Division of Student Affairs
*J. Andrew Shepardson, PhD, Dean of Student Affairs*

The 2011-2012 was a year of transition for the Division of Student Affairs—a new division head, two departments with new directors, and several staff members shifting responsibilities while we welcomed several new members to the division. The focus of the division, built upon a strong historical foundation, remained on the developmental education of our students. Essential to this was increasing collaboration across the division as well as across campus—a goal that saw some key accomplishments. While change can be difficult and our work challenging, the divisional success rests with the outstanding commitment and dedication of the 137 full and part-time individuals.

The Student Affairs Annual Report shares the successes, challenges, and vision of the ten departments within the division.

**Highlights**

Each report shares departmental highlights and staff achievement. On the divisional front, the increased collaboration, particularly with athletics, is a key highlight. As I shared in the Town Meeting in June, for me, the staff and community coming together in less than 24 hours to host a large-screen viewing of our women’s final four basketball game on the Greenspace is a great illustration of our commitment to support each other. This is just one example among many of the renewed sense of community within the division.

Our first annual Student Affairs Conference, held in January, was a way to highlight programs and trends within Student Affairs, provide insight into the work that we do, and come together as a division and university to talk about how to better serve our students. With over 120 attendees and 16 sessions, the day covered such diverse topics as working with international students, creating academically and athletically competitive athletics programs, providing an inclusive environment, and using technology.

Several programs have been recognized externally as well. Our DevelopU peer education program received the NASPA Silver award and our OneLess alcohol prevention program was featured in *Student Affairs Today*. Individual members of our division continue to shine with Gerri Taylor, Associate Dean, being a Board member of the American College Health Association, and Pap Sarr, Director of the Center for International Students and Scholars, being awarded the Fulbright for International Education Administrators. Of course our signature events, Spring Day and Commencement Week, were well-managed, balancing student engagement and fun with strong risk management and educational foundations. The division, with help from many other University departments, managed to move our Groove Boston Halloween Dance from a tent on the quad to the Dana Center due to what turned out to be our most significant snow fall of the season; this all happened in less than 24 hours.

The athletic report outlines the major team and individual accomplishments of our varsity program, with our women’s basketball Final Four NCAA Championship appearance and Brett Gensler winning the Walter Brown Award as two key highlights. While winning is important, the hallmark of our athletics program has and will continue to be our commitment to the academic success of our scholar athletes. During the fall semester we led the NE-10 Conference with highest percentage of athletes on the Commissioner’s Honor roll.

**Challenges**

Our year was not without key challenges that go above and beyond the trials that we face every day. The year started with the unenviable task of informing and working with students on significant budget issues (the possibility of eliminating cable and collecting parking fee). As always, our student leaders were open and receptive to the conversation, provided opportunities for the student population to give feedback, and made strong recommendations for keeping cable while understanding that a parking fee made sense. Working with
the students, we were able to identify issues with our current cable provider, and for the same operating costs, contract with a new vendor providing a better channel lineup and more HD content.

As with all areas of the University and all of higher education, we face budget challenges. Identifying priorities and increasing efficiency are key strategies to ensure that we provide the best opportunities for students while balancing the cost. We have, as a division, been successful at maintaining services and programs despite decreases in operating budgets and staffing numbers. However, as services increase in cost (for example, the hourly rate of the campus shuttle has gone up almost 30% since 2007, and the costs of NCAA conference fees, referees, and bus expenses for athletics rose 19%), expenses in the educational and programmatic operating budgets are cut to balance the budget. We are grateful for the support that we have and will continue to be diligent in our efforts to manage resources wisely.

As we ended the year, we moved our student organizations out of the Bentley Bubble to make room for administrative offices (the Residential Center) while construction in the LaCava Conference Center created new space for Undergraduate Admissions. As a result, the Office of Counseling and Student Development had to move from LaCava to the former Residential Center. While the students and staff who moved have been gracious and understanding, the year will be difficult for all, especially our student organizations and services that relied on Bubble operations. Our Student Government Association reported to the Board of Trustees in February that space was a major concern for them, specifically the loss of the Bubble. They expressed the need for more informal academic study spaces as well as space for large-scale programs that will build community.

Assessment
The Division of Student Affairs recently implemented a systematic and comprehensive assessment of its programs (see chart below). Summaries of these are included in each of the departmental annual reports. Every academic year, departments will conduct a year-long assessment in one of four key areas: learning outcome assessment, benchmarking best practices, student satisfaction, and national comparisons on a variety of survey data (e.g., Noel Levitz Student Satisfaction Survey or American College Health Association’s National College Health Assessment). Each cycle should lead to a focus for the next cycle (e.g., student satisfaction in year one may lead to a specific focus for national comparisons in year two). Two areas compare the programs and services externally (benchmarking and national comparisons), while two focus internally (student satisfaction and learning outcomes).
**Divisional Vision for 2012-2013**

The division will launch a new strategic vision that will guide divisional efforts as we approach the centennial of the University. Aimed at helping Bentley achieve the institutional strategic vision, the divisional plan will center on preparing students for life after Bentley, living a balanced life now and in the future, and instilling pride in the institution. During the academic year, the focus will be on outlining how the division can achieve the goals as well as the metrics to ensure our success.

In addition we will continue our collaborative efforts within division and Bentley as a whole. Key areas of developing the campus community will include a strong focus on varsity athletics as well as on our arts initiatives. We also look to be strong partners with Marketing and Communication as we unveil a new brand for the University and look forward to helping the launch of the brand at Convocation on August 28, 2012.
Athletics

Robert DeFelice, Director of Athletics

There were a number of outstanding accomplishments during the year, both team and individual, but at the top of the list is the success of the women’s basketball team. Coach Barbara Stevens’ team won its 20th regular season Northeast 10 (NE-10) Conference championship in 31 years, was ranked number one in the country for Division II basketball in late November for the first time in the program’s history, and held the position throughout the month of December. As for the postseason, the team traveled to San Antonio, Texas where they overcame a 19-point deficit to get past number one ranked Wayne State College (Neb.) in the NCAA Division II Elite Eight game and reached the NCAA Division II Final Four, playing Ashland University. While that contest did not go as the Falcons would have liked, it was still a banner season for Stevens and her team. In the final USA Today/ESPN Division II Coaches Poll, the Falcons finished the season ranked third nationally.

Another remarkable team success was the Division I men’s hockey program. The team reached the quarterfinals of the Atlantic Hockey playoffs, was in contention for the conference regular season championship until the final weekend, and improved on last year’s record by six wins overall and three places in the standings. Ryan Soderquist was chosen as the Atlantic Hockey Coach of the Year for the second time in four years, and Alex Grieve received the conference’s Rookie of the Year award.

The men’s and women’s swimming and diving teams had another remarkable year repeating as team champions at the New England Intercollegiate Swimming and Diving Association (NEISDA) Championships. The women’s team was represented in the NCAA Division II Championships by junior Jessica Hodsdon, Mike Walsh was named the NE-10 Men’s Diver of the Year, Nadine Edwards was selected as the NE-10 Women’s Rookie of the Year, and Rick Danehy was honored as the NE-10 Men’s Diving Coach of the Year. Danehy also received the same award from the NEISDA.

Other notable team achievements were women’s cross country, led by freshman sensation Tara Dooley and junior track All-America Amy Varsell, ranked in the national top 25 and qualified for the NCAA Division II Championships as a team, both for the first time. At nationals, Bentley turned in a solid effort, placing 22nd overall. The team had second-place showings in both the NE-10 and NCAA Division II East Regional championships. Women’s indoor track was ranked ninth by the United States Track and Field and Cross Country Coaches Association (USTFCCCA) in their Division II program of the year standings and men’s golf claimed the NE-10 Conference championship.

Throughout the year, there were also many individual student-athlete accomplishments. Lauren Battista had an amazing year for the Bentley women’s basketball team, collecting numerous awards for both athletic and academic excellence. The on-court list includes both NE-10 and Daktronics Division II East Region Player of the Year as well as the Women’s Basketball Coaches Association Division II All-America honors. In addition, she was named to the 2012 Capital One All-America Division II Women’s Basketball Second Team, the only sophomore to be named on the first, second, or third teams. Battista, who has posted two straight 4.0 semesters, was also selected as a Capital One NCAA Division II Academic All-America (only two Division II players in the country were named to both the All-America and Academic All-America teams) and for the NE-10 Sports Excellence Award for Women’s Basketball bestowed on the conference’s top scholar-athlete. Amazingly, she accomplished all this, and went over 1,000 career points, as a sophomore.

In one of the greatest honors ever bestowed on a Bentley student-athlete, Brett Gensler was named the recipient of the 2012 Walter Brown Award, which is presented annually by the Gridiron Club of Greater Boston to the top American-born hockey player in New England. The award is the oldest in college hockey, dating back to the early 1950s, and since the creation of Hockey East in 1984, had been won exclusively by players from either Hockey East institutions or Harvard. Like Battista, Gensler is also only a sophomore.
Junior Amy Varsell, a standout both athletically and academically, earned her third NCAA Division II All-America award when she finished third in the 800 meters at the NCAA Championships in March. Varsell was selected as the Division II East Region Women’s Indoor Track Athlete of the Year by the USTFCCCA, and was also chosen for the NE-10 Sports Excellence Award for Women’s Indoor Track.

Football quarterback Bryant Johnson was chosen as the inaugural recipient of the Jack Daly Award by the Jack Grinold Eastern Massachusetts Chapter of the National Football Foundation. This award is presented annually to a college football player in the Chapter footprint based on academic performance, community service, and demonstrated football ability. Johnson, a graduate student, was previously honored with the prestigious Swede Nelson Award (college division) by the Gridiron Club of Greater Boston for exceptional achievement in sportsmanship, academics, and athletics.

Weston Zeiner became the first men’s soccer player in the program’s history to be selected to the Capital One Division II Academic All-America team by the College Sports Information Directors of America.

Academic performance continues to be a source of pride for Athletics. This year, Bentley featured the most student-athletes selected to the NE-10 Commissioner’s Fall 2011 and Spring 2012 Honor Roll (320 and 351 respectively) as well as the highest percentage of athletes on the honor roll (64% in the fall and 70% in the spring). 15 athletes were named to the Fall 2011 NE-10 Academic All-Conference Team, and 11 athletes were named to the spring list. In the spring semester alone, student-athletes maintained a 3.17 GPA, 40% of student-athletes were named to either the Dean’s or President’s list, 18 teams averaged over a 3.0 GPA, and nine student-athletes earned a perfect 4.0 GPA, representing eight different teams.

Bentley Athletics received significant media exposure during the year, including CBS Sports Network nationally broadcasting the women’s basketball national semifinal game. There were approximately 320 news stories that were posted to the website in the spring semester alone. The athletics website, www.bentleyfalcons.com, continues to display growth on a monthly basis; from February to April, there have been an average of 5,585 daily visitors, an increase of 24% over the same time period last year.

Amongst the overall community, the usage of athletic facilities remains high, with 169,117 patrons visiting the Dana Center and athletic fields from January through April. 26,180 people visited the pool, 46,578 entered the fitness center, 13,680 are participated in the intramural program, 10,370 were related to club sports and other recreational activities, and 6,250 were attributed to community-wide events.
Athletic Facilities Usage
January-April 2012

- Varsity Athlete Practice: 32%
- Pool Activity: 17%
- Fitness Center: 31%
- Bentley Community Events: 4%
- Club Sports & Recreation: 7%
- Intramurals: 9%
Center for Health and Wellness
Gerri Taylor, Associate Dean/Director of Health and Wellness

Department Overview
The mission of the Center for Health and Wellness is to promote public health in the Bentley community, foster healthy lifestyle choices, and reduce risky behaviors utilizing state of the art technology, communication methods, and health promotion principles; to provide professional, confidential, accessible, evidence-based clinical health care for all full-time students with a commitment to and respect for diversity, enabling students to achieve optimum personal and academic performance; and to promote lifelong physical and emotional growth, and foster personal and social accountability and ethical decision-making.

Executive Summary
The Center for Health and Wellness continues to be almost fully booked with appointments with 40-60 students seen each day. Most students have been able to obtain same day appointments all year due to the absence of any major outbreaks of influenza or other communicable illnesses. At this point, the clinicians have only one exam room each, and as a result, the providers can only see one patient at a time. It is statistically expected that the numbers of patients seen will remain constant until the Center has more space for additional exam rooms.

In April 2012, the Public Health Service Act and the Patient Protection and Affordable Care Act mandated health insurance benefits for college students. These require higher levels of coverage than in the past. The Center for Health and Wellness had anticipated the insurance mandates and pre-emptively put the mandated benefits in place in order to be compliant with the requirements. Benefits were gradually added over the past two years in anticipation of the mandates in order to avoid any one time major increase in cost to students who purchase the plan offered through the University.

The staff continues to demonstrate a remarkably strong ability to respond to critical situations. This was most apparent as all staff members worked as a team to accommodate the needs of the students, families, and community in response to the accidental death of one of our graduate students this spring. While the Director and Associate Director were gathering information, assisting with identification of the student, and helping the family, the office continued to provide care for other students, support the friends of the deceased student, and manage many calls about the situation.

Highlights
The year began with the promotion of Gerri Taylor to the position of Associate Dean of Wellness, overseeing the health and counseling areas. There were also three other staff promotions: Margaret Fitzgerald to Associate Director, Jessica Greher Traue to Senior Assistant Director, and Tara McCauley to Office Coordinator. The new structure has worked very successfully with each person having specific new responsibilities.

Strides have been made this year in providing students with health information through the new “B Well Bentley” blog, Facebook page, and Spot-On Bystander Trainings. The staff continues to develop new and creative ways to reach students to improve their health and well-being.

Considerable time was spent in the fall reviewing the proposed mandated student health insurance benefits per the Affordable Care Act. The benefits were added to the 2012-2013 student health insurance plan provided through AetnaStudent Health. When the final requirements came out in April, they had already been implemented, and Bentley was fully compliant. The mandated benefits include 100% contraceptive coverage, increased prescription coverage from $1,500 to $100,000, and 100% coverage for preventative care services. The maximum benefit level of the plan per illness or injury was also raised from $100,000 to $250,000 in preparation for the planned increase to unlimited coverage for all students in 2014. By gradually
increasing the cost over time rather than waiting until all mandates go into effect, it is hoped that students will not have to pay a large, one-time fee. With the above added benefits, the cost of the plan will increase by 13.6% this year from a cost of $1,281 to $1,453 for undergraduate students and by 7.8% from $1,348 to $1,453 for graduate students. This represents an acceptable increase, considering the expansion of benefits.

This year also brought the successful merger of two campus-wide task forces, the Sexual Assault Task Force (SATF) and the Now End Relationship Violence Coalition (NERV). These two groups of faculty, staff, and students joined together as a new entity, the Coalition on Sexual Assault and Relationship Violence (COSARV). Chairs of this new entity are Gerri Taylor, Stephanie Kendall (Counseling and Student Development), and Jessica Roche (University Police). The first charge for the group was to finalize a new webpage as a resource for students, faculty, staff, and families. The site was completed in June, and the new website will be announced to the community when the fall semester begins.

Jessica Greher Traue co-chaired the annual Consent Day with Emily Rosenfield from Residence Life. Students learned about the elements of healthy relationships through interactive games hosted by faculty and staff. More than 427 students attended this event and 20 student organizations facilitated the activities.

Gerri Taylor and Jessica Greher Traue collaborated with Tracy Abbott in providing oversight and guidance to two students with 4th credit focusing on relationships for the Gender Studies class.

A coalition of staff members from the Center for Health and Wellness and Student Affairs developed the OneLess campaign, encouraging students to make healthy choices through understanding the effect of alcohol on academics, health, and finances. Jessica Greher Traue, Doreen Floyd (Office of the Dean of Student Affairs), and Nina DeAgrela (Multicultural Center) presented the work of the coalition at the national Association for Student Conduct Association annual conference in Florida this spring. They have also been asked to speak at the New England College Health Association annual meeting this fall and had an article written about the program in the publication Student Affairs Today – Best Practices and Strategies for Student Affairs Professionals. Key findings from their work include 54% of the 1,152 students who were surveyed felt that there is something about their drinking they can change, 1 in 4 think about alcohol’s impact on their academic performance, 1 in 8 students regularly think about how much money they spend on alcohol, and 1 in 10 think about how many calories they consume regularly.

The Center for Health and Wellness continued to sponsor fitness classes in the Slade Fitness Studio with yoga, spinning, Zumba, kickboxing, and strength and conditioning being offered. The classes continue to be very popular with most sessions at maximum attendance. A total of 86 students took classes this past semester. The classes provide a healthy option for stress reduction for students.

Challenges
The most complex challenges this year included serious medical illnesses, injuries, and a death with all situations involving international students or students who were studying or vacationing abroad. Each of these situations required prompt, compassionate, professional, and high-level crisis response. In all cases, there were issues of language and cultural understanding, which complicated each situation. All staff members from the Center were involved in assisting with the response effort and showed excellent teamwork during a difficult time.

During the second week of the fall semester, the director was called by a physician from a local hospital after the office was closed. The physician requested medical information about a student who was brought into the emergency room in an unconscious state. Fortunately, a staff member was still in the office and was able to provide the medical information to the director. It would be helpful in the future for the director to have VPN access to medical information after hours in cases where medical information is needed urgently. The student continues with rehabilitation and returned to Bentley to resume class work this summer.
In March, an international graduate student died after being struck by a pickup truck while crossing the street in Waltham. The Associate Director worked with the Dean of Students to assist with support of her friends and notification of family members overseas. The director provided support and resources for the family for several days as they struggled to learn details about the death and make wake and funeral arrangements.

In April, a student from Bentley who was studying abroad was hit by a car and sustained serious spinal cord injuries. The student is now recovering at home. In addition, during the past year, an international student was admitted to the intensive care unit with a severe case of malaria upon return from a trip to Africa. During spring break, an international student experienced a serious medical situation while on a raft in the water. Support and assistance were provided to the medical team in Puerto Rico. The student was in the intensive care unit and then moved to a hospital in the U.S. where he eventually recovered. Another student was hospitalized upon return from a short term program in Ghana. Four students needed emergency room visits in the Bahamas while on Commencement Week for significant illness or injuries. Gerri Taylor accompanied them and communicated with family members as needed; the long standing relationship with the hospital staff, physicians, and nurses created a smooth experience with excellent care for the involved students.

Staffing changes also added challenges for the Center this past year. In September, Cynthia Cunha, Office Coordinator, left for another position, and in April, Deanna Busteed, the University’s Clinical and Sports Nutritionist, relocated to Washington, D.C. A search was launched for the front desk staff position and an excellent candidate with a wealth of hospital experience was hired. The office is currently in the final stages of the search for a clinical nutritionist for the fall. A third staff member was on maternity leave and returned in mid-July. All other staff members in the Center have taken on additional responsibilities during the time when the positions were vacant. The office should be fully staffed when classes resume in the fall.

**Assessment**

The Center for Health and Wellness implemented the ACHA (American College Health Association) Patient Satisfaction Assessment and sent this to all students who visited the Center for Health and Wellness. The Center again rated higher than the national norms on student satisfaction for services for the spring semester with 194 of those surveyed responding. 93.7% of the students who responded rate their satisfaction as satisfied or very satisfied compared to the national satisfaction rating of 82.4%, an increase of 4.7% from last spring semester. 91.2% of students stated they were likely or very likely to recommend our services to another student. In addition, the concerted effort to create efficiencies around scheduling appointments was successful with an increase in “ease of scheduling appointments” from 92.4% satisfaction in 2011 to 95.9% satisfaction this year. Satisfaction with efficiency of check in and check out also saw gains from 93.4% in 2011 to 97.9%. Satisfaction with providers “listening carefully to concerns” showed improvement from 94% in 2011 to 95.9% this year. High scores in satisfaction were also found in the areas of confidentiality and privacy (97.9%), and cleanliness and appearance of the health center (97.9%).

**Departmental Vision for 2012-2013**

Staff will continue to provide high quality, accessible health care for students as efficiently as possible, while continually assessing their satisfaction through the ACHA (American College Health Association) Patient Satisfaction Assessment. All student suggestions are taken seriously and changes are made based on their comments. To increase opportunities for student input, the Center plans to create a Student Health Advisory Committee of students in the upcoming year.

Work will continue with administrators to find a larger space for a Health and Wellness Center, which can provide health and counseling in the same location, more coordinated care for students as well as increased availability of appointments.

The Center will continue to find more ways to effectively use technology. Secure Messaging will be in place this fall. This system will provide a secure method for communicating sensitive information with students. It is
hoped that the Center will be able to soon offer the option of online health forms to make providing health information easier. Software is currently in place to implement a system whereby students can enter their medical histories online with information automatically going into the student’s electronic medical records. Finally, a new twitter account will to notify students of “health happenings” on and off campus.

On the health education front, a new full time Health/Alcohol Educator will be hired to assist the Senior Assistant Director in an intentional plan to assess and address the specific health needs of students. The new staff member will assist to strengthen and increase Spot-On Bystander Training programs for student leaders and continue with the very successful Spotter Campaign. In addition, the data from the upcoming 2012 National College Health Assessment will be used to identify the unique health needs of designated student groups and enlist student leaders of those groups in developing plans with measureable outcomes for health improvement for their constituents.

This summer, two new programs for students were developed for the upcoming year. One is an organized schedule of monthly health and wellness programs in the BlueLine, a large programming space in a first year residential area. With a monthly series, students from any part of campus can plan ahead to attend a program of interest on health. The second is Don’t Cancel That Class, where the Center provides a list of speakers from Student Affairs for faculty to contact if they plan to be out of town and anticipate missing a class. This offers faculty members a valuable way for students to use class time, staff members an opportunity to collaborate with faculty, and students to receive important information on health, stress reduction, leadership, and/or personal development.

Staff Achievements

Gerri Taylor went into her second year of serving on the Board of Directors of the American College Health Association. As such, she is the liaison to the organization for the Emerging Public Health Threats and Emergency Response Coalition, to the Advanced Practice Clinicians Section and to the Spirituality Coalition. She is completing her year as President-Elect of the New England College Health Association and will become President in November. She is serving as the Chair of the Program Planning Committee for the NECHA annual meeting to be held in Portland, Maine this fall and will be the host for the 2013 American College Health Association meeting to be in Boston in May 2013. Gerri also performed three blind reviews for the Journal of College Health and consultations at two colleges to evaluate their student health centers and programs for the American College Health Association.

Margaret Fitzgerald began her term as the Chair of the Advanced Practice Clinicians Section of ACHA and Marty Reuman Pieper began her second term as Secretary of the APC Section of ACHA.

Marty Reuman Pieper and Gerri Taylor were joined by former nutritionist, Deanna Busteed, as they presented at the annual ACHA meeting in Chicago in May on “Where’s the Wheat – Managing Celiac Disease”.

Marty Reuman Pieper, Gail Moylan, and Debbie Forman developed a program on “Precepting a Nurse Practitioner Student”, which they presented at the New England College Health Association annual meeting in the fall. They also prepared a poster that was accepted for the poster sessions at the ACHA annual meeting in Chicago in May and the Northeast Regional Nurse Practitioner Conference in New Hampshire in May.

Jessica Greher Traue joined Student Affairs colleagues, Doreen Floyd, and Nina DeAgrela in Florida at the annual Association for Student Conduct Administrators (ASCA) Conference in presenting a program on OneLess, an initiative to prevent alcohol abuse.

Departmental Data

As mentioned earlier in this report, numbers of encounters continue to be high. These numbers are expected to stay at the same level until more exam rooms are added.
Documented Visits and Extensive Telephone and Email Encounters

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<th>2011 medicat/emr</th>
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<td>448</td>
<td>515</td>
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<td>February</td>
<td>1,190</td>
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<td>March</td>
<td>915</td>
<td>989</td>
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<td>811</td>
<td>881</td>
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<td><strong>TOTALS</strong></td>
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The American College Health Association (ACHA) Patient Satisfaction Assessment was sent to all patients who visited the CHW from September 2011 through April 2012. Of the 2,133 students who were sent surveys in the fall, 248 responded (12% response rate), and of the 2,120 students sent the survey in the spring, 194 responded (9% response rate), which is slightly lower than the average national response rate of 15%.

Satisfaction with care received was very high with 93.7% either satisfied or very satisfied with their visits, and 91.2% of students being likely or very likely to recommend the Center for Health and Wellness to another student, which is significantly higher than national data for spring 2012 (84% either satisfied or very satisfied based on 7,899 surveys, with 82.3% likely or very likely to recommend health services to another student).

When it comes to student satisfaction with clinical providers, CHW clinicians also did well. 84% of students rated that they were very satisfied with the provider listening carefully to their concerns in the spring as compared with 78.5% in the fall; 69.7% of students surveyed nationally were very satisfied. 89.7% of students were either satisfied or very satisfied with the quality of explanations or advice given, an increase of 2.3% from the fall; 82.8% nationally were satisfied with explanations. Finally, 84.8% of students reported that they received information to improve their health as compared to 72.9% nationally.

Cleanliness is one of the most important parameters for students in evaluating satisfaction with a medical provider. Therefore, students were queried about the cleanliness of the CHW, and in the fall, 98.3% of students rated being satisfied or very satisfied with the cleanliness, and in the spring, 97.9% of the students were satisfied or very satisfied with the cleanliness; 95.4% of students surveyed nationally were satisfied or very satisfied with the cleanliness of student health centers.
<table>
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<th>Bentley Students</th>
<th>National Data</th>
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<td></td>
<td>(n = 472)</td>
<td>(n = 7,899)</td>
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<tr>
<td>Satisfied or Very Satisfied</td>
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<td></td>
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<tr>
<td>Overall satisfaction with visit</td>
<td>93.70%</td>
<td>84%</td>
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<tr>
<td>Cleanliness of facility</td>
<td>97.90%</td>
<td>95.40%</td>
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<tr>
<td>Likely or Very Likely to Recommend</td>
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<tr>
<td>Would recommend health center to another student</td>
<td>91.20%</td>
<td>82.30%</td>
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<tr>
<td>Very Satisfied</td>
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<tr>
<td>Provider listened to my concerns</td>
<td>84%</td>
<td>69.70%</td>
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Center for International Students and Scholars

Papa Sarr, Director of the Center for International Students and Scholars

Department Overview
The mission of the Center for International Students and Scholars (CISS) is to provide support and assistance necessary for international students and scholars to achieve their educational goals. CISS staff promotes a holistic approach to providing support and serve as resource for the Bentley University international community. These services include our federally mandated immigration assistance, personal counseling, and orientations to academics, cultural understanding, and life in the United States.

Executive Summary
The Center for International Students and Scholars (CISS) started the fall 2011 semester with challenges brought on by hurricane “Irene”. About 60 students contacted the office to say that they would not be able to make it to the various orientation programs. Despite this challenge, all of the offices involved in the new international student check-in process (the Residential Center, University Police, Academic Services, etc.) were able to pull through for a successful opening. In the end, about 15 students were not able to attend, with 370 new international students arriving safely and on time to campus. About 250 students and families attended the Opening Dinner and were welcomed to the Bentley community by President Gloria Larson and the Dean of Students, Andrew Shepardson.

Throughout the year, CISS worked closely with Undergraduate and Graduate Academic Services, Career Services, Undergraduate and Graduate Admissions, the Registrar’s Office, Human Resources, as well as all units within the Division of Student Affairs. A hallmark of this collaboration was Culture Fest. Tied to International Education Week, Culture Fest was a month of programs celebrating the global community. Over 2,000 people attended various events such as a trip to the United Nations in New York, Diwali, An Evening in Italy, and a Chinese cooking class.

The steady increase in international students has redefined CISS processes. In order to better manage the traffic, CISS purchased and began using fsaAtlas, software that allows more efficient communication with the federal database and streamlines office procedures. As expected, the recertification process with SEVIS was approved, allowing Bentley to continue to enroll international students.

Highlights
CISS applied and received one of Center for Women and Business grants for the program called What Women Want. Attendees included Bentley faculty, staff, and students as well as faculty from both Brandeis and Harvard.

This year, staff developed a student Advisory Board, which has been instrumental to CISS programing as well as influenced the way the office reaches out to students. One of the main innovations they brought about is the way in which we can celebrate international graduates by hosting a reception that will include parents as well.

Collaboration through programming remained very strong this year. CISS, Career Services, and Human Resources covered work authorization options for international students, while Academic Services reached out to international students throughout the year but particularly during the advising period. The Coffee Break program occurred a couple of times during the spring semester, bringing together students and staff. New this year, CISS worked with Student Activities to sponsor a Speed Networking event in which international students mingled with fraternity and sorority life students for a cross-cultural experience. The International Student Association (ISA) had a very successful year with a variety of programs in collaboration with other organizations and offices across the institution. ISA even won a Falcon Award in April for student organization
of the year. Nominations were submitted by the student body and ISA was selected by Student Activities for its impact on the community.

Another opportunity for cross-cultural interactions was a program run in conjunction with Professor Evans’ class called Cross-Cultural Connection. The goal of the program is to match a domestic and international student for a semester, going to designated campus events together as well as a dinner to a restaurant that is culturally meaningful to them. 14 students participated in this opportunity.

Staff was able to revamp the welcome program as well as streamline office processes, allowing time for regular walk-in hours for students to stop by without appointment. Procedures as they pertain to the fsaAtlas software were assessed in order to be able to work more efficiently and effectively.

**Challenges**

Purchasing the fsaAtlas software has benefitted the office in many ways; however, it also comes with certain challenges. There are many different moving parts of the system, all of which rely on each other to make the system work. Considerable staff time has been devoted to training those who use the system and ensuring that all data is input correctly. As of this point, all staff should be properly trained, ensuring that the system is ready for incoming international students this fall.

Student employees and work study wages remain a challenge. There is work study money in the budget, but unfortunately, the office is not attracting students eligible for that money. As a result, they cannot be paid with work study money.

As Bentley moves closer to its goal of having a more prominent international presence, CISS has noticed more faculty members inviting their colleagues from abroad to come as visiting or short-term scholars. The process is not as streamlined as it could be. The steady increase in students and scholars has subsequently added an extra level of services as well. In addition, the office is required to keep a file for each international student; however, due to the increase in students in the last couple of years, there is literally no more filing space left in the office.

**Assessment**

This year, CISS assessed orientation as well as housing and meal service during breaks. After benchmarking with other schools in the area, it is evident that there are varied types of programs for international students during orientation depending on the size of the institution. One commonality amongst the schools is that they all have an orientation for international students a few days prior to the beginning of each semester, except for Bentley.

With Dining Services closed over holiday breaks, it makes it difficult to have students housed on campus during these periods. In looking into best practices, it seems that it would be helpful to give students the option of using on campus dining money (Falcon Funds) with local vendors as the cost of having full food service during breaks can be very expensive. Overall, the data suggests that Bentley is doing very well with international student services compared to the contacted.

**Departmental Vision for 2012-2013**

The vision of CISS is to be at the cutting edge of technology, eventually becoming a paperless office while recognizing that it is going to be a slow process. This fall, an electronic letter request will be sent and an optional online training tutorial will be offered. Research is also being conducted on electronic card readers, which would be used to more accurately track student traffic.
Staff Achievements
Both Tana Ruegamer and Pap Sarr presented at the NAFSA Regional Conference in Manchester, New Hampshire on the topic of “Successful Interaction with International Students: The Use of an Advisory Board”.

Pap Sarr has been awarded a Fulbright Scholarship for International Education Administrators (IEA) to Germany. The grant helps international education professionals and senior higher education officials from the United States create empowering connections with the societal, cultural, and higher education systems of other countries.

In December, both Tana Ruegamer and Pap Sarr completed their terms with the National Association for International Educators (NAFSA), as a mentor in the NAFSA Academy and as the national Diversity Advisor in the Membership Committee, respectively.

Departmental Data
There are currently 1,005 international students from over 90 different countries. From January through March 2011, 2,132 students visited CISS for advising and document processing, with some students coming in multiple times. Student visits include but are not limited to application for off campus employment, cellular phone acquisition, visa status counseling, application for social security numbers, driver’s license, visa application, etc. Staff also responded to over 400 email inquiries, 300 letters (family invitation, CORI, social security, visa, etc.) and 450 travel endorsement signatures.

The department’s presence on both Facebook and Twitter has increased to 545 friends and 104 followers. Applications for post-graduation internship are over 100, compared to the 40 to 50 traditionally processed.
Counseling and Student Development
Roger Danchise, Associate Dean/Director of Counseling and Student Development

Department Overview
The primary mission of Counseling and Student Development (CSD) is to assist students by providing them with information and opportunities for self-examination so they can make enlightened decisions that will define and help them accomplish their personal and academic goals. Simultaneously, the office promotes and supports the development of a comprehensive educational process that offers each student the opportunity to realize his or her optimum potential.

It is the intent of CSD to deal with life issues relevant to students and to encourage an integrated understanding of their cognitive, affective, behavioral, social, and spiritual experiences. The staff's interactions with students are fundamentally aligned with the belief that stimulation and challenge balanced with support is critical to human development. The primary methods for interacting with students incorporate counseling, psychotherapy, proactive outreach programming, consulting, and advising that is consonant with the developmental needs of college students. All services are provided within the framework of legal statutes and relevant ethical standards.

Staff must be continually abreast of new findings in the area of human development, and it’s particularly important to maintain an accurate awareness of current issues that are germane to college students and their environment. There is a responsibility to exercise knowledge in deliberate and considered ways with faculty, staff, and students such that the office is known within the Bentley community to be a competent and available resource. There is also a responsibility to connect with other service professionals, be active in professional organizations, and appropriately represent ourselves and the institution.

Executive Summary
Counseling and Student Development experienced major changes in organization this year. First, CSD now reports to the Center for Health and Wellness. This change was designed to build on collaboration and to ensure a complete focus on the total health of Bentley students. Second, discussion has begun on moving Disability Services from the Counseling Center to Academic Services. Finally, a new position was added to the office to aid in managing the ever-increasing need for counseling services on campus, which mirrors the national trend.

In addition to staffing and reporting structure, CSD has had to move its physical location as well. The first of two moves for the office occurred in May, going from the LaCava Campus Center to the second floor of the Michael A. Callahan Building. A second and final move will result in CSD joining the Center for Health and Wellness in Lewis Hall, bringing the two vital services together for the benefit of the student community.

Work also began in developing a new framework for delivery of service to students focusing on a model that will allow for the increasing numbers seeking assistance. A well-developed and vetted list of outside referrals was put in place with new policies regarding treatment length. In addition, staff reinforced policy regarding psychological crises on campus and implemented a clear process for students wishing to return to campus from treatment, creating efficiencies within the office.

Highlights
Disability Services is growing into a very functional and important part of the campus, moving from providing services as required by law to also serving as a key component in the ever-broadening diversity effort. One particular milestone was the recognition of the Bentley Chapter of Delta Alpha Pi, an honorary for students with disabilities. This group provides the energy for Disability Awareness Day, and many of the members are
key contributors to Project Eye to Eye working at the McDevitt Middle School. Their success continues to keep this project at Bentley in the forefront of national programs.

Brenda Hawks and Stephanie Kendall continue their efforts on Develop U with a key focus being the Peer Educators. Their work and marketing of this program won them a Silver Award from the National Association of Student Personnel Association for their innovative programming with Develop U.

Several staff members have devoted time to designing a new policy to ensure the maximum benefit from hours available to students for counseling services. Models from around the country are being examined, and several new strategies have been designed to help keep students get the help they need, make appropriate changes, and move on in order to allow for more students to be seen. This has been coupled with an extensive referral list with information on insurances carried and areas of expertise, all with an eye to proximity for students living on campus.

This year saw the return of Stephanie Kendall from maternity leave so that the CSD staff was fully ready to start the year. Additionally, a much needed temporary position was filled and by the end of the academic year it turned into a permanent position, ensuring adequate service for all students and continued outreach programs and efforts.

**Challenges**

Moving away from a long-established system allowing students to access services for the length of their time at the University has made for some difficult transitions for staff accustomed to this history. From waiting lists and new policies to increased staffing, there were many new changes in place for when the students arrived in the fall. New policies as well as a new attitude to accompany these policies will be the most important factors to make the new model work. The addition of several staff over the recent past, all of whom came from settings where the short term model was implemented, will aid in the transition.

This year saw the inherent differences in the work of Disability Services and that of Counseling and Student Development come into a sharp focus. Whether looking at these differences from the classroom or personal life to FERPA confidentiality or APA standards, it all pointed to the need for a change.

Access to schedules for staff when away from the office continues to impede work and planning. The secure Titanium system makes doing work at home impossible, but the staff has grown accustomed to this change and they are more diligent with paperwork in the office. However, with the entire campus working on Outlook, items must be copied to ensure that the Titanium schedule reflects the campus and divisional schedule of events. There is a potential to update the program with the newest version and then purchase a package that will show occupied times in Outlook.

**Assessment**

Although the primary focus of the data collected in the assessment effort this year was on client satisfaction, there were a number of the questions that were related to learning outcomes. A Qualtrics survey was emailed blindly to all clients who came to the office in the fall semester (372) and it was repeated again for new spring semester clients (126). Both surveys were emailed after final exams, and sent again two weeks later.

Given the pace and number of staff and interns, it was critical to learn what student opinions were regarding CSD. Questions fell into three groups: initial contact, growth and change, and macro success. A strong majority of students responded positively about CSD. Furthermore, students were able to anonymously note who they worked with during the year, affording a look at individual performance of each staff member and intern. All of the staff members mentioned shared in the positive responses.
There was a quick look at show rates with a comparison to national numbers. CSD was not far from the national average when looking at one measure, but there were concerns raised by another due to client cancellations. Staff will be working on strategies to reduce this for the next year.

A last piece of assessment focuses on the success and retention of students who have identified as having a disability. This summer, work is being done to measure those students in terms of grades and retention relative to the general population. Cohorts from several years will be used.

**Departmental Vision 2012-2013**

In the year ahead, CSD look to restructure outreach and non-clinical responsibilities given the new position to be filled in September. Although a nine month position, the plan would be to make every effort to have them involved on campus to the greatest extent possible, gaining visibility and opportunities to make significant contributions beyond the direct service of the office. The integration of this position will also be coupled with the orientation and integration of three new interns, all from the Massachusetts Professional School of Psychology. The office will be implementing a new policy and practice focusing on short term treatment whenever possible to ensure that client loads do not overwhelm available staff hours.

The new location should also provide greater opportunity for collaboration with the Center for Health and Wellness, developing ties and programs that will carry over into the planned new space to be shared by both offices. Work will begin on assessing the learning or change of clients seen in CSD by a reliable measurement instrument. And last, a search is being done looking for an assessment instrument(s) that looks at total health: physical, mental, emotional, nutritional, environmental, safety, etc. It is hoped that if such an instrument can be found, it might prove useful in working with incoming students to assess their health, and then work with them to develop a plan to improve during their time at Bentley.

**Staff Achievements**

Foremost in achievements this year was the NASPA Silver Award being presented to Brenda Hawks and Stephanie Kendall for their work with Develop U, and particularly their work with the peer educators to take a strong message about mental health to the community. Each year is viewed as an opportunity to provide more programs and interactions on this topic.

Also impressive was the work that Stephanie Brodeur did to with Project Eye to Eye, a national mentoring program that matches college students with LD/ADHD, acting as tutors, role models and mentors, with elementary, middle, and high school students with LD/ADHD in order to empower and help them find success. Student participation increased and the group has gone through the approval process to establish it as a national honorary.

Roger Danchise, Associate Dean of and Director of Counseling and Student Development, also had a significant consulting opportunity working with Directors from Bowdoin and Connecticut College in reviewing, evaluating, and formulating a plan for the future of the counseling center at Wheaton College.

**Departmental Data**

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Housing and Student Systems
Ron Ardizzone, Director of Housing and Student Systems

Department Overview
Housing and Student Systems (HSS) manages the occupancy and placement assignments for first year, transfer, returning, exchange, and graduate students, and is charged with maintaining 100% occupancy of the residence halls. HSS also recommends rate increases to the Business and Finance division, which includes revenue forecasting for housing and meal plan revenue based on enrollment.

HSS provides vision and technical leadership for the use of information technology for the Division of Student Affairs. This includes: (a) planning and implementing systems and applications that support student services; (b) troubleshooting, and supporting 110 end users on various administrative applications; (c) working with the I.T. Division to develop and maintain hardware and software. Student Systems also provides operational ad-hoc reports as well as trend and data analysis for the Division of Student Affairs.

Executive Summary
Housing and Student Systems (HSS) successfully opened the residence halls in the fall with 894 first year students, 89 transfers, 55 exchange/Tilburg students, 44 graduates, and 2,288 returners, totaling 3,370 residential students. This was the least overcrowded opening in four years, yet the residence halls remained at 102% over designed capacity.

The summer was extremely active with the replacement of all window shades in Slade and Miller, a total renovation of the common bathrooms in Slade, as well as the capital furniture replacement project in Miller and Slade halls, which included 513 mattresses, bed, desks, dressers, and desk chairs. This project impacted approximately 15% of the resident population all of whom reside in the first year area.

Housing and Meal Plan revenue for the spring and fall should ended fiscal year 2012 with just over $41,000,000 in combined revenue. In addition to making rate recommendations and revenue occupancy forecasts for FY13, a housing and meal plan model was submitted in conjunction with the university’s enrollment model. This model included five year housing and meal plan revenues projections. In addition, a new MyBentley winter break online application was rolled out, SEVIS went live in December, Alchemy was integrated into Medicat’s EMR, and the new judicial system (Campus Reporting System) was tested and launched. A new Residential Center encounter form was implemented to better track room changes, trend requests, and encounters.

Highlights
Along with Residence Life and Facilities, HSS coordinated and conducted the annual residence hall damage inspections in May 2010. The inspections resulted in 96% of residents receiving a full or partial refund of the damage deposit. This is the highest full refund rate, comparing to a 49% refund rate for academic year 2002-2003.

The new MyBentley intersession housing application allowed HSS to break the winter sessions into three groups: Session 1, December 22 – January 2; Cost: $150, Session 2, January 3 – January 22; Cost: $250, and the Intensive Class Only, January 15 – January 22; Cost $125. This allowed students taking an intensive class only to pay for just the days that they were taking the class without having to sign up for all of session two. It also enabled students to move right to their spring assignment and avoided the use of additional rooms in Collins or Orchard South. This year, students transitioned from winter break housing back to their spring assignment prior to the week of opening. This allowed staff to inspect apartments used during the break, minimized reported damages, and allowed students taking the winter intensive to be in their actual room.
HSS, in partnership with Residence Life, rolled out a new room change process. The process incorporated mediation as well as gave the Residential Center the ability to better track and address room change requests. 36 room changes were processed for students, with about 20 distinct students and 26 encounters in the system.

Meal Plan participation rates continue to remain high with 2,649 students on a meal plan for the spring semester. Participation of non-mandatory meal plan areas continues to increase with over 40% opting for a meal plan in the spring semester.

**Challenges**

HSS had to upgrade fsaAtlas to Version 7.7 prior to September 2012 in order to remain on a supported version of the software. The upgrade was also recommended as a fix to the outstanding issues with the mass event generation component of the application. The purpose of the upgrade was strictly technical and involved a new installation of the application on a more sophisticated and secure software platform. No new or enhanced business functionality or bug fixes were included. However, the upgrade will necessitate another phase of user testing to ensure that the existing environment migrated correctly, and that all application components function as expected on the new platform. It should also be noted that Ellucian has informed us that a second upgrade will be required approximately by year end. This upgrade to Version 7.8 will also be necessary to remain on a version eligible for support and will include new business functionality and bug fixes. It has been said that the upgrade process for this version will be simpler and will not require a new underlying platform or a new installation from scratch.

Upgrades of third party systems were also rolled out for fsAtlas, Medicat and Blackboard. Most of these upgrades require less involvement of I.T. and more work of the Key Users (Kathleen & Michelle) to test and coordinate around the divisional department’s work flow and business process.

**Departmental Vision for 2012-2013**

HSS will be working on Campus Televideo, the meal plan, winter break housing, capital projects, room change process, the divisional strategic plan’s quantifying metrics, compliance, the Hosting an Exchange Student program, and graduate housing.

**Staff Achievements**

Ron Ardizzone, Director of Housing and Student Systems, co-presented at the NASFA Regional 9 Conference in Manchester, New Hampshire. The session was on using ecological theory to create an integrated, residential community – “Exchange Hosting Program”

Michelle Edmonds, Business Analyst, and Kathleen Harrington, Senior Business Analyst, attended and completed both Cognos 10 Report Studio Fundamentals (3 day) and Cognos Advanced (2 day) training.
Departmental Data

**Housing Dep/Retention**

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<td>304</td>
<td>306</td>
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89.72% 92.38% 89.26% 90.01% 88.14% 88.00% 92.13% 89.59%
Resident Population and Damage Billing

![Graph showing resident population and damage billing over academic years.](image-url)
Multicultural Center
Jeannette Buntin, Director of the Multicultural Center

Department Overview
The mission of the Multicultural Center (MCC) is to provide quality services and programs that support and enhance the collegiate experience, particularly for students of color. The office seeks to foster a learning environment that enriches the cultural, educational, professional, and social lives of students by providing opportunities for holistic development. Through advising, advocacy, and outreach, the MCC is dedicated to an inclusive and diverse community and helps students excel individually and collectively, particularly those from underrepresented and historically marginalized populations.

Executive Summary
This has been a year of transition and opportunity for the Multicultural Center. In December, Nina DeAgrela, previously served in the role of Assistant Director in Student Affairs, was welcomed to the office as the Assistant Director of the Multicultural Center. Having a full staff has opened doors to create more partnerships and new programs.

A grant proposal was accepted by the Center for Women and Business, which has aided in the launch of a women’s retreat in the fall. In addition, the development of a new marketing campaign to brand the MCC’s programs and services has been ongoing. Extensive time has been spent working on an assessment plan that emphasizes the importance of the MCC’s commitment to the retention of students of color along with the opportunity to expand and define the office.

This year, new areas of focus included access, institutional receptivity/campus climate, educational/cultural competence, and student success/retention. Without negatively impacting the MCC’s existing signature programs, staff was able to create new and innovative programs to support new areas.

Highlights
The Summer Transition Education Program (STEP) celebrated its 20th anniversary with a dinner on Saturday, May 5, 2012. Over 200 guests attended, including about 85 alumni. The program has seen a few transformations over its 20 years, but its mission is still intact, providing college admission support for high-potential students who may have faced academic, socioeconomic, and/or personal challenges beyond their control. The program’s support system includes mentoring and monitoring of each student’s academic progress and provides academic advising, counseling, and referrals. There are currently 101 students in the program from all class years, and since the program began in 1992, there have been 510 participants. The program currently has an 83% graduation rate with an overall GPA of 2.79. Most of the STEP students come from New England with Boston, Lowell, Worcester, and Providence serving as major recruiting areas; however, there have been students in the program from as far away as Nevada and Oregon. The 2012-2013 class is comprised of 25 students, all of whom started the program immediately following their Bentley Orientation program in June.

This was another successful year in cultivating corporate partners. Staff have made connections with over 25 different companies this past year and brought in $43,000 in revenue as a result in these partnerships. Another area of corporate connections has been developed with several different “pipeline” programs located in the Boston, New York, Connecticut, and Virginia areas. These programs are premier career development institutions that equip high potential African Americans, Hispanics, and Native Americans with skills, coaching, and networking relationships. Many of these organizations have partnered with top MBA programs and top ranking companies that assist in identifying students who will be in their recruiting pool year after year. Currently, 65 Bentley students are participating across the six programs.
This year, the MCC decided to revamp the Veteran’s Day Program and welcomed over 50 students to campus in the fall. The ALANA Overnight Program was also re-launched, and while there is still some fine-tuning to do with this program, it promises to add value to the ALANA experience on campus. In collaboration with Admissions, three organizations (Bottom Line, National Black MBA LOT Program, and Breakthrough Cambridge) have been identified to build formal partnerships with as “feeder” programs that produce high performing, high caliber students.

Along with Academic Services, strategies continue to be developed to assist with the academic success and retention of ALANA students. This was a strategic goal of the office last year and continues to be until its completion, which will be when every student who matriculates into Bentley graduates. Additionally, the MCC is committed to supporting the efforts of student organizations whose focus is on both the professional and personal growth of ALANA students; collaborate with Academic Affairs to create programs that integrate formal classroom experiences and informal classroom experiences for professional development and personal success; and continuing to seek grant funding to assist with underwriting programs and services not funded by operational budget.

**Challenges**
The biggest challenge of the MCC is staffing all events appropriately. Staff attends as many functions as possible, but ALANA student organizations program more hours than staff can currently manage.

**Assessment**
A student satisfaction survey was administered in June to all ALANA students, which received 107 responses. Questions focused on their involvement with various programs, website usage and frequency, class year specific questions, and more. There were three major question areas: STEP, the ALANA Experience, and their overall impression of the MCC. The survey remains open until August 1 to gain additional reporting numbers. Highlights of the initial report can be seen below.

28% of the respondents noted that they were a part of the STEP program. When asked if the STEP program was helpful, all 30 responded “yes”. When asked if they would recommend the program to another student, again, all 30 responded “yes”. Students, overall, found all facets of the program to be effective.

74% of the students who responded to the survey participated in the ALANA Experience Program. Most of the students who did not attend the program either had other obligations during the time of the program or cited the hurricane for their reason not to participate.

94% of the respondents had visited the office and 39% frequented the office 2-3 times per month or more. Of the students who had not utilized the MCC, most of them mentioned that they were unsure what the office did or how it would benefit them.

Students were generous with their recommendations; hopefully, these conversations will continue via forums and focus groups in the fall. As a direct result of the assessment survey, staff has decided to implement a marketing campaign designed to help students understand the various programs and services that the MCC offers. While repeat visitors are happy with their interactions, all ALANA students should know what resources the office provides. Faculty and staff referrals are essential to achieving this goal and meetings will take place this summer with community members to ensure messaging regarding the MCC is consistent.

**Departmental Vision 2012-2013**
MCC staff will be focused on five main goals for the next academic year: improve the ALANA Student Advisement Program (ASAP), revamp the ALANA Experience program, establish a connections program aimed at staff members meeting every new ALANA student, continue to collaborate with Academic Advising to support ALANA students, and create a marketing campaign to better advertise MCC programs and services.
Staff Achievements

Nina DeAgrela, Assistant Director of the Multicultural Center, Doreen Floyd of the Office of the Dean of Student Affairs, and Jessica Greher Traue of the Center for Health and Wellness presented the OneLess campaign to a group of Judicial Affairs Administrators at the Association of Student Conduct Administrers conference in February. The program and the session were then featured in an article in the Student Affairs Today.

Claudette Blot, STEP Director, was granted funding from the Center for Women and Business for 40 women to attend a retreat in fall of 2012. The retreat will be open to graduates, undergraduates, alumni, faculty, and staff with the purpose of getting women to talk about real issues that affect their lives while helping them build a stronger network of support. The retreat will allow each person to walk away with a better sense of the type of leader they are or will become.

In May 2012, Jeannette Buntin, Director of the Multicultural Center, was extended an invitation to participate as one of three final round judges for the National Black MBA Leaders of Tomorrow Business Case Competition. The competition included 250 high school students from across the country. In July 2012, Jeannette was also invited to participate as a panelist on two colleges to careers program at the Urban Leagues National Convention.

Departmental Data

Total Number of ALANA Students
2007 - 2012

[Graph showing the total number of ALANA students for different ethnic groups from 2007-08 to 2011-12]
Office of the Dean of Student Affairs
Doreen Floyd, Associate Dean of Student Affairs

Department Overview
As part of the Division of Student Affairs, the Office of the Dean of Student Affairs (ODSA) promotes student success through intentional and developmentally-oriented services and programs. The department oversees the following programmatic areas: Student Center, New Student Orientation, and the Bentley Judicial system. The Office of the Dean of Student Affairs supports a number of initiatives including divisional development, divisional web support, leave of absence and withdrawals, liaison with Sodexo Dining Services, First Week and First-Year Seminar, Commencement Week, Convocation, campus shuttles, and campus spirit initiatives.

Executive Summary
After the departure of several long time employees, the Office of the Dean of Student Affairs (ODSA) was able to maximize employee talent and create a strong focus for the division. Following the retirement of Father Claude Grenache and Reverend Katrina Jenkins, Maria DiLorenzo (formerly the Director of Student Activities) moved into the Director of Spiritual Life position. Nicole Chabot-Wieferich was hired in October as the Director of Student Activities, providing new leadership for that department. Jessica Kenerson, taking on new responsibilities for divisional professional development and communication, was promoted to Senior Assistant Director. In December, Nina DeAgrela, Assistant Director of Student Affairs and Director of Judicial Programs, moved to the Multicultural Center as the Assistant Director, and Brandon White joined the staff in January as the new Assistant Director of Student Affairs and Director of Judicial Programs. Christine Palumbo’s position, Associate Director of Student Activities, was re-aligned to ODSA as the Associate Director of Student Affairs with a concentrated focus on orientation, first year programs, and campus spirit.

A great deal of attention and energy was given to student behavior. In order to effectively manage the adjudication process and data related to student conduct, a new campus reporting system (CaRS) went live in January 2012. CaRS provided effective integration with current databases (Banner, ARMS, etc.) as well as an excellent judicial dashboard, allowing for a quick snapshot of student behavior on key issues, such as alcohol, drug, and, vandalism. OneLess, a creative program aimed at reducing alcohol consumption among moderate drinkers, was developed by ODSA in collaboration with the Center for Health and Wellness. Challenging the majority of our students who use alcohol (60%) to have one less drink or one less occasion where they consume alcohol, OneLess has started to reduce negative impacts on academics, health, finances, athletic performance, and potential risk to the University. OneLess has also provided excellent opportunity to engage faculty and students around the shared concern of increasing academic performance.

A solid focus for the department was strengthening student governance. By assisting students to reorganize the structure of the Student Government Association and achieving greater transparency of the Student Activity Fee with the continuation of the Allocations and Internal Audit State of the Fee Report, governing bodies effectively advocated for student concerns and worked cohesively with the administration on key issues such as cable and parking fees.

Highlights
Student behavior and judicial incidents decreased in several areas since 2010-2011. Students charged with marijuana and drug violations declined by 35% (131 students versus 84 students) and issues of disrespect also dropped by 3%. Vandalism decreased by 10.5%, which was likely influenced by an 8.3% decrease in illegal parties. The number of cases related to alcohol violations increased by 9.6%, yet the number of individual students involved in alcohol related issues decreased by 5.6%. These numbers suggest a relationship between the number of students involved in alcohol incidents and illegal parties. The number of students placed into protective custody has increased over the past two years (2010-25; 2011- 35; 2012- 52), or by 48% from 2011.
to 2012 alone. While initially this may appear worrisome, it is in fact a positive indicator as students are seeking help for peers in need of assistance.

A movement to reduce alcohol consumption by moderate drinkers (60% of our population as reported by Outside the Classroom) was created by ODSA and the Center for Health and Wellness. Known as OneLess, the movement was unveiled in October. Goals of the program centered on having students choose to consume one less alcoholic beverage when drinking or one less occasion at which they consume alcohol. National data from Outside the Classroom demonstrates the impact that even moderate alcohol use has on financial, caloric, athletic performance, and academic goals. By using national data to understand Bentley behavior, OneLess has provided strong opportunities to connect with faculty on and engage students around decision making and impact of alcohol use.

A new Campus Reporting System (CaRS) was completed in conjunction with Administrative Computing and launched in January, providing ODSA a custom database that accurately stores information and provides students, hearing officers, and reporting parties with an easy to use management tool. It has been well received, though a few problems and desired enhancements have necessitated a second phase of development. The creation of a judicial dashboard has provided a tool to capture and understand behavioral trends quickly and effectively.

Judicial Board selection for 2012-2013 was redesigned, moving from a traditional group process to a structured class model, creating an effective environment for candidates to dialogue on ethically ambiguous issues as well as understand the philosophy and principles of Bentley’s judicial system.

Careful management of the shuttle schedule allowed Bentley to effectively meet graduate student demand at Waverly Square, reduce Harvard Shuttle capacity issues (only 15 times when students could not board due to capacity, compared to 74 in fall 2010), and improve the on time rate by 5% (90% for fall 2011 compared to 85% for fall 2010). Loop ridership decreased by 40% in comparison to fall 2010 due to a reduction in service hours (21%) as well as the unseasonably warm weather, which encouraged more students to walk. The addition of a dedicated Hockey Shuttle for all home hockey games increased attendance at games by nearly 100% (85-90 students per game).

Use of technology (Twitter, GPS, cell phone and PDA) has allowed students to follow the shuttle in “real time”, reducing the number of phone calls inquiring about delays.

The Division of Student Affairs Winter Conference was executed on January 13, 2012, by a committee of four staff members in which over 120 faculty and staff members across the institution attended. 12 sessions offered by 20 Student Affairs staff members focused on current trends and issues affecting Bentley students. 95% of those completing the post-conference survey indicated the all-day event a valuable use of their time.

Campus dining continued to improve. The Mein Bowl, a late night Asian themed fast food concept, was introduced at Harry’s Pub in the Student Center Wednesday through Saturday evenings and was met with overwhelming enthusiasm by students. In fact, the demand necessitated that the Mein Bowl switch its opening time to 5:00 p.m. rather than 8:00 p.m. as initially scheduled. Meal plan participation and revenue reached an all-time high with the most notable numbers seen in the non-mandatory meal plan participation (51% in fall 2011 versus. 43% in fall 2010). A new committee was established for students seeking meal plan and/or housing accommodations, resulting in more equitable treatment of student requests.

Student Center usage increased by 30% Monday through Friday compared to fall 2010. Pub event attendance increased from 30 to 85 persons per event, which was likely due to the popularity of the Mein Bowl, increased hours at the Mad Falcon eatery, relocation of Falcons UNite events (late night programs) to the Student Center Living Room, a more cohesive advertising campaign, and incentivizing student organizations to host events in the Pub. The number of pub events increased by 26% (50 to 63). Media screens and LCD projectors were installed in Conference Room 345 as well as the Back Bay function rooms, enhancing usage of the building and
reducing labor and set up time by both the Conference Center and Student Center building managers. A well thought out plan allowing for the temporary moves of the Residential Center, Counseling and Student Development, and student organization office space has been instituted for the 2012-2013 academic year. A weekly Farmer’s Market held in collaboration with the Center for Health and Wellness and the Office of Sustainability featured Nagog Hill Farm produce was held during September and October and met with great excitement by the campus community.

Student governance experienced a major reorganization of the undergraduate Student Government Association. Intended to provide greater access and opportunities for involvement, particularly for students studying abroad, the executive board was restructured from seven vice presidents and one president to two vice presidents and one president, along with four standing committee chairs and two ad-hoc chairs. Under the leadership of President, Maggy (McGovern) Reynolds, the board provided strong student leadership to the University administration on several key issues: institution of a student parking fee beginning in 2012-2013, negotiation of a new satellite cable contract that eliminated the need to charge a cable fee to resident students, a recommendation to allow students to forego the pass/fail option at any point in the semester before the last day to drop classes, a recommendation to ban the use of Styrofoam containers in campus dining operations, and exploration of gender diversity initiatives.

The Allocation and Internal Audit (AIA) committee was responsible for allocating $1,122,434 of Student Activity Fee (SAF) funds in addition to rollover from previous years. AIA allocated a total of $1,284,311 during the 2011-2012 academic year to recognized student organizations. AIA has dedicated the next six months to reviewing policies and procedures to finalize a plan and long term timeline regarding rollover.

**Challenges**

The new judicial system, CaRS, may need additional improvements that Administrative Computing cannot currently support. Plans to compare and contrast a third party database to manage student conduct data and adjudication with CaRS are underway. The initial recommendation is scheduled for August 2012. Third party vendors that are most widely used include Adirondack (My CoCo), Pave, Maxient, and Symplicity.

$2,500 for hazardous cleanups (primarily vomit) was incurred this year on the Harvard Shuttle, approximately $2,000 more than last year. Installing card reader technology on the shuttles would help identify who was on the bus and increase the possibility of holding students accountable for their behavior.

The online server that stores AIA’s budget information crashed, causing the organization to lose all of its data regarding budget allocations, requests, and rollover from 2005 to present. AIA purchased a version of Quickbooks accounting software that will not only be a great budget storage tool, but will also allow students to use software that may have applicability beyond Bentley. The rising cost of club sports and services resulted in a funding cap of 13% on club sports, excluding national tournament costs. Total allocations to club sports were 18% of the total student activity fee (SAF), including expenses related to nationals; this remains a high funding percentage for a relatively small number of participants (5% of the student body). As a result of cable and parking services being looked at this semester, AIA discussed its ability to absorb some services into the SAF. AIA concluded that parking and cable expenses did not fit within its mission and voted not to fund these services. With departmental operating budgets being reviewed more stringently, this is likely to be an ongoing conversation in the next five years.

**Assessment**

In 2010, the Division of Student Affairs created a four year assessment plan for departments and programs. Summaries of assessments produced within ODSA appear below in alphabetical order.

It was determined that previously established learning outcomes applied to ODSA rather than to the Judicial Program specifically. Given the hire date of the current Assistant Director (January 2012), specific and relative
learning outcomes for the judicial program were established and can be found in the 2012 Judicial Program Assessment Report. Plans to include the undergraduate Student Government Association and Judicial Board to finalize the language are planned for fall 2013.

New Student Orientation student satisfaction was completed for the June Orientation program through an internal survey given to each of the two orientation sessions. Data suggests that students are very satisfied (4.89-3.97 on a 5 point scale) with their ability to bond with other students, feel more prepared for college, and be more connected to the Bentley community as a result of attending the Orientation program. Specific data can be found in the 2012 New Student Orientation Assessment Report.

Student satisfaction with the Student Activity Fee (SAF) was completed through a survey, offering an internal, quantitative perspective to compliment the more external, qualitative data collected last year through benchmarking best practices research. The 2012 student satisfaction survey, reports that Bentley students are satisfied, overall, with how the fee is allocated. Specific data can be found in the 2012 SAF Assessment Report.

Student Center student satisfaction was completed through focus groups and open meetings with members of student organizations and students utilizing Bentley Bubble services. Focus groups with student employees were also held to evaluate satisfaction with employee training programs. This internal quantitative assessment evaluates student perception of the services and programs that are part of the overall Student Center operation. Data suggests that students see the Student Center as a central hub of the campus as a result of the location, services, facility, and programs it provides. Specific data can be found in the 2012 Student Center Assessment Report.

**Departmental Vision**

ODSA incorporates many distinct functions. Identifying ways to connect staff more closely to departmental programs and initiatives is an important goal. Next year, staff will continue to build a strong connection to the University and the divisional strategic plan. Preliminary considerations include an intentional integration with the academic curriculum through a 4th credit leadership option as well as ensuring that all students are provided opportunities to engage and interact with those who are different.

ODSA also hopes to grow the collective feeling of pride in Bentley, specifically by boosting attendance at home hockey, basketball, and football games in addition to increasing community knowledge of “big” games. While changes in the shuttle schedule provided a dedicated means of transportation to the home hockey rink and boosted attendance, students remain concerned about the location, appearance, and ability of the facility to appropriately support a Division I team.

As the expectations of students continue to change, creating a nationally recognized Student Center facility, program, and employee training model that challenges and supports growth while also developing life skills remains a priority. Careful attention to temporary department and student organization moves is critical as plans for Student Center space for 2013-14 are developed.

Incidents regarding fighting and altercations resulted in one student being expelled and four students being suspended. These four incidents, adjudicated by the Level III Judicial Board, as well as additional incidents regarding verbal altercations suggest possibilities for proactive programming around civility and relationship management.

The Allocation and Internal Audit (AIA) committee hopes to present its recommendations for a deliberate timeline of the effective use of student activity fee (SAF) rollover to ODSA by October 2012. AIA will also be spending considerable time on club sports policies.
The new design of the Campus Life website and divisional web pages should position Bentley amongst the leaders in web design and usability amongst student affairs divisions. In addition to redeveloping the site itself, more time needs to be spent training pagemasters. Meetings between the ODSA, Marketing and Communications, and each department’s pagemaster will continue throughout the year, creating a Drupal Users group specifically for Student Affairs. The full migration of the Campus Life website from Drupal 6 to Drupal 7 will take place in October 2012, making the site more cohesive and accurate. With 93,733 visits to the Campus Life website (excluding Athletics) from October to March, this new focus on web development will improve the division’s outreach within the Bentley community and beyond.

A Google Analytics report indicated that 15% of visitors are accessing the website from their phones or tablet devices. The Campus Life site does not currently support mobile visitors, reducing the probability of subsequent visits. Digital Engagement has targeted Campus Life as a pilot site for a new mobile application.

A new concept featuring gourmet grilled cheese sandwiches, “Melts”, will reside in the space formerly occupied by the Bostonian Grill, located in the Dana Center. Scheduled to open in fall 2012, the concept feedback has been exceptionally positive. Evaluating the competitiveness of our meal plans against rival programs is important to overall student satisfaction. Identifying strategies to increase the perceived value of the program (i.e. guest swipes, variations on the number of entries into Seasons) are some considerations going forward.

Convocation, the formal introduction to the academic year, will balance the many Bentley traditions inherent in the event with new components in order to make the program more engaging for the audience of nearly 3,000 first year students and their families. Increased use of video is being explored, and the 2012 program will serve as the official launch for the new Bentley brand and logo. Identifying ways to keep the Convocation invigorating and true to its intended purpose will be important.

**Staff Achievements**

Nina DeAgrela, Assistant Director of the Multicultural Center (formerly Assistant Director of Student Affairs and Director of Judicial Programs), Jessica Greher-Traue, Senior Assistant Director of the Center for Health and Wellness, and Doreen Floyd, Associate Dean of Student Affairs presented OneLess at the national Association of Student Conduct Administrators conference in February 2012. OneLess was also featured in an article in the online newsletter, *Student Affairs Today*, in July 2012.

Amalissa Beaubrun, student supervisor of the Student Center Information Desk, was awarded Student Employee of the Year for Bentley as well as for the state of Massachusetts. She then went on to place third amongst eight other students from the Northeast.

In November of 2011, Paul Stanish, Associate Director of the Student Center, Maria DiLorenzo, Director of Spiritual Life (formerly Director of Student Activities), and Jessica Kenerson, Senior Assistant Director of Student Affairs presented two educational sessions at the Association of College Unions International Region 1 Conference on “Building a Successful Commencement Week” and “Cultivating Staff Morale”.
## Departmental Data
### Student Behavior

#### Violation Class: Property

<table>
<thead>
<tr>
<th></th>
<th>AY2009</th>
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<tr>
<td></td>
<td>Students</td>
<td>Cases</td>
<td>Students</td>
<td>Cases</td>
<td>Students</td>
<td>Cases</td>
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<tr>
<td>Damage &amp; Vandalism</td>
<td>14</td>
<td>14</td>
<td>38</td>
<td>21</td>
<td>34</td>
<td>21</td>
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<tr>
<td>Pets, Trash, Lounge Furniture</td>
<td>14</td>
<td>10</td>
<td>18</td>
<td>8</td>
<td>14</td>
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<td><strong>Total</strong></td>
<td>28</td>
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<td>56</td>
<td>29</td>
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#### Violation Class: Alcohol & Drug

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<th></th>
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<th></th>
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<tbody>
<tr>
<td></td>
<td>Students</td>
<td>Cases</td>
<td>Students</td>
<td>Cases</td>
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<tr>
<td>Alcohol</td>
<td>260</td>
<td>168</td>
<td>356</td>
<td>197</td>
<td>336</td>
<td>216</td>
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<tr>
<td>Drug</td>
<td>44</td>
<td>32</td>
<td>131</td>
<td>67</td>
<td>84</td>
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<tr>
<td>Party</td>
<td>91</td>
<td>38</td>
<td>142</td>
<td>48</td>
<td>121</td>
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<td>Protective Custody</td>
<td>25</td>
<td>26</td>
<td>35</td>
<td>35</td>
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<tr>
<td>Public Intoxication</td>
<td>10</td>
<td>11</td>
<td>23</td>
<td>25</td>
<td>29</td>
<td>29</td>
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<tr>
<td><strong>Total</strong></td>
<td>430</td>
<td>275</td>
<td>687</td>
<td>372</td>
<td>622</td>
<td>403</td>
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#### Violation Class: University Rules

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<th>AY2010</th>
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<th>AY2011</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Students</td>
<td>Cases</td>
<td>Students</td>
<td>Cases</td>
<td>Students</td>
<td>Cases</td>
</tr>
<tr>
<td>Disrespect, Uncooperative</td>
<td>72</td>
<td>49</td>
<td>80</td>
<td>59</td>
<td>77</td>
<td>57</td>
</tr>
<tr>
<td>Disruption Academic</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>1</td>
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<tr>
<td>Guest Policy</td>
<td>28</td>
<td>24</td>
<td>39</td>
<td>35</td>
<td>21</td>
<td>18</td>
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<tr>
<td>Harrassment</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>1</td>
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<tr>
<td>Noise, Quiet Hrs.</td>
<td>301</td>
<td>126</td>
<td>317</td>
<td>124</td>
<td>307</td>
<td>140</td>
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<tr>
<td><strong>Total</strong></td>
<td>401</td>
<td>199</td>
<td>440</td>
<td>221</td>
<td>408</td>
<td>216</td>
</tr>
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</table>
**Bentley Shuttle**

During the academic year, the Harvard Square Shuttle provides hourly service to and from Harvard Square (with a stop in Waverly Square) seven days per week. Additional service is provided on Fridays and Saturdays every thirty minutes from 2:30 p.m. until 3:00 a.m. The Harvard Square Shuttle provides 20,000 rides per month.

The Campus Loop Shuttle (North Campus/Main Campus/South Campus) provides service during the academic year Monday through Friday every twenty minutes between the hours of 8 a.m. and midnight, with short breaks in service throughout the day (posted on website). On Saturday and Sunday, the Campus Loop Shuttle operates from noon to midnight with short breaks (posted on website). The Campus Loop Shuttle provides between 8,000 and 10,000 rides per month.

Summer service for May through August 2012 will be limited to the Harvard Square route, 3:30 to 11 p.m., Monday through Thursday only. Anticipated ridership for summer service is 500-700 rides/month.

<table>
<thead>
<tr>
<th>Service</th>
<th>Ridership AY 2012</th>
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<tbody>
<tr>
<td>Harvard Square</td>
<td>162,434</td>
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<tr>
<td>Loop</td>
<td>52,847</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>215,281</strong></td>
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</table>

**Student Activity Fee Allocations**

The 2012 academic year undergraduate, day, full time student activity fee was $288 per year. The SAF is administered by a board of seven elected and appointed students known as the Allocation and Internal Audit committee (AIA) to over 100 recognized undergraduate student organizations. Data from fall 2011 appears below. AIA allocated $82,000 during the 2012 spring semester, approximately 6% of the total, which is on par with previous spring allocations.

<table>
<thead>
<tr>
<th>Cluster</th>
<th>Fall 2011</th>
<th>Fall 2010</th>
<th>Fall 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>AIA, ABA, SGA</td>
<td>$18,367.05</td>
<td>$14,954.20</td>
<td>$28,217.97</td>
</tr>
<tr>
<td>Academic</td>
<td>$8,738.07</td>
<td>$7,496.97</td>
<td>$11,974.70</td>
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<tr>
<td>Athletic &amp; Club Sports</td>
<td>$99,135.09</td>
<td>$84,834.66</td>
<td>$81,920.60</td>
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<tr>
<td>Campus Arts &amp; Media</td>
<td>$52,095.66</td>
<td>$47,631.81</td>
<td>$43,790.17</td>
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<tr>
<td>CAB</td>
<td>$595,720.00</td>
<td>$378,550.00</td>
<td>$344,248.78</td>
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<tr>
<td>Class Cabinets</td>
<td>$329,598.30</td>
<td>$291,571.50</td>
<td>$247,504.74</td>
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<tr>
<td>Commuters</td>
<td>$435.50</td>
<td>$335.59</td>
<td>$791.11</td>
</tr>
<tr>
<td>Cultural</td>
<td>$35,257.84</td>
<td>$31,334.12</td>
<td>$37,373.77</td>
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<tr>
<td>Fraternity &amp; Sorority</td>
<td>$12,688.95</td>
<td>$6,793.31</td>
<td>$6,507.50</td>
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<tr>
<td>Recreational</td>
<td>$22,329.00</td>
<td>$18,593.21</td>
<td>$21,053.53</td>
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<tr>
<td>Religious &amp; Service</td>
<td>$8,533.04</td>
<td>$7,250.23</td>
<td>$6,051.20</td>
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<tr>
<td>Social &amp; Political</td>
<td>$19,324.92</td>
<td>$10,087.03</td>
<td>$14,243.95</td>
</tr>
<tr>
<td>Total Allocations</td>
<td>$1,202,223.42</td>
<td>$899,432.63</td>
<td>$843,678.02</td>
</tr>
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</table>
Meal Plan Participation and Revenue
The success of changes to the Residential Dining Program can be measured most significantly by the non-mandatory participation rate (students living in campus housing or commuting but not required to purchase a meal plan). While the non-mandatory participation rate for the spring semester has remained fairly constant for the past three years (40% due to students studying abroad, leave of absence, internships), the rate for the fall semester has grown from 37% in fall 2009 to 51% in fall 2012. The increase of nearly 14% in three years indicates strong student satisfaction with the dining program. With relatively no change in the number of students living on campus, the overall meal plan participation shows that 2,809 students purchased a plan in fall of 2011 compared to 2,731 in fall of 2010, an increase of 78 students or 3%. While individual students may suggest program improvements from time to time, the data indicates strong overall satisfaction.
Residence Life

John Piga, Director of Residence Life

Departmental Overview
Residence Life seeks to create communities in which safety, civility, and inclusivity are the norms. In these communities, the personal and intellectual growth of each individual is augmented and counterbalanced by the rules and needs of the community.

Safety and civility are encouraged by the judicious application of University rules and policies. The application of University rules and policies also foster personal accountability and responsibility by upholding Bentley's high ethical and behavioral standards.

Personal growth and inclusivity are encouraged through student-centered programming efforts that highlight the importance of celebrating differences, building healthy relationships, and creating leadership opportunities.

Intellectual growth is encouraged by creating residential environments that allow students to sleep, study, and pursue the academic endeavors necessary to complete a Bentley education.

By achieving the goals stated above, the Residence Life seeks to complement Bentley’s academic mission and prepare students to become valuable and contributing members of the global community.

Executive Summary
The 2011-2012 academic year was a successful one for Residence Life. The department, through the efforts of the on campus professional staff which is housed amongst the students, continued to provide support, oversight, and a readily available university presence for the on-campus student population.

Over the course of the year, during non-business hours, on weekends and overnight, the professional staff responded to over 500 calls for assistance from parents, students, and various University offices. In turn, over 200 telephone calls home were made by the professional staff to alert emergency contacts to changes in the health and/or well-being of their Bentley student. These calls home were almost universally received with gratitude and led to better, more deliberate outcomes for the students and families involved.

During regular business hours, the professional staff continued to build community through student interactions. These interactions took place in structured ways through the room change process, the judicial process, in First Year Seminar (all Residence Life professional staff are required to be instructors), and as advisors to the Residence Hall Association. Additionally, through the requirements placed on Residence Assistants managed by the Residence Directors, the professional staff was able to, at one degree of separation, have some knowledge of the entire community of students.

Highlights
The national search has concluded and two new professionals, Alex Hirs and Justin Woodard, have been hired as Resident Directors (RDs) in the First Year Area. With the new hires, currently all professional staff positions are filled.

There have also been a couple of processes that have been addressed, making them more student-centered. The Room Condition Report has been successfully introduced as an opening and closing form for students at to complete if they are going to live on campus. The Student Room Change process has been successfully
changed to ensure that the first stop for any student who is looking to move out of their current assignment is the RD for their area.

Over the course of this year, each residential building on campus has been walked through each night at least twice. One circuit of the building is called a round; there have been over 4,000 rounds done by the RA staff. Many positive interactions took place during these rounds, and behavioral issues were addressed by the RA staff as well. Overall, these duty rounds generated over 600 incident reports that were written and submitted by the RA staff. These reports contributed greatly to the understanding we have of the residential community on this campus and allow staff to talk to students about issues that arise in the community with the aim of resolving difficulties before they become larger issues.

Both RA’s and RD’s produced a number of high quality programs benefitting all class years. While programs were social, many were also academically focused, featuring co-sponsorships with Academic Advising, Undergraduate Career Services, the Valente center for the Arts, and the Dean of Arts and Sciences. The biggest program was the Residence Hall Association’s bi-annual Breakfast by Moonlight, which set an attendance and fund raising record in December and May. The money raised in May was given to Bentley student Ryan Vermette in his recovery from injuries he sustained while studying abroad.

**Departmental Vision 2012-2013**

Prior to students moving onto campus in August, each room, suite, and apartment on campus will be inspected for preparedness/cleanliness by a Residence Life staff member, a furniture inventory will be completed, and a room condition report will be filled out. Also, every community on campus (each floor and house) will, during their first week on campus, have a community meeting called by a residence life staff member. At that meeting, introductions will be made, community standards will be discussed, and any concerns or issues will be addressed.

Residence Life will again be working on First Year student move-in, collaborating with Athletics (the football team assists families move in) and Facilities. In addition, it is the goal of the department that each Bentley student will have face-to-face contact with a Residence Life staff member in the first 48 hours of the student’s arrival on campus.

During the academic year, Residence Life professional staff members, will, as much as possible, meet with students face to face to discuss questions and concerns, and or to resolve issues.

**Assessment Status**

Residence Life will resume the EBI survey on a semi-annual basis beginning next year.

**Department Data**

**Returning RAs (57)**

<table>
<thead>
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## Newly Hired RAs (40)

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Spiritual Life
Maria DiLorenzo, Director of Spiritual Life

Department Overview
Spiritual Life at Bentley University offers opportunities for education and awareness of religious observances among the major world religions, while also encouraging community members to seek an understanding and practice of spirituality that may not be affiliated with a faith tradition. The department supports interfaith learning, while respecting the secular nature of the University, and demonstrates the importance of understanding religion and spirituality in a global business context.

Executive Summary
Spiritual Life has experienced normal trends of transition since the departure of the former director of the department. The establishment of a complete team of faith-based advisers became top priority along with ascertaining the current climate of spiritual life among the community. By partnering closely with students, faculty, and staff advocates, the director was able to prioritize efforts for the Sacred Space and develop programs that spoke to the larger developmental needs of the institution. Perhaps most importantly, Spiritual Life has made strong cross-campus partnerships, which promote the importance of spirituality in a student’s overall development. Campus memorials also provided opportunities for wider exposure for the department and use of staff expertise.

Father Bob Congdon and Reverend Kirstin Boswell Ford joined the team as Catholic and Protestant chaplains respectively, and Professor Pierce Butler assumed advisement of both the Buddhist and Muslim communities. Rabbi Jeff Foust resumed his role with Jewish student advisement, and Professor Prakash Saraswat maintained his support of Hindu students. This team met bi-weekly throughout the academic year to assess and review current issues facing the department. Two advisory boards were also established and met monthly: a faculty and staff board comprised of both new and returning advocates of Spiritual Life and a student board comprised of faith-based organizational leaders as well as those who expressed an interest in spirituality on campus.

Along with general assessment strategies, several successful programs, such as Spot o’ Tea and Habitat for Humanity, and interdepartmental collaborations provided good momentum for the department. Building on these efforts, Spiritual Life has an opportunity for significant impact on campus.

Highlights
This year, one of Spiritual Life’s focuses was on strategic outreach. As members of the community passed, Spiritual Life partnered with departments to create campus memorial services. Most notably, the death of Qinpei Lin resulted in strong partnerships among the Graduate School, the President’s Office, Center for Health and Wellness, and various campus constituents responsible for communicating the University’s response to such a tragedy.

Service Learning project manager training will now include a conversation about spiritual themes and questions that often arise from participating in community service. Faith-based student organizations will also now attend an informational session with service learning to encourage participation and understand a link with social justice initiatives.

Other successful collaborations include the Human Resources (HR) new employee packets now including information about spirituality and ways an employee has access programs, worship opportunities, and volunteer connections, the Admissions’ ESS brochure now having a page on Spiritual Life for new first year students, and Spot o’ Tea, a monthly program in the Sacred Space addressing contemporary issues in spirituality hosted by Spiritual Life and Residential Life, grew from 2-20 students.
As a Wellness Center continues to be explored in Lewis Hall, the staffs of the Center for Health and Wellness as well as Counseling and Student Development have been interested in creating a more overt link between the body, mind, and spirit and the services that support this model. Programs like Spot o’ Tea addressed wellness strategies for stress reduction with students.

Part of Spiritual Life’s approach for engaging students is by sending regular emails that inform the community about various religious observances. The hope is that by dispelling some myths and creating more awareness, room is created on campus for spiritual exploration. The Spiritual Life team also created a Twitter handle (@BentleySpLife) for students to follow interesting facts about religion and spirituality as they happened on campus or in the world.

Many improvements were made to the Sacred Space in the Student Center. The neutrality of Room 335 (traditional Sacred Space) was maintained, but more overt indicators of being connected with Spiritual Life were made to room 325 such as hanging a multi-faith icon banner above white board and multi-faith icon poster near entrance as well as adding a credenza near the white board to serve as a resource center with books, music, pamphlets, and information about Spiritual Life at Bentley.

**Challenges**

Staff compensation continues to be a challenge. Each member of the team is paid a stipend, and while arguably not equitable among them, the struggle exists in how to pay all of them a fair wage when funding for salaries is extremely limited. There is also a need to evaluate how merit applies to these staff members, as some are employed as contract labor, while others as less than part-time employees hired by HR. It will be necessary to partner with HR to identify the best practice for these staff, while developing a plan for appropriate compensation based on position responsibilities.

Under a student’s self-admission, the former structure of the Muslim Student Association was ineffective. Two sophomores have approached the former president to revitalize the organization into the Bentley Islamic Community with hopes for a more communal experience for Muslims, collaborating more directly with the Waltham Islamic community. Additionally, the adviser for this organization has been inconsistent, resulting in little direction for students who identify as Muslim. Professor Butler has agreed to support both the Muslim and Buddhist students going forward.

It is evident that students who belong to the Bentley Christian Fellowship and Catholic Campus Connection are more conservative in the practice of their traditions. This is based on the requests from students regarding worship preferences or strategies for evangelization. Upon assuming this role, an interfaith minister was hired to work with the Protestant students for their worship service. Students were not receptive to a broader understanding of the Bible or Christian practice, which resulted in a difficult transition of chaplains. Two challenges arose for the department: does conservative practice deter other students from participating and how do we serve the needs of those currently practicing? As Reverend Boswell Ford will not be returning to Bentley this fall because of a role at Brown University, yet another search is ongoing to hire a Protestant chaplain who can balance these two distinct questions.

**Assessment**

Benchmarking best practices among Spiritual Life departments proved to be a useful exercise. By posing eight questions to five of Bentley’s competitor schools (Lehigh, Northeastern, Villanova, Babson and Bryant), the following information was obtained:

1. Is your institution secular or religiously affiliated?
2. How does your college/university identify the department for spirituality, religion and faith development?
3. What is the staff structure to support these services?
4. Do you have a space on campus for religious or spiritual practice?
5. What student organizations exist for faith-based/spiritual interests?
6. What formal religious or spiritual services exist on campus for students to attend?
7. Is there a partnership between spiritual development and wellness on campus? (formal or informal)
8. Is there a relationship between spiritual development and community service on campus? (formal or informal)

Each campus has an identifiable department for addressing spiritual development (whether multi-faith or exclusively Catholic), a space designated for spiritual practice or services (which all have coordinated services), staff focused on spiritual development of students, and student organizations for faith-based interests. Whether the institution was secular or religiously affiliated seemed to have little impact on the existence of resources for spirituality, especially for a designated space on campus for community members to practice. While each named the department differently (e.g., Spiritual Life Center, Campus Ministry, Office of Faith and Service, etc.), there was a clear emphasis on educating the whole student beyond academic achievement and incorporating an awareness of the deeper meaning of life, purpose and existence of the Divine.

After reviewing these basic components of Spiritual Life at competitor schools, Bentley, in nearly every category, holds its own. While some universities have a more comprehensive student organizational structure (i.e., offering more options for faith-based interests), Bentley consistently provides opportunities for students to connect to spirituality. A space exists, services directed to spiritual development are offered, staffing supports the opportunities offered, and a connection with wellness and community service has been developed. After this review, it is clear that Bentley can make a mark in some underdeveloped areas at our competitor schools, while also exploring opportunities for advancement that bring campus up to par in others.

**Departmental Vision for 2012-2013**

Alongside the Center for Health and Wellness, Spiritual Life will concentrate on more offerings to identify spirituality as a tool for stress reduction and community building. Perhaps by offering Spot o’ Tea more frequently (two times a month momentum may continue to build). Also, since student feedback has shown interest in retreats, collaborative retreats (even online versions if students choose not to leave campus) can be offered to address ways to use spirituality alongside wellness techniques.

Rabbi Jeff Foust made a strong connection with Anakha Coman, a coach and trainer of corporate mindfulness. Spiritual Life may be able to provide opportunities for faculty and staff that are looking for mindfulness opportunities with her assistance and leadership. Additionally, the team would like to create podcasts on spiritual meditations (similar to those done by Stephanie Kendall from Counseling and Student Development), which can then be linked among webpages for student referrals.

After speaking with Ed Zlotkowski, it became evident there is room to develop the service learning project managers in the area of spirituality as it relates to community service. This partnership would be a natural link, as many encounter questions of spirituality through community service. By being more overt about the philosophical parallels, Service Learning and Spiritual Life may be able to bridge the gap some of our students may have about spirituality (or even the language of spirituality).

**Staff Achievements**

Reverend Bob Congdon celebrated his silver jubilee (25 years of ordination), Professor Pierce Butler coordinated the 3rd annual Celebration of Rumi event, and Maria DiLorenzo, Director of Spiritual Life, was invited to be the American College Health Association’s Coalition Chair for Spirituality, Religion and Student Health.
Departmental Data

The most efficient method to understand how the current community understood and viewed Spiritual Life was by way of a campus-wide survey, which was conducted in February 2012. Results of this survey confirmed many observations but also provided insight regarding approaches for a broader appreciation of Spiritual Life at Bentley.

The data below shows significant support for spirituality at Bentley, identifying 87% of the 343 respondents in favor of education and awareness efforts. One noteworthy finding: Among the undergraduate population, the initial value of spirituality among first year students is moderate (36 respondents, 10.5%), with a gradual decrease toward junior year (26 respondents, 7.6%), followed by an increase among seniors (44 respondents, 12.8%). This trend supports the national data that states students may not consistently value spirituality throughout their college experience, but by senior year, reemerge as proponents (Astin, Astin & Lindholm, 2011). This seems to indicate as students complete their education, they begin to identify the importance of higher level thinking on matters such as spirituality.

Do you think having opportunities for education and awareness about spirituality are valuable at a secular institution?

The data below provides an understanding of how the community self-identifies by way of spiritual practice. While much confusion exists around the semantics of spirituality, these categories show that the majority of our community considers themselves “spiritual” and has some method to practice spirituality (216 respondents, 55%). This confirmed the environment at Bentley is receptive to spirituality where efforts for education and awareness are a priority.
When given options for practices of spirituality, nearly 90% of respondents indicated an interest in at least one method. Leading practices among students were retreats (54.8% of undergraduates), community service/civic engagement, and use of popular culture with techniques using movie, music and technology. Among faculty and staff, meditation/mindfulness was the front runner. This data provided significant guidance on which approaches to take to develop spiritual practices for the community.

In addition to the survey, ten one-on-one interviews were conducted with student leaders across campus to obtain anecdotal evidence of spiritual life’s effectiveness and suggestions for stronger student interest and support. These student narratives confirmed that spirituality is difficult to prioritize among other pressing matters during the collegiate experience, yet most affirmed the value of making time for higher level thinking that involves spirituality (e.g., who am i? what things do I value? how do I make sense of the world?).

While approximately 250 students (mostly undergraduate) regularly participate in overt practices on campus, they consistently utilize the Sacred Space for worship, prayer, meetings, scripture studies, etc. On a weekly basis, the following religious traditions are using the space for their worship or spiritual practice: Protestant (5-25), Catholic (85-100), Jewish (20-40), Muslim (10-20), and Buddhist (3-7).
Student Activities

Nicole Chabot-Wieferich, Director of Student Activities

Department Overview
The Department of Student Activities enhances the collegiate experience by providing students with opportunities that complement the academic curriculum. Through a variety of programs and initiatives, the department works collaboratively with faculty, administration, and students to enhance community, develop student learning, and build student leaders. The office strives to promote meaningful connections between classroom learning and co-curricular activities, a sense of community and pride, and the development of transferrable leadership skills.

Executive Summary
This year has been one of great activity and change for the Office of Student Activities. A new Program Coordinator, Jimmy Doan, began at the start of the fiscal year, soon after the Director of Student Activities position became vacant. For three months the two Assistant Directors, Adam Payne and Lai-Monte Hunter, along with Jimmy, successfully managed the office with support from the Office of the Dean of Student Affairs until Nicole Chabot-Wieferich, Director of Student Activities, began in mid-October. Moving into the first full year together as a staff, it will be essential that the team continue to its work to create a strategic plan for the department going forward.

It was an active year for programs with each semester kicking off with Activities Fairs and Leadership Conferences for the student body. In addition, staff in the department supported the Campus Activities Board (CAB) in the planning of two very large-scale events: Groove Boston/Halloween Dance in October and Spring Day in April. Falcons UNite, the late-night, alcohol-free programming group on campus, shifted to Student Activities during the fall semester, adding two programs per week to the Student Activities programming calendar. Another major program spearheaded by the department is the Commencement Week trip to the Bahamas, which included 570 student participants who engaged in a week of travel, programs, and community-building prior to Commencement.

The Certified Bentley Leader (CBL) program had a successful inaugural year, offering programs to 577 students, 32 of whom received full-time CBL status and will become mentors in the program for next year. The Bowles Performing Arts Series and the Arts & Lectures Series had consistent attendance and gained great momentum over the course of the year with participation from faculty, staff, students, and community members. Finally, fraternities and sororities raised over $25,000 and performed over 7,000 hours of community service. New bi-weekly risk management workshops were planned for members in fraternities and sororities in an effort to expand the knowledge of best-practices and behavioral expectations for all students and within the community.

Highlights
There was a great deal of changes this year within the Student Activities staff. The new Program Coordinator Jimmy Doan started in June. Working for the STEP program in the Multicultural Center for his first two months, he entered Student Activities full time in August. Former Director, Maria DiLorenzo, vacated her position to enter the position of Director of Spiritual Life and new Director, Nicole Chabot-Wieferich, started her position mid-October. Despite all of the transition and change within the Department, the Student Activities staff was able to form a cohesive bond, creating an initial vision for the future, and put together a year of solid programming and services. While there is still a great deal of work to do, it was a very successful year.

Falcons Unite (FUN), the weekend alcohol-free programming initiative, was absorbed by the program coordinator in Student Activities who took over the management of the budget, programs, and staff in October.
2011. FUN hosted 27 programs in the fall 2011 semester with an average attendance of 95 students, a 100% increase in attendance from fall 2010. The programs provided an important alternative for students looking to socialize on weekend nights without alcohol.

The GrooveBoston/Halloween Dance proved to be a tremendous success despite last minute challenges with weather, forcing a move from a tent by the Library to the Dana Center Fieldhouse, with outstanding support from Athletics and Facilities. 1,800 students celebrated Halloween with incredible music and a rock star light show. Behavioral incidents on this notoriously busy weekend were reduced, and plans to secure additional resources to allow for increased attendance next year are being explored.

Spring Day also proved to be a huge success. 3,200 tickets were sold to students who enjoyed the day from the morning of tournaments, entertainment, and novelties to the concert that began at 4 p.m. A live karaoke band proved to be a source of sustained audience participation with another highlight of the afternoon being the faculty/staff versus student kickball game. White Panda opened for Nelly to a sold out crowd. Behavioral incidents were comparable, if not fewer, than last year, and the new staffing model and system of organization led to a relaxed and amicable mood throughout the day.

New this year, the Certified Bentley Leader (CBL) program has been an invaluable addition to the campus community. This action-based leadership model focused on leadership identity, career exploration, skill-building, and mentorship. 577 students participated in at least one of the 12 seminars and two office visits that took place throughout the year, while 32 students completed the entire program. The average GPA of the students that obtained CBL status was a 3.6. In addition to developing Bentley’s next generation of leaders, the program connected recent alumni back to their alma mater by having them present leadership seminars. Seminars were also led by Liberty Mutual, Travelers, Grant Thornton, Northwestern Mutual, Bank of New York Mellon, PwC, EMC, and TJX.

While Commencement Week presented new challenges this year, overall it was a tremendous success. There was a new management team for the program, including new Director of Student Activities, Nicole Chabot-Wieferich, and Senior Assistant Director of the Office of the Dean of Student Affairs, Jessica Kenerson, joining Dean of Student Affairs, Andrew Shepardson, and Director of Housing and Student Systems, Ron Ardizzone. The planning was organized, well delegated, and the connection among the staff was extremely strong. 571 students, the second highest attendance in the history of the trip, flew to the Bahamas to enjoy five days and four nights. Student behavior was good and few issues arose throughout the course of the trip.

Currently, there are 492 students that are affiliated with a Greek-lettered organization, which includes 99 new members that were initiated in the spring. Fraternity and sorority life also continued to give back to the community this academic year. It’s members volunteered over 7,000 hours, donated 500 pounds of nonperishable food to local food banks, and raised $887 for academic scholarships and over $25,000 for organizations such as Save A Child’s Heart, Cystic Fibrosis, Colleges Against Cancer, American Foundation for Suicide Prevention, and the National Kidney Foundation.

This year the Office of Student Activities took a different approach with the leadership conference in January. Rather than planning a retreat for the Governing Organizations, a conference was planned to mirror the All-Star Conference in the fall semester. Presidents and Treasurers of each organization were required to attend with the option for new Executive Board members to attend as well. The primary difference with the Winter Leadership Conference was that a call for programs was put out to all student organizations. Students from CAB, the Women’s Center, Student Government Association, SGA, and ABA presented skill-building sessions to their peers, putting students in the position to educate each other provided a new level of development and learning. Corporate partners and staff members also presented sessions to round out the program. Over 200 students participated with strong reviews.
Challenges

While the staff transition has been as smooth as possible, the newness of the Student Activities staff has presented some challenges in the past year. We are working towards becoming a more cohesive unit with common goals and direction. With the new director starting mid-fall semester, the time did not present itself to do a great deal of strategic planning, identity development, and vision creation during the year.

The Bentley community is still getting to know Student Activities staff, the most tenured of which has only been here for a year and a half. A lot of work had to be done, and will continue to be done, to create an image, brand, and name for the Department. Through the execution of successful programs, intentional accessibility to students, and hard work, by the end of the year the department had begun to make its mark. By continuing on this path and working collaboratively, and for the best interests of the students, the staff hopes to continually increase the awareness on campus. More networking needs to be done with other departments, as well, to make connections and build bridges for future collaborations. The marketing plan put into place mid-year with the “Vitamin Water” postcards was instantly recognizable and the imagery and branding will continue to be used in different ways across campus. Banners, posters, social media, and web design will all be avenues to brand the department.

Given the space planning of the University, Student Activities became very involved in the preparation to relocate the Bubble for the 2013 fiscal year. While working with staff from Student Affairs to get student input in many ways, the impact of this move affected Student Activities differently than other departments. Being connected directly to the Bentley Bubble (student organization space) was a great way to bridge the department to the student organizations. Looking forward to next year, Student Activities will be positioned between two departments; marketing the department and having staff go to student spaces will be key to maintain the reputation and positive connection to students already established.

While it was a strong year for programming within fraternity and sorority life, there were some organizational and judicial challenges. Sigma Iota Alpha, transitioned into the system in the 2011 fiscal year with three senior members. After those three graduated in May 2011, there was no longer membership on campus. Staff in Student Activities will continue to assess the need for new multicultural fraternities and sororities to best meet the need of the community, while also building sustainable organizations.

Delta Phi Epsilon sorority was given a one year suspension from campus following a level three hearing during the spring semester as a result of extensive property damage, inappropriate behavior, and a violation of university policy during their pinning and formal event in November. Work with the organization will continue throughout their suspension in preparation for their reinstatement request next year. The loss of the organization and their inability to recruit new members in February had great impact on the remaining sororities and the recruitment system overall. Numbers dropped significantly following the announcement that DPhiE would not be participating, shifting the priorities of the other women in recruitment as well as the other organizations. As a result of this incident, as well as a desire to further enhance and improve policy, travel policies will be reviewed for all organizations prior to the start of the academic year in fall of 2012.

The Falcon Awards this year proved to be a challenging event to garner support for from staff and students alike. Staff is looking to incorporate more celebration opportunities throughout the year (student organization of the month, program of the month, etc.) to infuse the spirit of celebration and mutual excitement into the student leader community.

Assessment

During the 2011-2012 academic year, the Office of Student Activities was charged with benchmarking best practices for some of its programs and services as other departments worked on learning outcomes, satisfaction assessment, and national benchmarking. The offices will rotate assessment areas by year,
creating a cyclical four year assessment plan.

Research was gathered from five local institutions to help assess the quality of Student Activity programs and resources at Bentley. After concluding this assessment, it is evident that Bentley meets, and many times exceeds, the standards set by some of our aspirant and peer institutions.

Student organization advisor preparation and training is lacking structure and a sense of community. The creation of an Advisor Manual as well as a schedule of regular advisor meetings will be critical to the success of the program moving forward. Making the Director of Student Activities more available and known as a resource to these advisors will also be important in communication next year. It will also be crucial to create an online module where students, parents, faculty, and staff can get up to date information about our organizations’ clubs and involvement.

The Certified Bentley Leader program is in a strong place heading into its second year. The theoretical foundation will provide for a great deal of growth opportunity in the future. In comparison to other programs reviewed, it shows a high level of intentionality and catering to the Bentley student. Student Activities will need to actively develop additional stages of the program moving forward as the needs of the students and the success of the current phases are assessed. All leadership programming (conferences, Leadership Academy, etc.) will need to be structured in a way that creates a leadership experience on campus, rather than segmented programs.

The Commencement Week program is far beyond the scope of all other institutions reviewed. The opportunity provided to Bentley students to travel to another country, engage with another culture, and celebrate in paradise is exceptional. Students not only have a wonderful celebration, they connect as a class and gain pride in their institution. A better job can be done of advertising a “senior experience” to students to ensure that those who do not attend Commencement Week in the Bahamas will still feel as though they have had fun, social, and community-building experiences throughout their final year.

The above demonstrates that over the course of two years, with heavy change and turnover, the Office of Student Activities has sustained and produced programs that are standing strong alongside those of peer institutions.

**Departmental Vision for 2012-2013**

There are a few focus areas that staff will prioritize for the coming year: departmental vision and goal setting, marketing and branding, implementation of the leader-member exchange phase of the CBL program, further development of Falcons UNite, club advisor framework and training, and a vision for the growth and development of the Fraternity and Sorority Life system.

Student Activities will also look to further enhance the awareness of the risk management policies for student leaders, leading to a continued increase in the use of the waivers and forms.

Finally, a new plan for Falcon Awards will be developed in an effort to bridge the expectations of staff in the division with those of Student Activities as well as the needs and wishes of the students.

**Staff Achievements**

Throughout this year, Jimmy Doan, Program Coordinator of Student Activities, had two presentations accepted for the NASPA National Conference. Jimmy has also been offered a prestigious position on the NASPA Region I Board, working to plan the NUFP program for the next two years.

Lai-Monté Hunter, Assistant Director of Student Activities, was accepted to the Northeastern Doctoral Program in Higher Education in May.
Adam Payne, Assistant Director of Student Activities, was awarded “Advisor of the Year” at the 2012 Falcon Awards. He was nominated by students and the final award was voted on by the student body as well.

**Departmental Data**

**Bowles Performing Arts Series**
- Number of Bowles Events Fall 2011: 10
- Average Bowles Attendance Fall 2011: 67
- Number of Bowles Events Spring 2012: 5
- Average Bowles Attendance Spring 2012: 61

**Arts & Lectures Programs**
- Number of Arts and Lectures Programs Fall 2011: 17
- Average A&L attendance Fall 2011: 14
- Number of Arts and Lectures Programs Spring 2012: 16
- Average A&L attendance Spring 2012: 17

**Spring Day 2012**
- Tickets Sold: 3,200

**Groove Boston/Halloween Dance**
- Tickets Sold: 1,800

**Falcons UNite**
- Number of programs Fall 2011: 27
- Average attendance Fall 2011: 95
- Number of programs Spring 2012: 23
- Average attendance Spring 2012: 90

**Certified Bentley Leader (CBL)**
- Number of CBL seminars 2011-2012: 12
- Number of CBL Office Visits: 2
- Average attendance 2011-2012: 57
- Total participants 2011-2012: 577
- Average GPA of participants: 3.6
- Student to achieve CBL status: 32

**Fraternity and Sorority Life**
- Total Fraternity and Sorority Life Membership 2011-2012: 492
- New Members initiated Spring 2012: 99
- Community Service Hours: +7,000
- Philanthropy Dollars Raised: +$26,000

**Risk Management**
- Student organization events that required the travel and liability waiver: 58
Athletics Appendix

2011-12 Academic Awards

Capital One NCAA Division II Academic All-America
- Lauren Battista, Sophomore, Women’s Basketball, 2nd team
- Nicole Dion, Junior, Women’s At-Large (field hockey), 3rd team
- John Drago, Junior, Men’s Track/Cross Country, 3rd team
- Matt Michel, Junior, Men’s At-Large (golf), 3rd team
- Amy Varsell, Junior, Women’s Track/Cross Country, 1st team,
- Weston Zeiner, Junior, Men’s Soccer, 2nd team

Northeast-10 Conference Team Academic Excellence Awards
- Men’s Cross Country, Football, Men’s Lacrosse, Men’s Indoor Track, Men’s Outdoor Track Men’s Soccer, Men’s Swimming
- No other institution had more than four

Northeast-10 Conference Scholar-Athlete Sport Excellence Awards
- Lauren Battista, Sophomore, Women’s Basketball
- Matt Michel, Junior, Golf
- Amy Varsell, Junior, Women’s Indoor Track & Field & Women’s Outdoor Track & Field

Northeast-10 Academic All-Conference
- Women’s Basketball: Lauren Battista, Jacqui Brugliera
- Men’s Cross Country: Rob Dextradeur, John Drago, Tom Witherell
- Women’s Cross Country: Caitlin Fahey, Ashley Nichols
- Field Hockey: Nicole Dion, Kelsey Mattson, Julia Powell, Stephanie Sideris
- Football: Wade Critides, Bryant Johnson, Will Lockwood, Bart Stires
- Golf: Harry Kirkpatrick, Dan McQueen, Matt Michel
- Men’s Indoor Track & Field: Conor Higgins, Sean Maguire
- Women’s Indoor Track & Field: Caitlin Fahey, Amy Varsell
- Men’s Lacrosse: Justin Holmes
- Women’s Lacrosse: Maureen Fields
- Men’s Outdoor Track: Sean Maguire
- Women’s Outdoor Track: Amy Varsell
- Men’s Soccer: Matt Reynolds, Weston Zeiner
- Men’s Swimming: Chris Argiros, Joe Frantel, Matt Wessels
- Women’s Swimming: Caroline Lewis, Abby Mathews
- Men’s Tennis: Rodrigo Ribeiro, Victor Suski
- Women’s Tennis: Kara Murphy
- Bentley’s total of 36 Academic All-Conference selections was tied for NE-10 most

Northeast-10 Commissioner’s Honor Roll
- Bentley placed 320 on Commissioner’s Honor Roll for Fall 2011 and led conference in both most honorees and highest percentage of athletes honored (64 percent).
- For the Spring 2012, Bentley was also number one in conference in both athletes qualifying for Commissioner’s Honor Roll (351) and percentage (70 percent).
- To be eligible for selection to the Northeast-10 Commissioner’s Honor Roll, a student-athlete must have at least a 3.0 GPA for the semester.
Capital One NCAA Division II Academic All-District 1

- Men’s At-Large: Dan McQueen, Matt Michel
- Women’s At-Large: Nicole Dion
- Women’s Basketball: Lauren Battista
- Football: Mike Brownett, Bryant Johnson
- Men’s Soccer: Weston Zeiner
- Men’s Track & Cross Country: John Drago, Sean Maguire
- Women’s Track & Cross Country: Amy Varsell

From Coaches Associations

United States Track & Field and Cross Country Coaches Association

- Men’s Team named All-Academic in both track & field and cross country
- Women’s Team named All-Academic in both track & field and cross country
- Men’s Cross Country All-Academic Honorees: Rob Dextradeur, John Drago, Sean Maguire, Craig Robinson, Tom Witherell
- Women’s Cross Country: All-Academic Honorees: Tara Dooley, Caitlin Fahey, Evelyn Marrero, Ashley Nichols, Amy Varsell
- Men’s Track & Field All-Academic Honorees: Curtis Trueb, Mike Vatti
- Women’s Track & Field All-Academic Honorees: Caitlin Fahey, Amy Varsell

Atlantic Hockey Association

- 13 Bentley student-athletes named to the Atlantic Hockey All-Academic Team: Trent Bonnett, Justin Breton, Blake Dougherty, Alex Grieve, Herbie Kent, Alex Kubiak, Branden Komm, Dan Koudys, Tyler Quartuccio, Jared Rickord, Aaron Stonacek, Brett Switzer, Mike Switzer
- Quartuccio, Stonacek and M. Switzer were each recognized for the fourth time

National Field Hockey Coaches Association

- Bentley placed 14 on the NFHCA Division II National Academic Squad: Tori Bergantino, Lacey Cumming, Nicole Dion, Hannah Gerry, Charlotte Goninan, Gina Lirange, Beth Maguire, Kaitlyn Marciniak, Melissa Martorelli, Kelsey Mattson, Julia Powell, Mollie Ricker, Kaitlyn Riley, Stephanie Sideris
- Bentley was fifth in NFHCA Division II National Academic Team Award standings with 3.32 GPA

College Swimming Coaches Association of America

- Amanda Le and Nadine Edwards named honorable mention Division II Scholar All-America
- Men’s team selected for Scholar All-America Team award for spring semester
- Women’s team received the same award following both the fall and spring semesters

National Football Foundation

- Six Bentley seniors/grad students named to 2012 Hampshire Honor Society for academic excellence: Mike Brownett, Wade Critides, Bryant Johnson, Sal Ruffino, Will Spring, Bart Stires
- Bryant Johnson inaugural recipient of Jack Daly Award for Academics, Citizenship and Football by Jack Grinold Eastern Massachusetts Chapter of the National Football Foundation

Gridiron Club of Greater Boston

- Bryant Johnson Division II-III recipient of 66th annual Nils V. Swede Nelson Award for exceptional achievement in academics, athletics, sportsmanship and citizenship
### 2011-12 ATHLETIC RESULTS

#### BASEBALL (28-23, 13-8 NE-10 Northeast Div.)

<table>
<thead>
<tr>
<th>Team</th>
<th>Record</th>
<th>Series</th>
</tr>
</thead>
<tbody>
<tr>
<td>at Tampa</td>
<td>L 7-0</td>
<td></td>
</tr>
<tr>
<td>at Tampa</td>
<td>L 8-0</td>
<td></td>
</tr>
<tr>
<td>at Tampa</td>
<td>L 2-1</td>
<td></td>
</tr>
<tr>
<td>at Rollins</td>
<td>L 10-4</td>
<td></td>
</tr>
<tr>
<td>at Rollins</td>
<td>L 7-2</td>
<td></td>
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<tr>
<td>at Rollins</td>
<td>L 6-2</td>
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<tr>
<td>at Rollins</td>
<td>L 5-3</td>
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<tr>
<td>vs. Saint Anselm</td>
<td>W 3-2</td>
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<tr>
<td>vs. Saint Anselm</td>
<td>L 10-3</td>
<td></td>
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<tr>
<td>vs. Assumption</td>
<td>W 6-3</td>
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<tr>
<td>vs. Assumption</td>
<td>L 7-6</td>
<td></td>
</tr>
<tr>
<td>vs. Pace</td>
<td>W 7-0</td>
<td></td>
</tr>
<tr>
<td>vs. C.W. Post</td>
<td>W 6-1</td>
<td></td>
</tr>
<tr>
<td>vs. Bridgeport</td>
<td>W 6-2</td>
<td></td>
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<tr>
<td>vs. C.W. Post</td>
<td>L 6-2</td>
<td></td>
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<tr>
<td>vs. Bridgeport</td>
<td>W 11-0</td>
<td></td>
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<tr>
<td>vs. Pace</td>
<td>W 6-4</td>
<td></td>
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<tr>
<td>vs. C.W. Post</td>
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<td>Stonehill</td>
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<tr>
<td>at Adelphi</td>
<td>W 10-5</td>
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<tr>
<td>at Adelphi</td>
<td>W 2-0</td>
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<tr>
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<tr>
<td>Merrimack*</td>
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<tr>
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<td>at Stonehill*</td>
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<td>at Franklin Pierce*</td>
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<tr>
<td>at Franklin Pierce*</td>
<td>W 17-8</td>
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<tr>
<td>at Franklin Pierce*</td>
<td>L 9-2</td>
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<tr>
<td>at Stonehill*</td>
<td>W 12-4</td>
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<tr>
<td>Tufts</td>
<td>L 15-4</td>
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<tr>
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<td>Merrimack*</td>
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<tr>
<td>at St. Michael’s*</td>
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<td>W 16-0</td>
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<td>at Merrimack*</td>
<td>W 4-3</td>
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<tr>
<td>UMass-Lowell*</td>
<td>W 7-4</td>
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<td>L 4-2</td>
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<td>UMass-Lowell*</td>
<td>W 2-1</td>
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<tr>
<td>At Saint Anselm (NE-10 Playoffs)</td>
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#### MEN’S BASKETBALL (15-12, 11-11 Northeast-10)

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<tr>
<td>Bishop’s (Exhibition)</td>
<td>W 101-74</td>
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<tr>
<td>Felician (Bentley Tip-Off Classic)</td>
<td>W 100-62</td>
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<tr>
<td>Bloomfield (Bentley Tip-Off Classic)</td>
<td>W 83-74</td>
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<tr>
<td>UMass-Lowell*</td>
<td>L 57-54</td>
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<tr>
<td>Bridgeport</td>
<td>W 67-63</td>
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<tr>
<td>at Merrimack*</td>
<td>W 74-63</td>
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</tr>
<tr>
<td>at Saint Anselm*</td>
<td>W 65-64</td>
<td></td>
</tr>
<tr>
<td>St. Michael’s*</td>
<td>L 67-59</td>
<td></td>
</tr>
<tr>
<td>Southern New Hampshire*</td>
<td>W 92-76</td>
<td></td>
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<tr>
<td>at Franklin Pierce*</td>
<td>W 70-60</td>
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<tr>
<td>at Stonehill*</td>
<td>W 73-66 (2ot)</td>
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<tr>
<td>Concordia (N.Y.)</td>
<td>W 86-64</td>
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<tr>
<td>Assumption*</td>
<td>W 60-57</td>
<td></td>
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<tr>
<td>at Pace*</td>
<td>L 84-74</td>
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<tr>
<td>at American International*</td>
<td>W 61-58</td>
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<tr>
<td>Saint Rose*</td>
<td>W 64-60</td>
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<tr>
<td>Adelphi*</td>
<td>L 64-56</td>
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<tr>
<td>at New Haven*</td>
<td>W 66-54</td>
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<tr>
<td>at Le Moyne*</td>
<td>L 66-64</td>
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<tr>
<td>Southern Connecticut St. *</td>
<td>W 80-75</td>
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<td>Merrimack*</td>
<td>W 81-78</td>
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<td>Saint Anselm*</td>
<td>L 81-75</td>
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<tr>
<td>at St. Michael’s*</td>
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<tr>
<td>at Southern New Hampshire*</td>
<td>L 76-66</td>
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<tr>
<td>Franklin Pierce*</td>
<td>L 78-58</td>
<td></td>
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<tr>
<td>Stonehill*</td>
<td>L 81-55</td>
<td></td>
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<tr>
<td>at UMass-Lowell*</td>
<td>L 85-76</td>
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<tr>
<td>Assumption (NE-10 Playoffs)</td>
<td>L 78-65</td>
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#### WOMEN’S BASKETBALL (31-4, 20-2 Northeast-10)

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<td>vs. Felician</td>
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<tr>
<td>UMass-Lowell*</td>
<td>W 74-46</td>
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<tr>
<td>at Merrimack*</td>
<td>W 87-58</td>
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<tr>
<td>at Saint Anselm*</td>
<td>W 59-46</td>
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<tr>
<td>St. Michael’s*</td>
<td>W 75-66</td>
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<tr>
<td>Southern New Hampshire*</td>
<td>W 76-43</td>
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<tr>
<td>at Franklin Pierce*</td>
<td>W 73-59</td>
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<tr>
<td>at Stonehill*</td>
<td>W 57-42</td>
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<tr>
<td>at C.W. Post</td>
<td>L 85-71</td>
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<tr>
<td>vs. Dowling</td>
<td>W 50-47</td>
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<tr>
<td>at Bridgeport</td>
<td>W 83-66</td>
<td></td>
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<tr>
<td>Assumption*</td>
<td>W 88-74</td>
<td></td>
</tr>
<tr>
<td>at Pace*</td>
<td>L 79-68</td>
<td></td>
</tr>
<tr>
<td>at American International*</td>
<td>W 79-43</td>
<td></td>
</tr>
<tr>
<td>Saint Rose*</td>
<td>W 67-47</td>
<td></td>
</tr>
<tr>
<td>Adelphi*</td>
<td>W 87-75</td>
<td></td>
</tr>
<tr>
<td>at New Haven*</td>
<td>W 88-68</td>
<td></td>
</tr>
<tr>
<td>at Le Moyne*</td>
<td>W 78-36</td>
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<tr>
<td>Southern Connecticut St. *</td>
<td>L 63-59</td>
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<tr>
<td>Merrimack*</td>
<td>W 68-51</td>
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<tr>
<td>Saint Anselm*</td>
<td>W 63-45</td>
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<tr>
<td>at St. Michael’s*</td>
<td>W 69-58</td>
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</table>
at Southern New Hampshire * W 54-53
Franklin Pierce * W 60-49
Stonehill * W 69-50
at UMass-Lowell * W 74-61
American Int'l. (NE-10 Playoffs) W 67-53
Franklin Pierce (NE-10 Playoffs) W 69-65 (2ot)
So. Connecticut St. (NE-10 Champ.) W 79-52
Dist. of Columbia (NCAA Regional) W 77-58
Franklin Pierce (NCAA Regional) W 54-52
Holy Family (NCAA Regional) W 84-73
vs. Wayne State, Neb. (NCAA Elite 8) W 72-67
vs. Ashland (NCAA Elite 8) L 77-62

MEN'S CROSS COUNTRY
Shacklette Invitational 6th of 7
UMass-Dartmouth Shriners Inv. 3rd of 34
Codfish Bowl 8th of 26
New England 24th of 43
Northeast-10 Championships 6th of 15
NCAA Div. II East Regional 3rd of 25

WOMEN'S CROSS COUNTRY
Shacklette Invitational 6th of 7
UMass-Dartmouth Shriners Inv. 7th of 37
Codfish Bowl 8th of 23
New England 27th of 39
Northeast-10 Championships 2nd of 16
NCAA Div. II East Regional 2nd of 27
NCAA Div. II Championships 22nd place

FIELD HOCKEY (9-9, 6-4 Northeast-10)
West Chester L 4-1
Millersville L 2-1 (p.s.)
Saint Anselm W 5-1
at Merrimack L 2-0
at UMass-Lowell L 4-1
at Stonehill* W 2-0
Assumption W 3-0
Adelphi* W 3-0
at Franklin Pierce L 2-0
Merrimack* L 5-1
UMass-Lowell* W 1-0 (ot)
American International* W 3-2 (ot)
Franklin Pierce* L 4-2
at Assumption* W 5-0
at St. Michael's W 2-0
at Saint Anselm* L 4-3
Southern Connecticut State.* W 9-1
American International (NE-10 playoffs) L 3-2

American International* W 28-10
at Merrimack* L 33-29
Southern Connecticut State* L 31-29
at New Haven* L 45-38
at Pace* W 28-0
Assumption* W 41-26

GOLF
Saint Rose Fall Shootout 1st of 11
Northeast Intercollegiates 6th of 15
Dowling September Shootout 5th of 18
Northeast-10 Championships 1st of 12
Assumption College Shootout 2nd 8
Nova Southeastern Shark Inv. 14th of 14
New Englands 1st of 34
St. James Invitational 7th of 18
Peter King Memorial Tournament 4th of 18
UMass-Lowell River Hawk Inv. t-2nd of 11
AIC Yellow Jacket Classic t-3rd of 6
Palamountain Invitational 3rd of 11
NCAA Div. II East/Atl. Super Regional t-13th of 20

HOCKEY (16-16-8, 13-7-7 Atlantic Hockey)
at Michigan L 5-1
at Michigan L 4-1
at Massachusetts L 5-3
at Quinnipiac L 6-1
at Sacred Heart* W 7-3
Clarkson L 3-2
Clarkson T 2-2 (ot)
at Canisius* W 2-0
at Canisius* L 3-1
American International* W 4-1
at Army* W 4-1
at Mercyhurst* T 0-0 (ot)
at Mercyhurst* L 2-1
Niagara* L 6-4
Niagara* T 2-2 (ot)
at Connecticut* W 4-2
at Yale L 9-3
Robert Morris* W 2-1
Robert Morris* T 2-2 (ot)
at Air Force* T 2-2 (ot)
at Air Force* W 2-1
Rochester Inst. of Tech.* L 2-0
Rochester Inst. of Tech* L 2-1
Holy Cross* T 6-6 (ot)
at Army* W 6-2
Army* L 3-1
Sacred Heart* T 3-3 (ot)
American International* W 5-1
at American International* W 3-2
at Connecticut* W 2-1 (ot)
Connecticut* W 6-1
Holy Cross* T 2-2 (ot)

FOOTBALL (6-4, 5-3 Northeast-10)
SUNY-Maritime W 50-3
West Virginia Wesleyan L 28-23
at Stonehill* W 31-12
Saint Anselm* W 43-16
<table>
<thead>
<tr>
<th>Event / Location / Team</th>
<th>Score 1</th>
<th>Score 2</th>
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<tbody>
<tr>
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<td>L 6-4</td>
<td>W 7-5</td>
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<tr>
<td>Sacred Heart (Atlantic Hockey Playoffs)</td>
<td>W 5-3</td>
<td>W 13-7</td>
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<td>Sacred Heart (Atlantic Hockey Playoffs)</td>
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<td>W 12-11 (3ot)</td>
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<td>Sacred Heart (Atlantic Hockey Playoffs)</td>
<td>W 5-0</td>
<td>W 13-8</td>
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<tr>
<td>at Rochester Inst. of Tech. (AHA Playoffs)</td>
<td>W 4-1</td>
<td>W 9-8</td>
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<tr>
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<td>L 5-4 (ot)</td>
<td>L 20-11</td>
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**MEN'S INDOOR TRACK**

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<tbody>
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<td>No team score</td>
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<tr>
<td>Reggie Poyau Meet</td>
<td>2nd of 7</td>
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<tr>
<td>Greater Boston Track Club Inv.</td>
<td>No team score</td>
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<tr>
<td>Boston University Terrier Inv.</td>
<td>No team score</td>
</tr>
<tr>
<td>Dartmouth Indoor Classic</td>
<td>No team score</td>
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<tr>
<td>Boston University Valentine’s Inv.</td>
<td>No team score</td>
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<tr>
<td>Northeast-10 Championships</td>
<td>7th of 9</td>
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<tr>
<td>New Englands</td>
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<tr>
<td>NCAA Div. II Championships</td>
<td>22nd place</td>
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**WOMEN'S INDOOR TRACK**

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<td>No team score</td>
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<tr>
<td>Reggie Poyau Meet</td>
<td>5th of 8</td>
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<td>Greater Boston Track Club Inv.</td>
<td>No team score</td>
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<tr>
<td>Boston University Terrier Inv.</td>
<td>No team score</td>
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<tr>
<td>Dartmouth Indoor Classic</td>
<td>No team score</td>
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<tr>
<td>Boston University Valentine’s Inv.</td>
<td>No team score</td>
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<tr>
<td>Northeast-10 Championships</td>
<td>8th of 9</td>
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<tr>
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<td>t-19th place</td>
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<td>NCAA Div. II Championships</td>
<td>22nd place</td>
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**MEN'S LACROSSE (5-9, 5-5 Northeast-10)**

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<td>at C.W. Post</td>
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<tr>
<td>at New York Tech</td>
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<tr>
<td>Pace*</td>
<td>W 9-2</td>
<td></td>
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<tr>
<td>at St. Michael’s*</td>
<td>L 14-7</td>
<td></td>
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<tr>
<td>at Saint Anselm*</td>
<td>L 8-6</td>
<td></td>
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<tr>
<td>Dowling</td>
<td>L 7-4</td>
<td></td>
</tr>
<tr>
<td>Assumption*</td>
<td>W 10-5</td>
<td></td>
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<tr>
<td>Le Moyne*</td>
<td>L 9-5</td>
<td></td>
</tr>
<tr>
<td>at Southern New Hampshire*</td>
<td>W 10-7</td>
<td></td>
</tr>
<tr>
<td>vs. Merrimack* (at Gillette Stadium)</td>
<td>L 12-11</td>
<td></td>
</tr>
<tr>
<td>Franklin Pierce*</td>
<td>W 9-8</td>
<td></td>
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<tr>
<td>at American International*</td>
<td>W 12-5</td>
<td></td>
</tr>
<tr>
<td>at Adelphi*</td>
<td>L 17-4</td>
<td></td>
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<tr>
<td>at Adelphi (NE-10 Playoffs)</td>
<td>L 6-4</td>
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</tr>
</tbody>
</table>

**WOMEN'S LACROSSE (13-6, 9-3 Northeast-10)**

<table>
<thead>
<tr>
<th>Event / Location / Team</th>
<th>Score 1</th>
<th>Score 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>at Southern Connecticut St.*</td>
<td>W 16-3</td>
<td></td>
</tr>
<tr>
<td>vs. Limestone</td>
<td>L 12-11</td>
<td></td>
</tr>
<tr>
<td>C.W. Post</td>
<td>L 18-3</td>
<td></td>
</tr>
<tr>
<td>Southern New Hampshire*</td>
<td>W 20-13</td>
<td></td>
</tr>
<tr>
<td>at Molloy</td>
<td>W 15-8</td>
<td></td>
</tr>
<tr>
<td>at Dowling</td>
<td>W 13-8</td>
<td></td>
</tr>
<tr>
<td>Stonehill*</td>
<td>L 17-6</td>
<td></td>
</tr>
<tr>
<td>American International*</td>
<td>W 20-10</td>
<td></td>
</tr>
<tr>
<td>at Le Moyne*</td>
<td>L 12-4</td>
<td></td>
</tr>
<tr>
<td>at St. Michael’s*</td>
<td>W 13-7</td>
<td></td>
</tr>
<tr>
<td>New Haven*</td>
<td>W 13-11</td>
<td></td>
</tr>
<tr>
<td>at Merrimack*</td>
<td>W 12-11 (3ot)</td>
<td></td>
</tr>
<tr>
<td>at Assumption*</td>
<td>W 13-8</td>
<td></td>
</tr>
<tr>
<td>at Queens, N.Y.</td>
<td>W 9-8</td>
<td></td>
</tr>
<tr>
<td>Adelphi*</td>
<td>L 20-11</td>
<td></td>
</tr>
<tr>
<td>at Saint Anselm*</td>
<td>W 12-9</td>
<td></td>
</tr>
<tr>
<td>Franklin Pierce*</td>
<td>W 20-5</td>
<td></td>
</tr>
<tr>
<td>New Haven (NE-10 Playoffs)</td>
<td>W 9-8</td>
<td></td>
</tr>
<tr>
<td>at Le Moyne (NE-10 Playoffs)</td>
<td>L 12-2</td>
<td></td>
</tr>
</tbody>
</table>

**MEN'S OUTDOOR TRACK**

<table>
<thead>
<tr>
<th>Event / Location / Team</th>
<th>Score 1</th>
<th>Score 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northeastern Husky Spring Open</td>
<td>No team score</td>
<td></td>
</tr>
<tr>
<td>Raleigh Relays</td>
<td>No team score</td>
<td></td>
</tr>
<tr>
<td>Tufts Snowflake Classic</td>
<td>No team Score</td>
<td></td>
</tr>
<tr>
<td>UMass-Lowell George Davis Inv.</td>
<td>No team score</td>
<td></td>
</tr>
<tr>
<td>Stonehill Skyhawk Invitational</td>
<td>7th of 10</td>
<td></td>
</tr>
<tr>
<td>Larry Ellis Invitational</td>
<td>No team score</td>
<td></td>
</tr>
<tr>
<td>MIT Invitational</td>
<td>No team score</td>
<td></td>
</tr>
<tr>
<td>Brown Springtime Open</td>
<td>No team score</td>
<td></td>
</tr>
<tr>
<td>Northeast-10 Championships</td>
<td>7th of 9</td>
<td></td>
</tr>
<tr>
<td>New Englands</td>
<td>24th place</td>
<td></td>
</tr>
</tbody>
</table>

**WOMEN'S OUTDOOR TRACK**

<table>
<thead>
<tr>
<th>Event / Location / Team</th>
<th>Score 1</th>
<th>Score 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northeastern Husky Spring Open</td>
<td>No team score</td>
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<td>Raleigh Relays</td>
<td>No team score</td>
<td></td>
</tr>
<tr>
<td>Tufts Snowflake Classic</td>
<td>No team Score</td>
<td></td>
</tr>
<tr>
<td>UMass-Lowell George Davis Inv.</td>
<td>No team score</td>
<td></td>
</tr>
<tr>
<td>Stonehill Skyhawk Invitational</td>
<td>6th of 11</td>
<td></td>
</tr>
<tr>
<td>Larry Ellis Invitational</td>
<td>No team score</td>
<td></td>
</tr>
<tr>
<td>MIT Invitational</td>
<td>No team score</td>
<td></td>
</tr>
<tr>
<td>Brown Springtime Open</td>
<td>No team score</td>
<td></td>
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<tr>
<td>Northeast-10 Championships</td>
<td>8th of 9</td>
<td></td>
</tr>
<tr>
<td>New Englands</td>
<td>28th place</td>
<td></td>
</tr>
<tr>
<td>NCAA Div. II Championships</td>
<td>t-43rd place</td>
<td></td>
</tr>
</tbody>
</table>

**MEN'S SOCCER (9-7-2, 7-5-1 Northeast-10)**

<table>
<thead>
<tr>
<th>Event / Location / Team</th>
<th>Score 1</th>
<th>Score 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wilmington (Del.)</td>
<td>T 1-1 (2ot)</td>
<td></td>
</tr>
<tr>
<td>Bloomfield</td>
<td>W 3-0</td>
<td></td>
</tr>
<tr>
<td>C.W. Post</td>
<td>L 2-1</td>
<td></td>
</tr>
<tr>
<td>American International*</td>
<td>W 2-0</td>
<td></td>
</tr>
<tr>
<td>at St. Michael’s*</td>
<td>W 4-1</td>
<td></td>
</tr>
<tr>
<td>at Assumption*</td>
<td>W 1-0</td>
<td></td>
</tr>
<tr>
<td>UMass-Lowell*</td>
<td>L 2-1</td>
<td></td>
</tr>
<tr>
<td>Stonehill*</td>
<td>W 0-1</td>
<td></td>
</tr>
<tr>
<td>at New Haven*</td>
<td>W 2-1 (2ot)</td>
<td></td>
</tr>
<tr>
<td>at Bridgeport</td>
<td>W 4-3</td>
<td></td>
</tr>
<tr>
<td>Le Moyne*</td>
<td>L 2-0</td>
<td></td>
</tr>
<tr>
<td>at Southern New Hampshire*</td>
<td>L 3-0</td>
<td></td>
</tr>
<tr>
<td>at Saint Rose*</td>
<td>W 2-1</td>
<td></td>
</tr>
<tr>
<td>Saint Anselm*</td>
<td>W 4-1</td>
<td></td>
</tr>
<tr>
<td>at Merrimack*</td>
<td>T 0-0 (2ot)</td>
<td></td>
</tr>
<tr>
<td>Franklin Pierce*</td>
<td>L 4-2</td>
<td></td>
</tr>
<tr>
<td>Southern Connecticut St.*</td>
<td>L 2-1</td>
<td></td>
</tr>
<tr>
<td>at So. New Hampshire (NE-10 Playoffs)</td>
<td>L 2-1</td>
<td></td>
</tr>
</tbody>
</table>
**WOMEN’S SOCCER (6-10-2, 5-8-2 Northeast-10)**
Dominican (N.Y.) W 7-0
at UMass-Lowell* L 2-0
at Le Moyne* W 2-1
St. Michael’s* W 2-1
at Mercy L 1-0
New Haven* L 1-0
at Franklin Pierce* W 1-0
Merrimack* L 3-1
at Dowling L 2-0
at Adelphi* L 3-0
at Stonehill* T 0-0 (2ot)
at Southern Connecticut St.* L 2-0
at Saint Anselm* L 2-1
Pace* L 3-2
Assumption* W 2-1
at American International* W 2-1 (2ot)
Southern New Hampshire* T 4-4 (2ot)
Saint Rose* L 9-0
New Haven* L 5-2
at Le Moyne W 7-0
Southern Connecticut St.* L 9-0
Southern Connecticut St.* L 14-1

**MEN’S SWIMMING (7-2)**
at Batterman Relays No team score
at Le Moyne W 161-119
at Betty Spears Relays No team score
Gordon W 164-70
at UMass-Dartmouth W 153-78
St. Michael’s W 114-97
Northeast-10 Invitational 3rd of 5
Norwich W 145.5-113.5
Saint Rose L 145.5-85.5
at Babson W 126-108
Keene State L 171-118
at Bridgewater State W 163-87
Northeast-10 Championships 3rd of 7
NEISDA Championships 1st of 13

**SOFTBALL (8-30, 6-24 NE-10)**
vs. Bridgeport W 11-1
vs. Winona State L 5-0
vs. Alderson-Broaddus L 4-3
vs. Philadelphia L 5-2
vs. Minot State W 3-2
vs. Millersville L 4-3
vs. Lock Haven L 10-2
Vs. Mercy L 2-0
Stonehill* L 5-1
Stonehill* W 4-3
Saint Anselm* L 9-1
Saint Anselm* L 7-4
at Franklin Pierce* L 10-2
at Franklin Pierce* L 3-0
at UMass-Lowell* L 11-0
at UMass-Lowell* L 7-1
at Adelphi* L 6-2
at Adelphi* L 4-2
at Pace* L 7-3
at Pace* W 8-3
at Southern New Hampshire* L 3-2
at Southern New Hampshire* L 4-1
Le Moyne* W 6-5
Le Moyne* L 4-2
Saint Rose* L 5-1
Saint Rose* W 2-1 (8 inn.)
St. Michael’s* W 3-0
St. Michael’s* W 2-1
at American International* L 2-0
at American International* L 2-1
at Assumption* L 2-1
at Assumption* L 11-1
Merrimack* L 8-3
Merrimack* L 9-5
New Haven* L 5-2
New Haven* L 7-0
Southern Connecticut St.* L 9-0
Southern Connecticut St.* L 14-1

**WOMEN’S SWIMMING (8-1)**
at Batterman Relays No team score
at Le Moyne W 153-132
at Betty Spears Relays No team score
Gordon W 186-60
at UMass-Dartmouth W 163-67
St. Michael’s W 114-86
Northeast-10 Invitational 1st of 5
at Plymouth State W 175-104
Saint Rose W 148-95
at Babson W 127-104
Keene State L 155-136
at Bridgewater State W 185-93
Northeast-10 Championships 2nd of 8
NEISDA Championships 1st of 22
NCAA Div. II Championships Did not score

**MEN’S TENNIS (15-7, 10-1 Northeast-10)**
ITA East Regional No team score
Assumption* W 9-0
at Saint Anselm* W 9-0
Le Moyne* W 8-1
Pace* W 9-0
at Endicott W 9-0
at Babson W 6-2
at MIT L 7-2
at Eckerd W 6-3
at Florida Tech L 8-1
at Saint Leo L 9-0
at Florida Southern L 9-0
at Brandeis W 7-2
American International* W 9-0
Stonehill* W 9-0
St. Michael’s* W 9-0
Adelphi* W 5-4
Franklin Pierce* W 8-1 at Stonehill* L 3-0
Merrimack* L 5-4 at American International* L 3-2
at Southern New Hampshire* W 7-2 Southern New Hampshire* W 3-1
Southern New Hampshire (NE-10 Playoffs) W 5-4 New Haven* L 3-0
at Merrimack (NE-10 Championship) L 5-1
at Merrimack (NCAA Div. II East Reg.) L 5-0 * conference game

WOMEN’S TENNIS (9-12, 9-4 Northeast-10)
ITA East Regional No team score
at New Haven* W 9-0
Le Moyne* W 8-1
Pace* W 8-1
at Endicott L 5-4
at Babson L 7-2
at Eckerd L 9-0
at Florida Tech L 9-0
at Tampa L 8-1
at Saint Leo L 7-2
at Brandeis L 8-1
American International* W 9-0
at Stonehill* L 8-1
St. Michael’s* L 5-4
at Assumption* W 7-2
Adelphi* L 7-2
Saint Rose* W 8-1
Merrimack* W 5-4
Franklin Pierce* W 7-2
Saint Anselm* W 8-1
at Southern New Hampshire* L 8-1
at St. Michael’s (NE-10 Playoffs) L 5-0

VOLLEYBALL (12-15, 7-8 Northeast-10)
at Dowling (Dowling Inv.) L 3-0
vs. Lock Haven (Dowling Inv.) L 3-0
vs. Charleston (W.V.) (Dowling Inv.) W 3-0
UMass-Lowell* L 3-1
at Univ. of the Sciences W 3-1
vs. Wilmington, Del. L 3-1
Assumption* W 3-1
Georgian Court (Bentley Inv.) W 3-1
Molloy (Bentley Inv.) W 3-1
Queens (Bentley Inv.) W 3-1
at Southern Connecticut St.* L 3-0
at Saint Anselm* W 3-0
St. Michael’s* W 3-0
New York Tech L 3-1
at Franklin Pierce* L 3-1
at Augusta State L 3-0
vs. Armstrong L 3-0
at USC-Aiken L 3-1
at Saint Rose* W 3-2
at Le Moyne* W 3-1
at Merrimack* W 3-1
Pace* L 3-0
Adelphi* L 3-0