



# ANNUAL REPORT

STUDENT AFFAIRS  
ACADEMIC YEAR 20-21

Since my first day in July 2020 as Vice President for Student Affairs at Eastern Illinois University, I have been incredibly proud of the team in this division. All of my experience working with this team has been during the pandemic and their dedication to our students and to EIU's mission of being [All In!](#) is second to none. They have been on the front-line managing COVID-19 from: testing for the virus; treatment; quarantine/isolation housing; and community-building in a hybrid environment. Concern and support for overall mental health and well-being has been our highest priority in order to promote a positive and engaging collegiate experience.

Together we responded to the health and safety needs of our students, offered healthy engagement opportunities, and continued to teach and learn. Please take a moment to review this inaugural edition of the Student Affairs Annual Report from the 2020-2021 academic year. Presented are the highlights of the impactful work of the staff in these eleven departments:

- Campus Recreation
- Career Services
- Civic Engagement & Volunteerism
- Fraternity & Sorority Life
- Health & Counseling Services
- MLK Jr. University Union
- New Student & Family Programs
- Student Accountability & Support
- Student Life
- University Housing & Dining Services
- University Police Department

**TOGETHER, WE  
HELPED OUR  
STUDENTS  
SUCCEED.**

The Office of the Vice President for Student Affairs partnered with the Office of Inclusion and Academic Engagement to achieve the designation of First-gen Forward designation from NASPA – Student Affairs Administrators in Higher Education – as a member of the 2021-22 cohort. EIU was recognized as a committed community of higher education professionals dedicated to sharing evidence-based practices to advance the success of first-generation students throughout Illinois and the country.

In addition to this annual report, our monthly [In The Know](#) newsletter provides ongoing updates and highlights from our division. Thank you for reading and for partnering with us in providing students with exceptional support.

Be well,  
Anne G. Flaherty, Ph. D.

**TOGETHER, WE SERVED...**



## TOGETHER, WE RESPONDED TO THE HEALTH AND SAFETY NEEDS OF OUR STUDENTS.

- **Health & Counseling Services (HCS)** took the lead on meeting the medical needs of our campus community.
  - Together, the HCS **Medical Clinic** and **Health Education Resource Center** managed State/IDPH COVID testing clinics, SHIELD Illinois COVID surveillance testing, and COVID testing of sick patients in the **Medical Clinic**, resulting in 12,445 cumulative COVID tests.
  - The **Medical Clinic** managed 1,403 students related to COVID (632 positive cases and 771 COVID contacts). Providers communicated with COVID+ patients daily until their symptoms resolved.
  - The **Medical Clinic** performed 237 electrocardiograms (ECGs), an increase of 665% from FY20. This increase is likely a reflection of post-COVID assessments completed to screen for heart abnormalities.
  - In collaboration with **University Housing & Dining Services**, the **HCS Pharmacy** team assembled 445 isolation/quarantine bags with instructions and medications for on-campus students placed in isolation or quarantine due to COVID.
  - The **Counseling Clinic** implemented teletherapy, and later therapy by Zoom, to serve the mental health needs of our students. Counselors contacted and/or provided service to 729 students, many of whom needed assistance for isolation, fatigue, disappointment, and stress related to the pandemic.
  - **Student Insurance** served the medical needs of students by processing 4,602 claims and paying out \$528,616.
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- **University Housing & Dining Services** delivered services to our residential students in ways they have never before needed to be delivered.
  - **Residential Life** staff managed and coordinated 580 quarantine and isolation moves.
  - **Panther Catering** prepared and delivered 7,271 meals and 1,457 snacks to 439 residents in quarantine/isolation on campus. Special birthday celebrations were provided for more than 15 students who were in quarantine or isolation housing on their special day.
  - More than 700 loads of linens and laundry were laundered for residents in isolation.
  - The Panther Meal Pick-Up Program, a “sick tray” program, was re-established and 229 meals were requested through this online system, allowing students to isolate while waiting for COVID test results.

TOGETHER, WE SERVED...



- The [Office of Student Accountability & Support \(SAS\)](#) worked diligently to address COVID-related student behaviors, with a focus on educating students, protecting our community, and increasing future healthy behaviors. The SAS team created an online reporting form for student violations of COVID guidelines; the team then responded to each of the 332 reports submitted. The most frequently reported violations concerned masking. The SAS team also invested significant time working in partnership with the COVID Contact Tracing Team. They addressed students who were resistant to testing, uncooperative with isolation/quarantine protocols, etc. These concerns were typically time-sensitive; the focus was on gaining compliance to maintain safety for the campus community. In the midst of promoting accountability, the SAS team also provided support for off-campus students in isolation or quarantine. They called off-campus students to ask if they had any needs (e.g., assistance communicating with professors) or could benefit from referrals to additional services (e.g., [Counseling Clinic](#)).
  - The [Student Support Team](#) met weekly to address student concern issues and worked collaboratively with Athletics, Academic Affairs, [Counseling Clinic](#), [University Housing & Dining](#), [University Police Department](#), and the [Office of the Vice President for Student Affairs](#). The staff in the [Office of Student Accountability & Support](#) provided direct outreach to students needing case management for personal or familial crises, mental health and interpersonal issues, academic issues, and general university support.
  - [Student Legal Services](#) served students who needed guidance to resolve a landlord/tenant issue, secure an order of protection and create a safety plan, obtain supervision for a traffic matter, and more. Helping students find solutions for these challenges was complicated by the pandemic.
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- Our team in the [MLK Jr. University Union](#) played key roles in providing larger venues for meeting spaces. The [University Union](#) became home to seven classroom spaces and an additional meeting space for Athletics, while still remaining a safe place for students to make new friends, enjoy a meal, pick up a cup of coffee, and shop for EIU merchandise.
  - [Textbook Rental Service](#) managed all textbook returns and disbursements safely, with special protocols in place to protect against COVID. More than 5,200 packages of textbooks were mailed to students during AY20-21, a direct reflection of the University's increased offerings of online and off-campus courses.
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- In the midst of the pandemic, our [University Police Department](#) continued to serve and protect our campus community 24/7/365.





- During Summer 2020, the [Office of New Student & Family Programs \(NSFP\)](#) transitioned all freshman and transfer orientation programs to a virtual format.
  - While certainly different, Zoom sessions enabled [NSFP](#) to continue its strong tradition of guiding new students through orientation, advisement, and registration with a personal touch.
  - Thanks to the collaborative efforts of [University Housing & Dining Services](#), [New Student & Family Programs](#), and [Student Life](#), new students were welcomed to campus in August 2020 with carefully managed, socially-distanced movie night and bingo events, both held on the Tarble Arts field with a large inflatable screen, as well as virtual events, such as Convocation.
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- The [Student Recreation Center \(SRC\)](#) maintained (albeit with modifications) all programs and services, including fitness classes, intramural sports, and open swim. During FY21, there were 42,657 scans into the SRC, 88.5% of whom were EIU students.
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- [Student Life](#) offered 103 programs/events in a variety of modalities (in-person, virtual, and hybrid). Some events, such as the Welcome Weekend Mega Movie Under the Stars and Spring Fling offered pandemic-friendly twists on Panther traditions. Other events – Protect Our Panthers Swag Bags, Take A Break Self-Care Baskets, and Take Care of Yo’ Self Wellness Kits – emphasized personal wellness and self-care in the midst of the pandemic. Thirty-one (31) events focused on multicultural programming. Examples of multicultural programming included an Ofrenda Display, a forum focused on discussing “colorism,” African American Heritage Month trivia, a five-part PBS film series that traced the role Asian Americans have played in defining the United States of America as a nation, Asian tea samplings, and an origami workshop.

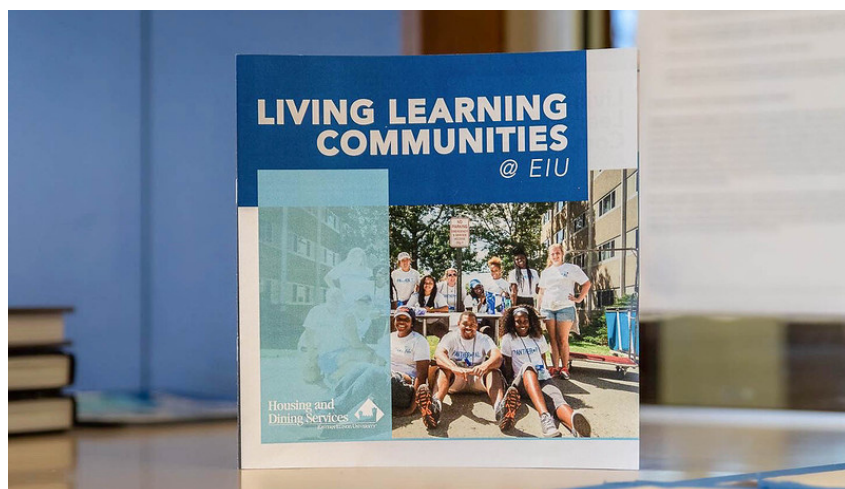
**TOGETHER, WE  
OFFERED SAFE,  
HEALTHY  
ENGAGEMENT  
OPPORTUNITIES  
FOR STUDENTS.**



## TOGETHER, WE EMPHASIZED OUR COMMITMENT TO MAKING A DIFFERENCE IN THE LIVES OF OTHERS.



- The [Office of Civic Engagement & Volunteerism](#) sponsored 211 opportunities for service, with opportunities at least five days per week.
  - More than 1,400 students participated in those opportunities. Students made more than 1,000 fleece blankets for local families served by One Stop Community Christmas (most on tarps in the Library Quad), became pen pals with local nursing home residents, sent notes of appreciation to local first responders and medical providers, and created dog and cat toys for the local animal shelter.
  - Representatives from EIU Student Government collected donations and assembled care packages that were delivered to EIU students as they were moved to quarantine or isolation.
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- Hosted by [Fraternity & Sorority Life](#), Greek Week 2021 was themed “Greeks Give Back.” The Greek community delivered 100 masks to share appreciation with campus partners and made more than 400 fleece blankets to benefit One Stop Community Christmas. During Percent Night hosted by Dirty’s, \$100 was raised for the EIU Food Pantry, which will purchase \$1,000 worth of food.



**TOGETHER, WE  
CONTINUED TO  
TEACH AND WE  
CONTINUED TO  
LEARN.**

- **Residential Life** assisted with the inaugural year of the Freshman Connection Living Learning Community in Lawson Hall, with 139 mentees and 29 mentors participating in the program.
  - Throughout on-campus housing, **Residential Life** staff provided 856 programs, with 5,913 residents in attendance at these programs, to help residents connect. Of these programs, 168 focused on academic success, 91 covered cultural competence, 57 promoted global citizenship, 224 discussed personal development, and 316 were social programs.
  - The **Center for Gender & Sexual Diversity** collaborated with Residential Life, Pride, University Advancement, the Vice President for Student Affairs, and the President to initiate the first gender inclusive residential community, named the Doug DiBianco Community.
  - **Career Services** launched a new speaker series to virtually connect students with alumni and employer partners. Twenty-four speakers participated, including Mitch Gurick (Human Resources Program Manager, Google), Harvey Pettry (Special Agent, FBI), and Bill Madison (CEO, LexisNexis Risk Solutions).
  - The **Office of Civic Engagement & Volunteerism** offered a Social Justice and Activism Series which focused on understanding race, racism, systemic racism, and the impact of these realities. Through the EIU Reads program, more than 200 students, employees, and community members studied and discussed *White Fragility* by Robin DiAngelo and *So You Want to Talk About Race* by Ijeoma Oluo.
  - The Bonine Suicide Prevention Conference, which is coordinated by the **HCS Counseling Clinic**, moved to an online modality, resulting in more than 227 attendees, including representation from several international countries.
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- According to **Career Services**, 88% of EIU's Class of 2020 attained post-graduation plans by December 31, 2020. Of these graduates, 54% secured employment, 33% enrolled in graduate school, and 1% committed to military or volunteer service. EIU's career outcome exceeds the national average by 8.3%.

**TOGETHER, WE SERVED...**