Student Life and Leadership Office

I. Departmental Mission Statement:

In support of the University mission to provide “creative activity” as well as “assist students in their search for knowledge and understanding” and help them “assume responsibility in a democratic community and to be useful members of a global society”, Student Life and Leadership seeks to fulfill the following mission:

“Student Life and Leadership strives to create an environment in which all students and student organizations are encouraged and aided in the development of positive social, cultural, intellectual, recreational, and leadership programs and activities. The Student Life and Leadership staff
supports programming which promotes learning, personal growth, self-governance, social responsibility, and understanding.”

Programs in Student Life and Leadership support a diverse array of activities. From recruitment and preparation for successful retention and graduation in Orientation and New Student Programs to providing opportunities to engage and connect in Fraternity and Sorority Affairs. Student Organizations and Leadership Education engages a diverse population of students, helps them connect and get involved as well as focus on affinity interests and leadership skills that support retention, satisfaction, and degree commitment. Finally, the operations of the office and its programs are all geared toward efforts that improve institutional commitment, thus enhancing not only retention to graduation, but continued engagement as alums of the University.

Office Goals:
- Provide outstanding front-facing customer service to both the campus and community entities.
- Use peers to connect students to involvement opportunities.
- Provide clubs and organizations with access to resources and equipment in the promotion and execution of club activities.
- Monitor, promote and facilitate freedom of expression on campus.

II. Office Accomplishments

SLL Office by the numbers:
- 313 – Number of room reservations processed at front desk
- 794 – equipment reservations made and a total of
- 2,32 - items of equipment checked out to recognized student organizations
- 808 – Number of tabling reservations processed at front desk
- 38 – number of public posting boards managed and maintained by the SLL office

Diversity Efforts:
- Our office manager, Rocio Leal, has done an outstanding job of recruiting a diverse group of Inclusion Coordinators who serve at the front desk.
- Our Inclusion Coordinators have incorporated diversity and celebration of cultural diversity into the daily music mix for the office, thus increasing awareness and accessibility for our diverse campus population.
III. **Changes in Policies and Procedures:** After surveying the customer foot traffic in the SLL suite, we made the decision to reduce the evening hours and the staffing of our front desk by one hour, Monday-Thursday. The office now operates from 8am to 7pm, Monday-Thursday and 8am-5pm on Fridays. Summer hours, continue to be 7am-5:30pm Monday-Thursday.

IV. **Resources Summary:** See page 11 for overall SLL summary.

V. **Program Assessment for Past Year**

- **Develop a training/culture building plan for student employees here in the BMU 220 suite to improve shift communication as well as handle the volume of activity we are starting to see.**
  - Met: We have added student staff training each semester to review and train all office practices and processes. Our Office Manager has also played a vital role in keeping our front line employees organized.

- **Further engage our front desk staff in the support, advocacy and monitoring of free speech activities on campus.**
  - Met: This last year we provided a training overview for the front desk staff on how to manage free speech events they witness as well as issues reported to our office. We now have a clear referral path for who they should inform if they have questions about campus free speech activities.

- **Develop a relationship between our lead student employees and the lead student employees in our suite (GAC, WLI, ASP).**
  - Partially met: Although we have reached out to collaborate and made some partnerships with our suitemate programs, providing both EAP and team building activities, it has been challenging to find a time for all of our various program employees to connect in person. With new leadership in those areas, we are hopeful this can become more of a priority for our AS partners.

VI. **Analysis:** See page 13 for overall SLL analysis.

VII. **Program Objectives for Next Academic Year**

- **Develop a front desk lead student:** With the number of open hours with no professional staff on duty, it will be our goal to develop a “lead” student employee who can provide peer leadership and enhance training for our front desk staff.

- **Transition to the new engagement platform:** We will plan to provide three training workshops to assist front desk staff in the operation of
the new Wildcat Sync platform, focusing on club recognition procedures, event management features and calendar maintenance.

- **Update Astra training:** similar to the above, we are transitioning to a new format for Astra (scheduling software). Our front desk staff will need both initial and ongoing training on how to use this software, since we make over 800 tabling reservations and over 300 room reservations annually in this platform.

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**Fraternity and Sorority Affairs (FSA)**

**I. FSA Mission Statement:**

FSA aids in the learning and development of students through leadership endeavors, academic achievement, philanthropic opportunities, and community involvement. FSA supports 33 unique and diverse chapters who provide opportunities for students to connect and establish a sense of belonging within the community, ultimately improving University retention and engagement.

**Department Goals:**

- Utilize surveys to allow us to collect participant data and post-event satisfaction. This should enhance effectiveness and determine areas for growth and improvement.
- Develop a partnership with the City of Chico to create a party registration process for events or activities that fall outside of FSA's authorized chapter event guidelines. This should improve safety in the south campus neighborhoods and strengthen community partnerships.
- Host a Multicultural Greek Council retreat focused on hazing prevention within the new member education process and interest/retention of members. This should contribute to health and wellness within the council and support University retention.

**II. Departmental Accomplishments**

- Expanded Title IX and bystander intervention:
  1. In collaboration with the Title IX Coordinator and Safe Place Advocate, FSA attended 31 chapter meetings to provide training and resources to all members.
  2. FSA offered additional programming to two fraternities who piloted a program focused on sexual assault prevention, Bro Talks. Two fraternities completed 6 hours of training throughout the semester which was broken up into a 4-part series exploring the impact of sexual assault and the
opportunity male-identified individuals have in improving our campus culture.

- Coordinated opportunities for students to understand the value and importance in giving back to their community which resulted in fundraising $12,837 for the Chico Cares Campaign
- Facilitated the largest blood drive in the North State and donated over $3,000 to local charities
- Successfully reinstated a fraternity who has been unrecognized for the past 5 years. This has improved community relationships, campus collaborations and safety for students.
- Expanded the diversity within the Interfraternity Council by expanding with a new fraternity, Alpha Epsilon Pi, a Jewish based organization.
- Established partnerships with 5 culturally based organizations who have formed interest groups in hopes of expanding onto the Multicultural Greek Council.
- Overhauled and updated the CSU, Chico FSA website to more effectively share information and resources.
- Established a University Police Department FSA Liaison to provide intentional training and education to our Greek community. The Liaison attended 7 chapter meetings and 10 council meetings, completed 2 optional house checks, and collaborated with our community prior to busy holiday weekends in hopes of utilizing the Greek community as a part of the solution towards a safer community.
- We have seen an increase in the desire for national organizations to expand to our community which has resulted in the addition of one new Interfraternity Council chapter. We hosted Beta Theta Pi who is a national fraternity interested in expanding to campus as well.
- We raised $12,837 for the Chico Cares Campaign, donated over $3,000 to local charities, and donated 3,000 non-perishable food items to the Hungry Wildcat Food Pantry. As more chapters join our community, we hope to expand our efforts and increase partnerships across the campus and community.

**Diversity Efforts:**
- The IFC and Panhellenic president attended the Cross Cultural Leadership Center’s Diversity Summit in order to more effectively educate members within the council and guide events and activities.
- FSA Paraprofessional staff completed diversity training prior to beginning their roles and this is now a requirement for incoming paraprofessionals.
• All chapter presidents completed a diversity and inclusion training with the Cross Cultural Leadership Center.
• FSA hosted a conference for our culturally based organizations focused on retaining members who affiliate with a culturally based organization in order to more effectively meet the needs of our students.

III. **Changes in Policies and Procedures:** No policies have been changed since last year. We will continue to focus efforts on more effectively communicating the policies and procedures to our chapters through electronic signatures and re-recognition workshops.

IV. *Resources Summary: See page 11 for overall SLL resource summary.*

V. **Program Assessment for Past Year**
   - *Develop effective reinstatement guidelines for unrecognized organizations.*
     - Met: Reinstatement guidelines were developed and utilized for the first unrecognized fraternity reinstatement process. This involved collaboration with students, National Headquarters staff, and campus-based professionals. The reinstatement guidelines helped staff navigate the direction of the reinstatement, assess the status of the chapter, and determine areas of improvement.
   - *Develop programming for members within the Multicultural Greek Council to improve retention and safety.*
     - Met: A Multicultural Greek Council retreat was planned and executed with 75% attendance from all 12 chapters. Policies and efforts within the community were evaluated, while goals for recruitment, the prospective member process, and academics were established in order to create a healthier community for current and future members.
   - *Establish an effective partnership with the University Police Department to reduce harm and improve safety.*
     - Met: A liaison from UPD worked with our FSA team to educate students on local and state laws and good neighbor practices, attend council and chapter meetings to stay up to date and informed on trends and events, and offer housing and property checks.

FSA by the numbers:
2.94 The all fraternity and sorority average GPA is a 2.94 and our all sorority average exceeds the undergraduate women’s GPA.
8 Number of president's meetings were hosted with all chapter's represented and advised and attended by FSA staff

31 Fall 18 recognized fraternities and sororities

33 Spring 19 recognized fraternities and sororities

96 Number of council meetings a year advised and attended by FSA staff

150 Number of Multicultural Greek members who completed training focused on culturally based organizations, including: hazing, retention, recruitment, and safety.

200 Number of Executive Board members from Panhellenic, IFC and MGC completed a leadership training

400 Number of Panhellenic women who completed alcohol education training prior to recruitment

550 Number of incoming members who attended New Member Orientation

2,250 Greek life participants

VI. *Analysis: See page 13 for overall SLL analysis.

VII. Program Objectives for Next Academic Year

- Develop a system for ongoing assessment for mandated programs, philanthropy events, and community service opportunities.
- Create a public relations and marketing plan including a parent or student pamphlet and social media presence.
- Collaborate with the City of Chico to determine ways to make the south campus neighborhood safer, including a party event registration process.
- Increase the number of culturally based organizations through a healthy and intentional expansion process and ongoing educational programming.

Student Organizations and Leadership Education (SOLE)

I. SOLE Mission Statement:

In support of the University mission to provide “creative activity” as well as “assist students in their search for knowledge and understanding” and help them “assume responsibility in a democratic community and to be useful members of a global society”, Student Organizations and Leadership Education (SOLE) seeks to fulfill the following mission:

“Student Life and Leadership strives to create an environment in which all students and student organizations are encouraged and
aided in the development of positive social, cultural, intellectual, recreational, and leadership programs and activities. The Student Life and Leadership staff supports programming which promotes learning, personal growth, self-governance, social responsibility, and understanding.”

SOLE programs provide a myriad of touch points from the first day of college to graduation. SOLE also supports a diverse population of students, helps them connect and engage as well as focus on affinity interests and life skills that support retention, satisfaction, social integration and institution and degree commitment.

Department Goals

• Focus student club training on diversity with a guest speaker during the first student club officer training. This will get clubs started with the right focus before recruiting members during CLUBTACULAR and the rest of the semester/year.

• Hold a smaller spring semester, club involvement fair. This is requested each year from more and more clubs since they are already familiar with CLUBTACULAR.

• Have the QR event check-in fully operational for clubs to use by the spring 2020 semester. This will give the clubs a way to efficiently recruit and track their events.

II. Departmental Accomplishments - A highlight

• Quickly and successfully implemented the new Title IX Jeanne Clery requirement for all student club advisors to be notified of their responsibilities as a Campus Security Authority (CSA).

• Continue to grow our student involvement fair, CLUBTACULAR, to connect students with involvement opportunities across campus. We had our largest CLUBTACULAR ever in August of 2018.

• Migrated our student involvement Wildcat Sync platform from OrgSync to Engage due to the purchase and of OrgSync by Campus Labs. With so much of the university using Wildcat Sync, the migration to a new and improved platform is a major undertaking. Compliance training and tracking for University Recognized Student Organizations, Fraternities and Sororities and Sport Clubs is highly dependent on a successful migration.

• Support Title IX efforts by having our Coordinator for SOLE become a Green Dot certified trainer, with the intentions of having our student club officers participate in a Green Dot training. Green Dot is a growing bystander intervention program that targets stalking, domestic violence, and dating violence. The role of the SOLE Coordinator will be to recruit and train students on the Green Dot programming.
• Partnered with Recreational Sports to categorize and recognize our recreational student clubs under the correct department so that the student clubs may receive the best support according to their equipment and facility needs.

Diversity Efforts:
• Continued and added support of our cultural organizations.
• Support and re-organization of the Dia de los Muertos special event held by Nu Alpha Kappa and Movimiento Estudiantil Chicano de Aztlan
• Reach out to underrepresented student groups (Foster Youth Program, Educational Opportunity Program, REACH, and others) to engage in our leadership skills workshops.
• Support multicultural student welcomes
• Help and support Associated Students International Festival

III. Changes in Policies and Procedures
The Jeanne Clery Act that designates student club advisors as Campus Security Authorities was formally added as part of the recognition process for student clubs.

IV. *Resources Summary: See page 11 for overall SLL resource summary.

V. Program Assessment for Past Year
• Collect data on office visits as well as our program attendance so we can get a better analysis of who we are and more importantly who we are not serving with our service and programs.
  o Progress: Partnership with Enterprise Technologies has moved forward. They predict an August 1, delivery of data into the Wildcat Sync program.
• Hire a marketing student to help to promote our programs and services with a particular emphasis on making sure we are reaching a diverse audience.
  o Unmet: Marketing strategies and responsibilities continue to fall to our other student paraprofessionals. Marketing duties are shared amongst the team.
• Survey the advisor core to see what needs they have for training and use that assessment to develop specific advisor training for the next year to address those needs.
  o Progress: We are still in the survey development phase before sending out for responses. The proposed plan to release the survey is in the upcoming semester.
SOLE by the Numbers

3.21 – Average general student organization president GPA
3.23 – Average general student organization Treasurer GPA
3.17 – Average GPA of reported student club members
16 – Fall ’18 New or reconstituted general clubs after at least one semester
19 – Spring ’19 New or reconstituted general clubs after at least one semester
28 – Number of workshops held for student clubs
39 – Number of club advisors trained
54 – Number of food permit processed
132 – Number of student involvement groups that participated in
   CLUBTACULAR
201 – Club training sessions conducted by SOLE
176 – Spring recognized student clubs
179 – Fall recognized student clubs
189 – Number of room request processed
313 – Number of room reservations processed at front desk
427 – Number of active portals on Wildcat Sync
808 – Number of tabling reservations processed at front desk

Top Five Clubs by Membership on Wildcat Sync:

363  Chico Snow Club
339  National Society of Leadership and Success
332  Nursing Club
326  Pre-Med Society
184  Health Professionals Association

VI.  *Analysis: : See page 13 for overall SLL analysis.

VII.  Program Objectives for Next Academic Year

• Create a library of quick training videos that is accessible to the campus
  community to teach common Wildcat Sync processes. This will be part
  of the larger training of our Wildcat Sync users.
• Offer over 200 open hours and training workshops for departments and
  faculty/staff to learn how to use the new Wildcat Sync platform.
• Increase hazing education for our general student clubs. Collaborate
  with Fraternity and Sorority Affairs to customize their training to general
  student organizations.
• Survey the advisor core to see what needs they have for training and use
  that assessment to develop specific advisor training for the next year to
  address those needs.
Orientation and New Student Programs (ONSP)

I. ONSP Mission Statement:
Orientation, New Student & Family Programs designs and implements comprehensive student and parent/family programs that introduce educational, social, and personal resources to facilitate the success and transition of new students. We focus on innovation, on collaboration with departments across campus and on building skilled and confident student Orientation leaders in order to meet the changing needs of our diverse community.

Department Goals:
- Host a Transfer Student Orientation.
- Develop a program guide and planner for distribution at Summer Orientation.
- Implement an online orientation module.

II. Departmental Accomplishments - A highlight
- On-line Orientation: Developed content, tested and launched comprehensive On-line Orientation. Link was sent to new students who did not attend an in-person Orientation session prior to new student registration in August 2018 as well as offered as alternative for spring transfers when original in-person Spring Orientation date in November was postponed until January due to Camp Fire.
- Salesforce transition: Met weekly with tech team to transition portions of Summer Orientation registration site to Salesforce who indicated they only had capacity to transition communication and reporting.
- Camp Wildcat/Connection Courses: Conducted expanded fall pilot to include over 200 students and a mandatory weekend retreat via the RHPM department. Submitted successful Chancellor’s Office Transition program funding proposal and received $25,000.
- Parent/family Program: Worked with ARC and IT support to install translation software to be utilized in all parent workshops. Expanded parent program to include two campus tours in response to parent survey input. Collaborated with Alumni Office to offer parent networking mixer at orientation sessions.
- EO1110: Implemented new schema that no longer relies on ELM/EPT testing. Updated all materials and trained peer advisors accordingly.
Diversity Efforts:
- 2019 - Coordinated with tech staff and campus partners to identify First Generation students within the Orientation reservation site to facilitate pre-orientation communications and meetings at the Star Center.
- 2018-2019 - Worked with EOP to conduct modified orientation session for EOP Summer Bridge participants.
- 2018-2019 - Worked with Veteran’s Affairs to encourage veterans to attend Summer Orientation.

III. Changes in Policies and Procedures
- 2018-2019 - Worked extensively with tech team to transition both Spring & Summer Orientation Reservation sites to Salesforce.
- 20-18-2019 – Calculus Readiness Test is now conducted on-line via ALEKS rather than in person at Orientation so worked with math department to communicate with students to encourage them to test prior to their Orientation Session, developed a reporting system and revised reservation website and training materials to reflect new process.

IV. *Resources Summary: See page 11 for overall SLL resource summary.

V. Program Assessment for Past Year Participation Data:
- 2018 Summer Orientation participants: 6,195
  - Student attendance: 3,691
    - Freshman participants: 2,575 or 95% of all incoming freshmen
    - Transfer participants: 1,116 or 73% of all incoming transfer students
  - Guest attendance: 2,504
    - Freshman guest participants: 2,123
    - Transfer guest participants: 381
  - Special populations served:
    - EOP: 49
    - EOP Summer Bridge: 192
    - Veterans: 25
    - Trio: 17
    - Spanish Language Program: 119 students; 137 guests
- 2018 Camp Wildcat participants: 211 first year students, 9 peer mentors and 4 faculty
- 2019 Spring Transfer Orientation participants: 348
- 2019 Summer Orientation participants: 5,754
  - Student attendance: 3,532
• Freshman participants: 2,388
• Transfer participants: 1,144
  o Guest attendance: 2,222
    ▪ Freshman guest participants: 1,867
    ▪ Transfer guest participants: 355
  o Special populations served:
    ▪ EOP: 38
    ▪ EOP Summer Bridge: 164
    ▪ Veterans: 33
    ▪ Trio: 21
    ▪ Spanish Language Program: 132 students; 131 guests

Participant Satisfaction Survey
• A program satisfaction survey is administered to all Orientation participants.
• 2018 Student Survey (percentage who answered agree/strongly agree on 5-pt scale):
  o I am satisfied with the help I received selecting courses – 98.2%
  o I am comfortable using the portal - 96.6%
  o I am comfortable finding my way around campus – 93.9%
  o I understand general education requirements – 96.7%
  o I understand graduation requirements – 97%
  o I am more comfortable attending Chico State in the fall – 97.5%
  o The orientation session addressed by concerns and questions - 97.2%
• 2018 Parent/Family Survey (percentage who answered agree/strongly agree on a 5-pt scale):
  o I am satisfied with the overall quality of the Orientation Program - 99.1%
  o This orientation addressed by concerns, questions and needs – 97.8%
  o Having attended orientation, I am more comfortable with my son/daughter attending Chico State in the fall – 97.4%

Student Voice Assessment
• An on-line survey is administered mid-semester to all new freshmen and transfer students 6-8 weeks into their college experience asking them to reflect on their Orientation experience and their transition to the institution.
• 2018 Total responses: 586
  o How would you rate the orientation program? 88% (excellent & good)
  o If you could start over again, how likely would you still go to CSU, Chico? (strongly agree & agree):
- Attended orientation: 84%
- Did not attend orientation: 82%

○ How likely is it that you will be enrolled at CSU, Chico next semester? Chico extremely likely to somewhat likely agree & agree):
  - Attended orientation: 98%
  - Did not attend orientation: 98%

Academic transition
○ Orientation helped me know what to expect academically at CSU, Chico (strongly agree and agree): 89%
○ To what extent did Orientation give you useful information about academic requirements (A great deal and useful) 87%
○ Percentage of students who described their academic transition as “very easy” to “somewhat easy”:
  - Attended orientation: 68%
  - Did not attend orientation: 54%

Social transition
○ Orientation helped me feel connected socially to CSU, Chico (strongly agree & agree): 76%
○ Percentage of students who described their social transition as “very easy” to “somewhat easy”
  - Did not attend orientation: 48%

VI. *Analysis: : See page 13 for overall SLL analysis.

VIII. Program Objectives for Next Academic Year
- Develop and add additional modules to on-line especially videos which will help students understand the course selection and registration process.
- Complete transition of entire registration site to Salesforce.
- Continue to expand size and scope of Spring Orientation for transfer students.
- Continue to explore ways to coordinate campus orientation programs (such as International and Fully On-line) under one comprehensive virtual gateway.
- Continue to expand Orientation handbook to include additional information and sponsors and explore eliminating folder which is costly in terms of printing and labor to stuff.
- Develop plan to incorporate the Smart Planner at Orientation.
*Overall SLL Resource Summary*

**Overall Resource Allocation:**

- **Overall Department O&E:** $64,377 to cover department supplies, services, printing, equipment, furniture, and student wages in support of four programs and a front desk that is open 48 hours a week to the campus and public.

- **Additional ONSP Resources:** all Orientation and New Student Program O&E as well as student wages come out of fee generation from participant registration.

- **Total allocated program dollars $353,798:**
  - $20,850 for FSA
  - $25,612 for SOLE
  - $50,000 for Wildcat Welcome
  - $257,336 for ONSP

**Human Resources:**

- **Total SLL Professional Staff Wages:** $465,252
  - ASC I Professional Staff - Two
  - SSP Professional Staff – currently at 2.5, fully staffed at 6
  - MPP Staff - Interim Associate Director

- **Student Wages $280,278:**
  - $21,898 Inclusion Coordinator front desk staff
  - $12,000 FSA Program Paraprofessional student
  - $14,388 SOLE Program Professional student staff
  - $33,084 in work study split as needed between programs
  - $198,908 for ONSP student Peer Mentors and Office staff

- **SLL Office:** our SLL Office Manager is currently operating as an ASC I. We need to re-evaluate her job position and duties, especially as we hire for ONSP. If we do not hire an SSP IV, we should consider reclassifying her to an ASC II and having her be the lead to the ASC I attached to ONSP.

- **FSA:** We’ve been operating understaffed for this area for the past two years. A recent SSP II hire was a temporary position from which the incumbent left after six months for a permanent position at another institution. We were able to recruit and hire an SSP IB effective July, 2019, however our incumbent SSP III/lead who has been operating mostly alone in this area for two years let us know she plans to depart. To help us transition, she has agreed to move to .50 appointment beginning Aug. 3, 2019 until we can hire her replacement. Based on program history and the recruitment calendar for Greek Life positions, we are unlikely to have a successful search until late Spring 2020. While we are short-handed, hiring a .25
Multicultural Greek advisor could help the department more effectively support the University Graduation Initiatives and more effectively serve our culturally based organizations, so we are looking into possible candidates for a temporary .25 appointment, but there is no guarantee we will find a match. Long term, we need to stabilize this area with two full-time funded SSP permanent positions in order to combat staff burnout and departure as well as reduce risk management concerns for these high risk programs.

- **SOLE**: The reorganization of SLL staff resulted in a net loss of one full-time SSP II in the SOLE program. Since this area also takes the lead on Wildcat Welcome, as well as leadership programming, we have had to discontinue some of our most valuable student programs, including the Adulting 101 life skills series. Once the interim positions are sorted out, we hope to hire right away for the SSP II in that area, and hope to hold onto the incumbent SSP III who is looking for other positions. Again, short staffing these programs puts us at risk of burnout and departure.

- **ONSP**: With the expansion of orientation needs and programs, including growth of Summer O, addition of Spring O and development of Online O, this program is now woefully understaffed. Add to that, our Program Coordinator SSP IV professional left in early July for a new position. Given the importance of Orientation to graduation initiatives, this is our top priority recruitment position in SLL. In the interim, we’ve been able to hire an emergency SSP IA, and have posted that position for a one year temporary hire using the salary savings we have from so many open positions. Moving forward, the SSP I Assistant Program Coordinator position should be strongly considered for permanent funding.

**Facilities/Equipment:**

- **Facility Rental**: $30,000 to cover the annual cost of rent for our BMU space
- **Wildcat Sync platform subscription**: $32,000 Annually
- **Office equipment checkout**: SLL maintains tables, chairs, PA systems, handwashing stations, fire extinguishers, sandwich boards, pop up tents, lawn signs, hoses, hose bibs, and a megaphone for daily checkout by student clubs and organizations for outdoor event facilitation. We spend approximately $1,500 annually out of O&E for repair and replacement.
- **Computers/technology**: Approximately $7,500 annually to cover the repair/replacement cost to support 16 desktop computers, 4 laptops, 3 iPads and two computer/tv display monitors.
• **ONSP Equipment:** maintains six student staff work stations and approximately 40 iPads for student peer leader use.

*Overall SLL Analysis:*

• The operation of the SLL office space, with its service to the volume of clubs and organizations, support staff for our four distinct programs, and front facing public nature are extremely unique compared to other offices in Student Affairs. Management of this by our Administrative Support Coordinator needs to be reviewed and considered for her job description as well as her pay grade.

• The number of students who choose to participate in fraternity and sorority recruitment increases yearly and is now at a staggering 2,200 annually. Meanwhile, student wages continue to increase. The CSU requires compliance training for all chapter members and with no increases in programming dollars in the past five years, we need to reconsider funding for our programming for the Fraternity and Sorority Affairs program.

• Wildcat Sync use continues to grow and the migration to the new platform requires that we retrain all of our users in common successful practices/processes. With nearly 100% of students logging in, this tool is critical for communication on campus and we are seeing more and more departments use it to engage students in their services and programs. However, with only two SLL staff able to support training and coaching, we need to consider trying to train and dedicate some student staff to Wildcat Sync support exclusively.

• Our total number of recognized student organizations has stayed the same, but the vacant SSP II position has hampered delivery of leadership and life skills programming. Unless we can hire for that position, we can only offer bare bones club compliance programming with one professional staff member.

• Student club advisors is an area of weakness for our department. We need to increase our engagement of the student club advisors as they have a different perspective to the needs of their student club. The planned survey for this Fall will give us insight into what they are feeling and what needs our office may fulfill.
• Hiring an SSP III/IV Coordinator and adding a permanent SSP IA/B Assistant Coordinator position in Orientation and New Student Programs is a top staffing priority. This transition and loss of our incumbent Coordinator could have easily been disastrous if not for the good luck of having a graduate student office assistant who was familiar with the program and interested and able to step in as an emergency hire to get us through the Summer Orientation program.

• Finally, a much needed resource for our office is storage. With the amount of gear we order and distribute for Orientation and Wildcat Welcome, we have had to convert approximately 400 square feet of our office suite space into open storage space. This is creating both an eyesore and a bottleneck in our office suite, and is not at all secure.