In an expansion of the role I served in for 12 years, I now have primary responsibility for oversight of our division’s retention efforts, while continuing to attend to other student matters in the Behavior Intervention Team, Academic Affairs Intervention Team, Bias Incident Response Group, and as Deputy Title IX Coordinator for Students.

Retention work to date has focused on student outreach, exploration of a retention software package to complement our efforts, and the development of a strategic approach to retention.

The College has a goal of 88% fall-to-fall retention, and the division of Student Affairs is actively working to support that goal.

Beginning spring 2020 the division worked to identify students “in the middle,” those that were neither fully engaged in a positive way nor engaged for concerns or other matters.

The retention rate for that group of just over 70 students was 81.43%. The college’s overall retention rate was 82%.

How would you rate the student’s overall level of engagement at this point?

- Really Thriving: Student will be running the place by the time they’re done. They have made many personal connections...
- Good: Student is transitioning nicely. Seems to be trying new things, open to new experiences
- Average: Student may be struggling to find their place at this point, but still o...
- Needing Some Serious Help: Student is disengaged at a level where it seems...

From survey of FYE advisors’ one-on-one conversations

211
Students engaged in 1-on-1 conversations with FYE Advisors. This compares to 331 (‘19), 395 (‘18), and 378 (‘17) for Gateway Seminar

128
Individual students at risk offered support and guidance, or help exiting the College, by AVP.

52.3%
Of students contacted by AVP were identified as female
Campus Safety was challenged like all other departments on campus to support our students to have in-person course instruction for the fall semester. Campus Safety worked in coordination with Health Services, Auxiliary Services, Kress Inn staff, Tundra Lodge Staff, and SNC faculty to ensure the health, safety and welfare of our students impacted by COVID-19 was not compromised. Campus Safety was on the front line with education and enforcement of the Safer at SNC Order, ensuring that masks and quiet hours were being observed. With all the attention to COVID-19 during the fall semester, Campus Safety saw an increase in its calls for service as compared to the same time last year.

Director Review:

Campus Safety Initiatives:

Response to COVID-19 pandemic
- Fall semester student move in with COVID-19 measures in place.
- All staff trained and fitted for Personal Protection Equipment (PPE).
- Provide student escorts to the Kress Inn for Isolation/quarantine precautions.
- Assign students to rooms at the Tundra Lodge for Isolation/quarantine precautions.
- Facilitated getting personal items, school materials, and exams to the students in isolation/quarantine.
- Meal distribution to students checking into the Kress Inn on the weekend.
- Answer phone calls from students and parents outside of Health Services office hours.
- Education and enforcement for the Safer at SNC policy.

2020 Annual Safety Report
- SNC De Pere Campus
- SNC Albuquerque Campus

Calls for Service:

<table>
<thead>
<tr>
<th></th>
<th>Calls for Service</th>
<th>Kress Inn COVID</th>
<th>Tundra Lodge COVID</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>1003</td>
<td>222</td>
<td>129</td>
</tr>
<tr>
<td>2019</td>
<td>895</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

129
The number of students Campus Safety checked into the Tundra Lodge for COVID-19 quarantine/isolation

222
The number of students Campus Safety Checked into the Kress Inn for COVID-19 quarantine/isolation

0
The number of sick hours used by Campus Safety due to COVID-19
Director overview:

COVID-19 may have curtailed in-person events and appointments, but it didn’t stop SNC CAPD from providing career support throughout the pandemic. All counseling sessions and events were moved to a virtual format. The office facilitated virtual recruiting events and information sessions with partner employers and hosted a series of career webinars. Students continued to adjust to a new virtual norm and are interested in appointments but don’t utilize virtual drop-ins. Through the MTN project, we are looking at bringing on-campus student employment into the CAPD office and a proposal will be presented for implementation during Spring 2021.

Student impact:

“Last spring I met with Belmark at the career fair. I got an internship and they have a job for me after graduation. I used the Fall 2020 career fair to talk to Acuity which is one of my favorite companies. Either way I have two great options because of the career fair. - Jacob Lamm

Attached is my completed BINGO card (from National Career Development month). This was a lot of fun and I really liked that it motivated me to do some things that I already wanted to accomplish this semester! - Sarah Duginske

Progress Toward Goals:

**CAPD Response to the pandemic:**
- Virtual Career Counseling/Coaching sessions
- Held SNC’s first Virtual Career Fair
- Facilitated Orientation Sessions virtually for incoming freshmen
- All CAPD staff completed CVC anti-racism training
- All CAPD staff completed reading and discussion of White Fragility
- Promoted 164 career events through Handshake
- Developed and executed a student engagement plan for Career Development Month in November
- Updated all career web resources for diverse student populations
- Facilitated an employer event to FT faculty to highlight the launch of the data analytics major
- Facilitated an employer event focused on the insurance industry to introduce new FT faculty

<table>
<thead>
<tr>
<th>Total</th>
<th>Description</th>
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<tbody>
<tr>
<td>422</td>
<td>Total Zoom appointments between 6-1-20 and 12-31-20</td>
</tr>
<tr>
<td>240</td>
<td>Total unique students seen in CAPD between 6-1-20 and 12-31-20</td>
</tr>
<tr>
<td>539</td>
<td>Total number of document reviews/electronic appointments between 6-1-20 and 12-31-20</td>
</tr>
<tr>
<td>164</td>
<td>Promoted 164 career events via Handshake</td>
</tr>
</tbody>
</table>
Context:
CAPS had to respond to current student needs by shifting all services and programming to virtual offerings. Prior to offering individual and group counseling, therapists had to receive training in telehealth which included privacy, confidentiality, safety, and interpersonal dynamics unique to virtual meetings. Programming and outreach also shifted to virtual offerings to continue to serve the students, staff and faculty.

Student Success:
"There is no doubt this past semester was mentally and physically challenging in the midst of the pandemic. Yet, PWE, Wellness by Design, and CAPS helped alleviate some of the stress by providing useful resources and information for students. I personally felt supported throughout the semester and was able to focus on school work, while keeping up with my mental health. I have heard from others with a heavier course load, that they were feeling burnt out towards the end...Also, events such as the Halloween collaboration were vital for having COVID-safe entertainment on the weekends. More events such as these would be beneficial to keep students engaged and entertained safely." – Breena Hansen '22

PROGRESS TOWARDS GOALS:

CAPS response to the pandemic:
- Virtual counseling sessions
- Virtual group sessions
- Training in delivering telehealth services - including privacy and confidentiality
- PWE did virtual outreach (Pour Me, domestic violence awareness, great american smokeout, mental health awareness week, suicide prevention/Be the Light, On campus Halloween event
- Mental health training for RAs
- Virtual and in-person Contemplation/mindfulness
- Orientation - 26 individual live virtual orientation sessions provided for all incoming freshman
- Five on-campus rooms set up for virtual counseling
- Same day access counseling sessions
- Counselor trained in Mental Health First Aid
- All CAPS staff completed CVC anti-racism training

772 Total Appointments between 7-1-20 and 12-15-20
211 Total unique students seen in counseling from 7-1-20 through 12-16-20

Primary Concern for Counseling (number of students)

<table>
<thead>
<tr>
<th></th>
<th>Alcohol</th>
<th>Other Drug</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2020</td>
<td>67</td>
<td>22</td>
</tr>
<tr>
<td>Fall 2019</td>
<td>81</td>
<td>40</td>
</tr>
</tbody>
</table>
The Emmaus Center has focused this year on grounding and assessing our work in student spiritual development and also the curricular and co-curricular integration of vocation with community engagement. Thanks to dedicated student leadership, our programs have offered in-person gatherings where students explore the facets of their own spirituality and the wisdom available in experience, tradition, reason, and scripture. Our student staff participated in anti-racism training this fall, and will continue in the spring to apply these principles to their lives and work.

Kodee was the student member of a grant proposal team requesting funds to integrate vocation and community engagement at St. Norbert. Navigate is a yearlong student discussion program about vocation and a core component of the grant proposal.

“One of the greatest takeaways from Navigate, besides vocational exploration, is cultivating a deeper, more expansive perspective on how we understand our lives to be unfolding... that finding one's calling is not a straight and narrow path but rather consisting of multiple branches and ever-evolving.”

--Kodee Zarnke '20

A primary focus this year was to gather students in-person as often as safely possible and to support students in quarantine and isolation (Q&I). The Emmaus Center funded and packaged 50 care packages that were distributed to students at the Kress Inn and Tundra Lodge. Professional staff walked with students in Q&I and played online games to offer spiritual support and company. In the first-year residence halls, ALIVE peer ministry student leaders offered weekly opportunities for in-person discussion and community-building.

Professional Staff offered trainings on respectful dialogue to students in Michels Hall and a vocation study group for staff. We were also part of the planning team for the Braver Angels workshop to help faculty and staff develop skills to dialogue across political divisions and have served on the Respect Initiative to give students a framework for respect that is rooted in the college's Catholic, Norbertine, and Liberal Arts ideals.

The Emmaus Center is currently revising our website to make navigation simpler and spiritual resources more accessible.

90% of Emmaus Center programming in Fall 2020 was in-person.

17/18 Emmaus Center student staff completed a 6-week anti-racism training in Fall 2020 or Jan 2021; 3/3 professional staff as well

$36,625 Total amount proposed for a 2-year NetVUE grant to formally integrate vocation and community engagement.
Health Services

STUDENT AFFAIRS AT ST. NORBERT COLLEGE

SUBMITTED BY: Chrystal Woller BSN, RN, Director

YEAR: 2020-21

Reflecting on the Fall Semester:
The Fall semester of 2020 offered health services staff the opportunity to serve the campus like never before. Health Services case managed students’ needs as direct service providers through COVID testing, contact tracing, and isolation/quarantine care, all while assuring that non-COVID medical care continued in the clinic. In addition, staff managed the public health response, in collaboration with the local health department, by serving as onsite communicable disease consultants for students, parents, staff, and faculty. Furthermore, Health Services staff informed campus communications, policy development and implementation efforts.

- Reorganized clinic operations in accordance with local/state and federal public health guidance and the American College Health Association Guidelines to mitigate the potential for COVID transmission.
- Secured adequate personal protective and testing supplies through state asset allocation, grants and traditional vendors to assure that staff could safely deliver COVID care on campus. As a result of these community partnerships an estimated $14,362 was saved.
- Case managed and documented isolation and quarantine activities on campus in accordance with public health guidance and state statute.
- Administered 275 Influenza vaccinations to date, promoting additional measures to protect the health of our SNC community during the pandemic.
- Maintained regular communication with internal and external stakeholders to assure coordinated response efforts.
- Informed campus policy and pandemic response efforts.
- Supported student retention efforts by managing the pandemic which allowed for the continuation of in-person instruction.
- Successfully completed the first year of the Department of Justice, VAWA grant (gender-based violence prevention), proving to be a national leader in these efforts amid the pandemic restrictions.

Student Perspective:
“From the moment the nurse called me to walking out of the Kress Covid-free I was surrounded by (from 6 feet away) the most loving and caring network of people imaginable... I felt all my fear and anxiety melt away as the sweet voice of the SNC nurse assured me everything was going to be alright... Instead of being scared or worried I had such confidence in my ability to tackle the situation due to the love and support the amazing members of the SNC quarantine and isolation community provided me... This year hasn’t been easy on anyone, and the outstanding procedures SNC implemented to help combat this virus while still allowing us to come back to campus has meant the world to me... SNC, thank you. Thank you for supporting and loving me when my family couldn’t, and thank you for helping me overcome this illness...”
- Abby Krueger ‘23

7 10 817

Increased staffing to 7 days/wk to be able to respond to the health needs of the campus community
Additional contact tracers certified & trained to respond to campus needs
Isolation and quarantine cases monitored
Leadership, Student Engagement & FYE
STUDENT AFFAIRS AT ST. NORBERT COLLEGE
SUBMITTED BY: Shelly Morris Mumma, Ph.D. - Director
YEAR: 2020-21

DIRECTOR OVERVIEW:
We made a number of changes to our normal programming and tasks due to COVID-19 restrictions. We instituted a complete plan for student organizations to follow which requires all student organizations to register on-campus events. In the past, we only required off-campus events to be registered. We also had a staff member leave the college in early November. Our staff was still able to work together to accomplish tasks that helped students be engaged virtually and face-to-face.

STUDENT PERSPECTIVE:
From a student evaluation of the Emerging Leaders program:

“It helped me get connected with more people, kept me active on campus, and gave me an opportunity to participate in a community of sorts.”

From a student evaluation of the Week of Welcome:

“I think the most helpful part of the Week of Welcome was the FYE meetings. My mentor gave me a lot of insight into SNC and how to succeed at SNC. Also, the FYE meetings allowed me to meet other people and become more comfortable.”

LSE & CAMPUS CENTER GOALS:
Create a set of guidelines/plan related to COVID-19 to allow student engagement opportunities:
- Create flow of traffic for safety in the Campus Center
- Create set of guidelines for student organization events (virtual and face-to-face)
- First Year Experience groups met in person for the first ten weeks of class
- Intramural sports were reconfigured to allow face-to-face opportunities that were physically distanced
- Worked with Greek & Independent groups to have virtual recruitment

Support anti-racism programs and training for staff and students
- Student staff fall training
- CVC anti-racism training for staff and students
- Social media posts to educate followers on anti-racism topics

61
First-year students that participated in Emerging Leaders (typically, there are 30-40 who participate)

68%
First-year students that attended the final FYE Meeting even though attendance was not required

60%
Student organizations with a focus on recreation were able to continue with practices & activities
Overview:
Multicultural Student Services was impacted by COVID-19 like all other departments on campus. Our main objective was to develop and maintain authentic relationships with students of color on campus in a safe manner. We did this with the intention of ensuring that students felt engaged and supported on campus.

Student impact:

“Make a Stand With Us”, Black Student Union silent protest. 9/3/20

STAR Program early arrival program 8/16-19/20.

“STAR really helped me feel at home at SNC. I was really worried about making friends with the Covid restrictions but STAR made it better.”
--STAR participant

MSS Goals:

Our goal this semester was to gather students in person in a safe manner when possible and virtually when needed.

- Multicultural Student Services conducted in-person early arrival for 25 STAR (first year students of color) students.
- MSS worked in collaboration with student leaders to organize a socially distant Black Lives Matter silent protest in support of victims of racial violence in the United States.
- Provided a welcoming and supportive socially distant Multicultural Center for students.
- In collaboration with student organizations, hosted three in person events for Hispanic Heritage month and one in person and two virtual events for Native American Month.
- Administered three digital outreach surveys to check in on MSS students’ well being throughout the semester.

74%
Of the students who completed the informal survey indicated that the content and/or quality of their courses did not change when delivery methods changed

98%
Of the students who completed the survey indicated that participating in the STAR program supported their transition to campus and assisted in the building of strong relationships on campus.
Residential Education & Housing (REH)

STUDENT AFFAIRS AT ST. NORBERT COLLEGE

SUBMITTED BY: Joe Totman, Ed.D., Director
YEAR: 2020-21

Director Overview

REH has worked diligently this semester trying to make meaningful connections with our residents - especially first-year students. Re-thinking programming offerings and more one-on-one touch points have been the key. In addition, we managed enforcement of the Safer at SNC guidelines within our buildings which proved to be difficult, but aided in campus remaining open for the fall semester.

Student Success

"If someone looked at my planner this past semester, they would think my schedule was leaning on the verge of craziness with the marked, highlighted, and post-it noted reminders for ROTC, homework, and R.A. responsibilities. Despite all of this, my Resident Assistant experience grounded me. I discovered my passion for building meaningful relationships with others. Sometimes, I felt like a "mother hen" looking out for her chicks because I, just like the St. Norbert College community, care deeply about my residents and want them to succeed. The REH staff supported me --even with my business-- allowing me to support others."  

- RA Lydia Myszka, '23

REH Goals/Initiatives

- Update our Mission Statement
- Create an Inclusivity Statement
- Assess REH student staff to gauge their learning around EDI
- All REH staff completed CVC anti-racism training
- Support students around the challenges of COVID
- Provide opportunities for students to make meaningful connections
- Assess REH work based on CAS Standards around:
  - Student Learning, Development, & Success
  - Access, Equity, Diversity, and Inclusion
  - Programs & Services

83% of REH student staff received a 3.5 GPA or better. 39% (14 students) received a 4.0 GPA!

1613 Fall Opening Occupancy: students served in on-campus housing

161 ADA housing accommodations made in Fall (singles, ESA, air conditioning, etc)
St. Norbert College Parish

STUDENT AFFAIRS AT ST. NORBERT COLLEGE

SUBMITTED BY: Kevin DeCleene, MTS., Deacon and Director of Parish Life

YEAR: 2020-21

Context:
The Parish, had to overcome a unique challenge, at the beginning of the fall semester regarding the experience level within the Amazing Parish Leadership Team (APLT). Brian Fogarty, Director of Worship and Jennifer Rapavi, Program Coordinator of Faith Formation, joined Amy Keehan, Parish Life Assistant and Matt Jackson, process lead for Accounting; both less than a year. The APLT collaborated and led the parish to achieving division goals.

Progress toward division goals

- **Professional development** of Amazing Parish Leadership Team through Revive Parishes Leadership Series (by Pat Lencioni) including a coach and mentor from the program. Foundational is a culture of prayer.
- Parish **Students Thriving** through our Faith Formation program with significant transformation in the midst of the pandemic; 14 college students taught 100 children through a weekly virtual interactive session. A key initiative was effective goal setting and 1x1s with performance feedback.
- Our **Equity, Diversity and Inclusion** priority moved forward through a new Parish Outreach Ministry; OUT|LOUD, unveiled last semester, with leadership from Dr. Craig Ford, Theology and Religious Studies. It exists to walk together more intentionally with individuals who have been marginalized on the basis of race, gender, or sexual orientation.
- The **Worship** team created a safe space where a consistent 100+ students gathered weekly for an encounter with Jesus Christ at Mass.

Student Success:
Grace Brick, 21’ planned, organized and directed a Worship Interfaith Service with a theme of Thanksgiving Gratitude. She involved 8 diverse faiths and Emmaus Center and breathed life into our Equity Diversity and Inclusion work. Grace was also actively involved with an ecumenical service in October.

"Planning the interfaith service, with the help of Dr. O’Connor (Theology and Religious Studies), allowed me to connect with a diverse group of faith leaders from the Green Bay Area and to create a community where all truly felt welcomed and comfortable, thus creating a space for continued fruitful dialogue between faiths, and on a personal note gave me a glimpse into my future career.”
-Grace Brick ‘21’

**Context:**

- **Fall Semester 115** students attended Sunday Mass in person each week x 15 weeks.
- **Students attended Sunday Mass virtually each week over 15 week period.**
- **59 Students engaged with parish councils, committees and ministries**
Student Judicial Affairs

Overview:
The Fall Semester of 2020 was a challenging one for students in many ways due to the COVID-19 pandemic. Amongst those challenges was learning to modify their behavior in accordance with a new public health policy that required students to wear masks in most areas of campus, adhere to a curfew, and find ways to be social without violating room occupancy limitations. We worked with each student who was charged with a public health violation to understand the circumstance behind what took place and employed educational and other sanctions. The result was that while we had more students with conduct issues than in previous years, most of those issues were related to the public health policy but only few had repeated behaviors. Overall, we experienced a significant drop in student violations in most other areas.

Student Impact:
"I will always remember to keep the covid guidelines in mind and remind myself that they are put in place to keep people safe. I understand that I messed up and made a selfish decision, but I will learn from it and grow as a person."

"By following these guidelines I can be a positive example for other students on campus."
--From a student's COVID-sanction essay

Fall Goals:
- Reduce repeat offenses.
- Participate in the Anti-racism workshop offered by the CVC.
- Look for ways to improve the Judicial process for students
  - Review/adjust our survey
  - Examine our process through an EDI lens
  - Gather data from Maxient to better understand who we serve
- Collaborate with BIRG (Bias Incident Response Group) to improve policies against biased violations
- Worked with Academic Affairs in developing a more collaborative protocol for response to behavioral issues that occur in the classroom setting.
- Effectively train Hearing Board members and Process Advisors in new Title IX regulations.

178
Number of students charged with Public Health violations

389
unique charges reviewed.

11
Number of students who had repeat offenses.

STUDENT AFFAIRS AT ST. NORBERT COLLEGE
SUBMITTED BY: Lori Evans M.S., Director
YEAR: 2020-21
Director overview:

The Sturzl Center works with campus and community partners to address community issues and enhance student learning. This semester we created new virtual and COVID safe experiences in every program, and added opportunities for students to learn and reflect on anti-racism. We also made extra efforts to check in on student wellness in each of our contacts as most of our students were impacted by quarantine and isolation, especially in Michels Hall.

Student impact:

“The House of Hospitality is ready for the winter season, thanks to a group of St. Norbert College students!”

I have learned in my last year as a part of the RTC (Residential Themed Communities) program that it has truly made me more confident. Being a part of this program for three years has been a great part of my experience here at SNC. I have learned about my passion for helping others and I will use that passion to pursue a career in the helping profession as a social worker. ~ SNC senior

Sturzl Center Fall Goals:

Create COVID safe service opportunities for service-learning programs.
- Michels/RTC supported De Pere voter engagement and Whatsoever You Do, Inc.
- ASL courses supported Wellspring, SaintA in Milwaukee, students in Madrid, Spain, promoted voter engagement and the SNC VAWA grant
- GST tutors meeting virtually with Green Bay children
- TRIPS will serve locally this spring

Provide anti-racism training for staff and students
- Student staff fall training
- CVC anti-racism training for staff and tutors
- Reflection and discussion built into weekly service programs

347
Students participated in service learning experiences this fall

88
students served through fall CENG courses

21
Community partners supported student service during fall semester