

STUDENT SUCCESS

2022-23 Annual Report



UNIVERSITY of
SOUTH FLORIDA



CONTENTS

MESSAGE FROM THE VICE PRESIDENT	3
STRUCTURE AND LEADERSHIP CHANGES	4
PERFORMANCE OVERVIEW	5
ACADEMIC SUPPORT	10
ADMISSIONS	20
CAREER SERVICES	22
ENROLLMENT PLANNING AND MANAGEMENT	24
HEALTH AND WELLNESS	28
INNOVATIVE EDUCATION	36
STRATEGIC INITIATIVES	40
STUDENT ENGAGEMENT	42
AWARDS & RECOGNITION	52
BEST PRACTICES MODELING,PRESENTATIONS & PUBLICATIONS.....	54

MESSAGE FROM THE VICE PRESIDENT

During this inaugural year as Vice President for Student Success, I collaborated closely with my leadership team to learn more about our units, how the work impacts our students, and the intricate behind-the-scenes operations that supports the division.

In the process, an opportunity arose to enhance the University of South Florida’s recruitment and onboarding of new students. The newly-formed Strategic Initiatives team was tapped to lead an engagement with Ruffalo Noel Levitz to help us examine and reimagine our enrollment plan and the supporting operations. Guided by focused workgroups, comprised of representatives from various divisional departments and key partners across all campuses, the comprehensive OneUSF plan will deliver in fall 2023. Meanwhile, we have already initiated efforts to address ‘low-hanging fruit’ identified in the process.

Spring semester marked an exciting milestone with the groundbreaking ceremony for the first student housing on the Sarasota-Manatee campus. The facility, inclusive of a student center, is poised to dramatically transform student life on campus — and our Student Success colleagues are looking forward to taking on that opportunity in fall 2024!

The semester ended on a positive note with our Health and Wellness leadership team successfully opening the long-awaited, 47,000 square foot, state-of-the art Student Health & Wellness Center on the Tampa campus. The facility offers students expanded medical and psychiatric care, marking a crucial milestone in addressing students’ wellness needs, vital for their success at USF and beyond.

Notably, June brought momentous news for the university as USF received an invitation to join the AAU. Student Success can take pride in knowing that our collective work contributed to our esteemed membership among the nation’s premier institutions.

It is personally fulfilling to be part of a university that is forward-thinking and committed to providing students with not only an excellent education but also an exceptional student experience. I eagerly anticipate leading Student Success into the next academic year and witnessing the positive impact our employees, services, events, and programs continue to have on our students.

Go, Bulls!

Cynthia DeLuca

Dr. Cynthia A. DeLuca, EdD
Vice President for Student Success



STRUCTURE AND LEADERSHIP CHANGES

Strategic Initiatives Formation

In September 2022, a new unit was formed to lead a collaborative effort to produce a new USF Strategic Enrollment Plan to support institutional partners in achieving specific measurable enrollment goals. Strategic Initiatives, under the leadership of Assistant Vice President Stephanie Harff, began its work to develop a healthy inclusive framework for collaboration to inform short- and long-term planning, resource allocation, organizational structure, process design, and project selection and prioritization.

Innovative Education Leadership

Christine Brown assumed leadership of Innovation Education in September 2022 as Associate Vice President. In this role, Christine was charged to lead the development and implementation of an overarching strategic online teaching and learning plan for USF based on analytics, research and best practices.

Career Services Leadership

Dr. Addye Buckley-Burnell was hired as the Associate Vice President of Career Services and will be responsible for the leadership, strategic direction, fiscal management, supervision, and overall administration of the Career Services unit to ensure alignment with the university's strategic plan, as well as compliance with Florida State University System initiatives

LEADERSHIP TEAM



Christine Brown
*Associate Vice President
Innovative Education*



Addye Buckley-Burnell, PhD
*Associate Vice President
& Executive Director
Career Services*



Allison Crume, PhD
*Associate Vice
President & Dean
Undergraduates Studies*



Sean Gilmore
*Interim Director
Admissions*



Billie Jo Hamilton
*Associate Vice President
Enrollment Planning
& Management*



Patricia Helton, PhD
*Regional Vice Chancellor
Student Affairs &
Student Success St.
Petersburg campus*



Brett Kemker, PhD
*Regional Vice Chancellor
& Vice Provost
Academic Affairs
& Student Success
Sarasota-Manatee
campus*



Danielle McDonald, PhD
*Associate Vice President
& Dean of Students
Community Development
& Student Engagement*



Donna Petersen, ScD
*Interim Associate
Vice Provost
Student Health
and WellnesS*

PERFORMANCE OVERVIEW

The 2022-23 academic year yielded a solid performance from Student Success across all campuses as the division significantly contributed to the university's enrollment, retention and progression goals for students' success. Our expansive academic, career, wellness, engagement, and financial services, initiatives and programs well supported the student experience at USF.

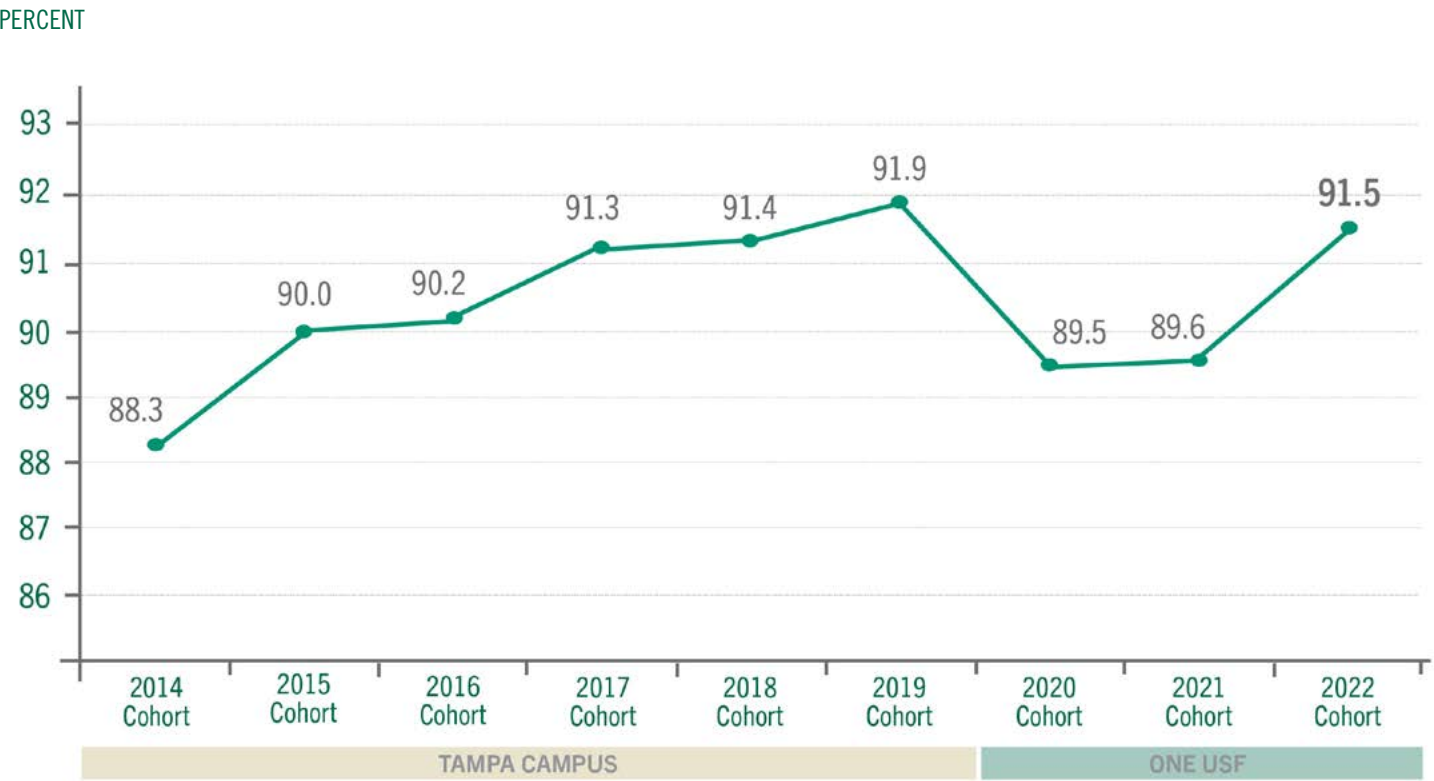
Key Performance Highlights

- The collective efforts of Student Success' retention efforts during the year (through summer 2023) contributed significantly to an FTIC retention rate of 91.5% for the 2022 cohort, a significant increase over the 2021 89.6% rates.
- Likewise, the four-year graduation rate for the 2019 FTIC cohort reached an all-time high for USF at 65.6%.
- The Admissions team successfully concluded their recruiting cycle after processing 65,000 undergraduate applications, a record number for USF. The university will welcome 6,730 new undergraduate FTICs for the 2023-24 academic year. The incoming cohort has an average high school GPA of 4.25, average SAT score of 1306 and an average ACT of 28.

As you explore the year's highlights in this annual report, the initiatives have been tied back to the university strategic plan by referencing the plan goal and objective numbers in brackets.

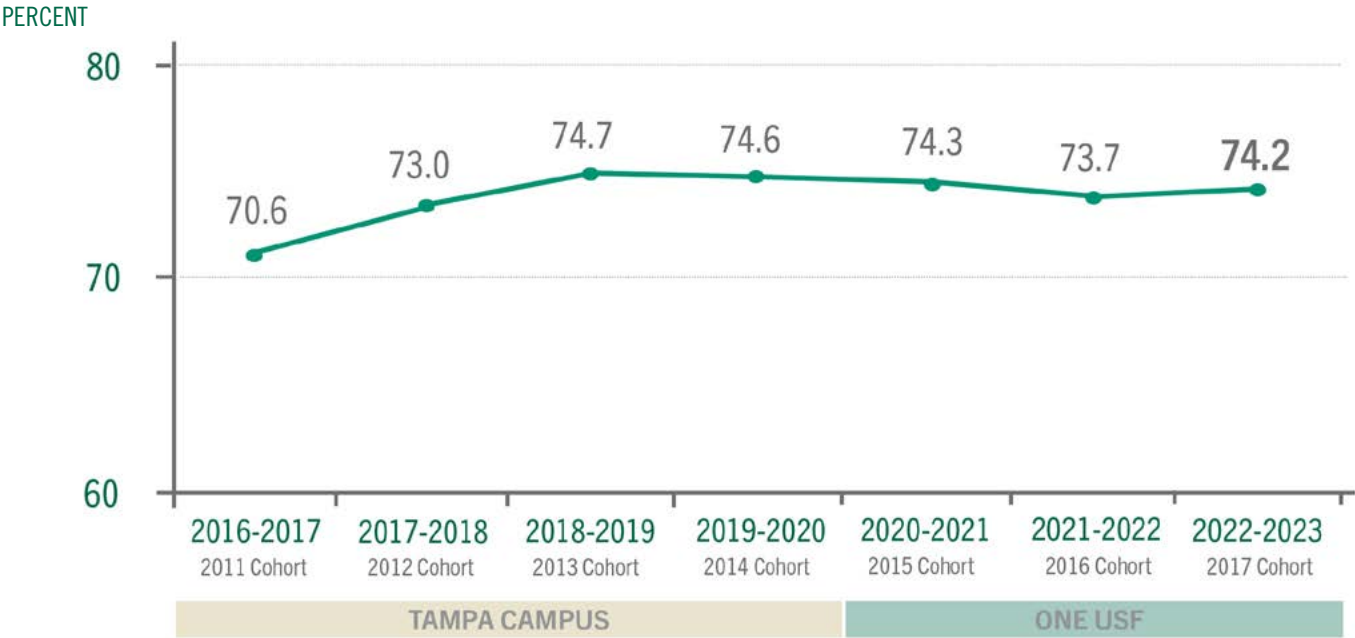
FIRST-YEAR RETENTION RATE

FULL TIME STUDENTS



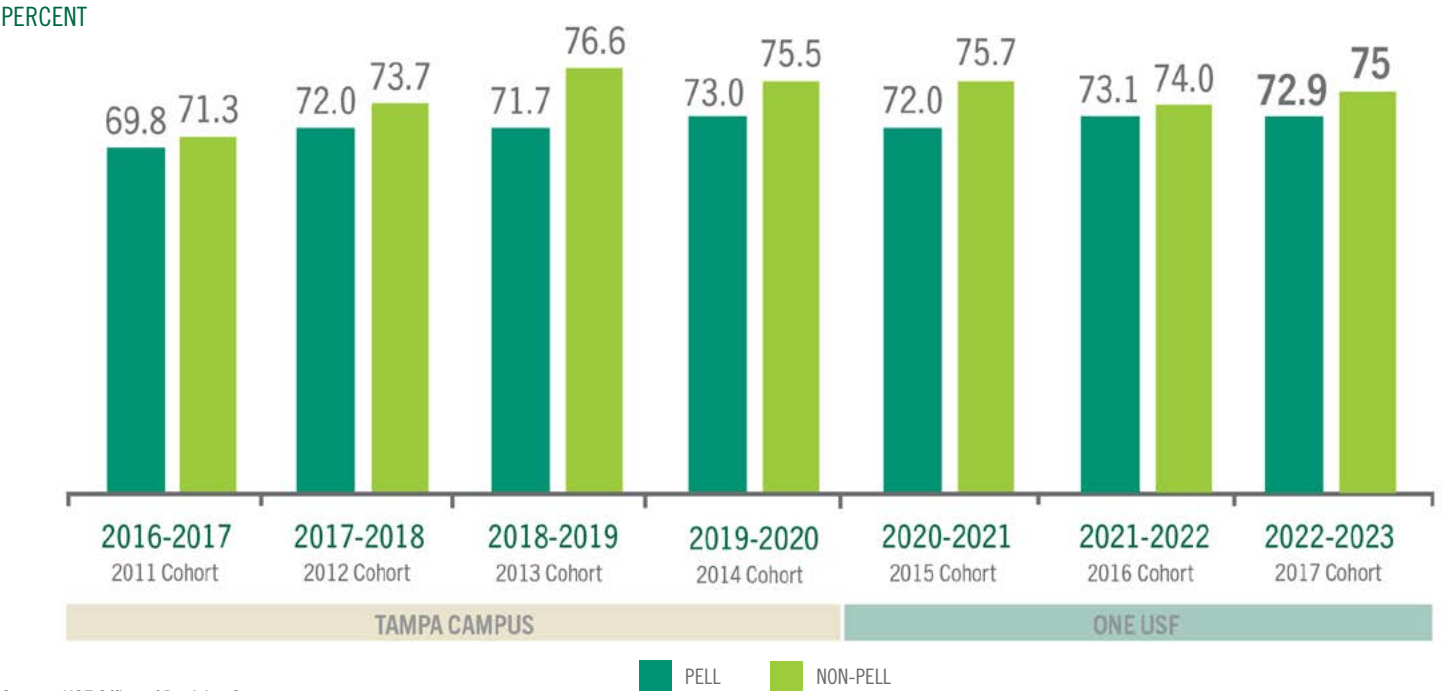
Source: USF Office of Decision Support

SIX-YEAR GRADUATION RATE FULL & PART-TIME STUDENTS



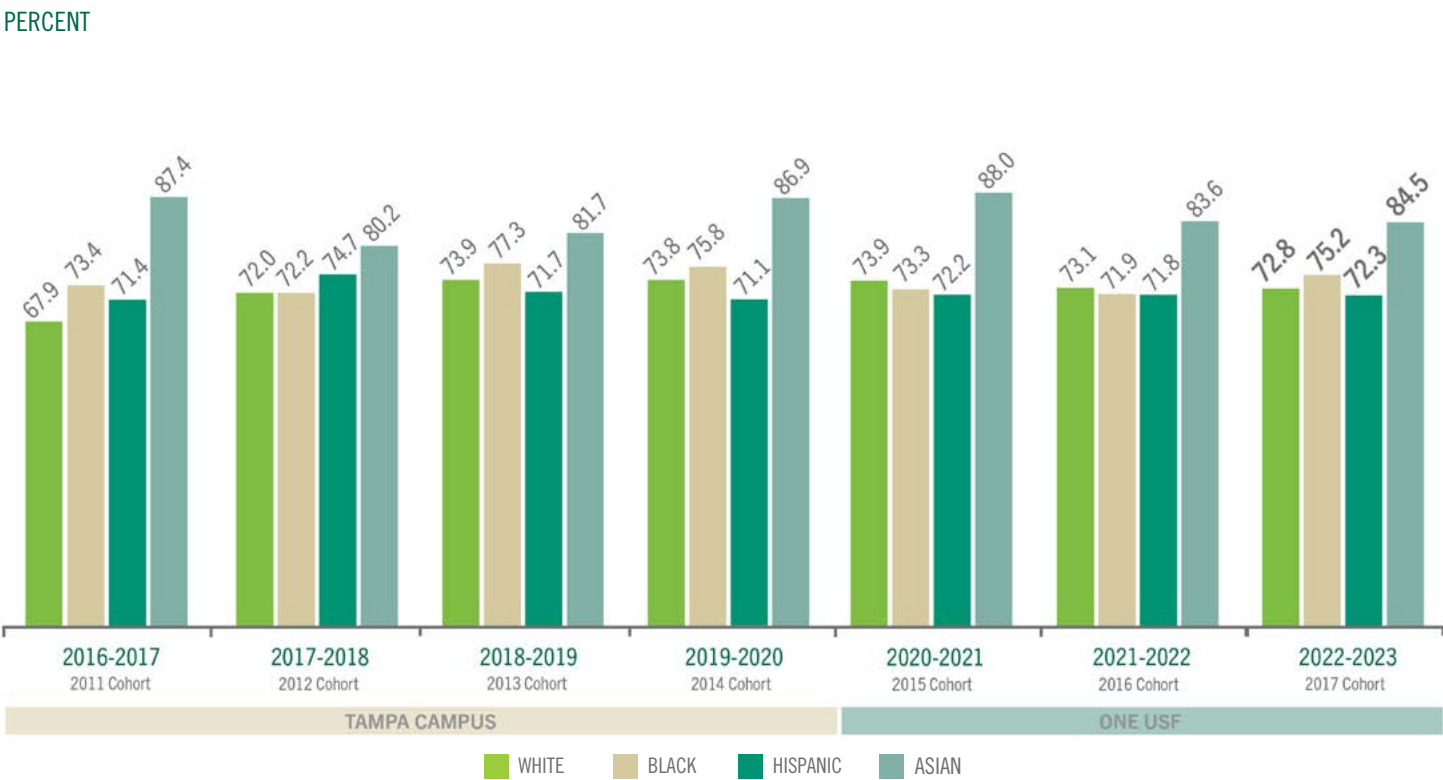
Source: USF Office of Decision Support

SIX-YEAR GRADUATION RATE: PELL VS. NON-PELL FULL & PART-TIME STUDENTS



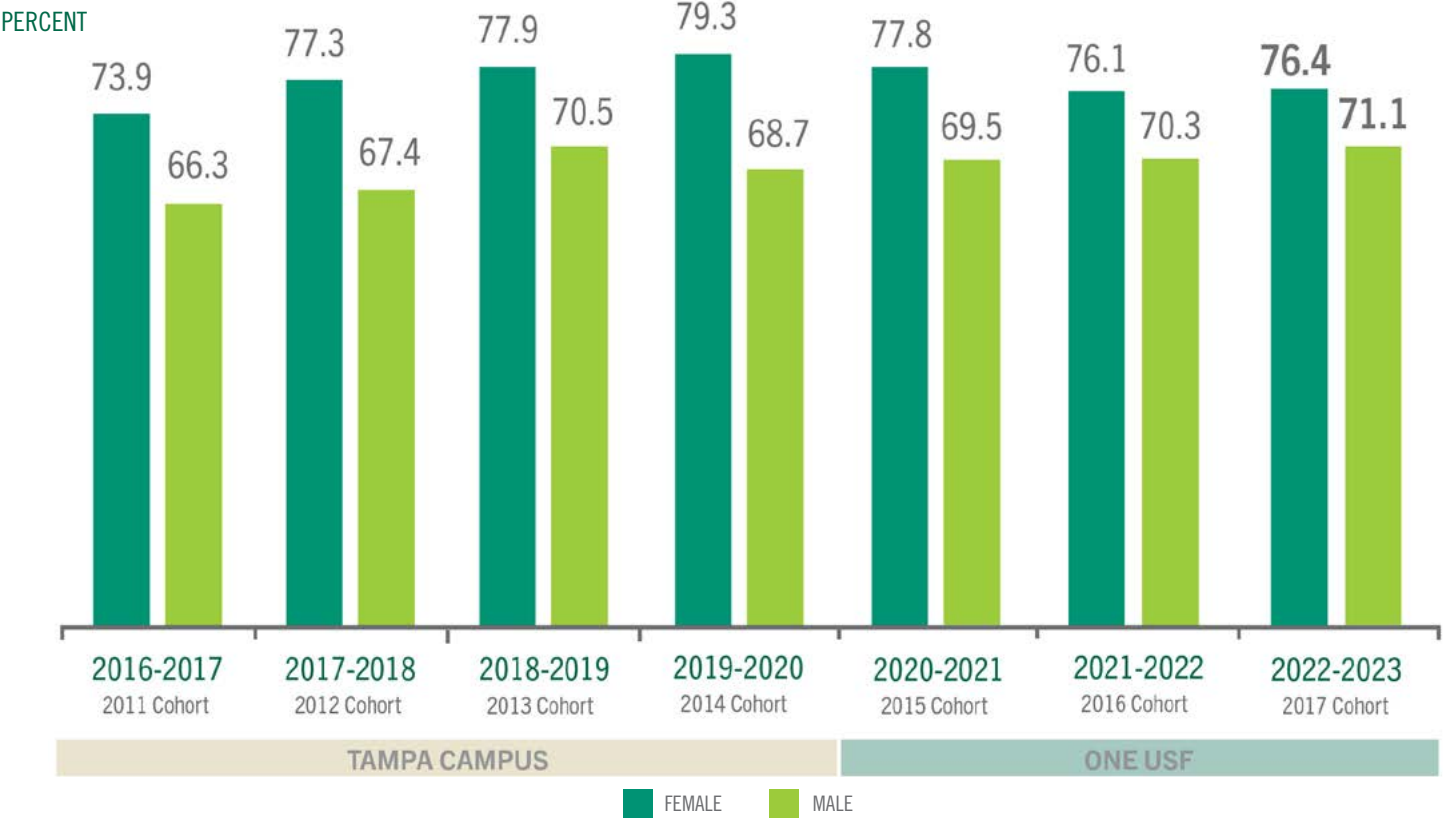
Source: USF Office of Decision Support

SIX-YEAR GRADUATION RATE: RACE & ETHNICITY FULL & PART-TIME STUDENTS



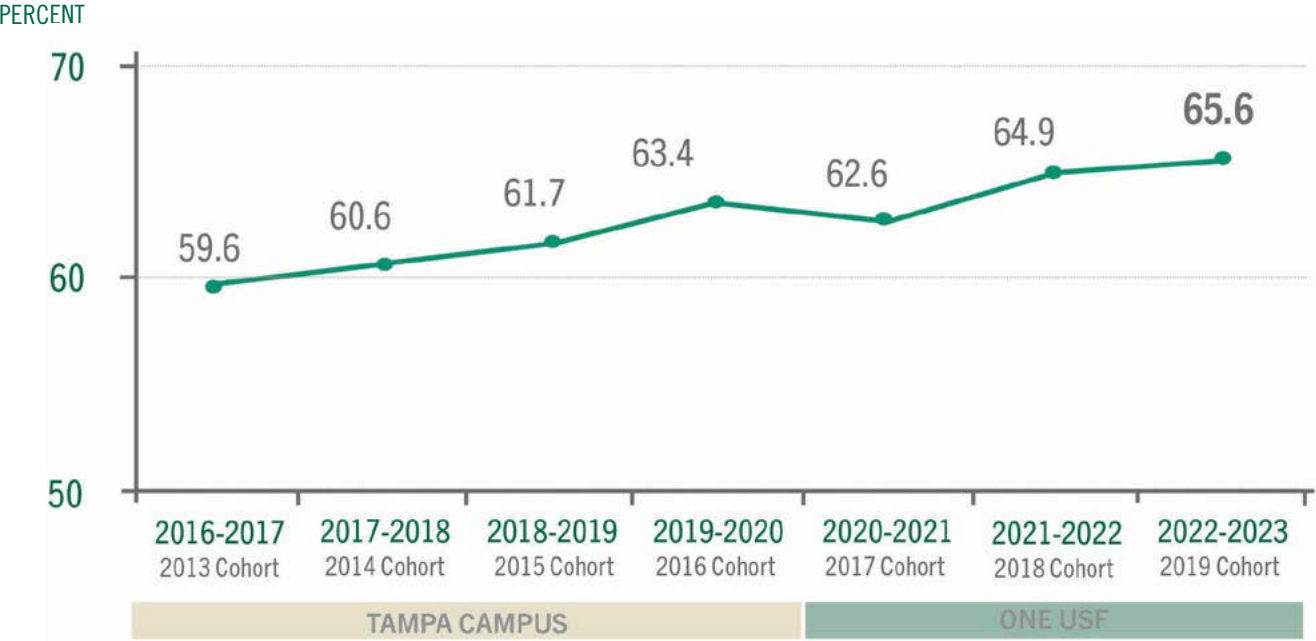
Source: USF Office of Decision Support

SIX-YEAR GRADUATION RATE: GENDER FULL & PART-TIME STUDENTS



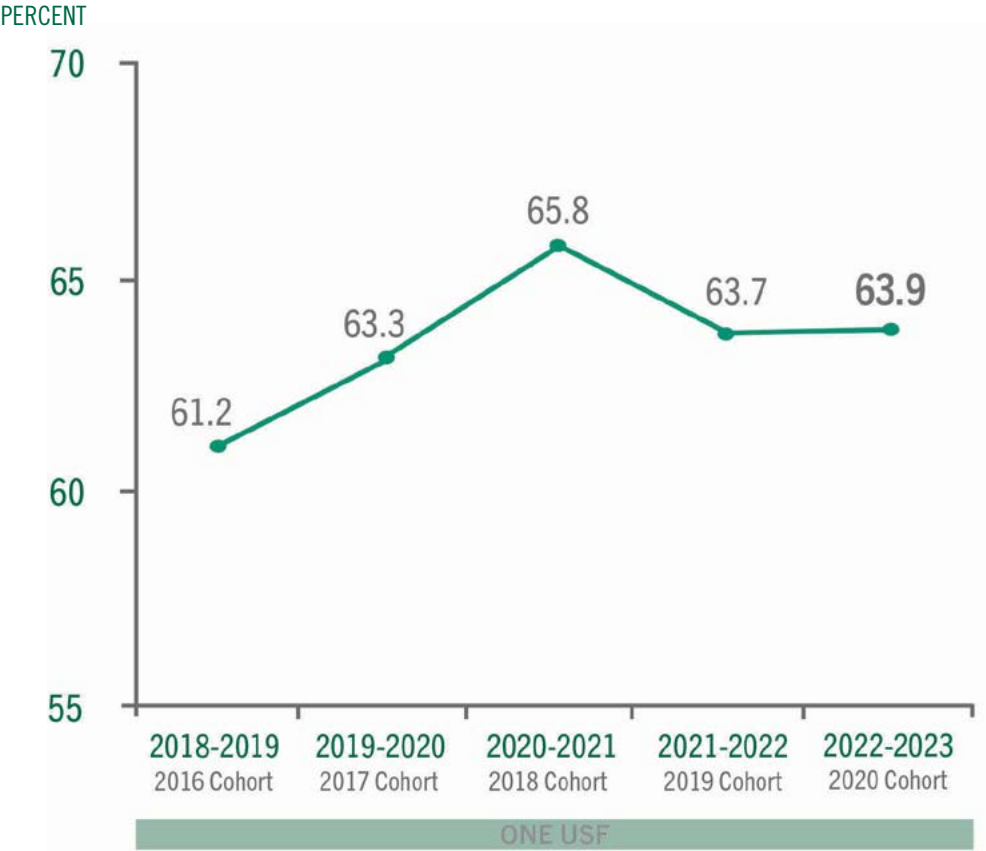
Source: USF Office of Decision Support

FOUR-YEAR GRADUATION RATE FULL-TIME STUDENTS



Source: USF Office of Decision Support

THREE-YEAR TRANSFER GRADUATION RATE FULL & PART-TIME STUDENTS



Source: USF Office of Decision Support



ACADEMIC SUPPORT

Undergraduate Studies and other departments across USF's campuses advance student inquiry and success by providing academic support services—including tutoring and writing, high-impact learning, and academic advocacy—as well as delivering the undergraduate catalog, general education, and curriculum management.

ACADEMIC ADVISING

Programming Outreach

The Office of Academic Advising on the Sarasota-Manatee campus implemented programming initiatives to connect with students in addition to outreach campaigns. The initiatives helped to ensure students were prepared for registration, met with academic advising, and received the support needed to be successful. During each semester's Week of Welcome (Fall 2022, Spring 2023, Summer 2023), more than 60 students engaged in the three events. Two registration events, one in Fall 2022 and another in Spring 2023, resulted in more than 100 students participating. [1C1, 1C2]

ACADEMIC ENRICHMENT

Major Reselection Advising

Launched in Fall 2022, major reselection advising services are available to USF students across all campuses based on referrals from their academic colleges. Undergraduate Studies offers major re-selection services to students who are at risk for not meeting their current major's progression policy. Examples of degree progression standards include: college or major GPA, D/F grade policies and/or course repeat/withdrawal policies. Major reselection advisors help students create a parallel plan for a potential new major based on goals, interests, and academic strengths. In the process, the advisor will explore the degree options available to students and may refer them to campus resources that can further assist students in making an informed decision. In 2022-2023, we received 2,113 referrals for major reselection advising, held 234 scheduled advising appointments and assisted other students through email or drop-in advising meetings. [1C1]

Majors Expo

The Majors Expo is an event focused on helping students explore options for their academic major. Students have the opportunity to network with academic advisors, faculty, other students, alumni and employers or organizations in the local community. 435 students participate in the 2022 Majors Expo and 23 faculty, staff, departments, and local organizations were represented. [1C1]

Summer ACE

Summer ACE is an alternative calendar semester for new incoming students, primarily out-of-state and international students, to provide a purposeful transition from high school to college. The program offers small classes, peer mentoring, and community engaged learning to support students during their transition to college and build a sense of belonging. The 2021 cohort had a retention rate of 85.5% and the 2018 cohort had a four-year graduation rate of 54%.

ACADEMIC PROGRAMS

Tampa Electric Degree Completion Initiative

Undergraduate Studies (UGS) continued its partnership with Tampa Electric (TECO), which started in the fall of 2014, to offer mid-level employees an opportunity for company advancement through the attainment of their first bachelor's degree in applied sciences or general studies with a concentration in change and leadership management. This cohort-based, accelerated program model, designed by UGS staff and TECO electric management, supports the competencies required in the energy industry in Tampa Bay. Through this partnership, 110 students have earned an Applied Sciences or General Studies degree and many have moved into higher paying supervisory positions. [1D1, 1E2, 3A1, 4A1]

ACADEMIC SERVICES/ATHLETICS

Launched the International Student-Athlete Council

The department implemented an International Student-Athlete Council, designed to foster inclusion, community, and support language development amongst our international student-athletes. Specifically, the Academic Services unit led a "Green and Gold Conversation Table" to create opportunities for intentional conversation while connecting international student-athletes to their peers and other campus resources. [1C2]

Summer Spotlight Speaker Series

Created the UGS Spotlight Speaker Series which fostered unit collaboration and participation of students involved in an Undergraduate Studies summer program. [1C2]

ACADEMIC SUCCESS CENTER

Statistics Tutoring Successes

The Academic Success Center (ASC) provided tutoring support to introductory statistics courses STA 2023, 2122 and QMB 2100 since the courses historically have had higher DWF rates that the university wanted to affect. ASC served 172 students with 472 drop-in sessions. With an average of three sessions per student in spring 2023, the students' average final course grade was 85. [1C2]

Embedded English Tutoring Program Pilot

The ASC piloted embedded tutoring for 57 students in three sections of ENC 1101 in partnership with CAS and its English department. By providing learning support to students in ENC 1101 via three writing tutors, the pilot was deemed a success and will continue in fall 2023. The program increased early intervention

and help seeking services to first-year students, as well as improved collaboration with the English department. Faculty feedback included “Having a tutor embedded in class to lead activities definitely contributes to the overall learning environment.” The program also provided student writing tutors interested in teaching to gain practical experience. [1C1, 1C2]

Piloted Peer-led CHM 2046 Study Groups

In another spring 2023 pilot to help reverse higher DWF rates, ASC pared three peer tutors with CHM 2046 student study groups to meet on a weekly basis to provide ongoing support. Each tutor met with a group of three to four students twice a week for a total of 96 sessions. Seven of the 11 students participating earned a C or higher in the course. [1C1, 1C2]

Sarasota-Manatee Function Aligned

With increased demand for tutoring and writing services, the campus Academic Success Center revamped their office to streamline their scheduling and appointment process, aligning with the other campuses. The center team, including five peer tutors, completed 80 tutoring and writing consultations with students both in-persona and virtually through drop-in and scheduled sessions. [1E1, 1E2]

AIR FORCE ROTC

Secured Two Scholarship Recipients

USF’s Air Force ROTC exceeded its goal of enrolling one U.S. Air Force ROTC High School Scholarship Program (HSSP) recipient by securing two students with the scholarship. The scholarship offers full and partial scholarships to high school seniors interested in a military career and covers differing levels of tuition, textbooks, and lab fees. [1B1, 4A1, 5B3f]

100 % Employment of Graduates

AFROTC strives to provide 100% employment for its cadets post-graduation, regardless of their standing with the Department of Defense. For the last two years, the unit has met its 100% post-graduation job placement goal. [1D5, 1E1]

ARMY ROTC

Commissioning 46 Second Lieutenants

Commissioned 46 cadets to second lieutenants as a direct result of provided leadership courses for students who wanted to contract with the United States Army. [3A2, 3A3]

Dragon’s Lair 8 Held on Tampa Campus

Army ROTC was involved with the Department of Defense hosting Dragon’s Lair 8, an innovation competition, held on the Tampa campus in the spring of 2023. The event supported

the opportunity of military-related inventions to be brought forward in front of an audience that may utilize these concepts to further help the US Army and communities.

HIGH IMPACT PRACTICES AND UNDERGRADUATE RESEARCH (HIPUR)

Undergraduate Research Conference

The Undergraduate Research Conference is an annual celebration and promotion of student scholarship and research excellence, as student scholars across all academic disciplines share their exemplary research and creative activity as they prepare for graduate/professional school or the workforce. With 518 undergraduate researchers presenting 271 unique projects, the 2023 conference included poster and oral presentations, as well as creative/performative research. [1A1]

Global Citizens Award

The Global Citizens Award program creates curricular and co-curricular activities for undergraduate students within the framework of the UN Sustainable Development Goals to help students engage with global issues, cultivate their cultural awareness, and increase their global competencies to make a difference locally and globally. This year, 131 awards were conferred to students completing the program requirements. [1A1]

Operation: Global Action

Operation: Global Action (OGA) is a non-traditional co-curricular experience, modeled after the Grand Challenges program at the



University of Exeter with whom USF has developed a partnership. It is a four-week virtual high impact practice learning experience focused on global issues to prepare student scholars be global leaders through the development of proposals for innovative products, ideas, and inventions related to the world’s most complex challenges. Forty-five students from USF and Universidad del Norte in Barranquilla, Columbia, participated this year. [1A1, 3C3]

Undergraduate Research Grants Secured

The HIPUR director developed a relationship with the Florida High Tech Corridor (FHTC) that led to \$110,000 in grants being allocated to support undergraduate research. Each USF college was permitted to request up to \$10,000 from FHTC to provide new and expanded research opportunities for undergraduate students. The program was intentionally flexible, allowing each college to design a program that best serves their students and existing administrative structures. FHTC has verbally committed to renew the funding for the 2023-2024 academic year.

NAVAL ROTC

Preparing Students for STEM Careers

To meet the needs of an increasingly technical Navy and Marine Corps, the Naval ROTC program requires an emphasis on technical degree programs and STEM backgrounds. To achieve this, ROTC set two goals:

- 65% Navy option graduates complete technical degree programs
 - 100% Navy option graduates complete Calculus and Physics regardless of degree program.
- In the 2022-2023 academic year, 70% of Naval ROTC graduates completed technical degree programs and 100% had completed both Calculus and Physics. [1E4]

Successes in Job Placement

Naval ROTC offers a high benefit, low-cost program to the university and its participants. ROTC students receive a four-year course in leadership and those who choose to remain in the program earn immediate job placement upon graduation. In 2023, 14 of 14 Naval ROTC graduates were immediately employed by either the US Navy or Marine Corps. Initially all graduates earned salaries of \$43,500 with guaranteed increases to \$57,000 within two years.

Additionally, 12 of the 14 graduates earned positions in their first choice career path while the remaining two earned their second choice. [1D1, 1E1, 1E3]



OFFICE OF ACADEMIC ADVOCACY

Peer Advocate Initiative

To increase the number of students from the 2022 cohort with 2.0 or better GPA to enroll in fall 2023, the Office of Academic Advocacy (OAA) First Year Advocates coordinated a six-week, peer-to-peer call campaign which resulted in a 4.2 % increase in fall registration for the cohort. Peer advocates increased their outreach by 21 %, connecting with 423 students and resulting in 217 referrals to an academic advocate for assistance to resolve issues that presented as a barrier to the students' persistence. This effort also provided insights on 175 students not returning for fall 2023 to improve Academic Advocate insights for future outreach planning and improved data. [1E1]

Sophomore Success

To create a community of support around sophomores, the Progression Academic Advocate Team participated in the Sophomore Success Institute and applied knowledge gained on the 2020 and 2021 cohorts who started at USF during the pandemic and were not retained at previous levels. The students were closely monitored for academic progress concerns and persistence barriers and applied appropriate interventions to avoid further attrition concerns in preparation for their 4-year graduation. With the Progression Advocate Team increasing their outreach by 12 % over the previous year, the third fall attrition rate for the 2020 FTIC cohort was only 10 %, which is on par with previous cohorts who were not onboarded during the pandemic. [1E2]

Major Reselection

OAA supported major reselection efforts to improve persistence to graduation for both FTIC and transfer students in metric cohorts and reduce the number of students graduating with excess credits. They triaged and provided case management for referred students for major reselection to ensure continuity and no additional barriers

for students. The team also contributed to the development of the Major Change Wizard in the SMART platforms to provide insights into major reselection. They also collaborated with and then trained Undergraduate Studies' major reselection staff and colleges across the campuses on process improvements for students who are not able to continue in a major.

OAA also collaborated to transition the formerly OAA-owned NP hold to major reselection staff, and the PA hold was developed for OAA and Advising to continue to prevent non-degree applicable registration for students not registering for courses within their current curriculum.

OAA also clarified the outreach and referral process with major reselection staff and Academic Advocates, so that both groups could strategically reduce the number of students with unresolved RSL major codes, which are at approximately 15% of their original level. [1E3]

First Academic Advocate Hired for Sarasota-Manatee

A Senior Academic Advisor was hired to serve as the campus's first Academic Advocate in the Office of Academic Advising & Advocacy. In partnership with academic advisors and departments, she worked to ensure all undergraduate students received accurate degree progression guidance, addressed academic referrals, and connected students with appropriate campus resources. As a result, 98% of FTIC students were retained going in the spring 2023 semester with 171 students contacted and assisted in the fall semester, and another 167 students supported in the spring. The advocate was also able to intervene with six students in jeopardy of dropping out and retain them through major reselection. Finally, through outreach efforts, the team certified approximately 129 undergraduate degrees in the fall and approximately 143 degrees were awarded in the spring. [1C1, 1E1, 1E2, 1E3, 1E4]



OFFICE OF TRANSFER STUDENT SUCCESS

Facilitating Transfer Students

During the 2022-23 academic year, the Office of Transfer Student Success (TSS) provided academic advising to more than 12,000 prospective and current transfer students across variety of modalities to support their academic success, progression, and timely graduation by informing of requirements, helping them prepare for successful transfer, and advising in major reselection when needed. Their work included the creation of a transfer admissions workshop offered virtually twice a month. [1E2, 1E3]

Reverse Transfers

To foster progression and help students earn an important credential for which they had completed all requirements, TSS created a website platform and designed a process flow to facilitate the reverse transfer process. This iterative process was executed three times during each academic term, awarding reverse transfer associate degrees to eligible students (through the prior institution). [1E2]

OFFICE OF VETERAN SUCCESS (OVS)

Military-Connected Academic Success Program (MCASP)

The new MCASP is a comprehensive initiative designed to enhance the academic success and well-being of student veterans and military-connected students by creating a supportive and inclusive environment that addresses the unique challenges faced by this student population and providing tailored resources for their academic and personal growth. The program seeks to increase enrollment in high-impact educational experiences, such as service-learning courses, experiential learning programs, and research opportunities to foster engagement and skill development.

It also provides faculty members with professional development opportunities to understand the needs and experiences of military-connected students, improve their teaching practices, and create a welcoming learning environment for this population.

To strengthen connections to the community, OVS also developed partnerships with local businesses and organizations to offer internships, mentorship programs, and networking opportunities for student veterans to help promote their career readiness and lifelong success. OVS began tracking the number of student veterans participating in service-learning, experiential learning, and research programs, as well as monitoring the number of successful community partnerships established and their level of engagement of student veterans. The team also began surveying faculty perceptions of military-connected students

and the effectiveness of professional development workshops for future program assessment. [1A1, 1C1, 1C2, 1D4, 1D5, 1E1, 1E2, 1E4, 3A1, 3A2, 3D5, 4B1, 5D1, 5D2]

Military-Connected Well-Being and Support Services (MCWSS)

The MCWSS initiative was launched to address the mental health and well-being of student veterans and military-connected students by offering comprehensive support services and resources to help these students cope with stress, loneliness, and other challenges that may arise during their academic journey. The program ensures student veterans have access to medical services, advising, and extracurricular activities that promote physical and mental well-being.

To increase their likelihood of academic success and timely degree completion, OVS provides personalized academic and career advising to student veterans. The program also offers financial literacy programs and counseling to student veterans, assisting them in managing their finances and reducing their reliance on loans. To assess the program, OVS began measuring the percentage of student veterans utilizing medical services, academic advising, and participating in extracurricular activities, as well as tracking changes in graduation and retention rates among student veterans over time. The team also began conducting surveys to assess student veterans’ perceptions of stress and loneliness and track improvements based on intervention and support services. [1C1, 1C2, 1E1, 1E2, 1E3, 3A1, 3A2]



Military-Connected Student Community Building (MCSCB)
The MCSCB initiative focused on fostering a sense of belonging and camaraderie among student veterans and military-connected students by creating a supportive community that celebrates their unique experiences and facilitates peer support and mentoring. We host organized social events, networking opportunities, and veteran-specific workshops to promote community building and networking. In addition, we implemented outreach and recruitment efforts to attract diverse military-connected students, including those from underrepresented backgrounds. OVS also collaborated with local veterans’ organizations and military bases to create a robust support network for student veterans.

For future assessment, OVS began monitoring participation rates in these co-curricular activities and events, tracking the number of diverse military-connected students enrolling at the university and their retention rates, and began surveying and collecting feedback from student veterans and local organizations. [1C1, 1C2, 1D1, 1D4, 1E1, 1E3, 3A1, 3A2, 3D4, 4A1, 4A2]

Implemented VA Works Software
To streamline benefits processing and enhance the overall efficiency of supporting veteran students, OVS implemented the VA Works software system. The improved automation and data management features significantly reduced administrative burdens and ensured a smoother and more timely benefits disbursement process for student veterans.

United States Marine Corps Educators Workshop
OVS coordinated an opportunity for staff to attend a United States Marine Corps Educators workshop, held at the Marine Corps Base in Quantico, VA. The workshop provided educators with the opportunity to observe training practices and service opportunities in action, while forging stronger relationships between USF and the military.

SMART LAB

Launch of RegisterBlast
RegisterBlast, a third-party test registration system to manage SMART Lab test reservations, was implemented to replace previous home-grown systems used to manage test reservations for SMART Lab courses. Goals for the new system included mitigating issues of frequent service disruptions due to high volume site traffic and improving user experience. The launch of RegisterBlast has completely eliminated service outages and improved the user experience for over 5,900 SMART Lab students in making over 41,600 test reservations, including over 920 reservations with accessibility-related testing accommodations in the academic year. [5D1, 5D2, IE]

Testing Scratch Paper Procedure
The goals for the new scratch paper procedure for SMART Lab testing included: reducing barriers for students during testing, reducing paper waste, and improving test security. The new scratch paper procedure has completely eliminated the need for students to purchase blue books prior to testing and has reduced testing-related paper waste by 83 %, a reduction of over 200,000 sheets of paper per academic year. In addition, the scratch paper is more visible to proctors during testing and more easily accounted for, contributing to improved test security. [5D1]

Other Enhancements
SMART Lab staff developed a new Canvas page that includes all students enrolled in a SMART Lab course in order to streamline communication from SMART Lab staff to student users. Additionally, staff aligned new student staff professional development and small-group mentorship initiatives with the NACE Competencies for Career Readiness to support staff performance and development of transferrable skills.

STUDENT OMBUDS OFFICE

Healthy Conflict Trainings
The Student Ombuds Office developed and facilitated a number of trainings intended to promote healthy conflict engagement. Trainings were delivered to multiple graduate student cohorts, students in SPC 4930 and EDF 6165, Student Government leadership, and the Event Response Team. Participants were trained to think critically about the positive effects of conflict, demonstrate healthy conflict engagement strategies, and understand how conflict affects other parties. [1C1]



Guidance for 548 Students
The team managed 548 new disputes/cases during the 2022-2023 academic year with student visitors representing all campuses and colleges, including those in USF Health. The Student Ombuds provided a safe and credible space for students to express USF-related concerns and then helped students understand appropriate and relevant policies, processes, and options related to their concerns. Additionally, the Ombuds was able to facilitate positive outcomes by engaging university leaders in shuttle diplomacy by going directly to decision makers to raise awareness of issues and explore potential solutions.

As a result, 48% of cases were resolved informally through shuttle diplomacy or after students were coached to address their issue and were able to accomplish the intended outcome using strategies learned in the Student Ombuds Office. These informal resolutions allowed the university to nimbly respond to student concerns without excessive time and human resources required to process grievances, petitions, appeals, or other formal processes. Thirty-six percent of cases were referred to an appropriate and established formal process. The Ombuds helped students understand these formal options and demystify the processes so students could confidently engage in them.

In 16% of cases, students sought outcomes that simply were not feasible. In these cases, the ombuds tried to help students understand why the university could not accommodate their interests. For example, if a student moved to Florida to attend college and they were denied residency for tuition purposes, the Ombuds helped the student decipher the statutory requirements for residency and explain the limits of the university’s discretion in these matters. Regardless of the outcome, we hope that students who visit the Ombuds Office learn valuable life skills associated with self-advocacy and conflict engagement. [5D1]

STUDENT SUPPORT SERVICES

Grant-Funded Objectives Exceeded

Grant-funded Student Support Services (SSS) continued its proven formula for supporting students in a cohort to increase retention and graduation rates of first-generation and low-income college students. For the 2022-23 academic year, SSS exceeded the grant objectives as follows:

- 96% persistence rate
 - 92% good academic standing rate
 - 70% six-year graduation rate.
- [1C1, 1C2, 1E2, 4A1]

First Generation Day Celebration

The National First-Generation College Student Day is celebrated every year on November 8 in honor of the signing of the Higher Education Act of 1965. This Act helped create opportunities for students who were first in their family to complete a college degree to have access to higher learning. With the support of the Office of Multicultural Affairs, Undergraduate Studies, and SSS, USF hosted its first annual First Generation Day. The event welcomed students to play games, enjoy snacks, and share why they are proud to be a first generation college student as they networked with peers, faculty, and staff while learning about campus resources to enhance their success. [1C1, 1C2, 4A1]

Financial Advisors Network Symposium

In collaboration with the USF Black Leadership Network, three SSS students were sponsored to attend the Raymond James Black Financial Advisors Network Symposium held at the Innisbrook Golf Resort in Palm Harbor. The event was an opportunity for students to learn more about careers in finance. The students were also able to network with high level finance executives and with other students interested in finance careers. [1D1,1D4, 1E2, 3D4, 4A2]



ADMISSIONS

The Office of Admissions is charged with the mission critical responsibility to recruit and enroll high ability students for all campuses of the University of South Florida.

During the past year's recruitment cycle, the USF Office of Admissions processed more than 65,000 undergraduate applications. This is a 30 percent increase from two years ago and a signal that students and families have strong confidence that a degree from USF provides a great return on investment.

The OneUSF Admissions team collaborated with countless institutional partners to bring in another high-achieving, academically strong incoming class—one that is up to the rigor of an AAU institution—comprised of 6,730 new undergraduate FTIC and transfer students across USF's three campuses.

The team admitted this new cohort of students because their academic record indicated that they have what it takes to succeed at a preeminent research university. By enrolling them, the university assumed the responsibility to provide them with the support they need to progress and graduate on time, with limited debt and fully prepared for the career of their choice, or continued success in graduate or professional school.

For Fall 2023, our newest Bulls represented 41 states and 55 countries, and our FTIC cohort boasted an average high school GPA of 4.25, an average SAT score of 1306, and an average ACT score of 28. We are pleased with this profile since the more powerful predictor of student performance is high school GPA—and the incoming students continued to be strong in this area.

CAREER SERVICES

Career Services departments across USF campuses offered career preparation, job search support, and employer relations to facilitate the successful transition of USF students to career employment and/or graduate and professional school.

CAREER SERVICES
Career Readiness
Module

Career Fairs Return to In-Person

Fall 2022 brought the return to in-person career fairs at USF, bringing employers back to campus to hire students for internships and full-time positions. During the academic year, Tampa campus hosted 467 employers at its career fairs with 5,003 students in attendance. [1A1, 1D1, 1D4, 3A1]

Classroom and Student Group Presentations

By providing on-demand presentations to classes and student groups, the Career Services team increased awareness of career resources and trends to help students solidify internships, jobs or graduate school admissions before graduation. Class or group presentations increased by 92.3% between fall 2022 and spring 2023 with 1,281 students attending. [1D1, 1D4]

Career Readiness Module Rollout

Career Services oversaw the rollout and management of the Florida Board of Governors mandated Career Readiness Module for all incoming students to complete in their first year. USF's robust module was created as a Canvas course and rolled out in spring 2022. USF had a 96% completion rate with 9,611 students finishing it in their first year. [1D1, 1D4, 1E1, 1E2, 1E4]

Restructuring and Building the Department

In order to better serve the student population on Tampa campus, the Career Services office grew from nine staff members in fall 2022 to 14 by spring 2023, including new leadership with the hiring of Associate Vice President Addye Buckley-Burnell. Additional hiring continued into the summer to provide increased services and assistance for student career development, employer engagement with and recruitment of students, as well as the staff needed to create innovative approaches to assist in first destination outcomes.

Professional Attire Days

To support students' professional image in their career pursuits, the Sarasota-Manatee team hosted Professional Attire Days offering students professional apparel, makeup stylist consultations, and headshot services. Thirty-three students took advantage of the offered apparel, six received stylist consultations, and 11 students had their headshot taken. [1C1, 1D1, 1D4, 1E3]

Reverse Career Fair

The Sarasota-Manatee Career Services team once again held a Reverse Career Fair, which turned the tables on the traditional fair by showcasing student talent available for recruitment. Students accessed employer trainings in Canvas on topics such as resume building, networking strategies, and communicating skill alignment with positions offered. Eleven students (including two from Tampa campus) met with Career Services to develop personalized plans for job and internship searches. The fair transitioned into an asynchronous resume book that

was emailed to over 35 employers. Nine students out of the 11 accepted job or internship offers, an 82% placement rate. [1D1, 1D4, 1E2, 1E3]

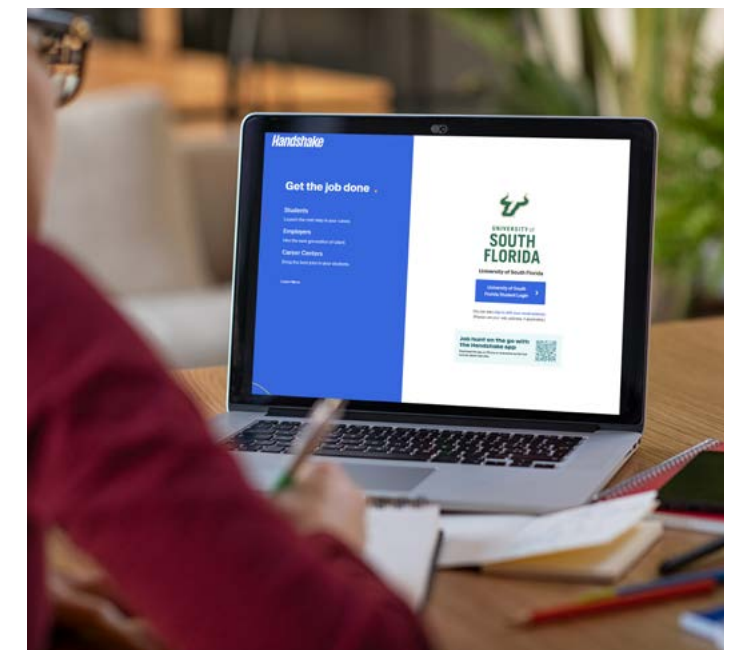
Connecting with the Manatee Area Community

During the 2022-23 academic year, Sarasota-Manatee campus Career Services sought to build, establish, and renew relationships with 20 or more employers and area agencies in the community to expand internships and career opportunities for students.

- Collaborated with the USF Senior Instructor and Undergraduate Director of Spanish to introduce a new career component to the Annual Spanish Fair, which increased 23 students' awareness of the value of the Spanish language and cultural competencies in the workplace with employers from the fields of healthcare, journalism, non-governmental agencies, and international trade.
- Assisted 13 employers to develop internship programs and demonstrated the effective use of Handshake to seven employers.
- Reestablished the Northwestern Mutual Leadership Series Certificate Program with six students participating. [1A1, 1C1, 1D1, 1D4, 1E3]

Consolidation of the Handshake Platform

The Career Services units on the three campuses collaborated to merge their separate contracts with Handshake software into one in preparation for the start of the 2023 fall semester. This consolidation is expected to streamline the employer recruiting experience by providing access to a singular platform to recruit across the university and enhance the student experience with employment opportunities in all geographies in one place.



ENROLLMENT PLANNING AND MANAGEMENT

Enrollment Planning and Management supports the recruitment and retention of students by coordinating awarded financial aid and scholarships, as well as managing course registration and student records for the entire student population.

OFFICE OF FINANCIAL AID

High Volume Service Levels

The Office of Financial Aid ended the year with 22,879 face-to-face student visits to the Tampa office and over 41,000 phone calls answered. To manage this high volume of student contacts and provide the best possible service to students and our campus partners, we launched two new processes for managing scholarships.

First, we worked with designated scholarship awarding units to allow accountable officers the ability to input scholarships for their student awardees directly into the Banner system. This has allowed the process to become more streamlined and efficient, faster visibility for students to see their scholarships in OASIS and gave the financial aid scholarship team more time to focus on other services provided to our students.

- The University Controller's Office (UCO)/Student Financial Services (SFS) now has the ability to provide tuition deferments for students based on receipt of scholarship checks from external organizations.
- Units processing their own scholarships are able to track the administration of their funds by ensuring funds are:
 - awarded to students properly through daily reports
 - paid properly, including payments made based on student enrollment status, satisfactory submission of terms and conditions and thank you letters.

The collaboration with UCO/SFS to improve the external scholarship check process allows students an immediate payment extension and eliminated a step in processing these checks for student payment. The following units have successfully implemented this process: Muma College of Business, USF Foundation, Graduate Studies and Athletics. [4A1, 5D1]

OFFICE OF THE REGISTRAR

Graduation Application Enhancement

The Office of the Registrar's Graduation and Transfer Articulation team embarked on a process to baseline Banner functionality related to graduation following USF's consolidation. Completed this year, the Graduation Application was Banner technology made new again with this baseline implementation, which created efficiencies and solved a host of ongoing functionality gaps and reporting challenges.

Through this work, the Graduation Team in the Office of the Registrar created a culture of learning, growth, entrepreneurial spirit, and partnerships with the colleges' degree certifiers across the campuses that continues to strengthen with each passing

certification window. The implementation of this process in its baseline form will allow USF to enhance the functionality of first-class administrative infrastructure in the future launch of Student Self Service to support the university's education mission. The baselining of the graduation application increased agility of process, flexibility in the time to certify, and continues to involve a proactive multi-campus community of certifiers who continue to enhance the process to meet rapidly changing community and global needs.

The certification window was reduced for fall certification to ensure that USF could meet the deadline to submit the Student Instruction-Degree file to the Board of Governors. While reduced windows are not ideal for graduation certifiers who are often responsible for multiple duties in their colleges, we demonstrated that the shorter processing window was possible when necessary. [1E2, 5D1, 5D2]

Academic Section and Space Scheduling Enhancements

The Office of the Registrar led an institution-wide review and revision of section building and academic space management procedures, policies, and tools to develop a timeline and roadmap to ensure that USF is following best practices and fully leveraging technology.

The Academic Section and Space Scheduling team created a course schedule training in GEMS and updated all resource documents to support best practices as OneUSF. This work included collecting and using feedback from seasoned course schedulers to inform updates to the section management processes and the section build timeline. The team shepherded the academic course schedulers across three campuses in the building of sections from scratch, which hasn't been accomplished in almost a decade, to ensure OneUSF updates trickled down to the section level.

Additionally, attendance at AACRAO yielded good authority that we can continue to make process updates regarding the scheduling of general use space and making provisioning choices to better align our work with other AAU institutions in the coming year.

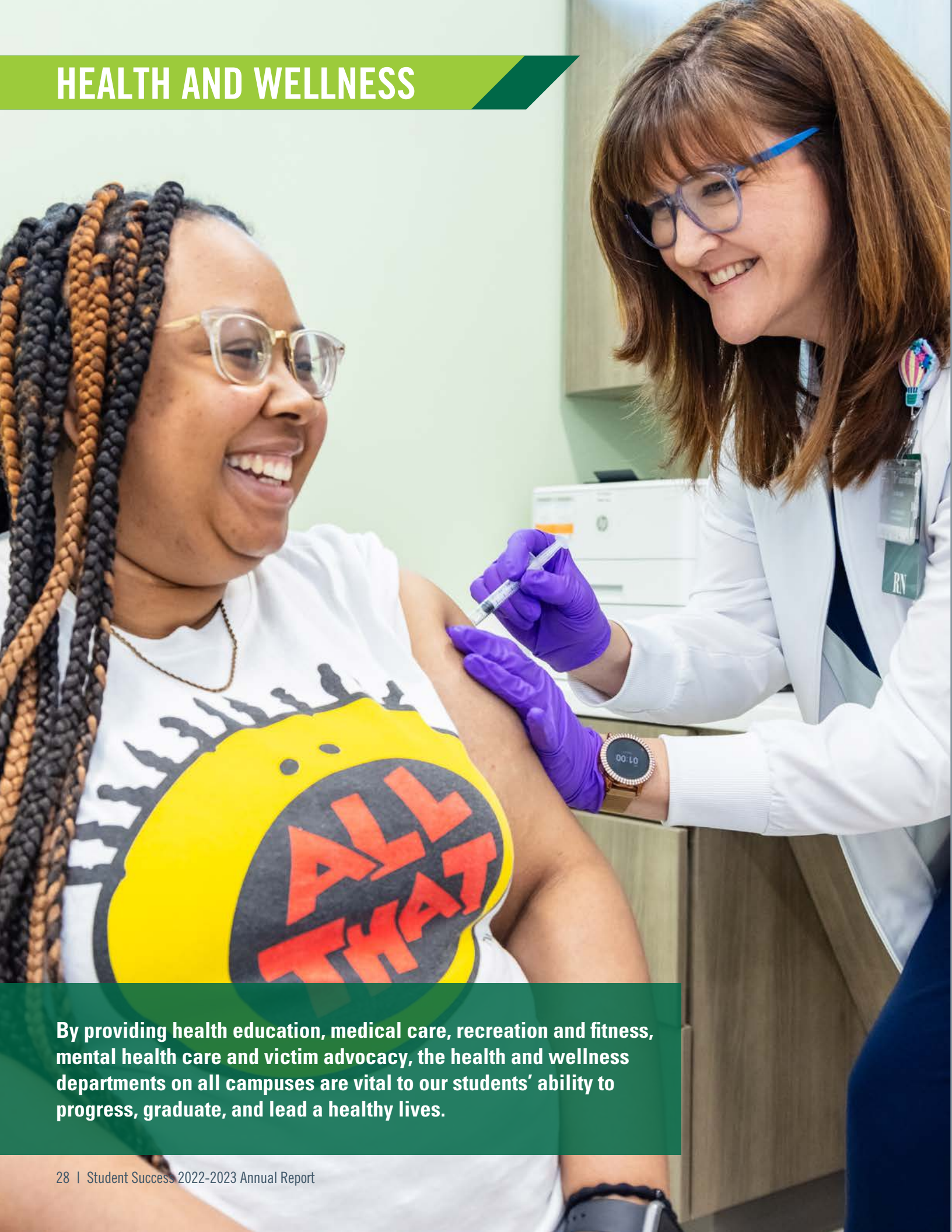
As a result, the Office of the Registrar was able to optimize the assignment of more academic spaces faster by removing exceptions and running clean section files. Also, section listings now fully incorporate OneUSF taxonomy, which yields fewer confusing selections for students and cleaner data to report for departments across the institution. [1A1, 5D1, 5D2]



St. Petersburg Registration Tabling Event

The St. Petersburg Registrar's Office partnered with Advising and COMPASS twice during the year at the start of each registration cycle to increase students' awareness of early registration times, ensure they know what classes to take, ensure they have no holds or other barriers and increase the number of students registering at their assigned time. [1C1]





By providing health education, medical care, recreation and fitness, mental health care and victim advocacy, the health and wellness departments on all campuses are vital to our students’ ability to progress, graduate, and lead a healthy lives.

CAMPUS RECREATION

Women of the Rec Night

Women of the Rec Night provided an opportunity to have only students who identify as female utilize the St. Petersburg campus Fitness Center for a safe and undistracted environment to learn the mechanics of lifting weights. Thirty students participated. [1C1, 1C2]

Bulls in the Kitchen

Bulls in the Kitchen is a three-week cooking class held each semester on St. Petersburg campus to teach students basic nutrition and cooking skills that they could transfer to their own kitchens. Ten students participated in both fall and spring courses. [1C2]

USF Camp Rocky

USF Camp Rocky was a new summer camp opportunity offered to six and seven-year-old children in the St. Petersburg community to enjoy an action-packed summer camp with activities including arts and crafts, sports, indoor and outdoor games, and guest appearances from the College of Marine Science, Florida Institute of Oceanography, Florida Fish and Wildlife, University Police Department, and more. In its inaugural year, 18 children participated and Campus Recreation received requests to offer the program next summer. [5B3f]



CENTER FOR STUDENT WELL-BEING (SWELL)

Fresh Check Day

Fresh Check Day, a national college event in which USF participates, delivered uplifting mental health promotion and suicide prevention information to 210 students in 2022-23. With support and participation by multiple Tampa campus departments and groups, the two-hour event offered Interactive expo booths, peer-to-peer messaging, free food, entertainment, and exciting prizes and giveaways. Students were encouraged to engage in dialogue about mental health and suicide, which helps to reduce stigma and misconceptions, while building a bridge between students and the mental health resources on campus, in the community, and nationally.

Post event evaluation data indicated at 88% of attendees were more aware of available mental health resources, 87% said they are likely to ask for help, 88% said they feel more prepared to help a friend who exhibits warning signs of suicide or mental health concerns, and nearly 89% said they were more comfortable talking about mental health and suicide. [1A1, 1C1, 1C2]

De-Stress for Success

De-Stress for Success is a Tampa campus event held twice a year at the end of each semester to provide students with an engaging space to participate in healthy stress-reducing activities, learn strategies and coping mechanisms to effectively manage stress, gather with their friends for fellowship, and learn about campus resources to support mental health. 310 students attended in fall and spring and reported that the event increase their knowledge of stress management (92%) and campus resources (100%), helped them reduce stress (100%), and increased their confidence in practicing stress management skills (92%). [1C1, 1C2]

New Initiatives

SWELL introduced a couple new initiatives in the 2022-23 year including Boost Your Mood with Meditation and Mocktails. This event offered students fun and educational activities, including a meditation session, free mocktails, distribution of blood alcohol cards, and education on substances, substance abuse prevention, and coping strategies.

Although not new, in 2022-23, SWELL expanded the annual Drug Drop Off program successfully to the other campuses so that students, faculty, and staff could safely turn in expired medication.



CENTER FOR VICTIM ADVOCACY AND VIOLENCE PREVENTION (CVAVP)

Serving Survivors of Crime or Violence

During the 2022-2023 academic year, CVAVP on the Tampa campus served 230 new and unique clients who experienced crime or violence, a 17% increase over the previous year. The staff provided numerous services including academic support, safety planning, court accompaniment, and housing assistance. By providing these services and others, the team furthered a campus environment that allows survivors to heal and find success in their academic and professional endeavors. [1C1, 1C2]

Developing Peer Anti-Violence Educators

CVAVP redesigned its student volunteer program, Peer Anti-Violence Educators (PAVE), to create new varied pathways for student leadership development. PAVE volunteers support campus-based violence prevention initiatives through peer-to-peer education. As student representatives of the office, PAVE volunteers play a crucial role in creating positive culture change in the USF community by contributing to anti-violence initiatives through numerous activities, including facilitation, outreach, event planning, and marketing. Through their campus leadership and direct participation in CVAVP's strategic development, PAVE volunteers inform initiatives to ensure that they reflect student needs and priorities. These volunteers received ongoing professional development and training on violence prevention and trauma-informed support. In turn, PAVE volunteers provided over 340 hours of service during the academic year, increasing capacity for violence prevention outreach and expanding campus collaboration. In addition to their service hours, PAVE volunteers

attended a 10-hour onboarding training and monthly continuing education, totaling an additional 18 hours of training throughout the academic year. [1A1, 1C1, 1C2]

Delivering Violence Prevention Education

In 2022-23, CVAVP on Tampa campus provided 13 educational opportunities for students through a workshop series that included:

- Bystander Intervention Training - equips USF students with the tools to safely and effectively interrupt potentially harmful situations;
- Consent Conversations - a new workshop to support students in building and strengthening consent communication skills that are foundational to healthy, respectful relationships;
- Supporting Survivors of Sexual Violence - a workshop on survivor support during Sexual Assault Awareness Month. Additionally, the team provided requested presentations and workshops for student organizations, departments, and other campus stakeholders. 514 students benefitted from Bystander Intervention Training throughout the year, approximately 123 students attended Consent Conversations workshops, and 51 students attended Supporting Survivors of Sexual Violence. [1C1, 1C2]

COUNSELING CENTER

Utilization of Services

The Tampa Counseling Center team provided accessible, high quality, individual and group counseling services to enrolled students with minimal wait times and a high degree of student satisfaction. During the 2022-23 academic year, the team scheduled more than 13,045 individual and group counseling sessions for more than 2,600 students. The average wait time for an initial appointment was 5.7 days and 95% of students seen reported overall satisfaction with their counseling experience. [1C1, 1C2]

Launched TimelyCare Virtual Mental Health Services

In partnership with the health and wellness teams on the St. Petersburg and Sarasota-Manatee campuses, the Counseling Center lead the launch of USF's partnership with TimelyCare, a third-party virtual provider of health and wellness services, to provide free behavioral health care to all USF students. The services feature on-demand TalkNow mental health services, scheduled counseling services, psychiatric services, health coaching sessions and self help resources, available conveniently online 24/7/365. In the first year, 1,099 Tampa campus students were seen through TimelyCare, for a total of 3,717 TalkNow, scheduled counseling, psychiatric, and/or health coaching sessions.

Assisting Students in Mental Health Crisis

The Counseling Center team delivered same-day urgent and immediate care for 425 students in mental health crisis by providing 24/7 emergency mental health care during the 2022-23 academic year. Additionally, 186 after-hours phone calls from students were answered by Protocol Services with an average wait time of only 21 seconds. Through TimelyCare, an additional 612 TalkNow videoconference sessions were provided with an average wait time of five minutes. [1C1, 1C2]

Training Programs

The Counseling Center continued to provide its robust training program to nine counselors-in-training employed in the center during the 2022-23 fiscal year. Three full-time post-doctoral fellows, three full-time doctoral interns, and three part-time graduate student clinicians all successfully completed their training programs. Collectively, the counselors-in-training scheduled 668 individual and group counseling sessions with 186 USF students/clients. [1C1, 1C2]

On-campus Function Added to Sarasota-Manatee

The Sarasota-Manatee campus established an on-campus Counseling Center, hiring a licensed clinician following the termination of the New College of Florida Counseling & Wellness Center MOU agreement in Summer 2022. Operating procedures, protocols, guidelines, and policies for a solo clinician center were

established, consistent with the Tampa Counseling Center. Additionally, an intake and appointment scheduling process, emergency plans and procedures (such as for Baker Act incidents), and a campus Urgent Assistance Team (UAT) were developed. The campus center promoted the continued use of after-hours services from Protocol and virtual services from Tao, Togetherall, and TimelyCare. [1C1, 1C2]

HEALTH EDUCATION

Formation of Health Education on Sarasota-Manatee Campus

Student Success Health Education was formally established on the Sarasota-Manatee campus during the 2022-23 academic year to promote student health and wellness through programming and events. A graduate assistant and then a full-time Health & Wellness Coordinator organized and implemented 15 successful events, including the Bullpen Engagement Fair, Clothesline Project, Snooze Fest, De-Stress with Student Success, Safe Vs. Sus, and Glow with the Flow Yoga, with approximately 629 student participants. [1C1, 1C2, 4B1]

Food Pantry Relocation

Health Education guided the relocation of the off-campus Support-A-Bull Food Pantry from the Research Annex over to the Sarasota-Manatee main campus SMC building, and revised the process for obtaining food and toiletry items to add a drop-in process in addition to online ordering for ease of student access. The coordinator collaborated with the campus Staff Advisory



Council (SAC) to implement pantry drives for low-supply items, and also held a cooking class event with 21 students that highlighted the pantry by using pantry staples to cook easy and healthy meals. Drop in pantry usage was not captured but 16 online orders/requests were fulfilled. [1C1, 1C2]

RECREATION & WELLNESS

Increase in Student Utilization

Recreation & Wellness provides open recreational opportunities for students on the Tampa campus. In the 2022-23 academic year, there were more than a half million student visits to its recreation centers, with 561,500 visiting between July 1, 2022-June 30, 2023, an increase of approximately 12% over the previous year. [1C1, 1C2]

Esports Facility Plan Finalized

To support the realization of an official Esports facility, the team worked with leadership to secure \$650,000 in additional funding through strategic budget planning and collaborating partners, and finalized the construction plans for the Esports Learning Lab, which is anticipated to begin in January 2024. [1A1, 1C1, 1C2]

Other Key Initiatives

- During the 2022-23 academic year, Recreation & Wellness finalized its sponsorship solicitation plans and successfully secured three sponsorships in 2022-2023. [5B3f]
- In anticipation of the new on-campus stadium construction potentially beginning in 2024, the team began relocation planning of Sycamore fields, softball fields, outdoor maintenance shop, and the fitness trail to a temporary site at Research Park, in collaboration with university partners.



STUDENT HEALTH & WELLNESS CENTER
(FORMERLY STUDENT HEALTH SERVICES)

New Student Health & Wellness Center

In May 2023, the long-awaited Student Health & Wellness Center (SHWC) was completed and opened on the Tampa campus, offering patients and guests expanded facilities for urgent care, primary medicine, behavioral healthcare, registration compliance, and health insurance enrollment. The new 47,000 square foot center is nearly four times as large as the previous clinic, and every aspect from building design to furnishings was determined with input from Student Government. The new facility allows for expanded teaching facilities for medical and nursing students, expansion of undergraduate volunteer programs, and offers dedicated space for USF Health Insurance Navigators to meet on-site with the campus community. Undergraduate volunteers log patient hours to support post-graduate education in medical, nursing, dental, and pharmacy school. Increasing on-site and on-campus access for USF Health Insurance Navigators supports student enrollment in medical insurance and reducing debt of unexpected medical treatment, emergency services, and maintaining course enrollment for uninsured, low socio-economic students, and Pell grant recipients. Approximately 34% of our patients are uninsured. In addition, the facility is on track for LEED Silver certification and protects occupants and visitors from upper respiratory contagion by including negative pressure rooms and suites. [1A1, 1C1, 1C2, 1D1, 1E1, 1E2, 1E3, 1E4, 3C5]

National Recertification Earned

SHWC earned its fifth consecutive national AAAHC certification for 2023-2026, the maximum length awarded, by ensuring clinical services are on par with national excellence to support our students' health, well-being, and academic success. This accreditation applies to student health operations on Tampa, St. Petersburg, Sarasota-Manatee, and downtown CAMLS campuses. [1C1, 3A2, 3C1, 3C3, 3C5]



Selection of New Insurance Broker for Student Insurance
The leadership team invested significant time with the State University Schools (SUS) Consortium to leverage its buying power to select an Insurance Broker and the 2023-24 Insurance Product to improve coverage for student insureds, including enrollment for subsidized Graduate, Research, and Teaching Assistants. The comprehensive medical insurance plan will support students' academic achievement should they become injured or ill and help USF to attract excellent graduate students and Postdoctoral Scholars as the plan is offered as an employment benefit. The selected Insurance Broker will also support a more efficient international student waiver process to reduce waiting time for international students, reduce stress of insurance fee, and impact retention of existing staff without increasing our university payroll. [1C1, 1C2, 3A2, 3C5, 5D1, 5D2]

Influenza Vaccine Administration

SWHC increased Influenza vaccination administration by 15% to support preventative health and the well-being of students and USF community. The team administered 1,803 flu vaccinations during the 2022-23 year with mobile clinics administered and staffed by USF's Colleges of Nursing and Taneja College of Pharmacy volunteer health professionals, along with non-clinical undergraduate students assisting with clinic forms. Vaccinations were offered at no out-of-pocket cost to students, staff, and faculty to facilitate preventative health and reduce influenza spread in classrooms and campus. Clinic locations included Marshall Student Center, Juniper-Poplar Residential Hall, USF Health WELL, and Selmon Athletics Center, providing easy access and time efficiency for participants.

In addition, in partnership with Human Resources on each campus, we held vaccination clinics for Influenza and COVID Boosters at the employee benefit fairs to immunize faculty and staff. Faculty and staff were charged for the vaccination but experienced no out-of-pocket expense if covered by the State of Florida medical insurance plans. Insurance payments allowed the unit to recoup some of the cost of purchasing the vaccines. [1A1, 1C1, 1C2, 1E2, 1E4, 3A1, 3A2, 3D4, 4A1, 5B3]

STUDENT OUTREACH & SUPPORT

Student Support Coordination

The Office of Student Outreach & Support (SOS) is a student-first direct care coordination team that assists students in managing stress related to their overall health and wellness to reduce barriers that impact academic success. The office works in coordination with SOCAT (Students of Concern Assistance Team).

In the 2022-23 academic year, SOS processed a total of 3,477 referrals: 2,877 in Tampa, 524 in St. Petersburg, and 16 in Sarasota-Manatee. Two support coordinators, one support care assistant, and an administrative specialist completed 12,664 interventions for the year that included collateral contacts with other programs/providers to coordinate the support of students, providing letters of support, or assisting students to connect with on or off campus programs.

Using the General Wellbeing scale (mild, moderate, elevated, or severe), SOCAT coordinated the care of 56 referrals rated Severe and 221 referrals that were rated Elevated. SOS received 105 referrals for behavioral health hospitalizations. The top three leading concerns faced by students were mental health (26%), significant academic stress (15%), and suicidal ideation/thoughts or suicidal attempts (3%).

SOCAT leans into USF Policy USF6.0163 (SOCAT Health and Wellness Interventions) by requiring students to meet with the SOS office for further assessment of risk and to ensure the students are supported. This academic year, SOCAT required 407 students to meet with them. [1C1, 1C2]

Pearls Program

The USF Pearls program is designed to support students emerging from the foster care system, offering individualized mentorship, dedicated coaching, exclusive programming, and events to help students develop foundational knowledge of self, gain leadership skills, and build a sense of community for lifelong achievement. During the year, the SOS Pearls staff completed outreach to 625 students with 234 utilizing the DCF Tuition Waiver. Offered on the St. Petersburg and Tampa campuses, work began in the 2022-23 academic year to expand to the Sarasota-Manatee campus. [1C1]

Enhancements to Sarasota-Manatee Office

As the need for support increased, SOS on the Sarasota-Manatee campus hired a Care Manager/Health & Wellness Coordinator to process care referrals and provide consistent care management to students. Sixteen care referrals were submitted during the 2022-2023 academic year; none of the students were escalated to SOCAT and all cases were handled by the new Care Manager. Additionally, SOCAT reviewed and processed 21 ARC petition requests -- a notable increase from the 11 requests during the previous academic year. [1C1, 1C2]

WELLNESS CENTER

Reverse Vending Machine Generates Pantry Funding

To provide additional support to the campus pantry and increase recycling on campus, the St. Petersburg campus installed a reverse vending machine with an estimated donation to the pantry of \$1,120.20 during the 2022-23 academic year. [1C2]

Student Accessibility Services Assessed

To assess departmental needs, the St. Petersburg Wellness Center created a SWOT analysis for campus Student Accessibility Services which allowed them to form steps towards creating formal strategic goals for the department. [1C1]

Document Review for Inclusivity

The Wellness Center reviewed its forms, paperwork, and surveys to ensure more inclusive language and were able to make changes to multiple documents to improve inclusivity, as well as opportunities to gather new data from students. [1C1]



INNOVATIVE EDUCATION

Working closely with colleges, faculty, and the Tampa Bay community, Innovative Education creates innovative, student-centered digital content, courses, fully online programs and industry certificates that cater to the needs of today's learners while also addressing workforce demand.

Corporate Training and Professional Education

Corporate Training and Professional Education empowers individuals to advance their careers and gain certifications in areas ranging from human resources or project management to paralegal or process improvement. Programs range from short single session trainings focusing on digital marketing workshops, data analytics training, communication, and interpersonal skills enhancement, IT, or cybersecurity as well as certificate programs led by expert instructors, USF faculty and industry partners.

In the 2022-23 academic year, the team partnered with 18 organizations, ranging from Big Brothers Big Sisters of America to Amazon's distribution, fleet and robotics teams, as well as several governmental and military entities. As a result of these partnerships and the team's marketing, there were 22,960 total non-credit enrollments – 10,204 people spanning 41 nations, earning 11,773 non-credit badges during the academic year – an 18% increase over the prior year. The most popular programs were the SHRM or PMP exam prep for certification, which served more than 250 people. Enrollments in the Paralegal Certificate Program and the Business Economic Development course doubled from the prior year. Additionally, more than 9,500 people attended CTPC workshops or webinars on topics ranging from Continuous Improvement to HR to Security. [1D5, 3A1, 3A2, 3A3, 3C1, 3D4, 3D5, 5B3f]

New Fully Online Engineering Graduate Certification Programs Launched

Innovative Education launched two new fully online graduate certificate programs in partnership with the USF College of Engineering. These programs included enhanced support for students, including Student Success Coaching and Online Orientation for newly admitted and ongoing students into these USF online programs:

- Artificial Intelligence Graduate Certificate: a 12-credit hour program designed for the skills needed to build and integrate next-generation AI tools and become well-qualified for roles in data mining, natural language processing, machine learning, autonomous robotics and other technologies.
- Pathway to Computing Graduate Certificate: a 15-credit hour program that can help students change careers and either prepare for a master's-level computer science program or qualify for positions in the white-hot technical job market. [1A1, 1C1, 1D1, 4A1, 5B3f, 5D2]

Digital Learning Delivers for Faculty

Innovative Education's Digital Learning team revolutionizes online education through expertise, innovation, collaboration, and cutting-edge technology. The nationally recognized team spans multiple departments and all three campuses, providing personalized support for learning design, multimedia and video production, and faculty development. They partner with faculty

to create student-centered, outcome-driven online courses and digital content, leveraging modern technology for an engaged learning experience.

InEd Studios, the advanced video and multimedia production arm, produces captivating educational content through virtual production studios. The team's Learning Designers partnered with faculty to develop 155 online courses that met USF quality standards for online learning, a 68% increase from 2021-2022. The team created hundreds of collateral pieces for faculty, including interactive graphics, infographics, PDFs, presentations, animated content, screencast demonstrations, custom avatars, games, and podcasts. Digital Learning teams across all three campuses conducted 2,118 individual support sessions with faculty, providing more than 1,000 hours of consultative work. The team implemented weekly Monday Minute videos and shared to 1,600 faculty teaching online.

The Online Instructor Certification is USF's flagship training program, providing faculty with online teaching strategies. Innovative Education launched a successful campaign to increase the number of certified faculty in the first six months of 2023 with 262 faculty certified, which tracked to be the highest number of annual certifications since the department was formed in 2012.

More than 2,000 faculty members participated in Innovative Education's fully online, asynchronous, workshops during the 2022-2023 academic year. The most popular workshop was the Honorlock Readiness program with 945 participants. Additionally, nearly 700 faculty enrolled in workshops related to Kaltura and more than 300 participated in the Camtasia Foundations workshop.

The InEd Studios team produced more than 250 video, audio, and design projects, including implementation of two state-of-the-art virtual production studios for online course production. [1B1, 1C1, 1D5, 1E1, 1E2, 1E4, 4A1, 4B1]





Other Achievements

- InEd's Testing Services accommodates USF and non-USF test candidates, and delivered more than 1,000 exams per month. Testing Services' portfolio of exams includes entrance/ placement, certification/licensure, distance learning and pre-employment.
- The InEd Recruitment team assisted nearly 700 prospective students for eight programs, resulting in 313 new USF students during the 2022-2023 academic year.
- The InEd Youth Experiences Program offers K-12 students a variety of summer camp experiences. In the 2022-2023 year, the team served over 600 campers at YXP-hosted camps, marking a 28% increase from the previous year. The camps were held at 30 different summer camp locations across all USF campuses, giving K-12 attendees a glimpse of what it's like to be a Bull.
- InEd developed the inaugural Innovation in Online Design and Teaching Award to recognize exceptional online teaching practices and design, development, and delivery. Sanghoon Park, from the USF College of Education, received the 2022-2023 honor for his Current Trends in Instructional

Technology; USF Department of World Languages Assistant Instructor Margarita Altuna and USF Muma College of Business Instructor Loran Jarrett were finalists.

- InEd launched a pilot process and a multi-semester pilot and evaluation of Harmonize, an online discussion platform that help students contribute in ways that feel familiar and natural, and creates a social learning environment that is inclusive of diverse learners.
- The Osher Lifelong Learning Institute's senior-focused learning programs are made available to its 1,346 members and their guests. During the 2022-2023 academic year, the OLLI team offered 274 classes and 27 lectures, a 10% increase over the prior year. While many were online, the team saw a 20 percent increase in demand for in-person classes and the team hosted programs at more than 20 venues, three of them new. They trained 38 new instructors, too.
- The Osher Lifelong Learning Institute received a history-making individual donation of \$40,000.



STRATEGIC INITIATIVES

As a new unit, the team was charged to lead a collaborative effort to produce a new USF Strategic Enrollment Plan to support institutional partners in achieving specific measurable enrollment goals.

Strategic Enrollment Planning Council

A Strategic Enrollment Planning Council was formed in January 2023 to collaborate with Ruffalo Noel Levitz to develop a new Strategic Enrollment Plan for the university. Anticipated to be completed in the fall of 2023, the plan will include a prioritized slate of proposed projects for executive consideration. The council, which began work in March 2023, was charged with developing a plan designed to help USF:

- maintain class size while increasing the academic profile and access,
- optimize financial aid and scholarship dollars to manage net tuition more effectively,
- increase graduation rates, and
- work toward becoming a top 25 public research institution.

Financial Aid and Financial Modeling Workgroup

A Financial Aid and Financial Modeling Workgroup was also formed in January 2023 to collaborate with Ruffalo Noel Levitz to develop and implement a new Financial Aid Leveraging Model designed to optimize USF's merit- and need-based award strategy. Anticipated to be implemented in fall 2023, the goals established for the new model included:

- meet headcount goals outlined in BOG Accountability Report,
- maintain the fall academic profile, and
- increase net tuition revenue.

Organizational Assessment of Admissions

With the departure of the Dean of Admissions in January 2023, Strategic Initiatives was charged with assessing the unit between March and July 2023. As a result, on August 1, 2023, the Strategic Initiatives team was folded into Admissions and the unit was immediately restructured under the leadership of Stephanie Harff.

Other Key Accomplishments

- Collaborated with IT to develop an integration between Dynamics CRM and HubSpot marketing automation platform.
- Developed new marketing collateral to support campus-specific student recruitment.
- Updated all automated communications campaigns for Admissions.

STUDENT ENGAGEMENT

On all USF campuses, student engagement and community development departments facilitate learning opportunities and experiences beyond the classroom. They help students develop skills and gain a better understanding of themselves through leadership, involvement, civic engagement, multiculturalism, and responsible community behaviors.

CENTER FOR LEADERSHIP & CIVIC ENGAGEMENT (CLCE)

BullsConnect Enhancements

During the 2022-2023 academic year, CLCE continued its elevated support of student organizations through a heavy investment in the BullsConnect platform and training opportunities to meet the evolving and ongoing needs of students and student organizations. In addition to BullsConnect Days, the office invested in training and education of student organization officers, members, and advisors as a means to increase adoption and facilitate thoughtful engagement of the platform towards the goal of engaging more students in active participation on and off campus.

- Implemented re-registration training three times per month beginning in April, to assist with the re-registration process and streamline administrative functions
- Facilitated more than two dozen trainings across 12 topics for organization officers in the spring semester.
- Hosted three community service student organization roundtables
- Registered and re-registered 746 active student organizations on the Tampa campus.
- Enabled Golden Bull applications through the BullsConnect platform.
- Facilitated three BullsConnect Days during Week of Welcome (Fall, Spring and Summer) as a means to orient students to the platform, troubleshoot questions and increase adoption of the platform to engage student activity and usage.
- Organized the largest student organization fair in recent history; January saw the largest number of participants in the past five years (625 in two hours).
- Collaborated with half a dozen student organizations on the implementation of community service programs for the first time since the pandemic. [1C1]

Bulls Vote Initiative

During a midterm election year, CLCE continued its efforts to encourage active democratic engagement. For the fourth year in a row, USF has been named a Voter Friendly Campus by the Campus Vote Project, one of 258 institutions to receive this designation. Additionally, USF was awarded a Highly Established Action Plan Seal by the ALL IN Campus Democracy Challenge (ALL IN). This reflects the university's continued efforts -- even during a non-national election year -- to break down barriers and empower students with the information and tools they need to participate in the political process. In the Campus Vote Project, campuses were evaluated on their ability to complete a multi-step process, which included engaging a coalition of campus members from staff, faculty, students, community organizations, and local election officials to develop a written plan for how the institution would engage student voters in 2022, facilitating voter education and engagement efforts on campus, and writing a final analysis of their efforts reflecting on what worked and what to change going

forward. The designation is valid through December 2024.

- Engaged a broad coalition of individuals involved in democratic engagement.
- Celebrated Constitution Day.
- Acknowledged National Voter Registration Day.
- Raised awareness for democratic engagement by participating in National Voter Education Week.
- Partnered with student organization on the delivery of Donuts & Democracy and Exercise your vote programs.
- Invested staff time in professional development opportunities through Campus Compact, All In, etc.
- Collaborated with student organizations across political lines for advancement of voter education.
- The University of South Florida has been awarded a Highly Established Action Plan Seal by the ALL IN Campus Democracy Challenge (ALL IN). [1D4]

Expanded Community Partnerships

The Center for Leadership & Civic Engagement expanded partnerships across the institution and community to advance the knowledge among students of leadership and community engagement theories and practices. An example of some of the partners from the 2022-2023 academic year include Publix, Feeding Tampa Bay, Girls Scouts of West Central Florida, Habitat for Humanity and more. These programs helped students engage in their local and regional communities, learn new skills, develop relationships with their peers, and increase their lifelong engagement as community collaborators. Students help to meet the needs of non-profit partners with limited financial resources while also growing their empathy, knowledge, and skills.

- Facilitated Lunchtime Leadership Series
- Hosted Celebration of Leadership Awards & Golden Bull
- Coordinated 3,400 hours of community service; \$37,400 economic impact through community service hours
- Hosted more than 70 community service events during the 2022-2023 academic year through the Stampede of Service initiative and Bulls Service Breaks programs. [1D4]

COMPASS STUDENT EXPERIENCE

PAThe Leadership Summits

The COMPASS Student Experience's Pinellas Access to Higher Education (PATHe) team partnered with Pinellas County School Board to host four different leadership summits on the St. Petersburg campus. The summits not only brought together diverse groups of students to help develop their leadership skills and, in turn, share those skills with their schools to make them places of collaboration and success, but also exposed the attendees to a college campus and resources. More than 691 students from elementary, middle and high schools from Pinellas County attended. [3A1]



The PATHe team also reengaged with St. Petersburg College by hosting 17 presentations with approximately 436 students in attendance and conducting over 100 appointments with prospective USF students. [3A1]

Strengthening Faculty Partnerships

The Success Advocates on the St. Petersburg campus developed a faculty and staff office visits program, which occurred at the beginning of each semester. The goal of the program was to develop connections with faculty and staff and make them aware of the resources and opportunities provided by the success advocates, including reminding them about the student referral process and the variety of presentations the advocates can deliver in their classroom or other spaces. Success advocates engaged with more than 80 different faculty and staff during the 2022-23 academic year. [1C1]

Parent and Family Weekend Launched

The St. Petersburg campus launched its own Parent and Family Weekend, offering eight unique events on and off campus. Approximately 186 parent and family members of students enrolled at St. Petersburg enjoyed the opportunity to engage in local activities as teams showcased what the campus and local community had to offer. [1C1]

DEAN OF STUDENTS

Dining with the Dean Launched

The St. Petersburg Dean of Students launched the inaugural Dining with the Dean program to foster community between the Dean of Students and student body and raise awareness of the function and the support resources available to students. The event had 35 students in attendance, so the program is planned to continue on a bi-monthly basis in collaboration with student government. [1C1]

Student of Color Advisory Board Collaboration

The Dean of Students worked closely with the Students of Color Advisory Board, comprised of student leaders on the St. Petersburg campus focused on addressing the needs of students of color on campus. The collaboration fostered community through a podcast launched in fall 2022, meetings with senior leadership, and hosted community spaces for discussion about their experiences as students of color. [1C1]

MARSHALL STUDENT CENTER (MSC)

Expanded Partnerships for Enhanced Services

The Marshall Student Center (MSC) formed multiple mutually beneficial partnerships during the 2022-23 academic year to increase revenue and enhance services available to the Tampa campus. Spring of 2023 welcomed Amazon as a tenant in the MSC with a package pickup and return location. Additionally, the MSC team worked with the USF Federal Credit Union to increase their footprint in the building to accommodate their plans as they shut down their other campus branch. Finally, the team is finalizing negotiations with Aramark to expand their space and operations that will extend food hours to students the entire time the Marshall Student Center is open. The new service offering should be complete at the start of Fall 2023. [3A2, 5B3f]

Hybrid Meeting Technologies

To promote access, the MSC added Hybrid Meeting Technology, expanding its ability to accommodate clients' need for adaptive environments. Established goals were surpassed with 22 clients utilizing the new technology in 2022-2023 for their meetings or events, generating \$10,200 in revenue, which helped to cover the capital investment and fund this initiative moving forward. [5B3f]

Expanded Student Staff Development Curriculum

The MSC strengthened its commitment to student development this year with the implementation of the Self-Exploration & Educational Development (SEED) Curriculum and the Recognizing Objectives & Occupational Targets (ROOT) Program. Incorporating the previously implemented educational strategy of GROW (Guided Reflection on Work), SEED's curricular approach focuses on holistic development through purposeful educational strategies grounded in Career Readiness Competencies (NACE). ROOT was rolled out in the spring

semester with customized Career Preparation Workshops presented by Career Services. The MSC intends to expand this strategy by hosting future collaborative sessions with Career Services, Office of Multi-Cultural Affairs, Bull2Bull Financial Education, Office of International Services, and Aramark. As a result of MSC student staff being engaged in the GROW conversations, the MSC achieved the goal that 100% of student staff would be able to identify at least two competencies they have developed through their employment role at the MSC. [1E1, 1E2]

OFFICE OF MULTICULTURAL AFFAIRS (OMA)

National Coming Out Day Celebration

The National Coming Out Day Celebration is a signature event hosted by the Office of Multicultural Affairs to celebrate the courageous coming out stories of our LGBTQ+ students, staff, and faculty, and to increase a sense of belonging and identity affirmation in the spirit of 'Inclusive Excellence'. For the 2022-23 event, 112 students attended, nearly 30 staff, and five alumni and donors. One of the donors -- a parent of an incoming student who identifies with this student population -- committed \$5,000 for the next five consecutive years to continue this event. [1C1, 1C2, 1D5, 4A1, 4A2, 5B3f]

Hispanic Heritage Month: Excellence Week

The Office of Multicultural Affairs coordinated a weeklong celebration of accomplishments among four Latinx influencers and community leaders, who are subject experts in their field, hosting presentations for student, faculty and staff engagement. Topics addressed included: Suicide Prevention and Mental Health Resources for Black and Latinx students; Latinx empowerment and leadership in respective local communities; artistic expression and identity development workshop through poetry and creative writing; and affirming a first-generation and immigrant identity through art, culture, and activism. The events were attended by 140 students and 15-20 faculty and staff members. [1A1, 1C2, 1D4, 1E1, 3A2, 4A2]

MLK Jr. Commemorative Week

In January, the Office of Multicultural Affairs brought together campus and community partners for the annual commemoration of civil rights leader Dr. Martin Luther King, Jr. His dream and vision were honored through a variety of events that embodied his commitment to social justice, service and civility. The week is designed to raise awareness and foster education about Dr. King's legacy, his impact on civic engagement and effective activism, and his efforts towards inclusive progress in society. At least 300 students attended, along with 50-60 faculty and staff across USF campuses. [1A1, 1C2, 3A3, 4A1, 4A2]

OFFICE OF STUDENT ENGAGEMENT

Re-introduction of the Advanced Leader Retreat

The Student Engagement team on Sarasota-Manatee campus reintroduced the Advanced Leader Retreat in the Fall 2022 semester. Student attendees learned about leadership through the lens of the Relational Leadership Model with an emphasis on inclusivity and collaboration. The retreat was co-hosted with the Student Life & Engagement office at the St. Petersburg campus and students from both the St. Petersburg and Sarasota-Manatee campuses participated in the program.

Additionally, the team hosted the Emerging Leader Retreat, a Women in Leadership Retreat, Student Organization Training, and mentorship and coaching for student employees in the Office of Student Engagement, Campus Activities Board, and Student Government to provide leadership development training and skill building. [1C1, 1E1]

Expanded Week of Welcome and CAB Events

The Student Engagement team kicked off the 2022-23 academic year with a new approach to Week of Welcome (WOW) by building out programs for each semester to align with best practices from the other campuses. It was expanded to include other Student Success departmental events that diversified programming and provided new opportunities that appealed to a diverse student population to make social connections and learn about campus resources. In Fall 2022, WOW featured eight events hosted by four departments, with an average of 54 student attendees per



program. For Spring 2023, a more intentional effort to include new departments was made, and this yielded eight events hosted by six departments with an average event attendance of 71 students – a 31% increase.

The Sarasota-Manatee Campus Activities Board (CAB) also expanded its programming by hiring a diverse student staff to develop, plan, and lead approximately 40 events for the academic year. By hiring a marketing and engagement consultant, the team was able to increase average event attendance to 56 students, a 24% increase from the average attendance in 2021-22. [1C1, 1C2]

Reimagined Orientation

The Office of Orientation reimagined the orientation experience to be more engaging for newly admitted FTIC and transfer students to the Sarasota-Manatee campus. A total of 269 newly admitted students attended orientation during the academic year (Fall 2022: 69 students; Spring 2023: 81 students; Summer 2023: 119 students). Between 10-15 campus partners participated in each orientation during a new Resource Fair initiative, as well as facilitated orientation presentations and activities to ensure relevant information was shared with incoming students. [1C1, 1C2]

RESIDENTIAL EDUCATION

House Calls

House Calls is a multi-residential hall experience that supports students with their transition to college and provides new students with academic and campus knowledge, resources and support from faculty and staff. During the evening of September 7, 2022, 40 faculty and staff volunteers visited residential halls and engaged in formal panels and informal conversations with 550 students on a variety of topics related to academic success, co-curricular involvement, professional development, post-graduate transition, and any other discussion topics prompted by our students. Campus professionals shared their expertise, professional journeys, and personal advice, and handed out campus resources information. Twenty nine post-event survey responses were received and students shared substantial takeaways from the event, including meeting new people/making friends, learning about undergraduate research, professional development opportunities on campus, and resources specific for student groups and identities. [1C1, 1C2, 1E1]

Achieve-a-Bull Workshop

Achieve-a-Bull is a one-day workshop offered on the Tampa campus in January before classes begin to any first-year residential student from the Tampa or St. Petersburg campuses with a GPA of 2.5 or below from fall semester. The workshop is a partnership between Residential Education and various student support services, including the Academic Success Center, the Office of



Academic Advocacy, and the Center for Student Well-Being. The goal of this workshop was to educate students on university resources and personal strategies to support study skills, personal wellness, and academic success in the upcoming semester to positively affect student progression. Of the 476 students invited, 56 residents attended, and 49 completed the workshop. Attendees received email follow-up from the Office of Academic Advocacy encouraging them to contact them if they needed support during the semester. [1C1,1C2, 1E1]

Finals Review

Finals Review is an ongoing collaboration between Residential Education and the Marshall Study Center (MSC) aimed at providing academic support and wellness opportunities to students as they prepare to complete final exams and course assignments. During the 2022-23 year Test Free Weeks and leading into finals week, Residential Education organized final review sessions (in person and some also virtually) in the MSC for some of the most challenging courses. These reviews are hosted by Residential Education’s Faculty Fellows, as well as instructors from colleges and academic areas that sponsor individual Living Learning Communities. The sessions helped students as they received pointed examination preparation, study recommendations, and test-taking strategies to enhance academic performance. Subject areas for reviews included: Calculus, Organic Chemistry, Physics, Micro and Macro Economics, Financial and Managerial Accounting, Statistics, and Genetics. Reviews offered in Fall 2022 had 1,003 attendees and Spring 2023 had 838 attendees. [1E1] [pic]

Engaging a Record Number of Residential Students

The St. Petersburg campus welcomed a record number of more than 900 residential students to campus in the 2022-23 academic year. The Residential Education team brought back large scale, in-person programmatic events to help students connect and build relationships with peers, including Laser Tag and Bingo events during Week of Welcome. The Tour de Peli was named the campus’ program of the year and incorporated financial literacy education and other educational components over a fun progressive dinner with a passport theme. [1C1]

STUDENT ACCESSIBILITY SERVICES

Providing Accommodations for 3,100 Students

The Student Accessibility Services (SAS) team provided on-going support of legally required accommodations for students with disabilities at USF, including (but not limited to) accommodated exams, provision of American sign language and transcription services for students who are deaf, and negotiation of attendance and deadline accommodations. Continue providing accommodations in a manner which ensures both timely implementation and quality education/advocacy for students. In May of 2023, Student Accessibility Services reached the benchmark of 3,100 students



registered with SAS (200 on the St. Petersburg campus, 100 on the Sarasota-Manatee campus and the remainder on Tampa campus). [1A1, 5D1]

Johnson Scholarship Applicant Pool

The Johnson Scholarship is offered to first-degree earning undergraduate students with disabilities within the state of Florida. Student Accessibility Services assumed responsibility for the scholarship in spring of 2021 and set a goal to increase the 2022-2023 applicant pool by 50 %. In prior years, USF averaged 15 applicants but, in the last academic year, the office had 57 applicants. Of the 57, 11 were returning applicants and 46 were new applicants, reflecting a 306 % increase in applicants year over year. [1A1, 1C1, 1E3]

Accessibull Insights Series

To encourage and expand awareness of the department, student accommodations, and disability culture at USF, SAS created a monthly Accessibull Insights series at the start of fall semester. The virtual series brought 75 students, faculty and staff together to discuss current related topics, like Disability Disclosure in the Workplace and Powerful Voices of Disability Advocacy. [1C1, 1C2]

Initiatives for Accessibility Awareness

The Sarasota-Manatee staff improved campus awareness of digital and physical accessibility, promoted inclusivity in campus materials and events, and expanded SAS partnerships and collaboration to foster intentional inclusion for those with disabilities. SAS presented and shared materials regarding accessibility to Student Success leaders, Academic Advising, Orientation Leaders, Staff Advisory Council (SAC), Communications and Marketing (UCM), and other community partners. Approximately six trainings were provided to the campus community throughout the Spring 2023 term. [1C1, 1C2]

STUDENT CONDUCT AND ETHICAL DEVELOPMENT

Development and Implementation of the Maxient Platform Student Conduct and Ethical Development partnered with the following areas to implement Maxient, a new case management platform in the summer of 2023: Dean of Students Office, Student Outreach and Support, Students of Concern Assistance Team (SOCAT), Undergraduate and Graduate Studies, Residential Education, Center for Victim Advocacy and Violence Prevention, Title IX, and Equal Opportunity Compliance. By consolidating to a singular platform across all three campuses, the offices are able to manage student records more efficiently and collaborate more easily when needed to support students. [5D2]

Supporting Student Growth and Development

The Student Conduct and Ethical Development team continued expanding opportunities to support the growth and development of

students through engaging event collaborations with other departments. The event activities helped to provide wrap-around care for students who were involved in the student conduct process as well as educate additional students on behavior and available resources as they learned about the Code of Conduct, the SCED process, medical amnesty, the Bulls Student Advisor services, and more. Events included:

- Mocktail Mix-off (126 attendees)
- Spooktacular Party Safety Event (101 attendees)
- Go Bananas For Your Body (220 attendees)
- Patio Tuesdays
- Tabling with Bulls Student Advisors, an SG agency (25 attendees)
- Walk like MADD (approximately 500 attendees)
- Sexual Assault Awareness Month Launch (40 attendees)
- Denim Day (17 attendees)
- Summer Splash Bash (approximately 100 attendees) [1C2]

DOS Ambassadors Collaboration

The Student Conduct & Ethical Development team on the St. Petersburg campus facilitated increased DOS Ambassador collaboration and programming related to Student Conduct, Title IX and resource education during the 2022-23 academic year. New programming included Crash Car and Intoxication Goggles with MADD, Love on the Lawn with the Wellness Center, and the 5th Annual Festival of Sex with partners from CASA (Community Action Stops Abuse), Planned Parenthood and Career Services. Additionally, the DOS Ambassador online and social media presence was increased by utilizing BullsConnect, Instagram and podcasts. [1C1, 3A1]



STUDENT GOVERNMENT ADVISING, TRAINING & OPERATIONS (SGATO)

Student Planner and Handbook

The SGATO team coordinates the design and production of the annual Student Government Planner and Handbook, which includes key university general information, a calendar, campus resources and student policies printed in a planner format for distribution to students across three campuses during the academic year. The planners were available for the start of fall semester, all 10,000 were successfully distributed, and a web version was provided on the Dean of Students’ website for public access as required by law. [1C1]

Annual Student Memorial Ceremony

Student Government and the Dean’s Office collaborated on the annual memorial ceremony that honors all USF students who passed away while attending the University of South Florida in the year. In January, families, friends, students, faculty, staff, and administrators gathered to memorialize the deceased students via a ceremony and wall engraving of the students’ names on the memorial site on Crescent Hill. This long-standing ceremony has become a benchmark program that other universities inquire about. [1C1]



Leadership Competency Rubric Outcomes Assessment

As advisors and trainers, SGATO is charged with the development of Student Government officers and leaders. Through participation in activities and roles associated with the mission of Student Government, students will demonstrate increased development from an entry level “Involved” status to a “Leading” status across selected NACE competencies. The team provides students with experiential learning opportunities and intentional advising that advances their leadership and professional skill set. To assess this development, an SGATO advisor completes a competency rubric with select student leaders in September to identify their current skill set level, with a performance target of 85%. In April, the advisor uses the competency rubric to assess the developed skill level and determine if the student leaders improved in at

least five of the eight NACE competencies and achieved a leveling up of their skills from “Involved” to “Engaged” to “Leading” competency levels. In the 2022-23 academic year, 86% of the student officers/leaders improved in five or more competencies as a result of their Student Government involvement on the Tampa and Sarasota/Manatee campuses. The St. Petersburg campus was under staff transition, so they did not complete the assessment this year. [1C1, 1E4]

STUDENT LIFE AND ENGAGEMENT

USB Service Break Trip

Unbullievable Spring Break trip from the St. Petersburg campus was in Atlanta, GA during the spring of 2023. Students formed close connections with one another and service site volunteers/ staff, while also learning how to serve others and bringing that service-mindset back to their own communities. USF students assisted at the Atlanta Community Food Bank and Gilliam Gardens, raising their awareness of the social issues related to their volunteerism. Un-Bull-ievable Service Break service trips use the Active Citizen Continuum to gauge participants on their investment in the service project. [1A1, 1C1, 1C2,1D4, 1E3, 3C3]

Bulls Leading the Way Initiative

The Bulls Leading the Way initiative recognized students who may not have a formal leadership title but still positively impacted the St. Petersburg campus and surrounding community. Students do not have to have a formal leadership role or position of authority to be agents of change. The campaign highlighted students’ accomplishments and encouraged students who do not hold a leadership title not to wait until they hold one to exemplify the characteristics of a good leader.

UNIVERSITY STUDENT CENTER

Formation of University Student Center Board

The University Student Center Advisory Board, consisting of five student members, was established on the St. Petersburg campus to provide student perspectives on dining, event procedures, spaces within the USC, and Study Center weeks. [1C1]

Facilities Showcase

The St. Petersburg team partnered with regional and national organizations, such as Meeting Professionals International (MPI) and the Tampa Bay Chamber of Commerce, to host mutually beneficial showcases of USF space and resources. The effort not only brought additional revenue sources for operational support but also strengthened community partnerships for enhanced connections and opportunities for students, faculty and staff. [3A2, 5B3f]



AWARDS & RECOGNITION

Academic Enrichment

- Shane Combs was awarded the 2022-2023 Educational Facilitator of the Year Award from the USF Office of Multicultural Affairs.

Academic Programs

- Ryan Hughes received the Distinguished Faculty Award in the 2022 Global Excellence Awards (USF Education Abroad).

Academic Services/Athletics

- Kydani Dover, Director of Student Learning Services, was a Finalist nominee for the American Athletic Conference Racial Equality Action Group award.

Army ROTC

- MSG Michael Ellender of the Army ROTC on Tampa campus was the Tampa Bay Lightening honorary guest in recognition of his service.

Career Center

- Kasey Kobs received a USF Outstanding Staff Award.

Campus Recreation (St. Petersburg campus)

- Nuri Troy was elected as Director of Officials for the National Intramural Sports Association (NIRSA) Flag Football Regional Tournament and was also elected as a clinician for NIRSA's Flag Football National Tournament.
- Leah Reynolds received a USF Outstanding Staff Award.

Center for Leadership & Civic Engagement

- USF has been named a Voter Friendly Campus by the Campus Vote Project, one of 258 institutions to receive this designation.
- USF was awarded a Highly Established Action Plan Seal by the ALL IN Campus Democracy Challenge (ALL IN).

COMPASS Student Experience

- Nicole Alfaro, Graduate Assistant for COMPASS, received the Graduate Assistant Award at the Rocky's Leadership Awards ceremony.
- Joyner Atilas-Lopez, Assistant Director for the New Student Experience, received the #NoTitleNeeded Staff or Faculty Award at the Rocky's Leadership Awards ceremony.
- Carolina Nutt and the COMPASS Team received the Town and Gown Award.

Counseling Center

- Alyssa Burns, Assistant Director, received the Inclusion Excellence Award on the Sarasota-Manatee campus.

Financial Aid

- Dameion Lovett, Director of Financial Aid, received the Distinguished Service Award from the Florida Association of Student Financial Aid Administrators (FASFAA).
- Brandi Spencer received a USF Outstanding Staff Award.



High Impact Practices and Undergraduate Research

- Dr. Nazek Jawad was awarded the Global Excellence Award presented by USF World.

Housing and Residential Education

- Amy Pounders, Assistant Director for Residential Education on the St. Petersburg campus, was recognized with the Southeastern Association of Housing Officers (SEAHO) Service Award.

Innovative Education

- In 2022, the InEd Studios team won its 4th Suncoast Regional Emmy Award for their work on a feature-length documentary film.
- The Corporate Training and Professional Education team has been named a Top 20 Education Partners for SHRM Exam Prep and the unit is ranked No. 1 in enrollments for SHRM Essentials.

Office of Academic Advising

- Stephanie Alexander, Academic Advisor, received the USF Sarasota-Manatee campus Emerging Staff Award.

Office of Multicultural Affairs

- Alison Garcia, Coordinator, and Emely Morel, GA, received LGBTQ+ Allyship Awards from the USF Foundation at the Lavender Graduation Ceremony.
- Neudy Nunez, Director, received a staff member recognition award at the annual Status of Latinos (SoL) Award Breakfast.

Office of Student Engagement

- Kati Block, Assistant Director, was awarded the Outstanding Scholarly Contribution Award from the Florida Library Association.
- The New Student Connections team won the Co-Sponsorship Event of the Year 2022-2023 at the Sarasota-Manatee Campus Involvement and Leadership Awards.

Resource Management/University Student Center

- Anthony Carinci received the USF Outstanding Staff Award.
- Andy Dang served as the MPI (Meeting Professionals International) Tampa Bay Area Chapter President through December 2023. He also received a \$1,750 grant from MPI Foundation/Cvent towards Meeting Academy 2023, and his team also received Top Performing Chapter from MPI Global.

Student Conduct & Ethical Development

- Melissa Graham received the 2023 Distinguished Service Award from Center for Student Involvement - Fraternity and Sorority Life.

Student Government Advising, Training & Operations

- Gary Manka, Director, was awarded the National Association for Campus Activities (NACA) Outstanding Student Government Advisor award.

Student Health & Wellness Center

- Marisol Amarante, Director of Operations, won USF Outstanding Staff Award.
- Kevin Clark, IT Administrator, received the USF Outstanding Staff Award.

Student Life and Engagement

- Abigail Bradley-Tyler received the Golden Apple Student Government Award at the Rocky Leadership Awards.
- Kasey Szel received the Student Success Professional Development Grant.

Student Ombuds Office

- Jennifer Schneider received a Global Excellence Award by USF World.
- Jennifer Schneider was recognized with a Presidential Award by the International Ombuds Association.



Student Services (Sarasota-Manatee)

- The team received the Outstanding Staff Award.

Student Support Services

- The team received the Outstanding Staff Award for 2022.

Wellness Center (St. Petersburg campus)

- Aubrey Sampson won a Rocky Award for Student Organization Advisor.



BEST PRACTICES MODELING, PRESENTATIONS & PUBLICATIONS

Academic Programs

- Ryan Hughes, Bachelor of General Studies Advisor, co-presented “Spanning the Gap of Degree Completion: Bachelor’s Programs for Adult Learners” at the Global Community for Academic Advising (NACADA) in Portland, Oregon, in October 2022.
- Beth Taylor, Assistant Director, presented “The Journey Towards Success: A Transfer Student Success Story” to Tau Sigma National Transfer Student Honor Society in April 2023.

Academic Success Center

- Zoraya Betancourt and C. Edwards presented “Director’s Corner: Re-establishing Connections and Sharing In Lessons Learned” at the FCLCA 2023 Conference in Tallahassee, FL in April 2023.
- Zoraya Betancourt presented “Geeked out! How Having the Right Support, Partnerships, and Tools Can Make You a Data Geek!” at the FCLCA 2023 Conference.

Center for Leadership & Civic Engagement

- Kim Fabbri successfully met the requirements for the Certified Student Affairs Educator (CSAEd) in January 2023.

Center for Student Involvement

- Travis Crudele-Roberts, Assistant Director, was appointed to serve as Chair of the Educational Programs Committee for the Association of Fraternity/Sorority Advisors (AFA).

Center for Student Well-being

- The team presented “Health Promotion on Shoestring Budget: Utilizing Multiple Strategies to Accomplish More with Less” at the American College Health Association’s Annual Meeting in Boston, MA.



- Kathleen Koviak, Coordinator of alcohol & other drug prevention initiatives, was asked to serve as the Chair of the newly formed Tampa Bay Area University Community Traffic Safety Team.

Center for Victim Advocacy & Violence Prevention

- Jacqui Simmons Groves presented “Strength-based Student Leadership: Multidisciplinary Approaches to Building More Inclusive Violence Prevention Volunteer Programs” at Solving the Campus Sexual Assault & Dating Violence Puzzle Conference 2022.
- Michelle Hughes Miller and Megan Deremiah presented “Meeting the needs of all victims: A necessity and a challenge for on-campus victim services agencies” at the American Society of Criminology 77th Annual Meeting 2022.

COMPASS Student Experience

- Carolina Nutt, Director, was selected as one of the faculty members for the Orientation Professionals Institute for the Association for Orientation, Transitions and Retention (NODA).

Innovative Education

- Christine Brown, AVP - Innovative Education, was featured as a keynote speaker for the Topkit 2023 conference.
- InEd Studios team presented at the NAB conference.
- Two members of the Corporate Training and Professional Education department presented at four conferences: UPCEA, AMP, National Council for Continuing Education and Training (NCCET) and the IEDC Conference.
- The Digital Learning and Training team held more than dozen workshops for nearly 175 USF faculty, covering topics ranging from Honorlock or Microsoft Teams Essentials to Canvas fundamentals to building academic integrity plans.

- The Digital Learning and Training team hosted the Topkit Florida Faculty Development SUS Outreach Campaign, a half day conference for Florida universities, colleges and private institutions.
- Five Learning Design team members presented at three conferences with sessions titled:
 - “Implementing Perusall to Address Unique Educational Challenges with Diverse Learners”
 - “Bringing UDL Down to Earth: Creative Applications for S.T.E.M. Course Design”
 - “A Weighty Matter: Promoting Size Diversity and Combating Weight Stigma in the Online Learning Context”
- Five members of the Digital Learning and Training team presented at seven conferences with sessions titled:
 - “Two million online proctored exams: What we have learned so far”
 - “Online academic integrity: Flip it from an afterthought to a strategic PLAN”
 - “Implementing Perusall to Address Unique Educational Challenges With Diverse Learners”
 - “Flexible and High-Quality Course Design- Design and Implementation of Flexible Course Designs”

Office of Academic Advocacy

- The Progression Advocate team presented at CITL Celebration of Teaching on Sophomore Success and offered additional presentations to the advising community regarding the Finish in Four initiative, emphasizing how four-year graduation starts in the second year.

Office of Multicultural Affairs

- Neudy Nunez, Director, co-presented “Equitable Mental Health Resources: Policies and Practices toward Racial Justice and Gender Equity” at NADOHE (National Association for Diversity Officers in Higher Education) in Baltimore, MD, in April.

Office of Student Engagement

- Kati Block, Assistant Director - Student Engagement, and Jessica Szempruch, Assistant Librarian - USF Libraries, published an article in the Journal of Library and Information Services in Distance Learning entitled “Virtual Book Club: Impactful Library Programming at a Distance through Co-Curricular Collaboration”. They hosted poster presentations at both the Florida Library Association Conference and the American Library Association Conference.

Office of Transfer Student Success

- In collaboration with the Tau Sigma National Honor Society, the office presented “Building a Sense of Belonging and Student Engagement Through Transfer Student Organizations” at the Tau Sigma National Honor Society annual conference in Orlando and the Florida Summit on Accelerating Transfer Student Success in Miami.

Office of Veteran Success

- Our student success framework, CARES (Community, Awareness, Recognition, Encouragement and Support), has garnered interest from various national and regional conferences and organizations seeking to improve support for military-connected students. The office has been requested to present to various organizations, including NACADA leadership and the South Carolina Technical College System, showcasing our CARES framework and initiatives toward veteran inclusivity. Furthermore, we have actively engaged with local and national communities through panels, discussions, and programs focused on empowering military members for career success, fostering veteran inclusivity, and commemorating significant events like the 9/11 Remembrance Ceremony.



Recreation & Wellness

- Antonio Gonzalez, Assistant Director of Sports Programs, served as a content expert for the Esports CAS Standards for the development of the 50th CAS Standard since the creation of CAS in 1979 and as a contributor to the Esports CAS Standards Contextual Statement.
- Antonio Gonzalez also served as a NIRSA Assembly Member and as NIRSA Esports Virtual Institute Chair.
- In partnership with the Vinik Sport & Entertainment Management Program in the Muma College of Business, the team hosted the USF Esports Summit, which took an inside look at the high-growth esports Industry.
- Anthony Nguyen, Athletic Trainer, presented “Altered Postural Stability With Virtual Reality Immersion after Recent Concussions” at the National Athletic Trainers’ Association conference.
- Sarah Ortiz, Coordinator of Sports Programs, served in the following capacities: Sunshine Flag Football Officials Workshop as a group leader; Southern Mississippi Flag Football Tournament, Georgia Peach Classic Flag Football Tournament and the NIRSA National Flag Football Tournament on the Officials

Committee; University of Mississippi Regional Basketball Tournament on the All-Tournament Committee; officiated the NAIA Women's Flag Football National Championship at Mercedes Benz stadium.

Resource Management

- M. Miller presented “Senior Positions on Student Staff” at the ACUI Region III Conference in Atlanta, GA, in November 2022.
- J. Greene and E. McFee presented “Runnin’ Up That Hill: Preparing Students for College Success & Beyond” at the ACUI Annual Conference, Boston, MA, in February 2023.

SMART Lab

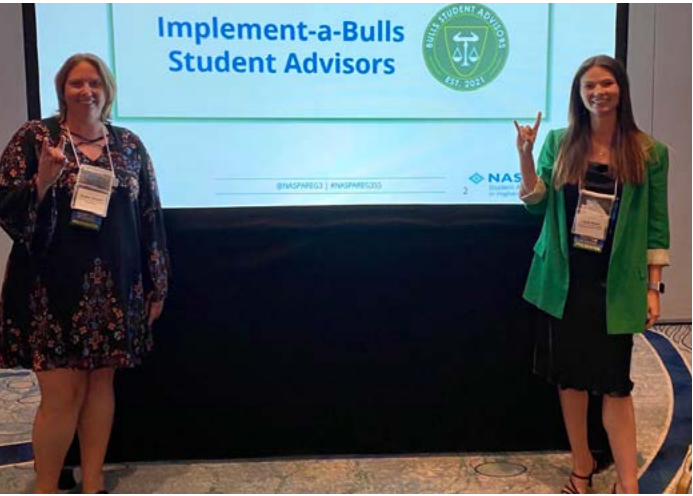
- Monica Quintero and S. Ebanks-Robinson, and D. Milligan presented “Student employment: Turning challenges into opportunities to develop emerging professionals” at the FCLCA 2023 Conference in Tallahassee, FL, in April 2023.

Student Accessibility Services (SAS)

- Deborah McCarthy presented “Creating a Presidential Awareness Committee on Accessibility” at the Disability Post Secondary Training Institute (PTI) In Boston, MA in May 2023 and the Association of Higher Education and Disability Diversity and Equity Conference (AHEAD) in Portland, OR in July 2023.

Student Conduct & Ethical Development

- Lauren Ready and Heather Klisanin presented “Implement-a-Bulls Student Advisors” at NASPA Region III Summer Symposium.
- Lauren Ready, Heather Klisanin, and Melissa Graham virtually presented “Making Conduct Fun, Utilizing Campus Partners and Creative Programing” to members of ASCA (Association for Student Conduct Administration) Region 8.
- Heather Klisanin was part of the New Professionals Networking Roundtable virtual event at the 2022 ASCA Region 8 in November 2022.
- Heather Klisanin was part of the Tracking State Legislation Roundtable virtual event at ASCA Region 8 in March 2023. [pics SCED 22-23 (1).png219662 image/png]



Student Life and Engagement

- Kyonna Henry, Director, presented “Your NACA Volunteer Experience: How to Make Volunteering Work for You” at the National Association of Campus Activities conference in Louisville KY.
- Kasey Szel, LSO coordinator, attended the 2022 Leadership Educator Institute in New Orleans, LA.
- Abigail Bradley-Tyler, Assistant Director, attended the Meeting Professional International Conference in St. Petersburg, FL.

Student Outreach & Support

- Jenelle Bell, USF Pearls program Support Coordinator, completed Levels 1 and 2 of the Fostering Success Coaching Institute, as well as the required coaching mentorship hours, and will next take the written exam to be a fully recognized member of the International Coaching Federation organization.

Student Support Services

- Dr. LaTosha Thomas participated in the USF African American Read-In at Lomax Elementary in Tampa.
- Counselor Taylor Turner co-instructed a pilot course for student leaders to help them prepare for peer mentoring and peer counseling roles in collaboration with the Academic and Cultural Enrichment program (ACE).
- Dr. LaTosha Thomas collaborated with SchoolHouse Connection to create a presentation about services TRIO programs can provide to students experiencing homelessness.
- Counselor Brian Williams served as a panelist on the “MLK Panel: Malcolm & Martin” and in the “Malcolm X and Martin: Honoring Two Historical Civil Rights Leaders” session during MLK Week and at the USF Diversity & Inclusion Conference.

Wellness Center

- Anita Sahgal and Scott Strader participated in a panel presentation titled “Reimagining counseling center work: Driven by equity and united in connection” at the AUCCCD conference in Philadelphia, PA in October 2022.
- Anita Sahgal also co-presented “Finding our joy” at the AUCCCD conference in October 2022.





UNIVERSITY of
SOUTH FLORIDA
Student Success

4202 E. Fowler Avenue, CGS 401
Tampa, FL 33620
usf.edu/student-success