

STUDENT AFFAIRS ANNUAL REPORT

2023-2024



STUDENT AFFAIRS
VIRGINIA TECH

Student Affairs stakeholders and friends,

Student Affairs continues to support the university's efforts to become a Top 100 Global Research University and to improve access for all students through Virginia Tech Advantage, while keeping student success and well-being at the forefront.

We just concluded our first year of strategic plan implementation to better serve our **mission** to promote holistic student development and advance the Aspirations for Student Learning. Student Affairs priority areas focus on creating and sustaining a culture of student success and well-being, ExperienceVT, and inclusion and belonging, supported by a strong staff culture of teamwork, collaboration, innovation; data-informed decision-making; administrative excellence and effectiveness; and employee well-being and flourishing.

Student Affairs' seven **strategic priorities** outline the direction 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 transformational learning experiences that help them succeed. Aligned 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.

Student Affairs encompasses more than 1,100 administrative and professional faculty, staff, and wage employees; in addition to more than 3,000 graduate assistants and student employees and interns, who infuse students' lives with co-curricular learning opportunities, events, resources, programs, and services. Our mission, Beyond Boundaries vision, InclusiveVT values, Aspirations for Student Learning, and *Ut Prosim* guide our work and center the student experience. In this report, we share some of the ways we are advancing these guiding principles.



Frances B. Keene, Ph.D.
Vice President for Student Affairs

Key Accomplishments

Services and Program Utilization

In 2023-24, 5,251 students were members of a Living-Learning Program (52.3% of students living on campus, from 51.2% in 2022-23). Student Affairs partnered with several departments to launch four new Living-Learning Communities (LLCs) with key academic partners:

Reach: transdisciplinary LLC, with the School of Education

Casa Maderni: the university's first international LLC, with the Steger Center for International Scholarship

Securitas: cybersecurity LLC, with Pamplin College of Business, Commonwealth Cyber Initiative (CCI) Southwest Virginia, and the Hume Center for National Security and Technology

Our living-learning community experience is ranked 17 in the nation by US News & World Report, up from 20 in 2022-23.

In 2023-24, Cook Counseling Center was led by a new director, Sarah Jones, and occupied a new building, Gilbert Street. 5,494 students were served by Cook Counseling Center, with 3,872 served in person at Cook, 394 served by Cook and Timely Care, and 1,228 served only by TimelyCare. This included 5,543 appointments by embedded counselors. Average wait times from intake to first appointment decreased from 6.8 in 2022-23 to 6.5 days in 2023-24. Cook provided 40 presentations to 26 campus partner organizations resulting in 1,118 Virginia Tech students, faculty, and staff being trained in the Community Resiliency Model (CRM), advancing the Better Together priority for community-empowered mental health.

Hokie Wellness supports students through community well-being, education, and prevention services. 33,532 students were reached in 2023-24 (up from 28,953 in 2022-23). 70% of survey respondents reported having made a behavior change after engaging with a Hokie Wellness event. More than 10,000 people had touchpoints with the mental health initiatives and peer educators through workshops, events, support groups, outreach, and other opportunities for engagement (up from 7,198). Digital Well-being classes and workshops served 3,618 people. 618 students participated in an IRB-approved study with Galipatia conducted by Digital Well-being, and 64% of participants reported they made positive behavioral change because of the four-week challenge.

In 2023-24, 21,115 unique patients made 43,652 attended visits to the Schiffert Health Center. This included 35,767 primary care visits, 5,715 allergy/immunization/travel visits, 4,748 gynecology visits, and 1,806 skin-related visits.

The Office of Learning Partnerships offered 185 Strengths workshops in 2023-24 (up from 131 in 2022-23), serving 6,516 participants (up from 5,938).

During the 2023-24 academic year, The Market of Virginia Tech served 732 unique students across all programs through 4,116 individual visits. The [introduction of Open Market Hours and Pop-Up Pantries](#), in addition to our landmark enrolled program, resulted in a 344% increase in unique students served and a 49% increase in visits across all initiatives. While the enrolled program provided enough food to prepare an estimated 17,600 meals this year, it remains limited to 115 students at a time with a 30-week enrollment limit, causing many students to leave the program while still in need. The [Market supported university priorities](#) by advancing its United Nations Sustainable Development Goals.

The Student Emergency Fund provided essential financial support to 240 students facing unexpected financial or personal challenges. The Student Emergency Fund granted \$165,056 in direct assistance to 170 students, while an additional 70 students (45% of applicants) received funding from other sources such as the First-Gen Emergency Fund, Vet Med Emergency Fund, and the College of Science Emergency Fund. By leveraging these multiple resources, Student Affairs reinforced our commitment to student success by ensuring that those experiencing unforeseen hardships received the necessary support to continue their academic journeys successfully.

The Alternative Breaks program has been a high impact experience since its evolution in 2014. VT Engage has sent hundreds of students on more than 40 trips to 12 states and 4 countries, with 23 students taking 1 domestic and 3 international trips in 2023-24. 13 students (76%) received travel grants in 2023-24 for domestic trips, and 15 students (83%) received travel grants in 2023-24 for international trips. Since 2015, VT Engage has distributed over \$94,000 in travel grants.

Customer Satisfaction

In fall 2022, the [Residential Well-being \(RWB\) initiative reorganized staff and resources](#) to bring wellness opportunities and care to students in residence halls. In 2023-24, case managers managed 1,614 cases, down from 1,720 cases. The Residential Experiences Survey, with 1,683 respondents for an 18% response rate in Fall 2023, provides a weekly measure of programs, conversations, and trends. In the Flourishing scale, 75.8% report they lead a purposeful and meaningful life, 80.7% report feeling like they belong at Virginia Tech (up from 75.7%), 84.1% feel competent and capable in the activities that are important to them, 93.8% feel there are faculty and staff who care about them at the institution (up from 89.9%). In the Flourishing scale, 94.8% of respondents feel they have been exposed to diverse opinions, cultures, and values (up from 92.7%).

Supporting the first-year transition experience, Weeks of Welcome (WoW) included 76 events and more than 40 campus partners for incoming first-year and transfer students. 78% of program participants reported a sense of belonging and 93% rated WoW programming at 80% or higher satisfaction.

Constructive Dialogue aligns with Student Affairs' inclusion and belonging and ExperienceVT strategic priority areas. More than 60 faculty and staff completed a Foundations in Facilitating Dialogue workshop through the SCHEV partnership with the Constructive Dialogue Institute (CDI). Perspectives, also offered through CDI, was piloted with students in 2023-24 primarily through Residential Well-being and the Corps of Cadets. In Fall 2023, 507 students used, and 273 completed Perspectives. In Spring 2024, 293 students used and 231 (79%) completed Perspectives. Data from Fall 2023 show that Virginia Tech students were less polarized and higher in dichotomous thinking when compared to other learners. Virginia Tech students also showed significant improvements in intellectual humility, belonging, and psychological safety. Participants reported more confidence in communicating across differences and having difficult conversations, while gaining valuable professional and life skills, working with others from diverse backgrounds, and building meaningful relationships with their peers. Student satisfaction with the program increased from fall to spring, with 94% of students reporting satisfaction with Perspectives. During the pilot, several technical issues were identified and corrected, and the program is now being delivered using a new platform and has a version for employees, piloted with a small group of Student Affairs employees in Summer 2024.

Operational Efficiency

Student Conduct saw an increase in Agreed Resolution (AR) cases from 1308 in 2022-23 to 1557 in 2023-24. Formal Hearings (FH) decreased from 248 to 201 during this period. Through implementation of a new Alcohol Remodel and improved use of the Maxient software tool, 2023-24 ARs included cases such as DUI cases and multiple alcohol transports, which were previously only done through FH. This allowed for quicker processing times, which connected students to needed resources more quickly: ARs took 126 days in 2022-23 but only 28 days in 2023-24, and FHs took 208 days in 2022-23, but only 72 days in 2023-24.

Residential Well-being handled 1,513 calls in 2023-24, including 305 in person responses. RWB implemented a Senior Student Leader On-Call system during evenings and weekends to assist with lower-level questions and requests for assistance. This system resulted in a 39% reduction in calls to professional staff from Spring 2023 to Spring 2024.

Administrative efficiencies include that SA-HR hired 535 employees this year, decreasing the time from posting to hiring from 66 days to 61 days. This summer, SA Human Resources deployed the Safety and Health Improvement Program (SHIP) from developers at Portland State University with the Oregon Healthy Workforce Center to 203 supervisors.

This program addresses the effects of unhealthy work systems on employee well-being primarily through supervisory training. Student Affairs Communications is utilizing a project management system, Wrike, to track and manage design, photo/video, social media, web, and writing communications projects. Facilities and operations maintained an average response time of 1.92 calendar days to student-generated work orders. More than 20,000 work orders were received in 2023.

Innovation and Improvement

Rec Sports has collaborated with Information Technology to create dashboards characterizing student recreational sports users in University DataCommons. They have captured unique students, showing a steady 3-year average usage now exceeding 7,000 (19.5%) students participating in intramural sports. By exploring breakdowns by race/ethnicity, Rec Sports now identifies populations of students who are not being served to inform recruitment efforts.

In 2023-24, Schiffert focused on streamlining health and well-being efforts for New Cadet Week for students from the Corps of Cadets. During New Cadet Week 2023, 64 students were seen on site (nearly 80%) by a Schiffert nurse practitioner and a licensed practical nurse for on-site triage and wound care. 11 were sent to Schiffert Health Center, and 2 were sent to the Emergency Room.

52 ONEbox (emergency opioid overdose reversal kit) installations were completed in residence halls and Fraternity and Sorority Life buildings, and 4 installations were placed in McComas Hall, Squires Student Center, and Cook Counseling at Gilbert Street. REVIVE training was critical to this rollout and included 1,036 individuals trained in opioid overdoses response and administration of naloxone.

Roughly one in five Hokies are members of a fraternity or sorority. The all-fraternity and sorority GPA has been higher than the all-undergraduate GPA for 34 consecutive semesters (since Fall 2007). In 2023-24, 2,393 active/new members (54%) achieved Dean's List or made a 4.0 GPA. Members spent an average of 5.78 hours volunteering.

Residential Well-being engaged with Maxient to make systems improvements around the labeling of cases and expanded to five types: Mental health concern, well-being concern, community concern, facilities, and conduct referral.

Schiffert Health Center added a student nursing training program, which formalized the curriculum and updated the site training program for 38 student nurses from New River Community College, Radford University, and James Madison University. Schiffert formalized a student observation program to allow nine Virginia Tech undergraduate students interested in a career in healthcare to be paired with a provider for medical exposure within a clinical setting. Schiffert established a student clinical assistant

program that allowed 21 students to work as clinical assistants and learn about various conditions, interact with patients, and obtain experience working in a clinical setting.

Cranwell International Center, under the leadership of new director Lauren Oliver, has reviewed and improved processing times, as well as [publicized](#) estimated processing times for various electronic form types to make the process for more than 5,000 students on F-1 and J-1 visas more transparent. Average e-form processing times decreased to 7 business days in 2023-24 (down from 8.5 business days in 2022-23). The initial I-20 issuance process for new students was reduced from an average of 8 to 5 business days.

The Assessment and Professional Development department was restructured to Assessment, Evaluation, and Data Strategy to focus data collection and data reporting efforts on longitudinal and strategic data collection to inform decision making for divisional and university strategic priorities. As part of this restructuring, Professional Development was aligned within Human Resources.

Plans and Goals for 2024-25

Virginia Tech Advantage

Student Affairs and InternEXP

To support Virginia Tech Advantage, Student Affairs has partnered with Career and Professional Development to sponsor 33 part-time, paid internships as part of the 2024-25 Campus InternEXP program for undergraduate students. In InternEXP, students gain valuable on-the-job experience in an educational and professional environment as well as academic credit for their internship experience. Nine of the 33 students in these internships are part of Virginia Tech's Federal Work-Study population. These internships are hosted in various Student Affairs departments practicing professional skills aligned with their career ambitions after Virginia Tech.

Advancement Focus on Virginia Tech Advantage

Student Affairs is currently undertaking a comprehensive audit of our scholarships and fund agreements. We have formed a workgroup that includes departmental scholarship administrators, finance, and advancement team members. We will increase our utilization rates by developing and training departmental administrators on a workflow process, being transparent with cash spending plan and utilization rate data by organization and creating a stewardship plan.

In addition, our advancement team is leading a work group to examine all our foundation funds to ensure that spending plans meet the fund agreements and are being utilized in the most efficient manner possible to directly support and improve the student experience. This review will also better position advancement to fundraise in areas that can have the greatest impact. Our communications team is also developing impact reports that will tell the story of our top priorities, balancing points of pride and opportunities to give.

Rate Simplifications

In 2023-24 Student Affairs instituted a housing rate simplification, going from 22 rates to six. In 2024-25 we will partner with Envision Strategies to develop a dining rate simplification, following a recommendation by the Virginia Tech Advantage Student Experience subcommittee. In addition to developing a recommendation on dining plans, Envision will provide research and engagement data, market analysis, dining plan model analysis and recommendations.

The Market

Student Affairs continues to advance the work in The Market, directly aligning with Virginia Tech Advantage's goal of supporting students' basic needs. Student Affairs food access initiatives enable students to focus on their studies, care for their children, and allocate funds toward other essential expenses like housing and healthcare. This fall, the Corps of Cadets formalized a [food access program](#) to complement The Market.

Student Affairs is currently conducting a feasibility study to find a new physical home for The Market to increase the number of students being served. There is a typical waiting list of 150 students to use The Market. The Market continues to be of interest to donors, and having an opportunity identified with a new space is expected to increase donor engagement. The program topped the list for number of donors, gifts, and total dollars raised during Giving Day, followed by the Student Emergency Fund.

Living-Learning Programs

Fall 2024 marks the launch of [The Roost](#) LLC in partnership with Hokie Wellness and the Virginia Tech Recovery Community. In a significant restructuring to reflect the established connection between their vigorous communities, Galileo and Hypatia LLCs moved to Pritchard this fall. This will increase the space available to students who want to be in these programs, allowing them to increase by 150-200 students over the next two to three years.

Constructive Dialogue: Perspectives

Student Affairs has several goals promoting constructive dialogue and understanding across differences, one focusing on Constructive Dialogue Institute's Perspectives program among employees and our students. Student Affairs Catalyst, our divisional inclusion and belonging committee, will advance Perspectives in each department. Our goal is to have 20% of employees in Student Affairs complete Perspectives by the end of Spring 2025.

Student Affairs has formed a Perspectives Implementation Team to embed Perspectives in Student Affairs co-curricular learning experiences (in addition to Residential Well-being) to help students ExperienceVT. In Phase I (2024-25) of ExperienceVT Perspectives implementation, VT Engage: The Center for Leadership and Service Learning, Living-Learning Programs (LLP), Fraternity and Sorority Life (FSL), Learning Partnerships, and Student Engagement and Campus Life (SECL) are implementing Perspectives in selected departmental initiatives. We continue to work toward the university goal of 20% of undergraduate students completing Perspectives by the end of Spring 2025.

Dining and Sustainability Ranking

The university received a top 200 ranking globally in the Times Higher Education 2024 Impact Rankings, which assess universities' efforts toward the United Nation's Sustainable Development Goals (SDG). Virginia Tech's top mark came in the SDG of Zero Hunger, a category that considers a university's research on hunger, their teaching of food sustainability, a commitment to tackling food waste, and a commitment to addressing hunger on campus and locally. In addition, the [waste minimization initiative in Virginia Tech Dining Services](#) that sends food waste and biodegradable food packaging to composting facilities and [The Market of Virginia Tech](#), which provides food assistance to qualifying students, contributed to the university's ranking.

- [Dining Services sustainability initiatives updated for upcoming year](#)

Improvements in Student Experience

Perry Place and War Memorial Hall

This fall, Dining Services opened [Perry Place in Hitt Hall](#), a state-of-the-art, 600-seat, two-story dining facility that introduces nine signature dining venues: AMP, Addison's, Solarex, Trax Deli, Chick-Fil-A, Fresh & Feta, Smoke, Rambutan, and Velóce. Perry Place stands as Virginia Tech's most sustainability-focused dining facility to date by sourcing and using exclusively compostable tableware, significantly minimizing the environmental impact of the facility's grab-and-go model.

[War Memorial Hall reopened](#) the first full week of classes, welcoming over 44,000 visitors (individual swipes) into the building.

Services for Students with Disabilities

Services for Students with Disabilities (SSD) is seeking to improve the student experience for those students who require reasonable accommodation(s) during their time as a student. In recent years, there has been notable growth in the number of students who require accommodation(s), and the department has been working to deliver services in a timely and consistent manner. While there may be multiple avenues for strengthening service delivery, first understanding the current processes, supporting structures, and needs of the multiple stakeholders will support a more informed and deliberate plan of action. Organizational Excellence is partnering with SSD this fall to understand the student and faculty experience and provide insights and recommendations on near-term actions and recommendations for future strategic planning and requests.

An improvement going into effect this school year is an expanded testing center. The Werth Testing Center successfully managed over 16,780 individual exams for more than 4,400

registered students in 2023-24. Last year, Virginia Tech closed the old Math Emporium, creating a unique opportunity to centralize testing services for students and expand the space available for SSD. 120 new seats added for testing services among SSD students and math and science students increases SSD's standing capacity for students with disabilities from 42 to 102 seats, with additional capacity as available. Additionally, SSD secured two new positions — an Assistant Director for Testing Services and a Systems Administrator to support the software platforms involved — enhancing the efficiency and quality of testing services.

Key Reinvestments

This fall, Residential Well-being (RWB) hired three new Inclusion and Belong Coordinators by reinvesting four Graduate Assistant positions (\$136,324) and combining that with a new budget allocation of \$257,973 for salaries, equipment, professional travel, fringe and administrative charges for the three coordinators. This advances the institutional goal to "continue to increase representational diversity of students, faculty and staff, and foster an environment in which all individuals can thrive" and advances student accessibility and affordability for diverse students. Student respondents rated the residential experience as safe (95%) and welcoming (92%) and said that living on campus helps them to succeed (70%).

New Student and Family Programs reinvested \$5 million of reserve funds towards Student Financial Assistance.

Health and Well-being (HWB) made several reinvestments, including \$154k in salary and benefits to bring other counseling positions into alignment with market rates in Cook Counseling. HWB also reallocated just short of \$100k to fund a recovery position that was previously funded by Fralin and utilized salary savings from a retirement to fund increases for some non-student wage (\$23k) professional staff.

HWB saved salary dollars by hiring a nurse practitioner and a physician assistant instead of two medical doctors, using the salary savings to secure base funding for two previously grant-funded positions in our Recovery Community within Hokie Wellness. An additional cost savings effort converted calendar year positions in Schiffert Health Center and Cook Counseling Center to academic year positions, allowing those grant-funded positions to become two FTE positions to continue supporting our Recovery Community's growth.

APPENDIX: Summary Description

Our Mission

The mission of Student Affairs is to promote student learning, life skills, and personal growth through a strong focus on holistic student development and collaborative partnerships that deliver superior service to, and care for, students in the spirit of *Ut Prosim*.

Our Focus and Commitment

The work we do in Student Affairs and throughout the entire university is continuously evolving. Accordingly, our division is focused on and committed to Virginia Tech's [Beyond Boundaries](#) vision. In support of this vision, we are committed to educating the whole person, beyond the confines of traditional teaching and learning.

From within this vision, our division has constructed a strategic plan that will serve as our roadmap for making transformational changes in the higher education landscape and the way we do our work in an agile and proactive framework. Our strategic priorities embrace opportunities to collaborate, innovate, and advocate for our students, employees, and larger communities.

Our Aspirations for Student Learning

Commit to unwavering CURIOSITY

Virginia Tech students will be inspired to lead lives of curiosity, embracing a life-long commitment to intellectual development.

Pursue SELF-UNDERSTANDING and INTEGRITY

Virginia Tech students will form a set of affirmative values and develop the self-understanding to integrate these values into their decision-making.

Practice CIVILITY

Virginia Tech students will understand and commit to civility as a way of life in their interactions with others.

Prepare for a life of COURAGEOUS LEADERSHIP

Virginia Tech students will be courageous leaders who serve as change agents and make the world more humane and just.

Embrace *UT PROSIM* as a way of life

Virginia Tech students will enrich their lives through service to others.

Our Strategic Priorities

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.

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*.

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.

Teamwork, Collaboration, and Innovation

In a culture of teamwork, collaboration, and innovation, all teams are inspired and equipped to deliver an exceptional campus experience by consistently centering our shared mission, collapsing barriers, integrating expertise, and pursuing bold and creative solutions.

Data-Informed Decision-Making

In a culture of data-informed decision-making, all teams consistently gather, access, and share data across the institution to enhance student success and improve the Hokie experience. We build strong collaborations and rely on 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.

Administrative Excellence and Effectiveness

In a culture of administrative excellence and effectiveness, all teams 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.

Employee Well-being and Flourishing

In 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 impacts an individual's mental, physical, social, emotional, financial, and spiritual well-being.

Staffing

Total

606 salary staff, 233 AP Faculty, 293 non-student wage, and 3,144 student wage employees.

By Major Operational Area

Department	Student	NS Wage	A/P Faculty	Staff
Cranwell Int'l Ctr - E&G	3	0	11	3
Dean of Students Office	29	0	9	2
Dining Serv - Gen & Admin	1716	188	5	332
DSA-Central Administration	33	2	2	42
Facilities & Operations	13	16	6	102
Fraternity & Sorority Life	7	0	6	1
Golf Course Auxiliary	19	4	1	1
Hokie Wellness	67	1	13	0
Residential Well-being	284	1	30	2
Military Affairs	7	0	15	6
New Student and Family Programs	69	0	6	1
OLP/OLLP	8	0	10	2
Recreational Sports	754	7	16	29
Schiffert Health Center	10	11	15	33
SECL - Squires Student Center	189	4	16	26
Services for Students with Disabilities	9	2	8	4
Student Conduct	7	0	6	1
Tailor Shop Auxiliary	9	2	0	8
Cook Counseling Center	17	0	41	11
VT Engage - Auxiliary	14	0	6	2

Student Affairs Departments and Descriptions

Advancement

Student Affairs Advancement seeks to cultivate and steward relationships with Virginia Tech parents, families, and student leader alumni in ways that lead to engagement and philanthropic support to directly benefit the learning, well-being, and empowerment of all students.

Central Administration

Student Affairs Administration oversees the division's administrative processes, including strategic planning and implementation and management of university, state, and federal compliance processes. Administration includes five departments: Assessment, Evaluation and Data Strategy (AEDS), Communications, Finance and Planning, Human Resources, Information Technology. Collectively, this area also has an assistant director for internal communications.

Cook Counseling Center

The Thomas E. Cook Counseling Center (CCC) supports the mission of Virginia Tech and the Division of Student Affairs. CCC promotes student learning, development, retention, and holistic wellbeing by providing resources for improving mental health and identifying psychological barriers to academic success. Grounded in a commitment to social justice and equity, CCC supports these efforts through psycho-educational programming, individual, group, crisis, and psychiatric services. CCC's commitment to service also includes multidisciplinary training, consultation, advocacy, and research.

Corps of Cadets

A significant part of the university since its establishment in 1872, the Corps of Cadets have evolved into a world-class leader development program that understands that at the root of great leaders is great character. Cadets serve a four-year commitment to strive 24/7 to develop practical, ethical leadership skills.

Cranwell International Center

Cranwell International Center advocates for international students at Virginia Tech by amplifying their contributions to the Virginia Tech community and advances the university as a globally oriented and internationally connected institution. CIC educates on intercultural competence within a global context, equips international students for success both within and beyond the classroom, expands opportunities for meaningful interactions between domestic and international students, and ensures institutional compliance with federal regulations governing the enrollment of international students.

Dean of Students

The Dean of Students' office provides support, resources, and assistance to students throughout their academic experience at Virginia Tech. The staff is comprised of mentors who can act as a sounding board during times of difficulty and advocates who can guide students in the right direction or toward appropriate resources they need when facing personal, social, or academic challenges.

Dining Services

Dining Services at Virginia Tech aims to be the leader of college and university food service by providing innovative and exceptional food, venues, programs, and services while fostering student development and a sense of community.

Facilities and Operations

Student Affairs Facilities and Operations are authorized under a delegated authority from the Vice President for Facilities specifying work we can do within the residence halls, dining centers, student centers, and rec sports areas. We are funded by housing and dining revenues and staffed at 170 salaried positions with numerous student staff and wage positions that vary by season.

Fraternity and Sorority Life

The mission of Fraternity and Sorority Life is to support and engage members of the fraternity and sorority community by promoting lifelong learning, empowering personal growth, inspiring intellectual development, cultivating leadership, and encouraging philanthropy and service, all through the shared values of brotherhood and sisterhood.

Hokie Wellness

The mission of Hokie Wellness is to foster a healthier Virginia Tech community by providing prevention services, education, outreach, and resources to employees and students. The Hokie Wellness team offers a variety of educational services and works to provide programming and resources which will enhance health and well-being by focusing on the physical, emotional, spiritual, social, and financial well-being of all Hokies.

Housing Services

Housing at Virginia Tech is a large organization of dedicated professionals that operate 46 on-campus residence halls housing nearly 10,000 residents. More than just a place to sleep, the on-campus experience is enriched by the initiatives and engagement of our resident student staff (such as student leaders and house supervisors) and our live-in professional and para-professional staff (residential learning coordinators) who live in the residence halls.

Inclusion and Belonging

Inclusion & Belonging focuses on three specific areas of student development: relationship development, leadership development, mental health and well-being. Our graduates must be able to work and live among people who hold different identities and beliefs. As leaders, they must be able to lead and serve people who are different. Lastly, the current state of world affairs can be mentally challenging — students must learn to care for themselves and those around them.

Learning Partnerships

Guided by the Aspirations for Student Learning, the Office for Learning Partnerships (OLP) leads Student Affairs in creating a learning-centered culture that empowers Virginia Tech students, faculty, and staff to live their best lives during and after their time at Virginia Tech. OLP uses a strengths-based philosophy to deliver and support co-curricular experiences for students that encourage self-understanding and continual development.

Living-Learning Programs

The mission of the Office of Living-Learning Programs (LLPs) is to create, sustain, and grow inclusive environments across Virginia Tech's residential communities that enrich the lives of students, faculty, and staff through the Aspirations for Student Learning. Our vision is to radically transform how students live and learn in community and experience Virginia Tech.

New Student and Family Programs

Whether students are coming to us from high school, a community college, or a four-year institution, New Student and Family Programs is here to support all students through their orientation journey. We support new undergraduate students and their families during their transition to Virginia Tech by providing education, facilitating connections, and creating welcoming environments.

Recreational Sports

The Department of Recreational Sports enhances the quality of life for the university community by educating and encouraging participation in activities that promote healthy lifestyles, social interactions, and leadership skills. Recreational Sports provides opportunities for students, faculty, and staff to engage in physical activities to create healthy lifestyle habits.

Residential Well-being

The Residential Well-being is responsive in order to meet the needs of a student's mental, emotional, and social well-being. A full spectrum of student-facing departments are incorporated into the residential experience — integrating a student's living experience

with Hokie Wellness and creating strong partnerships with Student Affairs' Chief Inclusion and Belonging Officer, Cook Counseling Center, the Dean of Students, Living-Learning Programs, Housing Services, Learning Partnerships, and other departments across Student Affairs. The goal is an inclusive residential environment where all Hokies thrive.

Schiffert Health Center

Schiffert Health Center is Virginia Tech's on-campus health care center. Our clinical staff of 17 doctors, nurse practitioners, and physician assistants administer care for a wide range of medical concerns. With a travel clinic, gynecology clinic, nutrition clinic, and allergy and immunization clinic as well as a radiology department, laboratory, and pharmacy, Schiffert Health Center can easily address all of students' health care needs.

Services for Students with Disabilities

Services for Students with Disabilities (SSD) strives to create an accessible and inclusive campus community. We collaborate with campus partners to remove barriers and meet the individualized access needs of disabled students. SSD supports success through the promotion of student learning and the development of advocacy skills.

Student Conduct

Our mission is to partner with members of the university community to address conduct that is inconsistent with university expectations and resolve interpersonal, organizational, and community conflicts. Student Conduct educates students about appropriate behavior and fosters a community that breeds personal and academic success. We also serve as a resource for faculty and staff who consult with students on policies and procedures.

Student Engagement and Campus Life

Student Engagement and Campus Life uplifts the student experience by cultivating affirming environments, promoting holistic well-being, and providing exceptional services. We aim to be a national leader in cultivating innovative environments and communities in order to provide transformative experiences for all Hokies.

VT Engage: The Center for Leadership and Service Learning

VT Engage is Virginia Tech's center for service learning, leadership education, & civic engagement. Our vision is to equip civic leaders to create a more just world. Our mission is to facilitate leadership, service learning, and civic engagement experiences that advance community priorities, contribute to student development, and embody *Ut Prosim* (That I May Serve).