



OFFICE OF STUDENT AFFAIRS (OSA): STUDENT-CENTERED EXPERIENCE

BY GUI ALBIERI



OSA MISSION

- The OSAIP collaborates with Academic and Clinical affairs to foster a supportive and challenging environment and the College. Through our programs, services, and the expertise and dedication of our team, the OSAIP...
 - Enhances the student experience at SUNY Optometry
 - Fosters students' intellectual, personal and professional growth
 - Prepares students for success on campus and on leading roles in a changing economy and a changing healthcare delivery system
 - Prepares students for success on campus and beyond graduation through co-curricular activities
 - Promotes diversity and inclusion
- Shapes the culture of our campus community, which is one that is supportive and caring (student-centered)



INPUT AND FEEDBACK SYSTEMS

- Strategic plan
- Dean's Council
- Student Council
- SCAACASA + Admin meeting
 - (Student Council, Academic Affairs, Clinical Affairs, Student Affairs and Administration)
- Exit Survey
- Town halls
- Climate Survey – First Years
- 1:1 meeting with students

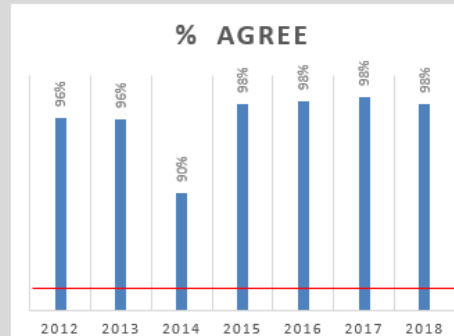
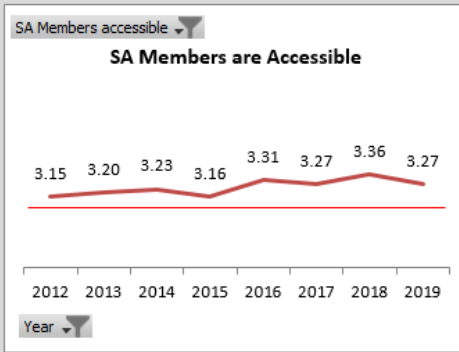


OVERALL ASSESSMENT OF OSA:

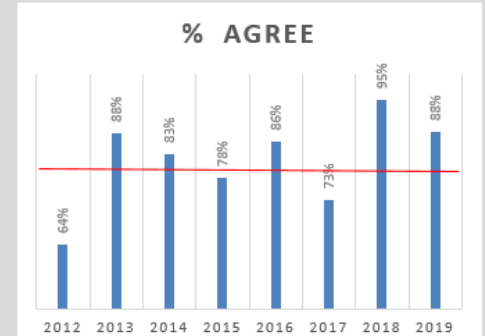
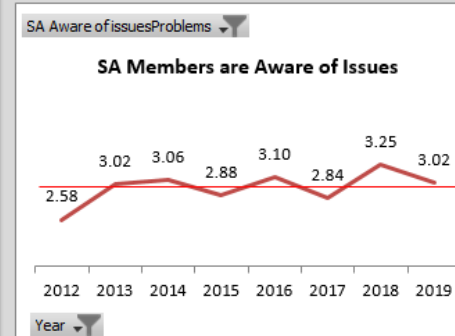
IS OSA ACCESSIBLE, AWARE, AND RESPONSIVE TO STUDENT ISSUES?

(SOURCE: EXIT SURVEY)

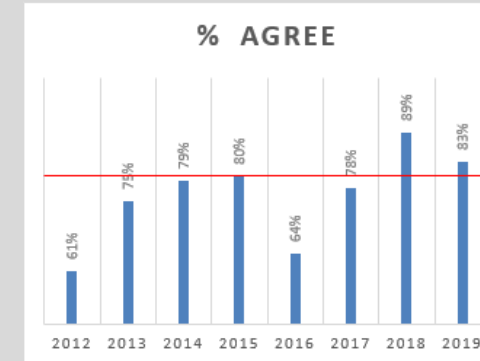
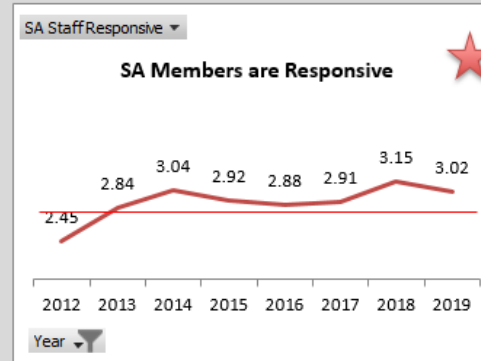
Student Affairs Staff Members are Accessible



Student Affairs Staff Members are Aware of Problems and Issues



Student Affairs Staff Members are Responsive

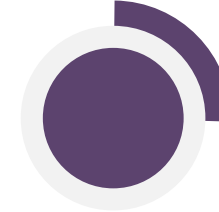


STUDENT-CENTERED EXPERIENCE



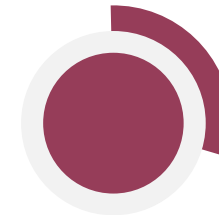
Recruitment/Admissions

Recruit an highly qualified and diverse class;
Maintain Yield at 60% or higher



Student Success/Transition

Orientation; Big-Bro, Big-Sis; Support services that, in alignment with academic and clinical affairs, support the success of our students (i.e. Tutoring, TChats); Personal Advising; Housing



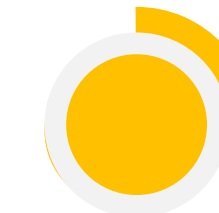
Overall Student Experience/Satisfaction

Student Services (i.e. transcripts, instruments);
Climate; Satisfaction; Study Space; Mental Health & Well-being; Diversity and Inclusion;
Schedules/Registration; Social Events



Affordability/Debt Management

Financial Aid and Counselling; Grants/Scholarships



Career Readiness and Beyond

Clubs and Orgs; Career Services



STUDENT-CENTERED EXPERIENCE

Recruitment/Admissions

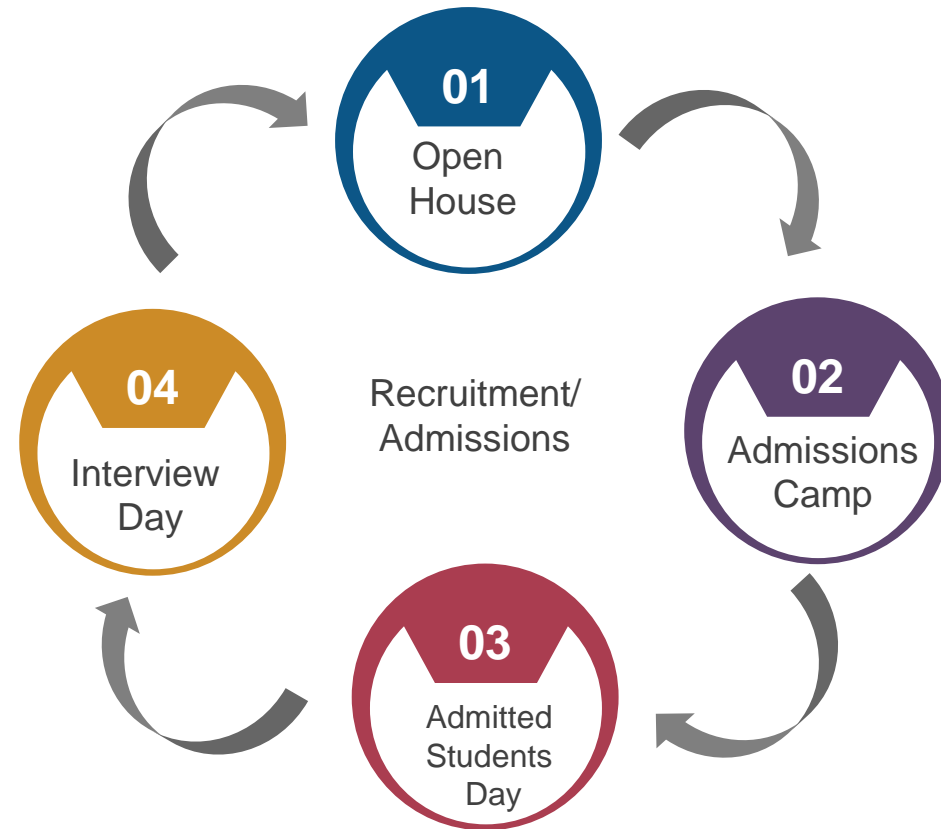


Student
Centeredness



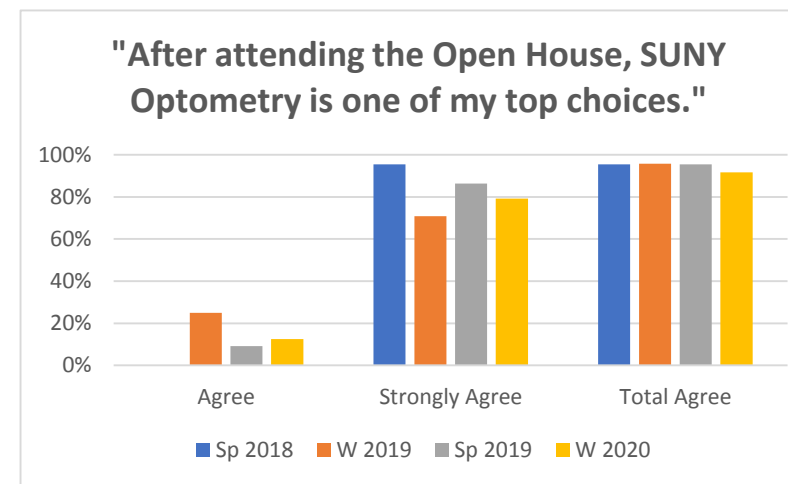
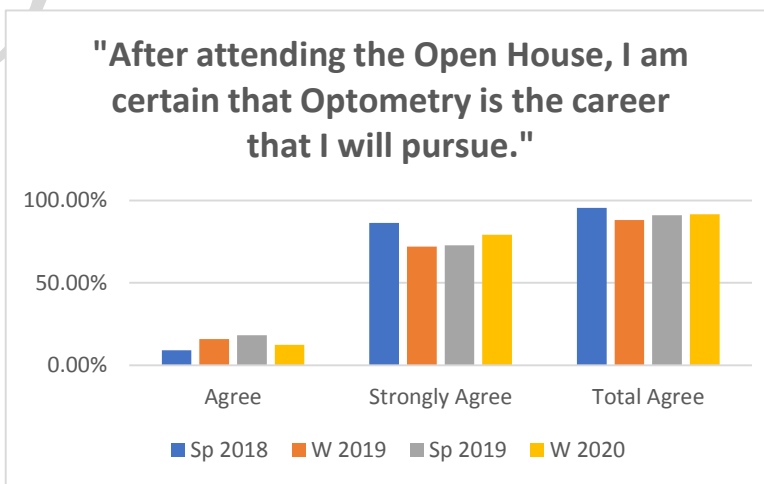
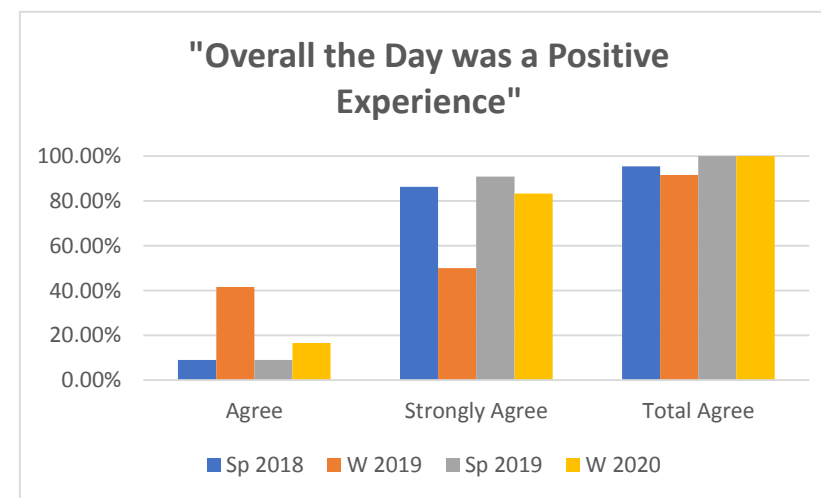
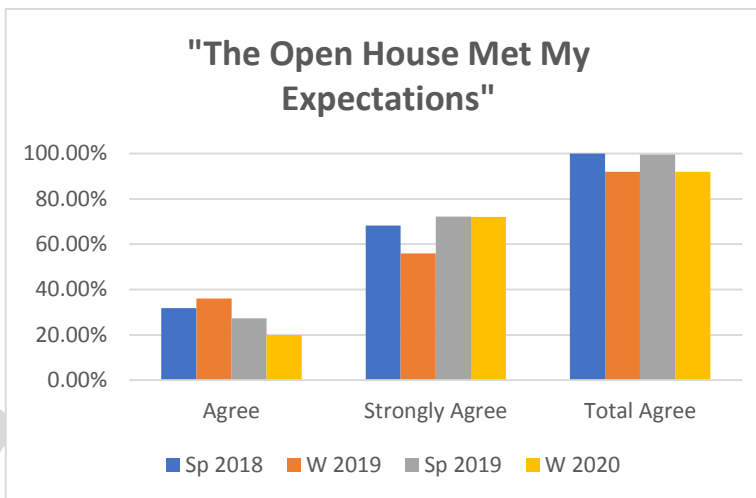
STUDENT-CENTERED EXPERIENCE

Recruitment/Admissions



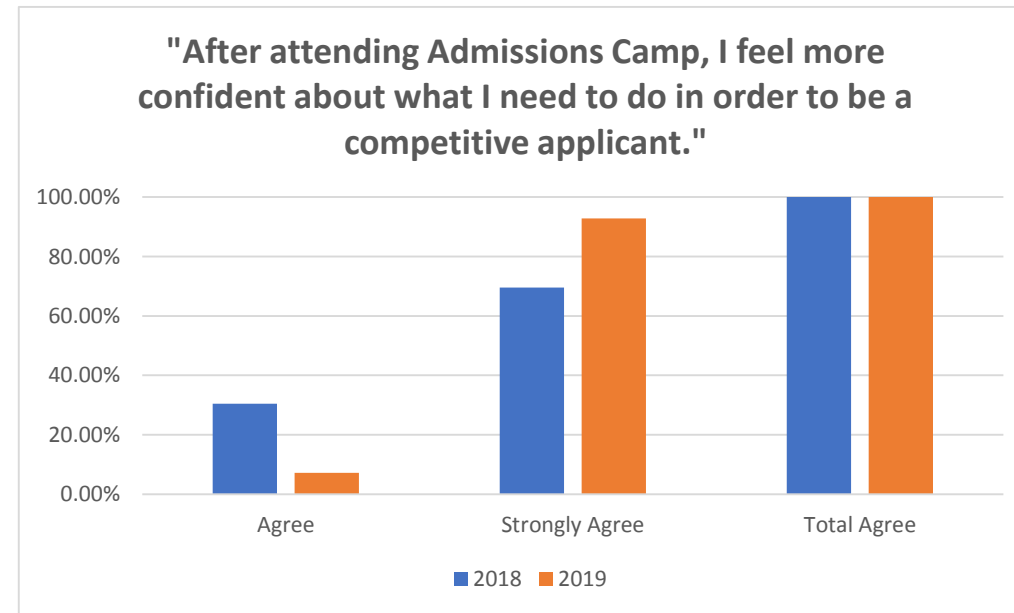
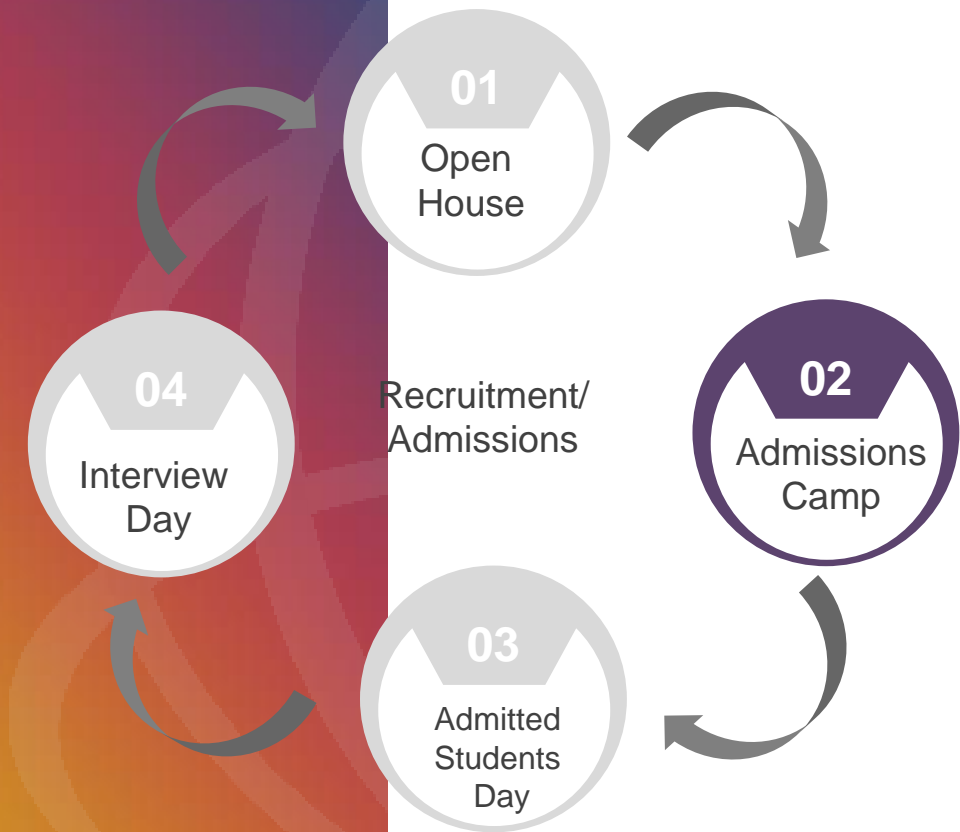
STUDENT-CENTERED EXPERIENCE

Applicants' Satisfaction with Open House:



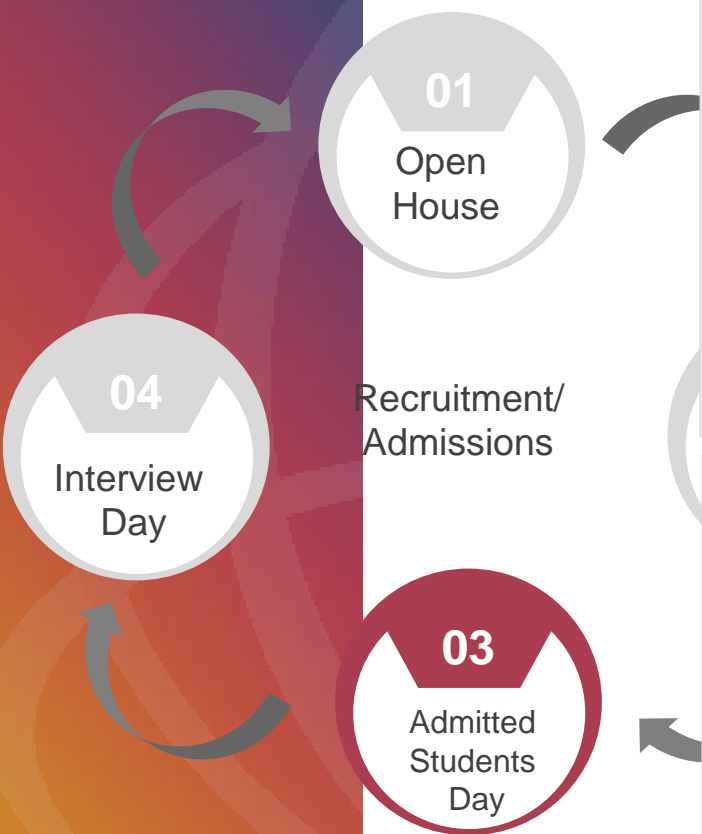
STUDENT-CENTERED EXPERIENCE

Applicants' Satisfaction with Admissions Camp:

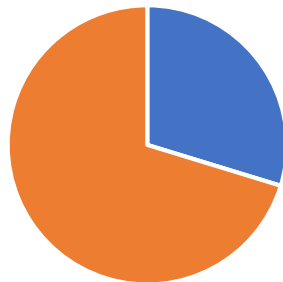


STUDENT-CENTERED EXPERIENCE

Applicants' Satisfaction with Admitted Student Day:

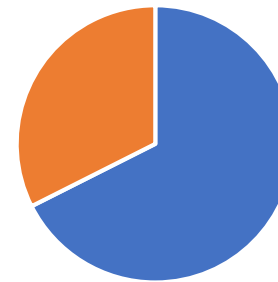


"Please rate satisfaction with overall Admitted Students Day Program."



■ Satisfied ■ Highly Satisfied

"After attending ASD, I feel more prepared to transition to SUNY Optometry this fall."



■ Agree ■ Strongly Agree

Prior to attending Admitted Students Day, my decision to enroll at SUNY Optometry was:



■ Confirmed ■ Undecided

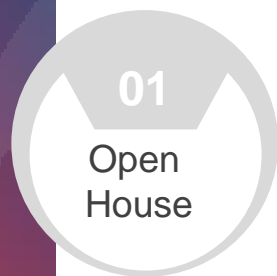
After attending the Admitted Students Day, my decision to enroll at SUNY Optometry is:



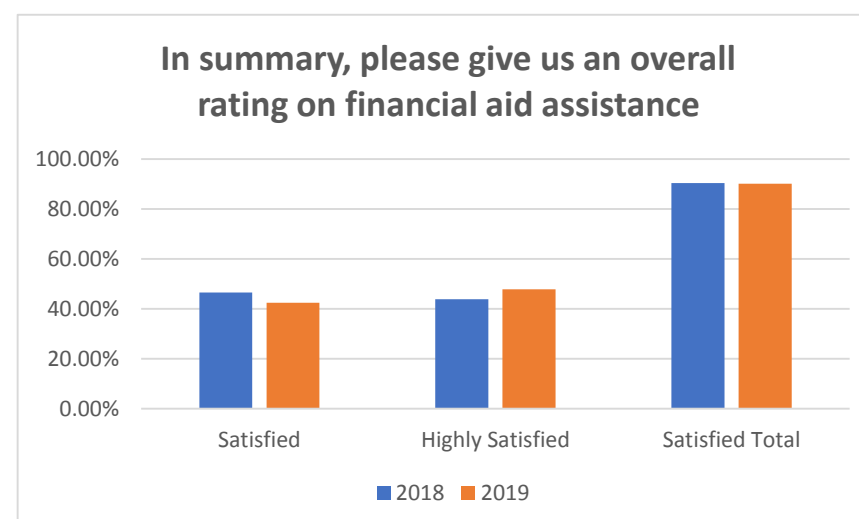
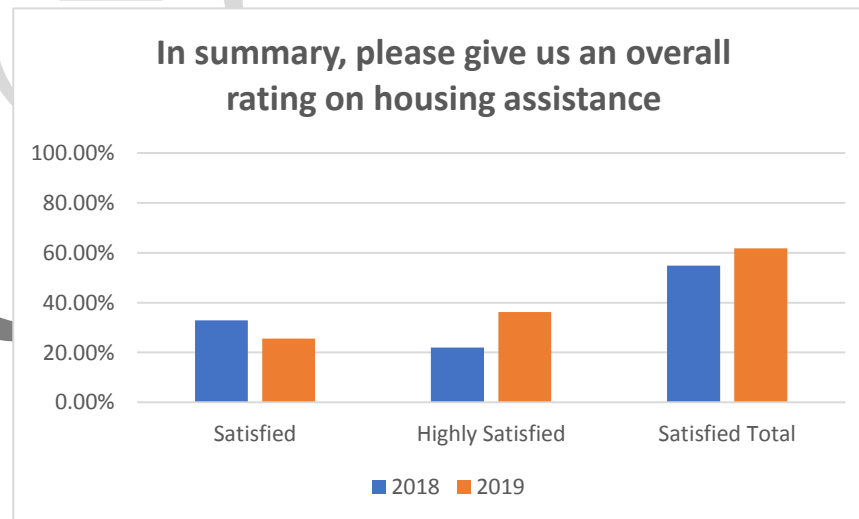
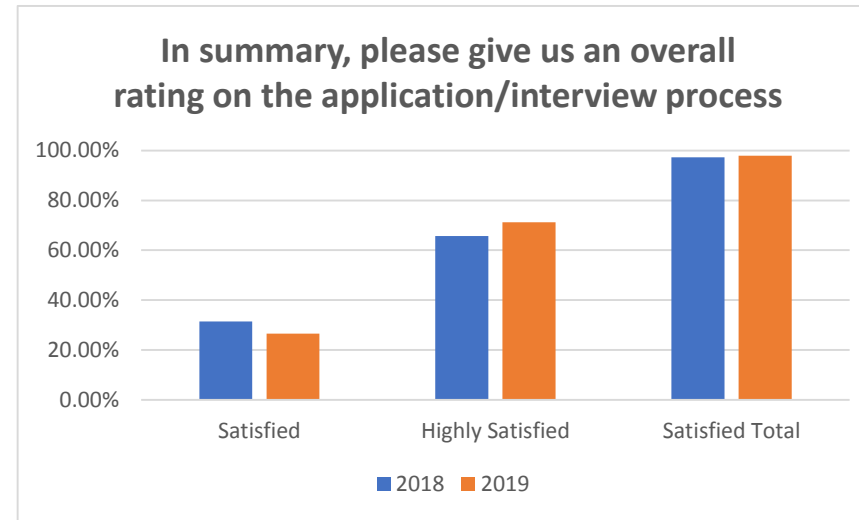
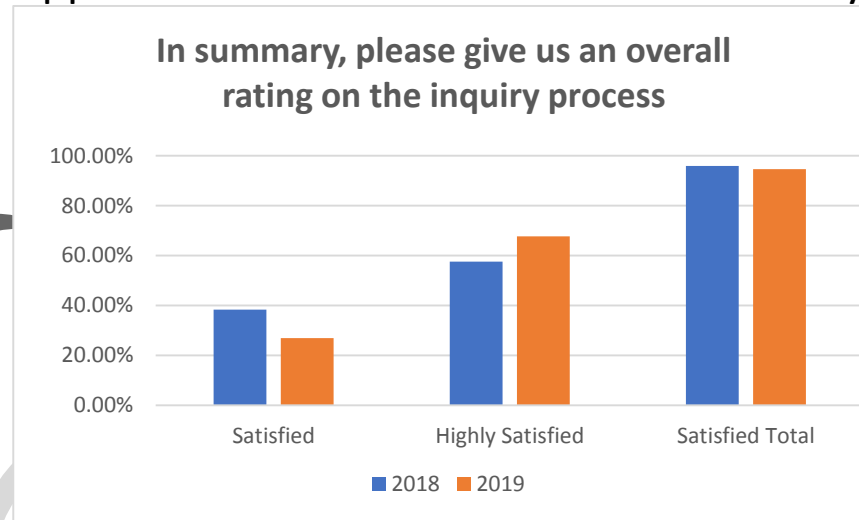
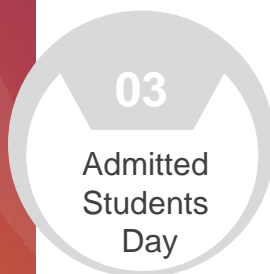
■ Confirmed

STUDENT-CENTERED EXPERIENCE

Applicants' Satisfaction with Interview Day:



Recruitment/
Admissions

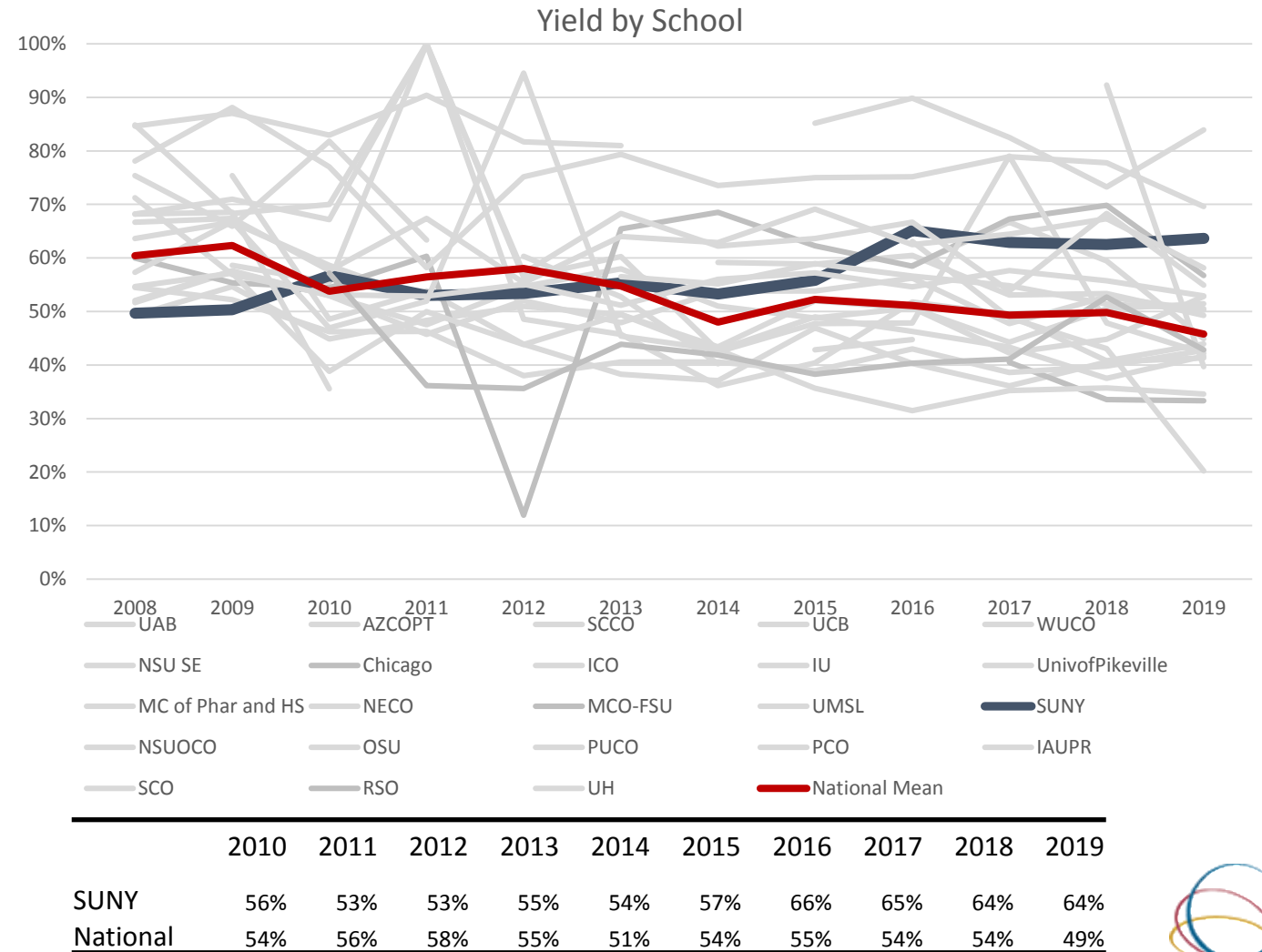


STUDENT-CENTERED EXPERIENCE

Recruitment/Admissions

Attracting a highly qualified and diverse class:

Student
Centeredness

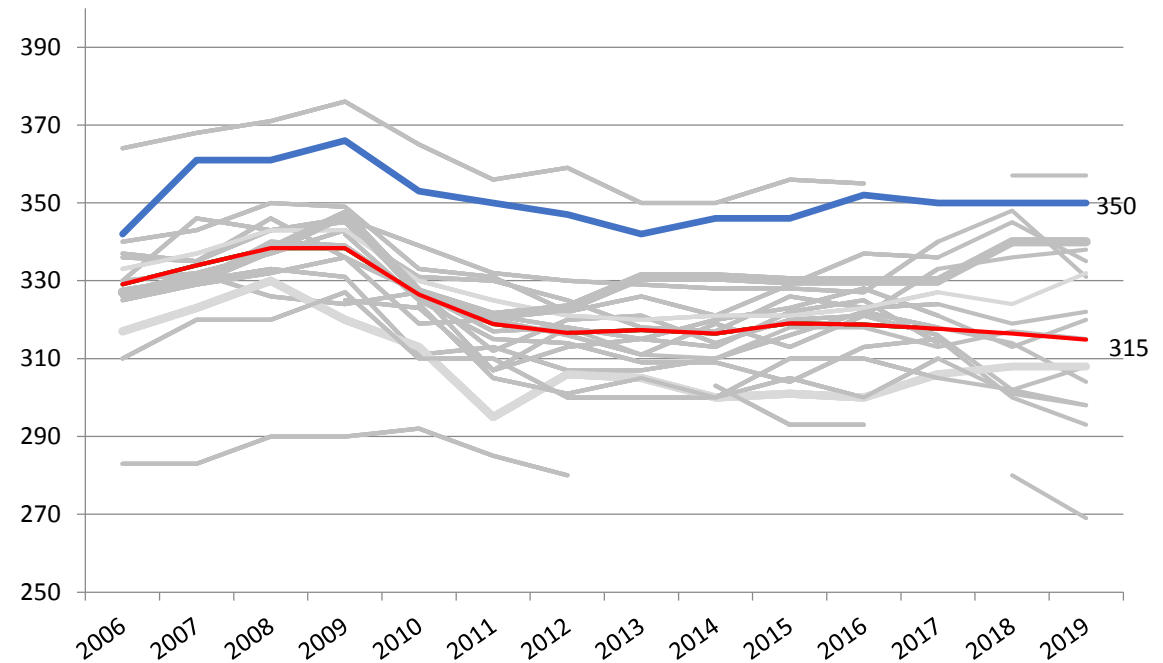


STUDENT-CENTERED EXPERIENCE

Recruitment/Admissions

Quality of the Class:

OAT - Total Science All Schools



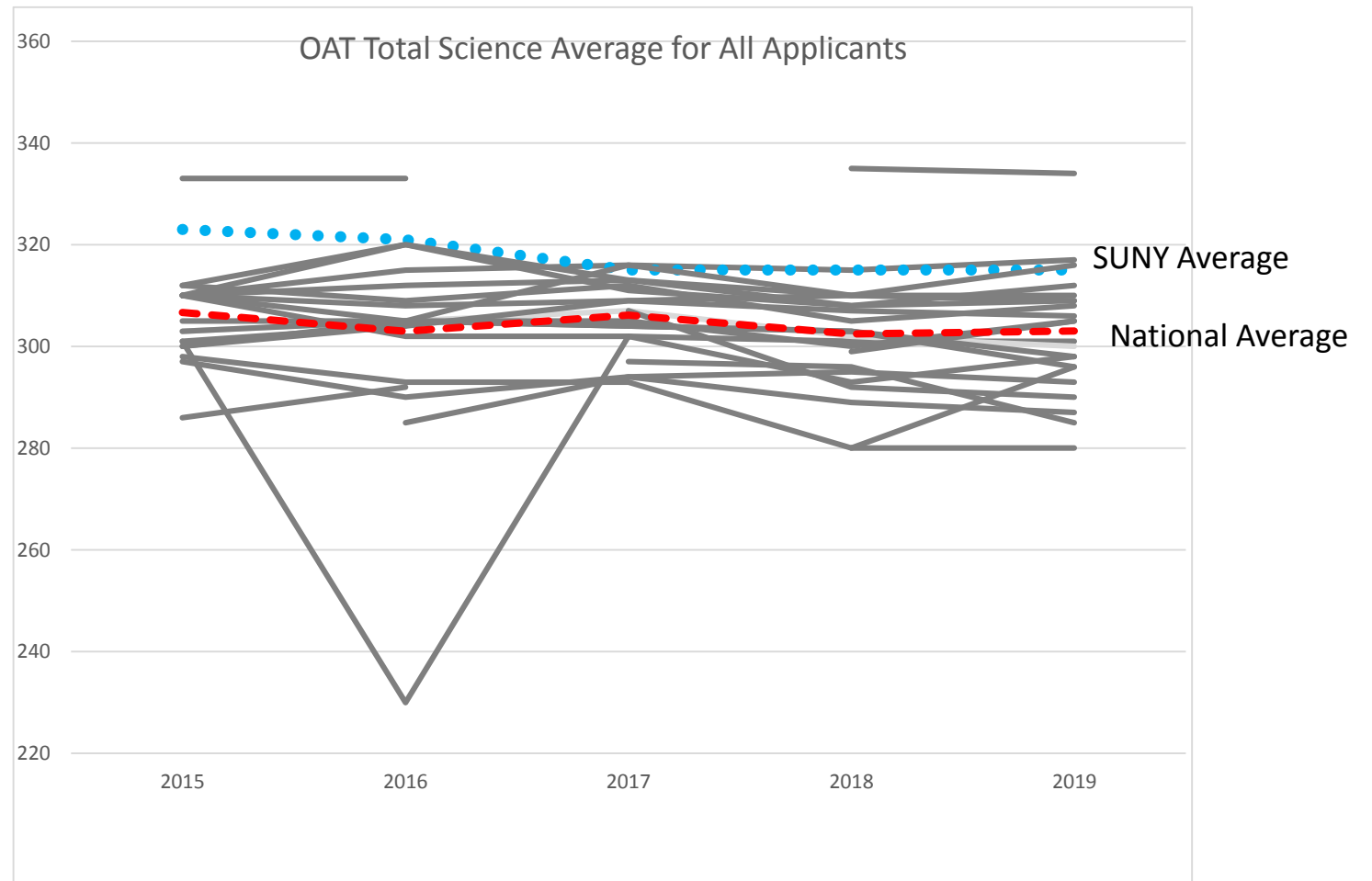
Student
Centeredness



STUDENT-CENTERED EXPERIENCE

Recruitment/Admissions

Quality of Applicant Pool:



Student
Centeredness



STUDENT-CENTERED EXPERIENCE

Student Success/Transition



Student
Centeredness



STUDENT-CENTERED EXPERIENCE

Orientation; Support services that, in alignment with academic and clinical affairs, support the success of our students (i.e. tutoring, TChats)

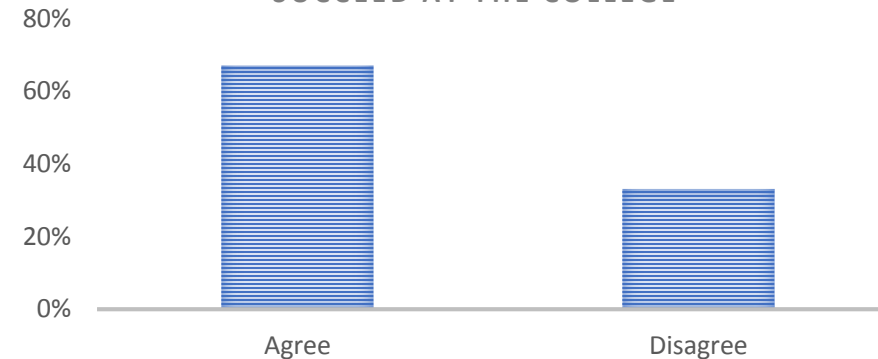
Student
Success/Transition

Student
Centeredness

Orientation:

Survey conducted
on January 2020
with 1st Year Class

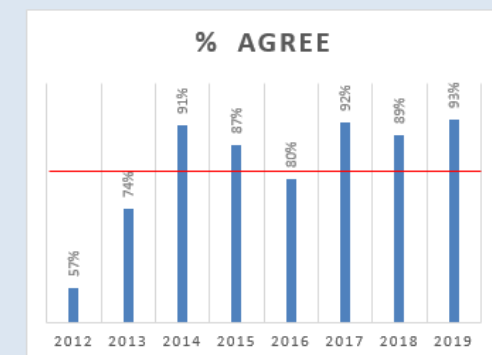
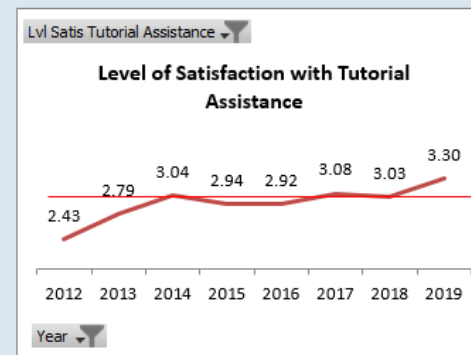
NEW STUDENT ORIENTATION PROVIDED ME
WITH IMPORTANT INFORMATION ON HOW TO
SUCCEED AT THE COLLEGE



Main concern from students: nothing can prepare them enough for the stress of 1st year

Tutoring:

Level of Satisfaction with Tutorial Assistance



STUDENT-CENTERED EXPERIENCE

Support Sessions

NBEO Prep Workshop

Student
Success/Transition

Student
Centeredness



Date	Skills/Conversation	Time	Loc
Wednesday, January 15	BSK presents Nuts and Bolts - Class of 2023	Noon	10
Thursday, January 16	BSK presents Nuts and Bolts - Class of 2022	Noon	1
Friday, January 17	Board Prep Strategies (3rd Years) with Dr. Seth Langley	2:30 p.m.	2
Wednesday, January 22	Chinese New Year's Celebration	Noon	
Thursday, January 23	Discussion on Successful Study Strategies	Noon	
Wednesday, February 5	Principles of Time Management and Self-Control	Noon	
Wednesday, February 12	Stoicism for Optometry Students	Noon	
Wednesday, February 19	Mindfulness and Self-care with Dr. Greenberg	Noon	
Wednesday, March 25	Small Group Discussion on Successful Study Strategies + Time Management	Noon	
Sunday, April 19	Career Symposium	Noon	Student Affairs Conference Room
Wednesday, April 8	FOMO and Debt Management - Mr. Cavallaro	Noon	101
Wednesday, April 15	Stress Management and Self-Care with Dr. Greenberg	Noon	



Seeing Your Way Through NBEO Prep

Seth Langley, Ph.D.
Assistant Vice President

Academic Support Services and Advisement, Academic Affairs



STUDENT-CENTERED EXPERIENCE

Overall Student Experience

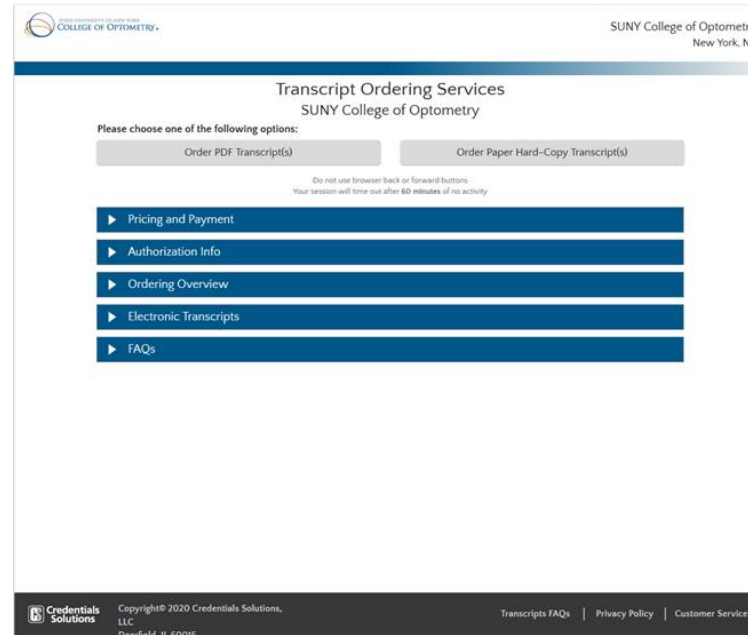


Student
Centeredness



STUDENT-CENTERED EXPERIENCE

Registrar's Office

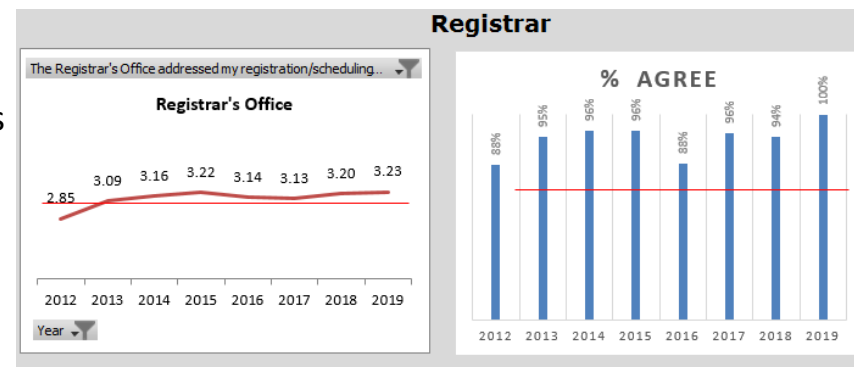


- Implementation of Credentials Solutions, a new transcript request service
- Alumni and current students can order transcripts online from Credentials Solutions, 24/7
- Electronic delivery is available to expedite the entire process
- Since implementation, service calls and emails to the Registrar's office have been significantly reduced

Student Centeredness

Overall Student Experience

Students' satisfaction with services provided by Registrar's office (Exit Survey):



STUDENT-CENTERED EXPERIENCE

Mental Health

Mental Health Page:

- Offers direct access to psychological counseling (access also available through SafeinSight App)
- Increase in # of sessions covered by the College (3 → 5)

Student
Centeredness

Overall Student
Experience

MENTAL HEALTH

[Home](#) / [Education](#) / [Student Life](#) / [Mental Health](#)

The office of student affairs seeks to build a vibrant college community **that is healthy and supportive in all aspects of life**. We care deeply about our students' well-being and strive to offer the services needed to be successful.

We recognize that at times your academic and clinical training can be stressful. We also understand that extenuating life circumstances can add to the levels of stress experienced by our students.

Mental health issues, including stress, anxiety, and depression, often impact students' ability to perform at their best, and have adverse effects on well-being in general, as well as negatively affect memory and learning. The College strives to foster well-rounded, compassionate health care providers who flourish in all aspects of life.

There are two general rules of thumb when dealing with distress:

1. Don't be afraid to ask for help;
2. Ask for help as soon as you feel the symptoms of distress.

Common symptoms of stress, anxiety, depression, and other common mental health illnesses, can be found here: [Symptoms](#)

You can take simple yet important steps towards improving your mental well-being. Often times, just talking with someone about issues that may be causing distress offers major relief.

Proven methods that you can implement to increase **positive** mental well-being include mindfulness and managing cognitive distortions. For more information on these methods, visit [Cognitive Distortions \(PDF\)](#)

Some students, however, may need more structured assistance.

We offer a host of services to help students who may be experiencing some kind of distress in their lives.

~ [11th Floor Safe Zone](#)

~ [Mental Health Counseling](#)

~ [Tea Chats](#)

~ [Interfaith Prayer and meditation room](#)

~ [Suicide Prevention](#)

~ [How to help those with suicidal thoughts](#)



STUDENT-CENTERED EXPERIENCE

Mental Health

Mental Health First Aid Workshop (By NYC Department of Health and Mental Hygiene) 11/3:

- **CPR-like training for mental health:** This program is specifically designed to give participants the skills to identify and help someone who may be experiencing a mental health crisis.
- **7 SUNY Opt students, 4 Stony Brook Students, 5 faculty, 6 staff, and 1 fellow are now Mental Health First Aid Koalified.**

Student
Centeredness

Overall Student
Experience



STUDENT-CENTERED EXPERIENCE

Diversity and Inclusion

Student
Centeredness

Overall Student
Experience

SUNY OPTOMETRY NAMED "SCHOOL OF THE YEAR" FOR
DEDICATION TO DIVERSITY IN OPTOMETRY



National Optometric Student Association Recognized SUNY Optometry For Work To Increase Diversity In The Field Of
Optometry

SUNY Optometry Student Awarded Cave Memorial Award For Outstanding Dedication To Community Involvement



CSTEP Grant Renewed until June 2025:



THE STATE EDUCATION DEPARTMENT / THE UNIVERSITY OF THE STATE OF NEW YORK / ALBANY, NY 12234

OFFICE OF HIGHER EDUCATION

Assistant Commissioner
The Office of Access, Equity and Community Engagement Services
Room 960 Education Building Annex
Albany, New York 12234
Tel: (518) 485-5202
Fax: (518) 474-7468

February 11, 2020

SUNY College of Optometry
33 West 42nd Street
New York, NY 10036

RE: RFP – Collegiate Science & Technology Entry Program GC#20-004
Award Amount per year: ~~\$190,000~~
Tentative Award Amount for Cycle: \$950,000
Time Period: July 1, 2020 – June 30, 2025

Dear President Heath:

After reviewing your proposal responding to RFP GC#20-004, the New York State Education Department (NYSED) is pleased to inform you it has tentatively awarded your organization a grant in the amount of \$190,000 to serve 95 students per year.

There are several steps remaining prior to final approval. NYSED is required to obtain approval from the Division of the Budget and the Office of the State Comptroller. NYSED must also review and approve your proposed budget, as well as your plan for meeting Minority and Women-Owned Business Enterprise (M/WBE) requirements. If NYSED contacts you with any questions about your budget or M/WBE documentation, please be sure to respond promptly to avoid or minimize delay in finalizing your award.

In addition, NYSED is required to prepare a contract with grantees to carry out the services described in the RFP. The contract must be properly signed by both parties and then we will submit the contract for review and approval by the NYS Attorney General and the Office of the State Comptroller. If your contract receives final approval, you will receive an executed contract from NYSED's Contract Administration Unit.

No work should be initiated until the contract receives the formal approval of the Attorney General and the State Comptroller. All grants, regardless of type or dollar amount, are subject to further review, monitoring, and audit to ensure compliance. NYSED has the right to recoup funds if the approved activities are not performed and/or the funds are expended inappropriately.

The contract resulting from this award will require that grantees accept electronic payments for amounts due on the contract.



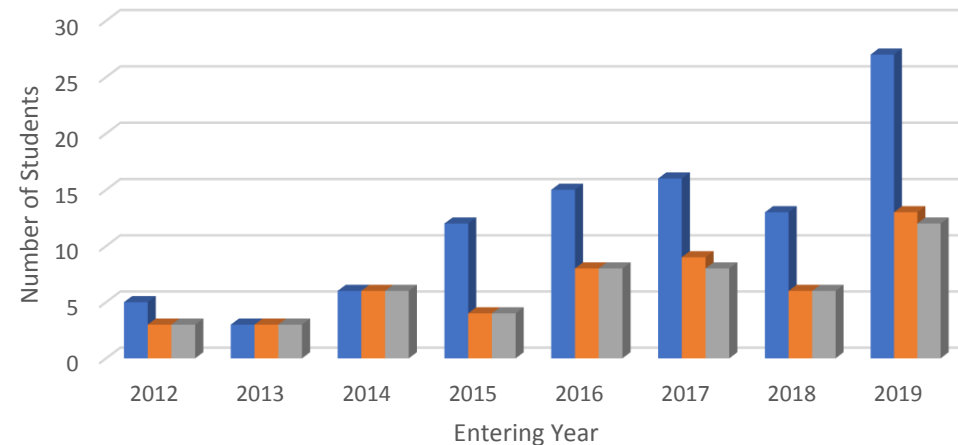
STUDENT-CENTERED EXPERIENCE

Diversity and Inclusion: CSTEP

Student
Centeredness

Overall Student
Experience

CSTEP Students in SUNY OD Program



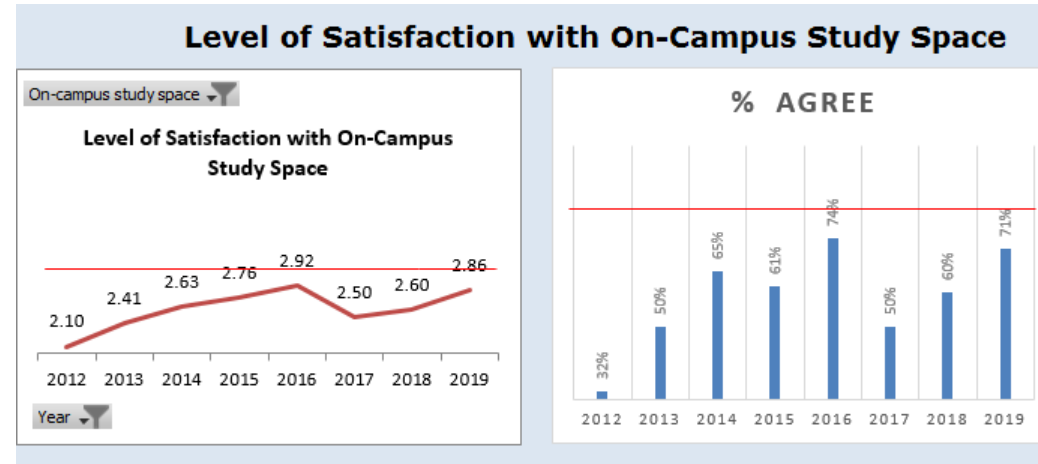
■ Applicants ■ Acceptances ■ Enrolled

Entering Year	Applicants	Acceptances	Enrolled
2012	5	3	3
2013	3	3	3
2014	6	6	6
2015	12	4	4
2016	15	8	8
2017	16	9	8
2018	13	6	6
2019	27	13	12



STUDENT-CENTERED EXPERIENCE

Study Space



Student
Centeredness

Overall Student
Experience

Sample Room
Occupancy Chart Shared
with all students:

- 3 conference rooms
are now available to
students after business
hours

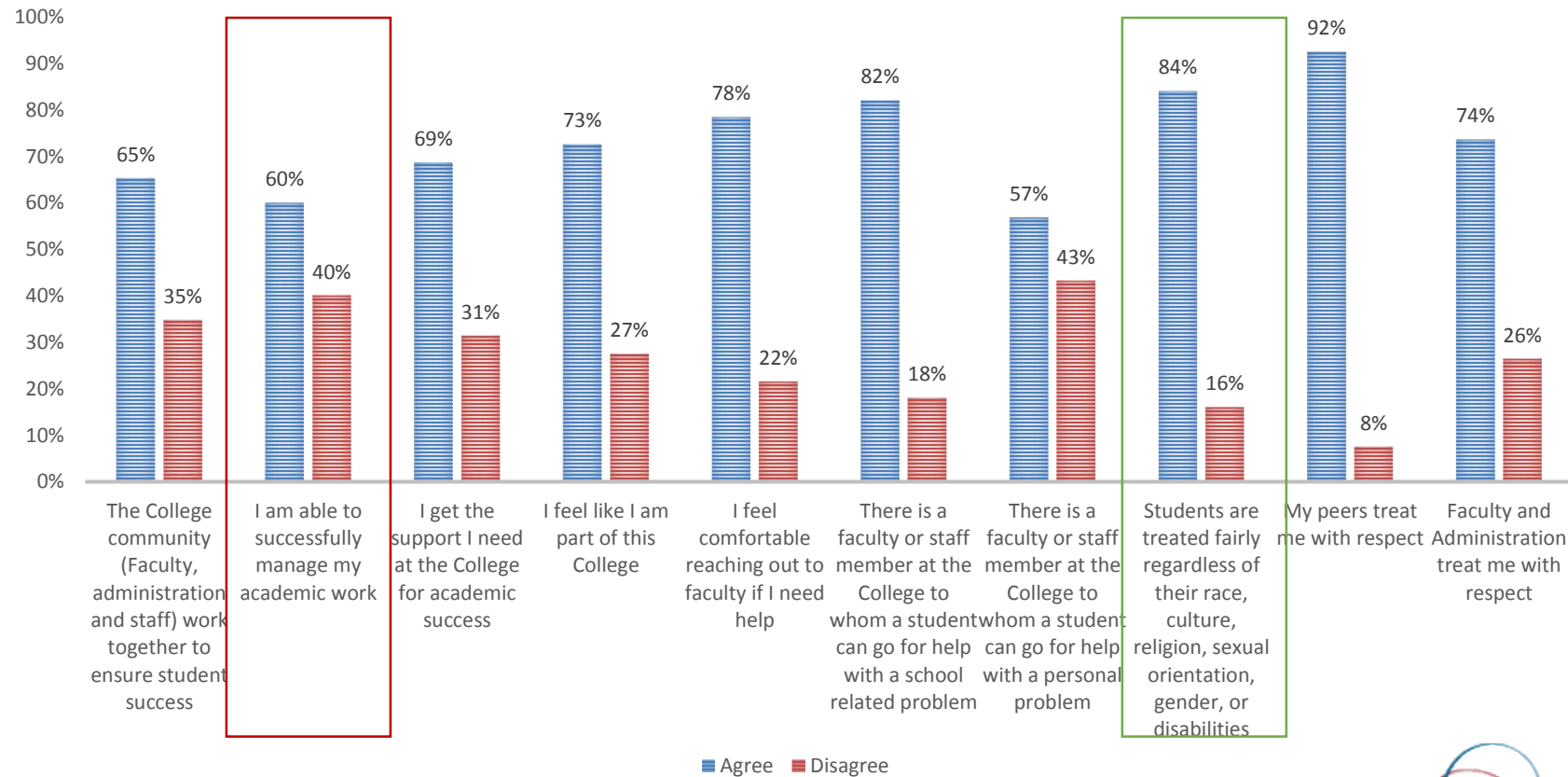
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Room 1118	AM PM	AM PM	AM PM	AM PM	Busy: 8:00 a.m. - 5 p.m. After 5 p.m.	Busy: 9:00 a.m. to 3:30 p.m. Available: After 4 p.m. (September only)	AM PM
Room 222	Available: Early morning until noon Busy: 4:00 p.m. to 9:30 p.m.	Busy: 8 a.m. - 1 p.m. PM	Available: Morning until 2 p.m. Busy: after 4 p.m.	AM PM	AM PM	AM PM	AM PM
Room 206	Available: Early morning until noon Busy: 12:30 p.m. to 9:30 p.m.	AM PM	Available: Morning until 3 p.m. Busy: 4:30 p.m. to 9:30 p.m.	AM PM	AM PM	AM PM	AM PM
Room 207/207A	AM PM	Available until noon Busy: 1:00 p.m. - 4 p.m. Available: after 4 p.m.	Busy: 1:00 p.m. - 4 p.m. Available: AM Busy: 4:30 p.m. to 9:30 p.m.	Available: after 4 p.m. Busy: 8:00 a.m. - Noon Busy: 1:00 p.m. - 5:00 p.m.	PM Busy: 8:00 a.m. - Noon Busy: 1:00 p.m. - 5:00 p.m.	PM Busy: 8:30 a.m. - 5 p.m. Available: After 5 p.m.	AM PM



STUDENT-CENTERED EXPERIENCE

Climate Survey (1st Years):

THINK ABOUT YOUR EXPERIENCES THIS PAST SEMESTER
AT THE COLLEGE...



Student
Centeredness

Overall Student
Experience



STUDENT-CENTERED EXPERIENCE



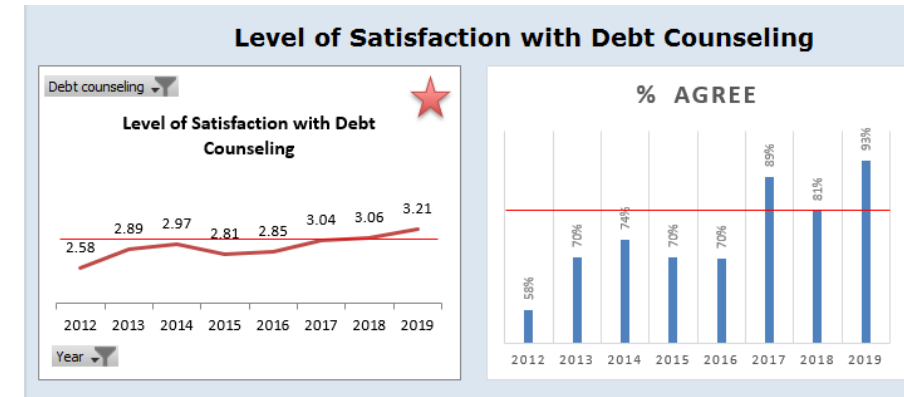
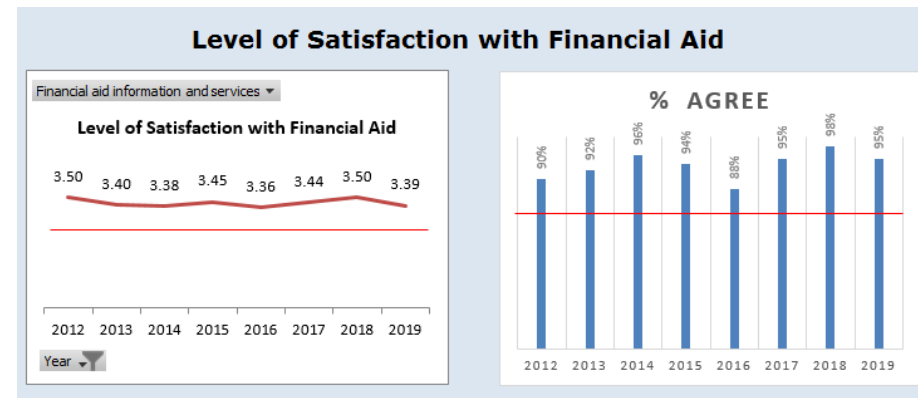
Student
Centeredness

Affordability/Debt Management
Grants/Scholarships



STUDENT-CENTERED EXPERIENCE

Students' satisfaction with services provided by office of financial aid:



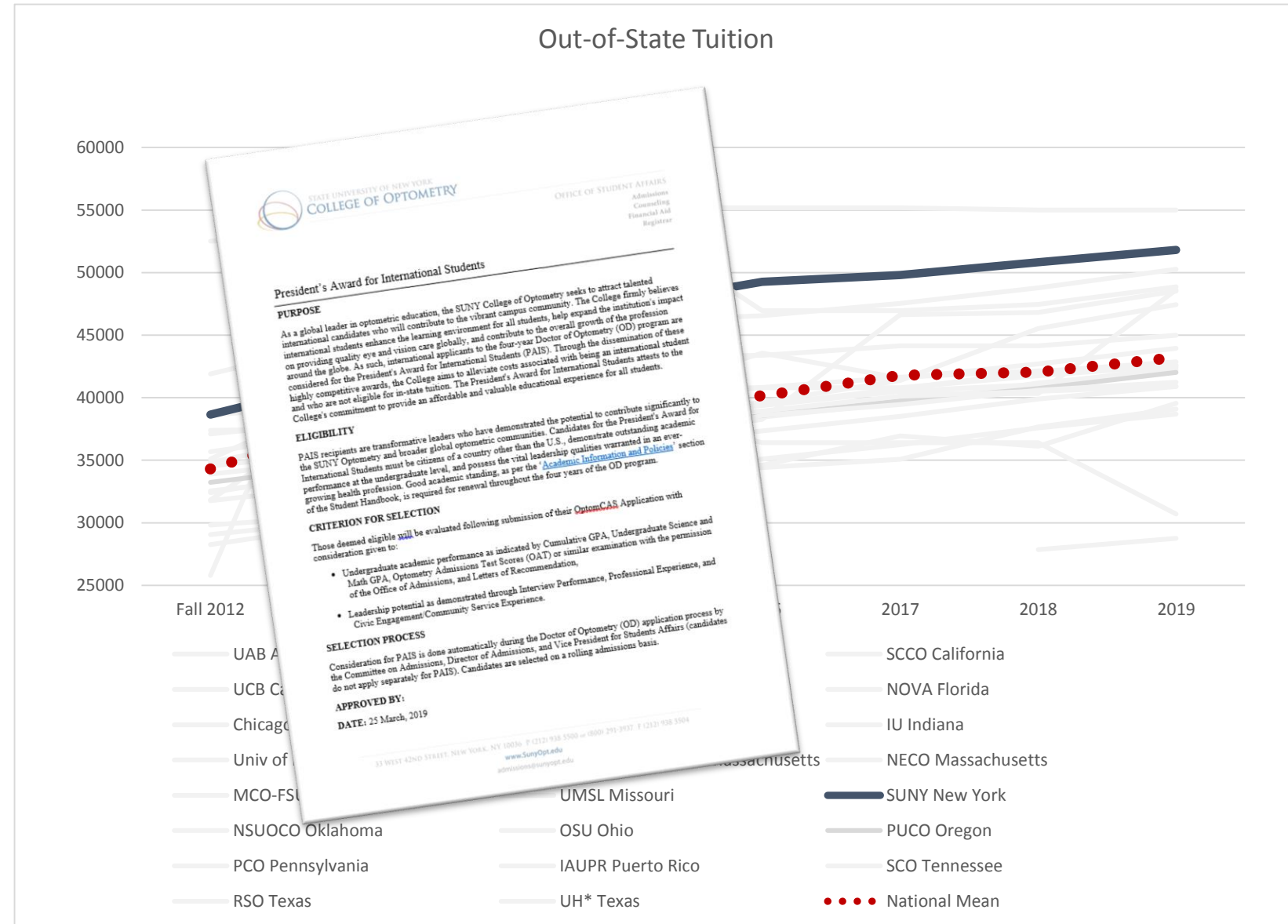
Student
Centeredness

Affordability/Debt Management



Student Centeredness

Affordability/Debt Management



STUDENT-CENTERED EXPERIENCE

Overall Debt of 2019 graduating class

Out-of-state (international): tuition & fees alone (not including living expenses), all 4 years = \$144,000

Living exp.: $\$15,000 * 4 = \$60,000$

Instruments= \$6,600



Student
Centeredness

Affordability/Debt
Management



STUDENT-CENTERED EXPERIENCE



**Student
Centeredness**

Career Readiness and Beyond



STUDENT-CENTERED EXPERIENCE

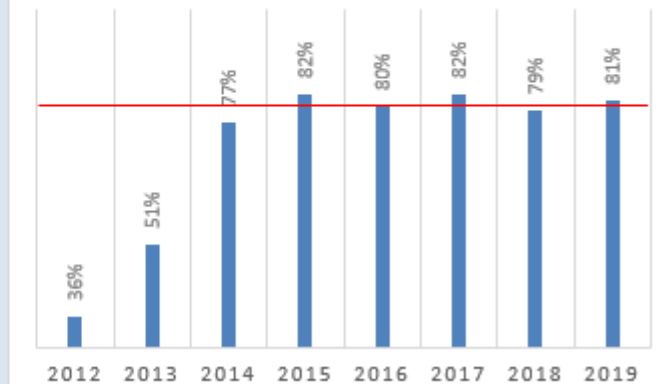
Student
Centeredness

Career Readiness and Beyond

Level of Satisfaction with Career Planning



% AGREE



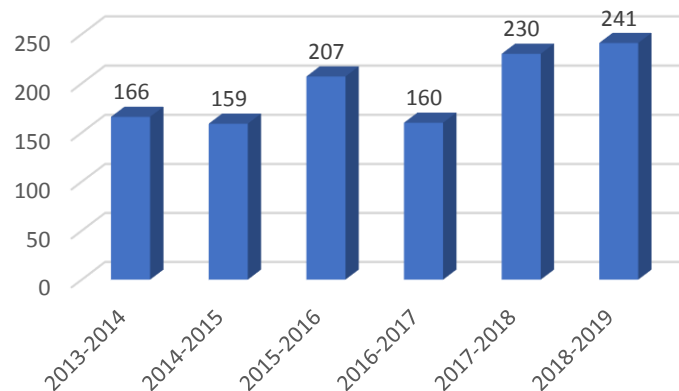
STUDENT-CENTERED EXPERIENCE

Flagship program: Career Symposium

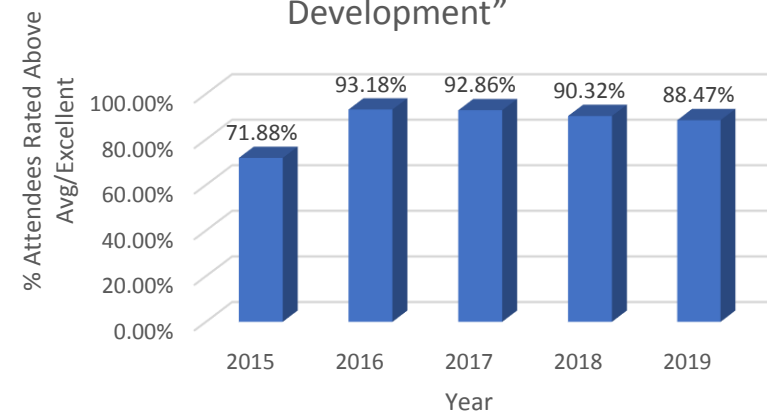
**Student
Centeredness**

Career Readiness and Beyond

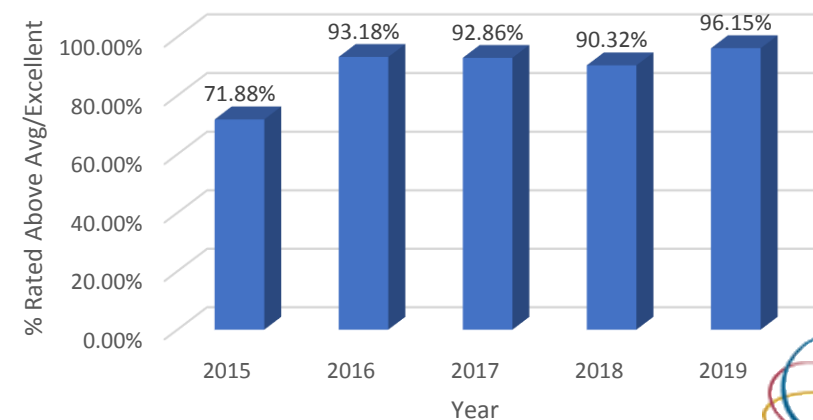
of Attendees at Career Symposium



Rating of "Symposium's Value to Career Development"



Overall Symposium Rating



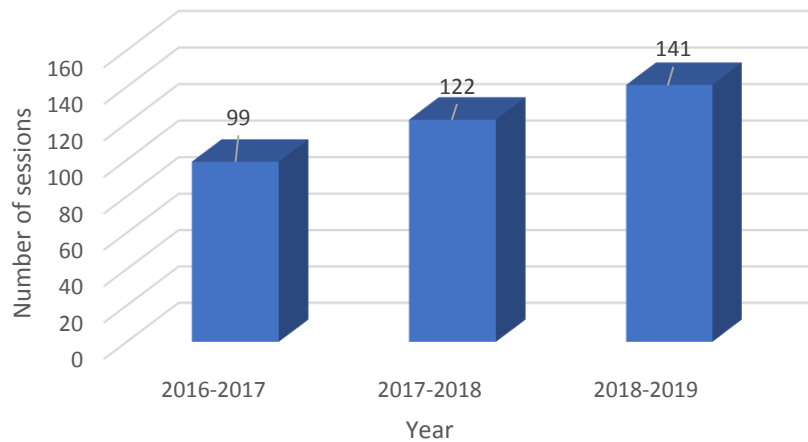
STUDENT-CENTERED EXPERIENCE

Flagship program: Career Counseling

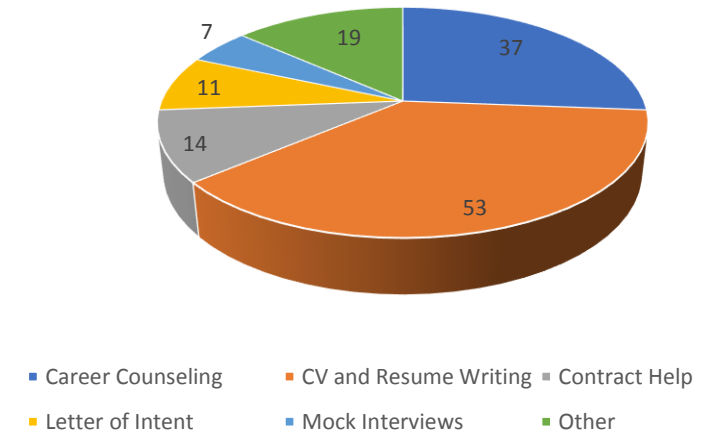
Student
Centeredness

Career Readiness and Beyond

Number of Counseling Sessions



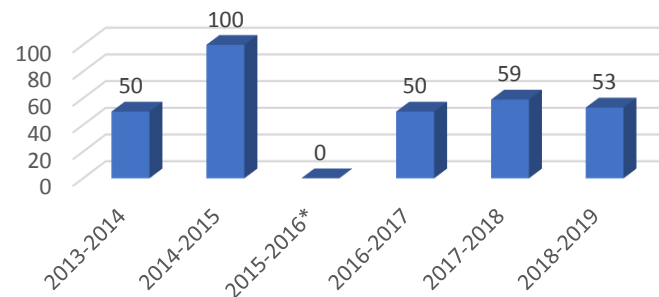
Counseling Breakdown



STUDENT-CENTERED EXPERIENCE

Flagship program: Family of Mentors Program

Participants in Family of Mentors



**Student
Centeredness**

Career Readiness and Beyond

*Academic year 15-16. Note that there was a 4 month gap when there was no CDC Director after Francisco resigned



AREAS FOR DISCUSSION



- Admissions: Are we attracting and enrolling the best possible candidates? How can we increase the number of qualified applicants?
 - How does climate affect recruitment and admissions?
 - What is the impact of debt on our ability to attract highly qualified international and out-of-state students? What are strategies to lower debt?
- Student Affairs: Are we offering our students a conducive environment for maximum growth, learning, and development?
 - How can we improve New Student Orientation to better prepare students for the rigors of the program?
 - How can we ensure that 1st and 2nd year load is conducive to maximum learning/retention?
 - Can the medical school remediation model work for struggling students at the College?
 - What are the mechanisms for ensuring that testing/examinations are fair, aligned with boards?
 - How does load affect community engagement (“vibrant community”)?
- Career Services: Do our students have the skills and competencies to achieve the career goals they envision for themselves?

