



CLEVELAND STATE UNIVERSITY

Division of Student Affairs

Summer 2017 Newsletter

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CSU Student Affairs Newsletter is published quarterly. To submit a news item, email d.lenhart@csuohio.edu



A WELCOME FROM THE VICE PRESIDENT



Welcome to the first installment of Cleveland State's Division of Student Affairs Quarterly Newsletter. The Division of Student Affairs is comprised of over twenty different departments, offices and programs at CSU.

Our motto "Students First" is more than just a tag line, it's how we focus on CSU students regarding everything we do. Whether it's living on or off campus, being involved in student organizations, attending a student organization event, getting a meal plan or a Viking Card, a health & wellness assessment, using our Rec Center or a whole list of other services & programs, we strive to keep our students front and center.

Our motto "Students First" is more than just a tag line, it's how we focus on CSU students regarding everything we do.

In future newsletter installments, you will discover how the Division of Student Affairs is not only an integral part of our students' everyday lives, but also how we make a positive impact on the overall Cleveland State University community.

In addition, Student Affairs has a very talented staff of individuals and you will learn more about all the fantastic services, programs and achievements they produce for the students at CSU. We all take pride in what we do and it is reflected in the success of our students.

I invite you to learn more about each of our departments and programs by visiting our website at: www.csuohio.edu/student-affairs

Boyd Yarbrough
 Vice President
 Division of Student Affairs
 Cleveland State University



MAGNUS FEST 2017!

On Saturday, August 26 starting at 4:00 p.m. at the Wolstein Center, the campus will be filled with the sound of Freshmen! Student Life hosts their annual welcome to the incoming class with their "Day Two" Orientation program called **Magnus Fest**. Magnus Fest is a chance for the class of 2021 to connect with other first year students, learn a bit more about CSU, meet President Berkman, and CELEBRATE coming to Cleveland State!!

This Magnus filled day includes FREE t-shirts, food, giveaways and other surprises from CSU and downtown Cleveland business at our huge campus fair. If your office or department would like a table at the fair, please register online at: <https://orgsync.com/31718/forms/107801>. But hurry because space is limited!! For more information about Magnus Fest and to see the schedule, you can visit the website at: <https://www.csuohio.edu/studentlife/magnusfest>



CAMP VIKE

For the 6th consecutive year, Student Life is offering a unique program for new students called Camp Vike. Camp Vike is a three day, two night adventure exclusively for incoming freshmen looking to dive head-first into college life at CSU. They get the opportunity to reach new heights on a giant swing, zip line, swim, paddle board, or make the most epic s'mores ever, all while learning about resources at Cleveland State that will get them ready to start their first semester of college.



Every year since its inception, Student Life has sold out all spaces for Camp Vike and this summer is no exception. Students who attend this program are more prepared, enthusiastic and ready to tackle the challenges of transitioning from high school to college. For more information, contact Catherine Tiesling at c.tiesling@csuohio.edu

STUDENT ORGANIZATION RENEWAL FOR 2017-18



Starting on July 1, student organizations at CSU can start renewing for the coming school year. This year, the Center for Student Involvement has made some improvements to the process via their online student organization management software, OrgSync™, to make the renewal process a better experience for the students.

The Center for Student Involvement processed more than 500 financial requests and 1400 event and space requests for over 200 recognized student organizations last year.



CARE MANAGER & VIKES CARE

Emily Grady, came to CSU in August 2016 as CSU's Care Manager. The 16-17 academic year was the inaugural year for this position at CSU, and Emily is working to continue to grow and develop the program as we move into the next year.

The Care Manager's role is to serve as a non-clinical case manager for all students at CSU. Case management can include, but is not limited to: connecting services to resources both on campus and in the community, providing consultation to faculty and staff, advocating for the needs of students, and monitoring high-risk students to make sure they're connected to the best supports possible.

CSU's CARE (Community Assessment, Response, and Evaluation) Team is a behavioral intervention team that works to identify, assess and respond to student, faculty and staff behavior that is of concern or that could threaten the health and safety of the campus community.

The core CARE Team is comprised of University partners who can provide insight as to the needs of individuals reported to the team: The Counseling Center, the Office of Disability Service, the Department of Residence Life, the Office of Student Conduct & Advocacy, Advising, the CSU Police Department, and the Student Affairs Leadership Team. Other campus partners are brought in for consultation on an as-needed basis. Core team members meet on a weekly basis during the academic year in order to review reports and determine what actions should be taken to best support the CSU community.

The Care Manager's role is to serve as a non-clinical case manager for all students at CSU.

The Care Manager serves as a member of the CARE Team, and works in conjunction with other members of the team to coordinate support services and assessment of reported concerns.

If you have concerns regarding the wellbeing of a member of our campus community, you may want to make a referral to the CARE Team. Common reasons for reporting include concerns regarding physical or mental health, a reported loss or illness within a community member's family, and difficulty with academics due to potential outside stressors. Reports to the CARE Team can be made by emailing information regarding the community member, their ID number, and present concerns to MagnusACTS@csuohio.edu.

If you do make a report, you should receive confirmation that your report has been received, and may receive updates regarding the status of your report. As information disclosed to the CARE Team is often sensitive, it is only shared with other parties on a need-to-know basis. Sometimes, this means you won't receive much follow-up information about your referral. If you have questions about a referral, however, you can reach out to Emily at any time.

Reports to the CARE Team will be reviewed throughout the day, during regular business hours. They are not monitored after hours, on weekends, or during official university holidays.

The Care Manager cannot typically see students without a scheduled appointment, and is generally not available for emergency response. If you have an immediate concern about someone's health or safety, please contact emergency services by calling the CSU Police Department (216-687-2020) or by calling 9-1-1. In the event of an emergency mental health concern, you may also contact the CSU Counseling Center (216-687-2277). We encourage you to also make a report to the CARE Team in these circumstances so that follow-up outreach and support may be offered.

Emily is happy to answer any questions regarding case management services and/or the CARE Team, or to come to a staff meeting to talk to your team about CARE at CSU. You can reach her at e.a.grady@csuohio.edu.



VETERAN STUDENT SUCCESS PROGRAM

The Veteran Student Success Program (also known as the Viking Vets) serves our military veterans attending Cleveland State University and provides services to all veterans, serving military personnel and military family attending CSU. During the spring 2017 semester the program had 577 vets/serving military (National Guard, Reservists)/military family attending CSU. The branch most represented is the Army, followed closely by the Marine Corps and then Air Force & Navy and with far fewer students although they are also represented by two faculty/staff, is the Coast Guard.

The biggest news this year for the Viking Vets is the move to their new resource center on Euclid Avenue in the Trinity Commons building (2254 Euclid Avenue). The CSU Veteran & Military Resource Center has as its short name LZ 53 or Landing Zone 53. LZ is easy to remember and this is the place where they hope all veterans and serving military at CSU will land. Why "53" though? During World War II Fenn College, the predecessor to Cleveland State University, was home to the 53d Cadet Training Detachment of the U.S. Army Air Force. The 53rd CDT was a ground school for future USAAF pilots, navigators and bombardiers. The choice to use "53" is to show an unbroken connection between all veterans and serving military who have attended Fenn College & Cleveland State University.

In over 4000 square feet of space, veterans & serving military have:

- A Dayroom (lounge)
- Kitchen - refrigerator, microwaves, toaster oven, coffee pot (of course), and a geedunk/pogey bait (snacks & drinks).
- Computer room - 10 computers (1 wheelchair accessible) with two printers and a router for WiFi
- Quiet & comfortable study space
- Activities room - a place for yoga for vets etc.
- VA VetSuccess Counselor (VA benefits specialist)



For more information about the Viking Vets, visit their website at: <http://www.csuohio.edu/vikingvets>

LIFT UP VIKES!

One of the many challenges facing students in today's colleges and universities is food insecurity. According to an October 2016 report by the National Student Campaign Against Hunger & Homelessness

(<https://studentsagainsthunger.org/hunger-on-campus>), they found that:

- Consistent with prior studies, 48 percent of respondents reported food insecurity in the previous 30 days, including 22 percent with very low levels of food security that qualify them as hungry.
- Food insecurity occurs at both two-year and four-year institutions. Twenty-five percent of community college students qualified as having very low food security, compared to 20 percent at four-year schools.
- Food insecurity was more prevalent among students of color. Fully 57 percent of Black or African American students reported food insecurity, compared to 40 percent of non-Hispanic white students.
- More than half of all first-generation students (56 percent) were food insecure, compared to 45 percent of students who had at least one parent who attended college.



Our students at CSU are no different. To address this issue, the university's Board of Trustees approved the creation of the Lift Up Vikes! (LUV) Resource Center and Food Pantry. Now in its second year, LUV provides fresh fruit and vegetables, non-perishable food and personal care items every week. Located in the Recreation Center, room 168, any student can come to the pantry during designated days and times and pick up food or items for the week. In addition, LUV also provides:

- Laundry Facilities
- Lockers
- Workshops
- Connections to outside service providers (food & clothing assistance, etc.)
- And much more

If you are interested in donating to LiftUpVikes, please consider making a gift to their program on-line at:

<https://www.csuohio.edu/csufoundation/help-students-in-need>

While Lift Up Vikes! appreciates those who want to help by donating items, they do not have the space for donations of clothing, personal items, shoes, coats/jackets, school supplies or household items. If you have questions, please email them at: liftupvikes@csuohio.edu or visit their website for the food pantry hours and times at:

<http://www.csuohio.edu/liftupvikes>

CAMPUS SUPPORT SERVICES

The Office of Campus Support Services in the Division of Student Affairs provides leadership and oversight to the Bookstore, Conference Services, Dining Services, Parking Services, Recreation Center, Viking Card and Wolstein Center. Together, Campus Support Services and its departments create an array of core services and amenities in support of campus life. Each department is responsible for the delivery of its services to students, faculty, staff and guests of Cleveland State University within guidelines established by Campus Support Services. Organizationally, most of these departments are considered auxiliary to the University's core academic mission and are, therefore, expected to operate in an entrepreneurial manner covering all expenses with revenue earned.

The staff of the Rec Center has had a very busy year. From upgrades of the facilities to all the fantastic programs they host, CSU Rec Services is always striving to be the top Recreation Center, not only at CSU, but in downtown Cleveland. Some highlights include:

- Created a web-based equipment and facility issue reporting system to continue to provide the best possible service to our students and patrons. The link to this website can be found here: <http://www.csuohio.edu/services/recreationcenter/facilities/repair.html>
- Recreation Services is one of the few institutions in the country to offer Tiers 1 through 4 of the International Pink Gloves Boxing program – a fitness program that delivers an amazing workout and an emotionally rewarding experience to small communities of powerful women.
- CSU Rec Rewards is the Recreation Center’s loyalty program that rewards attendance and participation in the programs and services offered within Recreation Services. Currently, we have an industry leading 30% of our membership base joined in this program and we encourage everyone to take part in rewarding yourself for participating at the Recreation Center. More information can be found by visiting this link: <http://www.csuohio.edu/services/recreationcenter/membership/csurewards.html>
- Completed the renovation of the 2nd floor Functional Fitness Space for students and patrons. Recreation Services offers premium fitness classes Viking Fit and Viking Strong as well as drop-in, open recreation in the new space.
- Hosted the 1st Annual Campus Recreation Services Homecoming 5k and we had 115 registered runners/walkers for the event.

Way to Go, Matt!

Matt Schmiedl, Assistant Director – Marketing & Technology, joined CENTERS @ Cleveland State University in August 2013. Since his arrival from the corporate world, Matt, has embraced the campus culture by developing students and elevating our department to new heights in marketing, advertising and creative design. Matt and his staff have been responsible for creating our department style guide; facilitating a comprehensive creative design plan for our facility, programs and services; and establishing campus recreation as one of the benchmark departments at Cleveland State University.

Recently, an affluent fitness center, The Club at Key Center, closed in downtown Cleveland. Matt took the opportunity to launch a marketing campaign by geofencing the area. Any patron using their smart phone browser within the virtual geographic boundary surrounding the facility would be shown a CSU Campus Recreation Services advertisement acknowledging our facility is open to the community. This is an innovative idea of increasing our membership reach due to external circumstances.

Matt has also solidified CSU Campus Recreation Services as a NIRSA leader in marketing, advertising and creative design by being awarded five NIRSA Creative Excellence Awards over the last four years. Only two NIRSA institutions (University of Missouri and University of Florida) have been awarded more NIRSA Creative Excellence Awards than Cleveland State University over this four year time period.

- 2013: 1st Place – Programming Publication – Billionaire Bingo
- 2015: 3rd Place – Integrated Marketing Campaign – Adventure Recreation
- 2016: 2nd Place – Programming Publication – WellFest
- 2016: 3rd Place – Integrated Marketing Campaign – ORSA State Workshop
- 2017: 2nd Place – Programming Publication – Kettlebell Fitness Class



In addition, Matt was awarded the QUEST FOR X award by CENTERS at their quarterly all-staff conference.

The purpose of the QUEST FOR X award is to recognize employees who consistently portray CENTERS essential attitudes and employee attributes on a daily basis. This will be demonstrated through their outstanding accomplishments, commitment, and/or service as well as for bringing an overall excitement and awareness to their fellow co-workers' contributions. The QUEST FOR X award will be evaluated on the basis of their performance, and in their commitment to advancing the state of the industry and setting standards that embody who we are, what we do, and why.

Congratulations to Matt for all of his excellent work for the Recreation Center!!

VIKING OUTFITTERS/BOOKSTORE

Our bookstore staff had a busy year in 2016-17. Some items of note:

- In October 2016, several Viking Outfitters staff members participated in "Star Wars Reads," a nationwide literacy event, with the students of Campus International School.
- The bookstore successfully outfitted 925 students for the December 2016 Commencement ceremony.
- The Follett Higher Education Group, operator of Viking Outfitters, donates \$10,000 in scholarship funds annually to support the educational endeavors of CSU students.
- Viking Outfitters offers textbook rental on select titles and offers a price match guarantee on eligible textbooks. Please visit us to speak to a course materials specialist and learn how we can help save your students money on textbooks.



In 2017, Viking Outfitters plans to roll out a new interactive marketing campaign that focuses on in-store events, promotions, and community involvement. An increased social media presence is one of the key elements of this new plan. They will be looking for partnerships that take advantage of our retail visibility and availability to link promotions with philanthropic endeavors and student activities. The goal is to make Viking Outfitters a more inviting and lively place to visit.



PARKING & TRANSPORTATION SERVICES

The Cleveland State University (CSU) Parking & Transportation Services Department strives to meet the parking, transportation, and related accessibility needs of the CSU campus by providing, planning, transportation demand management, and operational services with the goal of customer satisfaction while fulfilling the financial expectations of the University for its performance.

Last year, in support of Lift Up Vikes!, parking initiated its first "Food for Fines" program with amazing results. They were able to collect over 92 jars of peanut butter (over 2,400 ounces) and 30 other food items for the program. People could donate food instead of paying their parking fine.

For fall 2017, parking passes will go on sale, August 1, 2017 at 9am. For more information, visit their Q&A page at:

<http://www.csuohio.edu/sites/default/files/PermitQ%26A.pdf>

For parking garage updates, follow them on Twitter: https://twitter.com/CSU_Parking or visit their website at:

<http://www.csuohio.edu/parking>

DIVISION OF STUDENT AFFAIRS STAFF NEWS

Farewells

Several of our staff will be leaving CSU soon and we wish them a fond farewell and best of luck in their future endeavors:



Dr. Henry Eisenberg

For the past ten years, Dr. Henry (Hank) Eisenberg has been the Director of Health & Wellness Services at CSU. During that time, Dr. Eisenberg's accomplishments include consolidating the Student Health Clinic, Counseling and Disability Services into one unified Health & Wellness Services, worked with CSU HR to develop the wellness initiative, VikeHealth, was one of the founding members of the CSU Threat Assessment Team and was integral in moving the Health Clinic to the new and expanded space in the Center for Innovation in Medical Professions building. We wish Dr. Eisenberg all the best for his future endeavors!



Paul Snowball

Paul has been a part of our Counseling Center for over 20 years at CSU. He is a Professional Clinical Counselor and Supervising Counselor (PCC-S). Paul has been an integral part of our center, overseeing screening days, supervising clinical trainees, and leading numerous groups and workshops. Paul will be retiring from CSU in the summer 2017. We wish a long healthy and happy retirement to Paul!



Jamie Johnston

Jamie came to CSU eight years ago as Student Life's Coordinator of Campus Events. Over the course of her career at CSU, she has taken on more responsibilities and currently supervises all major programming events (including Homecoming, Career Fairs, and Magnus Fest to name a few). Jamie will be moving to Georgia in August and we all wish her the best of luck in her new adventure!