

THE CHARGE

STUDENT AFFAIRS ANNUAL IMPACT REPORT

COLLABORATION. CONNECTION. COMMITMENT

2022 - 2023

Message from the Vice Chancellor for Student Affairs



In January 2023, I was in the process of interviewing for the vice chancellor for student affairs position at CU Boulder. Throughout my interview process and with getting to know the leadership team and staff here, it was evident that my values aligned with many in the Division of Student Affairs. This is a team of amazing and talented individuals that deeply cares about our students and their success.

As Student Affairs professionals, it is important for us to understand our students' unique needs in order to support them. And with a new class of students each year, those needs may change often. Student Affairs departments regularly collect, analyze and share meaningful data that informs and enhances their programs, services and physical spaces. Their work and initiatives are also continuously aligned with campus-level priorities, with everyone sharing a commitment to holistic student support at CU Boulder.

As I learned more about this division and the campus community, I knew that this would be the place for me. I was honored (and excited!) to be named vice chancellor for student affairs in March 2023 and officially begin in my new role on June 1, 2023.

I'm grateful that we're able to share recent accomplishments in the Division of Student Affairs through this report. This report shares

highlights of our work from July 1, 2022 through June 30, 2023. During this time, the division was led by interim Vice Chancellor for Student Affairs JB Banks, with many Student Affairs leadership members taking on interim responsibilities as well.

Highlights from this past year include a sustained focus on helping students cultivate a sense of belonging at CU Boulder. We know that when students feel like they belong and matter, they are more likely to succeed in their academic programs and make it to graduation. With this, there was also a focus to advance diversity, equity and inclusion efforts. All Student Affairs staff made progress on a campus-wide goal for advancing diversity, equity and inclusion by focusing on employee skills and development. Continuous staff DEI learning and development not only influences our work and ability to support students, but also helps us build a more inclusive community at our university.

An additional factor in student success is having access to essential resources and one's basic needs met. This past year, the division established the Basic Needs Center to serve as a campus care collective—a physical and virtual hub of resources to assist those who may be experiencing food insecurity or homelessness. The Housing Master Plan also addresses housing shortages for students, faculty and staff in the CU Boulder community. The plan includes new housing options and renovations of existing campus housing to address future housing needs. And with CU Boulder being a national leader in climate action, innovation and education, I'm impressed by the work done in Student Affairs that helps contribute to sustainability efforts.

As we begin a new academic year, I'm excited to continue implementing programs and services that help our students become successful, curious, competent individuals and leaders—not only during their time at CU Boulder, but in life after college as well.

Warmly,

A handwritten signature in black ink that reads "Dr. D'Andra Mull".

Dr. D'Andra Mull
Vice Chancellor for Student Affairs





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The Division of Student Affairs

Purpose

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

Vision

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

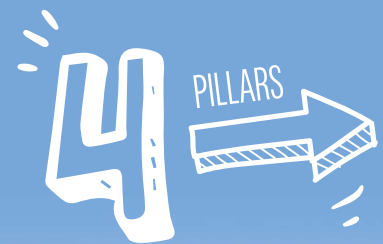
Mission

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

The pillars of CU Boulder Student Affairs

The divisional structure centers around belonging, connection and mattering for our students and staff. The four pillars were formed in 2021 to better align the Student Affairs departments with the aspects of the student experience. In addition, the pillar structure supports the commitment to creating a student-centered environment while ensuring long-term sustainability through shared services and financial strategy.

With our holistic understanding of students, Student Affairs has the unique position to personalize the student experience and advocate for students, enhancing their success inside and outside the classroom.



BELONGING AND ENGAGEMENT

Dedicated to advancing the mission of positively impacting student success by cultivating belonging and engagement through programs, resources and support. Students who feel supported and engaged demonstrate improved academic performance, well-being and persistence at CU Boulder.

- Center for Student Involvement
- CU Student Government
- Fraternity and Sorority Life
- Recreation Services
- Student Conduct & Conflict Resolution
- Student Legal Services
- Student Support & Case Management

STUDENT OPERATIONS

Day-to-day operations are the foundation of the student experience by providing quality living spaces and facilities, nutritious and varied meals, and opportunities to engage. Staff advance the purpose of Student Affairs by ensuring processes within the division are effective and efficient to maintain health and safety and promote the success of students.

- Buff OneCard
- Campus Dining Services
- Conference Services
- Environmental Center
- Housing Facilities Services
- University Housing
- University Memorial Center

STUDENT TRANSITIONS & ACADEMIC PARTNERSHIPS

Provide support for students throughout their CU Boulder journey and beyond. Students who have support navigating their transitions as they become Buffs, prepare to graduate and enter the workforce can experience holistic growth and strong connections with our academic partners inside and outside the classroom.

- Basic Needs Center
- Career Services
- Center for Inclusion and Social Change
- New Student & Family Programs
- Off-Campus Housing & Neighborhood Relations
- Residence Life
- Veterans & Military Affairs
- Volunteer Resource Center

SHARED SERVICES

Ensuring consistent and efficient use of resources to support the overall mission and operations of the division. These departments understand and advocate for the unique needs of the division and its departments while implementing and upholding campus and system-wide policies and guidance.

- Business Services
- Communication & Marketing
- Finance
- Human Resources
- Information Technology
- Planning, Assessment and Data Analytics
- Policy & Compliance
- Project Management



CU Boulder Life

CU Boulder is more than a university. It is where students live, work, play and ultimately thrive. Student Affairs creates a student-centered campus community that connects students to everything they need to grow to their fullest potential.

Fall Welcome

When applicants commit to CU Boulder, they become engaged through communication and orientation from [New Student & Family Programs](#), [University Housing](#) and [Residence Life](#) with the expertise of [Student Affairs Communication](#). The aim is to make their transition clear and smooth. [Fall Welcome](#) begins when students arrive on campus with moments designed to create a fun, exciting and welcoming atmosphere. Fall Welcome includes move-in and other engaging activities for students to learn about campus, meet new people and discover opportunities to become involved.

STUDENT CONNECTIONS

The 2022 Fall Welcome had increased engagement compared to 2021, demonstrating continued recovery from the impacts of COVID-19. More students reported finding lasting connections through Fall Welcome programs, with **82% of students indicating they met at least one person with whom they expected to stay in contact.**



FAMILY ENGAGEMENT

5,683 family members engaged with family tents at Fall Welcome.

Family engagement increased from the previous year throughout the 2022-23 academic year.

2,133 family members engaged in webinars, and 504 family members engaged in coffee hours.

5,683

FAMILIES ENGAGED AT FALL WELCOME

ENGAGEMENT INCREASED FROM THE PREVIOUS YEAR





Making CU Boulder home

Life at CU Boulder begins with living on campus for most first-year students. Living in the residence halls helps students build community and gain a sense of belonging as they transition to college life. The relationships students make during their first year can last a lifetime. [Residence Life](#), [University Housing](#), [Housing Facilities](#) and [Campus Dining Services](#) work diligently to provide a comfortable, healthy and engaging environment to promote well-being.

Students living in the residence halls have a foundation of support, including the [Residential Experience](#), which promotes four core components: academic responsibility, community responsibility, social justice responsibility and personal responsibility. Resident advisors (RA) also serve a critical role in facilitating connection and community building.

STUDENT RESPONSIBILITY

As part of the Residential Experience, Career Services offered a Skills for Success and Academic Responsibility Program. **88% of student respondents were satisfied** or very satisfied with the program.

88%

STUDENT RESPONDENTS WERE SATISFIED WITH SKILLS FOR SUCCESS PROGRAM

FOSTER BELONGING

Students who participated in two to four Buff Chats with an RA were 2.5 times more likely to strongly agree they belong at CU Boulder, which we consider high for a sense of belonging. If they reported zero Buff Chats, they were three times more likely to strongly disagree with the statement.



Involvement and connection

Involved students develop a sense of connection and community with others at CU Boulder, which is critical for their well-being and academic achievement. Extensive research suggests students who cultivate belonging through engagement in campus life, programming and organizations have higher retention rates and persistence to graduation.

The priority of the Division of Student Affairs is to support students in ways that enhance their connection to the CU Boulder community and help them develop a sense of belonging.

CENTER FOR STUDENT INVOLVEMENT

In post-event surveys, about **90% of students indicated a high level of satisfaction with Center for Student Involvement (CSI) events.**

69% of students reported feeling a sense of community and connection with the larger CU campus through CSI participation. In addition, 61% agreed they were able to meet at least one person with a different identity than their own.

FRATERNITY AND SORORITY LIFE

Compared to the overall sample of second-year students at CU Boulder, **students who were members of a fraternity or sorority chapter were two times more likely to strongly agree they belong at CU Boulder.** Black students were four times more likely to strongly agree with the same statement when they reported being a chapter member.

In addition, students who reported being a chapter member were 2.5 times more likely to feel a connection with the CU Boulder community.



RECREATION SERVICES

More than 50% of participants in the 2023 Rec Interest and Experience Survey identified improved academic performance as a top benefit of participating at the Rec Center.

83% of students surveyed indicated that using Rec Services facilities and programs contributed to their sense of belonging on campus. Students who reported using the Rec Center were nearly two times more likely to strongly agree that they belong at CU Boulder.



Building blocks for success

Part of life at CU Boulder includes opportunities that develop students for life after college. Volunteering, working on campus and participating in career development help students develop skills, gain experience and build their professional network.

CAREER DEVELOPMENT

22,871 members of the CU Boulder community used [Career Services](#) during the 2022-23 academic year. The most popular engagement was Handshake, an online employment recruitment tool with 18,811 unique users.

Employer attendance at career fairs increased by almost 15%, with 544 employers in 2022-23 compared to 474 employers in 2021-22.

82% of students who met with a career advisor also engaged in at least one other Career Services offering.

22,871 | CU Boulder community members used Career Services during 2022-23

EXPERIENCE THROUGH VOLUNTEERING

The [Volunteer Resource Center](#) (VRC) offered four Alternative Breaks programs in which students engaged in a week of meaningful service over spring break. Site leaders were surveyed after their experience, and 100% of them indicated that the experience allowed them to develop, practice and apply leadership skills.

100% | of site leaders developed, practiced and applied leadership skills

WORKING ON CAMPUS

93% of [Conference Services](#) (CUCS) student staff scored above average in connecting knowledge to application, professionalism, leadership, communication, critical thinking, problem-solving and teamwork.

100% of students working for Conference Services indicated they would work for them again.

100% | of students would work for Conference Services again



“The amount I have learned in just a few months is so exciting. To be able to work a whole other year at CUCS would mean so much for my growth. I feel safe, productive and happy coming into the office.”

– Conference Services student staff member

Sense of belonging drives student success

Belonging matters for a student's success and well-being. Student belonging means developing a sense of connection and community with others at CU Boulder, including peers, faculty, staff and community members. The Division of Student Affairs offers programs and resources that foster belonging and help students thrive in every aspect of their experience at CU Boulder.

Students who feel supported and engaged demonstrate improved academic performance, mental health and dedication to completing their education. The need for students to develop a sense of belonging aligns with the mission of Student Affairs to develop and implement innovative programs and services that positively impact student success, retention and graduation rates, engagement and campus climate.

Cultivating a sense of belonging

Student belonging is at the heart of Student Affairs, which we demonstrate through intentional goals and initiatives.

- Provide opportunities for students to connect with peers and develop friendships and community.
- Develop a sense of belonging for first-year students as they transition to CU Boulder.
- Identify potential factors and experiences as key influencers contributing to a sense of belonging.

Integrated support for student belonging

The pandemic disrupted student involvement as events and programs were canceled or moved online. The 2022-23 academic year was a time to reestablish programs and events without the restrictions required during the pandemic. As students recover from the academic, social and mental health impacts of the pandemic, cultivating a culture of student belonging is even more critical.

[Planning, Assessment and Data Analytics \(PANDA\)](#)

evaluated students' sense of belonging and the involvement opportunities that contributed to a high sense of belonging in the 2022 End of First Year Survey administered in April 2022*. First-year survey participants reported an overall moderate sense of belonging and mattering.

The data reflects the need for continued focus to help students feel engaged and connected at CU Boulder. As we move forward, belonging continues to be a top priority for the Division of Student Affairs. Departments within Student Affairs collaborate to create an atmosphere that promotes involvement and engagement throughout the student journey. Findings from 2022-23 demonstrate the positive impact of student involvement on belonging.

- **Student involvement helps develop close friendships.** Students reporting at least one close friendship beyond a roommate are about two times more likely to agree that they belong at CU Boulder.

Belonging Statements	# Responses	% Agreement	Avg	Std Dev
People at CU Boulder accept me.	807	66%	4.64	1.07
I belong at CU Boulder.	801	62%	4.56	1.22
I fit in well at CU Boulder.	819	54%	4.34	1.31
I feel a connection with the CU Boulder community.	821	49%	4.20	1.35

Mattering Statements	# Responses	% Agreement	Avg	Std Dev
There are people on campus who are genuinely interested in me as a person.	822	65%	4.65	1.20
There are people on campus who care about my future.	811	64%	4.62	1.20
People on campus are generally supportive of my individual needs.	806	56%	4.48	1.09

* PANDA used MS Power BI and the Key Influencer visualization tool to analyze belonging data through a regression-type model. In doing so, PANDA was able to identify several key factors that may contribute to a sense of belonging among first-year students.

STUDENT PERSPECTIVES

student leaders Q&A

Students are at the heart of Student Affairs, and their perspectives matter most! CU Boulder student leaders understand the value of involvement in their educational experience, leadership development, relationships and sense of connectedness to the campus community.

Q: How has becoming involved enhanced your experience at CU Boulder?

A: By getting involved, I was welcomed to many life-changing opportunities that I wouldn't have experienced if I never got involved. By getting involved, I was able to become the director of CU GOLD, which in turn led me to interact with wonderful people and get a chance to help students develop their leadership skills.

- **Matthew Miranda**, senior, Political Science & Communication

Q: How has your experience participating in organizations, programs, activities or events helped you feel connected to CU Boulder?

A: I became active in CU American Society of Landscape Architects, CU American Institute of Architecture Students and Diverse Scholars. This allowed me to stay in the know about events and fun activities on campus. While attending events, I was able to network with fellow students at CU and gain new friendships and feel that I was getting the most out of my college experience. This also helped me gain more school spirit and pride in where I am attending school and made me want to be even more involved on campus.

- **Austin Shoer**, senior, Environmental Design emphasis in Landscape Architecture

Q: How has participating on campus helped you develop relationships with peers, mentors or others at CU Boulder?

A: The experiences that helped me find a community at CU Boulder are all different! I never got to tour the campus before deciding to attend and didn't step foot in Colorado until moving to campus in 2020. I chose CU because I wanted an adventure and something completely different from what I was used to, and with that, I had to get outside my comfort zone. I applied for Student Ambassadors, joined Greek Life, joined a Club Sports team and more throughout the years. I found my greatest friends in the most unexpected places just by taking a chance and trying something new.

- **Ella Peterman**, senior, Panhellenic Council, vice president recruitment



- CU mentors guide student success.** Students with a mentor at CU are about two times more likely to strongly agree they belong at CU Boulder. Students are approximately five times more likely to disagree or strongly disagree if they do not have a mentor. An [Academic Success and Achievement Program \(ASAP\)](#) survey indicated 85% of students who used peer tutoring services agreed or strongly agreed they gained a mentor as a result of engaging with their peer tutor.
- Relationships with classmates cultivate belonging.** Students are seven times more likely to agree they belong at CU Boulder if they have more than one classmate relationship.
- Student organization involvement drives student connection.** Students are two times more likely to strongly agree they belong at CU Boulder if they attend student organization activities often. However, students are about 2.5 times more likely to strongly disagree if they never attend student organization activities.
- Community service participation benefits student belonging.** Students are two times more likely to strongly agree they belong at CU Boulder if they participate often in service activities sponsored by CU. However, students are nearly 6.5 times more likely to strongly disagree if they never participate in service activities.

DEI at the core of Student Affairs

The Division of Student Affairs integrates diversity, equity and inclusion within our departments and programs as part of the [university's goal to advance DEI](#).

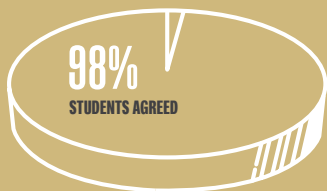
Student Affairs welcomed the [Center for Inclusion and Social Change](#) (CISC) to the division this year. This move has allowed for a closer partnership between CISC and Student Affairs departments, benefitting our students by providing more holistic support.

CISC supports students from multiple identities by empowering student growth and development and helping cultivate a sense of belonging by nurturing innovative spaces that educate and celebrate diverse communities. CISC offers education, programs, events and other resources for students to feel connected and supported.



FIRST-GENERATION PROGRAMS AND ENRICHMENT OFFICE

Out of 142 first-generation students who responded to a survey, **98% strongly agreed that academic success workshops provided them with study techniques and strategies which improved their academic experience** at CU Boulder.



EDUCATION AND SOCIAL CHANGE OFFICE

The Office of Education and Social Change offered **57 workshops and hosted 1,050 participants with 97% satisfaction** with their workshop offerings. Workshop topics included inclusive leadership, implicit bias, interrupting racism, microaggressions, interrupting sexism and intersectionality.



INTERCULTURAL ENGAGEMENT OFFICE

Intercultural Engagement hosted 13 UndocuAlly trainings with 333 participants. **92% of participants agreed the training gave tangible skills, ideas or knowledge** to support CU Boulder's undocumented community. **90% agreed the training helped increase their understanding of the legal, financial, mental health and other challenges** faced by undocumented individuals.



PRIDE OFFICE

The Pride Office **increased program offerings with a total of 79 programs, a 25% increase from 2021-22**. Program attendance also increased with 2,470 participants, an 88% increase from 2021-22.





Events and actions integrate DEI goals

Throughout the 2022-23 academic year, CU Boulder's Division of Student Affairs hosted events and took steps to advocate for representation and integrate inclusion into campus life.

- [National Pan-Hellenic Council](#) joined CU Boulder and added historically Black fraternities and sororities to Fraternity and Sorority Life's affiliated groups.
- The [Buff OneCard office](#), in partnership with CISC, created new cards for students who were either transitioning or had preferred name changes.
- 91% of users with dietary restrictions had their food needs met at the [Buff Pantry](#). 100% of users agreed the Buff Pantry is a safe and welcoming space.
- CISC hosted the [TRANSforming Gender conference](#). The event had more than 650 attendees, where 25% of attendees were from the CU community. 78% were new attendees.
- CISC hosted the annual [Women's Leadership Symposium](#). The event had 134 attendees, with 93% finding the sessions valuable to their personal lives and 91% to their professional lives.



Staff invested in DEI growth and development

This academic year, we set a goal for the entire division to attend at least one DEI training. 87% of Student Affairs attended at least one training. The most popular training options completed by staff were:

- What you Need to Know about Pronouns (training)
- This is [Not] Who We Are (film screening and panel discussion)
- Journey to Inclusive Cultures (workshop)
- The Effects/Characteristics/Antidotes of White Supremacy Culture (workshop)
- UndocuAlly (training)

Staff were asked to reflect on their training regarding the connection to their work and what next steps were for them.

- 71% of staff reported foundational learning, which means they learned a new framework or concept, were just starting their DEI learning path, or had other areas of growth tied to the core understanding of DEI concepts.
- 21% of staff indicated they chose a specific training to support students better.
- 19% indicated they wanted to learn from others.
- 18% reported wanting to create equity and inclusion.
- The top two key takeaways staff had from trainings were recognition of systems of power or oppression and learning a new skill in their training.
- With regard to the next steps, 33% of staff indicated the need for more self-work, 18% indicated outreach or connecting with others to learn more, 15% indicated addressing systems of power or oppression, and 14% will apply their new learning.

87%

of Student Affairs attended at least one DEI training

71%

of staff reported foundational learning



Individualized student support

CU Boulder cares deeply about the needs of our students, including student conduct and specialized student support. Student Affairs provides support throughout the student journey, including moments when students may stumble or need individualized care. Students do not need to face challenges alone. Student Affairs can connect them to

resources to address a spectrum of needs, so they feel seen, valued and encouraged.

We approach student needs with individualized care through programs, resources and services. We are committed to the mission of supporting the health and well-being of every student.

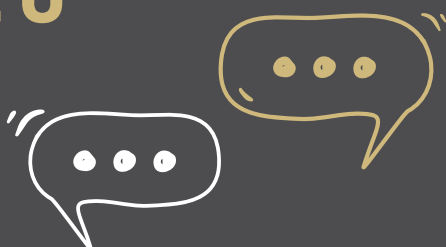


STUDENT CONDUCT & CONFLICT RESOLUTION

Student Conduct & Conflict Resolution (SCCR) supported and surveyed 2,679 students who engaged in a resolution meeting with a conduct officer or attended a restorative justice conference.

After the conduct process, 63% of survey respondents reported feeling very confident in their ability to consider the potential impact of actions. 71% of students reported feeling very confident in taking actions that are consistent with values. And approximately 77% of students stated that they would not make the same decision today.

2,679 students engaged in a resolution meeting or attended a restorative justice conference



STUDENT LEGAL SERVICES

Out of 498 students served, 71% of Student Legal Services (SLS) clients received some form of financial assistance to attend CU.

100% of students who completed the SLS post-process survey agreed or strongly agreed they would recommend SLS to other CU Boulder students in need of assistance.

100% of students who completed the SLS post-process survey agreed or strongly agreed that after meeting with SLS, they were better able to understand their legal options.

95% of students who completed the SLS post-process survey agreed or strongly agreed they could avoid problems in the future because of SLS' help.

100%
of surveyed students would recommend SLS

100%
of surveyed students better understand their legal options

95%
of surveyed students can avoid future problems

2,045

students engaged with SSCM during 2022-23



students used VA education benefits

2,254

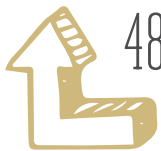
100%

of respondents felt comfortable and confident networking



1,865

new Ralphie's List users



48% increase in usage

86,704

total site visits

parties registered with OCHNR

1,056

STUDENT SUPPORT & CASE MANAGEMENT

2,045 students engaged with Student Support & Case Management (SSCM) during the 2022-23 academic year, with the majority receiving resources about processes, services and support.

VETERANS & MILITARY AFFAIRS

The Veterans & Military Affairs (VMA) academic advisor met with an average of 15 students per week, totaling 535 students. These meetings included course selection, GI Bill questions, major exploration and academic barriers.

VMA career coaching conducted 74 one-on-one sessions with 46 students throughout the 2022-23 academic year.

A total of 2,254 students used VA education benefits.

In a confidence survey after Veteran Networking Night, 100% of respondents reported they felt comfortable and confident networking and that the networking night helped them achieve that level of comfort.

OFF-CAMPUS HOUSING & NEIGHBORHOOD RELATIONS

During the spring semester, 1,865 students registered as new users of [Ralphie's List](#), CU Boulder's online tool to connect students to local rentals, roommates and other off-campus housing resources.

Ralphie's List had 58 new property listers who posted 119 new listings.

Total usage increased 48% from the fall semester, with 86,704 site visits in the spring compared to 58,589 in the fall.

During the 2022-23 academic year, 1,056 parties were registered with Off-Campus Housing and Neighborhood Relations, and of those registered parties only two received tickets.

The Basic Needs Center opened

In 2018, the CU Boulder food security survey revealed that approximately one-third of survey participants experienced some level of basic need insecurity while being a student at CU Boulder. The Division of Student Affairs strives to remove barriers and help students accomplish their academic, career and personal goals. In the fall of 2022, we proudly advanced this mission by opening CU Boulder's on-campus [Basic Needs Center](#) (BNC).

Launching the BNC brought additional assistance for students facing food and housing insecurity. As the new campus care collective, the BNC connects students to essential resources, including collaborating with on-campus and community partners.

About the Basic Needs Center

The BNC aims to provide equitable basic needs services related to food and housing insecurity for our campus community and advocate for systemic change to address access barriers to basic

needs. It offers students education on navigating local and national resources and can provide support in emergencies, including emergency housing resources.

Food insecurity services

The BNC operates the [Buff Pantry](#) and [mobile food pantries](#). The Buff Pantry is the on-campus food pantry supporting students facing food insecurity. In addition to student support, mobile food pantries expand BNC services to supply food for faculty, staff and community members in Boulder and Broomfield counties. *In total, 236,916 pounds of food were distributed through the Buff Pantry and mobile food pantries.*

In the spring of 2023, the BNC partnered with Hunger Free Colorado to gain access to directly enroll students in the [Supplemental Nutrition Assistance Program](#) (SNAP), which provides direct cash assistance to purchase food.

MOBILE FOOD PANTRIES

13 PANTRIES HAD

3,872

VISITORS

110,236

POUNDS OF FOOD
DISTRIBUTED

171

VOLUNTEERS

MOBILE FOOD PANTRY DEMOGRAPHICS:

715 undergraduate students **140** faculty members
1,003 graduate students **215** community members
1,799 staff members

BUFF PANTRY

1,230

STUDENTS VISITED

9,095

TOTAL VISITS

44%

SURVEY RESPONDENTS
VISITED WEEKLY

BUFF PANTRY DEMOGRAPHICS:

77% graduate students
19% undergraduate students
62% international students



Emergency housing services

The Basic Needs Center helps students facing housing insecurity find emergency housing and other resources to support their needs. These vital services prioritize student safety and well-being by securing housing placements or financial assistance.

A student employee at the Basic Needs Center shared they were most proud of their efforts when the students in emergency housing transitioned to long-term housing.

“ I LOVE SHARING
IN THEIR EXCITEMENT
AND OPTIMISM, AND IT
MAKES OUR IMPACT FEEL
VERY TANGIBLE. ”

- Hayley Thomas, senior in International Affairs

EMERGENCY HOUSING PLACEMENT

21 students were placed in emergency on-campus housing from September 2022 through the end of the academic year, with an average stay of 40 nights.

Reasons for emergency housing placement:

- Safety concerns.
- Lived in an apartment that was deemed uninhabitable.
- Faced chronic homelessness.
- Kicked out of their home.
- Were unable to afford rent.

HOUSING ASSISTANCE

50 students were provided financial assistance for housing during the 2022-23 academic year.

The students who received housing assistance or placement identified as:

- Approximately 75% were undergraduate students.
- Approximately 26% were graduate students.
- 50% were part of BIPOC communities.
- 49% were Pell eligible.

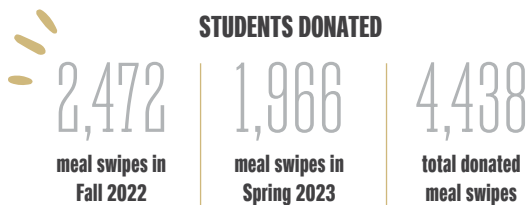


We work together to address basic needs

Partnerships across campus support the initiative to ensure each student has access to resources supporting their basic needs. This collaborative effort allows students, faculty and staff to contribute to our campus community.

Student generosity

The Swipe It Forward program allows students to donate up to two swipes from their meal plan to contribute to emergency meal cards for other students.



Connection to resources

[Student Support & Case Management](#) (SSCM) established a referral process for students expressing concerns about meeting their basic needs. SSCM connects students to numerous resources to address their overall needs, whether mental health, conflict management, or food and housing resources.

SSCM REFERRED

266

students to the Basic Needs Center

Housing guidance

Students can receive free lease reviews with the [Off-Campus Housing & Neighborhood Relations](#) (OCHNR staff attorney).

THIS YEAR

971

students met with OCHNR for a lease review



STUDENT PERSPECTIVE

Basic Needs Center Q&A

Student employees and volunteers help make the Basic Needs Center run smoothly and meet the needs of our students accessing resources. Not only do our student employees and volunteers contribute to a positive campus experience, but they gain valuable insight and connection and enhance their time at CU Boulder.

Q: How has having an on-campus Basic Needs Center made it easier to support students facing food and housing insecurity with resources?

A: Having an on-campus basic needs center has made it substantially easier to provide resources to students facing food and housing insecurity. Oftentimes, one of the largest barriers to support is accessibility, whether it be mobility or transport limitations, time limitations, or even just locality or familiarity issues. By being on campus, resources can be offered to students in a familiar manner which can provide a stronger sense of community. As food and housing insecurity can be an emotionally intense subject to approach for many, having support from one's community is essential.

Q: How do the Buff Pantry, mobile food pantries and SNAP application process work together to support students facing food insecurity?

A: While the Buff Pantry and mobile food pantries provide tangible food resources to students, they do not meet the needs of students facing more extreme food insecurity. Enrollment in SNAP can provide that supplemental support. The Basic Needs Center provides outreach to students with high-needs food insecurity to enroll in SNAP, which can provide them a monthly financial benefit to support the purchasing of groceries. If a student continues to meet eligibility requirements, they can remain enrolled in the program for as long as it serves them.

Q: What is your proudest accomplishment from the BNC over the last year?

A: My proudest accomplishment has been events. It has been rewarding to see all of the work put into events come together to create a fun and educational environment. For the Love Yourself event, I worked hard to create a fun and relaxing environment with crafts and self-care goodie bags in partnership with Counseling & Psychiatric Services and Health Promotion. The turnout for this event was over 50 people, and the feedback indicated attendees had a positive experience. I am also very proud of the Virtual Cook Alongs. In the end, this event was able to provide nutrition and life skills education while promoting community connections.

Q: How were you personally impacted by your interaction with the BNC?

A: While I haven't been volunteering for that long, it's definitely given me a better understanding of the importance of food security and access. I've been really surprised at how many new and returning customers we have had, even in the summer, which shows the importance of the pantry to the community. From a personal standpoint, although I'm lucky enough to have my needs taken care of, I still sometimes struggle to afford food with the outrageous Boulder prices, so the pantry has been very helpful this summer. Additionally, it is clear how much the staff cares, and that is reflected in the atmosphere, where everyone is always taken care of and shown respect. Overall, it's been a great experience, and I'm excited to continue volunteering!

Housing Master Plan

The Housing Master Plan is a strategic plan developed in 2020 to address housing shortages for students, faculty and staff in the CU Boulder community. The plan includes new housing options and renovations of existing campus housing with an initial focus on undergraduate and graduate student housing.

Highlights from the Housing Master Plan

The [study](#) “assessed current housing offerings, analyzed preferences and satisfaction among the campus community, provided an understanding of options within the surrounding off-campus market, identified demand for new and/or renovated housing, and outlined the financial implications of implementing housing improvements.”

The methodology included interviews, focus groups, open houses, off-campus housing market analysis, peer benchmarking and surveys to numerous partners, including students, faculty, staff and community members.

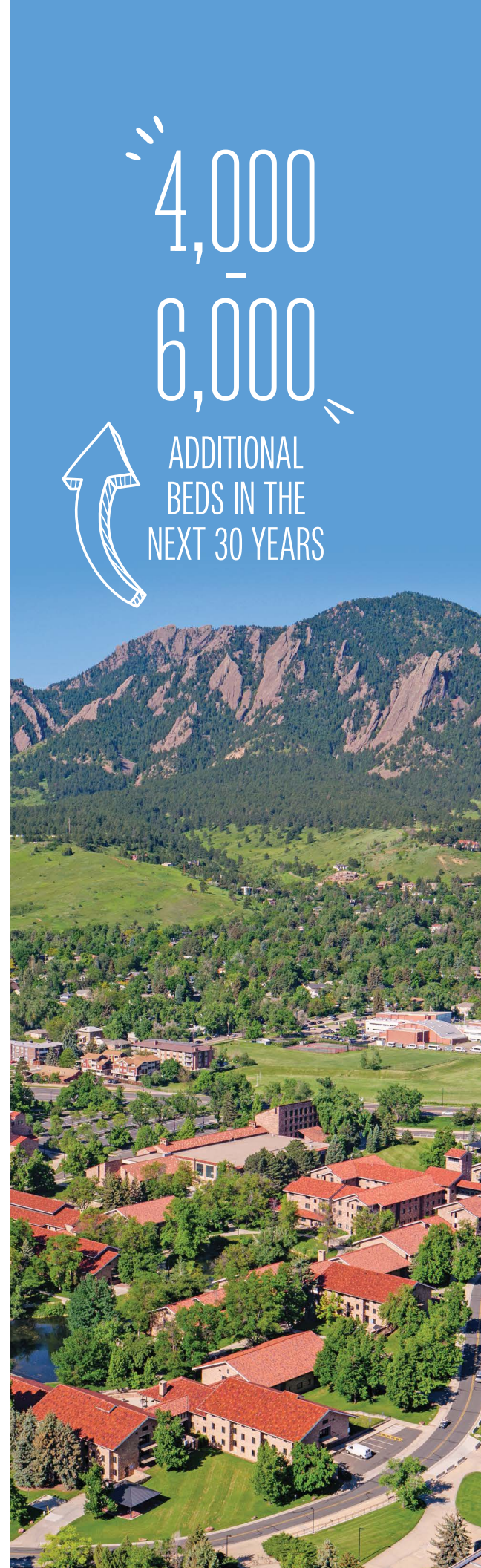
- The Campus Master Plan indicates the need for new on-campus housing of 4,000 to 6,000 beds in the next 30 years.
- 74% of students living in on-campus housing are first-year students.
- 71% of current housing options are traditional-style with community bathrooms.
- 65% of survey respondents were dissatisfied with the affordability of off-campus options.
- Market demand suggests an opportunity to grow and diversify housing offerings (apartment style) for returning undergraduate students.

Departmental partnerships

The success of the Housing Master Plan depends on interdepartmental partnerships.

- Several Student Affairs departments participated in the Housing Master Plan as consultants and researchers. The departments helped develop financial modeling and participated in focus groups and information sessions, including Student Affairs leadership, Housing Facility Services, Residence Life, University Housing, Campus Dining Services, Student Affairs Finance and Conference Services.
- Outside of Student Affairs, more than 73 campus partners participated in focus groups, listening sessions and Project Definition Rating Index instruments that measure the degree of scope development.

4,000
-
6,000
↑
ADDITIONAL
BEDS IN THE
NEXT 30 YEARS



Project goals

- Enhance opportunities for involvement in the campus community and serve as a catalyst for student success and retention through campus housing.
- Expand the current housing program beyond a substantial first-year student focus and offer more options for returning undergraduate students, transfer students, graduate students, faculty and staff.
- Diversify the unit types to add more suite and apartment options through new construction and renovations.
- Increase on-campus housing for students after their first year, especially in light of the strained Boulder and Front Range housing supply.
- Newly constructed residence halls will serve as a swing space for undergraduate students to live during renovations to modernize existing residence halls.



The Housing Master Plan opened the door to transforming our campus housing through new construction and renovations. The Board of Regents approved the first three housing projects in January 2021:

INITIAL DIRECTION:

1 Residence 1:

This project is for a 332-bed apartment-style building focusing on housing for returning undergraduate students. The tentative ground-breaking for this building is February 2024, with a fall 2026 opening.

2 Residence 2:

This project is for a 350-bed apartment-style building focusing on first-year graduate students. Construction will begin in February 2025, with a fall 2027 opening.

3 Farrand Hall:

Farrand Hall will undergo significant renovations starting in the summer of 2026 to modernize the facilities and increase efficiencies, as well as make it a more accessible and inclusive space. It will reopen in the fall of 2028.

Sustainability through Student Affairs initiatives

CU Boulder promotes sustainability as a campus initiative. In line with this overarching goal, the Division of Student Affairs actively integrates sustainability into our programs, events and goals. CU Boulder's [Environmental Center](#) is a leader in sustainability education and drives and supports campus initiatives for sustainability.

“ I ask our entire campus community to join in this call and to continue pursuing approaches and actions in which we can all contribute to climate solutions. Our work together will strengthen CU Boulder's decades-long status as a sustainability leader in higher education and make our university a beacon of hope and innovation for communities around the world. ” - Philip DiStefano, Chancellor

GIVE & GO DONATION DRIVE

Move-out produces tons of unwanted items headed for the landfill as students pack up to return home for the summer. CU Boulder implemented the [Give and Go Drive](#) as a solution to reduce waste and promote sustainability and generosity.

This year, the program collected approximately 20 tons of donations, many of which went to support the Buff Pantry.

20
TONS OF
DONATIONS

AWORLD APP LAUNCH

CU Boulder partnered with the [AWorld app from ActNow](#), the United Nations' campaign for individual action on climate change and sustainability. The app launched in April 2023, allowing students, faculty and staff to track their sustainability impact.

More than 150 users subscribed, with 1,740 actions logged for the first team challenge.



150+
USERS
SUBSCRIBED

CU NIGHTRIDE FLEET UPGRADES

[CU NightRide](#), a service provided by the [University Memorial Center](#), upgraded its fleet to all-electric vehicles.

The fleet now includes:

- 4 CHEVY BOLTS
- 2 TOYOTA RAV4S
- 1 TOYOTA CAMRY
- 2 POLARIS GEMS





SUSTAINABLE TRANSPORTATION

CU Boulder promotes [sustainable transportation](#) by providing free bus passes to students, faculty and staff.

Students can also sign up for free BCycle memberships and register their personal bikes to receive services from on-campus bike stations.

ALTERNATIVE BREAKS TRIP

Each year, CU Boulder students can choose to spend their spring break by donating their time to volunteer and bring positive change to a local community.

One of the spring 2023 [Alternative Breaks](#) programs allowed students to build sustainable environments with nature conservation.

PRIORITIZING COMMUNICATIONS ABOUT SUSTAINABILITY

[Student Affairs Communications](#) supported campus sustainability initiatives by promoting campus events, social media posts, and articles focused on education for students, faculty and staff, and communication to promote a positive community reputation through sustainability.

“ The Environmental Center appreciates partnering with both Residence Life and the city of Boulder to help students responsibly get rid of the items they cannot take with them when it’s time to move out. The Give and Go Drive has evolved over the years to make sure we can accept the most common materials and get them back into good use. It’s not just clothing, everything from toiletries and towels to clothes hangers and snow boots can be easily repurposed as students finish finals and leave for summer break. ”

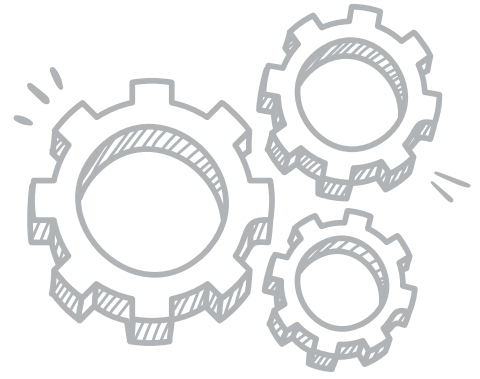
- Marianne Martin, Environmental Center associate director.

“ We are switching to sustainable vehicles because sustainability is a strong part of our campus culture. Our students want that. Families want that, and our community wants it. ”

- Ruairhi Payne, program coordinator for CU NightRide.



Behind-the-scenes support



Shared Services offers support to departments throughout the division to create cohesive operations, clear communication and a positive and consistent employee experience.

BUSINESS SERVICES

Offered training to Student Affairs staff on procurement and travel processes. 100% of training participants reported moderate or significant improvement in their understanding of the topics.

81% of Student Affairs units used the new Jira Service Portal for SA-BS, primarily for purchasing requests and travel receipts.

100%
of training participants reported improvement



HUMAN RESOURCES

21% of new Student Affairs staff participated in the newly implemented Student Affairs New Employee Orientation.

85% of Student Affairs Mentorship Program mentees reported that engaging in the mentorship program increased their sense of belonging and mattering at CU Boulder.

85%

OF STUDENT AFFAIRS MENTEES INCREASED THEIR SENSE OF BELONGING AND MATTERING



PLANNING, ASSESSMENT AND DATA ANALYTICS



Coordinated and supported 308 assessment-related projects and tasks in Student Affairs and in collaboration with campus partners.

93% of Student Affairs units had Assessment Plans on file with SA-PANDA.

90% of Assessment Liaisons reported their Assessment, Evaluation and Research competencies at a foundational level or higher.

**COORDINATED
308
ASSESSMENTS**



POLICY & COMPLIANCE



Conducted a holistic review of handbooks for Residence Life, Graduate and Family Housing, Live-In Staff and Club Sports that identified and corrected inconsistencies and potential inequities in policy and practice related to pets, housing disability accommodation processes, firearms, drugs on campus, fire codes, background checks, sex offender mandates and unmanned aircraft.

Conducted an operational review of the Conflict of Interest policy that identified inconsistencies in policy and application across campus and the division. Implemented updated policy with director-level staff.



66 Shared services are critical to the Division of Student Affairs. We provide operational expertise and support to the more traditional student affairs units so that they can focus their valuable time, energy and resources on the programs and services necessary for student success. Essentially, we support division staff so that they can support students. 99

- Crystal Cyr, Director of Assessment, Research & Data Analytics

COMMUNICATION & MARKETING



84% open rate of the Residence Hall Newsletter with the most student engagement related to living in the residence halls, breaks and tips for partying smart.

Family engagement in email communication increased to 70% from 63% in the previous year.

CU Boulder Life app experienced a 41% increase in total event views, with 158,503 views, up from 111,920 in the previous year. The app averaged more than 2,000 event views monthly.

INFORMATION TECHNOLOGY



98% of Help Desk users reported being very satisfied with SA-IT's speed of service, 99% with how helpful and professional the support representative was and 97% with the overall resolution of their issue.

Critical servers and domain controllers remained operational with 99.98% uptime or greater.

97%

of help desk users were satisfied with the resolution of their issue

FINANCIAL SERVICES

Managed \$207 million of revenue for Student Affairs.

Partnered with Conference Services to invoice \$4 million for approximately 150 events throughout the fiscal year.

Provided division cash management support of online payment operations, valued at \$1.9 million monthly.

**MANAGED
\$207
MILLION OF REVENUE**

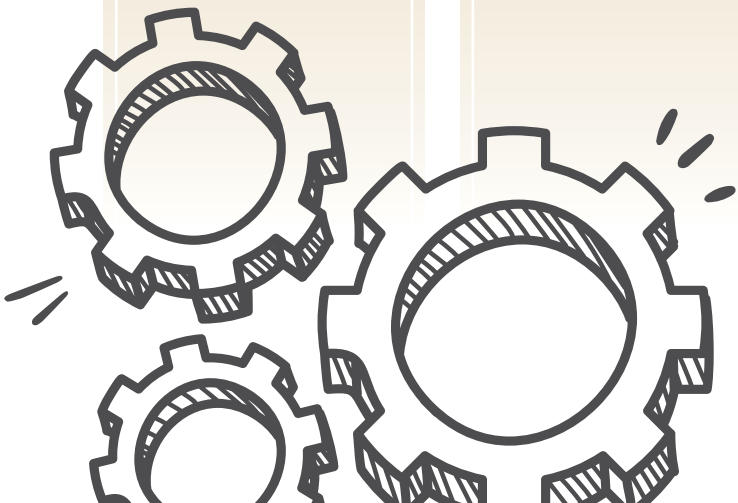


PROJECT MANAGEMENT



The project management team worked on 18 projects, comprised of 145 team members and supported over 25 unique units. These units included but were not limited to, Student Affairs, the Campus Controller's Office, the Office of Financial Aid, College of Engineering & Applied Science, Admissions, the Bursar's Office, Health & Wellness Services, Strategic Relations & Communications, Office of Information Technology and CU Boulder Student Government.

18 TEAMS | **145** MEMBERS | **25** UNITS





Division of Student Affairs
UNIVERSITY OF COLORADO BOULDER