



FIU

FLORIDA INTERNATIONAL UNIVERSITY

Division of Student Affairs

1998 Annual Report



MISSION STATEMENT:

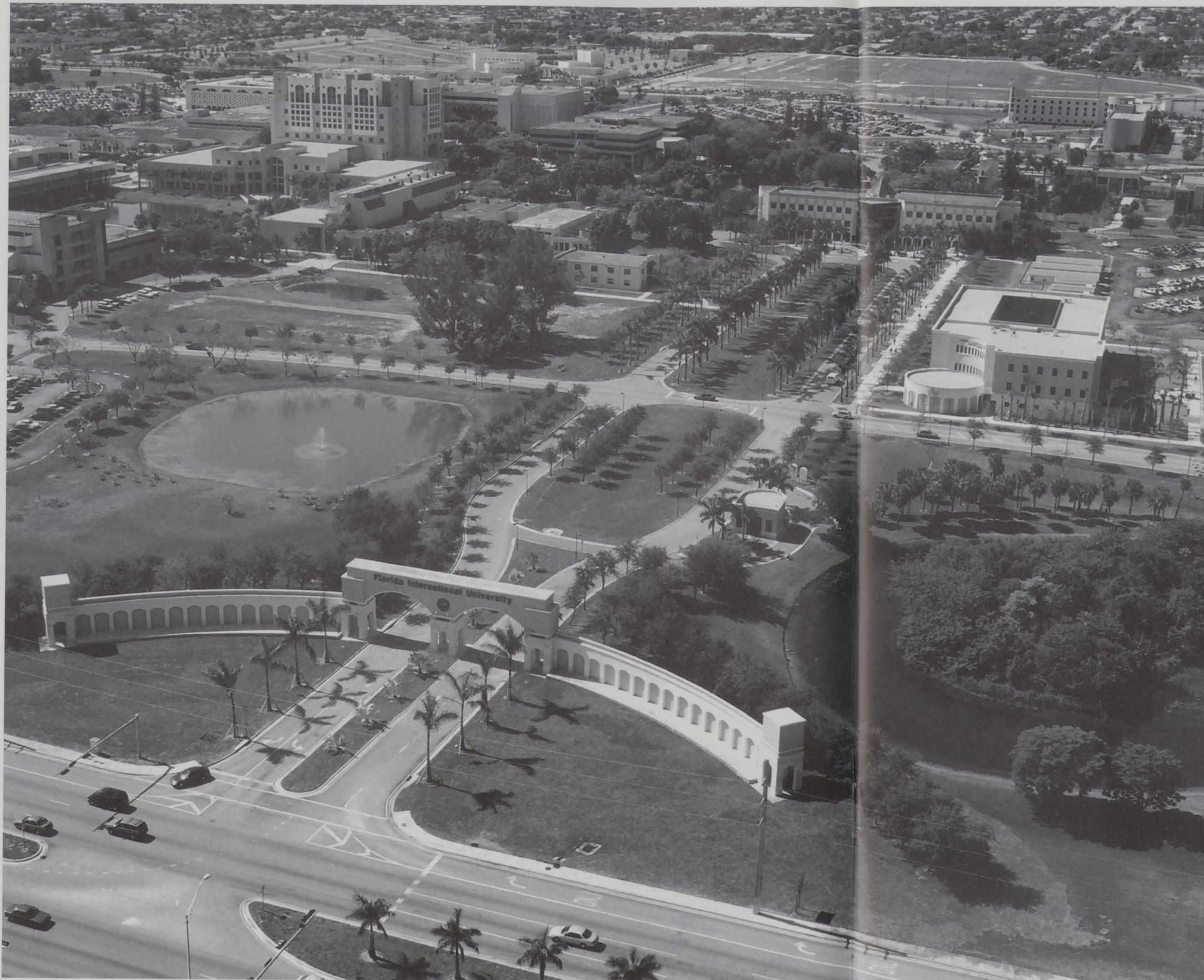
The Division of Student Affairs seeks to educate a diverse body of students by supporting their growth, both personal and academic. We promote cross-cultural outreach and understanding, provide programs and services to encourage student development, and prepare students to become contributing members of their communities.



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I am pleased to announce that we had a very good year in the Division of Student Affairs. In fact, if we had a motto for the year, it would be: "We Did More, Better!"

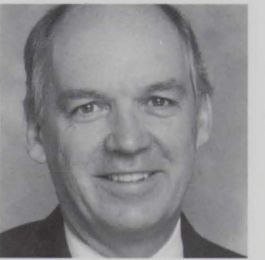
The Division is comprised of 15 departments, many of which have various units reporting to them. This document is a compilation of the major accomplishments of these departments for the past academic year. The listing below is a sample of the many programs, services, and projects that are ongoing and were achieved by the more than 150 employees within the Division.

Some of the significant accomplishments achieved by the Division include:

- Grants in excess of \$2 million
- National accreditation of Counseling and Psychological Services Center
- Nationally recognized AIDS and HIV program (top five with Stanford)
- Major University Diversity Conference (300 attendees)
- Significant budget reserves established for both University Centers and Health Fee budget
- Various workshops conducted by staff for over 5,000 students

This Annual Report includes highlights of the accomplishments of the Division that enable Student Affairs to contribute to the overall mission of the University.

Paul D. Gallagher, Vice President



Paul D. Gallagher



Helen Ellison
ASSOCIATE VICE PRESIDENT

STAFF

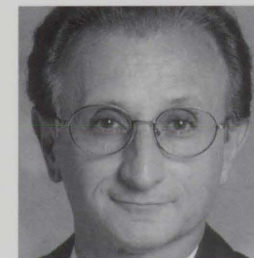
- Judicial and Mediation Services
Karen Dhlosh, Director
- Multicultural Programs and Services
Robert Coatie, Director
- North Campus Recreation Sports
Greg Olson, Director
- Orientation and Student Media
Larry Lunsford, University Ombudsman
- University Housing
Jim Wassenaar, Director
- Wolfe University Center
Whit Hollis, Director



Patricia Telles-Irvin
ASSOCIATE VICE PRESIDENT

STAFF

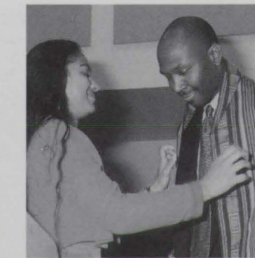
- Counseling and Psychological Services Center
Cheryl Nowell, Acting Director
- Disability Services
Peter Manheimer, Director
- Health Care and Wellness Center
Robert Dollinger, Director
- Victim Advocacy Center
Emily Diehl-Spence, Director
- Women's Center
Karen Garner, Coordinator



John A. Bonanno
ASSISTANT VICE PRESIDENT

STAFF

- Campus Life
Rod Lipscomb, Director
- Career Services
Olga Magnusen, Director
- Graham University Center
Ruth Hamilton, Director
- International Student and Scholar Services
Ana Sippin, Director

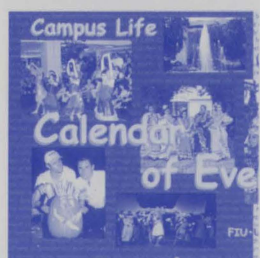




CAMPUS LIFE

MISSION

The mission is to complement the academic program of studies and enhance the overall educational experience of students through development of, exposure to, and participation in social, cultural, intellectual, recreational, and governance programs.



ACCOMPLISHMENTS

- Completed a campus-wide survey of student interests that will be used to design and implement future programming and services.
- Increased to 18 the number of classes participating with the Volunteer Action Center as part of the service-learning initiative. This increased student participation in volunteer opportunities and faculty interaction with the VAC staff. In addition, informational sessions were provided for seven additional classrooms over the previous year.
- Co-sponsored six programs with the Athletic Department. All events were highly successful, including game contests, half-time shows, tailgate parties, pep rallies, and travel to away games.
- Conducted a half-day diversity workshop for over 100 student leaders by a member of the University Diversity Initiative Team. Smaller diversity workshops were provided for Orientation Peer Advisors and Student Government Association representatives.
- Implemented a successful annual Dance Marathon. Over 200 student and staff participated in various aspects of the marathon. Over \$9,000 was raised and donated to the Children's Miracle Network.
- Sponsored over 300 programs through the Student Programming Council.
- Provided 80 multicultural/diversity programs through Hispanic Heritage Celebration, Pan-African Celebration, American Heritage Celebration, and Spring Culture Fest.



- Provided over 300 services and programs through the Student Organizations Council.
- Established Sigma Omega Zeta, new Honor Society in the College of Health.
- Provided a meaningful "Tools for Future Scholars Drive" through the Honors Council that collected hundreds of books, office supplies, and materials for donation to a day care center.
- Created a Web page for the Honors Council.
- Increased membership in the Graduate Students Association to 40 organizations.
- Sponsored 1,107 participants in 39 service projects through the Volunteer Action Center for a total of 5,521 service hours.
- Developed a new course, "URS 3991, Service Learning: Social Change and Contemporary Social Issues," which 19 students completed.
- Collected 3,700 pounds of food and \$1,200 through the VAC Annual Food Drive for Miami Feeding Miami, which was named the number one food drive by the Florida Office of Collegiate Volunteerism.
- Expanded the VAC Alternative Spring Break Program to 100 students and four additional sites, resulting in the program being named the number one program in the nation.
- Redesigned all department publications.
- Added a new fraternity, Phi Gamma Delta, to the Interfraternity Council.
- Sponsored or co-sponsored the following lectures: Dr. Jason Theodosakis, Nikki Giovanni, Yolanda King, "Friendship in the Age of AIDS," "Myth America," and "How to Get into Grad School."
- Sponsored various events as part of FIU's 25th Anniversary celebration.
- Co-sponsored a classic movie series, "Cinema Wednesdays," with the Library.

CAREER SERVICES

MISSION

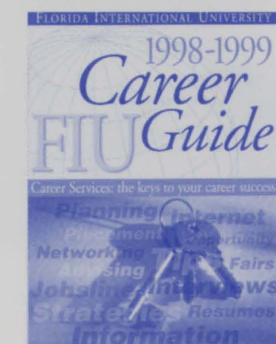
Career Services assists students and alumni in developing, implementing, and evaluating career/life plans which support their personal and professional development in the work world. They are committed to educating students about the job search process and providing them with networking and employment opportunities with diverse employers across local and global levels. They also provide the University community with current information about employment trends and opportunities in graduate and professional career fields.

ACCOMPLISHMENTS

- Installed a network server and Phone RSA, and the labs were connected to the Career Services system. As a result, 21,646 students accessed Phone RSA from both campuses. The software allows students to sign-up and monitor their on-campus recruiting status 24 hours a day, seven days a week.
- Increased technology significantly improved employment opportunities for students and alumni. Highlights included:
 - 359 links on the Web page, providing a daily average of 10,000 global jobs, including 1,968 listings specifically for FIU students and alumni.
 - 18,000 accesses were made monthly to the Web page.
 - 1,387 students placed their resumes on the Web page, a new service.
 - 5,325 vacancies were listed on the Golden Panther JobsLine, a 22 percent increase over the previous year.
 - 21,607 resumes were referred to employers, an 11 percent increase.
- Installed the Federal Government employment announcement KIOSK, making FIU only one of five institutions to have it.



- Recruited 38 new national employers participating in on-campus recruiting.
- Published the first Career Manual, paid fully by advertising revenue.
- Published and disseminated a "Placement Report" to academic units and various accrediting teams that visited campus.
- Registered 3,196 students with Career Services, a 58 percent increase. Seventy-five percent of services do not require registration.
- Made 175 classroom presentations, a 35 percent increase. Nineteen faculty served as panel moderators at various employer forums.
- Placed 290 students into internships, a 24 percent increase.
- Registered 1,727 alumni with Career Services, a 31 percent increase.
- Organized an ad-hoc advisory group with student leaders.
- Attracted 30 academic units and 250 students to College Majors Day at University Park, and 30 academic units and 75 students at North Campus.
- Attracted 75 schools and 130 students to Law/Grad Recruitment Day, a 15 percent increase in both schools and students.



COUNSELING AND PSYCHOLOGICAL SERVICES CENTER

MISSION

The mission of the Florida International University Counseling and Psychological Services Center is to assist the University in achieving its goals. We provide the highest quality of psychological services in response to students' needs in a warm and caring environment. Our services foster their academic potential by enhancing personal development and emotional well-being. As licensed professionals in psychology, we educate, train, and conduct research. We collaborate with administrators, faculty, staff, and the community. We are committed to practicing and promoting the value and respect of diverse individuals and groups. We deliver our services with integrity and professionalism.

ACCOMPLISHMENTS

- Achieved full accreditation from the International Accreditation of Counseling Services.
- Activated a computerized system to increase efficiency in the delivery of services and accuracy in data analysis. It is shared with the Health Care and Wellness Center.
- Expanded the number of therapeutic modalities by introducing two on-going group services.
- Scheduled 5,000 sessions, an increase of 50 percent. Individual, couple, and group therapy were offered.
 - Crisis intervention was nine percent of the scheduled sessions.
 - Students needing hospitalization or immediate comprehensive intervention constituted five percent of the total.
 - 400 sessions of biofeedback training were delivered.

- 24 neuropsychological assessments were conducted. There were 45 neuropsychological consultations.
- 70 percent of the clients were female, 30 percent male.
- Conducted 133 workshops for 2,500 students.
- Provided clinical training to six doctoral candidates from the University of Miami and Nova Southeastern University.
- Implemented a full-time post-doctoral residency program, and the first resident completed his service to the office.
- Contributed significantly to the University's mission to promote diversity. Highlights included:
 - 21 workshops and seminars presented to 900 students and staff.
 - Coordinated the presentations to 900 delegates attending the Southern Regional Orientation Workshop held at FIU.
- Increased utilization of the Center's services by the Athletic Department by 50 percent. A newsletter on relevant topics was developed and distributed to athletes.
- Increased consultation services to faculty and residential hall staff to help them in managing distressed or disruptive students by 20 percent.
- Produced and disseminated a consultation brochure to the University community, resulting in an increase in calls from faculty and staff by 20 percent.
- Created and implemented a Web page.

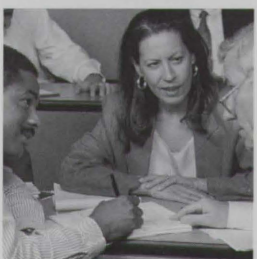
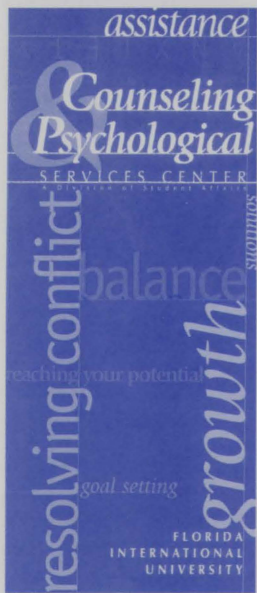
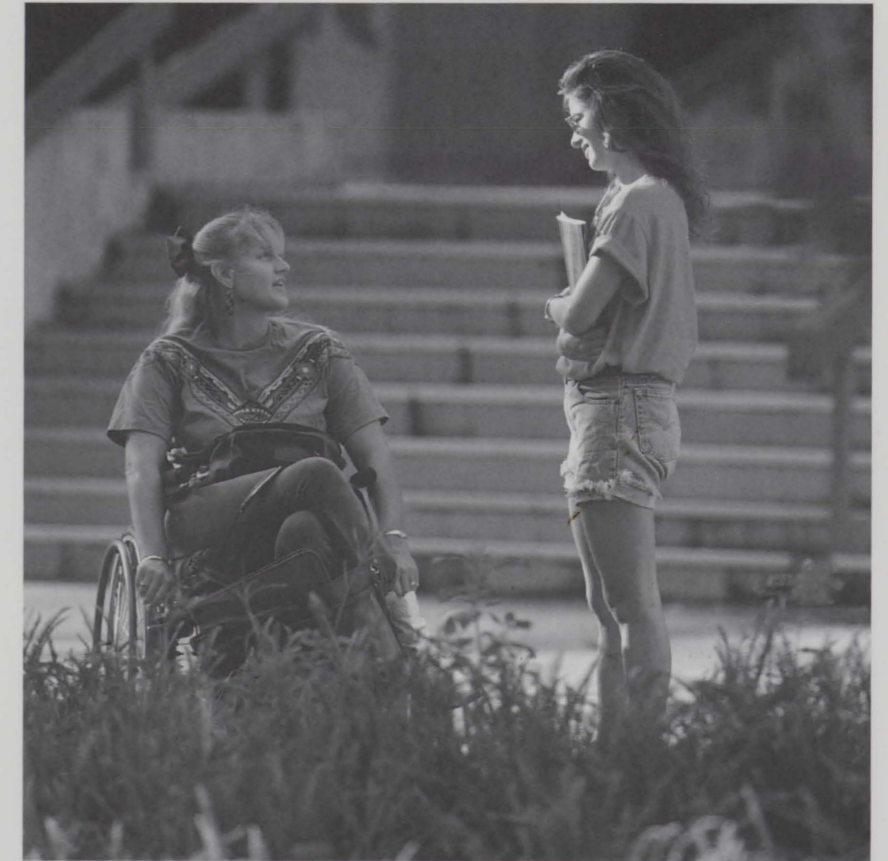
DISABILITY SERVICES

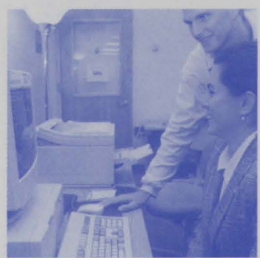
MISSION

By providing information and advocacy, the Office of Disability Services seeks to assure the human, educational, and legal rights of individuals with disabilities. They strive to advance the express choices of persons with disabilities while preserving their dignity, equality, and self-determination.

ACCOMPLISHMENTS

- Published a "Student Handbook."
- Designed and administered a formal needs assessment to students that will be used to design and implement future programming and services.
- Held training sessions with tutors working at the Learning Skills Center to provide instruction on how to better assist students with disabilities in tutorial sessions.
- Published a document outlining the office's and the University's ethical standards relating to research involving human subjects.
- Increased the secondary school outreach program by eight schools.
- Made presentations on the subject of academic accommodations and legal requirements to four academic units.
- Worked with Instructional Media to purchase equipment to close-caption the University's existing inventory of instructional videos to make them accessible for students who are deaf or hard of hearing.
- Converted and updated the student data base that will allow increased ability to track students who are in academic difficulties, and who are in danger of being exposed to tuition surcharges. It will facilitate the information regarding retention issues.
- Co-sponsored a series of events highlighting disability awareness with the Access and Equity Committee.
- Developed, in response to the SUS repeated course surcharge, new policies and procedures to ensure that students with disabilities who need to repeat courses because of disability-related issues will not be financially penalized.





GRAHAM UNIVERSITY CENTER

MISSION

In support of the mission of the University and the Division of Student Affairs, the Graham Center is responsible for providing facilities and support services to facilitate the development and implementation of a variety of educational, cultural, recreational, and social programs for the University community—students, faculty, staff, alumni, and their guests. As Student Affairs professionals, the staff recognizes the value of student involvement in co-curricular activities and the importance of higher education to provide experiences to aid students in developing knowledge, skills, and values for continued individual growth beyond the academic setting.

ACCOMPLISHMENTS

- Organized, developed, and presented a memorable Graham Center dedication that attracted numerous students, faculty, staff, and dignitaries.
- Introduced and unveiled methods to promote FIU and higher education: carillons, the bronze panther, the bronze seal, flags, and blue and gold colors in directional signs and carpet.

- Completed construction of stairwells, second floor hallways, meeting rooms, and the Alumni Affairs Office. Refurbished the Panther Suite guest room and installed signs and directories throughout the building.
- Opened the Graham Center Art Gallery with comfortable furniture and a baby grand piano. Over 10 exhibits were displayed, including the "Faces of AIDS."
- Enhanced the Computer Lab to provide Internet connection, e-mail capability, color scanning with optical character recognition software, color laser printing, compatibility with other labs on campus, GRE and GMAT software, and World Wide Web browsers.
- Hosted the state conference for directors of ID cards in Florida.
- Serviced over 3.9 million users of the Graham Center.
- Generated reserves, the first time ever, in the amount of \$165,000 and \$116,000 for equipment depreciation.
- Increased the Graham Center from approximately 150,000 to 222,675 square feet, a 48 percent increase.
- Handled over 6,528 reservations, a 35 percent increase.
- Sold \$146,422 worth of tickets at the TicketMaster, an 83 percent increase. The satellite cashiers handled \$1.4 million worth of transactions, a 17 percent increase, and \$1.2 million in collections.
- Served 60,211 users in the Computer Lab, a 12 percent increase. The Information Desk handled 24,741 personal assistances and 3,000 phone inquiries. The ID Office issued 17,380 anniversary ID cards, compared to 13,650 the previous year.
- Increased to 9,650 active accounts from 6,500 in the debit plan, and total transactions were \$4.3 million, up from \$2.7 million.
- Generated \$40,000 in revenues from 21,000 users in the Game Room, a 100 percent increase.



HEALTH CARE AND WELLNESS CENTER

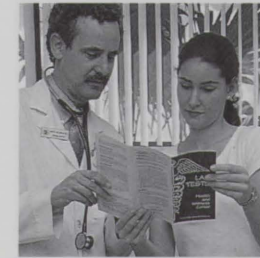
MISSION

The mission is to provide quality access to health care to all students and to encourage healthy lifestyles through health promotion and health education. The Center strives to provide these services for students based on mutually acceptable goals. They work in conjunction with other University departments and community agencies to expand student access to health related resources. Optimal health is integral to help students to achieve their academic goals as they become independent, knowledgeable, and informed decision makers.

ACCOMPLISHMENTS

- Provided 1,096 programs on nutrition, weight management, CPR, and HIV/AIDS for 5,226 students and employees.
- Sponsored the South Florida Campuses Addressing Substance Abuse (CASA) Peer Health Educators training, attracting over 100 students from colleges in Miami-Dade, Broward, and Palm Beach Counties.
- Accomplished a comprehensive marketing program through programs with the College of Health Sciences, Media Relations, University Outreach, Orientation, Undergraduate Studies, and an enhanced Web page.
- Increased to 957 the number of domestic students purchasing the Student Health Insurance Plan, an 11 percent increase.
- Completed a benchmark administrative survey of all 10 SUS universities to compare and contrast various parameters in order to justify improvements and recommendations for FIU.

- Received three grants:
 - American College Health Association awarded \$2,000 to conduct university-wide focus groups on HIV/AIDS issues to two populations of students at higher risk—men having sex with men and African American women.
 - Metro-Dade County Cultural Affairs Council awarded \$2,100 to sponsor several special AIDS awareness activities at FIU, including the "Faces of AIDS" art exhibit and two AIDS benefit theatrical performances. These events were the result of collaboration with the FIU Honors College, the Latin American and Caribbean Center, the Intercultural Dance and Music Institute, and the Department of Theater and Dance.
 - American College Health Association awarded a \$12,000 grant and selected FIU as one of five model institutions for HIV prevention programs in the nation.
- Co-sponsored a lecture on each campus by FIU alumnus and nationally acclaimed author, Jason Theodosakis, MD, with the President's Office and the Student Government Association.
- Coordinated FIU participation in the annual AIDS Walk Miami, winning first place for most number of walkers from a college or university and sixth overall for total amount of money raised.
- Provided at the Spring Health Expo on both campuses over 3,500 free health screenings for approximately 1,700 participants.
- Provided over 250 classes on HIV/AIDS, alcohol/drug prevention, stress management, nutrition, and general wellness, reaching over 4,500 students.
- Provided supervision and training for 12 pediatric second year residents from Miami Children's Hospital.

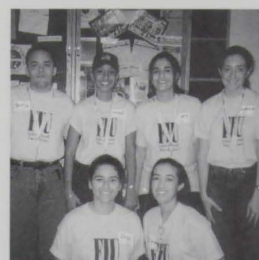




INTERNATIONAL STUDENT AND SCHOLAR SERVICES

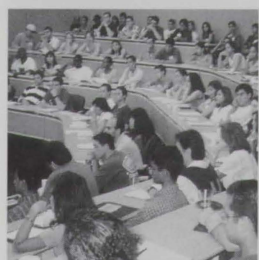
MISSION

The mission is to assist international students and visiting professors/researchers by providing advising services related to immigration, legal, personal, academic, cultural, social, and financial concerns. The staff advises and consults with the University community on matters pertaining to individual international students and visiting faculty/researchers. The staff also serves as a resource to the University community concerning immigration regulations for non-immigrants and cross-cultural concerns.



ACCOMPLISHMENTS

- Sponsored reception for graduating international students in conjunction with Alumni Affairs, the School of Music, and several community groups.
- Held information sessions with faculty, staff, and administrators to provide details about office services and changes in immigration regulations.
- Redesigned and implemented an assessment instrument for the International Student Orientation program and revised the Student Satisfaction Survey.
- Published a "Practical Training and Employment Procedures Handbook."
- Redesigned the office's newsletter and enhanced its Web page.
- Developed a system for administering the F-1 program for the International Business diploma students and obtained funding for the program.
- Participated in the Greater Miami Chamber of Commerce Networking reception. International Student Club members participated in several activities sponsored by the Volunteer Action Center, including Alternative Spring Break.



- Co-sponsored workshops with Counseling and Psychological Services, Judicial Affairs, and the Learning Skills Center to assist international students to develop academic skills and improve academic performance, including study skills, test taking skills, and information on academic misconduct.
- Held Canadian immigration workshop to inform international students about employment opportunities in Canada.
- Co-sponsored seminars with Career Services to provide opportunities for international students to explore employment options both within and outside the United States.



JUDICIAL AND MEDIATION SERVICES

MISSION

The mission is to ensure that the policies and procedures regarding student rights and responsibilities and the Student Code of Conduct, which supports these rights, can be freely exercised by each student without interference by others.

ACCOMPLISHMENTS

- Revised the University judicial system, enhancing consistency, fairness, and objectivity.
- Revised the judicial training workshop and manual to encompass the revised system, procedures, and codes.
- Trained University hearing members to effectively implement new judicial codes and procedures.



MULTICULTURAL PROGRAMS AND SERVICES

MISSION

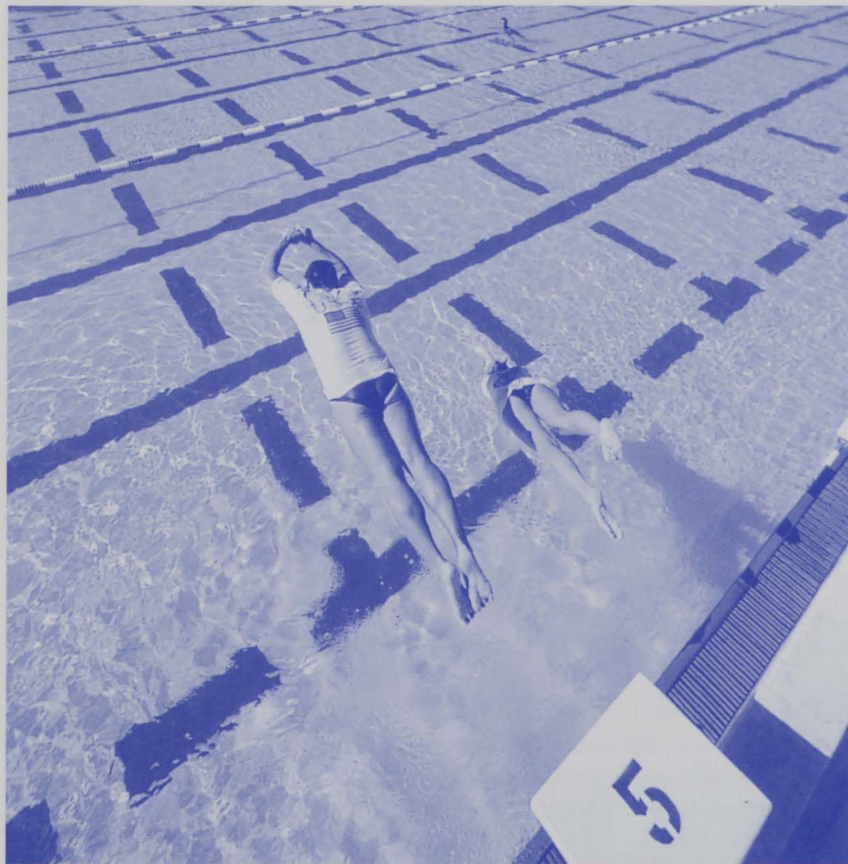
The mission is to enhance the educational opportunities of pre-college and college students by providing services that educate and improve their lives academically, culturally, financially, and socially. This will be accomplished by creating an environment that is nurturing, supportive, provides leadership, fosters the development of community outreach, and promotes academic excellence through supplemental instruction, advisement, and mentoring. The Office is committed to embracing cross-cultural understanding and enabling students and staff to meet the complex demands of the 21st century and the mission of the University.

ACCOMPLISHMENTS

- Received a Student Support Services Grant for \$720,000 for four years.
- Received an Upward Bound Grant for \$228,800.
- Represented FIU at the Miami Annual Achiever's Banquet and presented 16 Golden Drum Scholarships.
- Awarded 33 Academic Opportunity Program Scholarships to matriculating freshmen.
- Planned and coordinated the Black Odyssey Orientation program for new students.
- Held Seventh Annual Martin Luther King, Jr. Breakfast with 600 persons in attendance.
- Developed a residential Summer Institute for 40 Pre-College students at North Campus.
- Co-sponsored keynote speaker, Derrick Bell, for the Fourth Annual National Urban Multicultural Education Conference.
- Held Sixth Annual AKILI Graduation Ceremony with 400 persons in attendance.

- Recruited and hired three Peer Advising Leaders to assist with 50 new scholarship recipients.
- Established a Professional Tutoring and Mentoring Program.
- Established a data base system comprised of 24 fields which maintains student information ranging from personal identification and academic records, to program participation for the SSSP program.
- Selected 160 students for the Student Support Services Programs (SSSP) Super Summer Program.
- Distributed to 63 percent of SSSP participants, financial aid packages comprised of grants and scholarships, while 33 percent had packages comprised of grants, scholarships, and loans.
- Developed and implemented a program to assist students in the College Reach-Out Program in completing community service requirements for high school graduation.
- Increased from seven to 12 Pre-College teams that participated in the regional Brain Bowl.
- Developed a formal tracking program for all Upward Bound alumni.
- Raised almost \$5,000 in additional discretionary funds to cover student support services and activities for the Upward Bound program.
- Co-sponsored the Florida Black Faculty Staff Association Conference with the Black Employees' Association in April. Six-hundred faculty and staff from Florida attended the conference.
- Sponsored a South Florida conference: From Diversity to Unity: Conference on Community Building. Over 300 people from the University and the Miami area participated in the conference.
- Provided tutorial services through the AAA Tutorial Program for 2,635 students, representing a 30 percent increase.





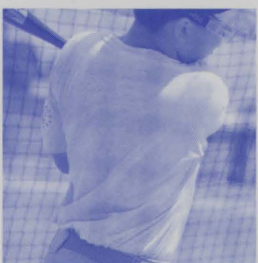
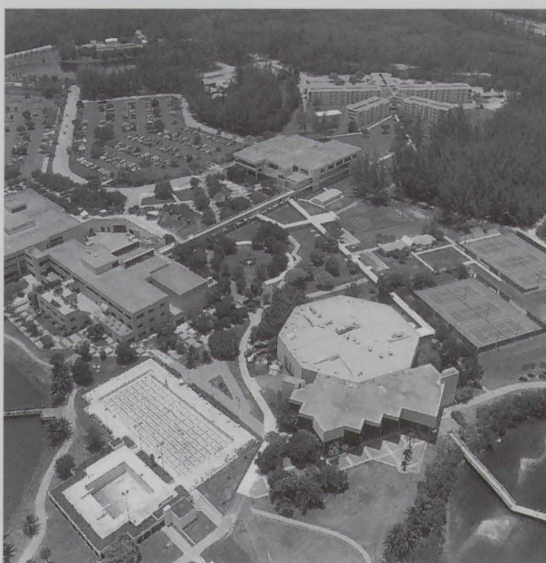
NORTH CAMPUS RECREATIONAL SPORTS

MISSION

The mission is to provide a variety of recreational, aquatic, and educational experiences for students and other members of the FIU community. It contributes to the personal development of students and others and is related to the total program of the institution by providing a variety of activities designed to enhance the physical health of students and others while fostering an appreciation of competition, social skills, and cultural diversity.

ACCOMPLISHMENTS

- Published and distributed a full-color brochure to promote the aquatic facility and attract other universities, age level swim teams, and production companies.
- Increased the number of northern university swim teams using the swimming pool from eight to 11, leading to a slight increase in revenue.
- Hosted three summer children's swim camps.
- Hosted two GMAC Water Polo Tournaments and one National Indoor Water Polo Championship.
- Increased revenue for the North Campus swimming pool by 10 percent.



ORIENTATION/STUDENT MEDIA

ORIENTATION MISSION

The mission is to provide a comprehensive program which will assist new students in their transition to the institution, expose new students to the educational opportunities within FIU, orient new students into the academic and co-curricular life of the institution, improve the retention rate of new students, assist families of new students in their understanding of the FIU environment and services, and enhance familial awareness facing college students.

STUDENT MEDIA STATEMENT

The University believes that freedom of expression and debate by means of a free and vigorous student media are essential to the effectiveness of an educational community in a democratic society, even if those opinions differ from established University or administrative policy. The University supports the view that Student Media must be free from all forms of external interference designed to regulate its content and has established a Student Media Board to act as publisher and/or operator of the student newspaper and radio station.

ACCOMPLISHMENTS

- Increased attendance at Freshman, Transfer, and Parent Orientation programs.
- Designed and implemented three Web programs: Orientation Office, Peer Advisors, and the Southern Region Orientation Workshop.
- Hosted the largest Southern Region Orientation Workshop (SROW) with over 900 delegates in attendance.
- Held monthly meetings of the Panther Parents Association, which had over 150 members in its inaugural year.
- Formed an Orientation Committee in conjunction with the Admissions Office and other departments with which Orientation works.

- Redesigned and computerized Orientation evaluations and provided the parent evaluation in Spanish and English.

- Published 35 issues of *The Beacon*, including Back to School, 25th Anniversary, Soccer and Volleyball, Baseball, and Basketball Preview issues.

- Increased circulation of *The Beacon* from 8,000 to 9,000.

- Purchased over \$30,000 in new computers for *The Beacon*.

- Presented, to *The Beacon*, a Gold Medalist Award from the Columbia Scholastic Press Association; Most Outstanding College Newspaper, First Place with Special Merit, and Outstanding News Photograph from the American Press Association; and third best college newspaper in Florida and best weekly paper in Florida from Florida Leader Magazine.

- Broadcast FIU men's and women's basketball, including women's appearance in the NCAA, and men's soccer and baseball.

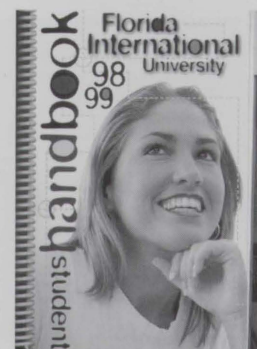
- Published a freshman yearbook, *Freshman Record*.

- Published a second, revised edition of the "Freshman Experience" textbook, *The Freshman Year: Making the Most of College*.

- Published and disseminated a newsletter for the Division of Student Affairs, "Student Affairs Update."

- Published and disseminated a brochure describing the services of the University Ombudsman.

- Won, for the *Student Handbook*, the best student handbook in competition sponsored by the National Orientation Directors Association.





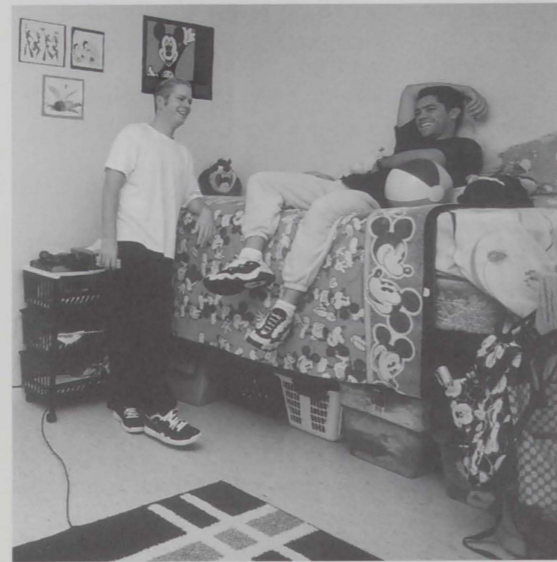
UNIVERSITY HOUSING

MISSION

The mission is to support the mission of the University and the Division of Student Affairs by providing a living environment which fosters the educational pursuits of a diverse student population. The campus residential community provides unique opportunities for personal growth and development, leadership experiences through student participation in programming and activities, and developing an appreciation of and sensitivity to differences. The facilities and services are designed to provide a supportive and safe environment, accommodating the needs of students.

ACCOMPLISHMENTS

- Received approval for a \$7.8 million apartment style housing facility for 173 students at North Campus.
- Received approval for the design of apartment style housing facility for 1,000 students at University Park.
- Received approval from the Board of Regents for a \$25 million bond issue to fund the first phase of 500 beds for the University Park housing expansion.



VICTIM ADVOCACY CENTER

MISSION

The mission is to reduce secondary victimization and support recovery of victims of violence and/or abuse. Additionally, the Victim Advocacy Center seeks to increase awareness of violence and victimization at FIU and within the surrounding communities.

ACCOMPLISHMENTS

- Increased the Victims of Crime Act Grant from \$20,000 to \$40,000. \$13,000 of this funding was approved to establish a 24-hour support and information line.
- Submitted a grant proposal for \$100,000 and had the concept paper accepted by the Office for Victims of Crimes for a full-time position for a SAVE Miami Volunteer Coordinator.
- Increased client usage of direct services to eight percent. Thirty new North Campus clients utilized program services.
- Increased efforts to provide prevention and awareness education through the emergence of the SAVE Miami project by 21 percent with 4,000 participants attending workshops.
- Increased educational workshops to the FIU community by eight percent, with 2,700 persons attending seminars.
- Attracted 59 new volunteers who completed a 23-hour volunteer training course, a 31 percent increase.



- Developed and completed a request and received approval for an \$11.1 million CITF allocation to address critical deferred maintenance issues within existing housing facilities (\$3.3 million) and to construct a new housing facility (\$7.8 million) for the North Campus.
- Conducted a financial analysis of the Housing Auxiliary and developed a five-year financial plan based on the analysis. The budget plan was reviewed and approved by the BOR budget office.
- Purchased and implemented a housing information management system to improve the operation efficiency of the Central Housing Office.
- Hired a full-time staff person dedicated to overseeing maintenance operations at the North Campus housing facility, resulting in major improvements in student satisfaction with maintenance services.
- Planned and implemented 272 programs in Residence Life: 21 to support athletic events, 96 dedicated to community enhancement/responsibility, 76 focused on academic/personal development, and 100 focused on campus events/social activities.
- Facilitated 42 in-service training programs in Residence Life.
- Created and established a constitution forming a Residence Hall Association.
- Implemented four new leadership development program initiatives: First Year Students Succeeding Together (FYRST), Leadership Opportunities Succeed (LOTS), Community Action Team for Service (CATS), and Summer Student Leaders Internship program.
- Increased the number of students from 40 to 80 participating in the FYRST program. This program seeks to facilitate a smooth transition into living on-campus and encourages students to maximize the opportunities for involvement in campus activities and programs.



WOLFE UNIVERSITY CENTER

MISSION

The mission is to be the community center for the campus. Toward that end, an exciting, safe, and comfortable environment is provided to relax, study, and meet old and new friends. The Center provides services, meeting space, and opportunities for involvement for a diverse community. The community served includes students, faculty, staff, alumni, visitors, and residents and businesses of the surrounding area. This mission is accomplished by providing experiential education, dynamic programs, learning opportunities, and services for the community and the WUC staff.

ACCOMPLISHMENTS

- Increased usage of the Team Ropes Adventure Challenge Course by academic departments, including Hospitality Management, Freshman Experience, and the College of Urban and Public Affairs.
- Opened a copy center and dry cleaning service.
- Increased Game Room revenues by 15 percent.
- Increased total WUC rental revenue by 15 percent.

- Sponsored one program per day during Fall and Spring semesters in Panther Square.
- Increased Student Programming Council committee membership by 25 percent.
- Co-sponsored one event each semester with Alumni Affairs.
- Increased faculty involvement in campus activities by increasing advisor training opportunities and increased co-sponsorship of lectures by 50 percent.
- Increased the number of programs offered by Campus Activities by 10 percent.
- Completed a WUC-wide internal audit and examination of all financial operations.
- Computerized all cash reconciliations.
- Created an information sheet to disseminate to guests explaining the policies and procedures of WUC.
- Increased membership on the Faculty Club Advisory Board by five percent and increased daily use of the club.
- Increased training for student staff on customer service, emergency procedures, and area specific positions.
- Produced a College for Kids Handbook.
- Produced a Game Room Handbook.
- Updated the WUC Student Staff Handbook.
- Received a \$3,900 grant for the Safe Zone program.

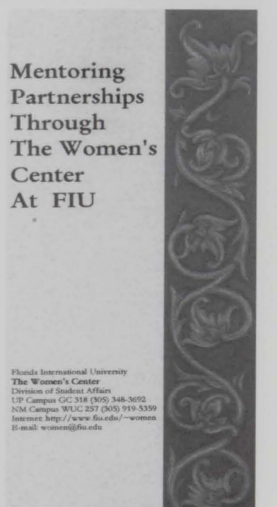
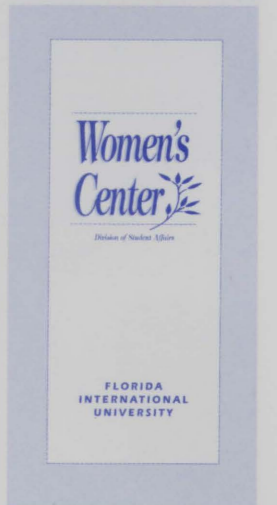
WOMEN'S CENTER

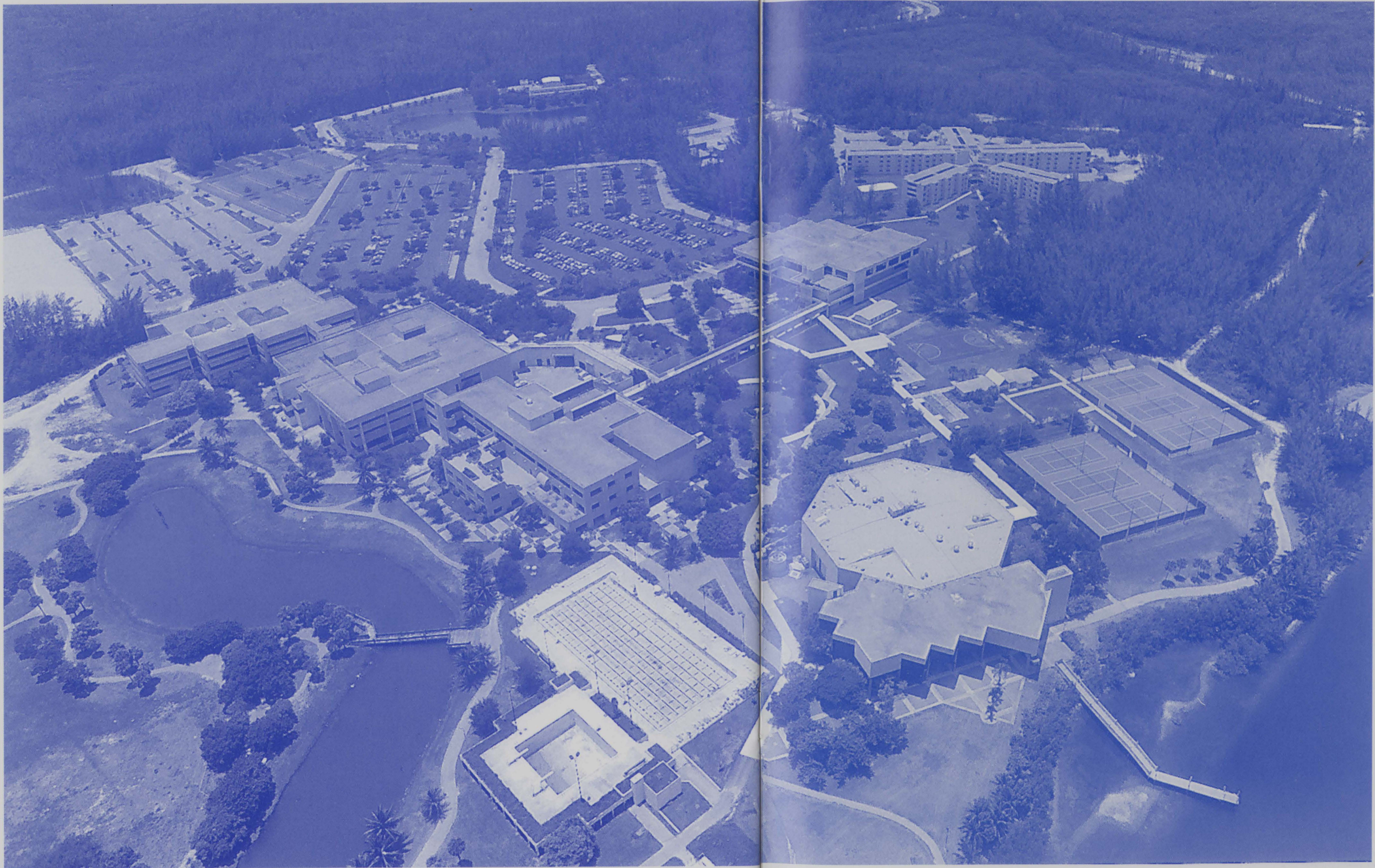
MISSION

The Center provides women, within the student body, programs and services related to their intellectual, professional, social, and emotional growth. It collaborates with other University departments to meet the needs and enhance the lives of a highly varied female student population. Through collective efforts, the Center advocates for systematic changes that will improve the lives of women and men. Programming focuses on the particular needs of women at the University and encourages women to learn more about themselves, other women, and the environment in which they live. The Center also serves as a clearinghouse of information by directing women to appropriate resources within the University and the larger community.

ACCOMPLISHMENTS

- Co-sponsored programs with the Health and Wellness Center, Victim Advocacy Center, Equal Opportunity Programs, and Women's Studies.
- Coordinated and co-sponsored lectures by Dr. Betty Friedan and Alix Dobkin.
- Coordinated and sponsored "Take Our Daughter to Work Day" activities.
- Increased student visits to the office by 30 percent with 1,100 visits.
- Increased the scholarship database by 300 percent, and the utilization of the database by students increased by 20 percent. There are currently 442 scholarships in the database.
- Increased library holdings by 10 percent. Utilization of the library increased by 20 percent.
- Co-sponsored an art exhibit for women student artists with the Fine Arts Student Association.
- Matched 25 pairs of mentors with mentees.
- Generated additional revenue through a specially-designed T-shirt sale.
- Expanded space at the Wolfe University Center.
- Conducted a survey of programs and services.





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