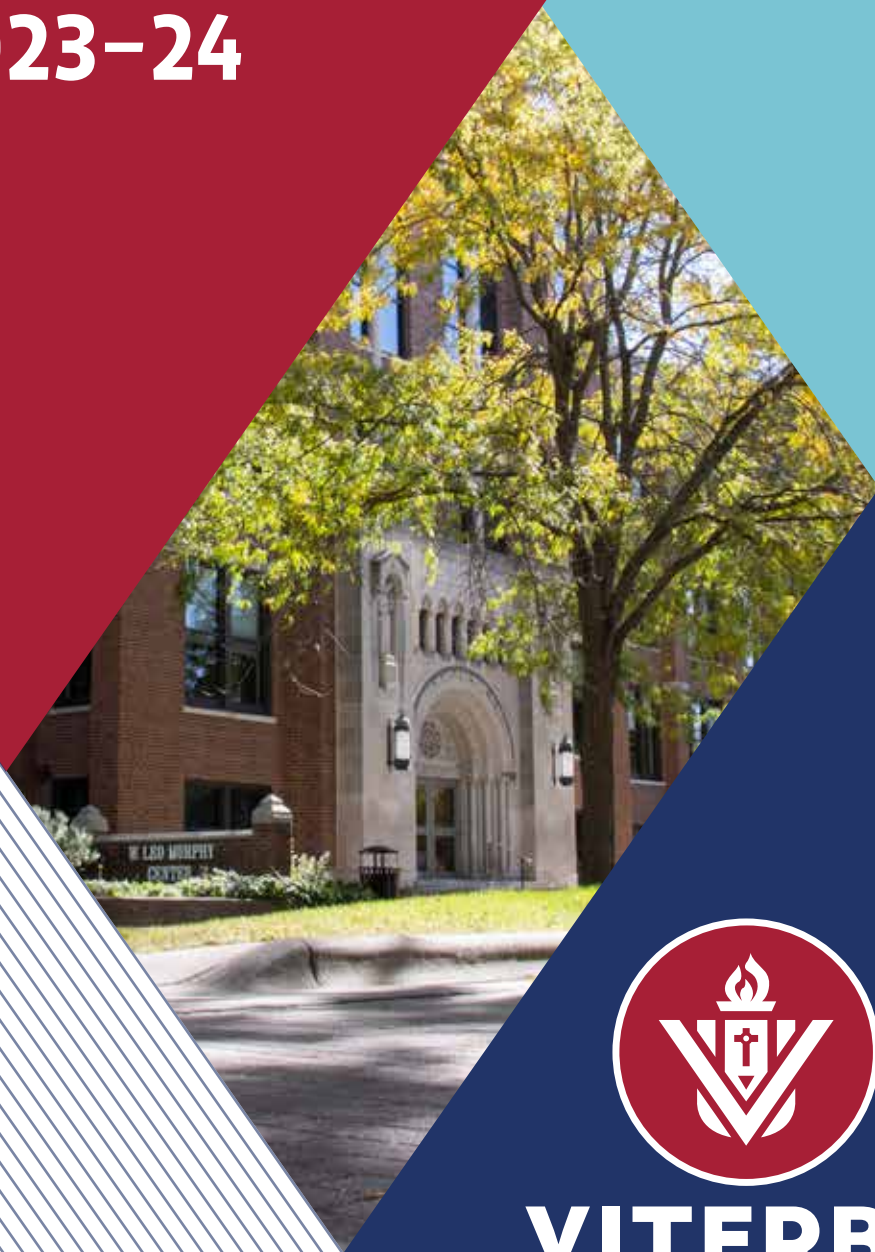


Student Life Division Annual Impact Report

2023-24



VITERBO
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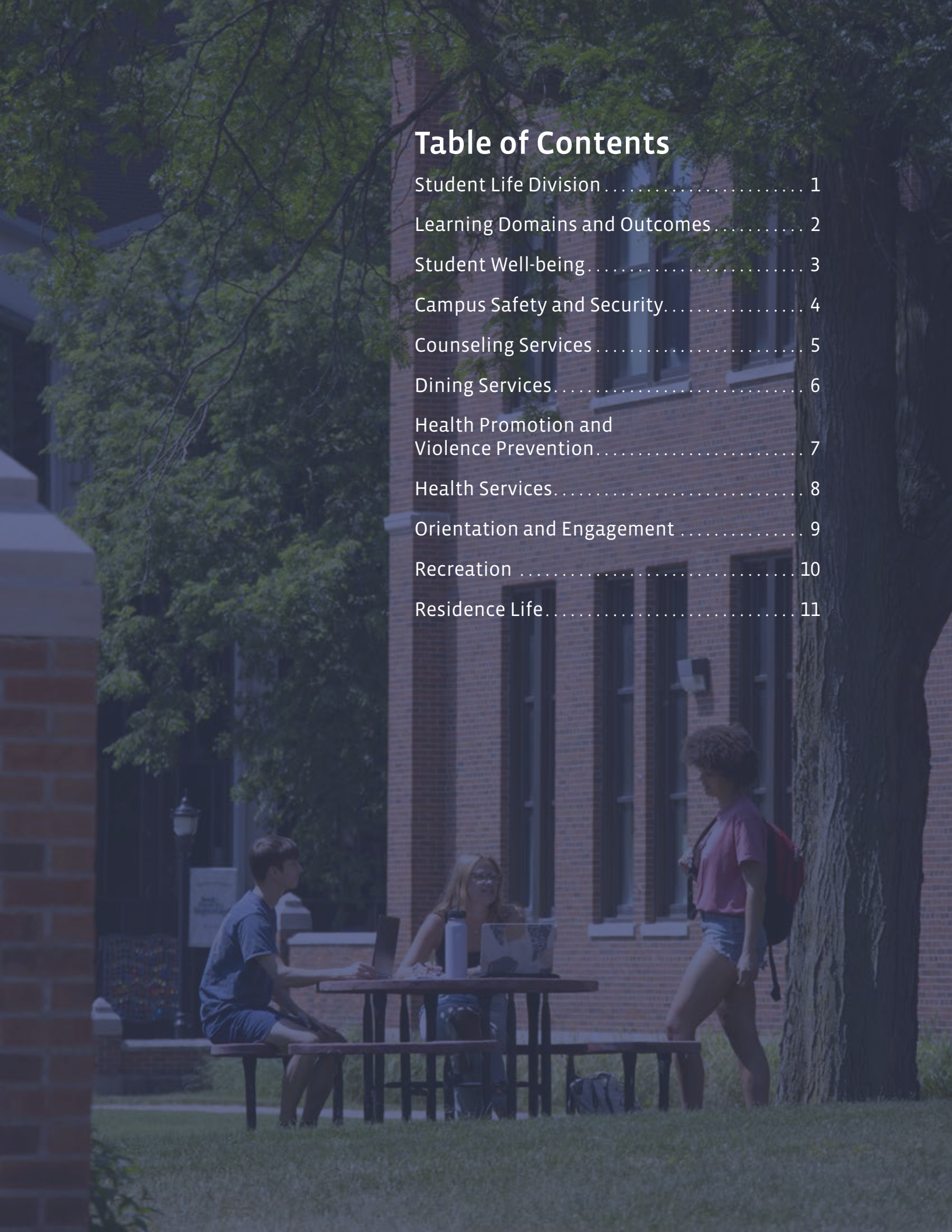
VITERBO

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STUDENT LIFE

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Student Life Division

KIRSTEN GABRIEL



Welcome from the Vice President for Student Life and Dean of Students



As I lean into our Viterbo University core value of contemplation and reflect on this past academic year, I'm filled with gratitude for the vision and fortitude of our founding sisters, our hard-working and incredibly capable staff, and our wonderful students. As you read this year's Student Life Division Annual Report, I hope you see the vision of the Franciscan Sisters of Perpetual Adoration being realized, appreciate the thoughtful, innovative, and missional work of our student life staff, and enjoy learning about the ways we're helping V-Hawks learn, grow, and thrive. 2023–24 was a year of challenge as we started the year mourning the loss

of one of our own to suicide but also a year of success and growth. We revised programming and operations in our residence life sphere to equip students for successful residential learning experiences. We entered the first full year with our new Department of Justice Office of Violence Against Women Violence Prevention Grant, which equips us to provide increased education and support to students related to sexual violence. We created new training programs, collaborations, and infrastructure in campus safety and security to help ensure the safety and wellbeing of our campus community.

Our work in student life continues to be guided by our divisional mission and learning outcomes (see page 2); our Catholic Franciscan mission, values, and Identity; and our RISE Strategic Plan (see highlights of that work at right).

As we look to 2024–25, student life remains focused on providing and promoting distinctive, meaningful co-curricular student experiences and creating a welcoming campus environment where all students can thrive. Contentious elections are on the horizon, and higher education and Viterbo University are at a pivotal moment in history. As I consider the challenges and opportunities of the year to come, I couldn't be prouder to serve alongside an exceptional team doing the good and important work of student affairs in the context of a Catholic Franciscan university. Our work has always been important, but perhaps never as important as at this moment. We are poised and ready for what lies ahead.

All the best,

A handwritten signature in cursive script that reads "Kirsten Gabriel".

Kirsten Gabriel, MA

Vice President for Student Life and Dean of Students

Significant work was accomplished in 2023–24 in support of our institutional RISE Strategic Plan, and highlights include:

- increasing communications between offices to better support students (I1),
- embedding Counseling Services personnel in key areas across campus (S3), and
- improving systems to manage and support student travel, student absences, welfare checks (E3).



Division Mission

Provide opportunities, services, support, and spaces where students learn, thrive, and grow into faithful servants and ethical leaders.

Student Life Division Learning Domains and Outcomes

✔ Personal Development

Students will identify an increase in self-advocacy and self-efficacy as a result of their interactions with the student life division.

✔ Community Consciousness and Competency

Students will engage in experiences that help them explore beliefs and understand biases, grow in appreciation of others, and live respectfully within their diverse communities.

✔ Ethical Awareness and Action

Students will serve their local and global communities through leadership and decision-making grounded in Viterbo's Catholic Franciscan values.

✔ Holistic Well-being

Students will exhibit behaviors that foster well-being for self and others through use of campus services, programs, and resources.



Student Well-being

MARCI IVERSON, ASSISTANT DEAN, STUDENT WELLBEING



Notes from the Assistant Dean of Student Wellbeing

This year, we established a comprehensive student well-being strategic visioning and operating plan with clear goals and objectives. Health services welcomed a new coordinator who started in May 2023; new administrative and clinic hours were established; we secured a new supervising and signing physician; and updates to the infectious disease preparedness plan were initiated. Alcohol and Other Drug (AODA) policies were also updated and the Health and Wellbeing Club (HAWC) reconvened, creating additional opportunities for engagement and activities.

Three student interns supported well-being programs and served as peer wellness coaches through the academic year. Peer wellness coaching received the most interest from situation-based queries and interactions at tabling events such as soap making, cookie decorating, Viterbo Speaks Up tabling, slime making, and aromatherapy. The interns gained significant personal and professional experience, enhancing their self-motivation, time management, and communication skills through outreach and promotional activities, as well as their creativity in event planning. ✓

Student wellbeing raised awareness of the unit by establishing a strong visual presence through various programs and initiatives, both as leaders and collaborators. The team actively participated in university events including STAR, orientation, in-service presentations, MLK Day of Service and Learning, Student Leadership Recognition, and Courtyard Carni. The Viterbo Wellbeing Instagram page launched in January 2024 with regular postings and campaigns throughout the spring term. Additionally, enhancements were made to the Student Wellbeing web page to promote ongoing initiatives and resources.

Programming included a diverse range of topics and modes of education with a collective focus on relational well-being as one relates to themselves, interpersonally, and within family systems this year. Featured programs included Love EVERY Body Week and Stress Less Weeks along with diverse array of activities during Healthy Living Week under the theme “Self-Awareness and Self Care.” Activities included a movement challenge, flu shot clinics, self-defense classes, and more. GTC Dramatic Dialogues addressed relationship health and violence prevention, while speaker Bonneka Seals provided insights on sex trafficking, sponsored by B.L.A.C.K. ahead of the Youth Black Summit.

Department Mission

Engage, educate, and support the active, ongoing, holistic journey of individual fulfillment and community engagement.

Student Perspective

“I learned the importance of meeting people where they are, navigating through numerous trials and errors, and persisting through challenges.” ✓

—Student Wellbeing Intern



Campus Safety and Security

ALYSON GRAEF, DIRECTOR, CAMPUS SAFETY AND SECURITY



This past academic year, campus safety and security focused on building departmental, campus-wide, and community relationships to improve services for students. Monthly departmental trainings provided a platform to build upon the newly constructed training program, reinforce and refine the officer training binder, and develop a peer support network where officers could connect and share. One officer noted, “Monthly trainings provided an invaluable opportunity to field concerns and resolve confusion. This has led to a more unified team.” Officers found mental health crisis training particularly useful.

Campus safety and security implemented many campus-wide initiatives. The department engaged students in creating a culture of safety by promoting the V-Hawk Safe App. Residence life and campus safety personnel met at the beginning of the school year to build rapport and provide education about resources available so as to best serve student residents. Officers also built strong relationships with the custodial staff who have regular contact with students. Campus safety provided training to campus departments upon request including active threat response. Two emergency response scenarios were conducted to strengthen Viterbo’s emergency operations. For the first time in recent history and continuing forward as standard practice, active threat drills took place each semester. Finally, trainings on NARCAN, a medicine that rapidly reverses an opioid overdoses, were provided to key student employees and leaders through health services and local non-profits, and NARCAN was added to all campus AED boxes and provided to RAs.

Campus safety worked with external partners to improve on-campus safety. An additional partnership with the Franciscan Sisters of Perpetual Adoration helped to ensure all areas near campus were patrolled during the evening hours. Revived this past academic year, the Tri-Campus Alliance, consisting of the other two higher education institutions in La Crosse and the La Crosse Police Department, worked together to stay informed of safety trends in our community and among the college population and provided coordinated monthly safety messaging to push out to all colleges. One officer shared, “The relationship with LCPD has made me more effective as a campus safety and security officer and more efficient when LCPD requests assistance.”

Department Mission

Promote a safe and welcoming educational environment. Support the university’s Catholic Franciscan identity through service motivated by integrity, hospitality, and impartiality.

Student Perspective

“Security officers make me feel safe, cared for, and heard with any concerns I have no matter how big or small...they make me feel comfortable and professionally respected. They are kind, respectful, and understanding people who have made my job as an RA and my life as a student safer.”

—Jenna Jacobsen,
Residence Life Assistant



462

V-Hawk Safe App subscribers

18

hours of required training for every campus safety officer

150

Night Lock active threat prevention devices installed

Counseling Services

JUSTIN MCKNIGHT, DIRECTOR, COUNSELING SERVICES



During the 2023–24 academic year, Viterbo’s Counseling Services completed 2,141 appointments with 279 unique users of services. Once again, the no-show rate was about 7%, which falls below the reported national average for university counseling services. Counseling Services again led the charge on advocating for the submission of CARE reports with 269 submitted this academic year. This was a significant increase in reports from students and employees compared to last academic year due to an increase in awareness as well as an increase in concerning student behaviors.✔ Counseling Services’ programming included a Suicide Prevention Initiative in September, a therapist March Madness bracket, and the annual Fresh Check Day event, which saw increased attendance over last year. Counselors expanded their knowledge base by attending the Coulee Region Suicide Summit, completing training in EFT (tapping) methods, and beginning training in Internal Family Systems therapy.

Counseling Services focused on improving collaboration with other offices on campus, with much success. A strong relationship was formed with the Military Student Success department. With their help, comfort dog services were offered weekly in the Military Student Lounge and insight into navigating the VA system for individual services benefited many students. Outreach to athletic teams included group support and informational sessions on specific topics, such as healthy eating, teamwork and time management skills with the softball, women’s basketball, and men’s and women’s soccer teams. Counseling Services also completed several QPR trainings for the campus community, RAs, and Campus Safety officers. The department continues to provide a high-quality service to our students while exploring opportunities for growth.



Department Mission

Promote the mental health and well-being of students to foster the spiritual, intellectual, emotional, social, occupational, and physical development of each person served.

Student Perspective

“Therapy really helped me this semester. I was overwhelmed and stressed, so it was really nice to have an option to go to therapy throughout the semester, even though it took time.”✔

“I believe that being referred to schedule an appointment was one of the best decisions of my life because I was struggling and I did not know what to do about it. Going to these sessions really has helped me improve as a person throughout the semester and the sessions. My therapist really understood what I was going through, and the things I have been experiencing. The recommendations I was given to help battle these issues really has helped me overcome the challenges I have been facing and I feel like a whole different person now!”✔

2,141

appointments

279

unique student users

269

CARE reports received

7.67

average appointments attended by a student

Dining Services

HAVIN REHWINKEL, DIRECTOR, CAMPUS DINING



Dining services continued to pursue services to best meet students' needs. This included extended hours for Einstein Bros. Bagels and the POD, Viterbo's on-campus convenience store. Both locations saw a significant increase in use as evidenced by the 60% increase in the number of meal exchange units purchased as compared to last year. The Pack Out meals for athletic programs continued to be a highly used resource, and there was an increase in the number of teams that used the service. The Eat 2 Excel program continued in its second year of implementation. The program assists students to better fuel for athletic performance by logging meals, hydration goals, and workouts. ✓ It was observed to be most frequently used by the first-year students.

The department also focused on expanding initiatives that promoted environmental awareness. Dining services continued the Cool Foods program which highlighted eight to twelve menu items each day with a low farm-to-fork carbon footprint. To-go boxes provided in the Caf remained a very popular option for students this past year. Two new green initiatives were piloted in the spring semester. The first program donated meals that would otherwise be disposed of to campus ministry for students to access as needed whenever it was convenient for them and during times dining services was not open. The second initiative was a compost program focused on re-purposing waste created within the kitchen. Next year, dining services hopes to expand this program to provide compost options within the cafeteria space for students to start using as well. ✓

Department Mission

Make the student dining experience the best it can be by providing quality, nutritious food in a relaxed atmosphere. We want students to feel at home.

Student Perspective

Student reflections in response to compost initiative:

"I am going to take only the amount of food I will need. You can always get more!"

"Be more conscious of packaging and how many one-use things I use. And finding reusable things."



725

meals donated to campus ministry (starting in March)

8,442

meals purchased using meal exchange

3,805

pounds to compost

115,999

meals served in the Caf

Health Promotion and Violence Prevention

ELIZABETH DIGBY-BRITTEN, HEALTH PROMOTION AND VIOLENCE PREVENTION COORDINATOR



As a new department, this year focused on building relationships around campus and informing students and campus partners of the services that can be provided through the health promotion and violence prevention department. The department is funded by a grant from Department of Justice: Office of Violence Against Women Act and is charged with providing prevention for domestic violence and sexual assault services (DVSAS) and support for survivors on campus.

In hosting tables at the Welcome Back Bash, Healthy Living Week, Love Every Body Week, and Courtyard Carni, the department raised awareness about the grant work and elevated conversations about violence prevention and victim services. The department spoke with classes and athletes about the grant goals including establishing more survivor support for victims and survivors of DVSAS. Additionally, a presence at various events across campus including theatrical performances, veterans' programming, LGBTQ+ events, and mental health conversations, the department built relationships and increased visibility.

Even in this first year, a few programs were implemented. Students spear-headed the development of Jeans for Justice, a new prevention and awareness event that gave voice to victims, took blame away from what they wear, and focused on what happened to them. 🗳️ Statistical information was shared about sexual assaults for students on campus, in the military, and for people with disabilities. At the Missing and Murdered Indigenous Relatives event, this history of DVSAS amongst Indigenous people was shared along with national statistics to highlight the need for greater awareness. The names of all the Indigenous people who have gone missing or have been murdered in Wisconsin were read, and a Viterbo student and a UW-L drum group performed. Representatives from New Horizons attended both programs to increase student knowledge of victim services resources and utilization in the La Crosse community.

Department Mission

Promote health and safety of campus environment through education and programming focused on sexual violence and to provide support and connect students with services for victims and survivors.

Student Perspective

“For non-indigenous folks this is an event, for those of us who are Indigenous this is our reality.”

—Participant at the Missing and Murdered Indigenous Relatives event



12

Coordinated
Community Response
Team meetings

195

participants in
collaborative violence
preventions events

90+

training hours for key
campus offices and
community partners

18

hours of dedicated violence
prevention training for the
campus community

Health Services

AMBER WEBER, RN, BSN, HEALTH SERVICES COORDINATOR



This past academic year was transitional for health services in many ways. This was the first full year under a new employee overseeing the department. The Health services office itself moved locations, with many appreciable benefits. The new location is more private with separate space for a waiting room, an exam room, and office space. Its proximity to an exit affords students more confidentiality, and the proximity to counseling services also makes it ideal for both departments to quickly share information as needed. Another change was a very smooth transition to a new scheduling and record-keeping software. This change provided increased privacy and greater HIPAA compliance. The department employed four nursing students, which provided much needed support for the department and enriched learning opportunities for the students to apply the skills, attitudes, and methods learned in their nursing classes. ✓

Health services hosted several programs promoting positive healthy habits. The Period Product campaign continued in its second year with increased use. Viterbo hosted a blood drive in collaboration with Versiti Blood Center of Wisconsin to provide life-saving blood products to treat patients in our community. Health services provided cold and flu kits in various locations on campus throughout the year. The kits included medication, tissues, cough drops, masks, tea, and an informational card about colds and the flu. Additionally, the Lunch 'N' Learn programming was restarted at the end of the year with a presentation on body liberation. The hope is to host a more robust selection of speakers and topics next year.

Department Mission

Enhance the learning experience of each student by promoting the health and wellness of the entire university.

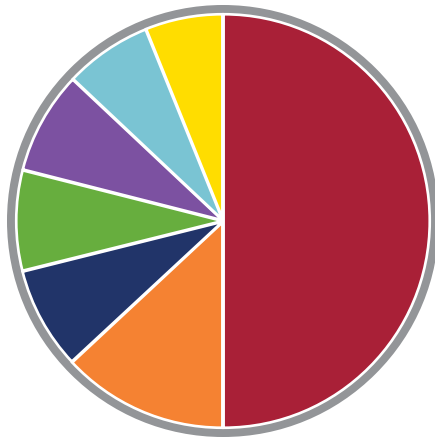
Student Perspective

“Working in the health services office has afforded me the opportunity to gain hands-on experience in nursing. Having a safe environment to practice basic nursing skills has improved my confidence and further prepared me for life after graduation.” ✓

—Health Services Intern

REASONS FOR VISIT

- URI (50%)
- Other (13%)
- GI Symptom (8%)
- UTI Symptom (8%)
- Dermatology (8%)
- Injury (7%)
- Headache (6%)



200

flu shots administered

711

health services appointments

2,700

personal hygiene products dispensed



Orientation and Engagement

COLIN BURNS-GILBERT, DIRECTOR, ORIENTATION AND ENGAGEMENT



Orientation and engagement moved into new office spaces near the Hawk's Nest which improved collaborations, efficiencies, and teamwork amongst colleagues in residence life and dining services. Service Saturday programming offered individual opportunities for leadership and growth through meaningful reflection on Viterbo's core values and promoted lasting relationships with local agencies, neighbors, our environment, and each other. ✓ This year, 439 students participated in Service Saturday, often on more than one occasion. All students were encouraged throughout the year to use the new Viterbo App more robustly, especially to track attendance at events on campus.

The department welcomed 376 students to campus through orientation programming that familiarized students with resources available on campus. First-year students were invited to various activities throughout the year to help them feel more at home and introduce them to the Viterbo campus and community. Based on feedback, second-year students were provided personal development programming addressing interview, personal finance, and resume writing skills. ✓

Orientation and engagement sought to better understand which events and activities students wanted to participate in. Students overwhelmingly reported much higher satisfaction with experience-based events such as escape rooms, painting pottery, performances, and rage rooms. These were activities students wanted to do on their own but did not have the financial or transportation resources. Excursions like these strengthened connections to the La Crosse and campus communities and encouraged students to explore further.

On-campus, students participated more actively in events held over a general timeframe in highly trafficked spaces. They greatly valued hosting school dances, both formal and casual, to create a stronger sense of community and cultivate more Viterbo traditions. Student clubs and organizations demonstrated much enthusiasm this year; 11 clubs were newly founded yielding 40 organizations in total. Many organizations collaborated to provide more educational value and enhance events overall. These partnerships increased attendance numbers and allowed students to execute larger-scale events such as the winter formal, Loteria, spa night, and a film festival.

Department Mission

Promote citizenship and experiential learning by connecting our campus with community partners for the mutually beneficial exchange of knowledge and resources.

Student Perspective

"Contemplation was evident in many parts of today's outing. One that stuck out to me was when we stopped at the old power plant and did art or sat down by the river. It helped to provide a space for reflection on nature and the impact that we have on it."

—First-year student
reflecting on the
First-Year Spring Retreat

"Seeing a group of strangers work together is a meaningful interaction that will stick with me."

—Student serving at
Westby Norskedalen Heritage
and Nature Center

90%

first-year student
participation in 3+
boarding pass events

2,951

hours served during
Service Saturdays

\$98,923

in community
impact value

Recreation

AMANDA MEYER, DIRECTOR, RECREATION



This past year was an exciting and busy one for the Recreation Department. A highlight from the intramural program was the addition of the popular sport, pickleball. This new offering significantly contributed to a 20.4% increase in overall intramural participation. Intramural bowling experienced an impressive surge, with participation nearly doubled from last year. Intramural league evaluations indicated: 90% of respondents felt a sense of belonging to campus, 70% felt an increase in school pride, 80% improved their stress management skills, and 60% enhanced respect for others and self-efficacy.✔

In an effort to expand group fitness participation, yoga classes were offered in the Student Union, Marian Courtyard, and Clare Apartments. Collaborative efforts with housing resident assistants to bring yoga as a floor program were well attended and received favorable feedback. Group fitness participants indicated the top three benefits of participating were feeling less stressed (79%), more relaxed (71%), and better able to prioritize (29%).✔

Our professional staff continued to enhance training for student employees, focusing on customer service, conflict resolution, teamwork, and communication. These efforts led to significant development in competence and confidence. Students also reported increased leadership abilities, adaptability, independent behavior, and reliability.✔✔ In a pre and post-test survey, first-year student staff members indicated the greatest personal growth in ethical decision making, work ethic, time management, leadership ability, self-efficacy, and self-esteem.✔✔

Department Mission

Provide recreational, health, and wellness opportunities to Viterbo University students and the campus community through: access to quality facilities, programs, and equipment; activities which encourage healthy choices and personal satisfaction; opportunities for cooperative and competitive play; and an arena to practice leadership, management, program planning, and interpersonal skills.

Student Perspective

“I feel like I am helping provide a service to many people, so that is a great feeling. We’re providing a service to the entire Viterbo community, not just students.”

—Recreation student staff member



89%

individual student users of the Mathy Center

755

Individual student users of the Mathy Center

100%

students participate in intramurals to be with friends and for fun

19,750

student visits to the Mathy Center

Residence Life

HANNAH DICKMAN, STUDENT COMMUNITY POLICY COORDINATOR AND JOANN STACEY, AREA COORDINATOR



Residence Life had a successful year as growth was facilitated for residents and student staff alike. We started the year with an especially warm New Student Move-In day, during which our community pivoted move-in times to provide a positive move-in experience for our new incoming students. We partnered with 80 volunteers from both our campus and the wider La Crosse community to welcome the class of 2027. To assist our first-year students in succeeding in their first few weeks of transition, we implemented a first-year roommate success program which contributed to better living experiences and reduced requests to move in the first-year buildings. In the apartments, this support was accomplished by requiring residents to submit their roommate success plans before their arrival on campus. ✓

The resident assistant (RA) team grew in community and connection this year. The year started with grief and challenge, as a death by suicide in on-campus housing greatly impacted the RA staff and our community as a whole. Despite this, the RA staff dynamic developed resilience, becoming a team that RAs reported as a source of some of their most significant relationships. We saw evidence of this as soon as the RAs arrived on campus, as our returning RAs planned additional activities and gatherings after training hours designed to intentionally build strong relationships with the new RAs. ✓ Tangible evidence that this work continued into the year was in the increased number and mix of RAs who gathered in the Hawk's Nest throughout the year, attended unprompted "family dinners" in the cafeteria, and planned group vacations. When we ask about what is going well in our 1-1 discussions, we frequently hear about how incredible the team is and how these are people that they would not normally have chosen to befriend. The returning staff for the fall continue to remain excited as they look forward to the opportunity to lead the new team as they continue to hone their leadership abilities.

These relationships and the community built within the RA team had a positive impact on their residents as well, as the RAs utilized their community building skills to cultivate relationships on their floor. The impact of these relationships was shared with our staff anecdotally throughout the year, but also through the overwhelmingly positive feedback from the RA evaluations that residents completed at the end of the fall 2024 semester. Finally, we were grateful for the ability to partner with other areas of student life for programming, from small staff yoga sessions with recreation to hosting counseling services in the halls.

Department Mission

Engage, educate, and support the active, ongoing, holistic journey of individual fulfillment and community engagement.

Student Perspective

"Residence life has given me a community that will last a lifetime! I've made countless friends, memories, and gained invaluable skills throughout my time working here, these lessons will follow me and assist me throughout the rest of my life."

—Resident Assistant and Work Study Student



91%

residents report their RA offers opportunities to grow in community

98%

residents report their RA responds within 48 hours

97%

residents experience their RAs as knowledgeable about campus resources



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