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Division of Student Affairs and Enrollment Management Annual Report 2019-20

Division of Student Affairs and Enrolment Management
Governors State University

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Division of Student Affairs and Enrolment Management, "Division of Student Affairs and Enrollment Management Annual Report 2019-20" (2021). *Student Affairs Reports*. 10.
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DIVISION OF

STUDENT AFFAIRS & ENROLLMENT MANAGEMENT



INTRODUCTION | STUDENT AFFAIRS & ENROLLMENT MANAGEMENT



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Despite the world-wide pandemic (COVID-19) that forced University operations into a remote working environment, Student Affairs and Enrollment Management continued to assist students with educational access and support services to help ensure student success.

Fall 2019 started off with the largest freshman class in GSU history with 263 students being admitted, orientated and enrolled. The freshman class also included the largest number of freshman honors students, 85% of the honors cohort returned to GSU for Fall 2020. New graduate enrollment grew 19% and new international enrollment by 18% for Fall 2020.

GSU's Men's and Women's soccer debuted in Fall 2019 as a member of the Chicagoland Collegiate Athletic Conference of the NAIA. Also during the Fall 2019 semester, GSU's Board of Trustees approved the purchase of the Slate CRM System.

In February 2020, Student Affairs and Enrollment Management underwent many changes with divisional restructuring with the departure of Dr. Aurelio Valente, Vice President of Student Affairs and Enrollment Management. The division is now led by Corey Williams, Associate Vice President for Student Affairs and Dean of Students, and Paul McGuinness, Associate Vice President for Enrollment Management and Athletics. Student Affairs and Enrollment Management (SAEM) is within Academic Affairs under the leadership of Elizabeth A. Cada, Provost and Vice President of Academic Affairs.

In March 2020, due to the covid-19 pandemic, the University moved to remote learning to ensure the safety of our students and staff. Although campus remained opened to support learning and accommodate students in Prairie Place, SAEM services were moved to an online format to ensure the safety of individuals and continued accessibility of services. Virtual services included online open houses, admitted student day programs, preadmissions appointments, financial aid counseling, freshman, transfer and graduate orientation programs, online student events, career services and counseling and wellness programs.

The Dean of Students Office assisted in the establishment of the Student Emergency Fund to help support students with financial need, collaborated with the mRelief nonprofit organization that connects individuals to SNAP benefits (also known as food stamps) and administered the Coronavirus Aid, Relief, and Economic Security (CARES) Act fund which distributed relief to students – during Spring and Summer - 1.1 million was award to 1166 students. In addition to the COVID-19 funds, the Office of Financial Aid awarded over \$48,226,000 to GSU students.

Auxiliary Services and University Housing (ASUH) assisted with the renovation of the Jaguar Dining Center which started in mid-March of this year. ASUH along with Arena, partnered with a vendor and leased an outdoor self-operating kitchen facility to prep all the meals and deliver to Prairie Place residents at the Convenience Store located in Prairie Place.

These are just several of the many divisional highlights of the 2019-2020 academic year. This annual report provides information about the breadth of programs and services sponsored by Student Affairs and Enrollment Management professionals.

STUDENT AFFAIRS AND ENROLLMENT MANAGEMENT | MISSION STATEMENT

The mission of the Division of Student Affairs and Enrollment Management is to provide a seamless and supportive pathway from prospective student to alumni, focused on personal and academic success and ensuring that students are career ready and positioned to be leaders and active citizens in the community.

STUDENT AFFAIRS AND ENROLLMENT MANAGEMENT | VISION STATEMENT

At a transformative time for Governors State University, the Division of Student Affairs and Enrollment Management will be recognized as a vital contributor in creating an inclusive, supportive, and engaged campus community focused on student success.

STUDENT AFFAIRS AND ENROLLMENT MANAGEMENT | LEARNING OUTCOMES

The Division of Student Affairs and Enrollment Management aspires to deliver an innovative, comprehensive and integrated student life curriculum that promotes self-efficacy and determination, personal and professional success, multicultural competence, leadership development, and civic engagement.

Students who actively participate in Student Affairs programs and services will achieve:

- **Self-Efficacy and Determination** by constructing an understanding of self and a commitment to personal responsibility, integrity, and wellness that guides their decisions and actions.
- **Personal and Professional Success** by learning and applying knowledge and transferable skills to achieve personal aspirations and professional and career growth.
- **Multicultural Competence** by thriving within diverse perspectives, experiences, and environments, and building their capacity for being an advocate for equity and social justice.
- **Leadership and Civic Engagement** by deploying their knowledge and talents to improve their communities, both as individuals and by mobilizing others towards positive, sustainable change.



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The **Academic Resource Center** (ARC) experienced an exciting year in seeing departmental growth. Due to collaborations with faculty, staff, and marketing initiatives, some areas showed an increase in student utilization of services. The Academic Resource Center (ARC) provides support for students in academic recovery, GSU STAR assistance, Access Services for Students with Disabilities, ARC tutoring, Writing Center services, and New Student Programs.

The department continues to grow with the implementation of new programs and early alert initiatives aligned with the Reaching Vision 2020 Goals. These new initiatives have sparked growth in services and student utilization in GSU STAR, the Writing Center, ARC tutoring services and peer mentor interaction with students.

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DEPARTMENT HIGHLIGHTS

- During fall 2019, the ARC continues to see an increase in submission of midterm grades and Early Alert Progress Surveys. The department offers midterm support for both undergraduate and graduate students. In fall 2019, 2,367 students received 4453 midterm grades (by deadline) and in spring 2020, 1,456 students received 2851 midterm grades (by deadline). In reviewing midterm grades data from fall 2019, submissions of midterm grades increase by 36%. Efforts made to support students receiving midterm alerts made a positive impact on student performance. In addition to midterm grades, the GSU STAR Student Success Committee distributed Early Alert Progress Surveys during the 2nd and 6th week of courses. Surveys were sent General Education, Mastering College, Pathways to Academic Recovery, Junior Seminar, and Senior Capstone to track students' progress. During fall 2019, faculty completed 161 Early Alert Progress Surveys and 132 surveys were completed in spring 2020. Due to COVID, GSU switch all courses and services to online. In March, the GSU STAR Success Team created and distributed COVID early alert surveys to all undergraduate faculty. The charge of the surveys were to address online attendance and student concerns. As a result, 776 surveys were distributed and 297 surveys were completed with 3,219 tracking items. CJY and NSP peer mentors along with advising created plans for student outreach.
- Two programs, Pathways to Academic Recovery and the Back on Track Program (BOT) continue to assist students in academic recovery. In spring 2020, 59 lower division academic recovery students registered for Pathways to Academic Recovery workshop series. As a result, 40 (68%) of students completed the program and received a passing grade. In fall 2019, the Back on Track Program had 7 out of 9 (78%) of students complete the program and 2 out 4 students (50%) completed the program in spring 2020. During the 2019-20 academic year, the Writing Center recorded 2,144 student contacts with 594 face-to-face appointments, 949 Growl (asynchronous email) contacts, 401 Library Contacts, and 32 Class Visits. Writing consultants served 200 students through workshops, both in-person and virtually students; of this total, 4 attended the Graduate Writing Boot Camp.
- A total of 103 students participated in ARC Tutoring with a total of 383 contacts in math, science, statistics, and business. As part of ARC's Reaching Vision 2020 goals, Supplemental Instruction (SI) extended services to support both lower and upper division students. The ARC provided SI assistance in six science courses. During the 2019-2020 academic year, there were a total of 86 SI visits. In addition, ARC Tutoring submitted a renewal application for the level 1 certification through the College Reading and Learning Association (CRLA), which is currently pending. Tutors continued training through the CRLA program during the academic year and 2 more tutors completed the requirements and received certificates.
- During the 2019-2020 academic year, Access Services for Students with Disabilities (ASSD) recorded more than 1,200 student contacts including face-to face appointments, walk-ins, phone calls, emails, class visits, and campus events and activities. ASSD works with the campus community to provide academic assistance to students and work closely with faculty to provide students with temporary or permanent disabilities, reasonable accommodations and services in compliance with the Americans with Disabilities Act. Access and accommodations are available to all qualified students who self-identify with ASSD.

The **Office of Admissions** provides assistance to prospective students and applicants during the selection and admission process. The office provides admission counseling appointments, campus tours, group presentations, and hosts a number of recruitment events to showcase the university to students and their families. The Admissions team works with various departments throughout the university to provide the best experience possible to future Jaguars.

In addition to outreach and recruiting, a team of admission representatives provides timely admission decisions to applicants, and an admission processing team manages the intake of all application materials, document scanning, and evaluation of admission applications. The Admissions Processing Office underwent a department reorganization and cross training to increase the efficiency of admissions application process. During the 2019-20 academic year, the Undergraduate Admissions Office received more than 10,127 inquiries, 6,386 new applications into the Colleague system, and issued 4,270 admission decisions (both admitted and denied), representing a 66.8% admission application completion rate.



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DEPARTMENT HIGHLIGHTS

- Fall of 2019 showed enrollment growth at the undergraduate (4.93%) and graduate level (18.99%) in new student headcounts. We also saw increases of new student enrollment in credit hours at 4.53% for undergraduate and 20.05% for graduates.
- The implementation of a new CRM system Slate began in November 2019. The implementation of the system will allow Admissions to move the admissions process into one system, including communication campaigning, inquiry, recruitment planning, events, an online calendar that allows students to schedule one-on-one prep-admissions appointments, and applicant data tracking executed through cookies. Working closely with The Office of Marketing and Communications, multimodal communications campaigns were developed to deliver progressive messages on a 30-day timeline. The second phase, Applications, was completed mid-July. It includes online applications that allow students to submit required documents appropriate for their program of choice. For the first time students can access an application portal to check the status of the application, reader bins which remove the workflows from Perceptive Content and streamline the application review process for decision-makers throughout the university. Phase III scheduled to begin in August 2020 includes all aspects of decisions including letters, student notification, and next-step campaigns for admitted students.
- Due to COVID-19, the Office Admissions adapted all student interactions and events to a virtual environment including Open Houses, Admitted Student Days, and pre-admissions appointments. New initiatives were implemented in order to meet the needs of future Jaguars including weekly Coffee with a Counselor virtual events, virtual pre-admissions appointments, and An Hour with Honors to help yield freshman honors students.
- For a second consecutive year, due to a large, robust pool of qualified applications, the institution awarded nine high merit scholarships. In February 2020, GSU awarded two Presidential, two Provost, and five Dean's scholarships for the Fall 2020 semester. As of June 15, 2020, 28 qualified admitted freshman have confirmed their intent to participate in the GSU Honors Program for Fall 2020.
- Due to Covid-19, the admissions processing office incorporated a new test-optional admissions option for students who have not taken or need to retake the SAT/ACT. These students can gain admissions without test scores if they meet the minimum GPA or they submit a petition letter.

- In an effort to recruit new freshmen and transfer students, we continue to develop and refine a multimodal, tactical recruitment approach, leveraging technology to meet the current changes occurring within the higher educational landscape. During the past recruitment cycle, we sent approximately 898,000 communication to both perspective and admitted freshman and transfer students within the various stages of the enrollment process for the purpose of moving students onto the next stage of the enrollment process through matriculation. The Admission Counselors and recruiters have had 367 on-campus appointments between July and March and 401 Virtual Appointments since April 6.
- In an effort to build relationships with our direct admit freshmen, we offered our first ever Jaguar Scholarship Luncheon on October 19, 2019. This event hosted 30 freshman students and their families. During the program the students were given insights into the competitive scholarship process, AIM HIGH scholarships, and an introduction to the Honors Program.
- Undergraduate Admissions continues to work on lead generation with the purchase of prospective students in GSU's primary Illinois and Indiana markets. 85,000 prospective seniors, juniors, and sophomores from local high schools who live in the 40-mile radius were loaded into Slate and began receiving a comprehensive communication campaign driven towards inquiry and application.



The **Department of Athletics and Recreation** encompasses nine varsity athletic programs (men's and women's basketball, men's and women's cross country, men's and women's golf, men's and women's soccer, and women's volleyball) as well as clubs for bowling, cricket, table tennis, and softball. The Athletic and Recreation Center is open to students, faculty, staff, and community members, and its facilities include an Olympic style pool, racquetball court, fitness room, and gymnasium, offering the tools necessary to reach total body wellness goals. In addition, the atrium game room includes an X-Box and PlayStation, as well as three large screen televisions for gaming, billiards table, table tennis, and foosball table in addition to plenty of lounge space to relax. The Center's team is committed to improving the quality of life and fitness for all participants.

In addition to student visits, 7,456 alumni and community members also utilized our facilities, for a total of 22,012 visits to the Athletics and Recreation Center during the 2019–20 academic year.



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DEPARTMENT HIGHLIGHTS

- Of the 22,012 visits to the Athletics and Recreation Center, 51% were to the fitness room, 32% were to the swimming pool, 14% were to the gymnasium, and 3% were to the racquetball court. Additionally, the game lounge logged 3,597 visits, and 62 students participated in fitness classes.
- \$38,842 of revenue was generated during the 2019–20 academic year from membership fees and rentals of the Athletics and Recreation Center facilities. \$11,719 of revenue was generated during the 2019–20 academic year from athletic events.

ATHLETICS YEAR-IN-REVIEW

- Men's Soccer qualified for the CCAC Playoffs in its first year, becoming the first GSU athletic team to accomplish that feat.
- Women's Basketball earned its first-ever postseason berth, qualifying for the CCAC Tournament.
- Volleyball defeated defending CCAC regular season and tournament champions Saint Xavier on the road.
- Men's Basketball recorded its third-consecutive winning season and qualified for the CCAC Tournament for the third-straight year.
- Women's Golf brought on board a new head coach in Scott Hogan, who had served as the Jaguars' assistant coach for three seasons.
- Matthew McNeil became the first runner to compete four seasons with the men's cross country program.
- First-year goalkeeper Gaby Smola finished fifth in the country in saves in women's soccer.
- Men's Golf placed fourth out of 20 schools at the Whistling Straits Intercollegiate, finishing only behind No.2-ranked Keiser, No. 3-ranked Texas Wesleyan and NCAA Division II Ferris State.
- Avery Fountain became the first student-athlete to compete for two different sports teams in the same day. In the morning she ran a 5K at the Fighting Bee Invitational in Bettendorf, Iowa, and later in the evening started on defense for the soccer team and played 49 minutes against Robert Morris.
- In terms of conference awards, Jaguar student-athletes garnered eight CCAC Player of the Week Awards, eight CCAC All-Academic Team selections and five All-CCAC certificates. Volleyball player Dunja Tatic became the first Jaguar to receive All-CCAC First Team honors for the second-straight year.
- Academically, seven GSU athletic squads earned NAIA Scholar Team certificates and 17 student-athletes qualified for NAIA-Daktronics Scholar-Athlete Awards.
- Women's Cross Country achieved a 3.49 grade-point average for the school year. Women's Soccer finished with a 3.42 GPA and Women's Basketball with a 3.34 GPA.

Auxiliary Services & University Housing (ASUH) provides support and high-quality services to the students, faculty, staff, alumni, and guests of the Governors State University community. Our primary goal is to support the educational mission of the University and enhance the quality of the student experience. We strive to provide superior services for the best interests of students and the broader University community. ASUH is responsible for the programs and services associated with University Housing, the GSU Bookstore, Campus Dining, Catering & Vending, and myONECARD.

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DEPARTMENT HIGHLIGHTS

UNIVERSITY HOUSING:

- The Prairie Place Residence Hall Student Staff (Assistant Residence Hall Director and Resident Assistants) participated in a variety of training during 2019-20 which included the Para-Professional Student Leader Training Day. During the Para-Professional Student Leader Training Day, Prairie Place Student Staff was able to connect with other student leaders and share conversations on diversity and Title IX/Responsible Employee during each respective session. Throughout the fall semester, they received additional training from representatives of the Counseling & Wellness Center on topics such as wellness, stress management, time management, and relationship building skills.
- Hall Council had a new president for the group, who led them to create and host programs in the fall term and spring term prior to the COVID-19 stay-at-home order. A successful program organized by the Residence Hall Director and Hall Council was the Women's Empowerment Brunch, where attendees participated with a guest panel to discuss how to support and raise each other's voices to create positive change in theirs and the community's lives. The RA Staff partnered with the two Faculty In Residence to plan a wide variety of programs and events; including the Annual Prairie Place Olympics, intramural sports, Wellness and Health Month, cooking lessons, and social gatherings.

AUXILIARY SERVICES:

- Arena Food Services, Inc. was able to continue to serve our resident students during the Covid-19 pandemic. Although with a lot of health department restrictions in place Arena was able to deliver meals safely to our residents. Arena developed a robust grab-n-go program which included a wide range of entrees ranging from hot meals to no prep meal kits as well as a range on salads and sandwiches.
- The Jaguar Dining Center was scheduled to be renovated starting mid-March 2020. Once the Jaguar Dining Center was under renovation in March it did not stop Arena from serving our residents even though we were facing very challenging times. Arena partnered with a vendor and leased an outdoor self-operating kitchen facility to prep all the meals and deliver all to Prairie Place resident at the Convenient Store located in Prairie Place.
- In 2019-2020 the bookstore launched their new ecommerce platform. The updated website offers customers an improved shopping experience, especially with course materials. The updated interface also allows more customization for the bookstore. Paypal is now also a payment option on the website for those customers without credit cards. Fall 2020 will also usher in a new era for course materials delivery at GSU. Follett ACCESS, our inclusive access program where the cost of books are included with tuition, will debut for students. With Follett ACCESS, all students in inclusive access courses have what they need on the first day of class, stress-free, affordably and effortlessly — which levels the playing field for all students and empowers them for academic success, regardless of economic background or social status.
- In the 2019–20 academic year, 1,642 myONECARDS were issued by the Department of Auxiliary Services & University Housing and the GSU Welcome Center. Due to the challenging times that we are facing we printed 539 fewer cards compared to last year.

Enrollment Management Technology is a role created to focus on moving forward the technology initiatives in Admissions, Registration, Financial Aid, and application reporting. For the Academic Year 2019-20, the focus has been to update the Recruit CRM to a later version that is supported by Ellucian, but also to implement the new Slate CRM for Admissions Recruitment and Applications.

A Slate Implementation team was formed to include the Assistant Vice President for Enrollment Management, Director of Enrollment Management Technology, Director of Admissions (Undergraduate), Director of Graduate Admissions and Retention, and Marketing and Brand Management Associate.

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DEPARTMENT HIGHLIGHTS

- Completed the upgrade of Recruit 3.8 to Recruit 4.7.
- Attended Launchpad Training in October and December 2019 for our first look at Slate CRM.
- Began implementation of Admissions Recruitment which included the creation of inquiry forms, recruitment territories, staff assignments to new student records, communication campaigns to prospects and inquiries, as well as individual and group events. Recruitment went live in March 2020.
- Admissions Recruiters and Academic College Recruiters/Users were introduced to Slate and trained on how records get into the system, how to locate their prospective students in the system, and how to get data out of the system as needed during the months of March and April 2020.
- Application implementation is in progress and scheduled for July 2020 launch. Integrations have begun with Perceptive Content (our document imaging system) and Colleague (our student information system). Meetings have taken place with each academic college to design the application review process. Application fields have been built for all undergraduate programs, graduate supplemental applications are near completion, supplemental materials have been created and are being linked to each program, and rule setup is well on its way.
- There are some Post Go Live initiatives planned for immediate implementation once the online application is live. These items include projects like further development and refinement of the online applications and applicant status portals, further development of dashboards, creation of Slate.org for school counselors, and display of transfer credit equivalencies in Slate.
- We have worked closely with Financial Services on the Student Type audit cleanup. This year the assignment of student types was made to be an automated process with the help of a programmer who was contracted to build custom code in Colleague. We can now identify the active program level, residency status, and first term of enrollment to assign a student type to each applicant record upon Move to Student (admit) in Colleague. We also have reports that we can run to quickly identify students who have missing information to generate student type, as well as students who have an incorrect student type. Once we identify the students, we can run the IDs through an additional automation to update their records and create a report for rebill. The automation of this process has allowed us to adhere to the state statute for guaranteed admission of our undergraduate students more efficiently.

The **Office of Career Services** provides a wide range of services available to currently enrolled students and alumni. Services include individual career counseling sessions, assistance with resume and cover letter preparation, job and internship search strategies, interviewing skills, career exploration, and much more. In addition, Career Services coordinates job search skills workshops, customized workshops, and career and internship fairs.

In total, Career Services served 1,160 individual client visits, which included individual counseling sessions, open hour visits, and walk-ins. Career Services also sponsored and/or participated in 104 programs and events at which 2,341 students, faculty, staff, corporate partners, and community members attended.

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DEPARTMENTAL HIGHLIGHTS

Individual career counseling sessions constitute a significant portion of the personal outreach by the career counseling staff. In total, 745 individual clients were served in private counseling sessions. The department also served an additional 215 students for walk-in hours, for 960 served.

- Career, internship, and networking fairs, along with on-campus interview days, are the often the most visible programmatic efforts sponsored by Career Services. This year however the covid-19 pandemic caused us to have to cancel many of our spring recruitment events and workshops. We did however; manage to provide a total of 68 career development programs and events this past year, with 1742 students and GSU community members in attendance.
- The Illinois Cooperative Work Study Grant program received continued funding this past year, with an award amount of \$36,125.51 for FY20. In addition, for grant FY21 we have received an award amount of \$44,563.17. This funding increase will allow us to provide additional paid internships to students and will allow us to continue the good work we are doing to place students in valuable internship experiences and by continuing to build strong relationships with employers.
- Career Services continues to support the student employment experience. We offered a series of professional development workshops that allowed students an opportunity to focus on strengths development, identifying and maximizing transitional skills, and overall professional development. As a closing event, we held a virtual Student Employee Recognition Reception, as we were unable to host an in-person celebration due to covid-19. Our very own Board of Trustee Chair, Ms. Lisa Harrell, served as our keynote speaker for the event. Thirty-two students received certificates of professional development to recognize their efforts shown by attending three or more professional development workshops throughout the academic year.



The **Counseling and Wellness Center** provides healthcare and counseling services for GSU students, faculty and staff by supporting their psychological and physical health, wellness, and well-being needs. Our medical and behavioral health teams work with you as partners by providing confidential, compassionate and high-quality care.

- Advocate Health Center provides comprehensive physical health support, such as diagnostic testing; wellness screenings; consultation and education; basic physicals; and sexually transmitted disease testing for GSU students, faculty, and staff.
- Counseling Services provides individual, group, and couples counseling, consultation and referral assistance, and crisis support for GSU students.

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DEPARTMENT HIGHLIGHTS

The Advocate Health Center served 1,470 GSU students, an increase of 31.7% from 2018-2019. 450 vaccinations were administered to students. In addition, Advocate performed 606 laboratory tests, including:

- 162 Vaccine Titers
- 142 TB screenings
- 134 STD screenings
- 57 women's health screenings
- 57 urine culture analysis
- 54 HIV screenings

A total of 86 point of care tests were completed, including:

- 36 pregnancy screenings
- 26 Rapid A Strep tests
- 12 Flu tests
- 8 urine analysis
- 3 glucose tests
- 1 peak flow (breath)

Counseling Services: Highlights from the 2019-2020 year include:

- 1,882 counseling appointments (33.7% increase).
- 187 triage/walk-in appointments (compared to 192 the previous year).
- Sponsorship of 107 outreach events (9% increase), with approximately 1,674 students, faculty, and staff in attendance.

Types of workshops included:

- Title IX programming events
- COVID-19 support workshops
- Self-care workshops
- Health and fitness workshops
- Managing grief during Covid-19
- How to avoid the Covid-15lbs
- How the health are you
- Sexual assault prevention workshop
- Teach me how to turn up: a substance abuse prevention workshop
- Pathway to a healthier you.

TITLE IX UPDATE

The Advocating for Sexual Assault Prevention (ASAP) team implemented a variety of outreach programming to the GSU community. Outreach events consisted of tabling events, bystander training, and educational workshops.

- In 2019-2020, approximately 205 students participated in prevention and awareness programming.
- 60 students participated in virtual Sexual Assault Awareness Month Virtual workshop, an interactive

workshop focusing on sexual violence and bystander intervention.

- New this year, the ASAP team developed and collaborated with community partners to provide domestic violence awareness programming.
- In April, Sexual Assault Awareness Month (SAAM), the following programs were provided:
 - SAAM Virtual workshop
 - Active Bystander Training
 - Denim Day

The **Dual Degree Program (DDP)** is a unique partnership between GSU and 17 Chicagoland community colleges that provides full-time students who have earned between 12-45 college-level credits hours with an excellent pathway to earn quality, accessible, and affordable associate and bachelor's degrees. In addition, DDP provides transition services and programs to DDP students who choose to attend GSU. DDP students have nothing to lose and everything to gain by enrolling in this free program.

To date, 862 students have transferred to GSU through DDP. As of summer 2020, over 580 DDP students have graduated with their bachelor's degrees from Governors State University.

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DEPARTMENT HIGHLIGHTS

- DDP is proud to report that over 86% of DDP students who have completed their associate degree and enrolled at GSU have graduated, transferred, or are still enrolled and pursuing their degrees.
- The Dual Degree Program enrolled 240 new students during the 2019-2020 academic year. The DDP Transfer Specialist successfully enrolled new DDP students at 15 out of 17 partner campuses.
- DDP welcomed 50 new GSU Promise Scholarship or DDP Honors Scholarship recipients to who graduated with their associate degrees and transferred to GSU in 2019-2020 to complete their bachelors' degrees.
- DDP students graduate from GSU with an average GPA of 3.61; DDP students currently enrolled at GSU have an average GPA of 3.11. GSU Promise Scholarship recipients continue to have an average GPA of 3.53, and DDP Honors Scholarship recipients average GPA increased from 3.89 to 3.90.
- During 2019-2020, over 95 DDP transfer students graduated from GSU with their bachelor's degrees. Although the annual DDP Graduation Celebration and Cording Ceremony was cancelled due to COVID-19, graduates were still honored with cords intertwining GSU's colors with those of their community college. Cords were mailed to students in June 2020.
- Between August 2019 and May 2020, the DDP Student Transition Assistants and staff coordinated nine monthly community service projects; 93 DDP volunteers worked over 255 hours. Service projects were hosted at several community agencies, including Cradles to Crayons, Crete Park District, The Cancer Support Center, New Lenox Food Pantry, Respond Now, Bag Lady Outreach, and Prairie State College. The final service event of the year was a "virtual" service event, where students contributed stories of caring for elder family members and maintaining positive mental health during the COVID-19 pandemic.



The **Office of Financial Aid** is is tasked with processing and awarding federal, state, and institutional aid to students based on eligibility. Further, it exists to assist students, faculty, staff, and prospective stakeholders in the understanding and management of financial aid awards and processes.

In the 2019-20 academic year, the Office of Financial Aid received over 7000 FAFSA's and transmitted over \$52 million in funds from federal, state, institutional, and external sources. Below are the total amounts (fall and spring) for a few of the types of aid received by students to assist with college expenses.

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DEPARTMENT HIGHLIGHTS

- Updated website to be more intuitive in assisting students navigate the financial aid process and find answers to their questions.
- Worked with several departments to update the consumer information web page to include the most up-to-date resources and be compliant with federal regulations.
- The Office of Financial Aid has implemented virtual appointments and virtual FAFSA completion workshops for students who cannot come to campus.
- The Office of Financial Aid has created a new entrance that better accommodates confidentiality and improve hospitality.
- Continue to provide students with fast, reliable information so they can make important financial decisions about attending GSU.

2018-2019	Amount
Federal Pell Grant	\$8,315,700
Federal SEOG	\$281,224
Federal Direct & PLUS Loans	\$31,695,966
Federal TEACH Grant	\$17,822
State of IL MAP Grant	\$5,936,048
AIM HIGH	\$360,675
Ch33, MIA/POW, IVG, & ING	\$1,609,552
Institutional & Foundation Aid	\$2,732,893
Foundation Scholarships	\$150,341
External Scholarships/Sponsorships	\$179,574
Alternative Loans	\$811,719
	\$52,091,514

CONTACT INFORMATION

The mission of the **Office of the Registrar** is to provide exceptional, student-centered service, delivered with integrity and care, to make life easier for the GSU community.

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DEPARTMENT HIGHLIGHTS

- **Faculty Self-Service:** The Faculty Self-Service implementation was completed in order to improve faculty access to the most efficient grading tools. A step-by-step guide was created for assisting faculty during grade entry.
- **Degree Audit:** Graduate- level Degree Audits have been created. Awaiting final process approval before full implementation.
- **CFI (Curriculum Faculty Instruction):** Aligned departments' course section offering creation and maintenance process. A centralized approach was implemented to encourage accuracy across the University.
- **MedProctor:** Increased student usage and support for immunization compliance. Over 1600 student immunization records were verified for compliance through MedProctor.
- **Process Improvement:** Improved responsiveness to students' changing needs with an increased focus on personalized student support. Developed new business processes to better serve our students in a remote working environment.

BY THE NUMBERS

REGISTRAR OFFICE	2018-19	2017-18	2016-17	2015-16
Forms Processed	2,235	2,235	6,031	4,727
Manual Registrations	1,223	1,223	1,322	1,903
Grade Changes	469	469	612	746
Transcripts	7,562	7,562	6,840	7,523
Degrees Posted	1,197	1,197	1,169	1,667

2019 – 20 ACADEMIC YEAR PRODUCTIVITY

- Over 7,200 Transcripts sent
- Over 3,800 Classes Scheduled
- Over 14,000 Emails and Phone calls responded to
- Over 1,200 Degrees Posted
- Over 600 Grade Changes
- Over 1,400 Manual Registrations

The **Office of International Services (OIS)** is committed to the internationalization of Governors State University while providing culturally sensitive services to a diverse population. We strive to attain the quality of students who are able to matriculate and graduate and to create an environment that is conducive to a successful academic, personal, and professional experience. OIS advances the University's academic mission through knowledge and expertise in international recruitment and admissions, immigration and study abroad advising, and cultural programming.

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DEPARTMENT HIGHLIGHTS

- 110 international students were enrolled for Fall 2019; 25 were undergraduates and 85 were graduate students. This was an overall 18% increase from Fall 2018. In total our international student population represented 21 countries, with the top four countries being India (78 students; 71%), Jordan and Serbia (each with 4 students; 4%), and Nigeria and Vietnam (each with 3 students; 3%).
- Over 400 international alumni were participating in OPT or STEM OPT in Fall 2019.
- 31 individuals participated in study abroad programs in the following countries: South Africa (14), Panama (10), and Thailand (7).
- OIS was able to leverage the economic impact of COVID-19 in India to split our previous India Country Manager into two positions. One Country Manager will be responsible for Northern India and will be based in Mumbai. The second Country Manager will oversee Southern India and will be based in Hyderabad. Both will be tasked with recruiting and supporting applicants during the admissions and immigration processes, providing pre-departure information, establishing articulations and partnerships with Indian institutions, and fostering relationships with our external recruitment partners.
- With the assistance of ITS, OIS implemented Terra Dotta's ISSS software solution. This cloud-based records management tool will enable OIS to better monitor student and scholar immigration records, improve compliance with immigration regulations, enhance the student and scholar experience eliminating paper request forms, and streamline processing.
- OIS administered 3 faculty-led study abroad programs before the COVID-19 pandemic hit. The remaining programs were postponed to 2021 and beyond. The postponed programs include: Education in Brazil, Honors Seminar in Italy, Restorative Justice in Brazil, Public Health Brigade to Ghana, International School in Europe, Business and Culture of Peru. While an in-person Honors Seminar in Italy was postponed, a virtual program was offered for free and was open to the entire campus community.
- OIS hosted a variety of successful programs, including International Mix n' Mingle, Study Abroad Fair, J-1 Workshop for Faculty, Diwali Bazaar, Fulbright Scholar Program Workshop for Faculty and Staff, International Student Welcome Party, Cooking Lessons, and Women's Day. Additionally, a virtual Multicultural Fashion Show and Indian Cooking Lesson were offered.
- With the assistance of Digital Learning and Media Design, a new GSU "You Are Welcome Here" video was created. The video is viewable on the OIS webpage at <https://www.govst.edu/ois/> and on the Governors State University YouTube page.

The **Office of New Student Programs (NSP)** provides academic preparation and support for lower division students from the point of enrollment until they transition to their chosen majors. Services provided to lower division students include academic advising, leadership development, major selection, and academic pathway development. Campus-wide orientations for all incoming students (first-year, transfer, and graduate) are also coordinated by New Student Programs.

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DEPARTMENT HIGHLIGHTS

- In collaboration with the GSU community, NSP coordinated 3 ROAR New Student Orientations and 1 fast-track event for incoming first year students and their families. During these orientations, a total of 280 first-year students and more than 100 guests were welcomed to Jaguar Nation. The freshmen class was the biggest ever at GSU with 263 students!
- In collaboration with the GSU community, NSP continued to offer many sessions for transfer students, making them available consistent with registration periods. In total, 13 transfer orientations were offered. During these orientations, more than 400 transfer students and 100 graduate students learned about campus resources and tips for success. Sessions included a Transfer Student Panel and Writing and Research for Graduate Students.
- The sixth and seventh annual Emerging Leaders Program (ELP) immersed 8 lower division students in various activities that illustrated the different styles of leadership. Over the six week program offered twice, in Fall 2019 and Spring 2020, these students strived to answer the question “What type of leader do I want to be?” and created a leadership development plan for their years at GSU. The students in the program now hold leadership roles such as New Student Programs Leader, Student-Athlete, and Community Service Council Executive Board Member.
- In 2019, Alpha Lambda Delta (ALD) planned their annual Spring induction. Of the 263 person freshmen class, 55 students were eligible to join the Honors Society earning at least a 3.5 GPA in their first semester at GSU. The mission of Alpha Lambda Delta is to encourage superior academic achievement among students in their first year in institutions of higher education, to promote intelligent living and a continued high standard of learning, and to assist students in recognizing and developing meaningful goals for their roles in society. ALD recognized 5 graduating seniors with ALD cords.
- In 2019-2020, NSP provided student leadership and employment opportunities to 13 peer mentors, 10 NSP Leaders, 2 Graduate Assistants, and 2 NODA interns. These students supported the orientation events, offered social and academic programming, 1:1 support, classroom support, and followed up with GSU Star flags. The peer mentors supported 20 sections of Mastering College. In the Spring, the NSP Leaders were project based focusing on four areas: Spring New Students, Hiring and Training, Academic Recovery, and Large Scale Programming and ELP.

The **CENTER FOR STUDENT ENGAGEMENT & INTERCULTURAL PROGRAMS** is predicated on creating programs and services that are holistically integrated learning opportunities for students through high impact practices. Student Life has continuously worked to provide programming that speaks to an ever-growing and changing diverse student population at Governors State University. This year we are excited that we were able to further our commitment to student engagement by providing more depth to the programming we do versus breadth to ensure we are meeting the needs of the students. Student Life is comprised of Campus Programming, Clubs & Organizations, Leadership Programs, Civic Engagement, and Intercultural Student Affairs, which houses the Male Success Initiative.

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DEPARTMENT HIGHLIGHTS

- The **SERVICE & LEADERSHIP SEMINAR** was held August 19-23, 2019. SLS is a leadership program for direct admit freshman and newly admitted transfer students. This year we had 21 participants, one more than the previous year. Students participated in workshops created around the Social Change Leadership Model as a framework utilizing faculty, staff and community members as presenters including Mayor Rundez. Participants learned about injustices people in different communities are facing and developed an awareness of self and others through celebrating diversity and exploring social identities. The outing to Chicago included a visit to an organic farmers' market to learn about sustainability efforts in food deserts, Puerto Rican History museum for cultural exploration, and Pacific Garden Mission to learn about hunger and homelessness.
- **WELCOME WEEK** has become a staple event that earmarks the beginning of the Fall and Spring semesters at GSU to expose students to our robust campus community. The Fall 2019 Welcome Week was held August 26-30, 2019 and yielded nearly 2246 participants. There were over 20 programs and events sponsored by various student clubs/orgs as well as university departments. Participants attended events such as MSI Facts & Fades Barbershop Talk, CSEIP Open House, Get Your Feet Wet Pool Party, the Block Party (30 student organizations and 20 off-campus vendors) and Welcome Back Party. Student organizations were represented this week and were excited for the inclusion. The Pool Party now joins the Welcome Week Back Party as a tradition that students look for each year! The Spring 2020 Welcome Week was held January 21-26, 2020 and yielded 1511 participants. The theme was "In Luau of Snow". Activities included MLK Commemoration Program, making leis, sexual assault prevention education, a luau with authentic Hawaiian hula dancers, a rock-climbing wall. Students reported that they were in awe of the rock-climbing wall and comedy show which has become a tradition.
- **HOMECOMING** was held October 18-26, 2019. This year's Homecoming theme was "From Ordinary to Extraordinary...50 Years in the Making!" The week included two pre-activities: Tie Dye and Movie Night. On Thursday, Hall of Governors was filled with students and festive music as a precursor to homecoming week. Students dyed t-shirts to show their school spirit in anticipation of the upcoming pep rally. GSU's first mascot, Pierre the Penguin made a special appearance. On Friday, SAC hosted movie night with screenings of a family friendly movie and later in the evening a psychological thriller. The Alumni foundation hosted a concert by Jefferson Starship and on Sunday, the annual gospel concert rocked Sherman Hall.

Monday kicked off the office decorating contest, a Neon Kickback for students offered a space for students to socialize while wearing glow-in-the-dark clothing and novelties. On Tuesday, DDP mentor, Peter B. hosted our version of GSU Family Feud. The gameshow was a success with students requesting it to return next year! On Wednesday, the Family Development Center coordinated a Junior Jaguars parade in Hall of Governors. The students marched around with their teachers and parents, chanting "Jr. Jaguars, Jr. Jaguars". Diwali Festival was incorporated into the homecoming calendar thanks to the Office of International Services. The bazaar provided samples of international foods and a Henna tattoo fundraiser. Later that evening, student organizations performed in the Rep Your Org competition. The Homecoming Pep Rally roared into Hall of Governors on Thursday, hosted by GSU student Sam B.

The nationally renowned Jesse White Tumbling Team performed to the sensational sounds of the Hillcrest High School Marching Hawks. Jax, GSU athletes, the cheer team, and student organizations performed as well. Friday evening, SAC hosted a tailgate party outdoors in the A north parking lot prior to the Men's basketball game with a live band of one of GSU's student athletes. The grand finale conclusion to the week, SAC hosted a dance, titled the Sneaker Ball with live performances by Huckleberry Funk and Valee. This year's Homecoming had over 2750 students, faculty, staff, alumni and community members participate.

- The **MEN'S LEADERSHIP SUMMIT** was November 22, 2019. This year's theme, "When They See Us", used the backdrop of the recent release of the documentary based on the Central Park Five. "When They See Us" will allow participants to take a deeper dive on do their lives reflect societal assumptions or do those assumptions predicate their livelihood. After attending this year's conference, participants were able to define who they are and develop strategies to overcome obstacles and turn them into opportunities towards their success.

The turnout was amazing with over 140 participants. Keynote speakers included Dr. Steven Kniffley, Associate Director, Center for Behavioral Health and Associate Professor, Professional Psychology at Spaulding University; Dr. Richard Craig, Associate Professor, Communications and Director, M.A. Program at George Mason University; and Mr. Gabe Lara, Associate Dean of Students at Harper College. This year the program was extended to high school juniors and seniors from our College Pathways program.

- The **C.E.O. LEADERSHIP CERTIFICATE PROGRAM** was held from October 14th – November 14th. This year the C.E.O Leadership Certificate Program consisted of 11 workshops focusing on personal development, intercultural education, strengths assessment and leadership training. By scheduling multiple workshops on the same day, students were able to maximize their options in regards to choosing the workshop most appropriate for their schedule. Overall, there was a total of 109 students that participated in the sessions and 7 faculty/staff presenters.
- The grand re-opening of the **GSU FOOD PANTRY** was held on Friday, November 15, 2019. The GSU Food Pantry was created in 2014 and initially provided just nonperishable food items until the expansion of GSU4U which provided students with the opportunity to receive DEN Bags filled with emergency necessities such as personal care items such as toothbrushes, razors, and soap. The food pantry has historically been supported by student clubs, teams and organizations along with faculty and staff efforts to maintain the pantry.

At the grand re-opening ceremony, Governors State staff and students, as well as officials from agencies across the state discussed the soaring need for food banks on campus. The new, larger pantry, relocated from the Jaguar Den to an area near the gaming lounge, will supply nonperishables and amenities as before, but will also now include fresh items like fruits and vegetables, dairy products, and meat. The GSU Food Pantry has served nearly 700 students since it has re-opened through our monthly deliveries with our partner, the Northern Illinois Food Bank. But more than just providing students with what they need, the focus for the new pantry is offering students clearer pathways to success.

- The **2020 MLK COMMEMORATION CELEBRATION** was held on Monday, January 21, 2020 at 10am in Sherman Hall. The MLK Commemoration Program was a great town and gown collaboration with University Park Library, University Park MLK Committee and Monee Alliance of Churches. Mayor Joseph Roudez brought greetings and there were multiple performances by various community groups. We received over 100 donations of hats, scarves, gloves and socks for the homeless which were distributed locally. Rev. Jesus Marquez of the Emmaus Community Church was an amazing speaker. There were well over 245 people in attendance.
- **STUDY BREAKS** was a new program created to serve as a stress relief for students during midterms and finals during the Fall and Spring Semesters. This year we hosted Stress-LESS Midterm Lunch, Do-Nut Stress Day and Taco Bout Stressin. Students were treated to complimentary pizza, donuts and walking tacos during these times and games in Hall of Governors as a reward for their academic efforts. A total of 365 students participated in all three events collectively.
- **CLUB/ORG LEADERS & ADVISORS TRAINING** is held at the beginning of the Fall and Spring semesters to provide insights on university policies and procedures, programming endeavors and general updates. 28 clubs and organizations attended the Fall Training and 42 attended the Spring Training. The information distributed aids them with new ideas geared towards programming for the upcoming school year. This information also assists with identifying leadership styles and advices for successful collaborative efforts amongst Clubs and Organizations. During the trainings, members were given a chance to ask questions about best practices for Clubs/Orgs.

Navigating all of the moving parts that make up a university that can be overwhelming – even intimidating – for students. The **Office of the Dean of Students** advocates with and for students to provide access across a wide spectrum of areas. During the 2019-20 academic year, the Office of the Dean of Students responded to 1,568 phone calls, emails, and walk-ins, and supports students.

CONTACT INFORMATION

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DEPARTMENT HIGHLIGHTS

Non-Academic Grievances and Complaints

Provides an opportunity for students to share their feedback, questions, or concerns. During 2019-20, our office received 35 non-academic grievances – the majority were requests to delete courses and refund tuition due to registration and enrollment issues – and 9 complaints that were referred to the appropriate departments for review and follow-up. For more information, visit www.govst.edu/studentcomplaints

GSU4U

Connects students, particularly those experiencing basic needs insecurity, to campus and community resources. For more information, visit www.govst.edu/gsu4u. In 2019-20, our office implemented the following programs:

- In February, our office in collaboration with the GSU Foundation, established a Student Emergency Fund to provide limited emergency financial support to students who are unable to meet essential educational expenses due to a temporary or unexpected hardship. Distributed funds depend upon the individual situation of each student and the demonstrated need. During 2019-20, the Student Emergency Fund awarded 37 students with almost \$55,000 – many of whom had outstanding tuition and fee balances that were preventing them from continuing their education.
- In April, we collaborated with mRelief, a Chicago-based nonprofit, to help connect individuals to SNAP benefits (also known as food stamps) through an easy-to-use platform on text, web, and voice. The mRelief screening tool can determine eligibility for SNAP benefits in as little as 10 minutes. During May and June, 186 students used the screener and 114 students were eligible, unlocking an estimated \$44,000 in previously untapped SNAP benefits.
- When the Coronavirus Aid, Relief, and Economic Security (CARES) Act was signed into law, it made \$6 billion in emergency grants from the Higher Education Emergency Relief Fund available to college and university students around the country. Of that amount, approximately \$1.85 million will be allocated directly to Governors State University students through the CARES Student Emergency Fund. The CARES Student Emergency Fund provides students with limited emergency grants for personal expenses (i.e., technology resources, course materials, healthcare, childcare, food, and housing) related to the disruption of campus operations due to the coronavirus. During Spring and Summer, \$1.1 million has been awarded to 1166 students.
- Unfortunately, institutions cannot award CARES Act funds to undocumented / DACA students, students who were enrolled in entirely online programs before March 13, international students, and students who are not eligible for Title IV funds. For this reason, the Office of the Dean of Students with the support of the Foundation established the COVID-19 Student Assistance Fund from private donations. During Spring and Summer, almost \$85,000 was awarded to 85 students.

CARE Team

Provides proactive intervention and timely outreach to students who are believed to be struggling to offer help and assistance. In 2019-20, the CARE Team reviewed 56 reports. For more information, visit www.govst.edu/care

Community Standards

Helps students understand and navigate their rights and responsibilities in accordance with the Student Code of Conduct and Student Handbook. In 2019-20, Community Standards reviewed 188 unique incidents involving 308 alleged students and identified 522 potential policy violations. For more information, visit www.govst.edu/handbook

Emergency / Medical Leaves

Reviews student leave requests when extraordinary circumstances prevent the individual from continuing coursework. In 2019-20, our office received 38 requests for an emergency / medical leave and approved 28 requests. For more information, visit www.govst.edu/emergencyleave

DEPARTMENT DIRECTORY & CONTACT INFORMATION

ENROLLMENT MANAGEMENT

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REGISTRAR

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