



**MONTCLAIR STATE
UNIVERSITY**



The Division of Student Development and Campus Life

Compassion | Respect | Ethical | Visibility | Empowerment | Driven By Innovation



Table of Contents

SDCL Priorities	4
Contact Information	5
Campus Business Services.....	8
Campus Recreation	12
Center for Student Involvement	16
Counseling & Psychological Services	20
Dean of Students Office	22
Disability Resource Center.....	26
Emergency Medical Services	28
Health Promotion	30
Intercollegiate Athletics.....	32
Office of Student Belonging	34
Residence Life.....	36
Social Justice & Diversity	40
Student Communications	42
University Health Center	44
University Police.....	46

SDCL Priorities

SDCL Mission

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. We support the full development of our students through:

- A commitment to a holistic and comprehensive student experience that builds skills in self-advocacy, social responsibility and personal wellness.
- Building dynamic co-curricular experiences that complement and enhance classroom learning.
- Creating a student first culture that fosters respect, a sense of belonging and encourages care and concern for self.
- and others within diverse communities.
- Promoting 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 University campus.
- Encouraging the growth of a global mindset through transformative experiences emphasizing social justice, diversity, equity and inclusion.

Divisional Pillars

- Student Success and Belonging
- Professional Staff Growth and Development
- Intra-university Collaboration

SDCL Core Values

Value	Statements
Compassion	We operate from a place of compassion and demonstrate empathy for the lived experiences of others through our decisions, words, actions and gestures big and small.
Respect	We advocate for community principles of fairness, understanding and respect.
Ethical	We see and act through an ever more ethical lens.
Visibility	We are visible, available, approachable and accessible to students, colleagues and stakeholders.
Empowerment	We are empowered as agents of change to learn, challenge, seek solutions, navigate obstacles and take action.
Driven By Innovation	We strive to innovate in the development of systems, processes and practices.

Contact Information

Divisional Cabinet

Dr. Dawn Meza Soufleris
 Vice President for Student Development & Campus Life
 • souflerisd@montclair.edu | Phone: 973-655-7970 | Student Center, 4th Floor

Margaree Coleman-Carter
 Associate Vice President and Dean of Students
 • carterm@montclair.edu | 973-655-7548 | Student Center, 4th Floor

Melissa Ginotti
 Associate Vice President, Auxiliary Services and Strategic Initiatives
 • ginottim@montclair.edu | 973-655-7476 | Student Center, 4th Floor

Robert Chesney
 Director, Intercollegiate Athletics
 • chesneyr@montclair.edu | 973-655-6804 | Panzer Athletic Center, Athletic Annex

Kieran Barrett
 Chief, University Police
 • barrettk@montclair.edu | 973-655-7440 | UPD Headquarters

Cindy Meneghin
 Director, Student Communications
 • meneghinc@montclair.edu | 973-655-7917 | Student Annex, Room 206

Divisional Leadership

Dr. Fatima deCarvalho
 Senior Associate Dean of Students
 • decarvalhof@montclair.edu | 973-655-7565 Student Center, 4th Floor

Yolanda Alvarez
 Associate Dean of Students
 • alvarez@montclair.edu | 973-655-7543 | Student Center, 4th Floor

Dr. Mariel Pagán:
 Assistant Dean for Student Engagement
 • paganm@montclair.edu | 973-655-7033 | Student Center, Room 104

Adele Caceres
 Director, Office of Social Justice and Diversity
 • caceresa@montclair.edu | 973-655-7130 | Student Center, Room 113

Dr. Marie Cascarano
 Director, Health Promotion
 • cascaranom@montclair.edu | 973-655-7397 | Student Center, Annex, Room 205

Romayne Eaker-Kelly
Director, Campus Recreation
• eakerr@montclair.edu | 973-655-3340 | Student Rec Center, Room 1100

Nicole Fleming
Director, Special Events
• flemingn@montclair.edu | 973-655-3313 | Student Center, 4th Floor

Dr. Jaclyn Friedman-Lombardo
Director, Counseling and Psychological Services
• friedmanlj@montclair.edu | 973-655-7599 | Russ Hall

Meghan Hearn
Director, Disability Resource Center
• hearnsm@montclair.edu | 973-655-5341 | Cole Hall, Room 331

Ryan Klutsarits
Director, Conference Services
• klutsaritsr@montclair.edu | 973-655-3431 | University Hall, 7th Floor Conference Center

Richard McAuliffe
Director, Emergency Management, University Police
• mcauliffer@montclair.edu | 973-655-7836 | Student Center, Annex, Room 207

Jim Robinson
Director, Auxiliary Services
• robinsonja@montclair.edu | 973-655-7889 | Student Center, Room 160A

Dr. Patricia Ruiz
Director, University Health Center
• ruizp@montclair.edu | 973-655-7470 | Blanton Hall, 1st Floor

Jeanine Stroh
Executive Director, Residence Life
• strohj@montclair.edu | 973-655-5188 | Bohn Hall, 4th Floor

Dr. Duane Williams
Director, Office of Student Belonging
• williamsdu@montclair.edu | 973-655-4162 | Student Center Annex, Room 117





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 contracted with Envision Strategies to assist in conducting surveys and student feedback sessions. With University Procurement leading the process, Montclair State will release a RFP seeking prospective bidders to deliver on the promises outlined in the new Dining Services Contract.

In preparation for the fall semester, we are excited to open our two dining halls and 19 retail locations across campus. along with several university brands such as True Burger, The Pizzeria @the Student Center, Smoothie Lab and Wild Blue Sushi.

Signature Programs

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

	2019/20	2020/21	2021/22
Meal Plan Enrollment (19 meal plan options)	4624 (fall 2019) 4636 (spring 2020)	2729 (fall 2019) 2420 (spring 2020)	4132 (fall 2021) 3899 (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.

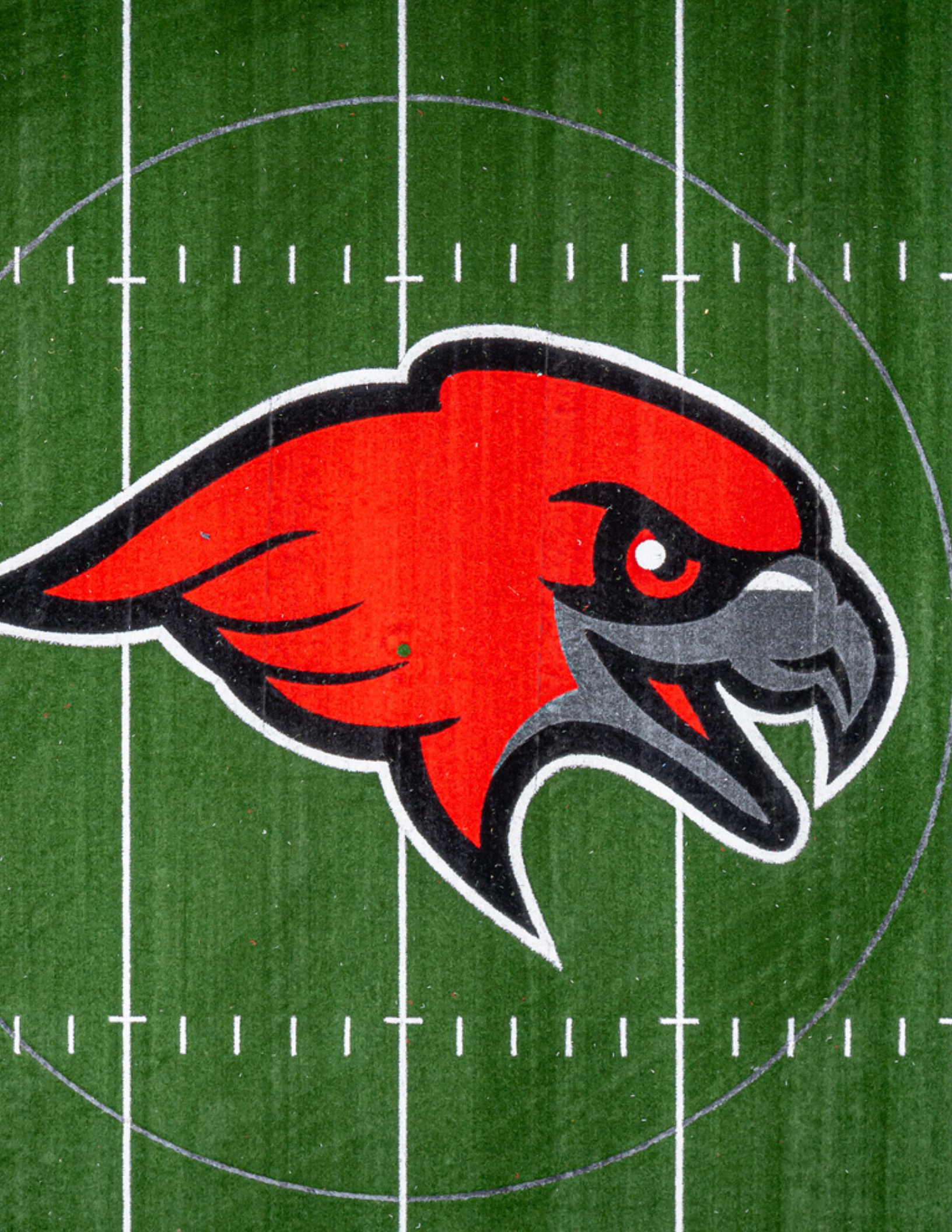
	2019/20	2020/21	2021/22	Change %
Meal Plan Enrollment (19 meal plan options)	6,450	5,905	9,797	1.6%
# Red Hawk Dollars Deposit Transactions	4,647	2,514	3,142	1.3%
Total # of Red Hawk Dollar Transactions	\$42,800	\$13,904	\$17,900	1.3%

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.

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.





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.

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
- MSU Soccer Park - NY Red Bulls II
- Parking Lot 60 - Riding Academy



Student Leader Staff

Campus Recreation: Student Leader Staff

	2020/21	2021/22
Total # Hired	219	272
New Hires	64	173
Returners	155	99
Average GPA	3.31	3.33

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 Montclair State University Club Sport Teams

DioGuardi Field

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

The Student Recreation Center is open 14-18 hours a day during the fall and spring academic sessions.

Facility Usage

	2018/19	2019/20	2020/21	2021/22
Total # Patron Swipe-Ins	269,413	203,799	39,890	179,527

- The Student Recreation Center (SRC) showed a 450% increase in the number of patron swipe-ins in 2021-2022 versus 2020-2021, due to the lifting of some COVID-19 restrictions. Swipe-in data does not include tours groups, summer camps and other outside/community programs.
- Nearly 50% of the student population swipes into the SRC at least once per year, based on 2014-2018 data.
- There is a positive correlation between SRC usage and freshmen first year retention for both females and males ('14, '15 & '16 cohorts).

Student Engagement

Campus Recreation Programs: Participation Data

Fiscal Year	Aquatics	Club Sports	Fitness	Intramural Sports	Outdoor Adventure	RecNights	RecBoard	Special Events	TOTAL
2017/18	1,878	380	7,112	1,716	1,260	879	2,138	4,787	20,150
2018/19	1,890	430	7,071	1,116	1,318	748	2,264	4,437	19,274
2019/20	1,066	511	6,559	953	799	659	1,459	3,851	15,857
2020/21	351	428	1,210	n/a	551	451	n/a	487	4,611
2021/22	694	470	2,788	943	1,078	1,724	487	2,267	10,811



Programs

Special Events and Rec Nights (examples below)

- Archery Balloon Burst
- Community Service Trips
- DIY Activities/Crafts
- Professional Sports Games Trips
- Rec Fest, Bingo, Tie Dye and more!
- Terrarium Making for Earth Day

Aquatics

- CPR and Lifeguard Courses
- Cardboard Canoe Races
- Dive-in Cartoons and Movies
- Free Swim Lessons
- RC Boat Racing
- Wipeout!

Intramural Sports

- 3v3 Basketball
- 5v5 Basketball
- Dodgeball
- Flag Football
- Indoor Soccer
- Inner Tube Water Polo
- Outdoor Soccer
- Softball
- Street Hockey

Club Sports

- Baseball
- Basketball
- Cheer
- Dance – National Champs '18 & '21
- E-Sports
- Equestrian
- Field Hockey
- Figure Skating
- Gymnastics
- Ice Hockey
- Lacrosse
- Rugby
- Soccer
- Softball
- Swim
- Table Tennis
- Tennis
- Unified Sports
- Volleyball
- Wrestling

Outdoor Adventure

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

Skating

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





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	Fall 2021	Spring 2022
Total number of programs	59	69	66	26	56	48
Total Program Attendance	4,189	1,142	1,109	1,044	4,957	1,461
Total Unique Attendees	2,208	782	687	602	2,513	1,001
Virtual Student Org. Fair	n/a	n/a	10,000+ views	2,100+ views	n/a	n/a

Signature Programs

- Weekend Programs: Trivia nights, bingo, off campus trips, outdoor movies.
- Campus Traditions: Homecoming, Red Hawk Night, Senior Week, Graduation Fair.
- New Programs: Bi-weekly in hall programs, monthly training workshops for Registered Student Organizations.
- Student Involvement: Student Organization Fairs, student organization events, Engage portal.

Civic & Voter Engagement

- The 2020 NSLVE REport showed that Montclair State University's Voter Turnout increased to 71%, a 17.7% increase from 2016.
- Montclair State University once again, won its conference within the New Jersey Ballot Bowl hosted by the New Jersey Secretary of State.

Volunteer Programs

Volunteering opportunities, both in-person & virtual and donation options included National Days of Service, blood drives, Community Service Fair, Alternative spring Break, Employee Service Days, National Volunteer Week, Hunger & Homelessness Week, clothing drives, hygiene drives, food drives, & medical supplies.

Volunteer / Donation Option	2020/21 # of Events	2020/21 # of Volunteers / Donations - Not Including Days of Service	2020/21 # of Hours	2021/22 # of Events	2021/22 Volunteers / Donations - Not Including Days of Service	2021/22 Volunteer Hours
Fall - In-person	3 - Not Including Days of Service	80 Volunteers	115	18 - Not Including Blood Drives or Days of Service	269 Volunteers	502.5
Fall - Virtual	2 - Not including own time	20 Volunteers	200	Volunteer On Own Time	11 Volunteers	73
Spring - In-person	3 - Not Including Own Time	38 Volunteers	95	10 - Not Including Blood Drives or Days of Service	83 Volunteers	235.25
Spring - Virtual	2 - Not Including Own Time	36 Volunteers	204	Volunteer On Own Time	4	36.25
Donations	7	389 Donations	n/a	11	950 Donations	n/a
Blood Drives - Not held in 2020/21	n/a	n/a	n/a	5 Blood Drives	157 - Units Collected 35 Volunteers	74.75
9/11 Day of Service	12 sites	176 Volunteers	587.5 Hrs	20 Sites	193 Volunteers	964.6
MLK Day of Service	13 sites	139 Volunteers	449.75 Hrs	16 Sites	97	374.5



Commuter Life

Commuter Programs	Fall 2019	Spring 2020	Fall 2020	Spring 2021	Fall 2021	Spring 2022
Total number of Commuter Programs	14	5 In-person, 49 Virtual	7 In-person, 2 Virtual	13 In-person, 2 Virtual	21 Total Programs, 4 Virtual Programs	8 In-person Programs
Total Commuter Program Attendance	2633	542	531	883	1131 - Not Including 1000 for Bagels and Snacks During CLAW)	547
Average % of Commuters Attending	80%	82%	61%	52%	65%	70%
CAMP Mentees	115	106	159	151	152	148
CAMP Mentors	13	13	15	15	15	14
CAMP Mentees Retained in Program fall to spring	92%	n/a	n/a	n/a	96%	n/a

Signature Programs

- Commuter Life Appreciation week (CLAW)
- 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 2021	Spring 2022
All Greek Membership	599	553
All Greek	3.396	3.365
All Fraternity	3.254	3.190
All Sorority	3.463	3.439
All Greek Gender Inclusive Organizations	3.593	3.750
All Undergraduates	3.227	3.150
All Female Undergraduates	3.229	3.241
All Male Undergraduates	3.103	3.001

Greek Philanthropy and Service

	Spring 2020/21	Spring 2021/22
All Greek Membership	\$36,034.16	\$73,604.37
All Greek	13,473.53	14,416.74

Engage Data

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	Fall 2021
# of Registered Events	4,539	2,477	3,098
Tracked Event Attendance	1,076	458	839



Counseling & Psychological Services

The Department of Counseling and Psychological Services is a department within the Dean of Students Office designed to provide 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).

	Fall 2021	Spring 2022
Let's Talk Drop-in Sessions	306 Visits	232 Visits

Academic Accommodations

- 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
- Koru Mindfulness

Client Satisfaction Survey 2021-2022

- 100% 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.
- 100% indicated that their experience at CAPS significantly added to their positive feelings about Montclair State.
- 98% indicated that their experience at CAPS helped them make progress towards completing their educational goals.
- 100% said telehealth services (remote counseling) met their needs.

Campus Crisis Management 2021-2022

- CAPS staff provided crisis coverage 24 hours a day, 7 day a week for the University community 365 days of the year.
- Emergency Service FY22
- CAPS emergencies during the business day: 44
- After hours emergency service: 132
- Hospital Transports: 24



Campus Crisis Management 2021-2022

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
- Empathy and Connection
- Mosaic Women
- Men's Group
- Connecting Across Cultures
- Sister to Sister (S2S), a mixer for women of color
- Active Minds, United Asian American Student Organization (UAASO), Asian American Pacific Islander Heritage Month and Mental Health Awareness Month activities and flag raising

Kognito and TAO Connect Usage

To date, over a thousand students have made use of TAO Connect and 1125 faculty/staff have completed the Kognito training to recognize and respond to at-risk students.

Dean of Students Office

The Office of the Dean of Students oversees the holistic health and well-being of our students. Offices include: Campus Recreation, Center for Student Involvement, Counseling and Psychological Services, Disability Resource Center, Office of Health Promotion, Office for Social Justice and Diversity, Office of Student Belonging, Residence Life and Health Center.

Our role is intentional – we promote self-advocacy along with co-curricular engagement. Students face many decisions and challenges across the life cycle of their student experience and in many instances, we act as a conduit for students to engage in help-seeking and problem-solving. In 2022, nearly 1900 inquiries were triaged and resolved. In 2021, nearly 1845 inquiries were triaged and resolved (does not include CARE, Conduct or Title IX report data).

Supporting Student Needs and Addressing Disparities

“Research on students’ basic needs consistently demonstrates negative impacts on every facet of a student’s college experience including academic performance, peer engagement, their sense of belonging on campus and their mental and physical health,” Enhancing New Jersey College Students’ Access to Food, Housing and Other Basic Needs Supports Playbook, February 2022.

#1 - Increased Access to Food - Red Hawk Food Pantry

Established in 2016 to combat the struggle of food insecurity within our campus community. Funded entirely through donations from well-known partners such as Goya Foods, Inserra Supermarkets, St James Church and the Community Food Bank of NJ. Our students in Intercollegiate Athletics and Greek Life led awareness campaigns. Parking Services Annual Can-for-Citation food drive collected hundreds of canned goods. In 2021, we secured the Hunger-Free Campus Grant in the amount of \$100,000, which increased our ability to conduct food security related research and offer programs to help anyone in the community.

#2 - Reduced Clothing Insecurity - Rocky’s Closet

Students are back on campus and fired up! Given the generosity of the community, a professional clothing and career closet was launched to reduce the burden of having job-ready clothing for interviews or internships. Students can access a variety of options through a partnership with the Office for Social Justice and Diversity. Gender-affirming career clothing is available to all students.

#3 - Increased Access to Book Scholarships and Interest-Free Emergency Loan Options

Each year over \$30,000 in textbook scholarships is distributed given partnerships with the Student Government Association, Follett Bookstore and MSU Foundation’s Emergency Book Scholarship Fund. Awards range from \$100-\$250 per student. Another option is the Chapin Loan program, a revolving loan fund totaling \$8,900, which provides short-term emergency loans to students (maximum loan of \$200.00). Loans must be repaid within the semester they are received.

#4 - Increased Access to Social Services in New Jersey

Applying for social services can be complicated and often comes with stigma. Students have access to an on-site case manager to learn about program eligibility and how-to apply for NJ agency resources, e.g., Section 8, SNAP, childcare resources, etc.

#5 - Supported Students Who Are Building Families to Persist

Provides support to a pregnant student, their partner or students building families through adoption or other avenue to ensure persistence. This is a partnership with the Disability Resource Center available to all given the many ways a family is created.



#6 - Built Meaningful Connections for Unique Populations - Red Hawk Fellows Program

A cohort of students identified as emancipated, foster care, unaccompanied homeless and those who do not have parental support. Activities to build community, belonging and connection were hosted. A nearly 90% graduation rate was achieved in 2022.

#7 - Supported Campus Housing for Students and Provided Basic Needs

We offered bedding and personal care items for those who may have minimal support done in partnership with Residence Life.

Options for Students Experiencing Difficulties

Medical Withdrawals and Late Withdrawal Exceptions

Designed for students experiencing physical or psychological circumstances that impairs their ability to be successful.

- Summer 2021: 5 (all mental health)
- Fall 2021: 97 (12 physical health, 84 mental health)
- Spring 2022: 104 (17 physical health, 87 mental health)

Student Conduct: Decision-Making and Education

We receive 1,000+ conduct complaints annually through the Office of Student Conduct in partnership with Residence Life. Complaints address multiple infractions of the Student Code of Conduct and the Residence Life Conduct Code.

- The top 3 areas of complaints for 2022 focused on alcohol and drugs, academic dishonesty and residential infractions.
- Students are provided with a comprehensive process including notification of allegations of community violation(s), a transparent disciplinary process, restorative justice tools to support education, disciplinary sanctions appropriate to the misconduct and online learning to support future decision-making.

Comprehensive Response to Sexual Violence - Title IX

Montclair State University supports and encourages reporting to address incidents of sexual assault, sexual harassment, dating violence, domestic violence, intimate partner violence and stalking.

- A comprehensive response that includes resources, support, safety measures and options such as medical care and counseling. Includes the option of investigation of the allegations and conduct hearing within a due process framework.
- Over 4,000 students received prevention and education training on where to report, resources, options, due process and education about sexual assault, domestic violence, dating violence, sexual harassment and stalking.
- Educational programs about healthy relationships, sexual health and sexual consent are offered in partnership with the Office for Health Promotions and Office for Social Justice and Diversity.

Connecting Students of Concern with Resources and Options. (CARE) The Crisis, Assessment, Response and Education Team

The Crisis, Assessment, Response and Education (CARE) Team is a multi-disciplinary group of administrators that evaluate concerning behaviors of students. Students referred to the CARE Team are expressing behavior that warrants follow-up. The CARE Team collects information about referred students and identifies and enacts appropriate strategies utilizing a compassionate approach.

Trends for 2021-2022

- Students continue to be impacted by COVID 19, mental health challenges and meeting their basic needs.
- A member of the CARE Team is assigned as the point person to each student referred to CARE. The student receives individualized outreach by a caring professional to help and address the concern along with a bridge to options.
- Utilizing a holistic approach, resources are provided to connect a student to offices ensuring needs are met, e.g., referrals to services include, but are not limited to, counseling, tutoring, academic advisement, social services and academics.
- Faculty continue to serve as the largest reporter of CARE cases; we appreciate the information to serve students.

Data for 2021-2022

Highest concerns received in 2021 and 2022 included comprehensive and complex problems surrounding mental health, family conflict, housing instability, financial resources and inquiries around accessing social services. For example, a student may have been referred to CARE due to a family house fire, which impacts housing, resources, mental health, finances and academic success. This type of report would connect to multiple campus partners to support the student during a challenging period.

Count of CARE Reports	2021	2022	Grand Total
January	10	32	42
February	44	98	142
March	68	96	164
April	54	84	138
May	58	39	97
June	9	7	16
July	7	18	25
August	27	17	44
September	84	n/a	84
October	125	n/a	125
November	89	n/a	89
December	54	n/a	54
Grand Total	629	391	1020

CARE Team Members

Associate Director of Residence Life (Co-Chair)	Kevin Schafer, Ph.D.
Associate Dean of Students (Co-Chair)	Yolanda Alvarez
Assistant Director, Experience Montclair	Jasey Bedoya
Office of the Provost	Matt Calvert
Director of Student Conduct	Jerry Collins, Ph.D.
Senior Associate Dean of Students	Fatima deCarvalho, Ed.D.
Program Associate	Simone Flowers, Ed.D.
Director of Counseling & Psychological Services (CAPS)	Jaclyn Friedman-Lombardo, Ph.D.
Director of the Disability Resource Center	Meghan Hearn
Director of University Health Center	Patricia Ruiz, Ed.D.
The Graduate School	Deborah Reynoso
University College	Robert Schneider
University Police Department	Captain Tim Fox



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.

Number of Students Requesting Accommodations

2020/21	2021/22
1,347	2,115

Academic Accommodations

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

Non-Academic Accommodation Requests

	2020/21	2021/22
Housing (single room, Furniture, etc.)	65	118
Emotional support animals	16	38
Dining	n/a	3
Parking	10	50

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.

	2020/21	2021/22
Fully Online Courses	194	42

Non-Academic Accommodation Requests

	2020/21	2021/22
Testing Center	55	622
Academic Coach Program	88	126

Graduate student interns provide individual sessions and workshops to assist students develop academic and professional skills. Frequent topics of concern include time management, self-advocacy and study skills. The challenges of readjusting to in-person instruction pandemic resulted in an increase with 126 students actively working with the Academic Coaches during the 2021-22 academic year.

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 accessibility standards.

Recruiting Efforts

The DRC participates in Admissions Open House, Transfer Nights, Accepted Student Days and Admissions Tele-Coaching for prospective and incoming students. During the pandemic, the DRC provided tele-counseling to nearly 50 prospective incoming students and their families 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 number of Montclair State University students who volunteer with MSU EMS. The unit is entirely staffed and maintained by students under the tutelage and supervision of the Director of EMS. MSU EMS has approximately 21 EMTs certified by the State of NJ and the remaining members are working toward certification.

By the Numbers

1998	The year Emergency Medical Services launched on campus!
219,000	Hours the EMS unit has been in operation since inception; EMS is a 24/7 operation.
30	The number of Montclair State University students who volunteer with MSU EMS. The unit is entirely staffed and maintained by students, under the tutelage and supervision of the Director of EMS. MSU EMS has approximately 15 EMTs certified by the State of NJ and 15 students working toward certification.
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.
0	The hourly pay of our EMTs. Our students volunteer their time, but they do receive \$450 flex dollars per semester and an opportunity to apply to our Resident EMT program. They also have opportunities to earn \$15/hour for Red Bulls and Jackals sporting events.
400	Approximate number of Service calls the EMS unit receives in a normal year.
3	The number of vehicles owned by the EMS unit -- 2 Ford ambulances and one Nissan First Responder Truck, The ambulances remain outside the Village apartments on Clove Road overnight and are parked outside the Student Center during the day.
\$250,000	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 certified EMTs when they join MSU EMS. After successfully completing CPR training and the additional requirements of our training program, students are eligible to receive a voucher to attend a NJ State EMT training program at no cost.

CPR Members

Prerequisites: None! Our certified CPR instructors will train students in healthcare provider CPR.

- When students first join MSU EMS, they must successfully complete a CPR class and begin our training program.

Certified EMTs

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

- After completing a brief probationary period with MSU EMS, our new EMTs can begin providing emergency prehospital care to the MSU community.

Resident EMTs

Prerequisites: Healthcare level CPR certificate, NJ State EMT or NREMT certificate, ICS 100 and 200 certificates, a history of service with MSU EMS.

- Our 12 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. Resident EMTs must also attend all scheduled EMS meetings and training.

Crew Chiefs (CC)

- CC's supervise the overall operations and actions of their crew.
- CC's are the first point of contact for all on-duty issues, problems or questions during a shift.
- CC's are responsible for the training, actions and paperwork of their crew, including the submission of all patient care reports.

Field Training Officer (FTOs)

- Field Training Officers or FTOs, are responsible for the training and evaluation of probationary EMTs and CPR Members. They are also responsible for day-to-day training and special training meetings.

Lieutenant (3 Positions)

- Lieutenants are selected after an application and interview process. LTs report to the Director of EMS and oversee all day-to-day operations of EMS, including equipment maintenance, scheduling and membership.

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.

	2019/20	2020/21	2021/22
Total Direct Reach:	11,371*	2,216*	11,105
Drop-in visits to the HP Drop In Center Top Reasons for Visit:	2,008	430 (Safer Sex Supplies, DIY Craft Kits, Snacks)	2,223 (Safer Sex supplies, Masks, Health Center, Snacks)
One-on-One Visits:	26	1	14
Attendance at HP Sponsored Initiatives:	4,006	Direct Contact: 54* Social Media Engagement: 8,357**	3,299
Attendance at In-person University Sponsored Events:	953	207	2,288
Weekly Workshops:	860	-	746
Virtual Weekly Workshops:	102	458	0
Virtual Professional Development Workshops (returning PAs & Campus Rec student leaders):	85	48	35
HP Student Leader Facilitated Workshops Virtual Responsible Decision Making for GNED 199 (23 sessions):	n/a	843	35
HP Student Leader Facilitated Workshops Responsible Decision Making for GNED 199 (36 sessions):	1,793	n/a	1,305
In-person Outreach:	1,438	175	620
Virtual Social Media Engagement (indirect Reach):	32,618	110622***	135,203**

*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"

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, Red Hawk Recovery 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 Health Advocates (PHAs)

Student volunteers trained to provide peer education, conversation and referral and health advocacy services to other students. In spring 2022, fifteen students applied to the program and seven were accepted.

National College Health Assessment (ACHA-NCHA)

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





Intercollegiate Athletics

By the Numbers

470	Student-Athletes compete each year in 18 sports.
25	Individual National Champions.
351	Student-Athletes named All-Americans All-Time.
149	NCAA Tournament appearances.
272	Conference major individual award winners (Player of the Year, Rookie of the Year, etc.)
74	NJAC Coach of the Year Award winners.
426	All-Conference Selections.
150	Conference (NJAC, Skyline, Knickerbocker) championships won by Montclair State.
5	National Team Championships.
12	NJAC Athletes of the Year.

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

- Softball Stadium: Softball Team
- Sprague Field: Football Team, Field Hockey Team, Lacrosse Teams
- 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 Montclair State University 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, Baseball and Men's Soccer)
- Go Gold for Childhood Cancer (Men's Soccer)
- Free Youth Clinics (Men's Lacrosse)



Office of Student and Belonging

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 2020	Summer / Winter 2021	Virtual / On-Campus
Total # of students	4,638	4,705	n/a
Freshmen	3,139	3,330	1,053 / 2,337
Transfers	1,938	1,375	1,101 / 274
Freshmen Family	298	507	n/a
Transfer Family	n/a	70	n/a
Family	2,916	n/a	255 / n/a
Red Hawk Day	205 (Mostly Virtual)	1,167	n/a
# of Sessions	24 (13 FR and 11 TR)	24 (18 FR and 6 TR)	-

Military Programs

Military.com Military Friendly School | Veteran Affairs Yellow Ribbon School | Created Dependent Attribute Fall 2020

Military Services	2020/21	2021/22
Total Military Students	Fall: 326 / Spring: 293	Fall: 329 / Spring: 309
Total Dependents	Fall: 56 / Spring: 54	Fall: 87 / Spring: 86
Total Certified	Fall: 302 / Spring: 268	Fall: 296 / Spring: 286
Graduate Students	Fall: 43 / Spring 40	Fall: 51 / Spring 53

Military Student Population Growth	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Fall and Spring Semesters	168/156	138/153	191/205	217/237	270/283	326/293	329/30

Notable Outcomes

- Student participation increased when it was required as a class assignment vs. optional.
- Positive correlation between participation and retention.

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	2020/21	2021/22
Personal/Professional Workshop Series	Fall: 425 / Spring: 511	Fall: 444 / Spring: 388
Leaving the NEST Series	Fall: 93 / Spring: 122	Fall: n/a / Spring: 39
Leadership Podcast	8 Episodes, 226 Plays	n/a
Student Leader Cross-Training	423 Attendees	395 Attendees
National Society of Leadership and Success	291 Inductees	125 Inductees

Military Programs

Student Employee Cross Training | Leaving the NEST | Personal & Professional Development Workshops

Digital Badging*	Fall 2018	Fall 2019	Fall 2020	Fall 2021
# of Students Completing	146	1,164	1,809	2,306

*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).

- Positive correlation between participation and cumulative GPA
- Negative correlation between participation and course drops (CD);
- **i.e. Higher Participation = Less Course Withdrawals**

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 buildings, located on Clove Rd., 328 beds • Village: (apartments) 4 buildings, located on Clove Rd., 844 beds.

Total Number of Beds for 22-23: 5,079

Beds By Housing Type

Residence Halls: 5,709 Beds; 98.6%

Apartments: 844 Beds; 17%

Fall 2022 Class Status By Community

	Freshman	Sophomore	Junior	Senior	Graduate
Blanton	337	207	57	21	0
Dinallo	443	311	110	106	0

	2017/18	2018/19	2019/20	2020/21	2021/2022
Female Occupancy	3,328 65.5%	3337 65%	3269 65%	2046 65%	3,203 63.06%
Male Occupancy	1,732 34.5%	1739 34%	1732 34%	1040 34%	1,734 34.1%
Permanent Address New Jersey	4639 91%	4619 91%	4495 90%	2717 88%	4,292 84.5%
Permanent Address Out of State	440 9%	477 9%	520 10%	375 12%	653 12.85%

Occupancy By Building

	2017/18	2018/19	2019/20	2020/21	2021/2022
Village	839	835	836	602	805
Hawk Crossings	324	326	331	233	314
Heights	1,958	1,963	1,965	1,470	1,892
Traditional Halls	1,958	1,972	1,883	787	1,532
Freeman / Russ	151	92	51	24	0
Hawk Crossings	0	94	163	56	0
Machuga	411	256	49	28	0
Sinatra	35	103	71	44	0
Stone	77	17	23	4	0
Village	1	54	274	4	0
Total Occupancy	5,079	5,096	5,015	3,092	4,543



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%

- 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: 20

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.

Student Development/Educational Programs & Resources

- 120 Resident Advisors (approximately) - receive stipend and housing waiver
- 80 Service Assistants (approximately) - paid hourly @ \$12.00/hr

	N	Score	Excellent	Good	Average	Poor	Very Poor
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 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%

Students 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 staffed 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 remains amongst the top LGBTQ Friendly Colleges and Universities by Campus Pride, College Consensus and Study.com.
- Fostering a Welcoming and Inclusive Campus Environment for all. The OSJD continues to foster an environment of inclusivity through outreach and educational efforts within the campus community. The OSJD educators including student leaders and professional staff provide important workshops and trainings for the campus community around diversity, inclusivity, race, privilege, LGBTQ allyship, Intimate Partner Violence and other sensitive topics. OSJD student leaders gain skills and knowledge and make significant contributions to the campus community that will empower them as they enter today’s workforce.
- **Access to Professional Clothing for Students In Need:** Rocky’s Closet is a donation-based professional clothing resource for students to build a professional wardrobe and support their success in the workplace. Donations of new or gently used professional attire are accepted on an ongoing basis as a way to support this initiative.

Qualitative Impact Anecdotes from Events and Workshops

“This workshop challenged me to think about my privilege in ways I never imagined. It’s not often you have the opportunity to do this level of self-reflection and in a safe space.”

“The dynamics of healthy and unhealthy relationships is a delicate topic but one that needs attention especially on college campuses. I’m glad I participated in this workshop and hope others get the same information.”

“It’s evident that the presenter is passionate about this topic by the thoughtful delivery of the information and the key content that was presented. I came out of the workshop more informed about proper terminology and what true allyship looks like.”

“This event brought everyone together... It was a celebration of differences, authenticity and liberation to be who you want to be in your life. MSU really represented and demonstrated their support of the LGBTQ community.”

- **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.
- **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 2022, 60 students received graduation cords symbolic of both.
- **Inclusive Excellence Awards:** Awards recognize members of our campus community for outstanding contribution to the work of social justice and inclusion. In spring 2022, three outstanding students and a staff person were recognized for their contributions in these areas.
- **Stonewall Suites Living Community:** In partnership with Residence Life, the LGBTQ Center contributes to initiatives for residents of Stonewall Suites, an LGBTQ living community.
- Over 100 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, Ableism and Disability Prejudice
- Workshop for incoming first-year students for the Experience Montclair program, I am What I am: Combating Stereotypes, presented to over 3,000 students.
- **Denim Day:** Wear jeans with a purpose – to support survivors of sexual violence. The OSJD set up four tabling sites across campus to bring awareness to the history of Denim Day and the occurrence of sexual assaults while informing students about resources that are available on and off campus.
- In the spring 2022, educational workshops about Intimate Partner Violence, Dating Violence, Bystander Intervention, Consent and Sexual Violence were facilitated by the OSJD staff. One successful example is that programming reached all the athletic teams on campus to promote awareness around those topics. 300 student athletes participated in these workshops.
- Safe Space Trainings to promote allyship, awareness and support of the LGBTQ community were facilitated and reached over 300 students, staff and faculty on campus.
- The OSJD in collaboration with GSWS and the President’s office participated in the first Pride Festival in the city of Montclair. Montclair State University sponsored the event and hosted a tent that drew in large numbers of festival attendees. Student volunteers represented the university and shared about academics, activities, housing opportunities and other support services available to students who identify with the LGBTQ community.
- Rocky’s Professional Closet served approximately 75 students and received donations from over 25 private and corporate donors. EOF scholars, Summer Bridge and PSEG Sustainability Institute interns were among the student groups who benefited from this service. Outreach efforts increased this school year to promote this very much needed service for the campus community.

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)

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

Demographics/Open Rates	2019/20	2020/21	2021/22
# of Emails Sent to Entire Community	625	1,184	1,128
Open Rate	6,056,903	10,261,392	12,394,365
# of Email Sent to Students	74	113	410
Open Rate	531,883	1,487,672	7,70,344

Top 10 Emails

2019/20		2020/21	
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 Fall 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
2021/22			
Subject Line	Opens		
COVID Vaccine Requirement	75,976		
RHN - Fire Pit & S'mores, COVID Vaccine...more!	74,774		
RHC - Student Accounts - Fall Bill	66,736		
RHC - Student Accounts Fall 2021 Health Insurance	59,871		
Wellness: Booster Mandate Students	56,935		
Facilities: Student Parking Permit	53,327		
Hello From Your New President	52,815		
RHC - Student Accounts - 1098T	52,568		
RHC - Registrar - Fall Grades	51,646		
COVID: Fall Vaccination Update	50,597		

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 cooperation with another department was updating and reorganizing the Resident's Life website.

- We manage 58 websites within the Montclair State University domain. The Student Services web page had 559,653 page views in 2021-2022.
- 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. As of the date of this annual report, Thursday, June, 30, 2022, we still continue these practices.

Digital Signage

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

A new Events channel has been approved and will be tested/deployed on our managed signage. We will also be testing to see if we can incorporate the new Master Calendar the University has deployed.

We have continue the method of QR Codes for 2021-2022 in our digital signage. Also to note, we have made QR codes for other SDCL departments and provided them with analytics when requested.

- Total QR Codes: 172
- Total Scans: 3,326
- Annual Scans: 1,712

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 18 active members and growing.

Rocky Events

Type of Events	2019/20	2020/21	2021/22
Total Events	248	188	313
In-person	239	155	302
Online	9	33	11

Rocky's Social

Years	Instagram	Twitter	TikTok
2019-2022	4,814	1,171	1,400
2020-2021	6,928	1,321	3,052
2021-2022	7,862	1,504	3,808

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

	2019/20	2020/21	2021/22	FY21 Complete Data
Appointments	7,340	5,325	1,668	4,083
Telehealth Appointments	0	546	824	3,166
COVID Tests Performed at UHC	0	0	37	47
Pregnancies Diagnosed	6	6	2	2
HIV Tests	579	198	62	224
STI Tests	1,632	297	62	224
Flu Vaccines Administered	0	28	103	201
Vaccines Administered	0	148	42	103
Physical Exams	101	48	3	49
Athletic Physicals	75	16	0	4
Gynecologic Diagnoses	0	1,417	1,366	3,111
Mental Health Dx	0	23	6	34
Medical Documents Evaluated	0	21,200	14,056	29,951
Counseling Referrals	0	23	6	60
Immunization Emails Sen	0	5,700	5,400	n/a
Ask-a-Nurse Emails Sent	275	95	800	3,456
Programs offered by UHC	0	0	12	12
Pyramed Tasks*	20,173	21,200	0	29,951

University Immunization Compliance

	2019/20	2020/21	2021/22
MMR	100%	100%	n/a
Meningitis	100%	70%	n/a
Hepatitis B	100%	100%	n/a
Routine Vaccine Religious Exemptions Approved	73	36	148
Routine Vaccine Medical Exemptions Approved	n/a	n/a	42

COVID-19 Related Data

	2019/20	2020/21	2021/22	FY21 Complete Data
Number of Student Hawk Checks Evaluated	n/a	n/a	n/a	620,597
Campus Surveillance Testing Completed	0	5,670	18,972	44,037
Students Reporting COVID Symptoms or Exposure	0	65,252	534	9,888
Total Students Placed in Isolation (On/Off Campus)	n/a	n/a	7,818	7,818
Total Quarantined	n/a	n/a	733	13,618
*Total Confirmed Positive Students 8/1/20 – 12/8/2021 *Not All Were On Campus	n/a	n/a	1,112	2,197
COVID-19 Vaccine Religious Exemptions Approved	n/a	n/a	273	273
COVID-19 Vaccine Medical Exemptions Approved	n/a	n/a	26	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

- 2020/21: 6,964
- 2021/2022: 7,896

Nature of Service Calls

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

Best Practices and Points of Pride

- **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.
- **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:** University Police hosted over 100 law enforcement officers working to better law enforcement mental health initiatives. The train the trainer programs consisted of health, addiction and referral services available to the profession.
- **Emergency Planning:** The University Safety Committee was retooled to work with the Vice President and President on focused items to improve lighting, communications and facility needs related to safety. In addition, the Emergency Plan was successfully reviewed and approved by the Governor's Taskforce for Homeland Security.

Educational Outreach Programs

In-Person & Virtual Training Workshops 200+ sessions during 2021-2022, 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:

- Professional Development: University Police sponsored a regional job fair to promote diversity in law enforcement for the Passaic County area serve on the Passaic County SWAT.

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.





**MONTCLAIR STATE
UNIVERSITY**