



The Division of Student Development and Campus Life

The Division of Student Development and Campus Life provides access, support and encouragement to all students in pursuit of academic excellence in the Montclair State University's diverse community. As a division, we establish inclusive partnerships, programs, facilities and services, build leadership, enrich academic and career goals and enhance the quality of life for potential and current students and alumni.

Core Values

Compassion • Respect • Ethical • Visibility
Transformative Empowerment • Driven By Innovation

We Support the Full Development of Our Students

- SDCL is committed to a holistic and comprehensive student experience building skills in self advocacy, personal wellness and social responsibility.
- We build a dynamic co-curricular experience complementing and enhancing classroom learning.
- We create a student first culture fostering respect, a sense of belonging and encourages care and concern for self and others within diverse communities.
- The division promotes student success at every level by offering opportunities to engage in campus activities, leadership development and self exploration through an array of programs and services both on and off the Montclair State campus.
- Encouraging the growth of a global mindset through transformative experiences emphasizing social justice, diversity, equity and inclusion.



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SDCL Priorities

Short-Term Priorities: Academic Year 2021-22

- Successful opening/return to campus
- COVID-19 mitigation/vaccine compliance
- Increased access/diversification of Counseling and Psychological Services
- Reorganize Campus Business Services
- Increase resources for food-insecure students
- Full integration of SDCL in retention initiative
- Robust new approach to new student orientation
- Create and document policies/protocols for division
- Create and launch strategic plan for division

Long-Term Priorities: Beyond Academic Year 2021-22

- New Student Center
 - Increased resources for commuter students
 - Increased space for student programs and campus meetings and events
 - Possible collaboration with new library for contiguous space
- Relocation of University Police Department
- Food venue for Clove Road residential communities
- Renovation of Panzer Gym
- Creation of a first generation student program
- Creation of a parent/family initiative
- Creation of NCAA Division III Women’s Hockey team/program
 - Expansion of MSU Ice Arena
- Expansion of lower priced housing (Hawks Crossing) for residential students

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Campus Business Services

Campus Business Services provides progressive, creative and innovative approaches to service delivery for the campus community, while maximizing athletic and recreational facility assets and generating revenue streams to enhance the student experience. This constellation of mission critical operations comprises Auxiliary Services (Dining, University Bookstore, Red Hawk Dollars, ID Card Services), Conferences Services and University Events, and third party athletic and recreational facility partnerships.

Campus Bookstore

Located in the Student Center at the heart of campus, the University Bookstore, operated by Follett Higher Education, provides course materials in both electronic and print formats, as well as branded, licensed merchandise, school supplies, and academic ceremony regalia. Since the inception of our current contract in 2013 amidst the explosion of the Amazon electronic marketplace, course material adoptions by faculty have fluctuated between 36% to 70% semester to semester, generally trending downward each year, impacting the viability of the present business model. We are currently engaged in identifying and assessing alternative models for course material delivery that reduce costs to students and address future desires/needs of campus stakeholders. Concurrently we are looking to develop opportunities for applied student entrepreneurial activities.

Dining Services

The University has contracted with Chartwells to provide our food service on campus; this line of business has been significantly impacted by the pandemic since spring of 2020. While the intention was to be fully operational for fall of 2021, Chartwells has struggled to fill vacant position, and has not been able to open all venues as a result. In addition, they are also experiencing supply chain issues impacting their ability to obtain the breadth of food and drink products demanded by students.

We are currently engaging with Chartwells on a quality improvement plan to be enacted immediately, and we are also contracting with a third party food service consulting entity to conduct a full program review and strategic assessment of meal plan program financial structures and retail service needs.

Staffed food service operations are currently open in 9 campus buildings. We operate two all you can eat, traditional cafeteria style eateries for board plans (Sam’s Place & Freeman Hall Dining). Our retail food service operation includes several national brands including Chili’s, Dunkin’ Donuts, Jersey Mike’s, Panda Express, and Panera Bread Company, and two convenience stores.

Contracted Service Providers:

- Chartwells meal plans, retail food venues, and campus catering (15 year contract ending June 2029)
- Canteen (vending/tied to Chartwells contract)
- Coca-Cola (10 year pouring rights sponsorship ending in 2027)
- TBD Ice Arena Concessions

	2019/20	2020/21	2021/22
Meal Plan Enrollment	4624	2729	4132
(19 meal plan options)	(Fall 2019)	(Fall 2019)	(Fall 2021)
	4636	2420	TBD
	(Spring 2020)	(Spring 2020)	(Spring 2022)

ID Card Services

The University ID Card office maintains the ID card software platform, as well as point of sales equipment at dining and other venues throughout campus. The ID card identifies students, employees, alumni and affiliates as members of the University community; University ID cards and the ID card software platform are also used to process transactions for meal plans, health center and print lab charges. The ID card holds declining balance accounts using Flex and Red Hawk Dollars accounts, and the ID card software system is also used as the door access system for Residence Hall entrances and for access into the Student Recreation Center.

	2019/20	2020/21	Change %
First ID Cards Issued	6,450	5,905	-8%
# RH\$ Deposit Transacations	4,647	2,514	-46%
Total # of RH\$ Transactions	42,800	13,904	-68%

Conference Services

Conference Services oversees the facility operations of the beautiful University Conference Center on the 7th floor of University Hall, and serves as the University’s primary point of contact for internal and external event planners seeking venues, food, parking, audio/visual services, residential accommodations and ancillary services. Conference Services oversees all aspects of Conference Center meetings and events, and administers the University’s room scheduling software, liaises with Residence Life in processing summer housing contracts for campers/guests, and is also assigned as the functional owner of the Protection of Minor Youth Policy. The Conference Services office also oversees the financial administration of the NJ Jackals contract for use of Yogi Berra Stadium.

University Conference Center Facility Features

Venue	Type	Sq. Ft.	Major Features / Assets
Conference Center	Event Venue	6,300	Built in Audio/Visual, revamped system in 2020. Capacity of 500. Room can be split into six different rooms.
President’s Dining Room	Board Room	700	Board room for up to 30. Built in A/V.

	2019/20	2020/21	Change %
# use Conference Center	118	11	-91%
President’s Dining Room	23,535	1,325	-94%

University Events

University Events executes all of the logistical and promotional aspects associated with the University’s large-scale, high-profile signature and ceremonial events that advance the institutional mission of the university. The types of events include, but are not limited to, Homecoming, the Annual Scholarship Dinner/Gala, Commencements, Convocations, groundbreaking ceremonies and building openings, and presidential events. We are currently completing a hire process for a second full time staff member to support this area.

	2019/20	2020/21	Change %
# of Events	11	47	327%
# of People/Attendees	17,350	47,350	173%

Athletic and Recreation Facility Partnerships

Managing an array of contractual relationships that leverage university athletic and recreational facilities to advance broader community and regional needs and foster positive relationships with local and regional stakeholders.

- Montclair State University Ice Arena
 - Firland Group (ice arena facility manager)
 - Montclair Blues Youth Hockey League
 - Parabolic Performance Rehab (lease)
 - SportsPlus Pro Shop
- Yogi Berra Stadium - University Sports and Entertainment Group (NJ jackals)
 - MSU Soccer Park - NY Red Bulls II
 - Parking Lot 60 - Riding Academy



Campus Recreation

The Department of Campus Recreation offers award-winning, state of the art recreational facilities and excellent recreational programs and services to undergraduate and graduate students, faculty and staff. The center offers programs such as Fitness and Group X classes, Intramural and Club Sports, special campus events and off-campus outdoor adventures, and bicycle and outdoor recreational equipment lending. Non-affiliated members may participate in swim lessons, birthday parties and enjoy guest privileges in the Student Recreation Center.

Facility Features

*Student Recreation Center - Opened: March 24, 2008

- 78,000 square feet
- 10,000 sq. ft. fitness space
- 2-court gym
- Heated indoor pool (25 yards/6 lanes)
- Elevated indoor track
- Locker rooms & showers
- Equipment to borrow/buy
- State of the art fitness equipment

Montclair State Ice Arena

- 2 full NHL Sized Arenas
- Cafe/Concessions
- Operated by Firland Group
- Home for MSU Club Sport Teams

DioGuardi Field

- 330’ x 200’ turf field with 8-lane track and lights.

The Student Recreation Center is open 16-19 hours a day during the Fall and Spring academic sessions.

- 6 a.m. - 1 a.m. Monday – Thursday
- 6 a.m - midnight Friday
- 8 a.m.- midnight Saturday & Sunday

Student Engagement

- 275+ Student Leader Employees/year
- 15+ Student Leader Volunteer RecBoard Members/year
- 500 Student Club Sport Team Members/year
- 1380 participants/853 unique participants Student Intramural League Participants/year
- 12713 swipes/1356 unique students Student Group Fitness Class Participants/year
- Average of nearly 300,000 student visits per year

10th ANNIVERSARY STATS: 2008 – 2018

- 2,500,000+ patrons swiped into the SRC over 10 years
- Nearly 50% of the student population swipes into SRC at least once per year*
- *Based on 4 year data from 2014-15 to 2017-18
- Positive correlation between SRC usage and freshmen first year retention, for both females and males
- (‘14, ‘15 & ‘16 Cohorts)

Programs

Special Events and Rec Nights (examples below)

- DIY Door Decor
- Essential Oils
- Cupcake Decorating
- Archery Balloon Burst
- DIY Beading Night
- Denim Decorating for Denim Day
- Terrarium Making for Earth Day

Fitness Classes (in person) and Fitness On Demand (online)

- GX Rewards
- TRX Suspension Training
- Cardio Kickboxing
- Barbell Strength
- Functional Movement
- Zumba
- Movement Analysis
- Cycling
- Meditation and Yoga
- POUND Fusion Cardio
- Bootcamp
- High Intensity Interval Training

Outdoor Adventure

- Hiking Trips
- Biking Trips
- Camping
- Winter Variety Trip in Lake Placid
- Kayaking
- Whitewater Rafting
- Standup Paddle Boarding
- Friday Night Fire Pits with S’Mores
- Paintball
- Rock Climbing
- Apple Picking
- Renaissance Faire
- Horseback Riding
- Harvest Festival

Club Sport Teams (28 teams)

- Baseball
- Golf
- Swim
- Basketball
- Gymnastics
- Table Tennis
- Cheer
- Ice Hockey
- Tennis
- Dance*
- Lacrosse
- Track
- Equestrian
- Rolley Hockey
- Unified Sports
- Esports
- Rugby
- Volleyball
- Field Hockey
- Soccer
- Wrestling

*Dance National champs in 2018 and 2021

Skating

- Learn to Skate
- Men’s, Women’s & Youth Hockey
- Figure Skating
- Open Skate
- Freestyle Skating
- Summer Camps
- Stick and Puck
- Birthday Parties & Rentals

Center for Leadership & Engagement

The Center for Leadership and Engagement oversees a variety of experiences and initiatives that span the life cycle of a student from Orientation to Graduation. We oversee three of the University’s flagship programs: new student orientation, Experience Montclair, and student leadership development programs. We also provide support and oversight for military affiliated students. The Center for Leadership and Engagement is committed to promoting opportunities for personal development and growth through holistic initiatives; fostering intellectual and intentional experiences beyond the classroom. Students will be prepared for the future.

Orientation | Leadership Development
Student Engagement & Digital Badging | Military Affiliated Services

Orientation Programs

New Student Orientation	Summer / Winter 2019	Summer / Winter 2020
Total # of students	4969	4638
Freshmen*	3051	3139
Transfers**	1918	1938
Freshmen Family	1009	298
Transfer Family***	540	NA
Online Orientation	2709	2916
Red Hawk Day	1841	205 (mostly virtual)
# of Sessions	20 (10 FR and 10 TR)	24 (13 FR and 11 TR)

Military Programs

Military.com Military Friendly School | Veteran Affairs Yellow Ribbon School

Military Services	2019/20	2020/21
Total military students	Fall: 270/Spring: 283	Fall: 326/Spring: 293
Total dependents	N/A	Fall: 56/Spring: 54Created dependent attribute fall 2020
Total certified	Fall: 248/Spring: 264	Fall: 302/Spring: 268
Graduate Students	Fall: N/A/Spring: 36	Fall: 43/Spring 40

Military Student Population Growth	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Fall and Spring Semesters	168/156	138/153	191/205	217/237	270/283	326/293

Signature Programs

- Green Zone Training for faculty and staff
- Veteran/Military Student Recognition Week
- Resource Fairs/Workshops
- Edge4Vets Workshop helps students translate military experience to post-military careers



Leadership Development Program

Leadership Development	2019/20	2020/21
Personal/Professional workshop series	Fall: 426/ Spring: 107	Fall: 425/ Spring: 511
Leaving the NEST series	NA	Fall: 93/ Spring: 122
Leadership podcast	5 Episodes, 217 Plays	8 Episodes, 226 Plays
Student leader cross-training	302 attendees	423 attendees
National Society of Leadership and Success	216 inductees	291 inductees

Signature Programs

Student Employee Cross Training | Leaving the NEST | Personal & Professional development workshops

Digital Badging*	Fall 2018	Fall 2019	Fall 2020
# of students completing	146	1164	1809

*All freshmen required to complete series of activities as part of a digital badge - First Semester Achievement (FSA) Badge in the New Student Seminar course (GNED-199)

Notable outcomes:

- Student participation increased when it was required as a class assignment vs. optional
- Positive correlation between participation and retention
- Positive correlation between participation and cumulative GPA
- Negative correlation between participation and course drops (CD);
i.e. higher participation = less course withdrawals



Center for Student Involvement

Through innovative leadership offerings, fraternity/sorority advisement, civic and voter engagement activities, commuter life, weekend programs, and student employment opportunities, the Center for Student Involvement (CSI) empowers students to be visionary, ethical, culturally competent and responsible members of our global community. CSI guides student organizations to operate successfully on campus, supports the educational experiences which student organizations provide for their members/leaders, and administers the Engage student involvement online portal for student organizations and campus programs.

Student Activities

CSI Weekend Activities & Signature Events	Fall 2019	Spring 2020	Fall 2020	Spring 2021
Total number of programs	59	69	66	26
Total Program Attendance	4,189	1,142	1,109	1,044
Total Unique Attendees	2,208	782	687	602
Virtual Student Org. Fair	N/A	N/A	10,000+ views	2,100+ views

Signature Programs

- Weekend Programs: trivia nights, bingo, off campus trips, outdoor movies
- Campus Traditions: Homecoming, Red Hawk Night, Senior Week, Graduation Fair
- Student Involvement: Student Organization Fairs, student organization events, Engage portal

Civic & Voter Engagement

- In November of 2019, Montclair State University was awarded a Gold Seal from the ALL IN Challenge for having a 2018 campus-voting rate between 40-49% in the 2018 midterm election.
- With assistance from the online Voter Registration platform, TurboVote, voter registration stayed consistent from 427 in 2019-20 to 426 in 2020-21.

Volunteer Programs

Virtual volunteering opportunities and donation options included letter writing to soldiers for A Million Thanks colored photos for Color a Smile, and Valentine's Day cards for patients at St. Jude's. During the fall semester, Hunger & Homelessness Week hosted a themed week for volunteering and donations.

Volunteer/Donation Option	2020/21 # of students/donations	2020/21 # of hours
Fall - Virtual	20 students	200
Spring - Virtual	36 students	204
H&H Week - Live events	54 students	102
H&H Week - Donations	75 donations	N/A

Commuter Life

Commuter Programs	Fall 2019	Spring 2020	Fall 2020	Spring 2021
Total number of commuter programs	14	5 in-person, 49 virtual	7 in-person, 2 virtual	13 in-person, 2 virtual
Total commuter program attendance	2633	542	531	883
Average % of commuters attending	80%	82%	61%	52%
CAMP Mentees	115	106	159	151
CAMP Mentors	13	13	15	15
CAMP Mentees retained in program fall to spring	92%	N/A	95%	N/A

Signature Programs

- Commuter Life Appreciation week
- Commuter Happy Hours (weekly)
- Commuter Assistance Mentorship Program (CAMP)
- Halloween event

Greek Life

As of the spring of 2021, about 3.99% of Montclair State University students were active members of the social Greek fraternity and sorority community, compared to 4.56% in the spring of 2020.

Greek Life Grade Point Averages	Spring 2020	Spring 2021
All Greek Membership	978	599
All Greek	3.394	3.396
All Fraternity	3.200	3.254
All Sorority	3.384	3.463
All Greek Gender Inclusive Organizations	3.516	3.593
All Undergraduates	3.19	3.227
All Female Undergraduates	3.30	3.229
All Male Undergraduates	3.05	3.103

Greek Philanthropy and Service

	2019/20	2020/21
Philanthropy Money Raised	\$47,081.93	\$36,034.16
Service Hours	21,290.51	13,473.53

HawkSync / Engage Data

In June 2020 we switched from HawkSync to Engage - an events management platform for students to use and see what's happening on campus throughout the semester.

All Campus Student Org & Other Programs	Fall 2019	Fall 2020
# of Registered Events	4,539	2,477
Tracked event attendance	1,076	458

Counseling & Psychological Services

The Department of Counseling and Psychological Services is a department within the Dean of Students Office designed to provide free personal counseling and psychological services for Montclair State students, as well as referrals and consultations for faculty and staff. The Department is fully accredited by the International Accreditation of Counseling Centers (IACS).

Clinical Contacts

	Spring 2020	Spring 2021
Individual Therapy Sessions	20% increase	N/A
Group Therapy Sessions	16% increase	N/A
No Show Rates	28% decrease	N/A
Let’s Talk Drop-in Sessions	203 visits	191 visits

Topics of Group Therapy Sessions

- Understanding Self and Others
(multiple sections of interpersonal process groups and one specifically for grad students)
- Managing Moods
- Thriving After Trauma
- Women’s Self-Defense Group
- Mind. Body. Being.
- Health Issues Group

Client Satisfaction Survey 2020-2021

- 84% of respondents agreed or strongly agreed with the statement that as a result of counseling “I feel better about myself.”
- 100% indicated they would recommend a friend seek counseling at CAPS.
- 80% indicated that their experience at CAPS significantly added to their positive feelings about Montclair State.
- 74% indicated that their experience at CAPS helped them make progress towards completing their educational goals.
- 95% said telehealth services (remote counseling) met their needs.

Campus Crisis Management

- CAPS staff provided crisis coverage 24 hours a day, 7 day a week for the University community 365 days of the year.
- After Hours Emergency Service Calls FY21
 - Answered by CAPS - 8 situations (July-October, 2020)
 - Answered by ProtoCall - over 100 calls (November 2020-June 2021)
- Hospital Transports from CAPS = 6

Collaboration and Outreach Programs

Groups and outreach specifically for students of color were a focus in collaboration with the Office of Social Justice and Diversity and the Educational Opportunity Fund.

- **Agents of Change** (7-10 students attended weekly group meeting)
- **Empathy and Connection** (2-4 students attended weekly group meeting)
- **Mosaic Women** (3-7 students attended weekly group meeting)
- **Connecting Across Cultures** (7-15 students attended weekly group meeting)
- **Sister to Sister (S2S), a mixer for women of color** (30 attendees fall, 42 attendees spring)
- Active Minds, United Asian American Student Organization (UAASO), Asian American Pacific Islander Heritage Month and Mental Health Awareness Month activities and flag raising

Suicide Prevention Initiatives

Final year of both JED Campus and the Campus Suicide Prevention Grant

- Signage with mental health resource information was installed in both parking decks
- Environmental scan was conducted
- Suicide post-vention procedures were developed and distributed
- The Healthy Minds Survey was successfully administered during the spring 2021 semester
- A virtual conference focused on suicide prevention featuring a renowned expert Dr. David Jobes hosted June 2021. With 412 registrants, the conference was the best attended conference sponsored by the New Jersey College Counseling Association. Staff of New Jersey Counseling Centers who attended the conference received suicide prevention resources for their campus with grant funds.

Recovery Grant

Counseling and Psychological Services co-sponsored recreational programming for students in recovery (murder mystery event, spa day and terrarium building) as part of the University’s Recovery Grant project funded by the State of New Jersey. Three weekly Recovery Room meetings were offered and six students in recovery were supported as presenters at the Association of Recovery in Higher Education (ARHE) conference.

Kognito and TAO Connect Usage

To date, 878 students have made use of TAO Connect, and 981 faculty/staff have completed the Kognito training to recognize and respond to at-risk students.



Dean of Students Office

The Dean of Students Office promotes student success, collaborates with campus partners to connect students with appropriate services, and ensures the resolution of concerns that impact student academic and/or personal well-being. These cooperative relationships and support services are designed to develop students who are intellectual, resilient and civically engaged global citizens.

Student Support Services

Medical Withdrawals

Designed for students experiencing physical or psychological circumstances that substantially impairs their ability to function successfully or safely. Medical withdrawal determinations are based on evaluations conducted by a Montclair State clinician.

- **Fall 2020:** 92 (12 physical health; 80 mental health)
- **Spring 2021:** 73 (9 physical health, 64 mental health)

Food Insecurity - Red Hawk Food Pantry

Established in 2016 to combat the struggle of food insecurity among our campus community. Funded entirely through donations, including Goya, Inserra, and St James Church. Large donations also came from Intercollegiate Athletics and the Greek Life community. Also, partner with the Community Food Bank of New Jersey.

- **Fall 2020:** 286 visits, 11-2 pm, 1 day/week, serving 20 students per week
- **Spring 2021:** 322 visits; 11-2 pm, 1 day/week, serving 20 students per week

Textbook Scholarships

A total of approximately \$32,500 per year in textbook scholarships are available through Student Government Association, Follett Bookstore, and MSU Foundation’s Emergency Book Scholarship Fund. Awards range from \$100-\$250/student/year. Total scholarships awarded 2020-21= \$12,700

	Fall 2020	Spring 2021
SGA	9 awards @ \$100.00 each	14 awards @ \$250.00 each
Foundation	23 awards @ \$100.00 each	0 awards
Follet Bookstore	0 awards	24 awards @ \$250.00 each

Interest Free Emergency Loans

The Chapin Loan program is a revolving loan fund totaling \$8,900, which provides short-term emergency loans students (maximum loan of \$200.00). Loans must be repaid within the semester they are received. No loans were requested or issued during 2020-21.

Student Support Services Case Manager

Full time professional staff social worker whose role is to serve as a bridge to New Jersey social services and community agencies.

Red Hawk Fellows Program

Supports a unique cohort of students who are identified as emancipated foster students, unaccompanied homeless students, and those who do not have parental support.



Student Conduct

1,026 conduct complaints received annually through the offices of Student Conduct and Residence Life (on average over 15 years). Many complaints address multiple infractions of the Student Code of Conduct and the Residence Life Conduct Code.

Nature of Complaints during 2020/21

- **39%:** alcohol and other drug incident complaints
- **25%:** academic dishonesty incident complaints
- **24%:** COVID-19 incident complaints
- **12%:** Title IX incident complaints

Outcomes of Adjudication of complaints during 2020/21

- **85:** Reprimand letters for academic dishonesty
- **956:** on-line educational modules assigned as sanctions
- **1078:** community service hours assigned as sanctions
- **16:** suspensions and expulsions
- **69:** Number of Persona Non-Grata status conferrals

Location of Conduct Incidents

- **68%:** Residence Life
- **32%:** Outside of Residence Life

Title IX Online Education Tools

Student Sexual Assault and Violence Prevention Education

Title IX and Clery Act online training administered to all first-year and new transfer students during orientation:

Sexual Assault Prevention Training	2020/21	2019/20
Assigned	4529	4414
Completed	2281 (50%)	2277 (52%)
In-progress	645 (14%)	951 (22%)

Title IX and Clery Act online training administered to all members of the Greek fraternity and sorority community.

Healthy Relationships for Organizations Training	2020/21
Assigned	607
Completed	562 (93%)
In-progress	17 (3%)

*Additional in-person educational programs listed under the Office for Social Justice and Diversity

Student Pregnancy Policy & Resources

Established in 2019, the policy provides full support throughout a student’s pregnancy to ensure the student’s continuation of studies. The Office of the Dean of Students can provide connection to campus resources. The Disability Resource Center is the lead office that advises and implements student accommodations under the Student Pregnancy Policy. The total number of students serviced through accommodations (16).



CARE Team

The Crisis, Assessment, Response and Education (CARE) Team is a multi-disciplinary group of University administrators who meet regularly to evaluate concerning behaviors of Montclair State students. Those referred to the CARE Team express behavior that causes community members to be concerned. The CARE Team collects information about referred students and identifies appropriate strategies and responses for addressing the situation with the goal of supporting the student.

Co-Chairs:

- Yolanda Alvarez, Associate Dean of Students
- Dr. Kevin Schafer, Director, Residence Life

Team:

- Dr. Jerry Collins, Director, Office of Student Conduct
- Dr. Fatima deCarvalho, Associate Dean of Students, Office of the Dean of Students
- Simone Flowers, Program Associate, Office of the Dean of Students
- Lieutenant Tim Fox, University Police
- Dr. Jaclyn Friedman-Lombardo, Director, Counseling and Psychological Services (CAPS)
- Meghan Hearn, Director, Disability Resource Center
- Deborah Reynoso, Advisor, The Graduate School
- Dr. Patricia Ruiz, Director, University Health Center

Top Issues for Students of Concern

	2020/21	2019/20
Total Students of Concerns	742	1057
Academic Concern	187 (25%)	261 (25%)
Disruptive Behavior	11	18
Family Concerns	71 (10%)	117 (11%)
Financial Concerns	27	48
Food Insecurities	9	20
Housing Concerns	33	34
Medical Concerns	41	78
Mental Health Issue	215 (29%)	231 (22%)
Missing Student	20	53
Social Adjustment	12	24
Student Not Attending Classes	72 (10%)	69 (7%)

Take Aways from 2020-2021:

- Many cases included complex social matters such as domestic violence, housing insecurity, food insecurity, transportation concerns, and the challenge of living in a multi-generational home impacting the availability of private spaces.
- Students cited stress and anxiety with the current situation changing the “structure of their lives.” Students shared they are now struggling to manage academics; the structure they used in the past helped them academically and now they are in a situation which often feels unfamiliar and causes them to feel insecure. In the absence of this structure, it is hard for students to build an organized system. A person’s individual system will need to change once again as we shift to in-person.
- Students are missing a familiar schedule and routine created through a variety of supports such as through campus involvement. Connectedness facilitated by a campus environment and student engagement helps students to feel safe and feel a stable foundation amidst chaos and change. Students are in unfamiliar territory. The longer we stay home the harder it will be to return to campus. The adjustment will continue to be relevant as we shift to the fall transition.

Disability Resource Center

The Disability Resource Center (DRC) is committed to the full inclusion of students with disabilities in all curricular and co-curricular activities as mandated by Section 504 of the Rehabilitation Act of 1973. The Disability Resource Center will assist students in receiving the accommodations and services necessary to equalize access, and it assists students with physical, sensory, learning, psychological, neurological, and chronic medical disabilities.

The diagnoses range from learning disabilities to mental health/psychological disorders, chronic medical conditions to Autism Spectrum Disorder.

Students Requesting Accomodations

2019/20	2020/21
1,686	1,347

Students Requesting Accomodations

Academic Accomodations

- Additional Testing Time
- Note Taking Assistance
- Attendance Consideration
- Communication Access
- Deadline Extensions

Academic Accomodations

	2019/20	2020/21
Housing	150	65
Single Room Assignments	N/A	N/A
Room changes/furniture allowance	N/A	N/A
Emotional support animals	46	19
Dining	28	N/A
Parking	N/A	10

COVID-19 At Risk Accomodations

	2019/20	2020/21
Zoom Camera Turn Off	N/A	N/A
Fully Online Courses	N/A	194

Supplemental Resources

	2019/20	2020/21
Testing Suite Usage	556	55
Academic Coach Program	N/A	88

Graduate student interns to provide individual, group, or information sessions to registered students. Frequent topics of concern include time management, self-advocacy, and study skills. The challenges of the pandemic resulted in an increase with 88 students actively working with the Academic Coaches during the 2020-21 academic year.

Transitions Group

Transitions serves as an opportunity for students with Autism Spectrum Disorder to learn from, socialize with, and grow together. Transitions meets weekly, co-facilitated by staff from Counseling and Psychological Services (CAPS) and the DRC.

Trainings and Collaborations

Office of Faculty Advancement Workshops

Five workshops with the Office of Faculty Advancement (OFA) throughout the pandemic provided an opportunity to inform faculty on the various supports available in the remote learning environment and address their concerns on how to effectively support students while maintaining academic integrity and personal safety.

Recruiting Efforts

The DRC participates in Admissions Open House, Transfer Nights, Accepted Student Days and other events for prospective and incoming students. During the pandemic, the DRC provided tele counseling to nearly 30 prospective incoming students regarding accessibility and the self-identification process.

Departmental and Student Organization Trainings

Other partnerships within the Student Development and Campus Life division, academic affairs, and the other departments and their respective student staff provide training on accessibility and inclusion.

Emotional Support Animals

Common emotional support animals include:

- Cats
- Dogs
- Rabbits
- Gerbils
- Hamsters

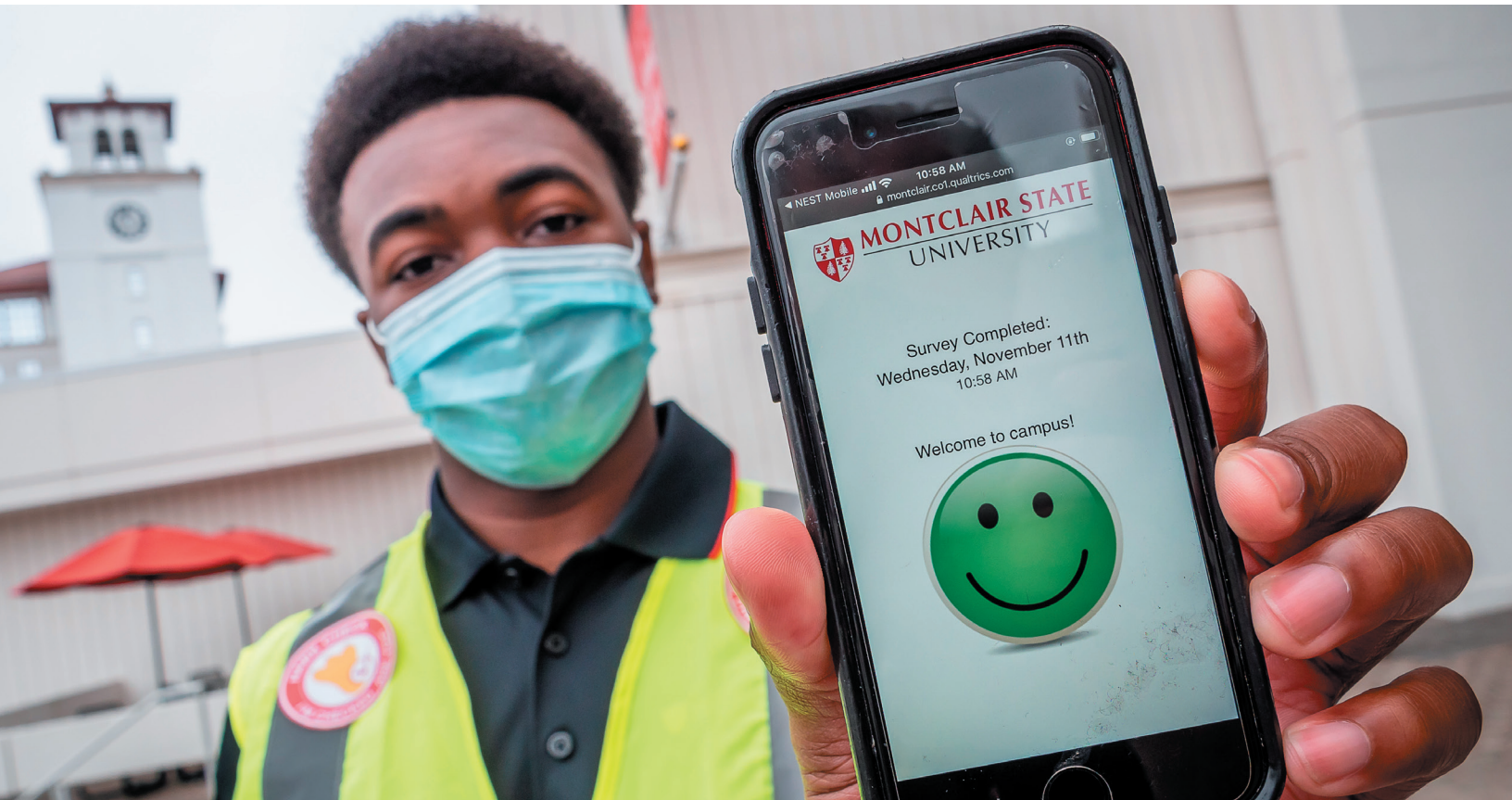


Emergency Medical Services

The Emergency Medical Services (EMS) provides rapid response and quality emergency medical care to members of the campus and surrounding communities. Volunteer students, faculty and staff operate it. EMS provides 24/7 day coverage throughout the year. In addition, the staff participates in campus events and promotes community awareness and support. EMS is also the official stadium medical provider for Yogi Berra Stadium during all New Jersey Jackals Games and special events.

By the Numbers

1998	The year Emergency Medical Services launched on campus!
215,040	Hours the EMS unit has been in operation since inception; EMS is a 24/7 operation
45	The number of Montclair State University students who volunteer as emergency medical technicians for the EMS unit. The unit is entirely staffed and maintained by students, under the tutelage and supervision of an EMS Manager and the Director of Emergency Preparedness and EMS
12	The number of students who receive a housing waiver each semester to live on campus and provide overnight on-call coverage/EMT services for the campus.
1	The hourly pay rate for our student volunteer emergency medical technicians. Each EMT does receive \$500 each semester in flex dollars to purchase food on campus during shifts.
76	The number of Automated External Defibrillators (AEDs) in buildings, ambulances and police vehicles throughout campus. Each AED unit is monitored and inspected monthly by EMS members.
400	Approximate number of Service calls the EMS unit receives in a normal year. 225 During 2020-21 with less students and staff on campus, approximately 225 calls for service were answered.
2	Ambulances owned by the EMS unit: a 2017 Ford and a 2008 Ford. Overnight hours the ambulances remain outside the Village apartments on Clove Road and during the day outside the rear of the student center.
200,00	The cost to replace our aging ambulance with a new ambulance.
60-75	Number of New Jersey Jackals Games and other on-campus special events where EMS is present and serves as the official medical service provider.



Emergency Medical Services Student Leadership Progression Ladder

Students do not have to be EMT certified when you join. We require a minimum of a Healthcare Provider level CPR/AED certification, and can help students obtain this certification.

CPR Members

Prerequisites: Healthcare level CPR certificate prior to application

- Members who are not currently certified as EMTs but would like to participate in the program and are working towards their EMT certification. CPR members are eligible to receive a waiver to complete a NJ State EMT program free of charge once requirements have been met.

Non-Resident EMTs

Prerequisites: NJ State EMT certificate, ICS 100 and 200 certificate, Healthcare level CPR certificate

- Previously certified EMTs who take part in daytime shifts, but are not currently in the resident program.

Resident EMTs

Prerequisites: Healthcare level CPR certificate, NJ State EMT certificate, ICS 100 and 200 certificate, current Montclair State EMS department service

- A core cadre of 12 resident EMTs who are responsible for a majority of shifts as well as special events.
- Resident EMTs are responsible for covering night shifts (11 p.m. - 8 a.m.) and weekend shifts, as well as their required weekday daytime shifts. Resident EMTs are housed free-of-charge in one of three designated EMT apartments at The Village at Little Falls. Resident EMT positions are highly competitive.
- Resident EMT's positions are only available to current Montclair State EMS members who meet criteria and are selected by interview. They are responsible for being on campus and on-call a minimum of one night per week (11 p.m. to 8 a.m.), three day shifts per week (12 hours total), and two weekends per month. They also agree to carry a radio and assist in handling emergency calls whenever possible. EMTs will also be responsible for attending all scheduled EMS meetings and training.

Crew Chiefs (CC)

- CC's are responsible for the overall operations and actions of the crew they are assigned to supervise.
- CC's are the first point of contact for any on-duty issues, problems, or questions during a shift.
- A CC will be selected from the on duty Resident EMTs available. They will be responsible for the training, actions, and paperwork for their crew. This includes the submission of all patient care reports.
- The Director of EMS will appoint these positions once schedules have been finalized.

Field Training Officer (FTO)

- Field Training Officers, or FTOs, are responsible for the training and clearing of probationary EMTs and CPR Members. They may test and sign off on PMQR skills under the officer's category. They also will be responsible for the day-to-day training in **the office as well as training nights**.

Lieutenant (3 positions)

- Reporting directly to the EMS Manager, the lieutenants oversee day-to-day operations of MSU EMS including training, scheduling, and membership.



Emergency Preparedness & Planning

Emergency Preparedness & Planning (EP&P) is part of the Montclair State University Police Department and the Police Chief is also the University’s Emergency Management Coordinator (EMC). The Emergency Preparedness Director oversees the Office of EP&P day-to-day operations. The Office of EP&P ensures the safety of all students, faculty members and staff.

University’s Emergency Operations Plan

- Gives guidance and direction during an event or incident.
- Describes the duties and responsibilities of designated individuals, departments, agencies, and volunteer organizations in the event of a disaster.
- Directs individuals and organizations to provide guidance, relief and assistance as necessary to mitigate, prepare for, respond to, and recover from the effects of a disaster that might or has occurred at MSU.
- Follows Homeland Security Presidential Directive (HSPD) 5.
- Uses the National Incident Management System (NIMS), allowing and ensuring proper coordination between local, state, and federal organizations in emergency response.
- Important for the safety in both natural disasters and man-made disasters.
- Identifies natural and man-made emergencies that may impact the campus community.
- Details the response procedures that campus officials should follow in case of an emergency.
- Intended for the main campus as well as any locations that are leased, owned, or managed by the University.
- Conducted within the framework of the University guideline.
- Emergency Executive Group co-chaired by the Chief of the Montclair State University Police and the Emergency Preparedness Coordinator shall meet every 2 years to review the University’s Emergency Operations Plan for necessary updates and revisions.
- During alternate years, requests for procedural changes, suggestions, or recommendations should be submitted in writing to the Emergency Preparedness Director of evaluation.
- Changes recommended by the Emergency Preparedness Director will be reviewed by the EMC Coordinator, and then will be submitted in writing to the President for approval and inclusion in the plan.
- 20,000 students attending Montclair State University and nearly 5,000 residing on campus.
- Uses the Incident Command System (ICS) and the National Incident Management Systems (NIMS) in all on-scene management of emergency & Special events.

Plan Priorities & Goals

- To protect a person(s) and needs of survivors
- To protect property
- To provide public information
- To restore essential services and instruction
- To maintain Continuity of Operations

Health Promotion

The Office of Health Promotion (HP) provides services designed to develop healthy behaviors and prevent health concerns that may interfere with academic and personal success.

National College Health Assessment (ACHA-NCHA)

Administered every 2 years to identify and priority student health issues based on campus trends and data.

Alcohol and Other Drug Program

A comprehensive, evidence informed community-based practice designed to prevent high-risk drinking and other drug use among students. Collaborative partners: CAPS, Office of Student Conduct, Residence Life, Students in Recovering Program and many others.

- **Biennial Review:** HP manages the process and prepares the view as required by the Drug and Safe Free Schools act.

Peer Advocates (PAs)

Student volunteers trained to provide peer education, conversation and referral, and health advocacy services to other students. In summer 2019, 129 students applied to the program. Nineteen new students were accepted into the program joining 13 returning students. Recruitment of PAs was suspended for the 2020-2021 academic year.

	2019/20	2020/21
TOTAL DIRECT REACH:	11,371*	2,216*
Drop-in visits to the HP Drop In Center Top Reasons for visit <ul style="list-style-type: none">• Safer sex supplies• DIY Craft kits• Snacks	2,008	430
One-on-One Visits	26	1
Attendance at HP Sponsored Initiatives	4006	Direct Contact: 54* Social Media Engagement: 8,357**
Attendance at in-person University Sponsored Events	953	207
Weekly Workshops	860	
Virtual Weekly Workshops	102	458
Virtual Professional Development Workshops (returning PAs & Campus Rec student leaders)	85	48
HP Student Leader Facilitated Workshops Virtual Responsible Decision Making for GNED 199 (23 sessions)	N/A	843
HP Student Leader Facilitated Workshops Responsible Decision Making for GNED 199 (36 sessions)	1,793	N/A
In-person Outreach	1438	175
Virtual Social Media Engagement (indirect Reach)	32,618	110,622***

*Direct reach includes in-person interactions and attendance at virtual zoom events.

**Numbers include Instagram Live and interactive social media education and based on virtual social media posts views, “Shares”, Comments, and Saves”



Intercollegiate Athletics

By the Numbers

470	Student-Athletes competing each year in 18 sports.
1	Individual National Champion George Alexandris (2018 NCAA Outdoor Track & Field - Long Jump)
31	Student-Athletes named All-Americans
12	NCAA Tournament appearances
10	Individual national qualifiers for NCAA Championships in swimming and diving and track and field.
49	NJAC major individual award winners (Player of the Year, Rookie of the Year, etc.)
8	NJAC Coach of the Year Award winners
426	All-Conference Selections
10	Conference (NJAC, Skyline) championships won by Montclair State.
21	Conference championship game appearances by the Red Hawks.
1	NJAC Athletes of the Year Katie Sire (women’s basketball Female Athlete of the Year - 2018 (Became MSU’s 12th recipient overall and 10th since 2000)

Athletic Facilities

- **DioGuardi Field:** Track and Field Teams, Cross Country Team
- **Panzer Athletic Center**
 - **Panzer Gym:** Men’s and Women’s Basketball Teams, Volleyball Team
 - **Panzer Pool:** Men’s and Women’s Swimming and Diving Teams, community swim lessons
 - Academic Center for Excellence
 - Athletic Training Room
 - Equipment Room
 - Peter M. Alteiri Hall of Fame
- **Soccer Park:** Soccer Teams, Field Hockey Team, Lacrosse Teams
- **Softball Stadium:** Softball Team
- **Sprague Field:** Football Team
- **Yogi Berra Stadium:** Baseball Team

Community Service

TALON: Club made up of student-athlete leaders across all 18 athletic teams who serve to represent the voice of the student-athlete. Plan volunteer work and community outreach.

Departmental Yearly Community Service

- Food drive for the MSU Food Pantry
- Toy drive donated to Catholic Charities in Paterson
- Volunteer for Essex County Special Olympics
- Reservoir Run for local charities each fall
- Read Across America week volunteers
- Girls in Sports Day clinics

Every team also has individual charity / community service that they do as a team which varies from year to year:

- “Dig for Cure” (Volleyball)
- St. Joseph’s Children’s Hospital (Softball)
- Leukemia and Lymphoma Society (Women’s Soccer)
- Girls Sports clinics (Field Hockey)
- “Team Impact” (Football)
- Go Gold for Childhood Can- cer (Men’s Soccer)
- Free Youth Clinics (Men’s Lacrosse)

Athletes & Academics

	GPA	3.0 Club	NCAHS	Dean’s List	CoSIDA Academic All-District
2016/17	Fall 2016: 2.96 Term / 2.90 Cumulative Spring 2017: 3.02 Term / 2.99 Cumulative	269	37 inductees, 24 two-year	Spring 2017: 58 students	5 Academic All-District
2017/18	Fall 2017: 2.95 Term GPA / 2.92 Cumulative Spring 2018: 3.03 Term / 2.95 Cumulative	276	33 inductees, 23 two-year	Spring 2018: 154 students	7 Academic All-District
2018/19	Fall 2018: 3.07 Term / 3.05 Cumulative Spring 2019: 3.06 Term / 3.05 Cumulative	270	38 inductees, 27 two-year	Spring 2019: 142 students	3 Academic All-District 1 Academic All-American
2019/20	Fall 2019: 3.08 Term / 3.06 Cumulative Spring 2020: 3.22 Term / 3.10 Cumulative	272	43 inductees, 24 two-year	Spring 2020: 151 students	3 Academic All-District 2 Academic All-American
2020/21	Fall 2020: 3.22 Term / 3.19 Cumulative Spring 2021: 3.25 Term / 3.25 Cumulative*	275	64 inductees, 25 two-year	Fall 2020: 177 students Spring 2021: 186 students	3 Academic All-District

Definitions

- **3.0 Club:** Honors all student-athletes that achieve a 3.0 cumulative GPA or higher.
- **National College Athlete Honor Society (NACHS), Chi Alpha Sigma:** 3.4 cumulative GPA and of junior/senior status.
- **College Sports Information Directors of America (CoSIDA) Academic Teams:** Nominees must have a GPA of 3.3 or higher and be a starter or key reserve.
- *Highest cumulative GPA in last 21 years!

Residence Life

Our Facilities

- **Heights:** opened 2011, (single & double suites), 8 buildings, 1978 beds
- Built under public/private partnership with Capstone/Provident Group) buildings are staffed and operated by Capstone, ground lease agreement with the University.
- **Blanton:** built 1980s (single, double, triple suites), 669 beds
- **Bohn:** (singles, doubles/community bathroom), 515 beds
- **Stone:** built 1955 (single, double, triple, quad suites), 124 beds
- **Russ:** built 1915 (single, double, triple suites), 107 beds
- **Freeman:** built 1963 (single, double, triple, quad suites), 242 beds
- **Sinatra:** opened 2010 (single, double, triple suites), located on Clove Rd., 272 beds
- **Hawk Crossings:** (4 person garden apartments), 8 bldgs, located on Clove Rd., 328 beds
- **Village:** (apartments) 4 buildings, located on Clove Rd., 844 beds

Total Number of Beds:

- 2021/22 = 5079

Beds by Housing Type

- **Residence Halls:** 4235 Beds, 83%
- **Apartments:** 844 beds, 17%

Beds by Housing Type

	2017/18	2018/19	2019/20	2020/21
Female Occupancy	3,328 65.5%	3337 65%	3269 65%	2046 65%
Male Occupancy	1,732 34.5%	1739 34%	1732 34%	1040 34%
Permanent Address New Jersey	4639 91%	4619 91%	4495 90%	2717 88%
Permanent Address Out of State	440 9%	477 9%	520 10%	375 12%

Occupancy by Building

	Fall 2017	Fall 2018	Fall 2019	Fall 2020	Fall 2021
Village	839 16.5%	835 16.5%	836 16.7%	602 19.4%	805 17.7%
Hawk Crossings	324 6.8%	326 6.4%	331 6.6%	233 7.5%	314 6.9%
Heights	1,958 38.5%	1,963 38.5%	1,965 39.1%	1,470 47.5%	1,892 41.6%
Traditional Halls	1,958 38.5%	1,972 38.7%	1,883 37.5%	787 25.4%	1,532 33.7%
Total Occupancy	5,079	5,096	5,015	3,092	4,543

Total Occupancy as % of Beds: 89.4%

*Unique count of students who were in residence during the last month of the respective semester

**counts valid as of 8/12/21

SP21 Residents by College/ School

- **College of the Arts:** 943
- **College of Education and Human Services:** 362
- **Feliciano School of Business:** 386
- **College of Humanities and Social Sciences:** 702
- **School of Nursing:** 48
- **College of Science and Mathematics:** 309
- **University College:** 203

These numbers are slightly off compared to previous years; CART was likely higher due to the need for in-person classes for specific performance majors.



SP21 Class Status by Community

	Freshman	Sophomore	Junior	Senior	Graduate
Blanton	92	169	96	53	0
Dinallo	113	208	205	141	3
Freeman / Russ	26	62	58	36	1
Hawk Crossings	0	12	60	167	4
Machuga	125	282	159	97	3
Sinatra	3	31	44	29	0
Stone	18	15	10	9	0
Village	1	5	85	489	43

Resident Satisfaction Metrics

Overall Resident Satisfaction

Based on Heights Satisfaction Survey Results

	N	Score	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Overall Housing Experience	535	34	27%	45%	19%	5%	3%
Likely to recommend	535	64	61%	24%	10%	2%	2%
Likely to choose again	535	51	56%	19%	9%	8%	8%
Your room in the last month	534	47	39%	43%	13%	4%	1%
Your RA's performance	526	53	48%	28%	18%	3%	2%
Service Desk staff's performance	534	35	28%	42%	23%	5%	2%
Cleanliness of common areas (lounges, lobby, etc.)	520	54	45%	40%	12%	2%	1%
Services and amenities available	527	29	25%	38%	23%	10%	3%
Activities offered	513	14	18%	28%	34%	14%	7%
Communication by Maintenance Office	483	27	23%	34%	33%	8%	3%
Response time to complete service request from Maintenance Office	455	36	32%	30%	32%	4%	2%

Performance of Resident Advisors

Based on Heights Satisfaction Survey Results

	N	Score	Excellent	Good	Average	Poor	Very Poor
Availability	481	60	54%	29%	14%	2%	1%
Friendliness	493	69	65%	25%	9%	1%	1%
Helpfulness in Resolving problems	455		59%	25%	13%	2%	1%
Willingness to be of service	484	63	61%	27%	10%	1%	1%
Promptness of service / response	471	67	56%	27%	14%	2%	1%
Enforcement of Rules	474	61	57%	31%	9%	3%	1%
Professional Behavior	490	63	60%	28%	10%	2%	1%
Competency	477	66	58%	26%	14%	1%	1%
Programming	454	64	50%	31%	16%	2%	1%
Communication	495	63	59%	24%	12%	3%	0%

Student Development/Educational Programs & Resources

Student Staff

- 120 Resident Advisors (approximately) - receive stipend and housing waiver
- 80 Service Assistants (approximately) - paid hourly @ \$12/hr

Student Staff

(Ratings from Heights Resident Satisfaction Survey; learning strategies including programs, intentional conversations, bulletin boards, newsletters, floor meetings and RHA)

	N	Score	Excellent	Good	Average	Poor	Very Poor
Frequency	417	28	25%	35%	30%	6%	4%
Quality	403	36	28%	42%	24%	4%	2%
Variety	417	30	26%	35%	27%	7%	4%
Marketing	403	26	23%	36%	30%	8%	3%

Student in Recovery

State of New Jersey Grant – Housing Scholarships

College and recovery each have their own set of challenges. Navigating college and recovery brings along its own very unique and separate challenges that most do not relate to. Collegiate recovery programs help students through this process.

The grant funded Housing Scholarships for Fall 2020/Spring 2021:

- 150 applicants
- 80 eligible/interviewed
- 62 awarded scholarships of approximately \$2,000/year
- Many recipients were graduate students

Mediation Resource Center

The Mediation Resource Center offers 12 hours of drop-in mediation time weekly (remote sessions were held during pandemic) and is staffing by three trained student peer mediators.

- Average number of mediations per year (over 8 years) = 39
- Average number of students served per year (over 8 years) = 65





Social Justice & Diversity

The Office for Social Justice and Diversity is a student space offering educational programs, small groups and advocacy opportunities across social justice topics facilitated by staff, faculty and students. Approximately 18 “Ambassadors” are trained student leader volunteers who present programming on social inequality, diversity and inclusion, LGBTQ, race, power, privilege, interfaith and identity to foster organic peer learning

Top 3 Major Accomplishments and Impact Initiatives

- **Montclair State University has been named amongst the top LGBTQ Friendly Colleges and Universities** by Campus Pride, College Consensus, and Study.com.
- **Intimate Partner Violence Credentialing and Improving Support:** Built and developed a new initiative to support students impacted by intimate partner violence. Our campus now has a Campus Sexual Violence Advocate who has completed certification training through the National Advocate Credentialing Program to become a credentialed sexual violence advocate or “CA.” This enables us to offer trauma-informed confidential sexual violence support under Title IX.
- **Access to Professional Clothing for Students In Need.** Re-launched Rocky’s Closet, a donation-based professional clothing resource for students to build a professional wardrobe as an entry-level professional.

Qualitative Impact Anecdotes from Events and Workshops

“I appreciate the fact that Montclair offers workshops like this that improve campus life and the Red Hawk community.”

“I learned a lot of very specific terms and areas of discrimination and prejudice and privilege. Often times, it is important to forget all of the different terms and ideas that one should be educated on and familiar with especially during these trying times, however this workshop really got me interested and excited to be educated and re-informed on so many social issues.”

“This workshop honestly could not have been more well-timed with the current social unrest in our country as well as around the world. I learned more about the basic definition of microaggressions as well as the concept of implicit bias. To be honest, I have always known that both things exist, yet I was never able to put them together cohesively to form a definition from examples such as those shown in the workshop.”

“I come from a very sheltered and conservative town, so today I got a better understanding of really what privilege is and how it impacts everyone around me. I also learned that as a female we are oppressed in a way because we have to worry about things others don’t have to.”

“The power of community, what it means to be an ally, how to access resources to get support and take care of ourselves during this particularly fraught time. It’s okay to not be okay.”

Programs & Services

- **Annual Social Justice Conference (Spring):** The 2020 conference was canceled and workshops were hosted virtually as part of Diversity Week in fall 2020 attracting 300+ attendees.
- **Celebrate Bisexuality Day** – A fall event, co-sponsored with Campus Recreation, attendees tie-dye shirts in the colors of the bisexual flag and learn about the bisexual community to 500+ attendees.
- **Day of Unity:** An annual day designated by President Susan A. Cole in 2012 in response to bias threats directed toward the LGBTQ community. The OSJD (LGBTQ Center) hosts campus wide events to engage the community. There were 80 attendees for 2021.
- **Graduation Celebrations:** The OSJD hosts the Lavender Graduation Celebration to recognize LGBTQ graduating students and the Rites of Passage Graduation Celebration to recognize graduating students of color. In Spring 2021, 139 participants and their families attended.
- **Inclusive Excellence Awards:** Awards recognize members of our campus community for outstanding contribution to the work of social justice and inclusion. In Spring 2021, the Yogi Berra Museum and Learning Center was recognized for their traveling museum Discover Greatness, a collection of 90 vintage photographs to document the rich history of African American ballplayers since the beginnings of the game.
- **Stonewall Suites Living Community:** In partnership with Residence Life, the LGBTQ Center contributes to initiatives for residents of Stonewall Suites, an LGBTQA living community. More info:
- **Virtual Workshops:** Approximately 1600+ students and campus community members received the education viewed and downloaded 3624 times for FY21.
- **Workshops co-sponsored with faculty and student organizations include:** It’s the Little Things: Big Impact of Microaggressions, Connecting the Dots: Diversity and Inclusion, Trans 101, LGBTQ 101.
- **New workshop for incoming first-year students for the Experience Montclair program, I am What I am:** Combating Stereotypes, presented to 3,046 students.
- **Words of Hope Community Event:** Campus-wide gathering in Spring 2021 to support positivity.
- **Sexual Violence Education and Prevention:** In-person collaborative programs with Residence Life, Greek Life, Athletics, Health Promotions, University Police and CAPS.
- **Bystander Intervention Workshops:** Office for Social Justice and Diversity
- **Beauty In Strength:** Learn about the resources and options for victimsurvivors of sexual violence.
- **Clothesline Project:** Individuals affected by any and all forms of violence can decorate a t-shirt to express their thoughts and emotions. The shirts will be displayed on a clothesline for exhibition.
- **Day of Action:** Learn about resources, how-to support a friend, or get involved via bystander intervention and other prevention outreach activities.
- **Denim Day:** Wear jeans with a purpose – to support survivors of sexual violence.
- **Open Arms:** (a collaboration with the student group Justice for Education) A discussion about sexual assault and response on college campuses.
- **Red Light – Green Light:** An interactive workshop on consensual sexual communication.
- **Take Back the Night:** Provides survivors of sexual assault, intimate partner violence and domestic violence a platform to speak about their experiences.
- **Movie Screening - The Hunting Ground Screening:** A 2015 documentary film about sexual violence on college campuses in the United States.

Student Communications

The Department of Student Communications produces a unified communication strategy and process for internal communication for Montclair State students and members of the administration. We collaborate and coordinate with academic and administrative offices to bridge communication gaps, produce effective messaging, establish processes and improve the students’ engagement, connection to support services and encourage Red Hawk Pride.

Email

Red Hawk News, Career News, Commuter News, In The Loop, Res Life News, Rec News, WAM and Wellness News are our current newsletters. We also send single topic emails as needed, including emergency communications.

	2019/20	2021/21
# of Emails Sent to Entire Community	625 emails sent	1,184 emails sent
Open Rate	6,056,903 open rate	10,261,392 open rate
# of Email Sent to Students	74 emails sent	113 emails sent
Open Rate	531,883 open rate	1,487,672 open rate

Top 10 Emails

2019/20		2021/21	
Subject line	Opens	Subject line	Opens
COVID-Refunds	67,284	Provost-Fall Courses	68,432
COVID-Dr. Coles Message	65,956	Provost-Fall Courses Spring 2021	63,873
COVID-Grades	59,121	COVID-Dr. Cole Fall Plans	60,629
COVID-Dr. Pennington’s Message	50,090	Fall Bill	56,823
COVID-Pass/Fail	49,527	Course Schedule Reopen	55,484
COVID-Campus Case	47,179	Health Insurance Waiver	50,595
1098T Form	42,263	1098T Form	50,234
Grades on NEST	41,551	Pass/Fail Policy Fal 2020	49,790
Registration Fall ‘20	39,848	COVID-Dr. Cole Red Hawk Restart	48,097
COVID-Coronavirus Update	38,288	Parking Permit	47,769

Student-centric Websites

We work regularly with a multitude of different departments on updating student-centric websites and pages with accurate information. These departments deliver content to us and we update the web accordingly. Our most recent project that required a good amount of cooperation with another department was updating and reorganizing the Red Hawk Central website.

- We manage 58 websites within the Montclair State University domain. The Student Services web page had 383,427 page views in 2020 - 2021.
- During the COVID-19 pandemic, we were tasked with ensuring that all COVID-19 related information was accurate and correctly formatted to Montclair State and New Jersey State guidelines. We took part in creating and updating multiple web pages regarding the campus effort to combat the pandemic.

Digital Signage

Student Communications manages and creates content for multiple digital displays located in Susan A. Cole Hall and Student Center. All screens (25 located in Susan A. Cole Hall and one in the Student Center) are updated/maintained through the 4Winds system.

Rocky the Red Hawk

Our mascot, Rocky the Red Hawk, is dedicated to spreading Red Hawk Pride and frequently attends events both on and off-campus. We oversee all things Rocky, including Rocky requests, media, usage of the brand/name and Team Rocky, which currently has 13 active members and growing

Rocky Events

Rocky and Team Rocky attend hundreds of events each year. Here is a breakdown of the last two:

- **Between June 2019 - June 2020**
 - 248 events
 - 9 virtual
 - 239 in-person events
- **June 2020 - June 2021**
 - 188 events between
 - 33 virtual
 - 155 in-person events

Rocky’s Social Media

Rocky is very active on social media and does really well on all of his accounts:

of Followers

	Instagram	Twitter	TikTok
2019/20	4,814	1,171	1,400
2020/21	6,928	1,321	3,052

Social Media

We oversee multiple and unique social media channels to promote and encourage Red Hawk Pride.

- **Red Hawk Life:** Red Hawk Life posts What’s that Wednesdays, Red Hawk Pride Fridays, student story takeovers, trivia and favorite campus views. There is something for everyone.
- **Red Hawks of Montclair State (RHOMS):** RHOMS is an Instagram account created by and run by students, which aims to profile students, faculty, staff and alumni of our Montclair State University community.
- **Hawk Squad:** The Hawk Squad is a school-spirited student leadership team that promotes campus events and connects students together

of Followers

	Red Hawk Life Instagram	Red Hawk Life Twitter	Hawk Squad Instagram	Hawk Squad Twitter	RHOMS Instagram
2019-20	4,336	1,828	N/A	N/A	7,327
2020-21	5,311	1,848	1,001	32	7,207

NEST & Nest Mobile App

We are responsible for the design and functional layout of the student portal, NEST, as well as the NEST mobile application that goes with it. NEST is an all in one web portal for students and faculty/staff to access their academic records, register for classes, view their personal information and much more.

In 2020-2021, NEST underwent a system upgrade and needed a redesign to accommodate these changes.

Some of the achievements of this project are listed below.

- Streamlined the menu navigation to better meet student needs.
- Designed a new UI (User Interface) that is compliant with the University branding guidelines.
- Used the Lean UX (User Experience) process to redesign the information hierarchy to allow more critical information to be accessed first.

University Health Center

The primary mission of University Health Center is to provide outpatient medical care to all enrolled students so they will remain healthy and succeed academically at Montclair State University. The Health Center offers comprehensive, high-quality care in the same manner as most outside health care providers. It strives to meet the students' healthcare needs in a reasonable time frame. Every attempt is made to provide the earliest available time based on urgency and the students' class/work commitments. Students visit the UHC for preventive health care, management of illness/injuries, health education, vaccinations, pre-travel guidance, chronic illness management. The University Health Center also provides health education and special health initiatives on campus including flu vaccine initiatives and COVID-19 testing

By the Numbers

	FY19	FY20	FY21
Appointments	7340	5325	1668
Telehealth Appointments	0	546	824
COVID Tests performed at UHC	0	0	37
Pregnancies diagnosed	6	6	2
HIV tests	579	198	37
STI tests	1632	297	62
Flu vaccines administered	0	28	103
Vaccines Administered	0	148	42
Physical Exams	101	48	3
Athletic Physicals	75	16	0
Gynecologic diagnoses	0	1417	1366
Mental Health Dx	0	23	6
Medical documents evaluated	0	20372	14056
Counseling referrals	0	23	6
Immunization Emails Sent	0	5700	5400
Ask-a-nurse emails sent	275	95	800

University Immunization Compliance

	FY19	FY20	FY21
--MMR	100%	100%	N/A
--Meningitis	100%	70%	N/A
--Hepatitis B	100%	100%	N/A
Routine vaccine religious exemptions approved	73	36	

COVID-19 Related Data

	FY19	FY20	FY21
Campus surveillance testing completed	0	5670	18972
Students reporting COVID symptoms or exposure	0	65252	534
Total Quarantined 8/1/2020 – 12/8/2021	N/A	N/A	773
*Total confirmed Positive Students 8/1/20 – 12/8/2021	N/A	N/A	1112
*not all were on campus			
Total Quarantined 8/1/20 - 6/22/21	N/A	N/A	N/A
COVID-19 vaccine religious exemptions approved	N/A	N/A	273
COVID-19 vaccine medical exemptions approved	N/A	N/A	26



University Police

The Montclair State University Police Department is a fully sworn and autonomous law enforcement agency comprised of 40 diverse persons who have chosen a career serving the campus community and beyond in the local, state and regional area. In addition, the University’s Emergency Preparedness and Emergency Medical Services functions are part of the University Police Department.

Motto: Education, Service and Protection

Service Call Volume:

- 2019/20: 8,349
- 2020/21: 6,964

Nature of Service Calls

- Asset Protection
- Assisting Other Local Agencies
- COVID-19 Compliance
- Crimes in Progress
- Medical
- Mental Health Emergencies
- Motor Vehicle Stops

Best Practices and Points of Pride

- **Body Worn Camera Initiative:** The University Police Department secured financing and launched body cameras for every officer in the agency in 2018, and was in full compliance with NJ Attorney General Guidelines well before the 2021 deadline. Keeping with our mission of transparency in policing, we recently applied for and secured a State of New Jersey grant for \$80,000 to replace our current body-worn cameras at the end of their shelf life. The grant ensures we have no disruption in the continuity of recording officer’s interactions with the public.
- **Sexual Assault Response Team:** In the early 2000’s MSU became the first university in New Jersey to have a Sexual Assault Response Team, created and administered as a joint initiative by the Health Center and the University Police after receiving the funding from a Federal Grant and an additional round of funding to continue the effort. The Health Center Director and Chief of Police traveled throughout the country working with universities on their SART initiatives. Their textbook is used as a template nationwide, and both served on the NJ Governor’s Task Force on Sexual Violence Prevention.
- **Jeanne Clery Campus Safety Award recipient**
- **Leaders in Law Enforcement:** Our officers have served in visible leadership roles such as President, Passaic County Police Chiefs Association, President, NJ State Association of Chiefs of Police, President, of the International Association of Chief of Police, President, NJ College, and University Public Safety Association, and the Chairperson, NJ Public Safety Professional Standards Association.
- **Accreditation:** We are continuing a multi-year goal of accreditation in law enforcement standards.
- **Compliance:** We have recently secured a new position at the University to focus solely on compliance in federal, state, and training benchmarks. We plan to have our Compliance Officer in place by the start of this fall semester.
- **Police Officer Training:** In addition to mandated training for Gender Violence, Use of Force, and Wellness, the Department works diligently to produce a career track professional outlook.
- **Police Officer Resiliency:** UPD worked with the Office of Sponsored Programs recently to apply for a federal grant program focused on the mental health and well-being of officers and their families in the hopes of developing a national best practice model. We recently hosted a Police Officer Resilience Train the Trainer event for over 60 officers in the regional area, identifying the stressors that often lead to problematic officers.

Educational Outreach Programs In-Person & Virtual Training Workshops

- 200+ sessions during 2019-20, such as:
- Street-Smart Self Defense
 - Sexual Assault Awareness Month
 - Cultural Connections for International Students,
 - Empathy and Connections
 - Crime Prevention
 - Dialogues with MSU Students for Social Justice Organization

Police Internship Program

- For seniors in the Justice Studies Program
- Launched 18 years ago, serves as a pipeline to campus police officer position. Since its inception, it has yielded almost half of the officers now serving this university.

Town Gown Relationships

- Our officers and leadership:
- participate in local community safety programs and town hall meetings
 - provide instructors for county police academies
 - support local jurisdictions during emergencies.
 - serve the county as well as campus with our full-time K-9 Unit (Narcotics and Explosive Ordnance identification dogs)
 - serve on county, state, and federal task forces
 - serve on the Passaic County SWAT





MontclairState University