



UNIVERSITY OF  
ARKANSAS

Student Affairs

**LOOKBOOK**



Welcome to the Division of Student Affairs Lookbook! We invite you to learn about our many units and their impact on the student experience. Each page shares some significant data points, a photo, and a point of pride.

The Division of Student Affairs touches the lives of every student at the University of Arkansas. We could not do all of this without the support of our staff, students, alumni, friends, and partners. To learn more about what we do and ways you can provide support, visit [studentaffairs.uark.edu](http://studentaffairs.uark.edu).

Thank you for taking time to explore our Lookbook. We hope you'll be inspired and encouraged by the profound impact our division has on the Razorback student experience.

Go Hogs!

Melissa Harwood-Rom

*Melissa Harwood-Rom*

Interim Vice Chancellor for Student Affairs

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# DEI INITIATIVES

## (DIVERSITY, EQUITY, AND INCLUSION)

### 2022 Student Affairs's DEI Initiatives

#### Student Focused Efforts

**Belonging** – a committee led by Student Affairs participated in the appreciative inquiry process to identify key components of belonging and how existing offerings can contribute. Established language/communications and action items. Primarily focused on student belonging, but expanded to include faculty/staff belonging.

**WPS Sessions** – Student Affairs hosted WPS sessions designed to gather feedback on our weaknesses, possibilities, and strengths when it comes to supporting underrepresented students. The information collected was distributed to units to determine appropriate implementation plans. The aim was to reimagine Student Affairs initiatives in an effort to reach more underrepresented students.

**Identity Group Socials** – During A-Week, New Student Mixers for various identity groups were hosted by faculty/staff and upper-class students. The Multicultural Center also held social events for cultural identity communities throughout each semester.

**MC Expansion** – Multicultural Center will expand across the 4th floor of the Union.

**Unity House** – programming and office space for NPHC and UGC student organizations.

#### Staff Focused Efforts

**Intercultural Development Inventory (IDI)** - all SA professional and graduate student staff completed the IDI and an overview session with a qualified administrator. Departments submitted Intercultural Development Plans (IDPs) with development goals.

**Diversity UARK iLearns** – monthly professional development sessions focused on a Diversity, Equity, and Inclusion related topic.

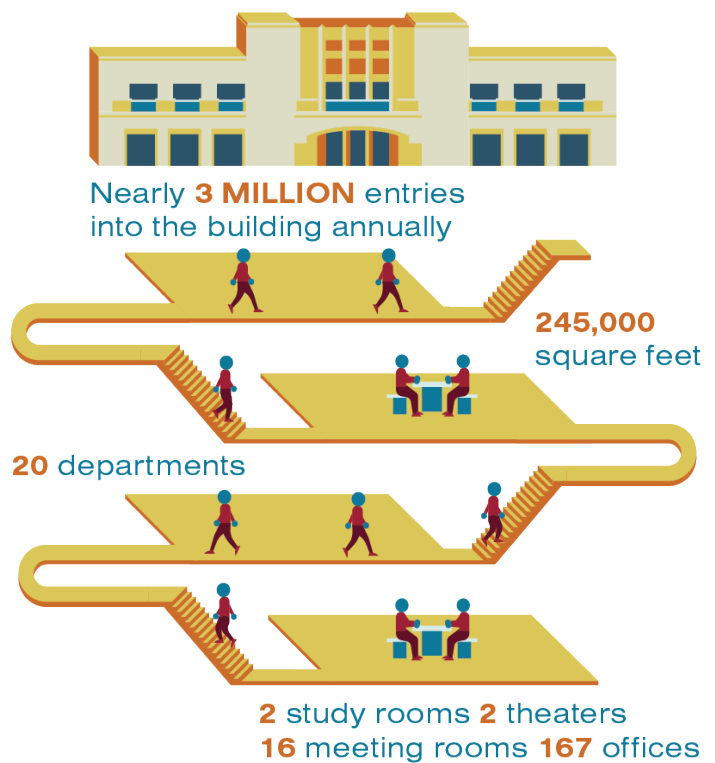
**DEI Funding Support** – departments can request funding for additional support of events or efforts related to diversity, equity, and inclusion. Annual budget of around \$23K.



# ARKANSAS UNION

The Arkansas Union is the heart of the University campus, providing a community for students and others to connect to convenient services such as dining, entertainment, meeting/event spaces, student involvement and so much more. There is always something exciting happening at the Union.

Arkansas Union staff take pride in caring for the space frequented by thousands of students each day. We also enjoy collaborating with the many partners who host events in the Union and with Dining Services, helping make their event and service dreams come true for the benefit of our students.





# DINING SERVICES

Chartwells Dining, also known as Food on The Hill, is proudly serving students at the University of Arkansas. With 34 food locations, plus new additions to come in Fall 2022, we are committed to feeding hungry minds and preparing students for success. We

offer 2 all-you-care-to-eat dining halls, 1 food hall with 9 locations, 4 coffee shops, and more restaurants across campus. We strive to serve the needs of students even during unprecedented times. Throughout the pandemic, our team donated meals to students in quarantine. We have also committed to promoting sustainability on-campus by partnering with Razorback Food Recovery. Student volunteers packed and distributed 675 meals through their relaunched repackaging program. We also have our hydroponic freight farm, located near the Northwest Quads, which is where we grow butterhead lettuce for Where the Wild Greens AR. During the 2021-2022 school year, we opened 2 new locations at the the CORD. Plus, we began construction on a newer and bigger Slim Chickens, which is a campus favorite.



**34 Food locations**  
(Will be 35 in Fall 2022)



**4,077 Meals donated**  
throughout the pandemic to students in quarantine



**6,582 Meals donated**  
in the Semi-Annual Meal Donation Drive with ASG and VAC since December 2019



**\$95,168.49 Raised**  
for scholarships at True Burger since August 2016



**132,600 Heads grown**  
of *Where the Wild Greens AR* butterhead lettuce in our on-campus hydroponic freight farm since its opening in 2016



**239,465 Pounds of food donated** through the Razorback Food Recovery program since its launch in 2016. We've also contributed to the 675 repacked single meals in their repackaging program that relaunched recently.



## CAMPUS CARD OFFICE

The Campus Card Office can be found in the Arkansas Union. Every single member of our campus community passes through this office at least once, as we create the University IDs for all students, faculty and staff. We manage the Transact Transaction System where meal plans, Dining Dollars, event management, and Razorback\$ operate. Razorback\$ allows ID users to add money to their ID card to be used at campus dining and retail locations, as well as some locations off-campus. In the Campus Card Office we strive to create a card that seamlessly moves students, faculty and staff through daily life on campus.





# CENTER FOR COMMUNITY ENGAGEMENT/ VOLUNTEER ACTION CENTER

Everything we do comes back to our core values: service minded, student driven, and relationship focused. Service is at the center of what we do and we empower students to become engaged citizens. Students lead the work that comes out of CCE and serve as the decision makers. Relationships are developed through service, programming, and mentoring.

**The Volunteer Action Center (VAC)** is a student led organization that connects University of Arkansas students to volunteering opportunities on campus and in the Northwest Arkansas community. The VAC consists of a student leadership board and general student volunteer members. The leadership board is made up of 45 dedicated students, including an Executive Team and five leadership teams that oversee our signature programs. The VAC board members work to support a network of student volunteers and local agencies through programs, events, and resources.

**55.9K hours** were logged from May 1, 2020 to April 30, 2021.  
Partnered with over **450 agencies** during this time.

- V **1,589** students got their 10 hours
- V **521** students got the Center for Community Engagement Award (25+ hours)
- V **263** students got the Chancellor's Award (50+ hours)
- V **138** students got the Mayor's award (75+ hours)
- V **116** students got the Presidential Service Award (100+ Hours) \*

\* Students counted in the PSA (and all lower-tier awards) are also in the Mayors, Chancellor's and CCE awards





# THE JANE B. GEARHART FULL CIRCLE CAMPUS FOOD PANTRY

**The Campus Food Pantry** is a student led emergency food assistance program, striving to serve clients with balanced meals through non-perishables and fresh produce from our own garden. We are dedicated to nourishing bodies, empowering minds, and creating a community of compassion. The Pantry serves anyone with a U of A or UAMS ID and their household: Students, staff and faculty, as well as temporary or hourly employees. We provide a three-day supply of groceries and personal care items, up to two times per week, for the entire household.

**Razorback Food Recovery** is a student-led Volunteer Action Center program that works to recover surplus food items and redistribute it to those in need within the Fayetteville Community and Northwest Arkansas region. Our strong partnership with Chartwells Dining Services allows us to recover and package unused food items from campus retail stores and dining locations across campus. These items are then donated to various community partners as well as our own Full Circle Food Pantry, which uses some recovered items to address food insecurity amongst students and staff. During the 2021-2022 school year alone, we were able to recover about 7,600 pounds of food.

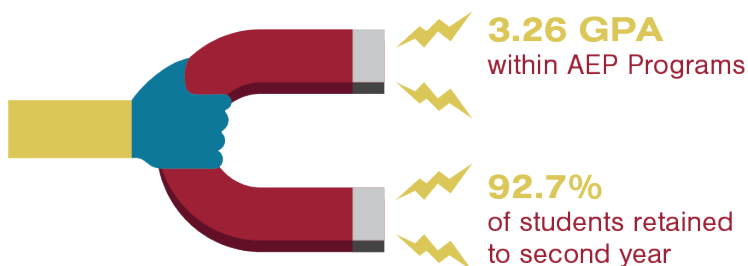
## Full Circle Food Pantry's Pack the Pantry Food Drive Homecoming 2021





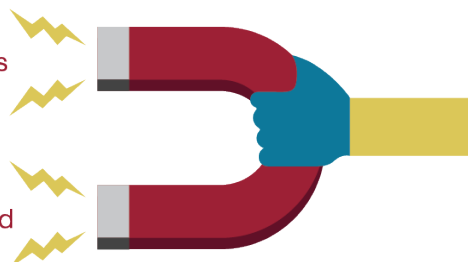
## MULTICULTURAL CENTER / RETENTION

Our work with specific identities and cultural communities, which we know need additional support, is an expansive focus for the MC. We saw particular growth in our work with LGBTQ+ and Indigenous communities and more programming with Latino, Latina, and Latinx students.



**85.6%**  
retained scholarships for second year

**82.7%**  
of students graduated in 6 years\*



\* 2014, 2015, 2016, 2017 cohorts

The MC, located in the Arkansas Union, supports specific identities and cultural communities and aspires to nurture belonging. We engage in mentoring, advocacy, allyship, and community by connecting students with experiences, opportunities, resources, and caring people. Our intentional - even when small - interactions yield big impacts. We affirm and celebrate the importance of minoritized students on our campus and the immeasurable value they bring to the Razorback community.



## MULTICULTURAL CENTER / PRE-COLLEGE

The College Access Initiative served more than 2,000 students by facilitating college access programming virtually and in person on campus and in more than 30 schools and communities across the state. Our TRIO Talent Search, Upward Bound, and Veterans Upward Bound programs collectively serve thousands of first-generation, low-income, and veterans with college readiness and academic success outreach.

During summer 2022, our teams hosted hundreds of high school and incoming first-year students in residential learning experiences and summer bridge programs. CAI hosted the 13th annual ACT Academy and the Jump Start program, programs where students can build skills, networks, and experiences that propel them toward making college a reality. Upward Bound and the Accelerate Student Achievement Program give new college students a head-start academic experience.





# CAREER DEVELOPMENT CENTER

The Career Development Center, in the Arkansas Union, is the place for students to work with professionals and mentors to get ready for what comes after graduation – whether that is stepping into a career or heading to a graduate school program.



**71%**  
of Class of 2020  
reported their  
post-graduation  
plans\*



3200

indicated they're working full time



1021

indicated they're continuing  
their education



783

indicated they're still looking for opportunities  
immediately following graduation



69

indicated they're working with the  
military or volunteering

We offer programming, career fairs and events, class presentations, one-on-one coaching, and professional development classes. These services help students outline their next steps, network with professionals, and prepare quality application materials. COVID challenged us, and our students, to be more adaptable and effectively manage virtual environments used in career endeavors.

We use the life design framework to help students experience, reflect and tell their stories. Students develop their career paths in everything that they do. In classes, they're learning key transferable career competencies. In student organizations, they're learning how to organize and manage people. In part-time jobs, they're learning about professionalism and work-place politics.

\* Post-graduation data from 6000+ students annually.



## CENTER FOR EDUCATIONAL ACCESS

The Center for Educational Access, located in the Arkansas Union, serves as the central campus resource for the University community for students with disabilities. CEA staff members work with students individually and help academic units determine reasonable accommodations that will enable every student to have equal access to the full range of programs and services. Our philosophy is that the student is the expert in what type of assistance they need. When students get connected with CEA, we provide the advocacy necessary to help them get what's required to be successful, which makes a big difference in the trajectory of their academic career.



**1,678 Exams scheduled** through testing center during 2021 school year (486 students, 395 classes)

**2,140 Students requested at least one academic accommodation in 6,086 classes, resulting in 15,457 notification letters emailed to faculty**



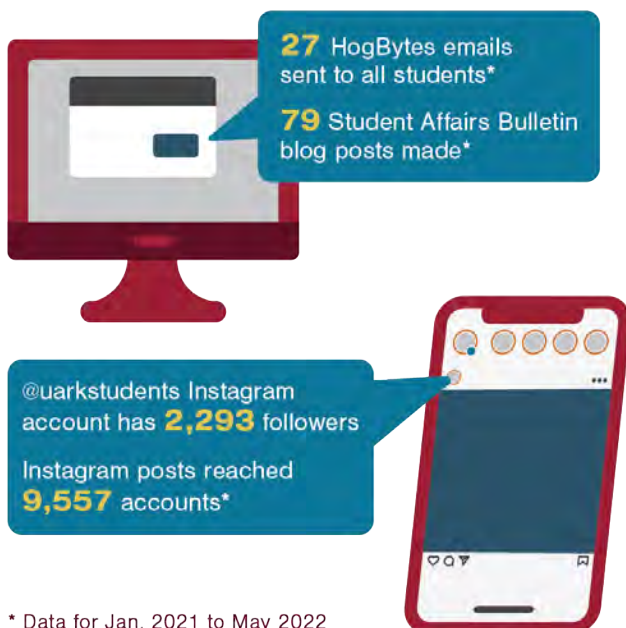
**735 Students scheduled 947 appointments with CEA staff**



## COMMUNICATIONS

The Division of Student Affairs is made up of many different programs and services and each one has a story about how they've touched the lives of students and families. In Communications we help tell those stories to a wide variety of audiences, and through a multitude of outlets. UA Productions is a group of creative students who help with this

endeavor through photography, graphic design, writing, and video production – all of it feeding our Student Affairs Bulletin blog, websites, and our social media outlets. During COVID we started an email for students, called HogBytes, which we email to all students through a listserv every other week. This email reaches about 29,000 students and other subscribers informing them of upcoming events, deadlines, and other important information. We started a TikTok account in Fall 2021 and created the “What’s UARK Listening to?” posts which became very popular. Use the QR code on the back page of this Lookbook to access links to all our social media accounts and our blog.



\* Data for Jan. 2021 to May 2022



# DEVELOPMENT

The Student Affairs Office of Development and Advancement helps to support our Student Affairs programs and U of A students by nurturing and strengthening relationships with alumni and friends of the university. We strive to support and promote the Division’s high impact programs and initiatives that enhance our students’ university experience, both inside and outside the classroom. There are many ways anyone can give to help support students through Student Affairs: Give to a student scholarship or emergency fund, make a larger impact with a major gift or endowed gift, or leave a legacy with a planned gift. By giving to one of our funds or programs you are supporting our efforts to help students succeed, one student at a time.

**238**  
People received scholarships  
**\$266,050**  
In scholarships awarded in  
2020-2021 academic year





# GREEK LIFE

In recent years, the total Greek Life population has grown 75%. More than 2,450 new members joined the UA Greek Life community in Fall 2021, which are some of the largest chapters in the country. Greek Life retention rates are 93% for first-time, full-time degree seeking students and were higher consistently over a course of 5 academic years from 2012 to the present. We

successfully dedicated the National Pan-Hellenic Council Garden, as well as opened the Unity House for our NPHC and United Greek Council students. Both landmarks serve as a place of belonging and provide academic and social support for its members and organizations.

**31%** of students on the U of A campus are members of a Greek-lettered organization



4 Councils  
1 Community



34 Total Chapters



14 Interfraternity Organizations



7 National Pan-Hellenic Organizations



11 Panhellenic Organizations



2 United Greek Council Organizations

GPA Averages for Spring 2022

**3.357**

82% of our Greek Chapters have over a 3.0 GPA

Our Greek organizations donate approximately

**\$750,000** annually to charities.



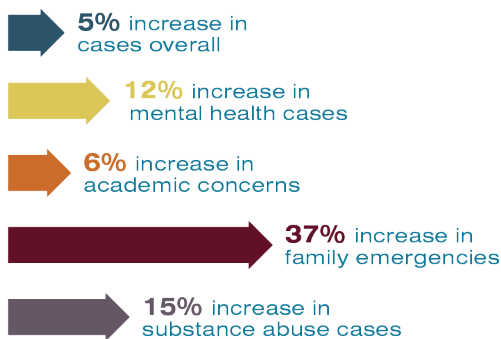




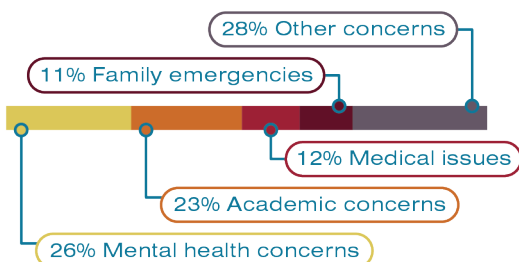
## DEAN OF STUDENTS / UA CARES

The Office of the Dean of Students supports students during emergency situations and advocates for students during academic and personal crises. From personal meetings with students or their families to advocating on behalf of students with faculty and other university administrators, we try to help set students back on a path to success.

### Change in UA Cares cases over the last 2 years (2019-2021)



### Breakdown of UA Cares cases



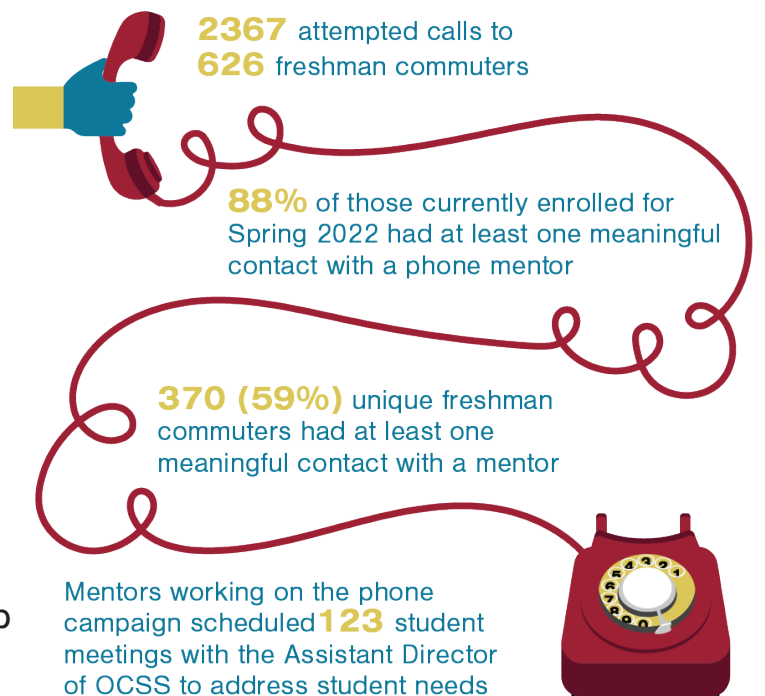
When students are at their lowest point, UA Cares reacts with compassion and provides a warm human interaction. To help destigmatize asking for support, we provide a safe space for students to feel comfortable sharing what’s going on without fear of judgment. Our team, which is part of the Dean of Students office, aims to connect students directly to people and resources to aid in their success.

We can even help students with small monetary issues which are huge distractions and can put their education on hold or make it seem unobtainable all together. From 2020-2022 we awarded more than \$39,000 to students in need from our Emergency Fund.



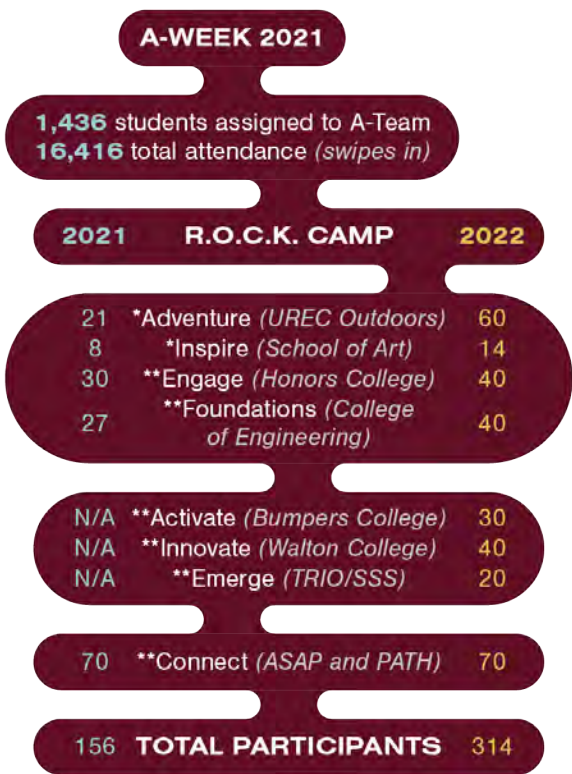
## FRESHMAN COMMUTER STUDENT SUCCESS

Freshman Commuter Student Success staff helps retain incoming, full-time freshman commuting students via a one-on-one approach to problem-solving. It all starts with ConnectU! In Fall 2021, more than 100 students attended this on-campus, individualized commuter orientation to help them prepare for the start of the Fall semester. Once the semester starts, students are enrolled in a 360 University Perspectives course that is geared specifically for commuter freshmen during which they are paired with peer mentors for their first semester at the U of A. These students receive communications through a phone campaign as well. Our peer mentors and student ambassadors also receive weekly one-on-one mentoring from staff, providing a strong, student leadership development opportunity.





# NEW STUDENT AND FAMILY PROGRAMS



New Student & Family Programs, located in the Arkansas Union, provides multiple programs and initiatives to assist students and their families. Two initiatives that assist new students as they transition into the campus community and make connections with peers are R.O.C.K. Camp and A-Week. The R.O.C.K. Camp programs give incoming students insight into what it means to be a True Razorback. We offer both special interest and college specific R.O.C.K. Camp programs in June and July each year. A-Week provides an array of social events, academic college meetings, and resource fairs the week prior to the start of classes in the Fall. Both can help students make friends, ask questions, and have a smooth transition. Sending a student to college results in a change for the entire family, so we also provide opportunities for family members to stay connected and feel part of the Razorback community.

\* Camps open to all students  
 \*\* Camps open to select student groups (*college/program*)





## OFFICE OF STUDENT ACTIVITIES

Student Activities is made up of University Programs (UP), Associated Student Government (ASG), Student Organization Outreach and Involvement Experience (SOOIE), Registered Student Organizations (RSOs), and so much more. We are most proud of our student leaders and the ways they give back to the campus community. Students who lead UP, Distinguished Lectures Committee, and Headliner Concert Committee, are creative and coordinate inclusive programming for all. SOOIE increases the visibility of RSOs and will find something to get involved in for every student with which they engage. ASG and the Executive Cabinet are in their roles because they truly care about the student experience and want to make campus a better place. They advocate for student issues and gain valuable leadership experience along the way.

**347** Registered RSOs



**\$1,552,270**

of student fee money invested in the student body through the Office of Student Activities in Spring 2021

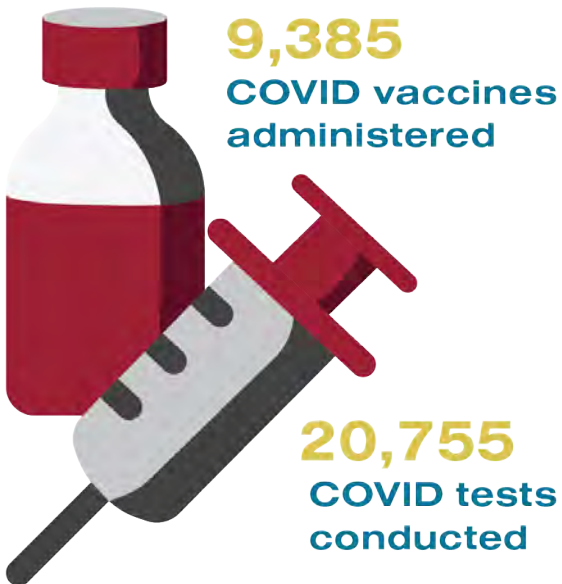




# PAT WALKER HEALTH CENTER

The Pat Walker Health Center, located at Maple and Garland, offers a diverse range of services and programs with a team of highly qualified health professionals and providers who are passionate about improving and maintaining the overall well-being of the entire U of A community. This year,

as our students returned to campus for face-to-face classes while continuing to experience effects of the pandemic, we wanted to focus on outreach. We expanded our embedded mental health clinician program in the residence halls, prioritized our community outreach through programs like “Let’s Talk,” started providing access to a social media-style, mental health online community for students to engage in peer-to-peer support, and continued to provide support for all through medical services and resources.

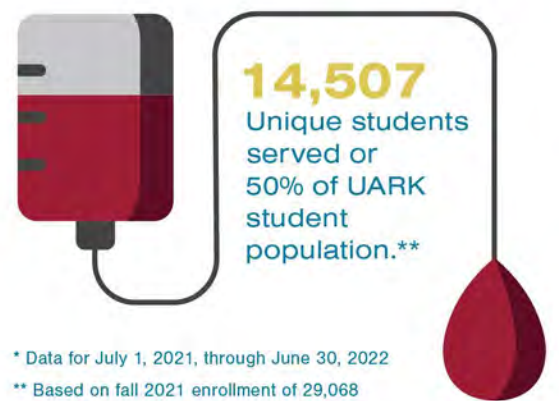


Data for July 1, 2020 through June 30, 2022

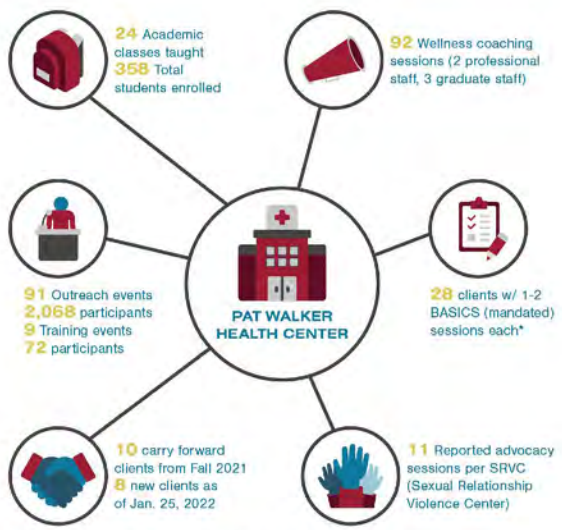




**16,359** Unique patients served (students, faculty, and staff) \*and affiliates



**11** Medical Providers including APRNs



\* Per OSSC, sessions are split between 2 graduate student staff under supervision



# STUDENT MEDIA

Student Media is home to the Arkansas Traveler newspaper, UATV television station, KXUA radio station, The Razorback Yearbook, Hill Magazine, and Main Hill Media advertising agency. We have a long history on this campus, but in Fall 2021 all the Student Media outlets came together under one roof for the first time in history. The Sue Walk Burnett Center for Journalism and Student Media features a state-of-the-art integrated newsroom where students from all journalism disciplines can converge and a UATV television studio with an open view of one of the busiest hot spots on campus. The Candace Dixon-Horne Radio Broadcast Center opened

its doors in Fall 2021 and houses KXUA and two radio production studios. Recently Student Media raised \$10,000 for scholarships for student leaders and managers working for Student Media outlets. Students who are part of these outlets routinely have internships across the country at places like ESPN, NYT, Hearst, Nexstar, Tegna, US Senate, and the Arkansas Democrat Gazette.



**KXUA**  
 Over 50 student DJs every semester  
 1,373 Instagram followers  
 2,672 Twitter followers



**Traveler**  
 1,615 Instagram followers  
 11.5k Twitter followers  
 Avg. of 20k hits a month on UATrav.com



**UATV**  
 1,480 Instagram followers  
 3,796 Twitter followers

**Over 100 students employed**  
 in Student Media – writers, editors,  
 photographers, news staff for UATV, etc.



## STUDENT ACCOUNTABILITY

The Office of Student Accountability is committed to promoting a safe, healthy, and inclusive community where students can pursue their academic endeavors and grow into productive global citizens. This is accomplished through the investigation, adjudication, and sanctioning as it relates to the behavioral standards as outlined in the Code of Student Life. We provide students with an equitable, educational, and consistent student conduct process; educate them about their rights and responsibilities; promote personal responsibility and peer accountability; and intervene when student behavior causes a disruption to the university community or jeopardizes the health and safety of any member of the university community.

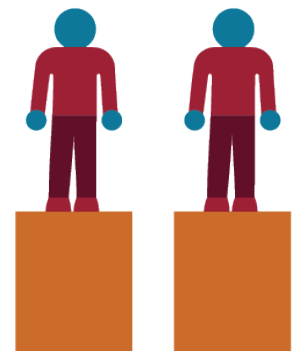
ADVOCACY



ACCOUNTABILITY



EQUITY





# TRIO PROGRAMS

## Student Support Services

Our staff provide mentorship to students who may not find or seek that out elsewhere. We hear stories no one else may hear and get to support and advocate for these students in a different way. Our space is a place where they feel like they can belong, connect, and get involved. Ultimately, we aim to connect our students with the rest of campus and with opportunities that will help them be successful.

## Talent Search Programs



**12 Full-time staff**



**37 Target schools**  
served across a 6 county region throughout Northwest Arkansas and Southwest Missouri



Combined annual budget of  
**\$1,103,843**



Each year the programs are funded to serve 1,946 students and in the 2020-2021 program year served  
**2,050 students**

## Talent Search

Talent Search is funded by the U.S. Department of Education serving students in grades 6-12. Talent Search is an early intervention/educational opportunity program, which promotes skills and disseminates information necessary for successfully entering college and completing a baccalaureate degree. We have three Talent Search projects, and at least two-thirds of students served by the programs are low-income and would be in the first generation of their family to attend college.

## Upward Bound

Upward Bound is a college preparation and access program for eligible high school students in grades 9-12, which is funded through grants from the U.S. Department of Education. We provide an array of academic and support services designed to prepare students for entry into higher education and successful completion of a college degree.

## Veterans Upward Bound

The Veterans Upward Bound program is federally funded by the U.S. Department of Education and designed to help U.S. military veterans enter and succeed in post-secondary education. We provide regular academic classes and transitioning assistance to help veterans gain the skills required for higher education. We also provide advising services to help military members understand their options to attend, pay for, and obtain a college degree.





# HOUSING

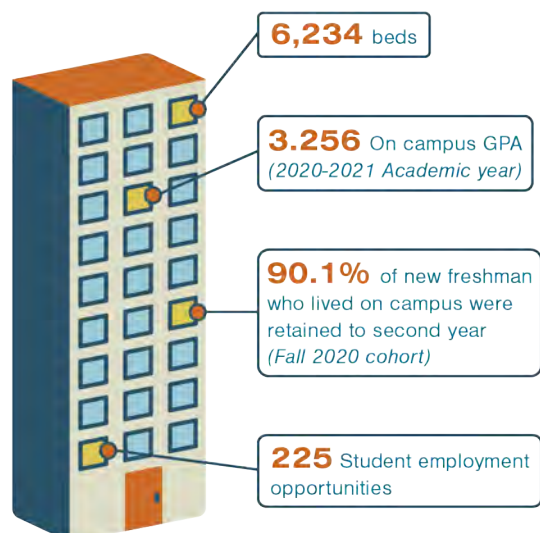
## Record On-campus Housing

University Housing has seen the surge in on campus housing contracts over time. This is in part to the large incoming Freshman classes, but also an increased demand from upperclass students. It is fortunate to be in a position where so many students want to live on campus and belong to such a deeply connected residential community.

## Expanding the Creative Community

University Housing expanded the Creative Community’s services this year to all on-campus students. The Creative Community is housed within the newest residence hall, Adohi Hall, located on the south end of campus.

The space offers students the training, materials and tools to tinker and imagine just about anything they want to create.



The space includes:

- Movement and music practice rooms
- Spray-paint booth
- Performance areas
- Seminar rooms
- Recording studio
- Maker space (3D Printing, laser cutters, sewing machines, soldering equipment and much more)

About 2,200 students utilized the space in the last academic year, and that number is up by 200 as of March.

### **Innovative RA Positions**

Over the decades, the core needs of students have evolved, but the resident assistant (RA) position has remained fixed in its form and function. We recognized a change was needed to realign our practices and purpose to meet the needs of current students.

Before the realignment, there were two types of RAs. The community RAs, who serve as a primary/direct resource in building community at the floor level and the senior RAs, who serve as a peer leader on an RA staff with elevated administrative and mentoring responsibilities.

In fall 2022, five new neighborhood RA positions were created, each with an individual area of focus. Those focus areas are academic outreach; diversity; equity and inclusion (DEI); event management; leadership and marketing.

These position-specific responsibilities were removed from the community and senior RA positions, thus creating space for a greater focus on depth of experience in all areas.

This structural change allows RAs to have an increase in job satisfaction, because they can align their passions and strengths with the position responsibilities. It allows RAs more opportunities to work in areas related to their fields of study, thus increasing their marketability after graduation.

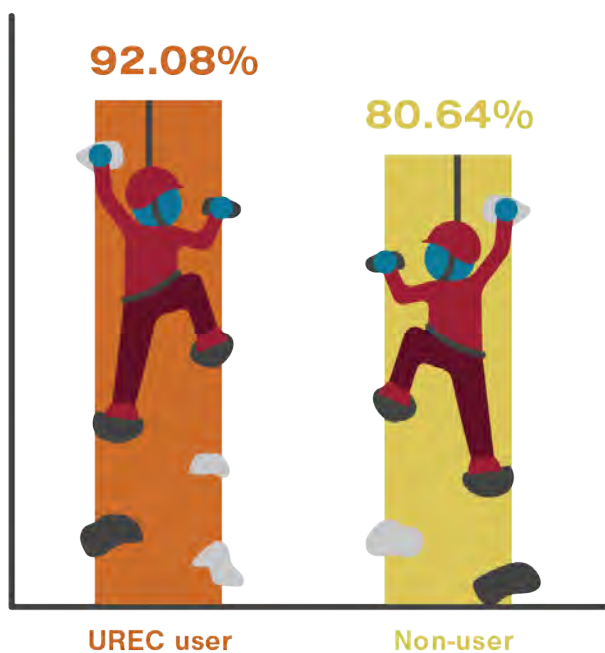




# UNIVERSITY RECREATION

UREC’s student engagement is high; around 94% of annual facility visits and program participation are student members. We strive to find creative ways to meet student needs and provide a variety of recreation opportunities both indoors and outdoors. The student employment experience is also something in which we heavily invest. Employing almost 500 students last year, we provide advancement opportunities and aim to help students

develop transferable skills they can take with them after graduation. Big points of pride this past year were the opening of the UREC Tennis Center, the Tsa La Gi mountain bike park and the realignment of Wellness to UREC. The UREC Tennis Center features 12 tennis courts (four courts with backboards to allow for individual play). Participants may check out tennis and pickleball racquets and balls for use. The mountain bike park features a wide variety of skill development opportunities and is designed to offer something for every skill level. Wellness programming will include a continued focus on the 8 dimensions of wellness through outreach, education, and faculty/staff wellness certification.



Return rate of freshman cohort 2020-2021

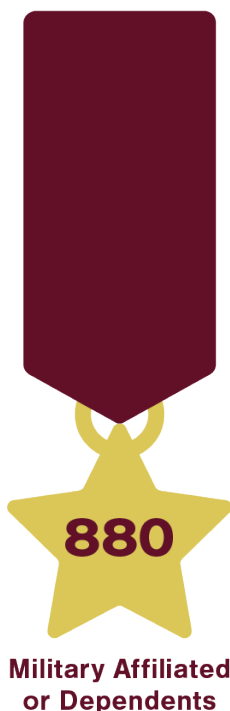






## VETERAN AND MILITARY-AFFILIATED STUDENT CENTER

The Veteran & Military Affiliated Student Center on campus is where military-affiliated students have meals together, watch TV, study, and connect. We welcome all military-affiliated students and families to campus and provide support for their success. We serve as the central point of contact for prospective or current U of A military-affiliated students needing assistance with the admissions process, applying for military educational benefits and scholarships, and referrals to various academic departments around campus. Additionally, we maintain a large network within the community to refer students to organizations specializing in veteran services. We are honored to earn students' trust by helping them connect to needed resources and creating a safe environment where each voice is heard.





# FOLLOW THE STUDENT AFFAIRS TEAM

Please follow us on social media and check out our Student Affairs Bulletin.



**FACEBOOK**

UARKSTUDENTAFFAIRS



**INSTAGRAM**

UARKSTUDENTS



**TWITTER**



UARKSTUDENTS

**TIKTOK**



UARKSTUDENTS



UNIVERSITY OF  
ARKANSAS

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**Student Affairs**

To learn more about funding student success through Student Affairs including any of the departments and programs you have seen in this Lookbook, contact Benjamin K. Carter, senior director of Development.

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Or follow the link in the QR code to go straight to our Giving form.

