

THE CHARGE

DIVISION OF STUDENT AFFAIRS
ANNUAL IMPACT REPORT

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MESSAGE FROM THE

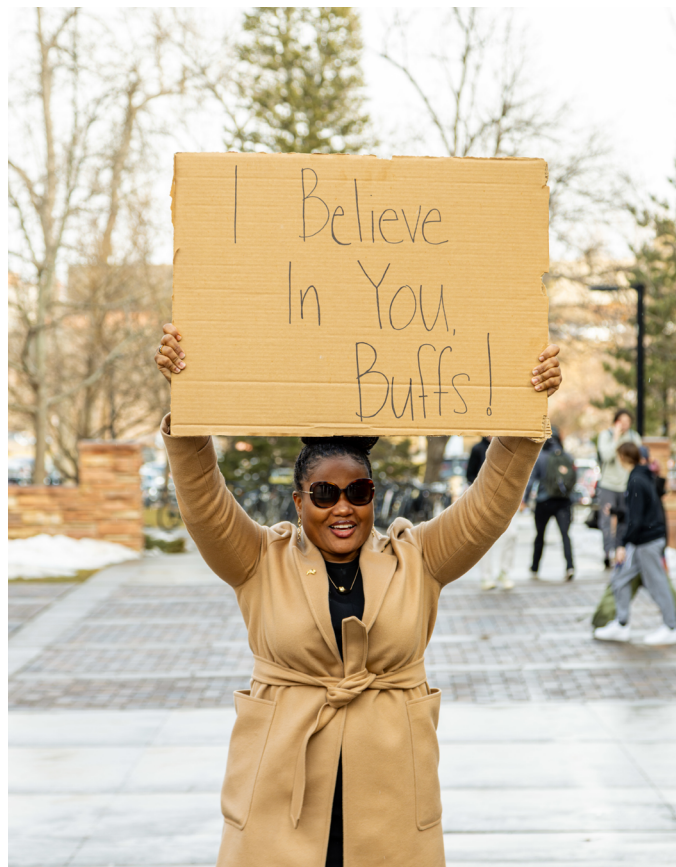
VICE CHANCELLOR FOR STUDENT AFFAIRS

Each year, as we prepare to welcome a new class of Buffs to CU Boulder, I am reminded of the important work we do to enhance our students' experiences. In recent years, it is more critical than ever to help students grow to be successful, curious and competent individuals, who are engaged in their communities and who can become our next leaders.

In the [Division of Student Affairs](#), we wholly believe in creating opportunities for students to learn, grow and thrive academically, personally and professionally. We recognize that our Buffs all have a variety of life experiences, cultures and identities and we are committed to helping them find places

to belong and a variety of paths to accomplish their goals at this university and beyond. When I reflect on my own collegiate experience, key memories that stand out include moving into my residence hall and participating in an early arrival program—experiences that took place before my first undergraduate class. From our students' first moments on campus to their commencement ceremony and time as alumni, we are dedicated to supporting them along every step of their journey.

Our offices gather and use data throughout the year to see if we are meeting the needs of our students and determine if we need to change course. We also collect data about the student experience and value that the division offers our Buffs. It is important to me that we use our resources and make informed decisions to best support our students, and I am grateful that we can share our recent accomplishments in the Division of Student Affairs through this report. This is an overview of highlights from our work between July 1, 2023, through June 30, 2024. Efforts from this past year include creating memorable moments for our students, cultivating a sense of belonging and engagement on campus and providing support so our Buffs can meet their goals.



On a personal note, this was my first academic year at CU Boulder, and I am appreciative that I get to work within a community of world-class students, staff and faculty every day. I am excited to continue our work to help students become successful, curious, competent individuals and leaders.

Warmly,

A handwritten signature in cursive script that reads "Dr. D'Andra Mull".

Dr. D'Andra Mull

Vice Chancellor for Student Affairs

THE DIVISION OF STUDENT AFFAIRS

OUR PURPOSE

Facilitate and enhance the personal growth, success, health and well-being of every student at the University of Colorado Boulder.

OUR VISION

To be a national leader in the provision of exemplary programs and services that enhance student success.

OUR MISSION

To develop and implement innovative programs and services that positively impact student success, retention and graduation rates, engagement and campus climate.



DATA AND ASSESSMENT IN THE DIVISION

The Charge is a collaborative initiative across the Division of Student Affairs, led by [Student Affairs Communication & Marketing](#) and [Planning, Assessment](#) and [Data Analytics](#). Both departments base their work in an inclusive and equitable approach. As Student Affairs Communication & Marketing provides accessible and supportive content to staff, students and their families, the Office of Planning, Assessment and Data Analytics serves to assess and continually improve the student experience, such as working in partnership with Data and Analytics to measure students' sense of belonging and mattering at critical points in their time at CU. Aligning communication strategies with assessment, we work to meet and adapt to the needs of students and the campus-wide community.

897

PROFESSIONAL STUDENT
AFFAIRS STAFF

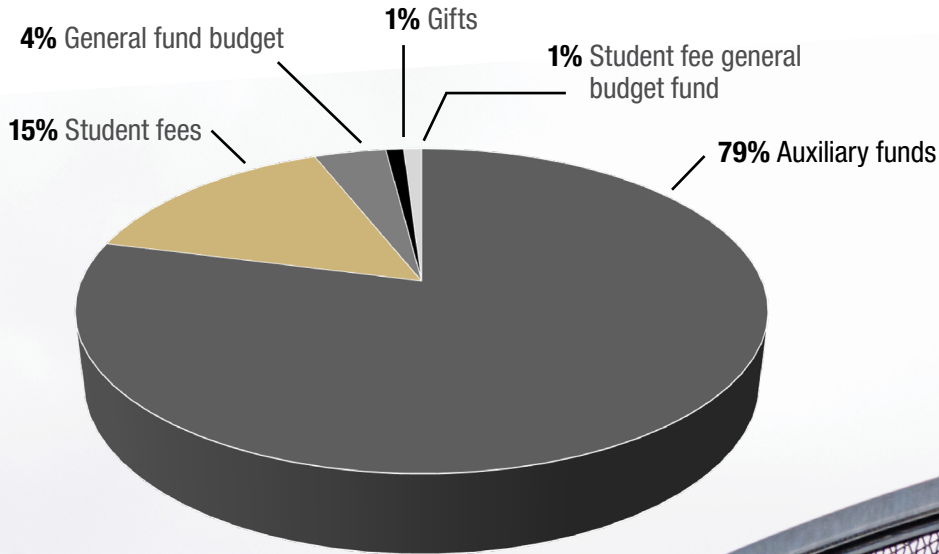
2,178

STUDENT EMPLOYEES

\$218M

DIVISIONAL BUDGET

(APPROX. 10% OF
CAMPUS-WIDE BUDGET)



WELCOME TO
OUR HERD:

STUDENT ENGAGEMENT AT CU BOULDER

The first six weeks of a student's first semester are important in establishing a sense of belonging and mattering on campus. A student is more likely to persist when they feel that they belong. (Strayhorn, 2019).

In the Division of Student Affairs, we cultivate a sense of belonging and mattering before students arrive on campus through communication, events and programs

over the summer. These practices not only help students know what to expect and support their transition to college, but also share our excitement in welcoming them to campus. In summer 2024, in-person orientation events were offered for the first time in a decade and will expand in the future. These events allow new students and families to visit and explore campus, meet peers, connect with their academic program and feel more comfortable as they navigate their transition to college life.

MEANINGFUL MOMENTS

90%

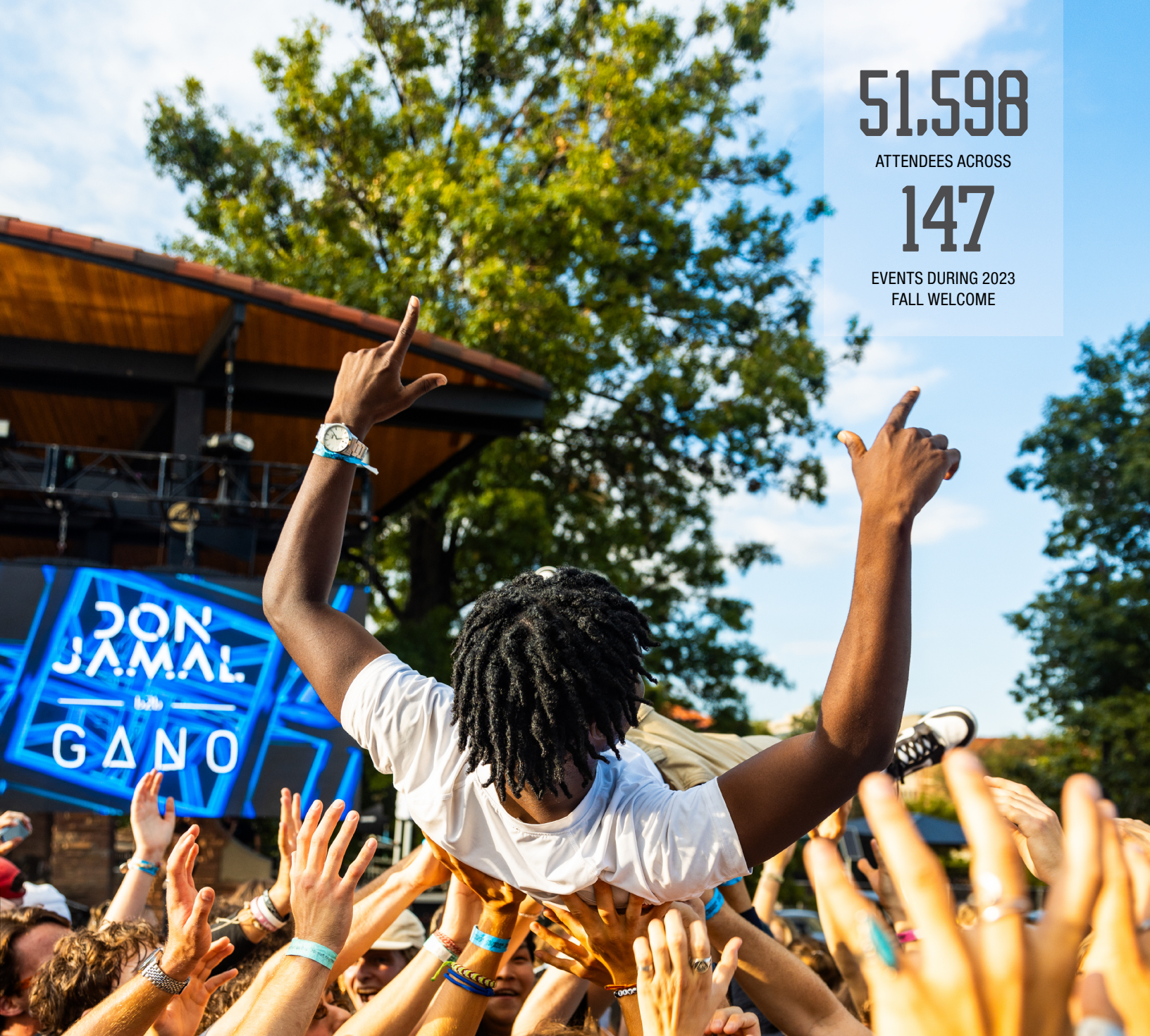
students developed connections with their roommates, CU and the campus community following move-in

students reported that people on campus are supportive of their individual needs

92%

91%

students felt that people on campus care about them and their future after attending Fall Welcome events



51,598

ATTENDEES ACROSS

147

EVENTS DURING 2023
FALL WELCOME

FALL WELCOME

[Fall Welcome](#) and move-in are key moments for students at CU Boulder. Signature events like CU Kickoff, Spirit Night and Neighborhood Block Parties are excellent opportunities for Buffs to meet each other, make connections and learn about CU traditions. Convocation (also known as Welcome to Our Herd) and College Days

are milestone events for students as they begin their academic journey at our university. The Be Involved Fair during the first week of classes is a time for Buffs to meet with hundreds of student organizations and learn about ways to get involved on campus. In 2023, there were 51,598 attendees across 147 events during Fall Welcome.



ADAPTING TO CHANGING NEEDS

Staff within the Division of Student Affairs continue to make changes to ensure orientation and Fall Welcome events are meaningful and supportive as incoming students and families navigate the transition to college life. In-person orientation was within the top 20% of requests among students and was the top-reported request from family members who attended Fall Welcome. In response to this demand, more in-person orientation options were offered during summer 2024, including College Connection Days and Camp Chip.

ENGAGEMENT BEYOND FALL WELCOME

Our departments continue to offer a variety of events, workshops and opportunities for students to find community, meet fellow Buffs and have some fun after Fall Welcome events conclude.

Attending [student events](#) is a great way for Buffs to get involved and meet others without a big-time commitment. According to first- and second-year students who responded to Student Affairs' end-of-year surveys:



Students who attended campus-wide events reported higher levels of belonging and mattering than students who did not attend events



First-year students who attended campus-wide events were twice as likely to feel very satisfied with making friends at CU Boulder, compared to those who never or less frequently attended campus-wide events



Second-year students who attended campus-wide events, compared to those who attended events less frequently, were about twice as likely to feel like they belonged and fit in at CU Boulder, and two and a half times more likely to feel a connection with the CU Boulder community



ALIENWARE BUFFALO ESPORTS
AND GAMING LOUNGE

2ND

ALIENWARE LOUNGE
UNIVERSITY PARTNERSHIP

9,053

UNIQUE VISITORS IN SPRING '24

2,300+

HOURS OF GAMING

PHYSICAL SPACES ON CAMPUS

Students need to have physical spaces on campus where they feel comfortable and welcome to feel a sense of belonging at CU Boulder (University of Colorado Boulder, 2022). Whether it's our residence halls, dining centers, offices, recreation centers or other facilities, these spaces offer students a chance to build their community, study, improve their well-being, fuel up with nutritious food and relax.

We partnered with Dell Technologies in 2024 to bring an elite gaming lounge to campus. The [Alienware](#)

[Buffalo Esports and Gaming Lounge](#) officially opened on Jan. 25, 2024, becoming the first Alienware lounge in Colorado and the second collegiate facility in the nation.

The new gaming space provides additional opportunities for students to get involved. For both novices and experts, the gaming lounge offers a unique and immersive space on campus for students connect with peers to hone their crafts as gamers, esports enthusiasts and athletes.



OUTSIDE THE CLASSROOM:

EXPERIENTIAL LEARNING

Student Affairs staff offer transformative opportunities for students to engage, learn and thrive outside of the classroom. Experiential learning options allow students to make connections with others, expand their sense of belonging and amplify their collegiate experience. Examples of this include early arrival programs, working on campus or living in a residential community.

EARLY ARRIVAL PROGRAMS

Some departments in the Division of Student Affairs offer opportunities for incoming students to arrive on campus early

“

THE TRIP LEADERS WERE AMAZING AND
CREATED AN INCREDIBLE ENVIRONMENT
TO GET TO KNOW OTHER INCOMING
FRESHMAN AND FEEL MORE CONFIDENT
AND COMFORTABLE FOR OUR
FRESHMAN YEAR.

– PRE-ARRIVAL PROGRAM PARTICIPANT

”



and meet fellow Buffs before Fall Welcome. Many of these [pre-arrival programs](#) are based on similar interests like service, leadership and health and well-being.

One opportunity, Recreation Services' [Outdoor Pursuits](#), organizes trips for incoming students. These trips allow Buffs to meet others and prepare for college life while backpacking, hiking, climbing or camping in Colorado's great outdoors.

97%

Outdoor Pursuits participants reported feeling better prepared for and confident to begin their time at

95%

Outdoor Pursuits participants reported that after the incoming student trip, they felt a connection with the CU Boulder community

2,178

STUDENT EMPLOYEES

272

TRAININGS OFFERED
TO STUDENT EMPLOYEES
IN THE DIVISION

STUDENT EMPLOYMENT

On-campus student employment is one example of a transformational opportunity for our Buffs. Students gain professional skills, experience and mentorship in addition to other perks, like flexibility and convenience by working in the Division of Student Affairs.

18% of student employees in the division were first-year students and 30% were second-year students. According to first- and second-year students who responded to the end-of-year surveys, students who were employed on campus were more likely to have a mentor at CU Boulder and report a high likelihood that they would return to campus in fall 2024.

TOP EMPLOYERS OF STUDENTS

465

CAMPUS DINING SERVICES

403

RECREATION SERVICES

397

RESIDENCE LIFE



“

THE PROFESSIONAL STAFF AT THE UNIVERSITY MEMORIAL CENTER (UMC) ARE CONSISTENTLY STRIVING TO CREATE A MORE INCLUSIVE ENVIRONMENT FOR THE STUDENTS AND COMMUNITY. THROUGHOUT THE PAST COUPLE OF SEMESTERS THAT I HAVE WORKED HERE AT THE UMC, EVERYONE HERE (E.G., CUSTODIAL, DINING, SETUP, FRONT DESK) HAS BEEN VERY SUPPORTIVE OF EACH OTHER, THEIR VARIOUS DIFFERENT BACKGROUNDS AND THEIR DIVERSE BELIEFS. — UMC STUDENT EMPLOYEE

”

- First-year students who were employed on campus were almost twice as likely than those not employed on campus to report that they felt a connection with the CU Boulder community.
- Second-year students employed on campus were more likely than those not employed on campus to report that they found opportunities to build skills.

RESIDENTIAL COMMUNITIES

Residential Academic Programs (RAPs) and Living

Learning Communities (LLCs) are other opportunities that can be life-changing for students. These residential communities, organized around academic themes or similar interests, are opportunities for students to explore interests and find community on a large campus.

For students who participated in LLC programs and completed the end-of-first-year survey:

- 92% reported they understand how skills and knowledge learned in co-curricular experiences supplement classroom curriculum

- 97% reported they understand how to engage respectfully with others from diverse backgrounds
- 96% reported they understand how to evaluate arguments and evidence based on logic and data

The 2023-2024 academic year saw the introduction of two new LLCs for transfer students and those interested in service learning.

- Service and Social Action LLC: All Service and Social Action LLC participants reported high levels of belonging and mattering to CU Boulder on the Fall Welcome Survey.

- Transfer LLC: 95% of LLC participants on the Fall Welcome Survey agreed that people on campus are generally supportive of their individual needs, indicating a strong sense of mattering.

Plans are currently underway to merge the philosophies of our RAPs and LLCs to expand access to more students by fall 2026.





HOLISTIC STUDENT SUPPORT

The Division of Student Affairs is here to support our Buffs, from their first moment on campus through graduation and beyond. Whether our students need assistance with tutoring, finding housing, resolving conflict, engaging in restorative justice or other needs, our services and resources are here to help students so they can achieve their academic and personal goals.

Over the past year, departments have been making strides

FIRST GEN PROGRAMMING

568 | PROGRAM PARTICIPANTS

UNIQUE STUDENT PARTICIPANTS | **338**

150 | STUDENTS PARTICIPATED IN AT LEAST TWO PROGRAMS

to offer wraparound support services to better help students in their academic journey. These coordinated services were focused on specific student populations including first-generation students, those experiencing insecurity around basic needs, veterans and students who commute to campus.

FIRST-GENERATION STUDENT ENGAGEMENT

The L.I.N.K. program (Liberate, Inspire, Nourish, Know) was established to increase first-generation programming, engagement and presence on campus. Multiple Student Affairs departments collaborated to offer more centralized support, guidance and education for students who are the first in their families to attend college. Events during the 2023-2024 academic year included an orientation specifically for first-generation students, education on career paths and networking, service learning and support for finding housing in the Boulder community. There were also social events to build community, including First Gen Fridays (251 attendees) and National First-Generation College Celebration Day (141 attendees).



BASIC NEEDS CENTER

In 2022, the [Basic Needs Center](#) was established as a support service for students seeking assistance accessing essential resources around food and housing. The center provides equitable access to basic needs for students and helps them develop the skills needed to navigate local and national emergency needs services. The Basic Needs Center manages the Buff Pantry and hosts Mobile Food Pantries throughout the year as part of addressing food insecurity on campus. They also run the Swipe It Forward campaign twice a year, where students can donate meal swipes from their meal plan to Buffs in need.

94%

of attendees were satisfied with
First-Gen Orientation

(from those who responded to
the Fall Welcome Survey)

91%

agreed that after First Gen Fridays
and National First-Generation
College Celebration Day events, they
felt affirmed and celebrated

In spring 2024, the Basic Needs Center partnered with the Student Affairs Planning, Assessment & Data Analytics office to develop and administer a Basic Needs Survey to better understand essential needs insecurities among our students. Findings from this survey will help to improve access to basic needs resources on campus and in the community.

STUDENT VETERANS

Incoming student veterans are connected with our [Veteran and Military Affairs](#) office and can complete the [Summer Bridge Program](#) before their first semester. This program offers support with benefits including assisting with cost, programs, policy information and support for prospective and current student veterans and veteran dependents. This program is also a chance for student veterans to learn about life at CU Boulder and other resources that can support them in their academic journey.

The 2023 Bridge Program cohort had a persistence rate of 95% (fall to spring enrollment), increasing from the 2022 Bridge Program cohort's persistence rate of 93%.

Bridge Program cohort participants from spring 2024 had a higher average GPA at 3.21 than the last three spring cohorts (3.14, 2.81 and 2.99), pointing to continuous GPA improvement via Bridge Program participants.

Veteran and Military Affairs offers other support resources for student veterans, including academic tutoring and career networking.



| BASIC NEEDS BREAKDOWN |

SWIPE IT FORWARD:

12,474

MEALS PROVIDED
TO STUDENTS

BUFF PANTRY AND
MOBILE FOOD PANTRIES

442,976

MEALS PROVIDED

STUDENT HOUSING

180+

STUDENTS SUPPORTED
WITH AVERAGE STAY OF
38 DAYS

Within academic tutoring, VMA provided an average of 38 sessions per week to student veterans. Those who participated held a GPA .25 to .68 higher than those who did not utilize its services.

90% of post-event survey participants reported higher levels of confidence in their networking abilities after attending the Fall Networking Night.

COMMUTING BUFFS

The goal of [Off-Campus Housing & Neighborhood Relations](#)’ (OCHNR) Commuting Buffs Program is for commuter students who live off campus to feel welcome and engaged in the campus community. Programming and ongoing communication ensure that students who travel to campus, especially in their first year at CU, feel supported and have an equitable experience to those who live on campus.

Before starting their journey at CU Boulder, OCHNR provides resources to help students search for off-campus housing, find roommates and get tips for living in the Boulder community. First-year students who commute to campus are enrolled in [Commuting Buffs](#), a first-year peer mentoring program, and assigned a “commuter cohort.” They are also invited to an orientation specifically for commuter students during Fall Welcome. In fall 2023, 198 students attended the Commuting Buffs Orientation.

The [Commuter Lounge](#) in the University Memorial Center opened in spring 2023 and is a dedicated space on campus for students who commute. The lounge serves as a place where students can relax, study or eat between classes, events or other commitments. The Commuter Lounge had 6,984 total visits (531 unique students) during the academic year. 168 were first-year students during this time—making up 32% of participants.



DIVISION HIGHLIGHTS

2,838

STUDENT LEADERS

2,178

STUDENT EMPLOYEES

249

PEER MENTORS

14,300

SERVICE HOURS

13,492

EVENTS



DEPARTMENT HIGHLIGHTS

BASIC NEEDS CENTER

442,976

meals provided through Buff Pantry and Mobile Food Pantry

BUFF ONECARD OFFICE

99%

of residence hall students received their Buff OneCard prior to Sept. 1, 2023

CAMPUS DINING SERVICES

23,505

residential and block meal plans provided

CAREER SERVICES

19,956

students engaged with Career Services, a 35% increase from 2022-23 academic year

CENTER FOR INCLUSION & SOCIAL CHANGE

91%

students felt affirmed or celebrated in their first-generation identity by participating in First-Gen programming

CENTER FOR STUDENT INVOLVEMENT

9,053

visitors enjoyed the new Alienware Buffalo Esports and Gaming Lounge January 25 through May 10

CONFERENCE SERVICES

\$434,000

in revenue was made through the internship lodging program

DEAN OF STUDENTS

231

nominations were submitted for the Student Fan of the Game during the 2023 CU Buffs football season

ENVIRONMENTAL CENTER

9,829

participants in E-Center events

FRATERNITY AND SORORITY LIFE

97%

of participants reported feeling like they belong and are connected with the CU Boulder community

HOUSING FACILITIES SERVICES

93.4%

of customers were satisfied with support for their completed work requests

NEW STUDENT & FAMILY PROGRAMS

90%

of respondents felt a sense of belonging and mattering at CU Boulder after attending Fall Welcome

OFF-CAMPUS HOUSING & NEIGHBORHOOD RELATIONS

6,984

visits to the Commuting Buff lounge were made in it's first full academic year

RECREATION SERVICES

95%

of Outdoor Pursuits participants reported they felt a connection with the CU Boulder community

RESIDENCE LIFE

18,163

BuffChats were conducted by RAs (individual conversations with their residents)

SA BUSINESS SERVICES

91%

of Student Affairs staff agreed that the Business Services office saves them time for primary work duties

SA COMMUNICATION & MARKETING

7,607

CU Boulder Life App downloads with nearly 165,000 user sessions to help connect students to hundreds of events

SA FINANCE

115

planning sessions with departments as part of the budget process

SA HUMAN RESOURCES

121

Division of Student Affairs new hires supported, 43% being front line staff

SA INFORMATION TECHNOLOGY

98.3%

of respondents are satisfied with the speed of service

SA PLANNING, ASSESSMENT & DATA ANALYTICS

100+

staff and faculty engaged in trainings to improve co-curricular and equity-centered assessment competency and data literacy skills

SA POLICY & COMPLIANCE

DOCUSIGN/ONBASE

integration to automate processes, eliminating manual processes during the workflow of MOUs and contracts

SA PROJECT MANAGEMENT

15

division-level projects have been completed on time and under budget

STUDENT CONDUCT AND CONFLICT RESOLUTION

87%

of students who went through the Student Conduct and Conflict Resolution process agreed they have greater awareness of the impact of their actions

STUDENT LEGAL SERVICES

100%

of survey respondents would recommend Student Legal Services to other CU Boulder students

STUDENT SUPPORT AND CASE MANAGEMENT

1,300+

students received intervention with Student Support and Case Management

UNIVERSITY HOUSING

8,693

undergraduate bed spaces managed within our residence halls and Bear Creek and Weber apartments

UNIVERSITY MEMORIAL CENTER

19,762

rides provided by NightRide with a 98% satisfaction rating

VETERAN & MILITARY AFFAIRS

BRIDGE PROGRAM

participants had higher GPA than non-participants in the last two bridge cycles (3.14 compared to 2.81 and 2.99)

VOLUNTEER RESOURCE CENTER

14,300

service hours logged in CUServes platform, a 45% increase from AY 2022-23



REFERENCES

Strayhorn, T. L. (2019). College students' sense of belonging: A key to educational success for all students (2nd ed.). Routledge Note: Percentage of agreement in this report indicates those who marked the top three response options on survey questions with six-point scales.



Division of Student Affairs

UNIVERSITY OF COLORADO **BOULDER**