

## **Standard IV: Support of the Student Experience**

As a largely residential undergraduate college, the full student experience and indeed, many of the most remembered educational experiences are found outside the classroom. This is acknowledged in our values statement:

*College should be rich with experiences; learning takes place in all interactions at Moore, and the sustained impact of a student's time at Moore is crafted by the entire community. We must do all we can to assure the health, safety and well-being of our campus community.*

Over time, learning opportunities and challenges have only increased, and the nature and need for services bolstering the student experience has changed significantly since our 2012 accreditation report. Well before the pandemic, but certainly in the wake of it, the senior team overseeing the student experience has engaged with our community in new and innovative ways. They've acted to increase and improve our services, both to support institutional priorities and to meet the constantly evolving needs of our students.

### **The Office of Student Affairs**

#### *Personnel and Mission*

Student Affairs is dedicated to enhancing the overall student experience at Moore. The department is composed of the Dean of Students, the Director of Student Life, Diversity & Inclusion, Coordinator for Residence Life & Housing, the Student Affairs Coordinator, the Director of Health Services and two Mental Health Counselors. Student Affairs (previously Student Services) altered its name in 2018 to better reflect the scope of our work, which has become increasingly complex and broader in scope.

Student Affairs programming and services inspire students to use their creative energy toward the development of their personal leadership styles, and to learn how to best advocate for their needs inside and outside of the classroom. Through one-on-one support, co-curricular programming and mental health initiatives, our department strives to connect students to each other, the Moore community and the city of Philadelphia. Support of our students is paramount to their growth and development; therefore, we teach expectations and create opportunities to foster a mutually respectful and welcoming community.

#### *Residential Life & Housing*

Residence Life & Housing falls under the purview of the Director of Housing & Residence Life, who supervises a team of nine paraprofessional staff members: two Resident Directors, two Head Resident Assistants and six Resident Assistants. This team provides personal and operational support to the students residing in the halls.

Student demand for on-campus residential housing has increased markedly over the past several years. Approximately 244 students live on campus, compared to just 155 students in 2016. Stahl Hall is a suite-style building; each suite contains two bedrooms and a shared

bathroom. Sartain Hall is a traditional residence hall with mostly single, double, and quad rooms with a communal bathroom on each floor.

### *Improving the On-Campus Experience*

In 2012, Moore began a concerted effort to identify ways to increase student retention and the six-year graduation rate. Our research indicated living in the residence halls matters; students who lived on campus for at least one semester were more likely to graduate from Moore. The college implemented housing grants of up to \$10,000 (depending on EFC need) to attract more students to live on-campus. In 2018, as demand grew and out-paced our existing spaces, the College was able to renovate the mezzanine level of Sartain Hall to create an additional 18 rooms. The College recognizes that full capacity residence halls is important; therefore, the College invested significant resources to renovate the bathrooms of Stahl Hall in summer 2020; renovations of the communal lounge, kitchen and lobby of Sartain Hall are scheduled for summer 2021.

The College has also invested significant resources to improve the common areas of campus for both residential and commuter students. Since our last accreditation study, we have updated our Dining Hall, Fox Commons Lounge space, built Jane's Corner Lounge space, and conducted a complete renovation of our Connelly Library. In 2019, the College partnered with JacobsWyper, an architectural firm here in Philadelphia, to create a new campus master plan. The new plan, which will span several years, will enhance our space utilization, augment a better sense of belonging, and create additional spaces for student collaboration, ideation and relaxation.

Lastly, the College has also addressed the burgeoning issue of students' basic needs support and food insecurity in the following ways:

- Added \$125 dining dollars (each semester; starting fall 2019) to every student on the meal plan for use at the Café, which now features an array of Starbucks products.
- Added brand new washers/dryers in the residence halls and changed the machines from coin-operated laundry services to free services.
- Partnered with Temple University's Hope Center to implement the #RealCollege survey to students that will allow us to better fundraise for emergency aid and students' basic needs support.
- Implemented a thriving Resource Pantry located within the Student Affairs office, which features an array of food items, clothing items, as well as feminine hygiene products.
- Established, in partnership with Advancement, a fund for student emergency aid.

### *Health Services*

Our Director of Health Services, a registered nurse, is available Monday through Friday from 9 am to 3 pm. The Director sees approximately 150 walk-ins per month in the fall semester and 100 in the spring semester. These numbers have been consistent over the past several years. The Director works with students who have multiple physical health, behavioral/mental health, academic and/or family issues, including, but not limited to, acute minor health issues as well as more acute health needs. If students need more urgent or comprehensive care, Urgent Care Centers nearby offer onsite radiology, laboratory, travel immunizations and

pharmacy services. All of these provide quality healthcare options for our students. They are located close to school with several forms of mass transit available, if needed. Feedback from students indicates this is a positive alternative option for students during times when the director is not available, providing prompt walk-in service with no appointment necessary, and extended hours. Beginning in 2020, the College engaged in a partnership Vybē Urgent Care to conduct weekly COVID-19 PCR testing.

### *Counseling Services*

Increased demand for mental health support at institutions of higher education is a broad and consistent national trend, and Moore is no different. In December 2018, students were asked to rank nine topics that emerged from our Climate Survey results and Diversity, Equity, and Inclusion (DEI) community meeting sessions. Students ranked mental health as the top priority, stating they wanted to see an expansion of resources to raise awareness and provide support for students with mental health concerns. In order to meet students' increased needs, in the fall of 2019 we hired two part-time counselors each at 20 hours a week. Both have advanced degrees and are licensed professional counselors in the state of Pennsylvania. This expansion of counseling support allowed us to double one-on-one counseling for students from 20 hours a week to 40 hours a week, Monday through Friday, 11am to 7pm. Roughly 36% of our students utilize our Counseling Center for a variety of mental health concerns, but especially for anxiety, depression and insomnia. One of our counselors also hosts a weekly mental health support group to provide students with a space to engage in open discussions related to mental health best practices and wellness-based strategies. A satisfaction survey, sent out at the end of spring 2020 to all students who utilized the Counseling Center, indicated 95% of them were satisfied with the level of care provided and would recommend the Counseling Center to a peer.

### *Behavioral Intervention Team (BIT)*

The Behavioral Intervention (BIT) team consists of the Dean of Students, Director of Residence Life & Housing, Director of Health Services and our two Mental Health Counselors. The BIT team meets weekly to discuss students who are at risk due to behavioral or health-related concerns. The BIT team monitors these students throughout the year to share continued resources with them and ensure that they are supported and successful.

## **Academic Services**

### *Personnel and Mission*

The Academic Services team is committed to assisting students in order to support their academic achievement as they prepare for careers as artists, designers and leaders in their chosen fields. Academic Services strives to empower students to assume personal agency for their academic choices through the cultivation of critical thinking and problem-solving skills, and an understanding of internal and external resources. Academic Services provides students with a range of support, including help with course registration, tutoring, time management, research and study skill assistance, academic advising and interactive skill workshops. Academic Services strives to support the learning environment of the college, providing resources and strategies to help students take ownership of their education.

### *Advising & Registration*

The Academic Advisor and Department Chairs are available for advising. Whereas Department Chairs mainly advise on course content and provide career advice, the Academic Advisor's principal duties fall into three broad areas: curriculum guidance and scheduling for all students; evaluation of credits and support for incoming transfer students; and serving as the point-of-contact for our small body of international students. The Academic Advisor assists students in making curriculum decisions and monitors student academic progress from their first semester at Moore to graduation. The Academic Advisor supports students in understanding College policies, procedures, available resources, support services, and also serves on the Academic Council and Academic Standards Committee.

### *Coordinating Services across Departments*

Student Affairs and Academic Services work closely together to identify at-risk students and assist them with resources to help them achieve success. Our departments meet once a week to discuss students who have an excessive amount of absences as well as those who received Notices of Academic Concern (NACs) from the faculty. NACs are essentially an early alert system to notify Student Affairs and Academic Services regarding students who may be struggling with academic coursework or for lack of attendance. If a student receives two NACs, the Academic Advisor reaches out to the student. If a student receives three NACs or more, the Dean of Students will meet with the student to identify the issue(s) and provide the resources needed for the student to be successful. Our departments also have a small team to discuss student accommodations that is comprised of the Dean of Students, Associate Dean of Academic Services, and Director of Residence Life & Housing to meet with students that may need housing or learning accommodations and ensure they have the support needed to thrive at Moore.

### *Tutoring and Writing Support*

There are two groups of Student tutors at Moore: Peer Tutors and Writing Assistants. Peer Tutors are recommended by instructors for having done exceptionally well in the class. As a result, a struggling student is able to work one-on-one with a tutor who specializes in that particular course or topic. Students schedule appointments to meet one-on-one with their tutor, at which time they can get help with homework and projects, ask questions, or go over assignments in more detail.

Students who specialize in tutoring writing work as Writing Assistants in the Margaret Minik Writers Studio. The goal of the Writers Studio is to recognize the importance, improve the quality and support a culture of writing across all disciplines. Writing Assistants work with students one-on-one during individual appointments, providing suggestions to improve their written work. Writing Assistants provide knowledge and skills students can apply not only to their current pieces of writing, but also to future writing. The Writers Studio aims to produce not just better writing, but better writers.

The total number of requests for peer tutoring and writing support increased from 88 in fall 2020 to 104 in spring 2021. Appointments with Writing Assistants also rose from 50 in fall 2020

to 73 in spring 2021. The increase in appointments may be due to efforts by the Director of Writing, Dr. Maya Pindyck, to encourage faculty to build visiting the Writers Studio into their syllabi as a class requirement. The increase may also be due to the virtual support services the Writers Studio began offering AY 2020-2021 as the college pivoted to virtual academic programming during the pandemic. Virtual writing support services included individual appointments with Writing Assistants (through Zoom, emails, or GoogleDocs) and Writing Workshops (led by Writing Assistants over Zoom). These remote resources gave students more options as to when and where they get help from the Writers Studio.

Similarly, the number of peer tutoring requests increased from 8 in fall 2020 to 14 in spring 2021. During this period, we hired additional tutors to cover new subjects, including 3D Animation, Interior Design, and Art History. The resulting variety of available tutors allows more students to take advantage of these services.

We identified these new areas of need through student requests and an evaluation of the Notices of Academic Concern (NACs). For instance, we hired a tutor to help with Art History classes after an instructor submitted NACs for several students in the same class; that tutor also held weekly “office hours” to facilitate a study group. Students have demonstrated the strongest need for help with courses that are required of first-year students, specifically Foundations and Liberal Arts courses. They’ve also requested additional help with mastering creative programs and software like Adobe Photoshop, Adobe Illustrator, Unity, and Maya. One tutor has posited that some students think that they should already know how to use these programs by the time they reach art and design school and, as a result, are hesitant to ask a professor. In these cases, they are more comfortable seeking help from a peer tutor.

### *The Connelly Library*

In 2018, The Connelly Library went through a nearly \$2 million renovation project, which transformed the space into a 21st-century art and design learning center. The Connelly Library’s new look provides a designer’s interpretation of the circulation desk and entrance. In addition, natural light pours in through new floor-to-ceiling windows that span the entire length of the reading room, showcasing a one-of-a-kind view of nearby attractions, including Aviator Park and Logan Circle, where the Benjamin Franklin Parkway begins. Furniture facilitates conversation and collaboration between Moore students.

The Margaret Minik Writers Studio within the Connelly Library is dedicated to promoting excellence in writing at Moore. As a writing center offering academic assistance through peer tutoring and resources in all aspects and types of writing, the Connelly Library supports all BFA and graduate students in developing communication skills essential for success in their careers in art and design. A plethora of writing workshops and Writers Studio events are offered throughout the academic year; first-year students are required to attend one writing event each semester. These events range from time management and scheduling to guest authors and organization of ideas in writing.

The Library Instruction Lab, within the Connelly Library, can be used by Moore students, faculty, and staff. Equipment includes a flat screen television, speakers, laptop, podium, two whiteboard walls, and LifeSize Video Conferencing equipment. The room can comfortably accommodate up to 20 people and is available to reserve for class sessions, group study, interviews, and occasional meetings. Sessions related to information literacy and library services receive priority scheduling.

### *Bridge Program*

Students who enter the College on academic probationary status are required to attend our Summer Bridge program. These students may also have a low Expected Family Contribution (EFC ) and/or a documented or (undocumented) learning difference. These students arrive a week before others in the fall to attend a variety of workshops. These workshops assist students with writing skills, how to identify academic resources and how to succeed at Moore. Additionally, each student is assigned a Staff Coach (member of Student Affairs/Academic Affairs) for check-ins and meetings throughout the first semester, ensuring the Bridge student remains successful. Data shows the average retention rate for students in the Bridge program is slightly lower (73%) than the overall average of the first-year student population (76%), but certainly higher than it would be without this program.

## **The Co-Curricular Experience at Moore**

### *Student Leadership Organizations*

Moore has three main leadership organizations: Student Government, Student Engagement Committee (SEC), and Residential Life Staff. These three groups make up the Student Leadership Board, which serves as the student governing body of the College. By participating in these groups, students have opportunities to learn about and utilize leadership skills. The professional staff in Student Affairs works with other staff, faculty, outside facilitators and local leaders in the arts to train student leaders. Training builds confidence and teaches students teamwork and follow-through; it develops their ability to take risks and effect change as well as to make ethical decisions.

In addition to this shared leadership training, each group learns the specific tasks linked to its role at the College. Residence Life staff provide a welcoming and safe environment to students living on campus; their duties include crisis intervention, conflict mediation and community development through programming. Student Government is structured to advocate for the students, empower the student voice, seek solutions for student concerns and improve the quality of the student experience. The SEC functions like a college-wide programming entity; SEC plans monthly events and serves as the principal group involved with Orientation for new students in the fall and spring.

### *Clubs*

Students are encouraged to develop clubs that align with their unique interests and passions. There are specific guidelines students must follow in order to register as a club, and they are provided with funding for specific activities or initiatives. Club funding falls under the jurisdiction of Student Government. Each year, the College has approximately 10-15 clubs,

ranging from identity-based clubs, such as our Black Student Union and Asian-American Alliance to social clubs, such as our Mystery Gang and Dungeons and Dragons club.

*New Student Orientation*

Student Affairs oversees Pre-Orientation & Orientation for New Students in the fall and spring. Orientation includes presentations of the College’s services, a community service opportunity, health & personal safety workshops, and team-building exercise, all of which serve to get students acclimated to Moore and ready for success. Student Affairs developed learning outcomes for students who completed Orientation to ascertain its success. For fall of 2020, the learning outcomes were ranked on a 1-10 scale, with 10 being "Completely" and 1 being "not at all." Students ranked the following learning outcomes, which demonstrated that Orientation was helpful.

*Learning Outcome Results:*

<b>I understand Moore's academic expectations.</b>	<b>I know where to go on campus if I need resources or support on campus.</b>	<b>I learned about opportunities for co-curricular involvement, should I be interested.</b>	<b>I feel independent and capable of managing my schedule, living situation and opportunities at Moore.</b>	<b>One or more events at orientation helped me to feel more a part of Moore’s campus community.</b>
Average= 9 Almost Completely	Average= 7 Fairly Well	Average = 7 Fairly Well	Average= 8 Almost Completely	Average= 8 Almost Completely

*The Sophomore Peer Mentorship Program*

As mentioned previously, in the past several years, the college has made a concerted effort to identify ways to increase student retention and help students graduate within the national standard of six-years. Our research identified the sophomore year as a significant challenge for some students to maintain their academic momentum. Special first-year programming is in the past, and exciting major-related communities and activities are a year away.

Established in 2018, the Sophomore Peer Mentorship program supports and encourages student success by pairing sophomores with upper-class student mentors in their intended major. In concert with a designated Faculty Liaison, upper-class students are responsible for sharing their knowledge and experiences as well as providing strategies for success in their shared major. The program not only encourages leadership on the part of upper-class students, but also equips students new to their major with the vital knowledge and support they may need. In an assessment, almost 75% of students indicated the program helped them identify all the resources Moore had to offer to ensure their success.

*The Visionary Woman Honors Program – Leadership Path*

The Visionary Woman Honors Program (VWHP): Leadership Path is a select program run in collaboration with Student Affairs and Academic Services. This program has been developed for highly ambitious, reflective, and independent-minded students who are interested in leadership. Each student has an opportunity to engage in experiences that supplement the academic curriculum.

The focus of each year is as follows:

- First Year: Students focus on understanding self, others and leadership.
- Second and Third Years: Students log volunteer experience hours at a career-relevant institution and participate in shadowing, networking and other professional development opportunities.
- Final Year: Seniors develop public speaking skills, present at the Women's Leadership Conference and continue to enhance their career development.

This program has proven to be successful. After the first year, 88% of students indicated that they had gained a better understanding of leadership and roughly 89% said the course allowed them to think critically and reflect about their leadership role within the Moore community and beyond. For the second through fourth year, almost every student in the program stated their leadership skills had increased each year through the course.

Prior to our 2012 self-study, Moore had two separate programs: an Emerging Leaders (ELA) and Business Scholars (BSA) program. The current VWHP program evolved as a direct result of the 2012 self-study, which included a goal to attract high-achieving students and create a more holistic program for the highly curious, ambitious, reflective, and independent-minded student. An Academic Path was established in 2019 and encompasses a sequence of Honors seminars where students have opportunities to dive deeper into areas of study, including interdisciplinary learning that extends beyond the traditional curriculum. For additional information on the Academic Path, please see Standard III.

### *Fellowships*

Moore offers students the chance to compete for a variety of fellowships to support them financially as they enhance their skills and expand their ambitions.

### *Leadership*

These fellowships are one way the college achieves its mission of preparing students for lifelong learning and leadership in fine arts, design arts, art history, curatorial studies and art education. Four summer fellowships provide sophomores and juniors with exceptional opportunities to develop leadership skills. Recent highlights include a trip to South Korea to study fashion trends, a summer residency program in California to expand curatorial practice and travel to the United Kingdom to explore and research the cultural and historical industry that has surrounded Anne Boleyn.

### *Travel*

These fellowships are for juniors and designed to support a travel experience that expands students' artistic horizons outside of the classroom. Students compete for four fellowships in

the spring of each academic year by writing a proposal outlining how the fellowship will support the development of their work as artists and designers.

### *Internship*

These fellowships are awarded on the basis of merit alone. The selection processes may include initial screenings by select departmental faculty. The winners are chosen by outside jurors, who are regional experts in their fields.

These fellowships are highly sought-after, engaging our most ambitious and successful students in a competitive process that further hones their written and oral presentation skills (appendix: fellowship requirements) (<https://moore.libguides.com/c.php?g=977448&p=7067421>). All of these opportunities are designed to help student artists and designers bridge the gap between the world of education and the world of work.

### **Locks Career Center (insert language from Veronica)**

- Personnel and Mission
- Entrepreneurship

### **The Galleries at Moore**

The Galleries at Moore support the college's educational mission and role as a cultural leader. The Galleries provide a forum for exploring contemporary art and ideas, and enriching the artistic and intellectual climate of the college and the region. As a gateway between the college and the city of Philadelphia, Free and open to the public, The Galleries are a catalyst for creative exploration, experimentation and scholarship. They function as a gathering place to meet, reflect, learn, challenge and create. Our inclusive and innovative programming reinforces our commitment to academic, artistic, and curatorial freedoms. The Galleries build community through dialogue and participation, and inspire an appreciation for the visual arts as a vital force in shaping contemporary culture.

The department is led and managed by the Rochelle F. Levy Director and Chief Curator and the Education and Public Engagement Coordinator. In addition, there are three part-time art handlers/preparators working seasonally to install and de-install our onsite exhibitions.

As a co-curricular resource, the Galleries serve students and faculty through exhibitions, artist talks, lectures, panel discussions, and other public-facing events that engage contemporary art/design professionals in conversations around their projects. These offerings allow students the opportunity to connect with experts in the field without having to leave campus.

Our exhibition calendar and its contents continue to become more diverse from year to year, with an emphasis on showcasing the work of emerging and established artists and designers whose practices reflect that of Moore's majors and degree programs. For example, our Art at Lunch series is an ongoing rotation of lunchtime talks that engages speakers elected by faculty members. A graphic design instructor might choose someone who specializes in typefaces

because it is closely linked to their curriculum for that semester; similarly, a fashion design professor might choose an up-and-coming designer to visit campus.

Recently, as we continue to improve student engagement with The Galleries, our Work On Wellness collaboration with Student Affairs began virtually during the pandemic, and included yoga and meditation programs. Another successful virtual series, Art at Dinner, brought local artists into our virtual community during the dinner hour for conversation and inspiration.

### **Improving our Campus Climate (Josh to insert language)**

#### **DEI Initiatives**

Diversity, Equity and Inclusion (DEI) initiatives at the College have grown exponentially since 2012. In February 2016, the College formed a faculty/staff diversity committee to begin to identify and address issues around diversity. In May 2016, the Boards of Trustees and Managers approved the College's Five Year Strategic Plan, which included two key DEI strategies:

- Increase the diversity of faculty, guest lectures, faculty fellows, critics, and artists.
- Provide opportunities for the community to learn and explore issues around diversity, inequality, inclusion, and academic freedom.

As a result, the College has completed several items, including:

- Conducted a campus-wide climate survey in 2017/2018.
- Hired a diversity consultant in fall 2018 to conduct listening sessions and gather qualitative data around diversity/inclusion and share the results with the Moore community at a town hall.
- Developed and implemented a Civility Statement initiative in 2018 for faculty, staff and students. This statement demonstrates the importance of working together in a spirit of cooperation toward our common goal of establishing and nurturing a mutually respectful and welcoming community.
- Reclassified an administrative staff position in 2018 to focus more on diversity/ inclusion initiatives (Director of Student Life, Diversity & Inclusion).
- Expanded our Admissions Policy for fall 2020 to include the admittance of non-binary students.