Greetings!
This brochure highlights a number of facts and features about the Division of Enrollment Management and Student Affairs (EMSA). In brief, we are a Division of 15 units, more than 380 hourly and administrative employees, 38 graduate assistants, and several hundred student employees. Our clear focus is on students . . . Through service . . . involvement and programs . . . individual support and team building . . . sports and recreation. Through MacBooks and textbooks . . . guidance and counseling . . . health and wellness. Through nutrition for the body . . . and financial ‘nutrition’ to meet educational costs. Through residential living . . . learning and community . . . procedures and discipline. Through security and technology . . . leadership development . . . student engagement . . . and more.

Through all the ways we touch the lives of Kent State students, we are essentially supporting the University’s educational mission and the development of the ‘whole student’.

Our satisfaction is in seeing students grow and lead and succeed. Our pride is in playing a role in that success.

Enjoy this brief glimpse into EMSA!

Sincerely,
Gregory I. Jarvie
Vice President

EMSA MISSION
The mission of the Division of Enrollment Management and Student Affairs is to support the teaching and learning process and the development of the whole student by providing quality programs and services that enhance student learning and student success. The division also supports the institution through a focus on student recruitment and retention initiatives designed to enrich the university community and the lives of students, faculty, staff, families and the larger community.

EMSA STRATEGIC PRIORITY ONE: MANAGING STUDENT ENROLLMENT
The Major Functions and Responsibilities of the Division of Enrollment Management and Student Affairs

**Admissions Office**
student recruitment; undergraduate student applications; campus tours; high school visits; college fairs; admission decisions

**Career Services Center**
career counseling; internship and job search assistance; résumé writing; interview preparation; on-campus interviews; career fairs; student employment; testing for credit

**Center for Adult and Veteran Services**
advising; counseling; orientation; workshops and other programs for undergraduate adult students with multiple life responsibilities; services for single parents and veterans; veteran benefits oversight

**Center for Student Involvement**
student organizations; fraternities and sororities; commuter services and programs; leadership training; awards and recognition; campus-wide programming; student governance; court-ordered community service; University-Community Liaison

**Dean of Students**
leadership support to students, parents, faculty, staff and surrounding community in the development of a co-curricular environment that enhances student success

**Student Ombuds**
direct assistance to students in resolving concerns, complaints and grievances through established channels

**Kent Student Center**
gathering place for university community offering a variety of services, programs and activities for students, faculty, staff, alumni and guests; home to University Bookstore, University Conference Bureau, FLASHCard office, scheduling and numerous dining options

**Recreational Services**
153,000 sq. ft., multi-purpose Student Recreation and Wellness Center (SRWC); aquatics; fitness and wellness; informal recreation; sports clubs; tournament sports; outdoor adventure center; dual-rink Ice Arena features learn-to-skate, hockey, broomball and open skating programs

**Residence Services**
on-campus living for primarily undergraduate students; special program halls and learning communities; hall government (hall councils and Kent Interhall Council); security escort service; guest and summer conference housing

**Student Accessibility Services**
academic accommodations; coordination of support services; assistive technologies and equipment for students with disabilities

**Student Conduct**
adjudication of campus policy and law violations; updating and maintenance of ‘Code of Student Conduct’

**Student Financial Aid**
financial aid counseling; assistance with application processes for federal, state and institutional financial aid such as grants, loans and scholarships

**University Bookstore**
university-owned retail store contracted through Follett Higher Education Group offers apparel, software, books, textbooks, book buyback, textbook rental and other academic supplies; home to the Apple® Authorized Campus Store

**University Dining Services**
comprehensive dining services across campus from snacks to full-service dining and catering

**University Health Services**
comprehensive outpatient services, including office visits, pharmacy, radiology, physical therapy, laboratory services and women’s clinic; 24-hour nurse helpline; employee health; Office of Health Promotion; Psychological Services

**Office of the Vice President**
leadership and direction for divisional goals; oversight for institutional enrollment management, including student recruitment and retention, and for many key student support services, budget and personnel functions
### ‘By the Numbers…’

(figures reflect fiscal year 2010-11 unless otherwise noted)

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>74,000+</td>
<td>incoming phone calls to the Office of Admissions</td>
</tr>
<tr>
<td>369,464</td>
<td>recorded participation hours across nine program areas within the Department of Recreational Services</td>
</tr>
<tr>
<td>20,343</td>
<td>medical appointments for students and employees conducted by University Health Services’ clinicians</td>
</tr>
<tr>
<td>332,317</td>
<td>total attendees at Kent Student Center student and departmental events and conferences</td>
</tr>
<tr>
<td>4,200,000</td>
<td>approximate number of meals served by University Dining Services</td>
</tr>
<tr>
<td>992</td>
<td>GI Bill recipients (veterans) across all eight KSU campuses</td>
</tr>
<tr>
<td>623</td>
<td>student conduct hearings held by the Office of Student Conduct</td>
</tr>
<tr>
<td>$382M+</td>
<td>aid dollars disbursed to 34,133 students by the Office of Student Financial Aid</td>
</tr>
<tr>
<td>658</td>
<td>‘Early Alert’ notices involving residence hall students responded to and followed up on by Department of Residence Services’ staff (retention initiative)</td>
</tr>
<tr>
<td>3,200+</td>
<td>exams administered and proctored by Student Accessibility Services staff for students with registered disabilities</td>
</tr>
<tr>
<td>7,100+</td>
<td>on-campus student employment jobs held by 5,000+ students and administered by the Career Services Center</td>
</tr>
<tr>
<td>280</td>
<td>student organizations registered through the Center for Student Involvement</td>
</tr>
<tr>
<td>650+</td>
<td>student concerns, complaints, or grievances brought to the attention of the University’s Student Ombuds Office, with most resolved</td>
</tr>
<tr>
<td>6,204</td>
<td>official Fifteenth Day residence hall total occupancy – Fall 2011</td>
</tr>
<tr>
<td>587,448</td>
<td>total entries into the Student Recreation and Wellness Center</td>
</tr>
<tr>
<td>$648,394</td>
<td>total savings to students renting textbooks (versus purchasing) through the University Bookstore</td>
</tr>
</tbody>
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**Recent Major Trends…**

- **Kent Campus New Freshmen Fall 2006 - 2011**
  - 2006: 3,698
  - 2007: 3,751
  - 2008: 3,928
  - 2009: 4,029
  - 2010: 4,284
  - 2011: 4,284

- **Residence Hall Occupancy Fall 2006 - 2011**
  - 2006: 5,052
  - 2007: 6,132
  - 2008: 6,165
  - 2009: 6,204
  - 2010: 6,128
  - 2011: 6,128

- **Total Student Aid Kent State University System FY2006 - 2011**
  - 2006: $223.1
  - 2007: $227.0
  - 2008: $341.2
  - 2009: $382.8
  - 2010: $587.4
  - 2011: $650.1

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**EMSA STRATEGIC PRIORITY THREE: STRENGTHENING UNIVERSITY-COMMUNITY RELATIONS**
**DID YOU KNOW?**

. . . that KSU faculty are able to, and often do, request *classroom presentations* from Career Services Center professionals on topics such as choosing a career, preparing a resume, or locating an internship, among others?

. . . that the Center for Adult and Veteran Services certifies the *educational benefits* received by all U.S. veterans enrolled at KSU, a record number of 610 in Fall 2011?

. . . that *Subway* is first in sales and customer counts among the Kent Student Center Hub *dining options*?

. . . that the brand new ‘resolutionary’ *IPad* is sold at the University Bookstore’s Apple® authorized Campus Store along with a full range of Apple® products at educational discounts?

. . . that the cumulative KSU *grade point average* through Fall Semester 2011 for all the Department of Residence Services’ 142 student Resident Assistants was 3.40?

. . . that University Health Services is closing in on $100,000 raised in *student scholarships* by continuing to conduct periodic *LifeShare* blood donation drives?

. . . that all residence halls now feature *wireless capabilities* . . . and, with some exceptions, in-hall, landline telephone access has been eliminated?

. . . that the Admissions Office *Facebook* page helps newly-admitted students connect to KSU before coming to campus?

. . . that the staff of Student Accessibility Services provided a supportive environment and *direct services/accommodations* to 1,022 students registered with the office?

**WHAT'S NEW?**

◆ To improve the University’s personal ‘connection’ with prospective students, current KSU students utilize the recently-established ‘Call Center’. . . seeking to provide information, answer questions, . . . and strengthen new student enrollment yield.

◆ To better meet the fitness/competition/recreation needs of Kent Campus students, the lighted, multi-purpose *Recreation Sports Fields* are scheduled to open in Spring 2013.

◆ To promote a healthier workforce and reduce time away from work, University Health Services—in collaboration with Human Resources and University Relations—has launched an *Employee Health Initiative*, complete with on-line/same-day medical appointments!

◆ To enhance the available, centrally-located informal gathering space for students, ‘The Nest’ has been opened on the second floor of the Kent Student Center.