



TRI-CITIES

**Enrollment Management & Student Services
and Information Technology**

2015-2016

Annual Report



Student Union Building coming Fall 2017 to the WSU Tri-Cities campus

What an Amazing Year!

It is an exciting time to be at WSU Tri-Cities. The campus has experienced many firsts - from another record enrollment and expansion of academic programming, groundbreaking of the campus' student union building, to the anticipated start of on-campus housing in 2017. The talented staff of the Division of Enrollment Management and Student Services is extremely proud to be part of creating a campus community in which students can grow and thrive so they can contribute to our local community, the state of Washington, and beyond.

Informed by our assessment, student feedback, and best practices, the Division of EMSS has also undergone changes this year. We have added the student cashier service to the division, expanded the Office of Student Life, and transformed the key areas of financial aid, counseling, and access services into a coordinated administrative Student and Financial Support Services unit. It is hard to believe that the first three-year EMSS strategic map is coming to an end but we are excited to start the collective process of gathering feedback about the next phase of strategic planning. Together we will continue to improve the student experience at WSU Tri-Cities.



One thing that I love about our campus is the uniqueness and the opportunity to try new things. As an example, many senior student affairs officers in the country can't say that they are also the

campus' Chief Information Officer. I'm pleased to report that the campus' Information Technology team has also had an amazing year. They reorganized into a coordinated unit, developed a strategic plan, and continued the incredible customer service that they have been known for throughout the years.

The passion and commitment to student success is very evident on our campus and it is an honor to collaborate with faculty, staff, and administration on a daily basis. As always, feel free to connect with me at chris.meiers@tricity.wsu.edu or via Twitter @chrismeiers.

Be well and go Tri-Cities Cougs!

Chris Meiers, PhD
Vice Chancellor for Enrollment Management and Student Services
Campus Chief Information Officer

Our Areas

Access Center

Campus Registrar

Career Development

Computer Center

Counseling Services

Integrated Academic Technology

International Services

Recreation and Club Sports

Student Cashier

Student Conduct and Accountability

Student Financial and Support Services

Student Life

Veterans Affairs

EMSS STRATEGIC PLAN

In 2014, the Division of Enrollment Management and Student Services formulated a three-year strategic map to deliver efficient and effective services to grow enrollment and develop a dynamic and engaging campus life. The strategic plan has provided a framework for new initiatives and goals that align with the university's commitment to dynamic student engagement, research experiences, and community engagement.

Overall Achievements:

Faculty are playing a larger role in recruitment



Leveraged financial aid more effectively

Evolved New Student Orientation into an intentional year-long experience.



Began construction on the Student Union Building

Established a culture of strategic enrollment management and retention



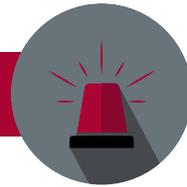
Provided more student support services

2016-2017 Themes:



Provide ongoing professional development

Develop a student crisis management plan



Prepare for on-campus housing

Implement a parent and family program



Continue automation of internal processes

Establish of a culture of inclusion and social justice



IT STRATEGIC PLAN

A highlight of the 2015-2016 academic year was the creation of an Information Technology Strategic Plan to support student learning, scholarships and research. To learn more about the WSU Tri-Cities IT department and resources, please visit tricities.wsu.edu/it.

Main Strategies:



Put a campus IT Service Level Agreement (SLA) into effect



Establish a culture of assessment and transparency for Campus IT



Provide wireless access in the courtyards of the West and CIC buildings



Form a campus-wide IT advisory committee

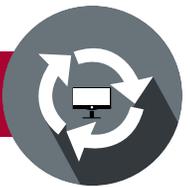


Rebrand the operations as a consolidated IT Unit

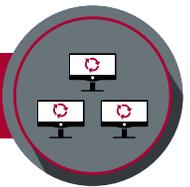
Redesign and reconstruct the IT website to be more user-friendly



Create and launch a replacement cycle for IT servers, routers, switches and classroom computers



Facilitate individual departmental computer replacement cycles



Implement test scanning capabilities



Design a submittal system for the digital signage on campus



HIGHLIGHTS

Groundbreaking and construction officially started on the campus' **Student Union Building**, opening in 2017.

Career Development's Career Fair saw an increase of 64% in student attendance from last year

The area of **Student Financial and Support Services** was created to provide more student support services and to increase awareness of services. This change aligns Student Financial Services, Disability Services, and Counseling Services into a coordinated unit.

Student Financial and Support Services offered free tax advice service for students during April.

In order to leverage scholarships more effectively, **WSU Tri-Cities** consolidated all the applications into one. This increased the number of completed applications by 143%.

Career Development increased the number of students attending events by more than 81% from last year, reaching more than 47% of the student body.

A student **Veterans Advisory Board** was launched this year to support student veterans.



MORE HIGHLIGHTS



The **Office of Student Life** funded a faculty master position to support students living in the Guest House

The Charter of Operational Responsibilities and Expectations (C.O.R.E.) was created to demonstrate a formal shared working relationship between the campus and central Student Financial Services operations

Information Technology upgraded the West 145 computer lab and fully made it open access for students

More than 229 video conference courses and 2514 videoconference meetings were held via the **Integrated Academic Technology Department**

The **Office of Student Life** increased the number of students participating in registered student organizations by 225%.

The **Office of Student Life** launched a recreation program, including outdoor equipment rental and intramurals.

Study Abroad participation continues to increase with 9 students studying overseas this year



STAFF UPDATES

Promotions

- Aaron Brumbaugh, Director of Campus Information Technology
- Jordyn Wright, Student Financial and Support Services Manager

Retirements

- Dallas Barnes, 46 years of service at WSU
- Don Frame, 23 years of service at WSU Tri-Cities

New Hires

- Kathy Harper, Student Cashier
- Harley Lawrence, IT Support
- RJ Aubert, Recreation and Fitness Coordinator
- Brandon Fox, Assistant Director of Student Life
- Austin Wingle, Student Life Program Coordinator

Awards



National Association of Student Personnel Administrators Doris Michiko Ching Excellence in Student Affairs Award, National Mid-Level Professional, Outstanding Service for Student Leadership Programs Knowledge Community

Danielle Kleist, Director of Student Life and Services

WSU President's Employee Excellence Award

Aaron Brumbaugh, Director of Campus Information Technology



Professional Service

- Chris Meiers, PhD
 - National Association of Student Personnel Administrators (NASPA) Region V Communications and Website Coordinator
 - NASPA Region V Scholarship Reviewer,
 - NASPA Emergency Aid Programs Advisory Group
 - NASPA James E. Scott Academy for Senior Student Affairs Officers, Board Member
- Jordyn Wright
 - Washington Financial Aid Association Communications Chair
 - WFAA Trainer the Trainer Presenter
 - National Association of Student Personnel Administrators (NASPA) Conference Program Reviewer and Region V Conference Program Reviewer
- Danielle Kleist
 - National Association of Student Personnel Administrators (NASPA) Western Regional Conference Registration Chair
 - NASPA Presentations “Developing Student Leaders Through Advising” and “Navigating NASPA”
 - NASPA Region V Membership Coordinator
- Nancy Roe
 - Pacific Association of Collegiate Registrars and Admissions Office Treasurer
- Mariella Lora
 - Presentation at Hispanic Association of Colleges and Universities (HACU) “Little Fish in a Big Pond”



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