY,



As I reflect on the past year, I am so thankful to be a part of such a compassionate, dedicated and caring team. From emerging from the COVID-19 pandemic to increasing enrollment to working hard to cultivate community among our students, the division has really achieved so much amid challenging times. I am grateful for amazing colleagues to lean on who center the needs of students and lift one another up.

Clearly, safety and COVID-19 remain a prominent theme in our unit. Much of our energy throughout the past year has been focused on providing a safe place for students to isolate on campus, a place for families to call if they have concerns and to provide a safe and supportive environment for students as they attend their courses, both virtually and in-person. I have hope that going forward we can shift to provide more community and belonging through our unit and be in a safe relationship with COVID-19 as we do that.

We have gone through a lot of change, which has created opportunities to re-examine what we offer, identify emerging needs, shape new initiatives and come together as a team in new ways. I am very excited for the upcoming year and to see what campus life will feel like with almost 1,000 residents on campus. This is a first for us and I am eager to see students on campus enjoying what our university offers.

I want to thank each member of the Dean of Students Unit for their tireless efforts to serve students. I don't take it lightly that there have been sacrifices made, additional effort exerted and more likely than not a few sleepless nights due to the weightiness of social issues taking place right now. I am grateful to each staff member for their persistence and for our entire division's team approach to serving students. I am thankful to be a part of the team.

Regards,

Jacob Diaz,
Regional Assistant Vice Chancellor of Student Success and Dean of Students



WHO IS STUDENT SUCCESS AT USF ST. PETERSBURG CAMPUS?

Listed below is a comprehensive list that represents the different functional areas that make up Student Success at the USF St. Petersburg campus:

- | | |
|---|---|
| ▶ Admissions & Evaluations | ▶ Registrar |
| ▶ Advocacy | ▶ Resource Management |
| ▶ Campus Recreation | ▶ Student Accessibility Services |
| ▶ Career Services | ▶ Student Center & Events |
| ▶ COMPASS Student Experience | ▶ Students of Concern Assistance Team (SOCAT) |
| ▶ Dean of Students | ▶ Student Conduct and Ethical Development |
| ▶ Deputy Title IX Coordinator | ▶ Student Government |
| ▶ Enrollment & Transitions | ▶ Student Life and Engagement |
| ▶ Financial Aid | ▶ Student Ombuds |
| ▶ Housing and Residential Education | ▶ Student Outreach and Support |
| ▶ Leadership and Student Organizations | ▶ Support-A-Bull Food Pantry |
| ▶ Military and Veterans Success | ▶ USF Pearls |
| ▶ New Student Experience | ▶ Victim Advocacy |
| ▶ Office of Multicultural Affairs | ▶ Wellness Center |
| ▶ Pinellas Access to Higher Education (PATHe) | |



MULTICULTURAL ORGANIZATION DEVELOPMENT (MCD)

Multicultural organization development (MCD) is a process of change that supports an organization moving from a monocultural – or exclusive organization - to a multicultural – or inclusive, diverse and equitable organization.

Within USF St. Petersburg campus Student Success, our purpose for this work is to create an inclusive community by striving to foster a climate where all employees and students feel free to show up in the fullness of who they are. In 2021-2022, we first conducted and reviewed an initial assessment of where Student Success is on the path to inclusion and second, we developed and implemented three aspirational goals for the division in 2022-2023.



MULTICULTURAL DEVELOPMENT

- Student Success will commit to building knowledge, awareness, and skills in the areas of multiculturalism, diversity, equity, inclusion, and social justice. The division will create opportunities to engage in such learning and development.

ACCESSIBILITY

- Student Success will commit to increasing accessibility across all areas of our services and programs including but not limited to policies, technology, barriers, marketing, and space. We will participate in on-going assessment of a broad range of accessibility needs and address areas of improvement.

ACCOUNTABILITY

- Student Success will create and sustain a culture of accountability across all areas in order to promote multicultural organizational development. This will include accountability at the division, department, and individual level. Accountability will be embedded throughout the division work processes to include but is not limited to: policies, procedures, performance evaluation, and strategic planning.



Moving forward in the 2022-2023 year, our energy will be focused on the goal of accountability and designing initiatives that help us to realize a culture that fosters more inclusivity. Areas of focus are:

- Onboarding of new employees
- Provide on-going training opportunities
- Professional development plans that incorporate tangible Justice, Equity, Diversity and Inclusion (JEDI) goals
- Staff recruitment and retention strategies
- Carry out departmental internal assessments
- Performance evaluations
- Departmental and divisional strategic planning
- Development of departmental outcomes

FUNCTIONAL AREAS EFFECTS TOWARDS JUSTICE, EQUITY, DIVERSITY AND INCLUSION INCLUDED THE FOLLOWING:

POLICIES/PROCEDURES

- Career Services made major updates to diversity, equity, and inclusion (DEI) career resources by creating their own webpage and continuing to edit to make it more inclusive and robust in resources.
- Admissions added a column for prospective students to share their pronouns with the counselors on their sign in sheets.
- Campus Recreation provided surveys for feedback to remove barriers from their department's offerings and spaces.
- Housing and Residential Education worked this summer to implement an accessibility assessment for their buildings.



RECRUITMENT AND RETENTION OF STAFF

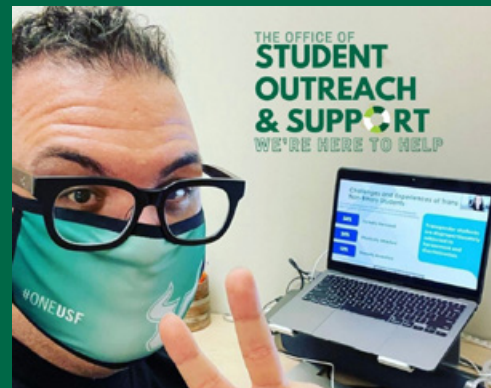
- The Campus Recreation total student staff profile continues to be diverse and reflect that of the community around us.
- The Office of Multicultural Affairs (OMA) in collaboration with OneUSF OMA hosted the Diversity and Inclusion Conference. This conference was a professional development opportunity offered to all student success staff.

DEPARTMENTAL PROGRAMS AND SERVICES

- Student Government continued and expanded the free menstrual products in the restrooms across campus.
- The Office of Multicultural Affairs collaborated with Metro Inclusive Health and hosted multiple programs with two speakers related to sexual health and demystifying negative assumptions about LGBTQ+ sexual health.
- COMPASS Student Experience developed strategic initiatives for yielding underrepresented students.
- Career Services hosted Black Alumni Career Panel the week of the Job & Internship Fair in collaboration with the Office of Multicultural Affairs.

MULTICULTURAL COMPETENCY EXPECTATIONS AND TRAINING

- Career Services partnered with the Campus Diversity, Inclusion & Equity Officer, to host Kiet Le as keynote speaker at Life Skills Boot Camp.
- Career Services sought and booked an Etiquette Dinner speaker, Tia Young, a woman of color who added a DEI lens to her presentation.
- Military and Veteran Success developed and implemented the Got Your 6 military cultural competency training on campus.



PHYSICAL ENVIRONMENT

- Campus Recreation renovated/reorganized the Boathouse to make it more ADA accessible for patrons.
- Resource Management and Student Centers & Events developed a rotating exhibit celebrating and informing USF students on various heritage and celebration months.
- Student Life and Engagement began adding Alt. captions to Instagram posts.

LEADERSHIP AND ADVOCACY

- Student Success staff held membership on the following committees related to Diversity, Equity, and Inclusion (DEI); Enlightenment Series, Diversity Conference, Multicultural Organization Development (MCOD), UMatter advisory board, D&I committee, APIDA council, Accessibility PAC, Call me MiSTER Executive Board, Committee for Serving Underrepresented Students.
- Andy Dang was involved in the creation of the Asian Pacific Islander Desi American (APIDA) Advisory Council.
- COMPASS included intentional topics related to diversity, equity, and inclusion (DEI) in their student leadership curriculum; intensive trainings, staff meetings, and one-one student conversations.



STUDENT SUCCESS COMMITTEE WORK

The following committees were identified and staffed with members of Student Success at the USF St. Petersburg campus. These committees met once a month to work on their developed goals for the year. Below highlights the committee's work.

PROFESSIONAL DEVELOPMENT

Charge: Create opportunities for professional development for all levels of student success staff.

Highlights:

- Planned and executed the December Student Success Professional Development Day.
- Designed and launched monthly workshops for Graduate Assistants to provide professional development opportunities directly to them.
- Planned a Multicultural Organization Development (MCOD) workshop in collaboration with Aubrey Hall and Heather Klisanin.
- Developed a worksheet that will be sent out with performance evaluation reminders that guides supervisors through discussion questions that will allow supervisors and employees to work on individual professional development plans more thoroughly.

STAFF ENGAGEMENT

Charge: To create an environment that celebrates the successes of our division and highlights our employees to promote positive morale

Highlights:

- The Student Success Polo + Halloween Treat
- Holiday Half Day
- Meeting backgrounds: Identities, Mardi Gras, Favorite female
- Creation of the Facebook group
- Outreach form for Student Success to help build community for the division
- End of Year Picnic



STUDENT SUCCESS COMMITTEE WORK



COMMUNITY ENGAGEMENT

Charge: The Community Outreach committee creates and sustains opportunities of meaningful engagement and positive change for the USF St. Petersburg campus Student Success staff and the surrounding communities which broadens knowledge and develops local relationships.

Highlights:

Organized and hosted Goodwill Service Day and Donuts and Donations event:

- 30 staff members participated and donated a total of 180 combined volunteer hours.
- Staff picked up 15 bags of trash, weighing a total of 225 pounds.
- Staff and families created 52 greeting cards.
- 900 pounds of donations were collected on campus and donated to Goodwill Suncoast.

STUDENT SUCCESS COMMITTEE WORK



ASSESSMENT AND YEAR IN REVIEW

Charge: The committee is focused on cultivating practical assessment efforts within student success at the University of South Florida St. Petersburg campus and is comprised of members from each area.

Mission: Establish and maintain an efficient and effective methodology for collecting assessment goals and results to report those efforts campus wide.

Highlights:

- Identified, created, administered, and reviewed an assessment project for Student Success.
- Created and maintained an assessment calendar that showcases efforts and timing for all areas of Student Success.
- Reviewed and began producing clarifying data definitions to form a common language dictionary as a tool.

DIVERSITY AND INCLUSION

Vision: To improve and sustain an environment where students and staff of all identities feel included and supported

Mission: Provide resources and support to the Division that embody the importance of diversity and inclusion to promote student success.

Highlights:

- Facilitated training by creating an annual calendar with seven DEI sessions
- Conducted a staff survey to increase awareness of where we fall on the MCOD spectrum
- Met with other committees to support cross-division DEI efforts and collaboration
- Created three MCOD goals for the division (via discussion, sharing, and feedback sessions)



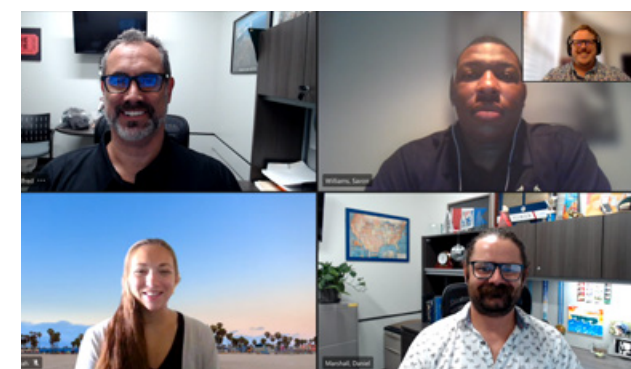
CAMPUS RECREATION

- Awarded Gold Level standard with the Healthier St. Pete initiative.
- Hosted new Fitness and Wellness classes that included Cooking for the College Student, American Council on Exercise (ACE) Preparatory Personal Training, Small Group Training, Women on Weights, Love Your Body, and several fitness challenges.
- Student Marketing Photographer, Min Min Kelly, won the "No Title Needed" award at the Rockies showing her commitment to the department and the University going above and beyond her daily job responsibilities.
- Beach Volleyball Club were The Sunshine State Outdoor Volleyball Association (SSOVA) College Vs. College Champions
- Developed a partnership with local dive shop, Lett's Dive, to create monthly SCUBA courses and scholarship opportunities for USF students and surrounding community earn their SCUBA certifications.



RESOURCE MANAGEMENT AND STUDENT CENTERS & EVENTS

- Established new procedures, workflows and efficiencies for PCard, Travel, and Timesheets for the Division of Student Success.
- Developed procedures and procured resources to support Hybrid (in-person & virtual) events, leading to us being a primary USF destination for events in Spring 2022.
- Hosted a record-breaking year for Summer Interns (college students from other universities who live with us during the summer).
- Saw attendance increase for every Study Center Event from Fall to Spring semester with an average of 50 students for each event and our most popular event, Late Night Breakfast, having 185 students in attendance.
- Completed 50 personnel actions and new recruitments to date.



DEPARTMENTAL HIGHLIGHTS

WELLNESS CENTER + STUDENT ACCESSIBILITY SERVICES

- Created shared assessment plans and collaborative efforts across OneUSF (e.g., Fresh Check Day, Sexual Assault Awareness Month events, Drug Disposal Day, Work-a-Bull teams, NCHA data, and Ableism Awareness Series).
- Implemented and expanded innovative methods of service delivery within the hybrid model of service in a post-pandemic environment across all functional areas (e.g., Drop-in groups, Let's Talk program, Canvas courses, telemedicine, and telepsychology services).
- Conducted a SWOT analysis for Student Accessibility Services.
- Updated the Scope of Care for the Wellness Center.
- Worked with graduate students to develop multiple research projects around current needs.



ENROLLMENT AND TRANSITIONS

Enrollment and Transitions, under the leadership of the Regional Assistant Vice Chancellor of Student Success, serves to support and lead many functional areas within USF St. Petersburg campus Student Success including but not limited to Admissions Recruiting and Evaluations, Career Services, Compass Student Experience, Financial Aid, Student Ombuds and Registrar. The overarching goal of the area is to provide the best possible service to undergraduate students and families throughout their enrollment journey, from pre-application through graduation. We strive to help students achieve their dreams of a college degree.



- Enrollment is on the rise. As more students and families visit and become members of the USF family, Enrollment and Transitions has provided timely, relevant, and accurate data to support our campus partners.
- Our team works to ensure students receive crucial and timely information regarding enrollment and next steps in their educational pathways.
- Dr. Nicole Falk-Smith was a fundamental member of the of the newly formed Predictive Analytics and Research for Student Success (PARSS) team, which supports Student Success Professionals by gathering large amounts of student data and uses machine learning and statistical modeling techniques to identify students with potential need for additional interventions.



- The financial aid team hired two new staff that filled long-standing vacant positions. This allows the team to complete student files more effectively and efficiently.
- The financial aid team implemented the Bull-2-Bull Financial Education partnership as OneUSF.
- The registrar team created large banners to promote registration to hang in various locations on campus. These will be promoted each registration cycle to raise awareness of early registration.

DEPARTMENTAL HIGHLIGHTS

ADMISSIONS & EVALUATIONS

- For OneUSF, the FTIC applications increased 30% this year.
- Successfully recruited three new admissions counselors to the team: Richie Marini, Kate Walker and Noah Miller.
- Provided centralized residency training to all stakeholders within admissions.
- The professional development opportunities for the team have increased with opportunities scheduled for the staff this summer GWI and SACAC Dry Run 2022.

COMPASS STUDENT EXPERIENCE

- Redesigned the orientation experience to fit into a one-day program, and transitioned the delivery back to in-person for FTIC students and their families.
- First-year Peer Coach engagement was 79.36% and Transfer Peer Coach engagement for Fall 2021 was 52.12% and for Spring 2022 was 49.04%.
- The Success Advocates launched the following care management initiatives during the 2021-2022 year:
 - Students in Distress Folder
 - Sophomore Slump outreach campaign
 - Junior Jump outreach campaign
 - Semester Below GPA 2.0 outreach campaign
- Orientation and Campus Visitation held the largest "Admitted Students Day" with over 385 admitted students in attendance.
- The Pinellas Access to Higher Education professionals attended over 120 events and interacted with more than 2,900 students, parents, and administrators.



CAREER SERVICES

- Innovation Scholars Career Exploration Program Expansion
 - Added a Professionalism Academy class for spring of 2022 with 7 students completing the program.
 - Met individually with all applicants to better match mentors.
- Life Skills Boot Camp was a collaborative conference style event for juniors and seniors and we had about 40 attendees.
 - Attendees increase their preparedness in the following areas by more than a full point average (scale on 1 to 5):
 - Professional skills +1.06
 - Graduate School +1.58
 - Financial Literacy +1.87
 - Future Financial Goals +2.05
 - Staying Connected +1.12
 - Understanding Insurance Options +2.42
 - Job postings on Handshake increased by 127% for 2021-2022 from the previous year, totaling over 82,000 jobs posted.



DEPARTMENTAL HIGHLIGHTS

DEAN OF STUDENTS (DOS)

The Dean of Students (DOS) Office at the St. Petersburg campus is a comprehensive department that provides a wide variety of student supports with a focus on community, culture, and care in mind. We prioritize our students wellbeing and strive to ensure each student has equitable access to success.

HOUSING AND RESIDENTIAL EDUCATION

- This year Housing and Residential Education launched the following residential community programs (RCP) and living learning communities (LLC): Bulls Business LLC, Kings Suites RCP, and the UMatteR RCP.
- Continued to support students in isolation due to COVID-19 and expanded to support students coming from the Tampa campus.
- Relaunched the summer camps and conferences program since 2019.
- Housing and Residential Education received a record number of housing applications resulting in a standby list on June 6th.



STUDENT CONDUCT AND ETHICAL DEVELOPMENT

- In the 2021-2022 year, the caseload returned to prior year numbers resulting in a 270% increase from the previous year.
- The Dean of Students Ambassadors were able to increase their efforts in tabling and outreach while maintaining virtual programming.

STUDENT LIFE AND ENGAGEMENT

- All three USF campuses launched Bulls Connect in Summer 2021 which is the OneUSF Student Engagement Platform.
- Student Life and Engagement started the weekly campus “tradition” of Green Wednesday! The purpose of Green Wednesday is to encourage students, faculty, and staff to wear green which enhances school spirit and connectivity to USF. Student Life & Engagement also partnered with the Bookstore Café and Coral Café so that those who wear green on Wednesdays, receive \$1 off their café order.
- The Umoja Breakfast was hosted each semester (Fall, Spring, and Summer). This program connects students of color to faculty and staff on campus, which enhances campus connectivity and retention of our students of color.
- Student Government hosted a competitive Student Governor race. Three tickets were voted upon by the student body which was an increase from previous years. There were 308 votes in the original election and then 324 votes in the runoff election.



MILITARY AND VETERANS SUCCESS

- Hosted their First Annual Chef MRE Competition in our outdoor collaboration area.
- Hosted and participated in their Operation Toy Soldier event.
- Sustained the community collaboration of Military Appreciation Night with the Tampa Bay Rowdies.
- The USF Veteran Alumni Society Pinellas Chapter was established during 2021-2022.
- Hosted the Graduation Grab and Go event, an initiative created during the virtual environment, in-person for the first time.



DEPARTMENTAL HIGHLIGHTS

STUDENT OUTREACH AND SUPPORT

- SOCAT hosted a two-day best practices Care Management and Care Team training facilitated by NABITA. This training was offered across all three USF campuses and approximately 40 faculty, staff, and graduate level students were in attendance. This training addressed institutional liability identified in threat assessment, risk management, and behavioral intervention work engaged across USF by SOCAT members.
- SOS started managing and processing ARC petitions for USF which is a digitized and expanded upon existing SOCAT Assisted Withdrawal process. Since “go-live” mid-Spring 22 semester SOS processed 496 petitions.
- According to our pre-post test assessments students identified successfully connecting to one or more of the following services after meeting with SOS; 45% reported successful connection to the Counseling Center (Wellness Center –Counseling), 27% reported successful connection to Student Health Services (Wellness Center –Health/Psychiatry), 23% Financial aid/bull2bull, 13% with an off-campus counselor, 10% off-campus psychiatrist, 13% reported successful connection with Student Accessibilities Services, with 8% indicating community agencies not listed.
- 97% of students that reported engaging in services with SOS reported a decrease in overall stress because of the support received. With 98% finding the support offered helpful to their situation.
- 97% of students that received services felt supported by staff while surprisingly only 95% of students answered “agree or somewhat agree” to feeling understood by staff.

COVID-19 CONTINUED SUPPORT

COVID-19 brought a year of unexpected change to the Student Success division in 2020. Since then, Student Success has continued to support students and staff as we navigate COVID-19 with dedicated resources and safety protocols for staff and students. Below are a few highlights from 2021-2022 on how they continued serving students through this time. We are proud of the work done.

- The Wellness Center Student Access and Support Service continued offering remote clinical and preventative services, expanded testing/vaccines for campus which supported Housing and Residential Education (HRE) with their move-in efforts and isolation protocols.
- Housing and Residential Education continued to support residential students through their COVID isolation period through coordination of care and resources to assist students in being successful while navigating the stress of COVID and isolation, including supporting Tampa residential students who needed to isolate in spring 2022 when Tampa beds were at capacity.
- Campus Recreation managed to keep all of the facilities open throughout the entire year by holding outdoor and waterfront group fitness classes, virtual options for fitness challenges, and virtual group fitness classes, offering the Fall 2021 all staff training virtually to ensure our students safety, and continuing to ensure patron safety by following COVID protocols.



“Everyone was incredibly kind, followed COVID safety procedures, and made me feel comfortable going back.”



- Career Services had 72 students participate in the Resume Drop –an alternative (or add on) to visiting Job & Internship Fair in person. Students could register for the Resume Drop Event on Handshake and all students with uploaded resumes would have them included in a Box folder that was password protected and emailed to employers that attended the fair. Additionally, virtual drop-in hours were maintained daily on Teams for 3 hours each day and hybrid career coaching offered daily.
- COMPASS Student Experience continued to provide flexible peer coach engagement opportunities virtually. Student Advocates maintained services and rotations for continued support in person and virtually. Orientation and Campus Visitation continued delivering virtual orientation sessions for and developed hybrid models to support all populations. Pinellas Access to Higher Education (PATHe) offered virtual college-prep workshops for students and families in Pinellas County.
- The financial aid team conducted TEAMS appointments to meet with students virtually.

COVID-19 CONTINUED SUPPORT

- The registrar team learned ways to provide students with the same services without being in-person and made procedures permanent after learning it improved the student experience and was more efficient.
- Resource Management and Student Centers & Events team members supported the COVID Care Team and Isolation spaces throughout the pandemic from On-Call staffing, mail & package support, purchasing, and advocating for resources. The University Student Center has remained a PPE distribution site for campus throughout the pandemic and continued to provide sanitizer, face masks, and cleaning solution at the Information Desk. Student Centers & Events hosted COVID Test sites and Vaccine Rollout. Resource Management aided in the purchasing and reimbursement of materials and supplies to aid in our COVID response.
- Student Conduct and Ethical Development provided ongoing virtual options for meetings and hearings.
- Student Life and Engagement (SLE) hosted a Prom to allow students who were not able to attend their High School Prom a chance to experience the dance! There were 82 who students check in. During COVID-19 surges, Harborside Activities Board (HAB) provided to-go goodie bags with baked goods and candies in order to maintain a sense of normalcy at masked events.



“Working with Student Government and SLE this year has been a pleasure!! One of the most important things I’ve learned through working here was how to navigate being a student leader coming out of the pandemic, and how to best work with our students at this time. It was so exciting to see events and collaborations thrown on campus again. Working with SG and SLE has been one of my most memorable college experiences at USF.”

- Student Government (SG) continued to make all SG meetings available virtually via Teams to allow students who are not comfortable attending in person meetings.
- Office of Multicultural Affairs (OMA) hosted many virtual events (ex: Diversity and Inclusion Conference) as well as hybrid events to continue to engage students who are not comfortable attending in person events and to engage the non-traditional students who could not attend in person during the time of the program.
- Student Outreach and Support (SOS) continues to meet with students virtually but also

offers in-person meetings as well. In these meetings with students, the SOS Team, continues to help navigate community and campus resources.

- Veteran Success, while taking consideration and concern for the well-being of others, continued to provide a physical presence on campus for military-connected students to receive services.

NEW HIRES

Welcome to the new employees within Student Success at the USF St. Petersburg campus:

- | | | |
|---|---|--|
|  Ashley Ramirez |  Lashunda Battle |  Noah Miller |
|  Brandon Cheatham |  Mallory Armstrong |  Richie Marini |
|  Erin McFee |  Melissa Bassaragh |  Richard Cummings |
|  Hailee Rech |  Michael Carroll |  Taylor Snipes |
|  Joyner Atilas-Lopez |  Michelle Farren |  Xavier Ramos |
|  Kerri Walker |  Nicholas Johnson |  Zachary Fitzgerald |

IMPACT TO THE FIELD

CONFERENCE AND WEBINARS ATTENDED

- Advisor Professional Development Through Special Programming
- American College Health Association
- American College Personnel Association National Conference
- Association for University and College Counseling Center Directors
- Association of College and University Housing Officers - International James C Grimm National Housing Training Institute
- Association of College and University Housing Officers - International Mid-Level Leadership Institute
- Association of College Unions International Annual Conference
- Best Practices for BIT and Care Teams, National Association for Behavioral Intervention and Threat Assessment
- College Life Coaching Institute
- First-Year Experience National Conference
- Florida Summit on Accelerating Transfer Student Success
- Florida Association of Colleges & Employers Conference
- NACAC Guiding the Way to Inclusion Conference
- National Association for Behavioral Intervention and Threat Assessment National Conference
- National Association of Colleges and Employers National Conference
- National Association of Student Personnel Administrators National Conference
- National Student Success Conference Speaker Series
- NO MORE conference focused on addressing Human Trafficking in the city of St. Pete.
- Positive Pathways 6th Annual Conference
- Professional Association of Resume Writers and Career Coaches Thrive Conference
- RISE Diversity Conference
- Rising Above the Influence Conference
- RMS World
- Sophomore Reorientation: Helping Second-Year Students Bounce Back from a Disrupted 2020
- Southeastern Association of Housing Officers National Conference
- Southern Association for College Admission Counseling Dry Run 2022
- Southern Association of Colleges and Employers
- Students Entering College Fall 2021: What Colleges & Universities Should Know
- The Covid Crisis - Helping First-Gen Men
- THRIVE Professional Association of Resume Writers and Career Coaches Conference
- Understanding and Supporting Transfer Student Success

STUDENT SUCCESS PRESENTED AT THE FOLLOWING CONFERENCES

- RISE Diversity Conference
- Foundations of Modern Project Management
- Joseph Contes presented six times nationally and locally on “Addressing Racial Trauma as a Care Manager” and focusing on “Supporting students experiencing racial battle fatigue.”
- Southern Association of Colleges and Employers



PROFESSIONAL TRAINING AND CERTIFICATES

- Accessibull Disability Ally Training
- American College Personnel Association: Mid-Managers
- Diversity, Equity, and Inclusion in the Workplace Certificate
- FAU Hospitality Certificate Program
- Foundations of Modern Project Management
- Intro to Strengths training
- LEADForward program with Accendo Leadership
- Lean Six Sigma Yellow Belt Training
- Mentor/Protege program with Tampa Bay Chamber of Commerce
- National Outdoor Leadership School: First Aid Certificate
- Safe Zone Trainer
- Student Employment Essential training via the National Student Employment Association
- The Florida Summit on Accelerating Transfer Success Webinar
- USF Corporate Training and Professional Education sessions
- USF Post-Crisis Management Program

IMPACT TO THE FIELD

PROFESSIONAL ACCOMPLISHMENTS

- Abigail Bradley-Tyler, Brenna Whitton, and Laura Zuppo were accepted into the Curriculum and Instruction, Higher Education Administration Doctoral Program.
- Andy Dang was elected MPI Tampa Bay President.
- Bob Herron was shouted out in the Regional Chancellor's Newsletter in relation to the Day at the Capital event.
- Brenna Whitton was admitted into the Academic Advising Graduate Certificate.
- DeWayne Anderson was accepted into the Applied Anthropology Doctoral Program.
- DeWayne Anderson was recognized in the Crow's Nest when he first started working at USF in Summer 2021.
- Dr. Nicole Falk-Smith completed the Lean Six Sigma Yellow Belt Training through the USF Office of Corporate Training and Professional Education.
- Dr. Ryser-Oatman passed his licensure exam.
- Erin Howell completed the coursework for the Curriculum and Instruction, Higher Ed Administration Doctoral Program.
- Erin McFee graduated with a Graduate degree in Curriculum & Instruction from the USF CSA Program and subsequently was hired onto our team in a full-time capacity.
- Heather Klisanin continued to be a part of the ASCA -FL Leadership Team.
- Heather Klisanin held a Leadership position for national association serving Senior Level Conduct Officers in ASCA Region 8 and hosted a panel focused on building stronger relationships with campus faculty.
- Heather Willis was selected to train along with a new Tampa Team Manager for troubleshooting and oversight of the Verification process on all three campuses.
- Jenelle Bell and Joseph Contes are Level I certified in foster care coaching with Cereta. Jenelle is engaged in Level II concurrently.



- Joseph Contes and Rani Sinno are currently in the process of working toward earning QPR Train the Trainer and are slated to be finished mid-june which will expand the offering of QPR training hosted by the Wellness Center.
- Kasey Kobs is completing the Certified Digital Career Strategist process via the Professional Association of Resume Writers and Career Coaches in May 2022.
- Lauren Levy completed a certificate from the USF HR Academy and another certificate from the USF Corporate Training Emotional Intelligence in the Workplace Workshop.
- Lauren Levy participated as a guest speaker on a panel, discussing the hiring process from the HR perspective, during the 2022 THRIVE Professional Association of Resume Writers and Career Coaches (PARWCC) Conference.
- Lesa Shouse served on the Member Development and Employer Engagement committees of the Florida Association of Colleges and Employers.
- Rani Sinno earned his LMHC License in May 2022 and is now a Licensed Mental Health Counselor. While he now holds a license to practice his position at USF remains non-clinical.
- Rita Zwiefel graduated from the College Student Affairs program and was hired as the Coordinator of Student Support at USF Sarasota Manatee campus.
- Samantha Gray (OMA Graduate Assistant) is interning at North Carolina State in Summer 2022.

IMPACT TO THE FIELD

PROFESSIONAL ACCOMPLISHMENTS - CONTINUED

- Sandy DeCarlo completed USF Summer Grant Writing Workshop.
- Savannah Weaver and Christen Yawn graduated from the College Student Affairs Master's program and were hired as the Program Coordinators in the Office of Orientation at USF Tampa campus.
- SUS Health and Wellness Summit.
- Susan Kimbrough sits on the UMatteer Advisory Board.
- Tess Henderson: earned her Master's in Higher Education Degree-August '21.
- Todd Post received his Bachelor's of arts in Psychology in May 2022.
- Victoria Beltran defended her doctoral project proposal.



AWARDS

- USF Outstanding Staff Award: Susan Kimbrough
- OneUSF Student Success Awards:
 - Regional Chancellor Award St. Petersburg campus: Dr. Nicole Falk-Smith
 - Collaboration Award: Student Accessibility Services and COVID Care Team & HRE COVID-19 Response Team
 - Partnership Award: OneUSF Housing & Residential Education Team
 - Champion Award: Susan Kimbrough
- Inclusive Excellence Award: DeWayne Anderson and Student Accessibility Services
- Rockys Leadership Awards:
 - Summer Smith, Dwayne Issacs Award
 - Erin McFee, Graduate Student of the Year
 - Abigail Bradley-Tyler, #NoTitleNeeded
 - Hannah Johnson, Student Org Advisor of the Year
- Samantha Gray, USF Pride Award
- 2022 Active Minds Healthy Campus Award (Counseling Services)
- Andy Dang received the MPI Tampa Bay Area Committee of the Year (Chair of the Communications Committee)
- Stephen Harris, Southeastern Association of Housing Officers Service Award



GRANTS AND DONATIONS

- Wellness Center was awarded an American College Health Association mini grant for vaccine promotion.
- Student Outreach and Support was awarded a \$10k grant (Love for Lawrence) in collaboration with the Wellness Center to address Mental Health and Increasing Help Seeking Behaviors among college students.
- USF Pearls was awarded a \$15k donation (Joy McCann Foundation) to start an emergency fund for students emerging from the foster care system.



“Students have the power because they plan the events and students attend.”

“I was able to deepen my connection and trust in relationships.”

“The Wellness Center was an amazing resource for medical care -it’s cost and location made seeking treatment much more accessible.”

“COUNSELING CLEARED MY EMOTIONAL BURDEN SO THAT I COULD FOCUS ON THE ACADEMIC RESPONSIBILITIES AT HAND.”

“Without their assistance I wouldn’t have been able to continue to give my best to my peers, professors, friends, and family.”

“You all were very informative and helpful.”

“THE GROWTH THAT I’VE SEEN WITHIN MYSELF AS A FIRST TIME TRANSFER PEER COACH IS BETTER COMMUNICATION SKILLS. I FEEL THAT THIS EXPERIENCE HAS PROVIDED ME A LEVEL OF PROFESSIONALISM, SOMETHING THAT I FELT I LACKED WHEN SPEAKING TO FELLOW EMPLOYEES OR HEAD STAFF. WHAT I MEAN BY THIS IS UNDERSTANDING AND BEING ABLE TO HOLD A CONVERSATION COMFORTABLY WITH COLLEAGUES.”

“Sandy was extremely helpful throughout the application process and was there to answer any questions I had.”

“By learning from SLE along the way, meeting new people, and creating connections.”

“I really enjoyed talking with other transferring students especially! Thank you for giving me such a wonderful opportunity!”

“Learned how on navigate and work with professional staff on campus.”

“The COMPASS office involves and empowers all people, whether they are employees or students. I feel that the office works hard to make sure all voices are heard equally and everyone has a chance to play a role.”

“The COMPASS Team is comprised of a diverse population and everyone within the COMPASS team, in my experience, is supportive and welcoming.”

“It is very nice to have a friendly reminder that there is a life outside of classes and work and attend events on campus with friends.”

“I AM SO GRATEFUL FOR STUDENT GOVERNMENT AND ALL THE FRIENDS I HAVE MADE IN IT THIS YEAR! BEING INVOLVED HELPED ME MEET SO MANY NEW PEOPLE MY FIRST YEAR ON CAMPUS AND I DEFINITELY HAD A BLAST.”

“SCE provides a welcoming and encouraging workspace for students like myself. They allow me to grow professionally while also leaving room to have fun with my coworkers.”

“THE COMPASS OFFICE IS VERY ACCEPTING OF EVERYONE FROM SOMEONE WITH DIFFERENCE VALUES OR BELIEFS. IT WAS CHALLENGING FOR ME TO FIT IN DUE TO MY RELIGIOUS BELIEFS OR VALUES, BUT MY TEAM MEMBERS WERE KIND AND GAVE ME A SENSE OF BELONGING.”

“YOUR EMAILS ARE SO HELPFUL, THANK YOU.”

“I RECEIVED EXCELLENT GUIDANCE FROM SOS. I MET WITH WHITNEY CASH MULTIPLE TIMES AND MY PROBLEMS WERE RESOLVED.”

“Provided me with a welcoming and familiar environment as I transitioned from active duty to civilian life. Afforded me several opportunities to enhance my resume and CV in support of my educational goals. The military center has helped me feel included on the USFSP campus and ensured I always had somewhere to go to study and relax between classes.”

“Big help honestly, great resource.”

“I ENJOYED THE FEEDBACK I RECEIVED AND THE VALIDATION I GOT! I APPRECIATE KNOWING THAT I’M DOING WELL SO FAR AND THAT THE STEPS I’VE TAKEN THROUGH INVOLVEMENT ON-CAMPUS CAN HELP ME IN THE FUTURE.”

“I BECAME MORE CONFIDENT IN MY ABILITIES.”

“Thank you for all the very helpful info! My head is spinning!!”

“BEING PART OF CAMPUS LEADERSHIP IS AN OPPORTUNITY THAT HAS HELPED ME GROW PERSONALLY AND PROFESSIONALLY, ESPECIALLY BY BEING PART OF THE CROW’S NEST. THE CAMPUS AND UNIVERSITY NEED TO STAY INFORMED ABOUT THE DIFFERENT EVENTS, ISSUES AND CHARACTERS WITHIN THE INSTITUTION AND IN THE OUTSIDE WORLD. THROUGH THE NEWSPAPER WE ARE ABLE TO DO JUST THAT. BUT NOTHING WOULD BE POSSIBLE WITHOUT SOLID LEADERSHIP. LEADERSHIP HELPS DIRECT AN ORGANIZATION’S RESOURCES TO ENSURE EFFICIENCY AND THE ACHIEVEMENT OF GOALS. WITH THE TEAM, WE ARE ABLE TO HAVE OPEN DISCUSSIONS ABOUT HOW WE CAN IMPROVE TO MAKE OUR WORK BETTER.”

“Learned how on navigate and work with professional staff on campus.”

“I APPRECIATE THE HELP WHEN I WAS STRUGGLING THE MOST.”

“On behalf of the HAB team and the USFSP Student body, I would like to say thank you for your support during Homecoming Week 2021! Without you, none of our events would have been possible. You are absolutely amazing and I thank you for all your help!”

“Being a student leader is a great experience to get involved as well as get other people involved. It’s a great opportunity to become part of something big and be on a team. I loved being HAB’s Director of Design because it was amazing to see how my work influenced and impacted my campus and community here at USF St. Pete.”

“I felt that [my career coach] was my ally in finding a job, and that she wasn’t trying to steer me in any one direction but was instead listening to my interests and inclinations. She let me know about many resources that could help my search and got me excited about looking for a job.”

“Being involved in student government has given me the opportunity to make many new connections across USF, while actively being involved in helping to shape USF’s future.”



Presented by the U.S. State Department
to the University of South Florida
in recognition of the university's
contribution to the field of
international relations



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