



STUDENT AFFAIRS ANNUAL REPORT

2022-2023

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Dear Student Affairs Stakeholder,

Student Affairs is a key contributor to the university's goal to become a top 100 global university and to improve access and affordability for all students through the [Virginia Tech Advantage](#).

Fulfilling our [mission](#) to promote holistic student development, Student Affairs embraces our charge to meet the mission of the university with student success and well-being in mind.

This annual report for FY22-23 highlights the many accomplishments of our division and introduces our newly developed strategic plan that we launched in the fall of 2023. The strategic plan continues to build on our mission and [Aspirations for Student Learning](#) in seven key areas. The first three goal areas focus on the student experience, the heart of our work. The final four priorities advance how we do our work and invest in our most important resource, our employees.

1. Student Success and Well-being
2. ExperienceVT
3. Inclusion and Belonging
4. Teamwork, Collaboration, and Innovation
5. Data-informed Decision-making
6. Administrative Excellence and Effectiveness
7. Employee Well-being and Flourishing

These priorities define the direction and scope of our efforts to help students grow, develop, and achieve in an atmosphere that values learning, discovery, belonging, and engagement. Our goal is to give more students access to experiences that help them succeed. Inextricably linked with Virginia Tech's Beyond Boundaries strategic vision, Student Affairs brings students opportunities to fully ExperienceVT, to live the Aspirations for Student Learning, and to embrace Virginia Tech's motto, *Ut Prosim* (That I May Serve), as a way of life. This report frames progress indicators and innovations in our services to students within these priorities.

Student Affairs encompasses more than 3,600 faculty; full-time staff; wage employees; graduate assistants; and student employees, leaders, and interns who infuse students' lives with co-curricular learning opportunities, events, resources, programs, and essential services. We remain committed to reinforcing the university's core values and established strengths, while being responsive to changes in the educational landscape - what students are interested in, what they need to succeed, and how best to engage them as they prepare for lives of leadership and service.

Our mission, Beyond Boundaries vision, InclusiveVT values, Aspirations for Student Learning, and *Ut Prosim* purpose guide our work, support the Virginia Tech Advantage, and elevate the student experience. In this report, we share some of the ways we are sustaining and improving a culture that honors and advances these guiding principles.



Frances B. Keene

Vice President for Student Affairs
Virginia Tech

Student Success and Well-being

In a culture of student success and well-being, all students holistically care for themselves so that they can care for one another and the community. We help every student across our campuses develop the mindset and skills for defining and achieving their academic and career goals as part of a journey toward self-fulfillment.

In response to increasing student need for mental health services, Student Affairs [partnered with TimelyCare](#) to provide remote, on-demand mental health services for students. Services include 24/7 professional crisis care, licensed counseling appointments, and unlimited health coaching appointments.

More than 14 percent of the student population is registered with the platform; the most recent annualized utilization rate increased three percentage points over the first semester. Success with the service for students led Hokie Wellness to invest in offering it to full-time faculty and staff and non-student wage employees, with 17 percent of qualifying employees having registered.

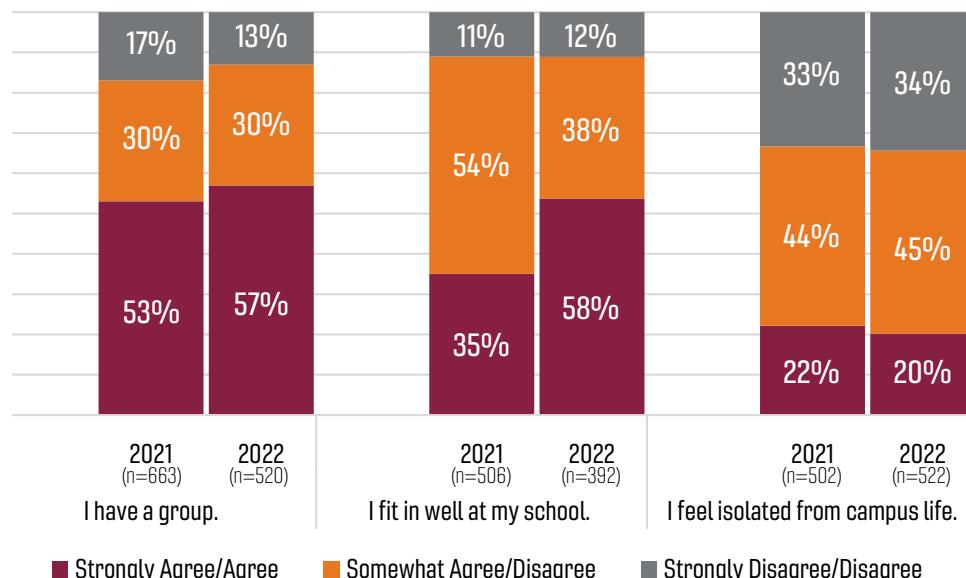
In fall 2022, the [Residential Well-being \(RWB\) initiative](#) reorganized staff and resources to bring wellness opportunities and care to residential students. This innovation included adding four embedded RWB counselors and five case managers to provide a more comprehensive support system for on-campus students.

With an emphasis on individual well-being, community strength, belonging and inclusion, and awareness of support resources, the RWB model nurtures peer-to-peer interactions and relationships to improve the way students ExperienceVT. Regular [assessments show multiple benefits to students](#), including an increase in students' sense of belonging, exposure to diverse perspectives, and knowledge of mental health resources.

Students using Cook Counseling services reported experiencing increased social connection

Belonging of On-Campus Students Utilizing Cook Counseling

Data from intake form, Cook Counseling, Fall 2021 & Fall 2022



By helping meet basic student needs, Student Affairs addressed a core commitment of the recently articulated [Virginia Tech Advantage](#).

VT Engage helped close gaps in local and campus food security, with 150 hours of service completed by the Campus Kitchen volunteers and 175 hours of [service learning completed by students](#) for The Market at Virginia Tech. The Market supported 308 students during 2022-23.

Campus Kitchen diverted 19,700 pounds of food to local food banks. Pop Up Pantry was a collaboration with the Undergraduate Student Senate, which provided \$3,500 in costs. The pantry served 155 students on campus in one month.

The Student Emergency Fund, managed by the Dean of Students Office, helps support students with emergent financial need. \$123,638 was disbursed in emergency grants and scholarships to 98 students.

The Market of Virginia Tech: 308 total students supported during 2022-2023

- **170 is the current capacity of the Market, with 94 students waitlisted.**
 - 41% of all students supported are international graduate students.
 - 62% graduate students; 35% undergraduate students
 - 54% domestic students; 44% international students
 - 53% out of state students; 45% in-state students

In spring 2023, [Virginia Tech was named the first Certified Digitally Well University](#) for its transformational work in cultivating a positive digital culture among students and faculty. The initiative supports students to be productive academically, develop meaningful relationships, and use technology in support of their personal well-being goals.

A residence hall 4-week challenge prompted students to examine their use of digital devices and make behavioral changes to increase digital well-being by celebrating focus and minimizing distractions. According to pre- and post-assessment results, 73.8 percent of participating students reported a behavior change, such as not using their phone while in class or spending time with friends.

- One participant said, “I started to realize that I can stay away from my phone and enjoy other things like nature, friends, and family.”
- Another said, “I put my phone on do not disturb when I’m in class so I can focus.”
- The Phone Box Dining Pilot in West End Market encouraged students to stash their phones in provided boxes during meals to more intentionally interact with the people they were sitting with.
- **87.5% of students** who sat at a table with a phone box used it at least once.
- **76.6% of students** told a friend, family, or faculty member about the phone boxes.
- One participant commented, “It is a great idea that promotes conversation and in-the-moment experiences.”
- Digital Wellness Day was celebrated May 5 with a live JoMO webinar.

[Cook Counseling Center's new location](#) on Gilbert Street will streamline services and provide a more robust service delivery model for students. Staff can consult more frequently, more directly, and more contextually to develop holistic service plans. Students benefit from a variety of services in one location, including group programs, workshops, individual counseling, and psychiatry services.

The [Student Wellness Improvements capital project](#) - consisting of a total renovation of the interior of War Memorial Hall - began in fall 2022 to support Virginia Tech's commitment to [holistic student well-being](#) and provide enhanced research and office space for Recreational Sports, the School of Education, and the Department of Human Nutrition, Foods, and Exercise.

Upon completion, expected by fall semester 2024, the renovation will nearly triple the weight and cardio space provided on Virginia Tech's Blacksburg campus. The project will provide new, refreshed, and expanded exercise and activity spaces; dedicated functional fitness space; mind and body studio; dance studio; wet classroom for aquatic and safety instruction; building system upgrades, including air conditioning; modernized general assignment classrooms; student gathering spaces; and administrative offices. Newly modernized locker rooms and bathrooms will include family changing rooms and all-gender spaces.

ExperienceVT

In a culture of ExperienceVT, every Hokie will encounter the Aspirations for Student Learning as a framework to develop the knowledge, skills, and abilities to customize their student experience, maximize their learning, engage their community, and embrace a life of Ut Prosim.

Our [living-learning programs enhance student success and retention](#), supporting the Virginia Tech Advantage initiative. Living-learning program (LLP) participation continues to grow, in line with the Beyond Boundaries vision. The university has set a strategic goal of increasing the number of undergraduate students in living-learning programs to 60 percent by 2028. In Fall 2022, 51 percent of undergraduates participate in an LLP, 10 percentage points higher than in Fall 2021.

First-year students in a living-learning community (LLC) achieved higher average GPAs than peers who were not in an LLC.

On campus, in an LLC	3.12	In transfer experience LLC	3.18
On campus, not in an LLC	3.09	On campus, non-LLC transfer	2.84
Off campus	2.98		

In a fraternity/sorority	3.33	Sport club athletes	3.30
Non-fraternity/sorority	3.28	Average undergraduate	3.27

The Virginia Tech Corps of Cadets celebrates 11+ years of its average GPA staying above 3.0.

The Virginia Tech Fraternity and Sorority community continues to grow in the number of students who join and in the number of organizations we have on our campus:

NUMBER OF STUDENTS IN FRATERNITY AND SORORITY LIFE

5,277
STUDENTS
THROUGH 57
CHAPTERS

18.17%
of undergraduates

5,123
STUDENTS
THROUGH 51
CHAPTERS

18.16%
of undergraduates

5,013
STUDENTS
THROUGH 48
CHAPTERS

17.65%
of undergraduates

**SPRING
2023**

**SPRING
2022**

**SPRING
2021**

Student Affairs' LLP program was nationally peer-ranked for the third year in a row – up 4 spots from 2022 to 17th. This year, we launched Digerati, a new living-learning community in partnership with the College of Engineering. We have three living-learning communities that are currently in planning that will launch in fall 2024: Reach, the Roost (formerly known as the recovery community), Securitas, and the new living-learning community for the Steger Center.

In the spirit of Ut Prosim, Virginia Tech students served their university, the greater community, and the world, often facilitated by VT Engage: The Center for Leadership and Service Learning.

5,225

STUDENTS CONTRIBUTED TO

849

COMMUNITY PROJECTS AT
THE BIG EVENT

631

CADETS LOGGED

1,981

HOURS OF
COMMUNITY SERVICE

FRATERNITY AND SORORITY
MEMBERS REPORTED

23,362

HOURS OF SERVICE

In spring semester, VT Engage's Civic Leadership Academy welcomed its first cohort of students in a semester-long series of weekly workshops to build listening, perspective-taking, and leadership skills.

VT Engage also had a banner year for programs offered, honors achieved, and student participation in civic engagement, leadership, and service activities.

VT ENGAGE EXPERIENCES

21% 

INCREASE IN FIRST YEAR
STUDENT PARTICIPATION

HOKIES STUDENT
LEADERSHIP SUMMIT

IN PARTNERSHIP
WITH SECL

47 ATTENDEES

ACC STUDENT
LEADERSHIP SYMPOSIUM

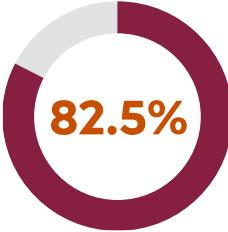
18 APPLICANTS

5 UNDERGRADUATE
STUDENTS SELECTED

237

INITIATES IN THE
NATIONAL SOCIETY FOR
LEADERSHIP AND SUCCESS

RECOGNIZED AS **VOTER FRIENDLY CAMPUS** FOR THE 2ND TIME



82.5%

OF STUDENTS EXPRESSED GROWTH IN
CONNECTION TO COMMUNITY

Completion of the [Corps Leadership and Military Science Building](#) on Upper Quad was celebrated in September. The 74,000-square-foot building was funded by the generosity of donors and will now serve as the hub of corps and ROTC activities. It encompasses four dividable classrooms, the Corps Museum, multimedia and office spaces for corps and ROTC staff members, a library, an honor court room, and the Integrated Security Education and Research Center, an interactive facility aimed at creating interdisciplinary engagement throughout homeland security, national security, and cybersecurity domains.

As one of the country's six senior military colleges, having Virginia Tech's corps and ROTC programs work in unison will support developing leaders for the nation.

Student Affairs uses the [Gallup CliftonStrengths assessment](#) to provide students, faculty, and staff with the knowledge and vocabulary to describe their talents and the areas in which they excel. Individuals who know their talents will be able to explore, practice, and live the Aspirations for Student Learning at a more personal level. Through this exploration, students can be intentional in investing in their talents, expanding their curiosities, and putting those talents to use.

The Office of Learning Partnerships (OLP) accelerated its Clifton Strengths-based trainings in the last year to better enable students, faculty, staff, and teams to understand, coordinate, and apply their leadership aptitudes.

Office of Learning Partnerships-coordinated Strengths workshops, Fall 2021 semester to Fall 2022 semester:

240% 
INCREASE IN THE NUMBER
OF WORKSHOPS REQUESTED
OF OLP

128% 
INCREASE IN THE NUMBER
OF WORKSHOPS COORDINATED
BY OLP

137% 
INCREASE IN THE NUMBER
OF WORKSHOP PARTICIPANTS

174% 
INCREASE IN THE NUMBER
OF HOURS SPENT FACILITATING
WORKSHOPS COORDINATED BY OLP

Student Engagement and Campus Life promotes students to create, sustain, and explore their own communities of interest. The resources, guidance, and organization that SECL provides has empowered steady growth in student organizations tailored to the student experience.

912

STUDENT ORGANIZATIONS
2022-2023

888

STUDENT ORGANIZATIONS
2021-2022

850

STUDENT ORGANIZATIONS
2020-2021

Cranwell International Center provides programs and services for international students, promotes the development of global and intercultural competence in all students, and positions the university as more globally oriented and internationally connected.

- **95.6% of new international students** completed new orientation modules
- **1,096 students** attended International Cafe Hours hosted by Cranwell
- **10% improvement** in intercultural competence among student leaders through Cranwell programs

New Student and Family Programs (NSFP) creates transitional opportunities to prepare new students and their families for academic and co-curricular experiences at Virginia Tech through cultivating an environment that embraces learning, diversity, inclusion, and welcoming of all new Hokies.

After attending Spring Orientation 2023, 100% of student respondents:

- Felt an increased sense of belonging at Virginia Tech
- Felt more excited about attending Virginia Tech
- Connected with other students
- Learned new information about Virginia Tech
- Felt more prepared to be successful at Virginia Tech

Weeks of Welcome is part of NSFP's extended orientation and transition experience and the official start of the Virginia Tech academic and co-curricular experience for new Hokies.

Signature WoW Events include:

- College and Academic Sessions (including College Social)
- Residential Well-being Community Days
- Living-learning Programming (for students in a Living-Learning Community)
- Hokie Hi Spirit Rally
- Transfer Student Luncheon
- International Student Orientation

Winter Weeks of Welcome - January 14-21, 2023

- **23 Events**
- **8 Host Program Partners**
- **1,047 Participants**

"Was there at least one on-campus event during WOW that made you excited about being a Hokie?"

YES 94% NO 4%

"I was able to interact and/or learn from an on-campus office or organization during WOW."

YES 87% NO 13%

"It was so cool meeting different people of different backgrounds and learning about their culture. Even if there was a language barrier, everyone was dancing together." -Global Dance Party attendee

"There is a strong support system at Virginia Tech and many opportunities to take advantage of."
-Move-in survey respondent

Inclusion & Belonging

In a culture of inclusion and belonging, students bring and openly express their authentic selves in the classroom and beyond while engaging and developing friendships with individuals who share different perspectives and lived experiences across our campuses.

[Student Engagement and Campus Life completed a \\$1.2 million inclusive restroom renovation](#) that created multi-stall, all-gender restrooms on the first and third floors of Squires Student Center and a single-stall, all-gender restroom on the second floor. Squires is the first Student Affairs building to have all-gender restrooms on each floor.

[Dining Services continued to expand inclusive dining options](#) to serve students' varied dietary needs. West End Market removed soy allergens from 40 percent of its menus, expanded its halal offerings, and transitioned one of its venues to a 100 percent gluten-free menu.

[Quillen Spirit Plaza](#) was dedicated in September. The \$2 million gift for the project from the Quillen family is among the largest in Student Affairs' history. The plaza is envisioned as an iconic social space on campus, with aesthetic and usability enhancements including stadium seat walls, new accessible pathways, a sloped lawn, landscape beds, outdoor seating and tables, walkway engravings recalling moments of Virginia Tech history, and [three special HokieBird statues](#).

The plaza renewal is part of a larger [renovation project to Dietrick Hall](#) that includes a variety of interior improvements - a new Urban Market dining venue, upgrades to Deet's and DXpress, and enclosing the first-floor overhang to capture nearly 200 additional seats. The state-of-the-art technology, study spaces, and expanded dining options provide an updated, modern feel and create a more welcoming and dynamic space for the university community to gather, study, and eat.

Services for Students with Disabilities (SSD) restructured its [survey of students](#) and expanded its survey of faculty. The resulting enhanced feedback prompted SSD to improve accommodation services, including [creating an online platform](#) for students and instructors to more easily manage accommodation requests. To support student inclusion and belonging, SSD introduced a new peer mentoring program and SSDialogues - a faculty, staff, and student network.

[The "Foundations" podcast](#), hosted by Anthony Scott, chief inclusion and belonging officer for Student Affairs, promotes conversations on diversity, equity, inclusion, and belonging, approached through a college student's lens. The series averaged over 140 listeners per episode in its inaugural season, broaching challenging topics including minoritized representation in the Corps of Cadets and sexual violence on campus.

Administrative Supports for the Student Experience

Three of our new strategic plan themes focus on how we do our work to support the student experience - teamwork, collaboration, and innovation; data-informed decision making; and administrative excellence.

Improvements in our internal communications - launching a centralized communications hub and a monthly newsletter to all employees - strengthen our collaborative capacity.

Significant work between Student Affairs and Virginia Tech Office of Analytics & Institutional Effectiveness has led to the creation of the Student Affairs data hub within the University's Data Commons site. Student Affairs data merges with data from enrollment management, undergraduate education, and other university systems to provide a robust picture of the student experience. This data commons site, along with departmental data dashboards and our strong culture of assessment and evaluation, will provide timely, accurate, and meaningful data to identify patterns, trends, and opportunities to anticipate and adapt to the ever-changing needs of students, employees, and campus partners.

Our centralized administration model drives administrative excellence and efficiency. All departments embrace continuous workflow improvements, prioritize fiscal responsibility, invest in modern systems and solutions, and seek out innovative solutions that contribute to exceptional learning and working environments.

Finally, the most fundamental part of how we do our work is our employees: Our strategic plan theme calls on us to meet the demands of an ever-evolving workforce and to strive toward a culture of employee well-being and flourishing, all team members are valued, empowered, and respected in a healthy, equitable, and inclusive work environment with career paths that positively impact an individual's mental, physical, social, emotional, financial, and spiritual well-being. Student Affairs invests in our employees in a variety of ways.

A highlight of FY23 was the creation of a new cohort experience for employees, the Entry Level Experience (ELE) Program. This year-long program introduced entry level employees or those new to student affairs to how we impact the student experience. Seventeen Student Affairs employees representing nine departments were paired with mentors from 11 different departments. In April 2023, 11 cohort members presented at the program's wrap-up Celebration and Showcase event, completing all ELE requirements.

The ELE program combined with myriad educational workshops, onboarding efforts, mentorship opportunities, and intentionally framed career pathways to promotion for a positive impact on employee engagement and retention.

PROFESSIONAL DEVELOPMENT OPPORTUNITIES

6 COMMUNITY BOOKS

11 CONFERENCES

45 TRAINING, BOOTCAMPS, & WORKSHOPS

5 PROGRAMS, CLASSES, & CERTIFICATIONS

3 ADDITIONAL

70 TOTAL