

CAMPUS LIFE SERVICES

2017 - 2018 ANNUAL REPORT





Campus Life Services has provided me with the opportunity to interact with and connect with students outside of my discipline and creates an environment that makes me feel like I'm a part of a community.

June Trinos, School of Pharmacy, Class of 2019

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The 2017-2018 Campus Life Services (CLS) annual report highlights the work and achievements of the staff over the past year. Many of these initiatives are designed to advance CLS and institutional values and strategic goals. Much of this work was accomplished due to strong collaborations with students, staff, faculty, and community partners. Thank you to my colleagues in CLS and to our partners for collaborating with us to support the academic, personal, and professional success of students and in creating inclusive campus environments where all individuals can excel.

In January 2018, I began serving in this new Assistant Vice President of Student Affairs position, designed to provide university-wide leadership for a variety of student affairs programs and services that support student success. I look forward to continuing to collaborate with campus partners, including my Student Affairs colleagues in each of the Schools, to develop systems and processes within CLS and across the institution that foster diversity and inclusion, student success, and interprofessional learning experiences.

I have been impressed and inspired by the commitment and impact that students, faculty, staff, administrators, alumni and other individuals make every day — across the institution, within society, and internationally. UMB students are particularly impressive. The annual report ends with student spotlights – showcasing the excellent contributions of seven UMB students, for whom we are extremely grateful.

Patty Alvarez, PhD

Assistant Vice President of Student Affairs
Office of Academic Affairs



WHO WE ARE

The Office of Student Affairs advances the mission of the University of Maryland, Baltimore by providing essential services and educational programs to help students achieve their academic, personal, and professional goals. We advocate for students' needs, facilitate student involvement, and encourage students to accept the responsibilities of membership in a broader community. Operating within the framework of student development, we are committed to promoting a welcoming and inclusive University environment that values diversity, prepares students for meaningful professional engagement in the world and their community, and reflects an appreciation for the dignity of all people.

CORE VALUES

WE BELIEVE THAT STUDENTS ...

... ARE THE REASON WE ARE HERE.

... ARE THE MOST IMPORTANT INDIVIDUALS WE ENGAGE WITH.

... ARE NOT AN INTERRUPTION OF OUR WORK — THEY ARE THE PURPOSE OF IT.

... COMPLIMENT US WHEN THEY ASK FOR HELP — WE ARE NOT DOING THEM A FAVOR BY SERVING THEM.

... ARE DESERVING OF THE MOST COURTEOUS AND ATTENTIVE TREATMENT WE CAN GIVE THEM.

WHAT WE DO

PRIORITIES

- DELIVER SERVICES AND PROGRAMS IN A STUDENT-CENTERED MANNER.
- PROMOTE A POSITIVE CAMPUS CLIMATE FOR DIVERSITY THROUGH A COMMITMENT TO INCLUSIVE EXCELLENCE.
- COLLABORATE WITH CAMPUS CONSTITUENCIES AND PARTNERS TO ENHANCE THE INTELLECTUAL, PHYSICAL, SOCIAL, EMOTIONAL, AND FINANCIAL WELL-BEING OF STUDENTS.
- EVIDENCE QUALITY IN ALL OPERATIONS, STRIVE FOR CONTINUOUS IMPROVEMENT, AND CREATE A COLLABORATIVE, CARING, AND PARTICIPATIVE WORK ENVIRONMENT.

BUSINESS SERVICES

Raymond Dudeck, MBA, Director

MISSION

The mission of Campus Life Business Services is to support the academic and administrative goals of UMB by providing students, faculty, staff and visitors with enhancement services including but not limited to campus food services, UMB One Card, and vending.

2017-18 HIGHLIGHTS

Eric Jones, Program Management Specialist in the One Card Office mentored a student through the **Project SEARCH High School Transition Internship Program**. **Project SEARCH provides employability** skills, training and workplace internships for individuals with significant disabilities, particularly youth transitioning from high school to adult life. During his 10-week internship with the One Card office, Eric helped the student learn general office tasks, basic computer and cash register operations, and communication skills. We are proud to announce that the student graduated from the program on June 1, 2018 and is currently using the skills acquired during his internship at a new job!

Introduced a new online billing system in July 2017, which made it **easier for customers** to pay for Events Services charges, housing, and space rentals at the GRID.

A NEW CONTRACT FOR DINING SERVICES IN THE SCHOOL OF DENTISTRY WAS AWARDED TO CREMA COFFEE IN NOVEMBER 2017



5,427

NUMBER OF UMB ONE CARDS PRINTED

CAMPUS CENTER OPERATIONS

Anna Borgerding, PMP, Associate Director

Bill Crockett, MS, RCRSP, Executive Director

MISSION

We maintain and efficiently operate the UMB community's "home away from home", and ensure an environment which reflects our commitment to the values of our community. We do this by maintaining and acting as stewards for this state of the art facility that provides high-quality educational, social, cultural, and recreational programs and services.

2017-18 HIGHLIGHTS

Started the Design Phase of the **renovation project** for the Student Counseling Center and Campus Life Services Suite, with construction scheduled to begin in January 2019.

Began a **Lower Level conversion** for two departments within Campus Life Services that are moving from the third floor due to the Counseling Center renovation project.

Started Design Phase of new cycling studio in the space of an existing racquetball court that will enhance the user experience and **increase class size by 50%**.

Complete revamp of Campus Center website and information architecture resulting in **19% increase in page views** over the same period from last year.

Upgraded TV Monitors and Digital Signage in common areas and in meeting rooms 353, 115, and 223.

New **computer and study bar** created on the second level of the Campus Center.



354
DAYS OPEN



5,390
HOURS OF OPERATION



1,052
WORK ORDERS COMPLETED



BEING SUSTAINABLE

36 NEW **RECYCLING**
CONTAINERS PLACED
THROUGHOUT THE CENTER

REDUCED COSTS DURING
NON-OPERATING TIMES BY
CHANGING OPERATING CYCLES OF
LIGHTING AND HVAC



BEING EFFICIENT

12% REDUCTION IN ELECTRIC
CONSUMPTION

18% REDUCTION IN STEAM
CONSUMPTION

27% REDUCTION IN CLEANING
SUPPLY COSTS AND PAPER PRODUCTS

EDUCATIONAL SUPPORT & DISABILITY SERVICES

Deborah Levi, MA, LCSW-C, Director

MISSION

ESDS acts as an ombudsman and liaison to the University of Maryland, Baltimore Schools for the identification and provision of reasonable accommodations that may include educational support services designed to assist students with disabilities in achieving their academic goals. ESDS works with the administration of each School to achieve equal educational access for students. ESDS coordinates services that assist students with disabilities to obtain all types of reasonable accommodations through an interactive process involving the student, ESDS, and the School. Reasonable accommodations are modifications or alterations intended to provide equal access or improve accessibility to physical, programmatic, and academic areas of the University.

2017-18 HIGHLIGHTS

Moved **Academic Coaching** services under ESDS, as a service available to all UMB students.

Testing Center relocated to a dedicated space in the lower level of the Campus Center and offered limited daytime hours.

Four UMB students hired to serve as inaugural **test proctors**.

Four **American Sign Language interpreters** contracted.



Just having the acceptance and understanding from the department has been instrumental to feeling like I can succeed in obtaining my degree. Thank you.

ESDS annual satisfaction survey response

1397

TOTAL NUMBER OF ACCOMMODATIONS PROVIDED

76

UMB STUDENTS
ATTENDED ESDS
WORKSHOPS



64

UMB STUDENTS
SERVED AS
NOTE-TAKERS

60

UMB STUDENTS
REQUESTED ACADEMIC
COACHING SERVICES

REPORTED DISABILITY FY18

154 AD/HD

8 ACQUIRED BRAIN IMPAIRMENT

1 AUTISM/ASPERGERS

10 BLIND/VISUAL IMPAIRMENT

57 CHRONIC ILLNESS/MEDICAL

7 DEAF/HARD OF HEARING

88 LEARNING DISABILITY

76 MENTAL HEALTH DIAGNOSIS

25 MOTOR/MOBILITY

6 OTHER

EVENT SERVICES

Kay S. Lewis, MA, Director

MISSION

Event Services is committed to providing opportunities to our students and campus community through the hosting of successful programs and meetings that further the mission and strategic plan of the University.

2017-18 HIGHLIGHTS

Hiring four new staff members (full and part time) to fill existing positions allowed Event Services to have a full team, which has made an **important impact** to the value of how we do business and provide resources to the campus by assigning clients and guests with a dedicated team member.

Streamlined the process of completing Fall and Spring room reservation requests for Campus Life Services and campus partners.

Hosted **four large conferences/events** in the building that showcased the diversity of services provided:

- 1 2017 International Xenotransplantation Association (IXA) Congress
- 2 Emergency Medicine Cardiology Symposium—live streamed to more than 1300 viewers worldwide
- 3 Live Baltimore Trolley Tour attended by more than 400 UMB and Baltimore community members
- 4 Party in the Park during Commencement



1866

NUMBER OF
OVERALL EVENTS



601

NUMBER OF
CATERED EVENTS



172

NUMBER OF EVENTS BY
STUDENT ORGANIZATIONS



198

NUMBER (APPROX) OF
CLS/OAA EVENTS



I truly appreciate you and your team. And I recognize our success is because we are building a partnership!

Event Feedback, November 2017

INTERPROFESSIONAL STUDENT LEARNING & SERVICE INITIATIVES

Courtney J. Jones Carney, MBA, Director

MISSION

The Office of Interprofessional Student Learning and Service Initiatives is committed to educating University of Maryland, Baltimore students through opportunities that emphasize community engagement and social responsibility while actively supporting a student's personal and professional development.

2017-18 HIGHLIGHTS

Successfully launched **the Safety Pin Initiative**, a cultural responsiveness training program for staff aimed at equipping participants with the tools necessary to continue gaining cultural competence and building allyship.

Collaborated with the Graduate School to develop a post-baccalaureate certificate (PBC) in Intercultural Leadership. The letter of intent was submitted to the Maryland Higher Education Commission (MHEC) in December 2017, was approved by the UMB/UMBC Graduate Council in April 2018, and was submitted to MHEC for final approval in May 2018.

Nineteen UMB staff members trained as **Safe Space** facilitators and served on a Safe Space committee comprised of staff from across campus dedicated to providing quality LGBT+ ally trainings.



As a nurse, I will have a better understanding of what services are needed for many of my patients. Additionally, I will work with our case managers and social workers to help our patients receive the services that they need.

Participant Reflection from the Poverty Simulation

149

TOTAL NUMBER
OF PROGRAMS

4189

TOTAL NUMBER
OF ATTENDEES

42%

OF EVENTS INVOLVED A COLLABORATION/PARTNERSHIP



67 DIVERSITY & INCLUSION EVENTS

1428 DIVERSITY & INCLUSION EVENT ATTENDEES



56 PRESIDENT'S STUDENT LEADERSHIP INSTITUTE
(PSLI) EVENTS

1177 PRESIDENT'S STUDENT LEADERSHIP INSTITUTE
(PSLI) EVENT ATTENDEES



7 STRESSBUSTERS EVENTS

1049 STRESSBUSTERS EVENT ATTENDEES

INTERNATIONAL SERVICES

Amy B. Ramirez, MA, Director

MISSION

The Office of International Services promotes the benefits of international educational exchange in UMB's teaching, research and service. We realize this mission by providing support services to international students and scholars who come to UMB from around the world, and programs that raise global and intercultural awareness among all UMB students and scholars.

2017-18 HIGHLIGHTS

OIS **increased social and educational programming** during the 2017-2018 academic year by offering new social programs, including an International Student Mixer, a Thanksgiving lunch, piloted the Global Conversations program in collaboration with the Writing Center and an enhanced International Student Mentorship Program.

OIS fully **implemented** electronic form (eform) submission for all visa requests during the 2017-2018 academic year.



**The International Student Orientation was a great interactive course,
I loved it. Thank you so much!**

Feedback from International Student Orientation Participant

764

NUMBER OF INTERNATIONAL STUDENTS AND SCHOLARS HOSTED BY UMB

450

NUMBER OF REQUESTS PROCESSED FROM INTERNATIONAL STUDENTS AND SCHOLARS



UMB INTERNATIONAL STUDENTS AND SCHOLARS ORIGINATE FROM 80 COUNTRIES AROUND THE WORLD

TOP 10

SENDING COUNTRIES OF INTERNATIONAL STUDENTS AND SCHOLARS:

1 CHINA

2 INDIA

3 SOUTH KOREA

4 SAUDI ARABIA

5 NIGERIA

6 CANADA

7 IRAN

8 EGYPT

9 UNITED KINGDOM

10 PAKISTAN AND ITALY
(TIED FOR 10TH PLACE)

STUDENT COUNSELING CENTER

Emilia K. Petrillo, LCSW-C, Executive Director

MISSION

The Student Counseling Center (SCC) supports the mission of UMB through delivery of excellent mental health services that promote psycho-social growth, student safety, and academic success. SCC goals are to help maximize student's psychological health by providing timely and effective counseling and psychiatric services, foster a community of care through outreach, consultation and prevention while valuing diversity, inclusivity, and social justice within the UMB community and contributing to professional development in the field of mental health through training and research.

2017-18 HIGHLIGHTS

Clinical staff reviewed SCC short-term services model and created the **Brief Intervention Model**, which provides one-to-one therapeutic interventions to students who are experiencing emotional, psychological, behavioral, interpersonal or mental health difficulties using a stepped care model.

Led a four-part series for students called "Creative Coping Skills", workshops aimed at **helping students** cope with anxiety via creative arts, as a part of the Wellness Hub's "Life Hacks Program".

Collaborated with Interprofessional Student Learning & Service Initiatives in presenting a three-part "Relationship Series".

Conducted SCC Annual Student Satisfaction Survey - 162 students responded. Overall **student satisfaction** with SCC services was 80%. Identified need to more clearly communicate new services model and scope of services.

Held 6 **outreach activities** with schools; one at the School of Medicine and School of Pharmacy, and two at both the Carey School of Law and the School of Social Work.

11 % OF STUDENTS INDICATED IN THE STUDENT SATISFACTION SURVEY CONDUCTED IN JUNE 2018 THAT THEY WOULD HAVE WITHDRAWN OR FAILED SCHOOL IF THEY HAD NOT RECEIVED SERVICES FROM THE SCC.



1014

TOTAL UNIQUE STUDENT APPOINTMENTS

421

TOTAL NEW STUDENT CLIENTS

NEW CLIENTS TOP 5 REASONS FOR VISIT

ANXIETY **73**

DEPRESSION SYMPTOMS **44**

RELATIONSHIP ISSUES **34**

ADJUSTMENT TO GRADUATE SCHOOL **32**

ACADEMIC PROBLEMS **22**



I truly believe if I had not been able to receive SCC services, I could have ended up dropping out of school. It also prevented me from being hospitalized because my anxiety and depression were severe.

SCC Student Satisfaction Survey Response, Conducted in June 2018

STUDENT DEVELOPMENT & LEADERSHIP

Cynthia Rice, BS, RTR, Director

MISSION

Student Development and Leadership offers engaging inter-professional opportunities which enables students to continue their development as holistic, knowledgeable and sensitive professionals. Our efforts focus on refining student skills and creating emerging leaders who are able to work inter-professionally as well as independently to address problems and fashion solutions to the challenges faced in our global society. We do so by offering learning experiences and venues in support of UMB's threefold mission of Education, Research and Service.

2017-18 HIGHLIGHTS

Advised and mentored 70+ **student leaders** from the University Student Government Association (USGA) and campus-wide student organizations throughout the academic year.

Partnered with The Maryland Women of Color Network and the Maryland Coalition Against Sexual Assault (MCASA) to organize and present a panel discussion on "Human Trafficking and Domestic Violence."

Facilitated 14 student-led, **multicultural focused** programs.

Enabled support for and advised the USGA on funding 26 inter-professional student organizations during the academic year.

Hosted, along with the USGA, the November meeting of the University System of Maryland Student Council.

Administered robust **campus-wide processes** to identify nominees for the USM Student Regent and the MHEC Student Commissioner positions.



18

ONE-HOUR BE
INFORMED SESSIONS



19

INTERACTIVE SESSIONS
FOR THE EDUCATORS IN
TRAINING (EDIT) PROGRAM

455

TOTAL NUMBER OF
PROGRAM ATTENDEES

1000+

TOTAL HOURS OF ADVISING AND MENTORING
TO 70+ STUDENT LEADERS FROM THE USGA
AND SEVEN STUDENT ORGANIZATIONS



USGA

53 STUDENT LEADERS FROM ALL
7 SCHOOLS INCLUDING
46 SENATORS AND
7 OFFICERS ON THE EXECUTIVE BOARD



This was a great lecture; very happy with what we covered today.

Edit, Track 2 - It's All About Writing Participant

STUDENT COMMUNICATIONS

Hope Wallace, Marketing & Program Specialist

MISSION

Student Communications promotes and provides visibility to Campus Life Services programs, services, and events.

2017-18 HIGHLIGHTS

Redesigned the Campus Life Services web page, resulting in a 32% increase of page views over the same period in FY17.

Worked with the **Presidents Fellows** to create a 26 page white paper on Global Literacy for presentation to the President of the University and the campus community.

Issued a university **Campus Climate survey** through ISLSI in February 2018 to all UMB students with a 25% response rate.

STUDENT AFFAIRS & PROMISE

TaShara Bailey, PhD, Senior Program Specialist/
PROMISE Director

Campus Life Services hired a **Senior Program Specialist/PROMISE Director** in collaboration with the Graduate School in May 2018. TaShara Bailey, PhD assists in developing systems within Campus Life Services and and serves as Director of PROMISE.

The Writing Center and UMB Promise collaborated to provide 10 **Summer Writing Accountability Groups (WAGs)**.



110

TOTAL NUMBER OF DESIGN AND COMMUNICATIONS REQUESTS



25%

RESPONSE RATE TO STUDENT CAMPUS CLIMATE SURVEY

CAMPUS LIFE WEEKLY NEWSLETTER:

42%

AVERAGE OPEN RATE

36

ISSUES SENT

859

SUBMISSIONS RECEIVED

SOCIAL MEDIA FANS

OVER 50% INCREASE FROM FY17



2,230 FACEBOOK

166 INSTAGRAM

78 TWITTER

UMB HOUSING

Margaret G. Schotto, MS, Director

MISSION

To provide secure, comfortable, and supportive housing options in close proximity to the UMB Campus buildings that promote the personal and academic growth of each student.

2017-18 HIGHLIGHTS

UMB Housing consists of **two apartment communities**:

- 1 Pascault Row** historic apartments, located on W. Lexington Street next to Martin Luther King Jr. Blvd, houses 87 residents in studio, 1 bedroom, and 2 bedroom units.
- 2 Fayette Square** apartments, located on W. Fayette Street between Paca and Greene Streets, houses 337 residents in studio, efficiency, 1 bedroom, 2 bedroom, 3 bedroom, 4 bedroom, or 7 bedroom townhouses.

Renovations completed – Pascault Row had new mattresses and box springs installed in all units and by summer 2018 all appliances and living room furniture in Fayette Square were replaced after a multi-year replacement project.

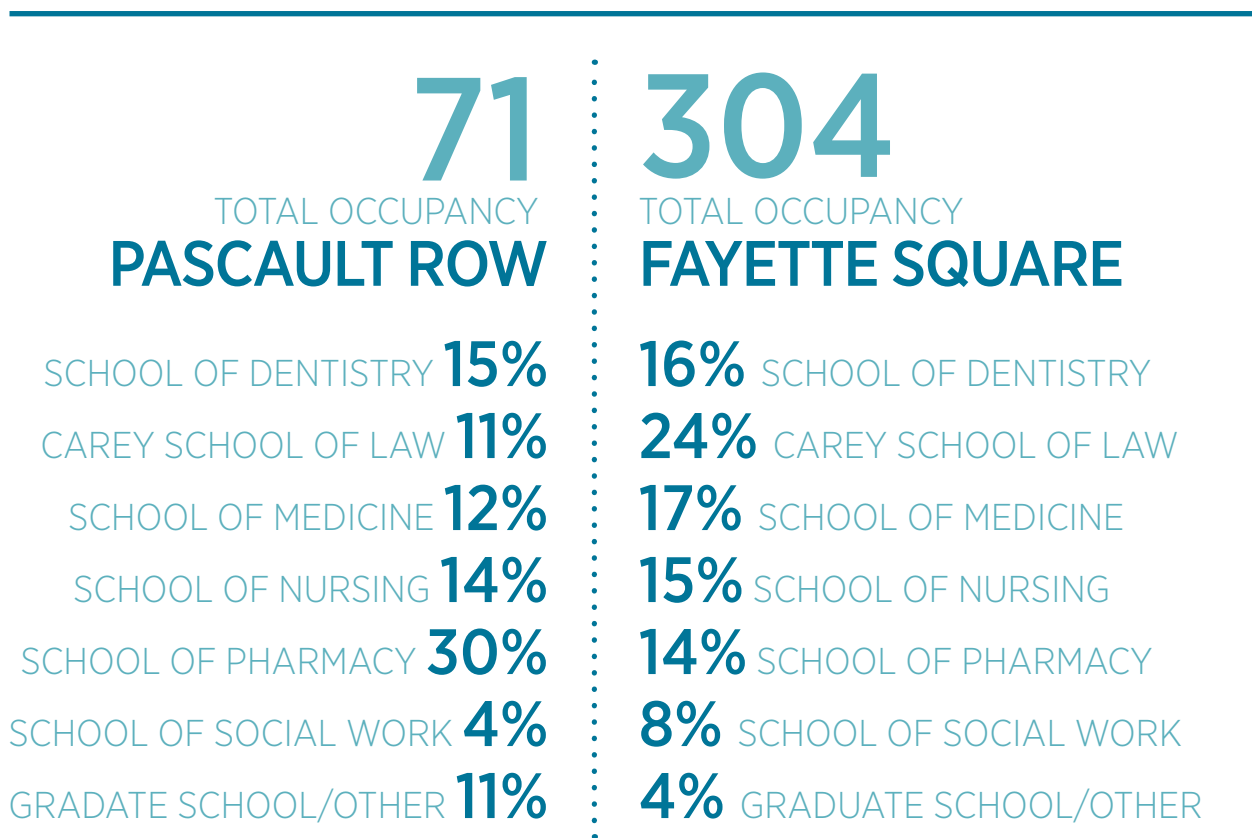
Collaborated with Student Development and Leadership to purchase and install new window shades in the Common Lounge in Pascault Row.

DID YOU KNOW?

Residents can be UMB students, faculty, staff or individuals associated with UMMC, UMB or other University of Maryland system schools.

Management of UMB Housing provided through a partnership with the Maryland Economic Development Corporation (MEDCO) and Capstone On-Campus Management (COCM) to provide full facility and student services management of Fayette Square Apartments and student services management for Pascault Row Apartments.

Licensing for Pascault Row Apartments is on a 10-month basis with the option to add summer housing or storage and on a 12-month basis for Fayette Square Apartments with a limited 10-month availability option for students who are graduating.



* Percentages rounded to the closest whole number

UNIVERSITY RECREATION & FITNESS (URECFIT)

Julia Wightman, MEd, Director

MISSION

University Recreation & Fitness (URecFit) is committed to enriching the academic experience as well as encouraging the physical, mindful, cultural, spiritual, emotional, and social development of the UMB community.

2017-18 HIGHLIGHTS

URecFit moved the campus recreation software (Fusion) to an **online platform** enabling members to renew memberships and lockers, schedule racquet court reservations, and register and pay for programs online.

Offered **blended learning** for CPR/AED/First Aid for student employee training to make the experience more accessible for students.

Integrated **asset management** for treadmills, ellipticals and cycles to assist in monitoring usage patterns to help optimize equipment rotation. This process will facilitate the even wear and maximization of product life and help to identify equipment to purchase in the future. This system also allows for the customization of messages on the display screens that alerts students and members of upcoming programs or services.

Moved to requiring all operational staff to be **first aid certified**, instead of just supervisors and lifeguards. All staff already required to be CPR/AED certified.



Group exercise has encouraged me to engage in a more balanced and healthy lifestyle.

92% of group exercise survey respondents agreed or strongly agreed

119,544

STUDENT VISITS

75,429

URECFIT MEMBER VISITS

\$432K

PAID IN STUDENT WAGES (71% NON-WORK STUDY; 29% WORK STUDY)/32,768 TOTAL STUDENT HOURS WORKED



2,500

HOURS OF STAFF TRAINING

289

TOTAL NUMBER OF STUDENT EMPLOYEES

- 45** SCHOOL OF DENTISTRY
- 20** CAREY SCHOOL OF LAW
- 109** SCHOOL OF MEDICINE
- 31** SCHOOL OF NURSING
- 22** SCHOOL OF PHARMACY
- 60** SCHOOL OF SOCIAL WORK
- 2** GRADUATE SCHOOL



1676

GROUP EXERCISE CLASSES

14,375

PARTICIPATION IN GROUP EXERCISE

WELLNESS HUB

Michelle Peralta, BS, 200-HR RYT, Health Educator

MISSION

The Wellness Hub supports University of Maryland, Baltimore students in pursuing self-awareness, professional and personal development, and academic-life balance through a variety of interdisciplinary workshops and lectures at the SMC Campus Center. Our mission is to assist students in achieving a state of academic-life balance within the dimensions of physical, emotional, social, cultural, ethical, intellectual, environmental, and financial wellness.

2017-18 HIGHLIGHTS

Launched **Hands on Healing** offering an assisted meditation session with the options of healing touch and aromatherapy and a student-led project providing 58 individualized student sessions.

Launched a **Wellness “On the Go”** model to provide wellness programs across campus. This initiative reduced barriers to participation, including location and scheduling, by facilitating experiences in the Schools and other locations. Fourteen sessions were attended by over 450 attendees.

Sixteen **collaborations** occurred with UMB partners and throughout the local Baltimore community, including JHeritage, Students Promoting Awareness, sMDPHA, Center for Integrative Medicine, Fidos for Freedom, InvestED, the Graduate School, Office of Academic Innovation and Distance Education, and more.



It was great to hear about how to calm down during a stressful situation. I also learned about self-compassion and how to practice it during a struggling situation. I will now be gentle with myself when a situation arises.

Feedback from Building Resilience through Mindful Self-Compassion

5 HEALTH CAMPAIGNS

1 SELF-CARE ON CAMPUS

2 STRESS REDUCTION

3 BODY IMAGE

4 HAPPINESS

5 MINDFULNESS



250



NUMBER OF STUDENTS WHO ATTENDED KINDNESS INITIATIVE EVENTS

69

NUMBER OF PROGRAMS

3200

STUDENT PARTICIPANTS

121%

INCREASE IN STUDENT PARTICIPATION FROM 2016-2017 TO 2017-2018



83%

PRESIDENT'S STUDENT LEADERSHIP INSTITUTE (PSLI) WELLNESS TRACK ATTENDANCE

54%

PRESIDENT'S STUDENT LEADERSHIP INSTITUTE (PSLI) WELLNESS TRACK GRADUATION RATE

OVER 950 STUDENTS, FACULTY, AND STAFF ATTENDED **TWO HEALTH FAIRS** - THE WELLNESS FAIR AND HEALTHY SELFIE FAIR.

THE WRITING CENTER

Isabell C. May, PhD, Director

MISSION

At the UMB Writing Center, we see revision as an essential part of the writing process. That is why the Writing Center strives to support UMB students, post-doctoral fellows, faculty, and staff in becoming skilled, successful, and confident writers through one-on-one consultations, online writing resources, and a variety of workshops and events.

2017-18 HIGHLIGHTS

This year, we **opened our doors** to not just serving students, but the entire campus community, including post-doctoral fellows, faculty, and staff.

Evening hours (until 8 pm on most weekdays) and Saturday hours were added.

The Writing Center's **Multilingual Writing Specialist**, a new position created in September 2017, met with 43 campus community members from all seven UMB Schools and central administrative offices to consult on language diversity in teaching and writing.

The Writing Center **hosted** award-winning radio journalist Joe Palca, Science Correspondent with National Public Radio, for a 1.5 hour lecture and reception in February that was attended by 53 individuals.



I can tell there are lots of highly trained employees at the Writing Center. Thank you! I always leave with helpful feedback.

Student Feedback

NEW INITIATIVE: WRITING FOR ADVOCACY SERIES

7 EVENTS ATTENDED BY
130 CAMPUS COMMUNITY MEMBERS

4.7 ★ ★ ★ ★ ★

AVERAGE RATING OF CONSULTATIONS OUT OF 5



1,500+
APPOINTMENTS

63% FACE-TO-FACE
37% ONLINE

APPOINTMENT PERCENTAGE BY SCHOOL

4% SCHOOL OF DENTISTRY

2% CAREY SCHOOL OF LAW

9% SCHOOL OF MEDICINE

48% SCHOOL OF NURSING

11% SCHOOL OF PHARMACY

21% SCHOOL OF SOCIAL WORK

5% GRADATE SCHOOL /OTHER

STUDENT SPOTLIGHTS

RAY BONDEHAGEN GERGEN

SCHOOL OF MEDICINE



Ray Bondehagen Gergen is a third year student in the School of Medicine, working towards their Doctor of Physical Therapy degree. CLS gave them the opportunity to interact with students from different schools and diverse backgrounds, supporting their plans to practice physical therapy internationally. Ray's experiences with the President's Student Leadership Institute (PSLI) were particularly meaningful in becoming more globally conscious, especially events focused on global literacy, working with ESOL (English for Speakers of Other Languages) learners, and grant writing.

Ray's passion for studying languages and cultures dates back to them being awarded the Oberlin Shansi Fellowship: studying Mandarin Chinese while teaching English at Shanxi Agricultural University in Taigu, China. In their second year at UMB, they were a UMB PSLI Inclusive Leadership and Career Development candidate, the USGA senator for the Muslim Student and Scholars Association, and the University Outreach Liaison for Queer Community Alliance group in the School of Social Work. Currently, Ray is the Webmaster for the Executive Board of the UMB University Student Government Association, which has given them the privilege of interacting with many of the CLS staff on a regular basis. Ray treasures their CLS experiences and cannot wait to see what this school year will bring.



While there is always something new to learn, I knew I had a strong foundation in interacting with our diverse student body through my experiences in Campus Life Services.

Ray Bondehagen Gergen

VANESSA GONZALEZ-WRIGHT

SCHOOL OF SOCIAL WORK

Vanessa Gonzalez-Wright, born and raised in Los Angeles, CA, is a first-generation student who is passionate about using an anti-racist and intersectional lens in her work as a student and future social worker. At UMB, she yearned to find a community to feel connected, so she became involved in various student activities in CLS. She became a diversity fellow for Interprofessional Student Learning and Service Initiatives (ISLSI), joined the President's Student Leadership Institute, and participated in diversity and inclusion programming.



Aside from her work with CLS, Vanessa is involved with the Student Government Association, and serves as a student leader for Latinx Unidos for Community Healing and Awareness (LUCHA). In meetings with President Perman, Vanessa and other student leaders also emphasized the need for a multicultural center on campus, an idea that university leadership has taken first steps to explore making it a reality. Her past experiences have led Vanessa to seek a career in higher education, supporting the needs of vulnerable student populations, such as first-generation students, immigrant students, and students of color.



KENDY LUU

SCHOOL OF NURSING

Kendy is a student in the Clinical Nurse Leadership (CNL) program in the School of Nursing; she is in her final semester. Based on her experience, CLS offers many helpful resources and programs for the UMB community, and she is very grateful to be part of this office. Kendy works at the Office of International Services (OIS) where she assists international students, scholars, and the university community as a whole in as many ways as she can. OIS' goal is to develop new and exciting ways to serve the purpose of internationalization at UMB, and Kendy feels honored to be part of this effort.

Professionally, Kendy is passionate about all aspects of international and global education, especially cross-cultural student engagement. Due to this interest, she has thoroughly enjoyed being a part of OIS, especially learning about various aspects of intercultural communication and cultural adjustment. It has been a great honor for her to support the talented and diverse international community here at UMB.

CAITLIN MONTGOMERY

SCHOOL OF DENTISTRY

Caitlin is from Gaithersburg, MD and completed her undergraduate studies at the University of Maryland, College Park. She then took a gap year working at a non-profit which provides furniture to low-income families in the greater Washington, DC area. She is currently a second-year dental student and deeply involved in extracurricular activities. As a first-year dental student, her classmates elected her to become one of the community service representatives because of her dedication to serving the Baltimore community. Caitlin also became a UMB CURE Scholar Program Mentor, tutoring 6th graders in math, science, and reading.



Due to her demanding academic schedule, Caitlin sought out the Academic Coaching program and the Wellness Center within CLS. Her academic coach, Michelle Peralta, taught her how to handle stress, balance academics with the four clubs she was involved in, and practice time-management skills. Overall, working with Michelle as an academic coach gave Caitlin the strength to believe in herself and think positively about her coursework and exams. She feels extremely hopeful for her upcoming year in dental school and looks forward to continuing academic coaching.



EUGENIE STEPHENSON

GRADUATE SCHOOL

Eugenie moved to Baltimore, MD from Atlanta, GA, in August of 2016 with her long-term partner. As a student in the Gerontology doctoral program, a two-campus program with courses taught on both the University of Maryland Baltimore (UMB) and University of Maryland Baltimore County (UMBC) campuses, Eugenie was looking for housing in downtown Baltimore within a safe environment and with access to public transportation, and most importantly with management open to the needs of LGBT couples.

Eugenie and her fiancée Kerissa decided on the Fayette Square community, mostly because of their positive customer service experience provided by Margaret Schotto, the Director of UMB Housing; Dezman Andersen, who worked at the front desk at the time of their move to Fayette Square; and Mr. Brown, who works to keep the property in great condition. Another positive factor was the easy and secure delivery of packages at Lafayette Square, an important feature for professionals with a demanding commute and work schedule. All of this made Eugenie's and Kerissa's decision to remain residents until Eugenie completes her program an obvious one.

JUNE TRINOS

SCHOOL OF PHARMACY

When June first began her journey at the School of Pharmacy, she was eager and ready to be challenged. With a non-science background in sociology/anthropology and languages, she expected to learn mostly about knowledge pertaining to pharmacy. To her surprise, she quickly realized that her humanities background was an asset to her future practice as a pharmacist when working on patient cases on Interprofessional Education (IPE) day, volunteering at the community engagement center, and participating in events such as the poverty simulation offered by CLS.



June also took advantage of other services within CLS. She participated in academic coaching, workshops on stress management and meditation, and most importantly “Puppy Love”, an end-of-semester event where students can relax while playing with puppies. As a patron assistant at URecFit, June found even more opportunities to interact with other students in a setting outside of academia and leadership development. This work has given her the chance to offer general advice on preparing for graduate school to other students, ultimately making them feel welcome on campus.



CHELSEA VANORDEN

CAREY SCHOOL OF LAW

Chelsea VanOrden is a third-year law student, planning to graduate next May. She graduated from The College of New Jersey with two bachelor degrees, one in Women and Gender Studies, and one in History. While in college, she was part of a service program called the Bonner Community Scholars, where she took on a leadership role in the program’s juvenile justice and prison reentry division. Participation in that program ignited her interest in social justice and leadership, leading her to apply to law school. She believes in collaborative work and allowing all voices to come forward in a shared space as a major part of social justice and leadership.

While not totally convinced about law school as the ideal career path for her, Chelsea suddenly found herself accepting an offer to study at UMB because of its academic reputation and its focus on student success. Based on her previous experience in becoming involved in campus life activities, Chelsea did the same at UMB. True to her belief in collaborative work, Chelsea ran for USGA Senator and was elected to the position in her second year. It was her love for connection with fellow students from all over campus that led her to run and be elected as this year’s USGA Parliamentarian.

A decorative graphic at the bottom of the page consisting of two overlapping, curved bands of teal color. The upper band is a darker shade of teal, and the lower band is a lighter shade. Both bands curve upwards from left to right, creating a sense of movement and depth.

REPORT DESIGN BY HOPE WALLACE



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