



# The Division of Student Development and Campus Life

Compassion | Respect | Ethical | Visibility | Empowerment | Driven By Innovation



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# SDCL Priorities

## SDCL Mission

The Division of Student Development and Campus Life provides access, support and encouragement to all students in pursuit of academic excellence in Montclair State University's diverse community. As a Division, we establish inclusive partnerships, programs, facilities and services, build leadership, enrich academic and career goals and enhance the quality of life for potential and current students and alumni. We support the full development of our students through:

- A commitment to a holistic and comprehensive student experience that builds skills in self-advocacy, social responsibility and personal wellness.
- Building dynamic co-curricular experiences that complement and enhance classroom learning.
- Creating a student first culture that fosters respect, a sense of belonging and encourages care and concern for self and others within diverse communities.
- Promoting student success at every level by offering opportunities to engage in campus activities, leadership development and self-exploration through an array of programs and services both on and off the Montclair State University campus.
- Encouraging the growth of a global mindset through transformative experiences emphasizing social justice, diversity, equity and inclusion.

## Divisional Pillars

- Student Success and Belonging
- Professional Staff Growth and Development
- Intra-university Collaboration

## SDCL Core Values

Value	Statements
Compassion	We operate from a place of compassion and demonstrate empathy for the lived experiences of others through our decisions, words, actions and gestures big and small.
Respect	We advocate for community principles of fairness, understanding and respect.
Ethical	We see and act through an ever more ethical lens.
Visibility	We are visible, available, approachable and accessible to students, colleagues and stakeholders.
Empowerment	We are empowered as agents of change to learn, challenge, seek solutions, navigate obstacles and take action.
Driven By Innovation	We strive to innovate in the development of systems, processes and practices.

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# Campus Business Services

The Campus Business Services unit leads: the campus dining services program; ID card services for identity and access control and financial transactions; the University Bookstore for textbook, course material and spirit wear; the Special Events Office producing University and presidential special events; Conference Services and athletic and recreational facility lease and management contracts. This constellation of mission critical operations are integral to a vibrant, positive, healthy and safe collegiate environment and generate revenue streams to enhance institutional well-being.

## Campus Bookstore

Located in the Student Center at the heart of campus, the University Bookstore, operated by Follett Higher Education, provides course materials in both electronic and print formats, as well as branded, licensed merchandise, school supplies and academic ceremony regalia.

Given the continued shift away from purchase of print materials by students and the increased presence of online marketplace options, during the 2022-23 academic year, Auxiliary Services commenced planning for a conversion of the University Bookstore operation to a virtual bookstore for textbooks and course material sales and rentals, with an onsite spirit wear and merchandise operation intended to occupy a smaller footprint within the existing University Bookstore space in the Student Center.

## Dining Services

Following an extensive public bid vendor selection process that occurred during the 2022-23 year, the University recently contracted with Gourmet Dining Services LLC as the Dining Program manager for residential, retail, catering and vending services. The campus community was introduced to Gourmet at a well-received launch party of Monday, April 25, 2023. Campus response was enthusiastic and over the summer of 2023 Gourmet began planning and implementing key renovation projects at Freeman Hall, Blanton Hall Plaza, Cafe Diem at Sprague Library and the Student Center. These strategic investments are intended to reinvigorate student life, maximize student satisfaction, leverage technology and expand the flexibility and breadth of cuisine choices across campus, including cultivating partnerships with local brand concepts.

Through student, faculty and staff surveying that took place during FY23, Auxiliary Services identified key interests of campus stakeholders with regard to brands, locations, etc. These early input mechanisms, in tandem with feedback Gourmet received during the launch and at subsequent transition meetings, provided the basis for the brand concepts planned for 2023/24.

	2019/20	2020/21	2021/22	2022/23
Meal Plan Enrollment (19 meal plan options)	4624 (fall 2019) 4636 (spring 2020)	2729 (fall 2019) 2420 (spring 2020)	4132 (fall 2021) 3899 (spring 2022)	4532 (fall 2022) 3599 (spring 2023)

Gross Annual Dining Program Revenue	YOY Increase
FY20* - \$18,480,908	-
FY22 - \$21,832,121	18%**
FY23 - \$26,533,926	21.5%***

\* All dining operations closed March 23, 2020 due to pandemic, so three months of remaining revenue generating opportunities were lost.

\*\*Housing rates did not increase from FY20 to FY21.

\*\*\*Meal plan rates increased by 2.5% from FY22 to FY23, accounting for a small percentage of the gross revenue year over year increase.



## ID Card Services

The University ID Card office maintains the ID card software platform for student, faculty and staff identity management, Red Hawk Dollar/Flex Dollar and door access for residence halls. During the 2022/23 academic year, the ID Card Office moved from the 4th floor of Student Center to the 1st Floor and also established a pop-up presence at Red Hawk Central at the start of each semester.

Major goals for FY24 include integration of Bloomfield identity and access management functions so that one card can work for both campuses and to convene a task force to consider a transition to mobile credentialing and if it would add value and be desirable and be cost effective.

## Conference Services

Over the past year, the Conference Services unit saw a significant uptick in the number of events taking place in the Conference Center as well as in the number of summer camps and conferences that occurred on campus.

### Significant Accomplishments Included:

- The launch of a new University Master Calendar online, with feeds from all major event producing departments across campus, even those that do not actively use 25Live to manage their venue and which is compliant with ADA accessibility requirements. This is a very robust, visually appealing tool for student belonging and engagement.
- Hosted 21 summer conferences within our residence halls for a total of \$562,080 in revenue.
- Housed 15 summer interns in the Village for a total of \$50,600 in revenue.
- The number of day conferences held within the Conference Center facilities increased by 21% going from 193 events in FY22 to 235 in FY23. Revenue also increased by 354% from \$57,777 to \$205,000 in FY23. The revenue increase was due largely to an increase of external events resulting in approximately \$130,000 in additional external revenue.
- Continued development of resources, forms and processes in support of the Protection of Minor Youth policy and guidance and hire of a part-time temporary campus nurse to support university hosted summer camps and conferences.
- Generated and managed 65 external contracts for one-day events on campus (compared to 18 in FY22) and maintained long standing leased space contracts by the Riding Academy, Bike and Walk Montclair.
- Provided logistical support for 170 internal department and University mission critical events.

## Office of Special Events

The Office of Special Events participates in the strategic development, planning and execution of the University's large-scale, high-profile signature and ceremonial events that advance the institutional mission of the university. During FY23 Office of Special Events planned and produced a robust array of high visibility events for the institution including, the President's Investiture Ceremony; Development Events; Community Events; Homecoming; Winter Celebration; and a new model for spring commencement ceremonies, producing and executing three ceremonies in one day at the Prudential Center.

## Athletic and Recreation Facility Partnerships

Auxiliary Services supports an array of contractual relationships that leverage university athletic and recreational facilities to advance broader community and regional needs and foster positive relationships with local and regional stakeholders.





## Student Leader Staff

### Campus Recreation: Student Leader Staff

	2020/21	2021/22	2022/23
Total # Hired	219	272	276
New Hires	64	173	124
Returners	155	99	152
Average GPA	3.31	3.33	3.29

# Campus Recreation

The Department of Campus Recreation offers award-winning, state-of-the-art recreational facilities and excellent recreational programs and services to undergraduate and graduate students, faculty and staff. The center offers programs such as Fitness and Group X classes, Intramural and Club Sports, special campus events, off-campus outdoor adventures and bicycle and outdoor recreational equipment lending. Non-affiliated members may participate in swim lessons, birthday parties and enjoy guest privileges in the Student Recreation Center.

## Facility Features

### Student Recreation Center

- 78,000 square feet
- 10,000 sq. ft. fitness space
- Two Court Gym
- Heated Indoor Pool (25 Yards/6 Lanes)
- Elevated Indoor Track
- Locker Rooms & Showers
- Equipment to Borrow/Buy
- State of the Art Fitness Equipment

### Montclair State Ice Arena

- Two Full NHL Sized Arenas
- Cafe/Concessions
- Operated by Firland Group
- Home for Montclair State University Club Sport Teams

### DioGuardi Field

- 330' x 200' Turf Field With Eight-Lane Track and Lights

The Student Recreation Center is open 14-18 hours a day during the fall and spring academic sessions.

## Facility Usage

	2019/20	2020/21*	2021/22	2022/23
Total # Patron Swipe-Ins	203,799	39,890	179,527	247,320

- In 2022/23, the Student Recreation Center showed a 38% increase in the number of patron swipe-ins versus the previous academic year. We are near our pre-COVID-19 level of usage (92% vs. 2018/19). Swipe-in data does not include tour groups, summer camps or other outside/community programs.
- Nearly 50% of the student population swipes into the Student Recreation Center at least once per year.
- There is a positive correlation between Student Recreation Center usage and first year retention for both females and males ('14, '15 & '16 cohorts.)
- \*Reduced usage due to COVID-19 pandemic restrictions.

## Student Engagement

### Campus Recreation Programs: Participation Data

Fiscal Year	Aquatics	Club Sports	Fitness	Intramural Sports	Outdoor Adventure	RecNights	RecBoard	Special Events	TOTAL
2019/20	1,066	511	6,559	953	799	659	1,459	3,851	15,857
2020/21*	351	428	1,210	n/a	551	451	n/a	487	4,611
2021/22*	694	470	2,788	943	1,078	1,724	487	2,267	10,811
2021/23	1085	401	2,095	1,322	1,696	2,680	700	2,917	12,896

\*COVID-19 restrictions in place.



# Programs

## Special Events and Rec Nights (examples below)

- Archery Balloon Burst
- Community Service Trips
- DIY Activities/Crafts
- Professional Sports Games Trips
- Rec Fest, Bingo, Tie Dye and more!
- Terrarium Making for Earth Day

## Aquatics

- CPR and Lifeguard Courses
- Cardboard Canoe Races
- Dive-in Cartoons and Movies
- Free Swim Lessons
- RC Boat Racing
- Wipeout!

## Intramural Sports

- 3v3 Basketball
- 5v5 Basketball
- Dodgeball
- Flag Football
- Indoor Soccer
- Inner Tube Water Polo
- Outdoor Soccer
- Softball
- Street Hockey

## Club Sports

\*Team Had National Championship Qualifiers And/or All-Americans in '22-'23.

- Baseball\*
- Basketball\*
- Cheer - National Champs '23
- Dance – National Champs '18 & '21
- E-Sports
- Equestrian
- Field Hockey
- Figure Skating
- Gymnastics\*
- Ice Hockey\*
- Lacrosse
- Rugby
- Soccer
- Softball\*
- Swim
- Table Tennis
- Tennis
- Unified Sports
- Volleyball
- Wrestling

## Outdoor Adventure

- Apple Picking
- Biking Trips
- Camping
- Friday Night Fire Pits with S'Mores
- Harvest Festival
- Hiking Trips
- Horseback Riding
- Kayaking
- Outdoor Adventure
- Paintball
- Renaissance Faire
- Rock Climbing
- Standup Paddle Boarding
- Whitewater Rafting
- Winter Variety Trip in Lake Placid

## Skating

- Birthday Parties & Rentals
- Figure Skating
- Freestyle Skating
- Learn to Skate
- Men's, Women's and Youth Hockey
- Open Skate
- Stick and Puck
- Summer Camps





# Center for Student Involvement (CSI)

Through innovative leadership offerings, fraternity/sorority advisement, civic and voter engagement activities, commuter life, weekend programs and student employment opportunities, the Center for Student Involvement (CSI) empowers students to be visionary, ethical, culturally competent and responsible members of our global community. CSI guides student organizations to operate successfully on campus, supports the educational experiences that student organizations provide for their members/leaders and administers the Engage Student Involvement online portal for student organizations and campus programs.

## Student Activities

CSI Weekend Activities & Signature Events	Fall 2021	Spring 2022	Summer 2022	Fall 2022	Spring 2023
Total Number of Programs	56	48	26	58	47
Total Program Attendance	4,957	1,461	1,971	6,871	1,837
Total Unique Attendees	2,513	1,001	772	3,095	1,248

## Signature Programs

- Weekend Programs: Trivia nights, bingo, off campus trips, outdoor movies.
- Campus Traditions: Homecoming, Red Hawk Night, Senior Week, World's Fair
- New Programs: Bi-weekly in hall programs, monthly training workshops for Registered Student Organizations.
- Student Involvement: Student Organization Fairs, student organization events, Engage portal.
- CSI employees approximately 15 students per year.
- CSI staff collectively supported 240 campus programs. They checked in over 8,188 guests at CSI events. (Does not count all of the events supported.)

## Civic & Voter Engagement

- The 2020 NSLVE Report showed that Montclair State University's Voter Turnout increased to 71%, a 17.7% increase from 2016, earning Gold Campus status through the All In Campus Democracy "Challenge".
- Montclair State University placed 3rd in our conference within the New Jersey Ballot Bowl hosted by the New Jersey Secretary of State.

## Volunteer Programs

Both in-person and virtual donation and volunteering options included National Days of Service, blood drives, Community Service Fair, Alternative spring Break, Employee Service Days, National Volunteer Week, Hunger & Homelessness Week and clothing drives.

Volunteer / Donation Option	2021/22 # of Events	2021/22 # of Volunteers / Donations - Not Including Days of Service	2021/22 # of Hours	2022/23 # of Events	2023/23 Volunteers / Donations - Not Including Days of Service	2022/23 Volunteer Hours
Fall - In-person	18 - Not Including Blood Drives or Days of Service	269 Volunteers	502.5	22 *Not Including Blood Drives or Days of Service	291	536.18
Fall - Virtual	Volunteer On Own Time	11 Volunteers	73	*Volunteer On Own Time	0 Volunteers	0
Spring - In-person	10 - Not Including Blood Drives or Days of Service	83 Volunteers	235.25	11 *Not Including Blood Drives or Days of Service	89 Volunteers	304
Spring - Virtual	Volunteer On Own Time	4	36.25	0 *Volunteer On Own Time	0	0
Donations	11	950	n/a	8	650	n/a
Blood Drives - Not Held In 2020/21	5 Blood Drives	157 Units Collected	74.75	3 Blood Drives	96 Units Collected	18
9/11 Day of Service	20 Sites	193	964.6	23 Sites	10	1302.15
MLK Day of Service	16 Sites	97	374.5	15 Sites	241	1051.25



## Commuter Life

Commuter Programs	Fall 2021	Spring 2022	Fall 2022	Spring 2023
Total number of Commuter Programs	21 Total Programs, 4 Virtual Programs	8 In-person Programs	23 and 4 CAMP Socials	12 and 2 CAMP Socials
Total Commuter Program Attendance	1,131 - Not Including 1,000 for Bagels and Snacks During CLAW	547	3,839 - Not including 1,000 for bagels and snacks during CLAW	1,216
Average % of Commuters Attending	65%	70%	73%	67%
CAMP Mentees	152	148	161	156
CAMP Mentees Retained in Program Fall to Spring	96%	96%	TBA	TBA

### Signature Programs

- Commuter Life Appreciation week (CLAW)
- Commuter Happy Hours (weekly)
- Commuter Assistance Mentorship Program (CAMP)
- Halloween Event

## Greek Life

As of the spring of 2023, about 5% of Montclair State University students were active members of the social Greek fraternity and sorority community, compared to 3.99% in the spring of 2022.

Greek Life Grade Point Averages	Spring 2021	Spring 2022	Spring 2023
All Greek Membership	599	553	499
All Greek	3.396	3.365	3.29
All Fraternity	3.254	3.190	3.17
All Sorority	3.463	3.439	3.37
All Greek Gender Inclusive Organizations	3.593	3.750	3.75
All Undergraduates	3.227	3.150	3.141
All Female Undergraduates	3.229	3.241	3.223
All Male Undergraduates	3.103	3.001	3.015

## Greek Philanthropy and Service

	Spring 2020/21	Spring 2021/22	Spring 2022/23
All Greek Philanthropy	\$36,034.16	\$73,604.37	\$65,010
All Greek Service Hours	13,473.53	14,416.74	10,373

## Student Engagement Data

Data tracked by Engage - an events management platform for students to use and see what's happening on campus.

All Campus Student Org & Other Programs	Fall 2019	Fall 2020	Fall 2021	Fall 2022
# of Registered Events	4,539	2,477	3,098	3,756
Tracked Event Attendance	1,076	458	839	757
Total Swipes/Check Ins	48,015	18,640	30,861	40,282
Unique Attendees	8,773	4,462	6,521	7,164

## Student Center

For FY 22-23, the Student Center hosted more than 3,300 events. The summer of 2022 saw the return of the Vice President for Student Development and Campus Life and Dean of Students Offices to the Student Center and brought the Office for Student Belonging, including the Student Veterans Lounge, to the Student Center Annex.



# Counseling & Psychological Services (CAPS)

The Department of Counseling and Psychological Services is a department within the Dean of Students Office designed to provide personal counseling and psychological services (CAPS) for Montclair State students, as well as referrals and consultations for faculty and staff. The Department is fully accredited by the International Accreditation of Counseling Centers (IACS).

## Clinical Service Delivery 2023

**Campus Crisis Management:** CAPS continued to be an essential component of the University's response to students, faculty and staff in distress. CAPS staff provided crisis coverage 24 hours a day, seven days a week for the University community 365 days of the year. Emergencies increased in 2023 over the prior year. CAPS responded to 48 emergencies during office hours and ProtoCall responded to 150 calls for urgent care after hours. CAPS staff remain on-call in order to coordinate care with ProtoCall after hours, when needed.

**Client Satisfaction Survey:** A client satisfaction survey demonstrated very positive results from the 2022-2023 academic year. Results from this survey indicated that students were extremely positive about the services they received at CAPS. For example:

- 93% Of respondents agreed or strongly agreed with the statement that as a result of counseling "I feel better about myself."
- 99% Indicated they would recommend a friend seek counseling at CAPS.
- 97% Indicated that their experience at CAPS significantly added to their positive feelings about Montclair State University.
- 97% Indicated that their experience at CAPS helped them make progress towards completing their educational goals.
- 100% Said TeleHealth services (remote counseling) met their needs.

## Major Accomplishments 2023

**Collaboration and Outreach:** A variety of annual as well as new and innovative outreach programming was very successful this year. Sister to Sister (S2S), a popular mixer for women of color, was offered in the fall semester and a new "So You Think You Have..." series was offered in the spring, allowing students to learn more about commonly referenced diagnoses such as Attention Deficit Hyperactivity Disorder (ADHD), body image and eating disorders and Substance Use Disorder (SUD). An array of creative outreach programs was offered including a "cookies and crafts" series to welcome new students with the Center of Student Involvement, movie screening of "Each and Every Day" co-sponsored with the Student Government Association and two mindfulness programs at the George Segal Gallery. Active Minds and United Asian American Student Organization (UAASO) collaborated with CAPS to promote and celebrate Asian American Pacific Islander Heritage Month and Mental Health Awareness Month activities and flag raising. Additionally, the CAPS Mental Health Ambassadors and Health Promotion Ambassadors had their first "Meet and Greet" and these students helped to promote and facilitate the depression screening in the fall and substance use screening in the spring.

**Grants:** CAPS staff oversaw a Mental Health First Aid (MHFA) "train the trainer" cohort of Montclair State University staff who now facilitate MHFA training for the Montclair State University community. Melissa Zarin and Jude Uy, specifically, are overseeing this grant and have helped to facilitate 20 MHFA trainings on-campus. A grant from the State of New Jersey, CAPS launched a marketing campaign for UWill, a free telehealth psychotherapy service for students. The department also received a new large grant from the Office of the Secretary of Higher Education (OSHE) focused on community provider partnerships and professional development in the area of diversity, equity and inclusivity.



# Dean of Students Office

The Office of the Dean of Students oversees the comprehensive health and well-being of our students. Within this office, various departments collaborate to support students in different aspects of their lives. These departments include Campus Recreation, Center for Student Involvement, Counseling and Psychological Services, Disability Resource Center, Office of Health Promotion, Office for Social Justice and Diversity, Office of Student Belonging, Residence Life and Health Center. Together, they work towards creating a supportive and inclusive environment for all students.

Our role is intentional – we promote self-advocacy and encourage active engagement in co-curricular activities. We recognize that students often encounter various challenges throughout their academic journey and we strive to be a bridge, connecting them to solutions. We provide support for a wide range of difficult situations, offering personalized recommendations that address the unique needs of each student.

## 2022-2023 - Students Inquiries

### 2022-2023 Incoming In-Person Inquiries and/or Phone Calls Triaged

Month/Year	Total
September 2022	220
October 2022	226
November 2022	264
December 2022	217
January 2023	227
February 2023	210
March 2023	247
April 2023	236
May 2023	224
June 2023	86

Total: 2307

### 2022-2023 Incoming Email Inquiries Triaged

Month/Year	Total
September 2022	393
October 2022	340
November 2022	362
December 2022	326
January 2023	268
February 2023	228
March 2023	187
April 2023	233
May 2023	136
June 2023	83

Total: 2556

## Trends for 2022-2023

Overall, students were challenged with managing multiple responsibilities, building social connections again and adapting to their “new” normal which included in-person activities. In 2023 from September to June, 2,307 telephone inquiries and 2,556 emails were triaged.

- A return to “normal” was challenging for some who spent the previous year at home.
- Students returned to campus with energy and struggled to build new connections.
- Rising economic hardship due to inflation led to an increase in cost of living.
- Mental health remained a challenge with students seeking more support.

The Crisis, Assessment, Response and Education (CARE) Team is a multi-disciplinary group of administrators that evaluate concerning behaviors of students. The CARE Team gathers information about referred students and enacts strategies utilizing a compassionate approach.

- A member of the CARE Team is assigned as the point person to each referred student. The student receives individualized outreach by a caring professional to address the concern along with a bridge to relevant resources. Referrals include, but are not limited to, counseling, tutoring, academic departments and social services.
- Faculty continue to serve as the largest reporter of CARE cases.

## Data for 2022-2023

Concerns included comprehensive and complex problems surrounding mental health, family conflict, housing instability, financial resources and inquiries around accessing social services.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
19/20	14	72	50	189	68	7	1	14	46	85	56	40	642
20/21	10	44	68	54	58	9	7	27	84	126	89	54	630
21/22	32	99	97	84	41	7	20	23	67	106	101	69	746
22/23	38	99	117	71	29	10	4	-	-	-	-	-	368
Total	109	376	365	456	216	37	45	77	243	411	334	209	2878

## Care Team Members

- **Associate Director of Residence Life (Co-Chair):** Kevin Schafer, Ph.D.
- **Associate Dean of Students (Co-Chair):** Yolanda Alvarez
- **Assistant Director, First-Generation Initiatives:** Jasey Bedoya
- **Case Manager, Student Support:** Arian Craig
- **Director of Counseling & Psychological Services (CAPS):** Jaclyn Friedman-Lombardo, Ph.D.
- **Director of the Disability Resource Center:** Meghan Hearn
- **Director of University Health Center:** Patricia Ruiz, Ed.D.
- **Office of the Provost:** Matt Calvert
- **Senior Associate Dean of Students:** Fatima deCarvalho, Ed.D.
- **The Graduate School:** Deborah Reynoso
- **University Police Department:** Detective Nicole Aponte

# Options for Students Experiencing Difficulties

**Medical Withdrawals and Late Withdrawal Exceptions:** These withdrawals are designed for students experiencing physical or psychological circumstances that impairs their ability to be successful.

- **Summer 2022:** 6 total; 6 medical withdrawals (4 physical health, 2 mental health)
- **Fall 2022:** 135 total; 103 medical withdrawals (18 physical health, 85 mental health)
- **Spring 2023:** 171 total; (19 physical health, 94 mental health)

# Supporting Student Basic Needs and Addressing Disparities

A recent brief analysis of students registered as Independent was completed with the assistance of the Institute of Technology in Fall of 2022. The analysis indicated that less than half of the students under independent status were able to graduate and receive their degree. In response to this data the Helping Hands Support Initiative was established.

The mission of the initiative is to streamline the process by which a student is identified as being in need of assistance and to the appropriate resources. The Hunger Task Force Initiative and the Student Support Case Manager have established methods to identify students who are experiencing food insecurity and refer them to the Supplemental Nutrition Assistance Program (SNAP), as well as increase awareness of the Red Hawk Food Pantry. Over 15 students were referred to the Supplemental Nutrition Assistance Program through the Dean of Students Office. The Student Case Manager, met students referred by various campus partners and assisted them with accessing both on-campus and off-campus resources.

In Spring of 2023 a “Spring Cleaning Clothing Drive” was held through collaboration with Residence Life, Rocky’s Closet and the Student Support Case Manager. The successful event enabled the closet to offer seasonal clothing in addition to professional clothing. Within the next year, additional research will be completed to explore and identify the barriers encountered by students under ‘Independent’ status in efforts to improve services/resources offered to these students; particularly students who have their own children.

## Increased Access to Book Scholarships

Emergency book scholarships are available on the Dean of Students homepage on the Engage portal. The scholarships are available through the support of the Student Government Association, Montclair State University Foundation and the University Bookstore. Students who are eligible can receive up to \$250 from one scholarship per academic year. Applicants are screened and awarded funds based on their financial need and academic performance.

## Increased Access to Social Services in New Jersey

Students who are interested in receiving assistance with accessing social services can receive help from the Student Support Case Manager, Arian Craig. Within the past academic year Arian has worked with local non-profit organizations such as Montclair Helps, Girls Live Love Laugh Inc, Oasis: A Safe Haven for Women and Children and the Family Assistance Resource Center to name a few to establish symbiotic informal partnerships. The Dean of Students Office is also in the process of exploring access to the Single Stop database; which will increase awareness and the ease of access to off campus resources.

## Building Connections for Unique Populations - Red Hawk Fellows Program

The Red Hawk Fellows Program is a cohort of students identified as emancipated, in foster care, as unhoused or unaccompanied minors and those who do not have parental support. The program provides activities to build community, belonging and connection. A nearly 90% graduation rate was achieved in 2022 for students in the program.

The Red Hawk Fellows Program helps students who are registered under independent status with Resource/Foster Care experience by offering services that assists students on their journey to earn their degree. During the Fall semester of 2022, the program held a Speed-Networking Event which hosted professionals who achieved alternative paths to success. The event was designed to encourage participants to practice meeting new acquaintances and their interviewing skills. The program recently revived the Succeeding Through Empowerment, Perseverance and Stewardship (S.T.E.P.S.) Program which enables students to afford summer housing. Students participating within the program are employed at least part-time and are also required to complete hours of community service. In addition, the program recently developed the “Senior Housing Project.” This project prepares senior students to navigate their transition from college life. The project offers financial literacy education, a post graduate housing search, as well as offering financial assistance to students who successfully complete the program by awarding a gift towards either their first month’s rent or a portion of their security deposit.

The program has recently secured additional funding and services and is expanding its network of donors. There are approximately 134 participants currently enrolled in the Red Hawk Fellows Program, with 18.4% of the participants residing on campus. The program maintains its high level of graduate success; with nearly 90% of the seniors graduating in Spring 2023. “Research on students’ basic needs consistently demonstrates negative impacts on every facet of a student’s college experience including academic performance, peer engagement, their sense of belonging on campus and their mental and physical health,” Enhancing New Jersey College Students’ Access to Food, Housing and Other Basic Needs Supports Playbook, February 2022.

## Supporting Affordable Housing Connections

The Dean of Students Office offered bedding and personal care items for those who may have minimal support through a partnership with Residence Life. In addition to working with the Office of Commuter life to explore/acquire access to affordable housing databases. The database can potentially ease a student’s search for affordable off campus housing. The Student Support Case Manager also assists with locating affordable housing opportunities and offers students help with completing applications. The department is also in the process of securing funds to purchase gift cards through AirBnB for emergency situations. The Dean of Students Office is also exploring alternative sources of funding to assist with establishing on campus emergency housing.



## Supporting Decision-Making and Education

Our Office of Student Conduct: Supporting Decision-Making and Education aims to foster behavior change, enhance decision-making skills and provide an avenue for self-reflection. Primarily, it serves as an educational tool, empowering individuals to learn from their actions. Additionally, it operates within a community-oriented framework, prioritizing the needs of learners and ensuring a fair and well-defined student conduct process. This process emphasizes the university framework of student belonging, social justice, diversity, equity and inclusion.

- Includes a fair and transparent process, timely notification of community violations, where appropriate a fair and impartial hearing board, the utilization of restorative justice tools and the provision of learning resources to aid in future decision-making.
- Top Three Reported Areas: Alcohol/drugs, academic dishonesty and residential infractions.

Student Conduct Incident Reports	2019/20	2020/21	2021/22	2022/23
Academic Dishonesty Violation	176	205	192	103
Code of Conduct Violation	109	244	228	86
Medical Concern Report	64	117	137	72
Other	0	17	172	49
Police Report (Montclair State or Other)	103	121	89	13
Residence Life Facilities Report	66	65	65	29
Residence Life Policy Violation	969	1,520	1,899	1,003
Title IX Report	2	11	20	5
<b>Total</b>	<b>1,489</b>	<b>2,300</b>	<b>2,802</b>	<b>1,360</b>

## Comprehensive Response to Sexual Violence - Title IX

Montclair State University encourages reporting to address incidents of sexual assault, sexual harassment, dating violence, domestic violence, intimate partner violence and stalking.

- We encourage reporting incidents to initiate a connection to resources and options. Our comprehensive approach ensures that individuals who come forward receive the support they need. We provide a range of resources, including access to medical care, counseling services, academic supports, housing and safety measures.
- In cases where an investigation is appropriate, included is a conduct hearing process that adheres to a due process framework. This ensures fairness and accountability while maintaining the rights and dignity of all individuals involved.
- All new and ongoing students receive access to prevention and education training on where to report, resources, options, due process and education about sexual violence.
- Robust educational programs about healthy relationships, dating violence, domestic violence, stalking and sexual consent offered in partnership with other campus offices.





# Disability Resource Center (DRC)

The Disability Resource Center (DRC) is committed to the full inclusion of students with disabilities in all curricular and co-curricular activities as mandated by Section 504 of the Rehabilitation Act of 1973. The Disability Resource Center will assist students in receiving the accommodations and services necessary to equalize access and it assists students with physical, sensory, learning, psychological, neurological and chronic medical disabilities.

The diagnoses range from learning disabilities to mental health/psychological disorders; chronic medical conditions to Autism Spectrum Disorder; temporary conditions such as pregnancy or knee surgery.

## Number of Students Requesting Accommodations

2021/22	2022/23
2,115	2,229

### Academic Accommodations

- Additional Testing Time
- Note Taking Assistance
- Attendance Consideration
- Communication Access
- Deadline Extensions

### Student Life Related Accommodation Requests

	2021/22	2022/23
Housing (Single room, Furniture, Etc.)	118	141
Emotional support animals	38	54
Dining	3	2
Parking	50	51

### Academic Support Requests

	2021/22	2022/23
Workshops	42	78
Testing Center	622	5068
Academic Coach Program	126	158
Transitions	n/a	N/A

### Workshops

Through the Red Hawk F.L.I.I. program (Fellows Leading Inclusive Initiatives), the DRC provides a variety of academic and personal support resources. Each initiative provides support specific to the challenges and concerns common during each college year. Participation in F.L.I.I. resources are available to all DRC students, regardless of academic/class year with 78 students participating in a F.L.I.I. related workshop or presentation.

### Testing Center

After requesting exams through the DRC online portal, students approved with testing accommodations can utilize the Center to receive accommodations in an optimal environment. Remote video surveillance monitors students completing exams in the Center to address proctoring concerns. The Center noticed an increase in usage as the DRC processed 5068 requests, for testing faculty accommodations during the 2022-23 academic year.

### Academic Coach

Graduate student interns provide individual sessions and workshops to assist students in developing academic and professional skills. Frequent topics of concern include time management, self-advocacy and study skills. The challenges of readjusting to in-person instruction after the pandemic continue as 158 students requested assistance from the Academic Coaches during the 2022-23 academic year.

### Transitions Group

Transitions serve as an opportunity for students with Autism Spectrum Disorder to learn from, socialize with and grow together. Transitions meets weekly and will resume co-facilitation by staff from Counseling and Psychological Services (CAPS) and the DRC during the 2023-24 academic year.

## Trainings and Collaborations

### Staff/Faculty Workshops

Workshops co-sponsored by the Office of Faculty Advancement (OFA) provided an opportunity to inform faculty on the various supports available post-pandemic and address their concerns on how to effectively support students while maintaining academic integrity and accessibility standards.

### Recruiting Efforts

The DRC participates in Admissions Open House, Transfer Nights, Accepted Student Days and Admissions Tele-Coaching for prospective and incoming students. The DRC team also provides training to High School Guidance Counselors and their students regarding the 'self-identification' process in higher education to assist Counselors prepare students for post-secondary education. Specific consultations or presentations during high school campus visits are with in preparing upon request with nearly 10 school districts and over 125 Guidance Counselors participants in either opportunity.

### Departmental and Student Organization Trainings

The DRC offers general training on accessibility and inclusion upon request to student organizations and departments across campus. Additional training through partnerships within the Student Development and Campus Life division, Academic Affairs and the other departments and their respective student staff regarding the registration and accommodation process is also available.

### Emotional Support Animals

Service animals and emotional support animals (ESAs) are permitted on University property in accordance with applicable federal and state laws. Common emotional support animals include: Cats, Dogs, Rabbits, Gerbils and Hamsters.

# Emergency Medical Services (EMS)

The Montclair State University EMS unit is entirely volunteer. It is staffed and maintained by students under the tutelage and supervision of the Director of EMS. EMS has approximately 25 certified EMTs and our remaining members are working towards certification. EMS provides emergency prehospital care to our campus community as well as CPR and first aid training.

Students do not have to be certified EMTs when they join our EMS program. After becoming CPR certified and completing our additional training requirements, students are eligible to receive a voucher to attend a NJ State EMT training program at no cost.

## By the Numbers

1998	The year Emergency Medical Services launched on campus! Celebrating 25 years this year!
35	The average number of Montclair State University students who volunteer with EMS.
\$0	The amount EMS charges students and staff for emergency transport. We are a volunteer agency and do not charge for emergency care.
9-12	The number of students who receive a housing waiver each semester to live on campus and provide overnight on-call coverage/EMT services for the campus.
0	The hourly pay of our EMTs. Our students are not paid for volunteering their time, but they do receive \$450 flex dollars per semester and an opportunity to apply to our Resident EMT program. They also have opportunities to earn \$15/hour for providing care at sporting events.
450	Approximate number of Service calls the EMS unit receives in a typical year.
3	The number of vehicles owned by the EMS unit -- 2 Ford ambulances and one Nissan First Responder Truck, The ambulances remain outside the Village apartments on Clove Road overnight and are parked outside the Student Center during the day.
\$250,000	The cost to replace an ambulance! EMS received an incredible gift from the SGA in 2023 and was able to purchase a new ambulance.

## Emergency Medical Services Student Leadership Progression Ladder

### Lieutenants

EMTs Tommy Suffern, Mario Rodriguez and Alex Gili-Olivares are the 2023-24 Lieutenants who were selected after an application and interview process. LTs report to the Director of EMS and oversee all day-to-day emergency operations as well as equipment maintenance, scheduling and recruitment.

### Field Training Officer (FTOs)

Our Resident EMTs are responsible for covering overnight shifts (11 p.m. - 7 a.m.) and weekend shifts, as well as their required weekday daytime shifts. Resident EMTs are housed in one of three designated EMT apartments in The Village at Little Falls at no cost. Resident EMT positions are highly competitive.

### Resident EMTs

Our Resident EMTs are responsible for covering overnight shifts (11 p.m. - 7 a.m.) and weekend shifts, as well as their required weekday daytime shifts. Resident EMTs are housed in one of three designated EMT apartments in The Village at Little Falls at no cost. Resident EMT positions are highly competitive.

### Certified EMTs

Our students are certified by the State of NJ or National Registry of EMTs. After completing a brief probationary period with EMS, EMTs provide emergency prehospital care to the campus community.

### Crew Chiefs

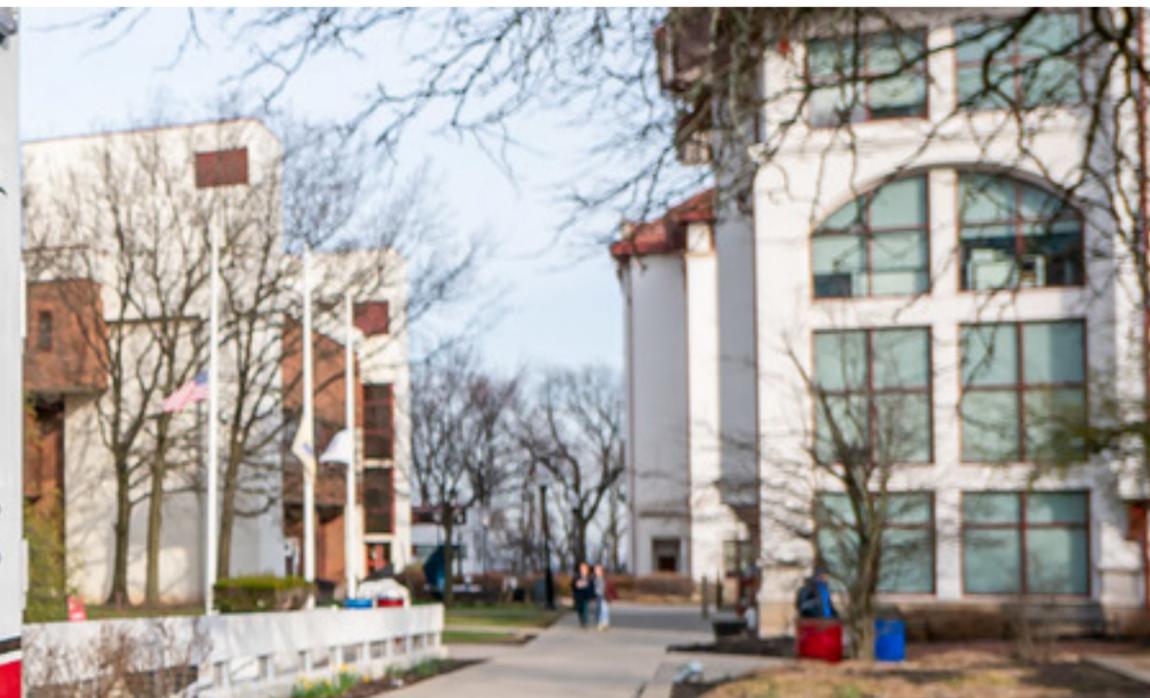
The most senior EMT on a crew supervises operations during their shift, including emergency response, training, AED inspections and submission of all patient care reports.

### CPR Members

These future EMTs are trained in Basic Life Support CPR and the skills necessary to obtain EMT certification.



MONTCLAIR STATE UNIVERSITY  
EMERGENCY MEDICAL SERVICES



# Health Promotion

The Office of Health Promotion (HP) provides services designed to develop healthy behaviors and prevent health concerns that may interfere with academic and personal success.

	2020/21	2021/22	2022/23
Weekly Workshops:	-	746	1,699
Total Direct Reach:	2,216*	11,105	15,131
Drop-in visits to the HP Drop In Center Top Reasons for Visit:	430 (Safer Sex Supplies, DIY Craft Kits, Snacks)	2,223 (Safer Sex supplies, Masks, Health Center, Snacks)	4,773 (Safer Sex supplies, DIY kits, Snacks, Health Center, & masks)
One-on-One Visits:	1	14	36
Attendance at HP Sponsored Initiatives:	Direct Contact: 54* Social Media Engagement: 8,357**	3,299	3,714
Attendance at In-person University Sponsored Events:	207	2,288	3,222
Virtual Weekly Workshops:	458	49	4
HP Student Leader Facilitated Workshops Virtual Responsible Decision Making for GNED 199 (23 Sessions):	843	35	14
HP Student Leader Facilitated Workshops Responsible Decision Making for GNED 199 (36 Sessions):	n/a	1,305	1,494
In-person Outreach:	175	620	175
Virtual Social Media Engagement (indirect Reach):	110,622**	135,203	198,246

\*Direct reach includes in-person interactions and attendance at virtual zoom events.

\*\*Numbers include Instagram Live and interactive social media education and based on virtual social media posts views, "Shares," Comments and Saves.

## Alcohol and Other Drug Program

A comprehensive, evidence informed community-based practice designed to prevent high-risk drinking and other drug use among students. Collaborative partners: CAPS, Office of Student Conduct, Residence Life, Red Hawk Recovery Program and many others.

- Biennial Review: HP manages the process and prepares the view as required by the Drug and Safe Free Schools act.

## Peer Health Advocates (PHAs)

Student volunteers trained to provide peer education, conversation and referral and health advocacy services to other students. In spring 2022, fifteen students applied to the program and seven were accepted.

## National College Health Assessment (ACHA-NCHA)

Administered every two years to identify and priority student health issues based on campus trends and data.





# Community Service

TALON: Club made up of student-athlete leaders across all 18 athletic teams who serve to represent the voice of the student-athlete. Plan volunteer work and community outreach.

## Departmental Yearly Community Service

- Food drive for the Montclair State University Food Pantry.
- Toy drive donated to Catholic Charities in Paterson.
- Volunteer for Essex County Special Olympics.
- Reservoir Run for local charities each fall.
- Read Across America week volunteers.
- Girls in Sports Day clinics.

Every team also has an individual charity / community service that they do as a team, which varies from year to year:

- “Dig for Cure” (Volleyball)
- St. Joseph’s Children’s Hospital (Softball)
- Leukemia and Lymphoma Society (Women’s Soccer)
- Girls Sports clinics (Field Hockey)
- “Team Impact” (Football, Baseball, Men’s Soccer and Volleyball)
- Go Gold for Childhood Cancer (Men’s Soccer)
- Free Youth Clinics (Men’s & Women’s Lacrosse)
- Morgan’s Message & One Love (Women’s Lacrosse)

# Intercollegiate Athletics

## By the Numbers

470	Student-Athletes compete each year in 18 sports.
25	Individual National Champions.
356	Student-Athletes named All-Americans All-Time.
151	NCAA Tournament appearances.
280	Conference major individual award winners (Player of the Year, Rookie of the Year, etc.)
77	NJAC Coach of the Year Award winners.
506	All-Conference Selections.
150	Conference (NJAC, Skyline, Knickerbocker) championships won by Montclair State.
5	National Team Championships.
12	NJAC Athletes of the Year.

## Athletic Facilities

- Champions Conference Room
- DioGuardi Field: Track and Field Teams, Cross Country Team
- Panzer Athletic Center
- Panzer Gym: Men’s and Women’s Basketball Teams, Volleyball Team
- Panzer Pool: Men’s and Women’s Swimming and Diving Teams, community swim lessons
- Academic Center for Excellence
- Athletic Training Room
- Equipment Room
- Peter M. Alteiri Hall of Fame
- Red Hawk Athletic Annex
- Soccer Park: Soccer Teams
- Softball Stadium: Softball Team
- Sprague Field: Football Team, Field Hockey Team, Lacrosse Teams
- Yogi Berra Stadium: Baseball Team



# Office of Student and Belonging

The Office of Student Belonging is designed to provide a variety of cohort-based experiences that promote a strong connection to the university. Students served are from the following populations: first year, transfer, international, first-generation and military-affiliated/veterans. The office strives to build interdepartmental partnerships that will help students foster a sense of belonging at the University. By providing holistic and intentional experiences we increase opportunities for student success and retention.

## Orientation Programs

Orientation programs happen before the semester starts to help students get accustomed to the campus and culture. Military Affiliated students, International Students and Adult Learners are invited to attend a Community Connections that will provide information and support for their transition to Montclair. These events are held during the Orientation Experience.

New Student Orientation	Spring 2022	Summer 2022 (Fall 2022)	Spring 2023
<b>Total # of students</b>	<b>505</b>	<b>4,277</b>	<b>532</b>
<b>Freshmen</b>	<b>36</b>	<b>3,428</b>	<b>108</b>
<b>Transfers</b>	<b>469</b>	<b>849</b>	<b>424</b>
<b>Families/Supporter</b>	<b>41</b>	<b>307</b>	<b>108</b>
<b># of Sessions</b>	<b>9</b>	<b>7</b>	<b>8</b>

## Military Affiliated Services

**Military.com Military Friendly School | Veteran Affairs Yellow Ribbon School | Created Dependent Attribute Fall 2020**

The Veteran and Military Resource Office provides current Military Affiliated students with the tools they need to succeed. Veterans, current service members and dependents using veteran education benefits are considered Military Affiliated students.

Military Services	Fall 2022	Spring 2023
<b>Total Military Students</b>	<b>250</b>	<b>524</b>
<b>Total Dependents</b>	<b>97</b>	<b>101</b>
<b>Total Certified</b>	<b>336</b>	<b>324</b>
<b>Graduate Students</b>	<b>51</b>	<b>50</b>

## Notable Outcomes

- Students became more engaged in office programming/events and more connected with campus after the opening of the Veterans Lounge in fall 2022. Positive correlation between participation and retention.

## Signature Programs

- Veteran Student Recognition Week - Fall 2022
- Veteran/Military Student Career Week - Spring 2023
- Bloomfield Vet Center Partnership - Fall 2022/Spring 2023
- Veteran Lounge Lunches - Fall 2022/Spring 2023



## First-Generation Initiatives

**Member, NASPA First-Gen Scholars Network**

Montclair State University's First-Generation Initiatives provide support services, resources and community to First-Generation College Students (FGS or First-Gen) and their family members.

Programming	2022/23
<b>First-Gen Block Party (8/22/2022)</b>	<b>60 attendees</b>
<b>Homecoming (First Gen Alumni Table) (10/29/2022)</b>	<b>40 attendees</b>
<b>National First-Gen College Celebration (11/8/2022)</b>	<b>140 attendees</b>
<b>"We LOVE Our First-Gen Students" (2/14/2023) Co-sponsored with Tri-Alpha Honor Society</b>	<b>40 attendees</b>
<b>First-Gen Panel Discussion: "This is What First-Gen Looks Like" Facilitated by Dr. Brigid Harrison, CHSS</b>	<b>30 attendees</b>
<b>Tri Alpha Honor Society Induction (Spring 2023)</b>	<b>142 Total Inductees: 77 undergraduates/11 graduates/47 Alumni/ 7 Faculty/Staff Induction Ceremony: March 30, 2023: 55 Attended</b>

## International Students

The Office of Global Engagement (OGE) is the university's primary resource of services to all incoming and current F-1 and J-1 students. The Office of Student Belonging has worked with OGE to create initiatives and events.

International Students	Spring 2023
<b>Paint and Sip</b>	<b>10</b>
<b>Tie Dye (Dyeversity)</b>	<b>35</b>
<b>World's Fair Day participation</b>	<b>350</b>

# Residence Life

Our educational priority in the Office of Residence Life is to engage students through their holistic development as they transition from Montclair State University community members to global citizens. Students will be able to think critically and develop innovative solutions to complex issues, develop an understanding of social justice, learn about a more comprehensive approach to wellness and learn how to become advocates and allies for themselves and others.

## Our Facilities

Building/Complex	Year Opened	Building Type	Room Type	Occupancy	Notes
Blanton Hall	1980	Suite Style	Singles, Doubles, Triples	669	Renovated in 2011
Bohn Hall	1972	Community Bathroom	Singles, Doubles	515	-
Freeman Hall	1963	Suite Style	Singles, Doubles, Triples, Quads	242	-
Hawk Crossings	1975	Apartment	Doubles	328	3 buildings located on Clove Road
The Heights	2011	Suite Style	Singles, Doubles	1978	8 Buildings, Built Under Public/Private Partnership With Capstone/Provident Group. Buildings Are Staffed and Operated by Capstone Through a Ground Lease Agreement With the University.
Russ Hall	1915	Suite Style	Singles, Doubles, Triples	107	-
Sinatra Hall	2010	Suite Style	Singles, Doubles, Triples	272	Located on Clove Road
Stone Hall	1955	Traditional	Singles, Doubles, Triples	124	Renovated in 2015
The Village	2003	Apartments	Singles, Doubles	844	4 buildings, located on Clove Road
Village	1	54	274	4	0
<b>Total Occupancy</b>	<b>5,079</b>	<b>5,096</b>	<b>5,015</b>	<b>3,092</b>	<b>4,543</b>

## Residents by College/School 2022/23

- College of the Arts: 1133
- College of Education and Human Services: 705
- Feliciano School of Business: 721
- College of Humanities and Social Sciences: 1382
- School of Nursing: 47
- College of Science and Mathematics: 309
- University College: 320

## Beds By Housing Type

Residence Halls: 5,709 Beds; 88%

Apartments: 844 Beds; 12%

Total Number of Beds for 22-23: 6,553

## Fall 2022 Class Status By Community

	Freshman	Sophomore	Junior	Senior	Graduate
Blanton	337	207	57	21	0
Dinallo	443	311	110	106	0
Bohn	517	13	13	2	0
Machuga	301	279	167	125	0
Village	0	15	365	398	59
Stone	34	52	24	23	0
Russ	6	17	42	32	0
Freeman	96	59	52	37	0
Sinatra	8	75	114	20	0
Hawk Crossings	0	16	105	209	10

	2019/20	2020/21	2021/2022	2022/23
Female Occupancy	3269   65%	2046   65%	3,203   63.06%	3349   65.55%
Male Occupancy	1732   34%	1040   34%	1,734   34.1%	1846   36.13%
Permanent Address New Jersey	4495   90%	2717   88%	4,292   84.5%	4515   88.39%
Permanent Address Out of State	520   10%	375   12%	653   12.85%	693   13.57%

## Occupancy By Building

	2019/20	2020/21*	2021/2022*	2022/23
Village	836	602	805	832
Hawk Crossings	331	233	314	332
Heights	1,965	1,470	1,892	1892
Traditional Halls	1,883	787	1,532	2053
Freeman / Russ	51	24	0	0
Hawk Crossings	163	56	0	0
Machuga	49	28	0	0
Sinatra	71	44	0	0
Stone	23	4	0	0
Village	274	4	0	0
<b>Total Occupancy</b>	<b>5,015</b>	<b>3,092</b>	<b>4,543</b>	<b>5109</b>

\*COVID-19 Restrictions In Place



## Resident Satisfaction Metrics

### Overall Resident Satisfaction

	Responses	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Very Dissatisfied
Overall Housing Experience	689	28%	53%	14%	3%	1%	3%
Likely to Recommend	689	65%	27%	5%	2%	1%	2%
Likely to Choose Again	688	62%	23%	7%	5%	4%	8%
Your room In the Last Month	687	37%	50%	10%	3%	0%	1%
Your RA's Performance	685	50%	31%	14%	4%	1%	2%
Service Desk Staff's Performance	687	27%	40%	24%	6%	2%	2%
Cleanliness of Common Areas (Lounges, Lobby, etc.)	688	23%	37%	24%	12%	4%	-
Services and Amenities Available.	687	23%	44%	25%	6%	2%	-
Activities Offered.	682	24%	40%	30%	4%	1%	-
Communication by the Maintenance Office.	669	21%	33%	34%	8%	4%	-
Response Time to Complete Service Requests From the Maintenance Office.	628	28%	32%	32%	6%	2%	-

## Resident Satisfaction Metrics

### Overall Resident Satisfaction

	Responses	Excellent	Good	Average	Poor	Very Poor	Very Dissatisfied
Availability	621	56%	31%	12%	1%	0%	3%
Friendliness	641	67%	25%	6%	1%	1%	2%
Helpfulness in Resolving Problems	607	55%	30%	13%	2%	0%	8%
Willingness to be of service	629	59%	28%	10%	1%	1%	1%
Promptness of Service / Response	620	56%	30%	11%	2%	1%	2%
Enforcement of Rules	632	56%	32%	9%	2%	1%	2%
Professional Behavior	638	59%	29%	10%	1%	0%	-
Competency	631	57%	30%	11%	2%	0%	-
Programming	588	51%	32%	14%	2%	1%	-
Communication	639	59%	28%	11%	2%	1%	-

## Resident Satisfaction Metrics

### Overall Resident Satisfaction

	Responses	Excellent	Good	Average	Poor	Very Poor
Frequency of Service	535	27%	43%	24%	4%	1%
Quality	533	30%	46%	21%	3%	1%
Variety	541	30%	41%	23%	4%	1%
Marketing	535	26%	38%	28%	6%	1%

# Student Development/Educational Programs & Resources

## • Staff:

- 126 Resident Advisors (Approximately) - Receive Stipend and Housing Waiver.
- 92 Service Assistants (Approximately) - Paid Hourly: \$13.00/hr.

## • Programs and Events Between August 25, 2022 and May 8, 2023:

- 348 Events in Engage With 5,981 Students in Attendance.
- Additional 96 In-Hall Only Events That Were Not Posted in Engage With Attendance of 2,098.
- Events We Sponsored or Cosponsored With the Highest Attendance:
  - Red Hawk Night: 568
  - Nightmare on Clove Road: 328
  - Hypnotist Shows: 325
  - Blanton's End of Summer Bash: 162
  - Think Fast Trivia Shows: 235
  - Major Madness: 133
  - Breakfast with Residence Life Staff (Student Appreciation Week): 111



# Office of Social Justice & Diversity (OSJD)

The Office for Social Justice and Diversity (OSJD) continues to strive towards its mission of promoting an inclusive environment for all through our various student-lead initiatives; among them, educational programming and activities, small group discussions and student leadership opportunities. We are a small but mighty team of professionals passionate about social justice, diversity and inclusion. This academic year, approximately 27 student leaders were trained to facilitate educational programming, lead discussion groups, assist with outreach activities and manage on-site resources such as the Red Hawk Pantry and Rocky's Career Closet. We take developing our student leaders and volunteers seriously. The student leaders are well-trained and gain valuable skills and knowledge, which will serve them well as future servant leaders. The OSJD staff in collaboration with student leaders and volunteers make significant contributions to the campus community to support a positive community environment. Students who participate in our activities build strong skills working with diverse groups beneficial as they enter the workforce.

## Major Accomplishments and Impact Initiatives

- Rebuilt team and hired three professional staff, graduate students and volunteers.
- Acquired the Red Hawk Food Pantry leading to a nearly 300% and increase in visitor traffic extending the reach of SNAP guidance, nutritional education and resources.
- Relunched Rocky's Closet, a career clothing closet, which doubled our engagement of donors by nearly 100% leading to an increase of in-kind donations. In 2022-23, we supported 238 visitors, an increase of 400% from the previous year.
- Successfully collaborated with a new community partner Out Montclair to launch and participate in the local Montclair Pride, a major display of pride, solidarity and unity for the State of New Jersey attracting 14,000+ participants.
- Built campus-wide internal and external community partnerships to further the OSJD reach which resulted in exponential increase of key programming; Support from community partners involved increased student and staff participation from various sectors across campus, ongoing promotion and monetary contributions.

## Qualitative Impact Anecdotes from Events and Workshops

- "This facilitation helped me understand that everyone's lived experiences are different and you should ask questions rather than assume" - **Participant of "I am, What I am" Workshop**
- "I am so grateful that my daughter has the food pantry as a resource on campus... our family is struggling financially. You don't know how much this is helping my family" - **Parent of Student Visitor at RHP**
- "The energy in the room was incredible... to see students AND staff take part in a campus event like this one just shows the power of community." - **Staff Present at All Femme Everything Event**
- "Thank you for allowing me to volunteer at the Montclair State University tent at Montclair Pride... To be able to support the queer community in this way was so special... I'm so proud to be a Red Hawk" - **Student Volunteer**



# OSJD Events and Workshops

- **OSJD Open House in Oct 2022:** An early semester event to welcome the campus community to get to know the OSJD attracting 100+ attendees. This event served as an opportunity to build connections with campus partners and as a result several partnerships and collaborations emerged throughout the school year.
- **Educational Workshops:** 89 Workshops were completed as requested by staff, faculty and student organizations. Identity Signs, It's the Little Things: Big Impact of Microaggressions, Connecting the Dots: Diversity and Inclusion, Trans 101 and LGBTQ 101.
- **Safe Space Trainings:** 10 workshops were held throughout the school year to promote allyship, awareness and support of the LGBTQ community and reached approximately 200 students, staff and faculty and on campus.
- **All Femme Everything celebrating Womanhood in March 2023:** A campus-wide collaborative event showcasing the perspectives and talents of femme students, staff and faculty in honor of Women's History Month. The OSJD partnered with Theater and Dance and had participation not only from students but from staff across campus.
- **Collective:** A Culture of Respect Initiative, a NASPA initiative, to help build capacity of educational institutions to end sexual violence. The Director of the OSJD and Dean Alvarez launched this initiative to evaluate the university's response to sexual violence and how we can improve. A campus leadership team (CLT) was created and participated in the evaluation process. Results will be reported in 2023-2024.
- **Sexual Assault Awareness Month, April 2023:** The OSJD partnered with campus-wide offices to host a series of workshops and activities to raise awareness about sexual assault. Collaborators included: UPD, GSWS, Writing Studies, CAPS and Greek Life to name a few. Below are the main initiatives the OSJD took the lead on:
  - **Start by Believing:** Take a Pledge - Kicked off SA Awareness month by partnering with UPD to engage the campus community to believe survivors.
  - **Denim Day:** Chalkback against Sexual Assault Workshop - An informative workshop followed by a guided chalking activity.
- **Impact Awards in May 2023:** A revamp of the previously named Inclusive Excellence Awards featuring a recognition ceremony for the student leaders, honoring recipients of the Impact Awards and graduates. Twenty seven student leaders were honored, five honorees were named winners of the Impact Awards and over 100 graduating students were presented lavender and rites of passage cords.
- **2nd Annual City of Montclair Pride Festival in June 2023:** In collaboration with GSWS and the President's Office, the university participated for the second year in a row in the Pride Festival in the city of Montclair. Montclair State University sponsored the event and hosted a tent that drew in thousands of festival attendees. Twenty five student and staff volunteers from across the campus represented the university and shared about academics, activities, housing opportunities and other support services available to students who identify with the LGBTQ+ community.

## Qualitative Impact

### Rocky's Closet

Year	Visitors	Donors
2022/23	238	53

### Red Hawk Pantry

Year	Visitors	Pounds	Donors	Food Donations	Non-Food Donations
2022/23	2,846	12,563.30 lbs of Items	112	4,793.98 lbs	893.05 lbs

# Student Communications

The Department of Student Communications produces a unified communication strategy and process for internal communication for Montclair State students and members of the administration. We collaborate and coordinate with academic and administrative offices to bridge communication gaps, produce effective messaging, establish processes and improve the students' engagement, connection to support services and encourage Red Hawk Pride.

## Email (Red Hawk News)

Red Hawk News, Career News, Commuter News, In The Loop, Inclusion News, New Student News, Res Life News, Rec News, SDCL News, Weekend News and Wellness News are our current newsletters. We also send single topic emails as needed, including emergency communications.

## Top 10 Emails

2020/21		2021/22	
Subject line	Opens	Subject Line	Opens
Fall Courses	68,432	COVID Vaccine Requirement	75,976
Fall Courses Spring 2021	63,873	RHN - Fire Pit & S'mores, COVID Vaccine...more!	74,774
Dr. Cole Fall Plans	60,629	Fall Bill	66,736
Fall Bill	56,823	Fall 2021 Health Insurance	59,871
Course Schedule Reopen	55,484	Booster Mandate Students	56,935
Health Insurance Waiver	50,595	Student Parking Permit	53,327
1098T Form	50,234	Hello From Your New President	52,815
Pass/Fail Policy Fall 2020	49,790	1098T Form	52,568
Dr. Cole Red Hawk Restart	48,097	Fall Grades	51,646
Parking Permit	47,769	Fall Vaccination Update	50,597

2022/23	
Subject Line	Opens
Commencement 2023	58,234
Fall Bill	57,852
Fall 2022 Health Insurance Information	55,792
Parking Permit Information	52,854
Student Debt Relief	51,284
Spring Bill	50,452
Fall 2022 Final Grades	48,549
Student Invitation to Investiture	46,076
Investiture Reminder	45,761
Academic Engagement	45,615

Please Note: Open rates are not unique.

Demographics/Open Rates	2020/21	2021/22	2022/23
# of Emails Sent to Entire Community	1,184	1,128	1,151
Open Rate	10,261,392	12,394,365	12,059,716
# of Email Sent to Students	113	410	267
Open Rate	1,487,672	7,70,344	7,735,918

## Student-Centric Websites

We work regularly with a multitude of different departments on updating student-centric websites and pages with accurate information. These departments deliver content to us and we update the web accordingly.

- We manage 59 websites within the Montclair State University domain. The Student Services website and pages had 477,578 page views in 2022-2023.

## Digital Signage

Student Communications manages and creates content for multiple digital displays located in Susan A. Cole Hall and the Student Center. All screens (21 located in Susan A. Cole Hall and one in the Student Center) are updated/maintained through the 4Winds system.

We have continue the method of QR Codes for 2022-2023 in our digital signage. Also to note, we have made QR codes for other SDCL departments/campus partners and provided them with analytics when requested.

- Total QR Codes: 359
- Total Scans: 7,331
- Annual Scans: 3,667

## Rocky the Red Hawk

Our mascot, Rocky the Red Hawk, is dedicated to spreading Red Hawk Pride and frequently attends events both on and off-campus. We oversee all things Rocky, including Rocky requests, media, usage of the brand/name.

## Rocky Events

Type of Events	2020/21	2021/22	2022/23
Total Events	188	313	308
In-person	155	302	308
Online	33	11	0

## Rocky's Social

Years	Instagram	Twitter	TikTok
2020/21	6,928	1,321	3,052
2021/22	7,862	1,504	3,808
2022/23	8,912	1,589	4,278

## Red Hawk Life

Follow Red Hawk Life for all things student life at Montclair. This social media team does takeovers, profiles, giveaways and a video series called Prize Ride where you can get picked up by someone in our golf cart and taken to your destination, if you answer the trivia question correctly!

### Red Hawk Life Social

Years	Instagram	Twitter	Facebook
2022/23	7,151	341	1,200 ~

## Hawk Squad

Hawk Squad is our school spirited, student-run leadership team with the goal to help students stay connected by promoting upcoming events, clubs, and organizations.

### Hawk Squad Life Social

Events 2021/22	Events 2022/23
294	225

## Pebbles

Pebbles is our new pupscot here at the University who we brought to campus to assist in boosting the mental and emotional well-being of our students! She is a mini labradoodle and will be requested for various campus events throughout the year to bring smiles to all who have the pleasure of meeting her and giving her pets. She also is on social @pebblesredhawk which we just launched in February of this past year.

### Pebbles Social

Years	Instagram
2022/23	7,151



# Student Health Center (SHC)

The Student Health Center provides access to whole person-centered care and services, illness prevention and health promotion, learning opportunities and health leadership and expertise for all registered students. Services are tailored to support students' health, well-being, academic success, personal development, the health of the campus community and the mission of the University. The Student Health Center believes that health care is a right for all, without discrimination on the grounds of gender identity, race, age, sexual orientation, ethnicity or any other factor. We maintain confidentiality as required by federal regulations.

## Overview of Services

The Student Health Center operates from a holistic perspective to provide expert medical care, health education, sexual health services and public health guidance to the Montclair State University campus community to support the University's academic mission. We offer students high-quality, free/low-cost convenient medical care; ancillary services (e.g., pharmacy, laboratory services); and educational programming and events. Students have access to diverse and evidence-based health care including management of illness and injury, emergency contraception, immunizations, physical exams, sexual assault forensic assessment and initiation of SSRIs when appropriate, as well as a wide range of other services. We work closely with our campus partners to provide seamless and coordinated services.

### Educational Outreach Programs

- 51 student programs for orientation, new student seminars, commuters, immunization support
- 21 training and professional development opportunities - all staff
- 3 SHC led trainings for campus partners
- 40,699 answered phone calls during FY23

### Student Educational Opportunities

- 1 Graduate Assistant (Public Health)
- 1 Undergraduate Public Health Intern
- 3 AmeriCorps Students

### Future Initiatives

- Expand gender affirming health care.
- Increase access to primary care mental health evaluation and treatment.
- Create new supports for students with eating disorders.
- Increase access to sexual health and wellness services.

### Top 10 Clinical Visits by Diagnosis

1. Colds, sore throats and related illnesses
2. High risk sexual behavior
3. Contraception related visit
4. Sexually transmitted infection/related
5. Immunization administration
6. Injuries
7. Physical Examination
8. Mental Health Problems
9. Neurological Problems
10. Obesity/overweight

## By the Numbers

Medical Appointments	
Patient Visits for 2022	2,930
Patient Visits since January 1, 2023	1,530
Clinical Appointments	3,716
Routine Vaccines Administered	343
Flu Vaccines Administered	320

Pharmacy	
"In House" Prescriptions Filled (FY23)	882
Prescriptions to Outside Pharmacies (FY23)	1,583
Emergency Contraceptive Pills Dispensed (2022)	105
Emergency Contraceptive Pills Dispensed January 1, 2023	57
Prep for HIV Prevention (2022)	50
Prep for HIV Prevention January 1, 2023	27

### Educational Outreach Programs

In FY23, 746 depression screenings were completed. Of those screenings, 33% required a mental health referral. Eight APN staff completed prescribing update for SSRIs.

### University Immunization Compliance

A team of 15 employees mobilized to address immunization compliance in returning students. As of October 2022, there were 2,552 non-compliant students. As of January 2023, there were 51 non-compliant students. The University is compliant with the NJ Immunization Report.

Campus COVID Testing (FY23)	
PCR Tests Performed	8,614
Rapid Tests Performed	2,398
Positive Student Cases	1,550
Positive Employee Cases	707

### Student Satisfaction:

- 98% of students who visited the Student Health Center felt their healthcare needs were met.
- 97% of students who received Telehealth felt their healthcare needs were met.
- 98% of students report they would return to the health center for treatment again.
- 98% reported they would recommend the Student Health Center to other students.

# University Police (UPD)

**Mission:** Through collaborative efforts and partnerships, the Montclair State University Police Department guards the life, property and constitutional rights of all and pursues justice with compassion and respect for all our citizens to ensure a safe and secure community.

**Vision:** The Montclair State University Police Department, works to be trusted and respected by the entirety of our campus community, proactively and cooperatively serves with our community by providing exceptional police services that help enable the safety, security and well-being of all students, staff, faculty and visitors.

## Values

- **Integrity** – We conduct ourselves with uncompromised honesty, honor and ethics.
- **Human Dignity** – We acknowledge and recognize the value, worth and rights of all community members.
- **Justice** – We serve our community in an unbiased and impartial manner, applying equal protection to all under the law and within the context of what is right, fair and impartial.
- **Professionalism** – We are accountable to ourselves and the public for the quality of our service and we seek to continually improve ourselves, our department and our community relationships.
- **Leadership** – We entrust and demand our members to lead ethically and responsibly within the organization, on campus and beyond to the greater region.

## Service Call Volume

- **2021/22:** 7,896
- **2022/23:** 7,922

## Nature of Service Calls

- Asset Protection
- Medical Emergencies
- Assisting Other Local Agencies
- Mental Health Emergencies
- Crimes in Progress
- Traffic Detail

## Best Practices and Points of Pride

- **Leaders in Law Enforcement:** Our officers have served in visible leadership roles such as Passaic and Essex County Police Chiefs Association; NJ State Association of Chiefs of Police; International Association of Chief of Police; NJ College and University Public Safety Association; NJ Public Safety Professional Standards Association; National Organization of Black Law Enforcement Executives (NOBLE); FBI - Law Enforcement Executive Development Association (FBI-LEEDA).
- **Compliance:** We have a position at the University to focus solely on compliance in federal, state and training benchmarks.
- **Police Officer Training:** In addition to mandated training for Gender Violence, Use of Force and Wellness, the Department works diligently to produce a career track, professional outlook for officers.
- **Emergency Planning:** The University Safety Committee was retooled to work with the Vice President of Student Development and Campus Life and the President on focused items to improve lighting, communications and facility needs related to safety. In addition, the Emergency Plan was successfully reviewed and approved by the Governor's Task Force for Homeland Security.
- Department appointed new officers to roles within NJ Attorney General, LGBTQ+ Law Enforcement Liaison, NJ Regional Operation Intelligence and National Alliance for Mental Health (NAMH).

## Educational Outreach Programs

In-Person and Virtual Training Workshops 200+ sessions during 2022-2023, such as:

- Sexual Assault Awareness Month - "Start by Believing Program."
- Cultural Connections for International Students.
- Mental Health First Aid (MHFA) Instructors/Participants.
- Crime Prevention Programming.
- Dialogues and forums with Montclair State University Students for Social Justice Organization.
- Open forum with Student Government Association.

## Police Internship Program

For students registered for Senior Seminar within the Justice Studies Program:

- Revamped program to be more meaningful for interns in Criminal Justice Studies Program for successful transition to career positions.
- This 90 hour program is a hands-on educational experience. Interns are mentored by officers from the Patrol Division and spend additional time learning the roles of Command Staff officers, Detectives and Dispatchers.
- Interns have the opportunity to visit local police academies, sheriff's departments, prosecutors offices and participating municipal agencies where they get to interact with all levels of law enforcement ranging from police recruits to Police Chiefs to the County Prosecutor.
- Interns assist our community and police department in many ways. Several examples are:
  - Conduct exterior lighting surveys and report deficiencies.
  - Report hazardous pedestrian pathways.
  - Replace bollards and signage meant to keep vehicles out of the campus core.
  - Report vandalism; observe and report suspicious activity to dispatch.
  - Assist with crowd control at major events.
  - Serve as crossing guards.
  - Assist with Community Engagement Programs.

## Town Gown Relationships

Our Officers and Leadership:

- Provide instructors for county police academies.
- Support local jurisdictions during emergencies.
- Serve the counties as well as campus with our full-time K-9 Unit
- Serve on county, state and federal task forces.
- Serve on the Passaic County SWAT.





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