

STUDENT SUCCESS



UNIVERSITY of  
**SOUTH FLORIDA**  
ST. PETERSBURG

# *Year in Review* 2023-2024





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## Who Is Student Success at USF St. Petersburg?

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# WELCOME & REFLECTION

## Regional Vice Chancellor of Student Success



Dear friends and Colleagues,

Welcome to the USF St. Petersburg Year in Review for Student Success. Reflecting on the events and highlights of 2023-2024, it's evident that we've navigated through challenges while also seizing opportunities for growth and innovation. This report serves as a testament to our resilience, adaptability and commitment to students and the University community.

Throughout this report, you'll find key milestones, achievements and lessons learned over the past year. From overcoming obstacles to achieving strategic goals, it has been a collective journey. It's important to recognize and honor the dedication and hard work of our Student Success team members, whose determination has been instrumental in driving Student Success. Their passion, creativity and collaboration have been the driving force behind every accomplishment highlighted in this report.

In early fall 2023, individuals within Student Success helped create a new "Belonging" tagline for the campus: **Seen. Valued. Herd.** This was adopted to send a clear message to students, staff, faculty and community members that you belong here at USF St. Petersburg.

*We see you. We value you. We hear you. Let's keep living and sending this message: Seen. Valued. Herd.*

We are grateful to have an outstanding Student Success team and together we will continue to innovate, adapt and thrive in the rapidly evolving higher education landscape. Thank you for your continued support and commitment to a shared vision. We are quite confident that we are building a brighter future for USF and the communities we serve.

Be Bold,

**Patti Helton, Ph.D.**  
Regional Vice Chancellor of Student Success



## Regional Associate Vice Chancellor for Student Success and Dean of Students



It has been quite a year for the Dean of Students team. I first want to thank each of them for their hard work in creating the kind of environment where students can grow into the fullness of their humanity; academically and personally.

Each department immersed itself in the life of the student body by offering numerous learning opportunities that took the form of workshops, leadership development, dialogue about community and belonging and ethical decision-making.

Having welcomed our largest residential population and experiencing ever-increasing levels of participation from students in co-curricular programming, all of us in the unit focused on knowing who students are and making them aware of the array of support resources available.

*The magic of our campus culture is that we pride ourselves on tailored support for every student we serve.*

I am proud to work here and am deeply grateful for the team I have the privilege of leading and look forward to what the 2024-2025 year brings.

With gratitude,  
**Jacob L. Diaz, Ed.D.**  
*Regional Associate Vice Chancellor of Student Success and Dean of Students*

## Regional Assistant Vice Chancellor of Student Success — Enrollment & Transitions



I am incredibly proud to lead the Enrollment and Transition teams at the St. Petersburg campus. I am grateful for your dedication, teamwork, drive, passion and commitment to student success. I witness your hard work every day. I see it when you go the extra mile to fix a student account, walk a confused family to an office or stay late to ensure you are prepared for your big event the next day.

We all recognize that sometimes your work is emotionally draining, just plain hard and often requires extra-long days. However, please know that we also truly appreciate what you do to make USF St. Petersburg so incredibly special. The special vibe we feel is tough to explain to outsiders and does not just magically happen. It is cultivated through an intentional commitment to care for, help and serve all members of our community.

**We see you. We value you. We hear you. I would add ... We care about you.**

Thank you all for being mentors, role models and cheerleaders for each other, our students and especially our new staff. I salute your hard work in 2023-2024 and cannot wait to see all that we do as a community in 2024-2025.

**Laura Zuppo**  
*Regional Assistant Vice Chancellor of Student Success — Enrollment & Transitions and Student Ombuds*

## Regional Assistant Vice Chancellor for Undergraduate Studies



I'm thrilled to join the USF St. Petersburg community and have the talented and committed teams within Undergraduate Studies and the Student Success Center join the division of Student Success. Having our teams join the division collectively allows us to more deeply contribute to the academic mission of our campus and engage more closely with faculty. As a division, we now have stronger linkages to our academic advisors, academic programs that can be central to building learning community initiatives, and a leadership minor that can strengthen our leadership development programs.

This annual report showcases some of what we have achieved this year and why I couldn't be prouder to work with our division of talented and caring educators and the trajectory of work. Student Affairs educators have always had a significant impact on the student experience, this impact is amplified with coordination with Academic Affairs. Collectively, our work will ensure our students achieve their dreams and reach their aspirations; as educators, there could be no better calling.

**Aurélio Manuel Valente, Ed.D.**  
*Regional Assistant Vice Chancellor for Undergraduate Studies*

### Student Success Committee Highlights

#### WELL-BEING COMMITTEE

During the 2023-24 academic year, the Well-Being Committee created several initiatives to improve wellness for both students and staff at USF St. Petersburg. The committee members created and distributed an extensive list of wellness resources for student success staff and collected more than 250 items for the student pantry.

The committee saw a need for staff to have authentic social connections and supported that through various programs. The team implemented monthly paired connections to give staff a chance to get to know each other better, offered a CPR course during Wellness Week and started programs like Connections for Success and after lunch/morning walks.

#### BELONGING COMMITTEE

The Belonging Committee found ways to help students and staff feel more connected throughout the 2023-24 academic year. The team planned events for staff members, like the gratitude event in fall 2023 and the end-of-year picnic. Members also developed recognition badges for Student Success employees to help them feel appreciated at work, and worked with the Well-Being Committee to establish a staff giveaway program.

They set a goal to engage with the international student community and reached 41% of the international students on campus during International Educational Month, helping the university's mission to create a global, multicultural learning community. The team also built a program for students to connect with our campus and community, called Bulls Serve & Explore.

#### LEARNING COMMITTEE

Thank the Learning Committee for putting together valuable Lunch & Learn sessions and the Professional Development Day. One of the goals this committee made was to have Student Success employees attend three professional development workshops by May 2024.

These committee members also set goals to focus on student learning, like establishing two to three partnerships with faculty members willing to engage with students in residence halls and other places on campus. Additionally, committee members worked to create a document with benchmarks from AAU schools that lists best practices for faculty initiatives that enhance the student experience. This document will help as they plan for the 2024-25 academic year.

Thank you to the following individuals for their exceptional leadership and dedication throughout the past year. Their efforts have made a significant impact on Student Success:

- Abigail Bradley-Tyler
- Amy Pounders
- Robert Edmiston
- Lauren Levy
- Stephen Harris
- Erin McFee
- Rita Zwiefel
- Tia Gomez Zeller
- Macy Thurler
- Samantha Circelli
- Courtney Safko



# COMMUNITY & BELONGING FRAMEWORK

USF St. Petersburg Student Success strives to create a community where all employees and students feel free to show up in the fullness of who they are and know that they are welcome. We developed and implemented three aspirational goals for 2023-2024.

## ORGANIZATIONAL DEVELOPMENT

Student Success will commit to building knowledge, awareness, and skills to facilitate a connected community where each unique perspective is valued. 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, 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 a sense of belonging. 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 2024-2025 year, our energy will be focused on the goal of accountability and designing initiatives that help us to realize a culture that fosters community and belonging. Areas of focus are:

- Onboarding of new employees
- Provide ongoing training opportunities
- Professional development plans that support continuous learning to best serve all students
- Staff recruitment and retention strategies
- Carry out departmental internal assessments
- Performance evaluations
- Departmental and divisional strategic planning
- Development of departmental outcomes

## Highlights

### Increasing sense of belonging:

- Campus Recreation worked with U Matter to offer ongoing employment to a student in that program.
- The Committee on Serving Underrepresented and Marginalized Students (CSUMS), a sub-committee of the campus Persistence Committee (PC), explored the experiences of underserved and underrepresented students at USF Saint Petersburg. To accomplish this goal, the group engaged in an intensive data collection and analysis project, ultimately titled: Exploring Belongingness: A Student Perspective.
- Enrollment & Transitions ran the spring Student Success Collaboratives with sessions on Title IX and VAWA, Student Accessibility Services and more.
- Military Families and Veterans Success acquired the first wheelchair-accessible golf cart on all 3 USF campuses to support military-connected students and families with accessibility challenges.
- The Physical Access Workgroup (PAW) meets twice a year and includes a representative from student government. They focus on campus-level facilities and programming.
- "You belong here" public messaging giving life to commitment.
- Jake Diaz co-chairs the Pathways to Completion subcommittee of Leap Tampa Bay, a local college access network.





# DEPARTMENTAL HIGHLIGHTS

## Office of Admissions

- Implemented a digital sign-in process for walk-ins and have served 341 students since implementation in January.
- Installed new signage outside the Admissions Office to provide information, maps, and directions to Campus Tours
- The St. Pete Admissions Staff participated in the Cardboard Boat Race for the first time and won the award for Best Staff Sink.



## Campus Recreation

- Designed and implemented a new Challenge Course program
- Created and implemented USF Camp Rocky – a summer camp for kids ages 7 to 12
- Two new sport clubs joined the sport club federation, Pickleball Club and Athletic Running Club.
- Installed 2 new Pickleball Courts
- Installed new cardio equipment in the Fitness Center including 2 new upright bikes, 1 recumbent bike, 2 treadmills, 2 ellipticals, and 2 rowers.
- Co-ed Sailing Club at USF was awarded Sport Club of the Year and granted a bid to the National Tournament.
- Campus Recreation membership increased by 10%.



## Center for Career and Professional Development

- Career Week was held for the first time during the week of February 5-9 with an event each day focusing on career readiness and job fair preparation in advance of the Job & Internship Fair on Feb. 15. Over 150 students showed up throughout the Career Week to events and then 241 students came out to the Job Fair.
- Student Employment: USF St. Petersburg campus used 106% of their Federal Work Study (FWS) allocation. The Director of CCPD was able to view student FWS awards to do targeted outreach and a new FWS workshop was implemented in conjunction with a Student Employment Fair in January.
- Handshake was consolidated to one instance as of the first day of Fall 2023, so students are all in one system no matter their campus. Each student is labeled with their home campus to allow for unique communications and appointment processing.
- The Center for Career & Professional Development had 1001 appointments either scheduled or drop-in during 2023-24, more than a 20% increase from 2022-23.



# DEPARTMENTAL HIGHLIGHTS

## COMPASS Student Experience

### NEW STUDENT EXPERIENCE

- Successfully implemented revised branding for the office and developed innovative programming initiatives throughout the year.
- Implemented a Fall Launch event in Fall 2023 that enhanced the exposure of campus resources, social connections, and Bull pride for over 150 first-time-in-college students.
- 67.7% of all transfer students starting in Spring 2024 engaged with the New Student Experience office in some capacity.
- New Student Experience hosted 50 in-person programs to support the transition of First-Year, Second-Year, and Transfer students.
- 72% of FTIC students from the 2023-2024 academic year engaged with the New Student Experience office in some capacity.

### PINELLAS ACCESS TO HIGHER EDUCATION (PATHE)

- The Pinellas Access to Higher Education (PATHe) successfully hosted two application days at St. Petersburg campus during Fall and Spring, and also hosted a PATHe/FUSE picnic event on our campus to support those special populations through the transfer process.
- Expanded online presence by transitioning from an online page with information, to a full website that provides resources for each of the areas of focus: Pre-College Support, Transfer Support, & Community and Access.
- The Opportunity and Access PATHe Advisor spent 63 hours in the Pinellas County community and provided 51 presentations
- Transfer Support PATHe Advisor held over 500 scheduled student meetings and hosted 18 events in partnership with St. Petersburg College
- The Pre-College Advisor served 6,631 Pinellas County K-12 students with 263 dedicated hours for students
- Created a new scholarship for FTIC Pinellas County Students, "PATHe to USF"
- Launched Descubre tu "PATHe" in partnership with Pinellas County Schools, ESOL, St. Petersburg College and the Hispanic Outreach Center. Through this program, the PATHe Team welcomed more than 30 Pinellas County families to campus for a day entirely in Spanish. Students interested in higher education learned about college options and explored career paths, while being exposed to USF St. Petersburg.



### OFFICE OF ORIENTATION

- Served over 1300 students, and 800 family members/guests during the 2023-2024 academic year.
- Transitioned into HWH 101 physical office space alongside the New Student Experience, to create more synergy between both teams as they support the transition of new students onto campus.
- Revamped the Transfer Orientation schedule offerings for Summer 2024 based on feedback and recommendations from the Transfer Persistence subcommittee and program survey results.

### CAMPUS VISITATION

- Transitioned the Campus Tour Reservation system to Eventbrite from MS Dynamics, creating a much more user-friendly experience for both prospective students and staff members.
- Offered 223 student-led tours, 34 group tours, and 4 extended tours during the 2023-2024 academic year.
- Hosted over 700 participants during the two Admitted Students Days held during Spring 2024.
- The Campus Visitation Coordinator position was reclassified to a Campus Tours and Events Manager role reporting directly to the Senior Director of Student Success.



# DEPARTMENTAL HIGHLIGHTS

## Enrollment & Transitions and Student Ombuds

### PERSISTENCE

- Persistence Committee:
  - Created a Faculty Advisory Council
  - Revamped the "I Asked for Help" website (including addition of Stay Afloat scholarship and award criteria)
  - Reconstituted the Student Employment and Federal Work Study Workgroup
  - Will once again be holding the Fall Success Weekend
- Facilitated Student Success Collaborative sessions on Title IX and the Violence Against Women Act, Student Accessibility Services.
- Trained Peer Coaches, Library Staff, and Student Government on the Ombuds Services. In addition, we tabled at four campus events and helped bring back the Help-a-Bull event, now run by SG.



### MARKETING

- Created St. Pete-specific marketing materials for campus visitation. Preliminary data indicates these campaigns increased engagement with prospective and admitted students.
- Developed 6 new admissions print pieces, including a College Planning Booklet, Parent Guide and Admitted Student Packet
- Wrote eight blog posts for the USF admissions blog, with topics spanning the college search process, admissions FAQ's and more.
- Consolidated and enhanced the Orientation and Parent and Family websites.
- Created a report around USF's denial messaging that will vastly improve communication with students who aren't admitted.

### DATA

- Modified a PowerBI course enrollment dashboard so that it can be used as a campus heat map for event planning.
- Together with the Housing and Residential Education team, a PowerBI report was developed focusing on residential students with active housing contracts.
- National Student Clearinghouse data helped target our outreach in an enrollment campaign focused on stopped-out students.

## Financial Aid and Bull-2-Bull Financial Education

- The USF system uncashed check process was delegated to the Financial Aid office at USF St. Petersburg.
- Increased our presence and outreach to Pinellas County high schools regarding the updated Free Application for Federal Student Aid (FAFSA).
- In cooperation with USF Sarasota, USF St. Petersburg campus Bull-2-Bull provided appointment-based Exit Counseling for all graduating seniors from all three campuses.
- Lucy Guerra, who served the USF St. Petersburg campus for more than 20 years, retired.



## Housing and Residential Education

- Advanced the Residential Curriculum for USF St. Petersburg residential students that focuses on self-discovery, community connection, university success and lifelong learning.
- For room selection, we launched a virtual self-selection process for the first time allowing students to hand pick their space in the housing portal.
- Hosted over 180 educational programs, social events and campus partner collaborations for Fall, Spring, and Summer semesters with an attendance of 2,280 students.
- Replaced living room furniture in all 93 residential suites in Pelican Apartments based on student feedback.

# DEPARTMENTAL HIGHLIGHTS

## Military Families and Veterans Success

- Hosted a 9/11 Flag Placement Ceremony with OVS/SVO/SG/UMatter program students, after the placement ceremony all students attended the Tampa Bay Rowdies game for USFSP OVS Superhero Night
- Coordinated Operation Toy Solider, which involved donating, sorting, and delivering toys to MacDill Air Base to support Military families
- Hosted our 3rd annual Chef MRE contest, with Chancellor Hardigree, Dr. Helton, and Student Government Lt. Governor as our celebrity judges- sharing military culture with the rest of the campus to create a Veteran inclusive environment
- USF designated a Florida Collegiate Purple Star Campus- recognizing our work and support for military-connected students



## Office of the Registrar

- Participated as a table in the Fall 2023 Career Carnival using the "Wheel of Registration" to promote awareness of the upcoming registration period and to educate students on how to avoid barriers to registration:
  - Know your registration time
  - Check if you have holds
  - What to do if you encounter a registration error
  - Where to view degree audits to inform registration decisions
- Participated in the Spring 2024 "Check Out" Your Classes Registration Event with a table to assist students with registration issues for the upcoming Summer and Fall semesters
- Had a presence at the Late-Night Breakfast for students studying for Spring 2024 final exams by assisting with serving breakfast for 340 students



## Resource Management and Student Centers and Events

- Planned two Study Center Weeks, with 1,188 student attendees across both weeks. We partnered with Harborside Activities Board, Office of Multicultural Affairs, Black Student Association, Caribbean Cultural Exchange, Puppy Love Club, and Student Government in over 16 events, culminating in Late Night Breakfast with 340 attendees in Spring 2024.
- Managed 3,749 individual event bookings across 32 various spaces around campus.
- Leased Regatta Room to the USF Federal Credit Union to bring new services in to the University Student Center.
- Created a divisional student employee progressive discipline procedure and partnered with Career Services and Financial Aid to ensure students receiving FWS funds were utilizing them resulting in spending down our entire divisional allocation of FWS. In total, 141 Non-Student Personnel Actions and 945 Student Personnel Actions were processed between 5/1/23-4/30/24.
- Transitioned Amazon purchasing to USF Punchout (processed 396 Punchout Orders between 5/1/23-4/30/24, 139% increase from previous year), developing guides, communication, and hosting presentations to help aid the division. In total, processed 2,381 individual purchasing requests (12% overall increase over the previous year) totaling over \$847,000 in spending.





# DEPARTMENTAL HIGHLIGHTS

## Student Accessibility Services and Wellness Center

- Conducted a system-wide administration of the National College Health Assessment
- Worked with Marketing & Communication to create new marketing materials for the Wellness Center
- Navigating several construction projects to ensure SAS students receive services given the challenges associated with a year full of construction projects within the building.
- Expanded violence prevention efforts in collaboration with other departments
- Hired and on-boarded several new staff members
- The Wellness Center conducted a program review of functional areas, which led to revised scope of practice efforts, enhanced programmatic initiatives, and identification of strategic priorities.
- The SAS office created and administered additional programming efforts to provide support to registered students, as well as increase awareness across the campus (e.g. campus training, new SAS student orientation sessions, expanded campus consultation services).



## Student Conduct and Ethical Development

- Hired an additional full-time staff member to assist with case management and leadership for outreach and education efforts. This added position has expanded the capacity of the office and transformed the working environment positively and tangibly.
- Increased our partnership with Housing and Residential Education by implementing attendance at staff meetings, providing training sessions, working together to update and revise relevant materials, increasing collaborative efforts, and developing standards for communication and information sharing.
- The Dean of Student Ambassador outreach and education team participated in and hosted 11 educational outreach events during the Spring 2024 semester and increased their online engagement by 70% through the presence of posts, stories and podcasts!

## Student Life and Engagement

- Student Life and Engagement, along with student staff executed 56 programs this fiscal year to date including activities like the reverse trick or treating, orientation resource fairs and sessions, Green Wednesdays, Fall In Love with SLE, and Thank You Bash
- 39 out of 43 student employees had above our SLE cumulative GPA recommendation (2.8) with 7 at a 4.0
- Leadership and Student Organizations assembled an amazing group of students to attend USB (an alternative spring break trip which allows students the opportunity to provide service to a community in need) 2024 in Nashville, Tennessee
- OMA started a mini mic series to hear students' voices on various topics and engage our community to make sure that everyone is seen, valued and heard.
- HAB highlight- successfully had 20 teams register and compete in the Cardboard Boat Race
- Student Government continued collaborations with the Office of Veterans Success, such as a Rowdies game, 9/11 flag placement, and an open house.
- Rocky program- hired and onboarded one Rocky Assistant and had 2 students try-out
- Crows Nest- opportunity to work with other student leaders this year under SLE umbrella giving motivation to do better in their own areas and allowed them to brainstorm new ideas with an entirely different group of people.

# DEPARTMENTAL HIGHLIGHTS

## Student Outreach and Support

- Supported 233 students with resources for various areas of concern
- Decreased food insecurity through the St. Pete Feed-A-Bull Pantry supporting over 100 students
- Purchased USF St. Petersburg's first Refrigerated Locker system for food pantry pick up.
- Reviewed and Processed 438 Academic Regulations Committee petitions.
- Established a partnership with Feeding Tampa Bay



## Student Success Center

- Served more than 900 unique students from summer 2023 through spring 2024. These students accounted for more than 8,500 visits. The five most tutored courses included: Precalc Algebra/Trigonometry, College Algebra, Business Calculus, Calculus I, and Organic Chemistry.
- A general profile of students receiving SSC support: more than 70% were FTIC, and more than 80% were enrolled full-time. Approximately 80% listed St. Pete as their home campus.
- Integrated our online tutoring sessions and asynchronous online writing submissions from their respective Microsoft products into our student tracking platform, Accudemia, to produce more accurate and thorough data for timely insights from the PowerBI dashboard.
- Launched a utilization dashboard that provides weekly updates allowing for timely usage data to be reviewed at a glance.
- Participated in the undergraduate student midterm grade outreach campaign. The SSC reached out to approximately 500 students from the designated Support population.
- Piloted 1-hour, course-specific MathLab sessions for Precalc Algebra/Trigonometry MAC1147. Targeted sessions were designed to increase peer interactions among classmates by specifying time for interaction. These targeted sessions were also paired with a math readiness assessment given the first week of class to gauge the preparedness of students for the expected course content. The overall A/B/C rate for this course was 86.4%.



## Undergraduate Studies

- Effective March 2024, Undergraduate Studies at St. Petersburg was reorganized to align services and programs with Undergraduate Studies at the Tampa campus.
- Fully staffed Student Success Advocacy team and transitioned initiatives to Undergraduate Studies, in alignment with OneUSF Advocacy model.
- Developed "Reach 2030 Goals" to map pathways towards contributing to, and meeting, student success key performance-based metrics such as first-year retention, academic progress rate, and graduation rates for both four-year and transfer students.
- Provided campus-based support for excellence in advising practice including 9,819 advising appointments (Summer 23, Fall 23, and Spring 24) serving 3,430 unique students on the St. Petersburg campus. Of the appointments, 3,695 (38%) were drop-in appointments.
- Expanded mid-term grade campaign to 2,914 undergraduate degree seeking students leveraging a holistic *intervene* (18% of outreach), *support* (40% of outreach), and *celebrate* (42% of outreach) model.
- Launched 98% Club campaign designed as programmatic extension of degree completion initiatives.
- Launched inaugural celebration of National Advisors Appreciation Day on the St. Petersburg campus held of Monday, April 22, 2024 and hosted by Chancellor Christian Hardigree.



# DEPARTMENT COLLABORATIONS

- Campus Recreation and HAB hosted a record-breaking Cardboard Boat race with 20 teams.
- Campus Recreation and SLE collaborated on Pickles and Pickleball, Housing and Residential Education for Battle of the Floors, and Aramark during Rec Fest.
- Campus Recreation and the Honors College Living Learning Community hosted fitness competitions.
- Campus Recreation and Housing offered Bulls in the Kitchen.
- The New Student Experience successfully collaborated with Success Advocates and Academic Advisors in hosting two registration events – one per semester, which aimed to create awareness and assist students locate holds that prevent them from registering for courses.
- New Student Experience collaborated with six other offices to put on National Transfer Student Week in October 2023. The USF St Petersburg campus hosted the most transfer events of all 3 USF campuses thanks to our collaborators.
- The Pinellas Access to Higher Education (PATHe) team continued the collaboration with Pinellas County Schools to host or sponsor the following events: AVID Tours, Leadership Summits, Elevating Excellence, FAFSA Completion Events, Road to Recognition, Take Stock in Children, and Honors Breakfast
- Campus Visitation partnered and collaborated with the Pinellas Access to Higher Education by allowing them to provide a brief presentation to all the groups from Pinellas County who requested a group tour.
- Orientation invited local partners (PTSA and Visit St. Pete) to attend Orientation sessions to showcase their resources for new students.
- Orientation partnered with the UMatter program to train the Orientation Leaders about the program, and also allow the new cohort of UMatter students to experience an orientation session.
- Established OVS as a secondary food pantry location on campus (OVS, Student Outreach and Support)
- SAAM Veterans Clothesline Project (OVS, Wellness Center, Bay Pines VA)
- Orientation Lunch sessions and open house for military-connected students (OVS, COMPASS/Orientation)
- Campus/Community Partner Veteran Resource Fair - WOW
- Liberty Manor Veteran Service Project (OVS, USF Veteran Alumni Society, USF Psychology Alumni Society)
- U Matter Mock Interviews (OVS Staff)
- Veterans of South Pinellas County Music in the Park – Fall and Spring (OVS, SVO)
- Big Brother Big Sister Bowling Tournament (OVS, SVO, SG)
- Belonging Week (OMA, OVS)
- Academic Advising collaboration to support military-connected students (OVS, Academic Advising)
- In-house tutoring services for military-connected students (OVS, Student Success Center)
- University advancement scholarship workshop (OVS, Advancement Office)
- SPC Day
- Zero Suicide Partners of Pinellas meeting at USFSP
- Bay Pines Community Veteran Engagement Board
- Bay Pines Housing Collaborative
- Clearwater Honor Fest (OVS, SVO)
- OneOVS Graduation Celebration (OVS Staff)
- Collaboration between Wellness Center, Military and Veterans Success Center, and CASA for the Clothesline Project (Wellness Week violence prevention programing)
- One USF SAS collaborations on training and education initiatives
- Our OneUSF collaboration with SCED partners on the Tampa and Sarasota Manatee campuses continues to strengthen. We are fully aligned and all process are integrated so that whichever the home campus of a student, their experience will be the same no matter the staff member who is managing their process.
- A stronger relationship and collaboration with Bull Student Advisors (BSA) which resulted in increased student utilization of the team to assist them navigating the student conduct process.
- Student Outreach and Support collaborated with Student Government in its sustainability efforts through Reverse Vending.
- Student Success Center partnered with Residential Education for: RA training in August 2023, a student success mobile app workshop in October 2023, and for two time-management workshops in February 2024



# NEW HIRES

## SUMMER FINKE

Fitness Coordinator (Campus Recreation)

## MEYGAN GARCIA

Outdoor Adventures & Waterfront Coordinator (Campus Recreation)

## LAUREN MULLIGAN

Events & Reservations Specialist (Campus Recreation)

## CHRISTOPHER LANG

Student Employment Coordinator (Center for Career and Professional Development)

## KEVIN JIMENEZ

Transfer Program Coordinator (COMPASS)

## LINDSEY OWEN

Assistant Director of Orientation (COMPASS)

## MORGAN BERG

Coordinator of Orientation (COMPASS)

## THERESA FROST

Campus Tours and Events Manager (COMPASS)

## RACHEL SWEARINGEN

Communications and Marketing Officer (Enrollment and Transitions)

## AMANDA LAWNICZAK

Operations Coordinator (Resource Management and Student Centers and Events)



## VANESSA ELLINGSON

Victim Advocate/Violence Prevention Coordinator (SAS and Wellness)

## BRAYANNA PETTIT

Medical Assistant (SAS and Wellness)

## ZEBALVI

Coordinator for Student Conduct and Ethical Development

## NICOLE LUCKETT

Assistant Program Director, OMA (Student Life and Engagement)

## JANICE BAO

Student Programs Manager, SG (Student Life and Engagement)

## ANDRÉ CARPENTER

Assistant Director for Student Outreach and Support

## MARKETA WHITEHEAD

Student Success Advocate (Undergraduate Studies)

## EMILY JAKUBISIN

Student Success Advocate (Undergraduate Studies)

## AURÉLIO MANUEL VALENTE

Regional Assistant Vice Chancellor for Undergraduate Studies



# IMPACT TO THE FIELD

## Presentations and Publications

- Mille, L. & Shouse, L. (2023, June). Career Services: Where did you come from? Where did you go? [Conference presentation] National Association of Colleges and Employers. Orlando, FL.
- Snipes, T. & Zwiefel, R. (2023, June). Transitions and Transformations: Utilizing Student Development Theory in Career Services. [Conference presentation] Florida Association of Careers and Employers Conference. Sarasota, FL
- Brown, J., Crampsie, C., Gomez Zeller, T., Jimenez, K. (2023, November 6). Creating a Transfer Receptive Culture to Enhance Transfer Student Success [Conference Presentation]. 2023 Florida Summit on Accelerating Transfer Success, Tampa, FL, United States.
- Brown, J., Nutt, C. (2023, October 13). OTR: The Blueprint for Success [Institute Presentation]. Orientation Professionals Institute at the NODA Conference, Minneapolis, MN, United States.
- Mikesell, A., Nutt, C. (2023, October 14). Campus Collaborations and Politics [Institute Presentation]. Orientation Professionals Institute at the NODA Conference, Minneapolis, MN, United States.
- Post, T. (2024, March 6-8) Different Shades of Green: Transitioning from the Battlefield to the Classroom [Conference Presentation]. AHEA Conference USF Tampa
- Lynch, L., Williams, A., Wohlman-Izakson, M. (2024, June 2-5). Guardians of the Galaxy: Academic Space [Conference presentation]. Annual Florida Higher Education Summit 2024, St. Petersburg, FL, United States.
- Bosak, C., Chin, C., Irvin, V. & Sahgal, A (2023, October 25-30). Too many cooks in the kitchen. [conference session]. AUCCCD 2023 conference, Nashville, TN, United States.
- Barnette, V, Rotkiewicz, M, Sahgal, A, & Singleton, K. (2023, October 25-30). Leading from all sides. [conference session]. AUCCCD 2023 conference, Nashville, TN, United States.
- Dinsmore, A. & McCarthy, D (2023, Oct 12-13). Florida AHEAD: Fall 2023 Conference [Three Campuses, One Goal: Maintaining Collaboration and Autonomy Across Campuses]. Gainesville, FL
- Klisanin, H. L. (2023, June 8-11). Implement-a-Bulls Student Advisors: A Student Government and Student Conduct Partnership [Conference Presentation]. NASPA 2023 Region III Summer Symposium, Orlando, FL
- Henry, K (2023, September). You Belong Here: Fostering a Sense of Belonging in Higher Education [Conference Presentation] Enlightenment Series.
- Lockett, N. (2024, November). Thank you for Listening to Me: Voices from Students Describing Factors of Influencing Students' Success and Resiliency [Workshop Presentation] Journey Towards Justice Maymester Course (usf.edu), Chicago About REACH (usf.edu)
- Henry, K (2024, February 24-26). Your NACA Volunteer Experience: How to Make Volunteering Work for You [Conference Presentation] National Association of Campus Activities conference in Pittsburgh, PA.
- Edwards, C.L. (2024, March 17-20). Oh the Things You Can do with Cardstock: Recognizing and Recruiting Peer Tutors [Invited conference presenter]. TASS 2024 Convention, Ft Lauderdale, FL, United States
- Escalante, S.; Glover, M.; Goethe, S; Twatchman, C (2023, October 6). Failing Forward: Advising students out of a Major. [Conference presentation] NACADA 2023 National Convention, Orlando, FL United States.

## Conferences Attended

- Virtual Handshake Access Conference
- Florida ACE Virtual Summit
- Florida Summit on Accelerating Transfer Success
- Cooperative Education and Internship Association National Conference
- Florida Association of Colleges and Employers
- 2024 National Institute for the Study of Transfer Students Conference
- 2024 First Year Experience Conference
- Compact 2024 Conference
- Florida Summit on Accelerating Transfer Success
- FCAN Talent Strong Summit
- Annual Conference for the Association of Orientation, Transition and Retention (NODA)
- UCF Student Ombuds Conference for all SUS and FCS Student Ombuds
- 2024 Annual Florida Higher Education Summit
- 2024 National Student Success Florida Consortium
- 2024 Association for Institutional Research Forum
- (SACAC) Southern Association for College Admission Counseling Annual Conference
- SVA NATCON
- Teaching Academic Survival and Success (TASS) Conference
- Southeastern Association of Housing Officers (SEAHO)
- Association of University and College Counseling Center Directors (2024 Annual Conference)
- National Association of Student Personnel Administrators (NASPA) Annual Conference
- National Association of Student Personnel Administrators (NASPA) Summer Symposium
- 2023 (NASFAA) National Association of Student Financial Aid Administrators
- 2024 (SASF AA) Southern Association of Student Financial Aid Administrators

## Training and Certifications Completed

- Kevin Jimenez: Masters in Higher Education and Student Development
- Morgan Berg: Masters of Higher Education with a Concentration in College Student Affairs
- Andy Dang: Master of Business Administration from the Muma College of Business
- Emily Jakubisin: Master of Social Work degree from USF College of Behavioral and Community Science
- Erin Dunn received the Cost of Attendance credential from the National Association of Student Financial Aid Administrators (NASFAA)
- Melissa Bassaragh: Understanding COA and Need Analysis, Federal Student Aid (FSA); Loans, FSA
- Dr. Evita Persaud: License to practice Psychology in the state of Florida
- Heather DeLancett: Applied Business Science Course with a concentration in Business Analytics Science
- André Carpenter: Certificate of Completion in SIVRA-35.
- Lauren Levy: Leadership Enrichment for Mid-Level Leaders Program - USF Corporate Training; Change Management for HR; Navigating Employee Relations as an HR Professional; Mental Health & Wellness in the Workplace Course
- Jenelle Thompson: Effective Communication, Conflict Management, Employee Motivation, and Problem Solving; and Mental Health & Wellness in the Workplace Course
- 2 Student Employees earned their ACE Personal Training certificates (Campus Recreation)
- 2 Student Employees earned their Safety Boating licenses (Campus Recreation)
- Lesa Shouse: DiSC Certification Course from Hull & Associates in April 2024.
- Laura Zuppo: NASPA Law and Policy Certificate, Mental Health in the Workplace Course
- FEMA training for Wellness Center full time staff
- CeCe Edwards and Mandy Fuillerat: Mental Health & Wellness in the Workplace
- All full-time Student Success Center staff: Title IX and VAWA training
- The following peer tutors earned their College Reading & Learning Association Level 1 certification:
  - Alyssa Crettol
  - Anishka Allen
  - Christina Mitsotakis
  - Isabella Ramsay
  - Madison Janner
  - Maya Shaffer
  - Neha Mitra
  - Nick Delluci
  - Raniyah Hardanian





## Professional Accomplishments

- Al Gentilini, Director of Campus Recreation, was selected for 5th consecutive year to attend Campus Recreation Leadership Summit.
- Benjamin Pazian, Assistant Director of Campus Recreation, was selected for 1st Summit for Campus Recreation Aspiring Leaders.
- Carolina Nutt served as a faculty member for the Orientation Professionals Institute hosted by the Association of Orientation, Transition and Retention (NODA) in Minneapolis, MN in October 2023.
- Kate Walker was Admitted to the USF MBA program.
- Robert Edmiston served as the Education Sessions Coordinator for ACUI Region III conference.
- Erin McFee served as the Hospitality Coordinator for ACUI Region III conference.
- Student Success Collaborative Presentation Feb. 2024: Dinsmore, A & McCarthy D. "Creating an Inclusive and Accessible Environment on Campus"
- Heather Klisanin, Director of Student Conduct and Ethical Development, appointed to the Ethics and Appeal Board for the Higher Education Consortium for Student Affairs Certification.
- Heather Klisanin served as Association for Student Conduct Administration (ASCA) Region 8 Liaison for Senior and Chief Conduct Officers.
- Heather Klisanin served as a USF St. Pete representative on the Pinellas County Sexual Assault Response Team (SART).
- Kyonna Henry, Director of Student Life and Engagement, chaired the National Volunteer Development Team of the National Association of Campus Activities.
- Assistant Director, Abigail Bradley-Tyler, ACUI- institute for leadership education and development facilitator.
- Rita Zwiefel completed the Leadership St. Pete program offered by the Chamber of Commerce.
- Lesa Shouse served as the College Member Development Director on the Florida Association of Colleges and Employers Board of Directors.

## Awards

- 2023 Outstanding Staff Team Award – USF St. Petersburg Persistence Committee
- Unsung Hero Award- Zachary Fitzgerald
- MLK Award- Kenneth Bright Jr.
- Most Charitable Office- Office of Veteran Success (Student Success Award)
- Andy Dang – Top Performing Chapter from Meeting Planners International
- Robert Edmiston – New Professional Award from ACUI Region III
- Lauren Levy – USF Outstanding Staff
- Erin McFee – Women’s Leadership Scholarship from ACUI Region III
- Erin Dunn recognized for 20 years at USF
- Mayelin Montero – Outstanding Student Program: Late Night Breakfast from The Rocky’s
- Jenelle Thompson – Apple Polishing from USF Ambassadors
- Kyonna Henry- Student Organization Advisor of the Year, Rocky’s Awards
- Kasey Szel- Golden Apple, USF Ambassadors Award
- Kyonna Henry- Golden Apple, USF Ambassadors Award
- Kyonna Henry- Student Government Recognition, Rocky’s Awards
- Abigail Bradley-Tyler- Outstanding Student Activities Professional for NACA South
- Office of Veteran Success won the USF St. Petersburg Town & Gown Award.

## Grants Awarded and Donations Received

- USF St. Petersburg and Tampa received \$15,000 from The Joy McCann Foundation to support the USF Pearls Emergency Fund.
- USF St. Petersburg and Tampa in partnership with the Foundation co-authored received a grant for \$60,000 from Judy Genshaft’s Genspiration Foundation to create a USF Pearls Pre-matriculation Onboarding Program.
- OneOVS initiative to support all 3 USF campuses led to a Legislative Initiative Funding Request that granted 10 million dollars of state appropriations. A portion of that, money is designated to the St. Petersburg campus to support a new building/center for OVS St. Petersburg.
- \$12,500 commitment from Concierge Financial to fund a Veteran Coffee Bar in the Lounge in the MVSC to support all military-connected students and staff.
- \$6,000 in scholarships awarded from the Veterans of South Pinellas County.
- \$2,000 given in emergency financial assistance from Veterans of South Pinellas County.
- Student Outreach and Support was awarded \$1,500 from Town and Gown.





*“All of the information [my Career Coach] gave me was extremely helpful and cleared all of my confusion about the application process and other prep.”*  
– Senior, Transfer Student

USB testimonial –  
*“I gained an appreciation for everything that I am blessed to have. I gained a sense of selfless service to give back to those less fortunate.”*

*“I liked the relatability of the person I talked to because it felt that the options she was giving me were relative to the current workplace.”*  
– Sophomore Student

After one of the Sunset Cruises, a student said, “Thank you for doing this, I really needed this”. When our staff member replied, “No problem”, the student responded, “No, really, thank you, I really needed it.” By the student’s demeanor, it was easily seen that they were going through something in their personal life and this got them away from it for the hour we were out.

When asked “What does Graduation mean to you?” graduates from our degree completion programs replied:

- “Graduation is finishing what I started when I decided that I wanted to go to school. It means that I am committed to succeeding no matter how many challenges I faced, face, or will have to face. It means that I promise myself to never give up on learning and growing to be a better person.”  
– N.K., 2024 BGS Graduate
- “Finally, being able to walk across that stage means the world to me. I have worked so hard these past four years, and have went through so much in my life. It is a complete honor!” – T.G., 2024 BGS Graduate

*“Not only was [my Career Coach] personable and helpful, but I enjoyed the quick replies she had to my questions. It felt so great to bounce ideas off someone who is so knowledgeable!”*  
– Alumna

*“[My Career Coach] is fantastic! Incredibly warm and competent. She helped me narrow my focus for my career path, explained how I can explore my options. 10/10 would recommend :)”*  
– Senior Transfer Student

*“Thank you so very much for your ongoing commitment to USF PATHe and the future students currently at Pinellas County Schools. It is no small feat to coordinate such a large group of high school students for a tour of your campus. You and your team always do so gracefully, professionally, and with such effort. As a high school teacher, it is such a blessing to have your continued support and partnership. You will never know the impact you have these sweet kids – I wish you could see how their faces lit up when they told me about their day and how much they loved the campus. Thank you, once again, for opening your doors to us!”*  
-- E.F., Largo High School AVID

**GRACIAS POR ORGANIZAR ESTE EVENTO TOTALMENTE EN ESPAÑOL LOS ESTUDIANTES, MODERADORES, Y PRESENTADORES FUERON MUY AMABLES Y COMUNICATIVOS.- “THANK YOU FOR ORGANIZING THIS EVENT ENTIRELY IN SPANISH; THE STUDENTS, MODERATORS, AND PRESENTERS WERE VERY KIND AND COMMUNICATIVE.”**  
– DESCUBRE TU PATHE ATENDEE

*“I have been attending USF (University of South Florida) St. Petersburg for about a year now and the Office of Veteran Success has been the backbone and foundation for my success. The office has handled any issues I have had in a professional, timely, and efficient manner. But the biggest thing that the office provides is a welcoming environment to all military-connected personnel whether they are dependents or veterans. It is an environment that gives veterans and dependents a home away from home. The office allows younger dependents to earn work experience as well in the work-study program and it allows the older veterans to mentor them and help them navigate stressful times. Without this office, I can say I would not be as successful as I am.” – A.S.*

**“I LOVE USB TRIPS BECAUSE THEY ALLOW US TO VIEW A DIFFERENT CITY AND SEE DIFFERENT ISSUES THEY ARE DEALING WITH WHILE HELPING YOU GROW AS AN INDIVIDUAL.”**

**“From attending this trip, I hope to gain a new lens on community issues and ways to have a positive impact within our own community.”**

*“Working as a student assistant in the Student Conduct and Ethical Development Office has taught me many invaluable skills, most importantly, teamwork. In this job everything is teamwork, professional and student staff. It has been a great experience to collaborate and assist in meeting the collective team objectives, specifically tabling, and social media.” – M.K.*

*“I love everything the Wellness Center is doing! From the front desk to the providers, everyone is so kind and helpful! Thank you for all that you do.”*

*“(PATHe Advisor) was a great asset today! Not only did she do a great job assisting students, but she was able to introduce what she does, and we also had the opportunity to have individual casual conversations with students who were not completing this task (creating their FSA ID for the FAFSA) to see if they had a plan for next year. This enabled access to the PATHe program for students needing assistance and a reminder that I am available to help them too. We made contact with 214 students in 9 classes (a few of these students had both Econ and US Gov, so the net # would be closer to 200), as well as in the College and Career Center during lunch and after school. Not all had their SSN’s to complete the task, but 105 seniors now have their user name and password set up to start their FAFSA. :) A huge thank you goes out to (PATHe) for spending the day here to make this happen!!!”*

*From a Psychology major, “I can’t thank the Student Success Center enough for their invaluable support. Their guidance and encouragement transformed my academic journey, propelling me toward success in ways I never imagined possible.”*