



Division of

STUDENT AFFAIRS

FY24 HIGHLIGHTS

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ANNUAL DEPARTMENTAL HIGHLIGHTS

The Division of Student Affairs' performance drivers are: people, execution and outcomes. We believe that if we have the right people and focus on the right things, we can achieve our desired results to support students by complementing the academic mission of Clemson University as the number one student experience.

Each department in the Division of Student Affairs uses its annual value mapping process and dashboards to ensure they're focusing on what's most relevant while identifying opportunities to eliminate redundancies, reduce cost and risk, and maximize effectiveness in learning and operations. The Division of Student Affairs is a university and industry leader with its value mapping and dashboard structure.

Collecting, analyzing and reporting data demonstrates the division's commitment to data-informed decision making related to the continuous improvement of its programs, services and administrative functions. The following are the 2023-24 highlights from each department in how they play an integral role in delivering the preeminent student experience.

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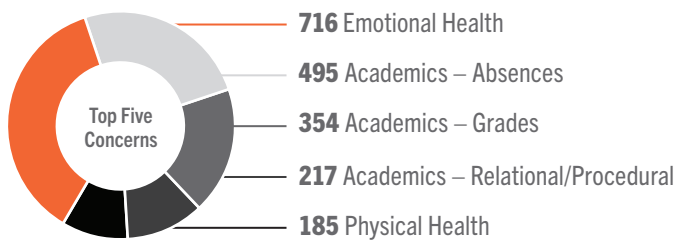
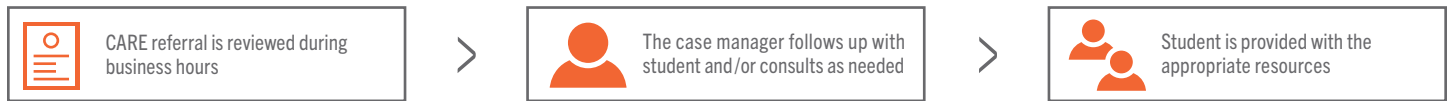


The Office of Advocacy and Success (OAS) supports the Student Experience by serving all current Clemson students as a trusted place for care, advocacy and referrals to campus and community partners. We partner with students, families, campus and community partners, and faculty and staff to empower students to achieve academic and personal success and to build resilience.

CARE NETWORK

The CARE Network provides individualized assistance to students navigating a wide range of issues, including but not limited to academic difficulties, adjustment issues, relationship concerns, grief and loss, financial hardship, emotional health, injuries and illnesses. Through a non-clinical case management approach, CARE Case Managers address the presenting concern, explore students' holistic needs, identify their current strengths and support systems, provide tailored referrals to campus and community resources and collaborate with the student to create an action plan. In FY24, OAS implemented a new referral review process guided by evidence-based industry standards and best practices. Through an objective assessment of the available information, a designated OAS professional staff member determines the level of concern, which then guides outreach and follow-up implemented by the assigned CARE Case Manager.

CARE Process Overview



| | Number of Cases (not students) |
|------|--------------------------------|
| FY20 | 1,961* |
| FY21 | 1,956 |
| FY22 | 2,343 |
| FY23 | 2,116 |
| FY24 | 1,794 |

*Data impacted by the COVID-19 pandemic

SERVICES AND PROGRAMS

MEDICAL AMNESTY POLICY (MAP) PROGRAM:

The Medical Amnesty Policy Program facilitates access and removes barriers for students requiring medical assistance in alcohol and drug-related emergencies and provides caring, nonpunitive interventions. In qualifying incidents, the Office of Community and Ethical Standards (OCES) refers students to OAS for support. Students are then connected to educational programs at Counseling and Psychological Services as a follow-up. In FY24, MAP expanded to provide amnesty for drug-related emergencies as well. Additionally, in FY24, OCES and OAS collaborated to streamline the referral process and increase the students understanding of OAS's role in the MAP program.

| | MAP Cases |
|------|-----------|
| FY20 | 40 |
| FY21 | 17 |
| FY22 | 34 |
| FY23 | 30 |
| FY24 | 42 |

DEAN ON CALL (DOC) PROGRAM:

OAS oversees and trains the division’s Dean on Call (DOC) team, which responds to after-hours hospital transports when notified by a university official. The team is one part of the university’s crisis management system. In FY23, OAS partnered with the Clemson University Police Department in restructuring how the Dean on Call system is implemented, allowing for more efficient methods of student support and staff follow-up.

30

Total number of DOC notifications for FY24

NOTIFICATION OF ABSENCE (NOA):

The NOA system provides students with a streamlined way of notifying instructors of an absence. For NOAs submitted with extenuating circumstances, such as the loss of a family member or friend, physical or mental health concerns, etc. OAS sends a supportive message with resources to the student and facilitates follow up through the CARE Network, if needed. During FY22, students were intentionally instructed to utilize the NOA system resulting in an increased number of submissions and follow-ups. In FY23 and FY24, this direction continued resulting in the highest number of submissions and follow-ups completed since implementing the NOA system at Clemson.

| | Number of Unique Students |
|------|---------------------------|
| FY20 | 45 |
| FY21 | 208 |
| FY22 | 1,190 |
| FY23 | 9,112 |
| FY24 | 9,830 |

33,120

Total number of NOAs submitted for FY24, a 14.6% increase from FY23

COMPONENTS OF ADVOCACY AND SUCCESS

OUTREACH, EDUCATION AND TRAINING:

OAS aims to cultivate a culture of care and belonging among students, faculty and staff. To encourage and equip campus partners to care for and support students, OAS provides educational presentations on how to refer a student to the CARE Network, when to contact emergency/safety services and how to provide relevant resource information. OAS participates in outreach events, such as Stress Less and World Kindness Day, to promote self-care, peer-to-peer support and OAS programs and services. Additionally, OAS uses its website and social media to promote general information, the CARE Network and student resources. OAS regularly trains staff who work within the various OAS programs, including staff who manage CARE files (Residential Living, Dean of Students Office and Fraternity and Sorority Life). Finally, OAS continued facilitating and training staff serving on the Dean on Call (DOC) team. As a result of seeing an increase in the intensity and complexity of student needs, we have increased staff training and communication efforts with our referral sources.

1,710+
Interactions

OFF-CAMPUS SERVICES:

To increase care and support, OAS implemented initiatives to support the approximately three-quarters of Clemson students who live off campus. In FY24, OAS continued to develop relationships with property managers in Clemson and the surrounding areas. Property managers participated in a survey with the goal of identifying student needs and potential areas of collaboration. OAS used responses to inform initiatives throughout the year, such as semesterly newsletters, outreach events and meetings between property managers and key University departments.

TESTIMONIALS:

“Thank you so much for reaching out to me when you did, and for taking the time to help! I don’t know if I could have motivated myself to keep taking steps towards recovery without the assistance and support you gave me, and I appreciate it a lot.”
— Student

“I appreciate the excellent care that your office gives to our students; I have repeatedly found that when I refer a student to CARE they are grateful. My student has kept me up to date on their support and seems genuinely pleased.”
— Faculty Member (paraphrased to remove identifying information)



The Student Affairs Business Operations office (SABO) oversees, manages and supports the maximization of the strategic integration and resource allocation of the division's overall budget of **\$38M+**. SABO is responsible for the development, tracking and processing of departmental and division finances, compliance oversight and human resource functions for **225+** staff in **15** departments that comprise the Division of Student Affairs while ensuring operational efficiency, integrity, accuracy and sustainability. In addition, SABO supports Clemson Undergraduate Student Government, Graduate Student Government, the Student Funding Board and registered student organizations by providing compliance oversight and financial management, advisement and transaction processing.

DEPARTMENT GROWTH AND STAFF EXPERIENCE

SABO's team increased by **three** staff members through divisional realignment efforts and will see an addition of another staff member in early FY25. This expansion has and will continue to allow SABO to develop and implement strategies to improve full-time staff engagement and manage initiatives designed to foster a culture of belonging and well-being aimed at creating a positive work environment.

FINANCIAL MANAGEMENT AND RESOURCE ALIGNMENT

- Developed and submitted the FY25 Division of Student Affairs Budget, totaling **\$41.7M**
- Held **78** monthly department financial review meetings, more than **24** financial long-term planning and budget development meetings and provided over **15** departmental and one-on-one financial trainings across the division
- **16,374** total financial transactions processed (does not include Payroll, Banner system revenue or expenditure auto hits)
- Below is the FY24 Actuals for the division that reflects all fund sources managed by Student Affairs to include Foundation, Endowment and Student Activity Fee dollars (previously SABO only reported departmental operation accounts)

| Sources | FY24 Actuals |
|--|---------------------|
| External Revenues | \$14,453,816 |
| Student Fees: Mandatory | \$13,975,948 |
| State Appropriations, Tuition and Fees | \$6,669,023 |
| Student Activity Fee/Student Orgs | \$2,301,016 |
| Internal Revenues | \$654,133 |
| Foundation and Endowments | \$587,491 |
| Interest Income | \$129,839 |
| Total Sources: | \$38,771,266 |

| Uses | FY24 Actuals |
|---------------------------------------|---------------------|
| Staff Wages and Benefits | \$19,722,093 |
| Operating Expenses and Supplies | \$7,645,150 |
| Student Wages and Benefits | \$4,005,845 |
| Student Activity Fee/Student Orgs | \$2,278,767 |
| Foundation and Endowments | \$1,205,467 |
| University General and Administrative | \$1,061,360 |
| Capital Projects/Fund Balance | \$717,700 |
| Professional Development and Travel | \$362,695 |
| Equipment | \$298,429 |
| Total Uses: | \$37,297,506 |

HUMAN RESOURCE (HR) INITIATIVES

3

HR Liaison meetings with special trainings and presentations

22

Division employees enrolled in coursework at Clemson through the Employee Tuition Assistance Program

614

Personnel actions processed (excluding cost of living adjustments)

235

Professional employees completed **2,651** trainings in Tiger Training, a **10.2%** increase from FY23

5

Division-level staff recognition and engagement socials for new employees and existing staff

STUDENT ORGANIZATION FINANCIAL ADVISEMENT AND SUPPORT

60+

One-on-one meetings including CUSG, GSG, Student Funding Board and other Student Organizations; **eight** of which were annual, mid-year and student leader transition meetings

1,669

Financial transactions processed

1,548.23

Hours of monthly financial reviews, annual transition retreats, senate meetings and student organization requested meetings regarding strategy, operational compliance and transaction processing

\$2,014,442

In Undergraduate student activity fee allocations processed and distributed to **250+** recognized student organizations

\$2,278,767

In Undergraduate and Graduate student activity fee dollars, student organization generated revenues and funded initiatives/activities managed

PLANNING AND OPERATIONAL EXCELLENCE

- Co-led two business operations and organizational assessments for Student Health Services in partnership with the Office of Institutional Excellence and the CUHR Strategic Consultant team which resulted in the net reduction of three vacant positions allowing for reallocation of more than roughly **\$350,000** to offset the department's operational priorities
- Collaborated with three department heads to assess departmental workforce, identify gaps and needs, and realign positions to increase capacity and opportunity, create a career path for existing staff and received approval of additional resource allocations and realignment divisionally to enhance the No. 1 Student Experience

UNIVERSITY AND DIVISION STRATEGIC PARTNERSHIPS AND PROJECTS

The Division of Student Affairs collaborates with a variety of partners, listed below, to enhance its and the University's mission. The Student Affairs Business Operations office provides support and acts as a strategic partner, participant and/or project management lead as requested to provide business operational expertise and service.

- Emergency Management
- Enterprise Resource Planning Project
- Finance and Operations
- Human Resources
- Institutional Excellence
- Medical University of S.C. (MUSC)
- Policy Partners
- Provost and Academic Affairs
- University Committee Representation

CUSTOMER SERVICE SURVEY

To support customer service and continuous improvement, SABO solicited feedback from students and Division and University colleagues. Data below reflects survey respondents indicating "strongly agree" or "agree" on a 4-point scale.



"SABO is very helpful! Does a great job of helping me flush out ideas and find solutions."

— Division Partner

"SABO has perceptively been so engaged during my past four years and continuing to press into enhancing the student life since COVID-19 has died down."

— Clemson Student



"I value my relationship with the team and appreciate their ongoing collaboration."

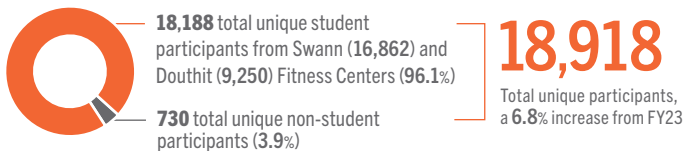
— University Partner



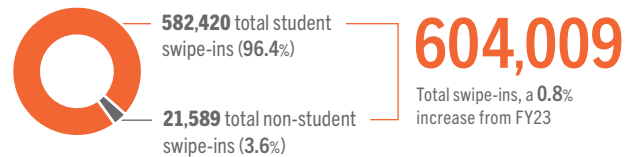
Campus Recreation strives to enhance holistic well-being through diverse recreational opportunities that promote physical activity, social engagement and personal growth. By prioritizing welcoming environments, maintaining clean, safe and friendly facilities while cultivating a cohesive staff dynamic, Campus Recreation can significantly enhance student engagement and satisfaction as it seeks to deliver the No. 1 Student Experience.

ACCESS NUMBERS FOR SWANN AND DOUTHIT HILLS FITNESS CENTERS

UNIQUE PARTICIPATION:



TOTAL PARTICIPATION:



STUDENT EXPERIENCE AND IMPACT



INTRAMURAL SPORTS:

5,699

Unique participants, a 8.1% increase from FY23

34,056

Total swipe-ins, a 23.8% increase from FY23



100%

N = 27
strongly agreed or agreed participation in intramural sports positively impacted their overall Clemson experience

“Intramural sports adds so much to the Clemson experience! Such a great way to get involved and meet new people.”

— Intramural participant



FITNESS AND WELLNESS:

4,720

Unique participants, a 10.2% increase from FY23

120

Classes per week, a 4.3% increase from FY23



98.6%

N = 70
stated they would recommend their group fitness class to another student

“Joey is a phenomenal instructor, providing motivation and encouragement to everyone in the class with the ability to scale difficulty. He is so expressive of his true self that he has inspired me to do the same.”

— Group Fitness participant



OUTDOOR RECREATION AND EDUCATION:

9,273

Total program participants and Andy's swipes

8,135

Total outdoor rental items, a 32.1% increase from FY23



89.8%

N = 59
rated their overall trip experience as exceptional

“I had a great time...The trip leaders were awesome and very open to talk to us. This trip helped me decided what I want to do with my future and I'm very thankful for that...I have so many great memories from this trip.”

— CORE Trip participant

STUDENT EMPLOYMENT AND LEADERSHIP FRAMEWORK

In Spring 2024, Campus Recreation partnered with the Center for Student Leadership and Engagement to assess three separate groups of student employees who represent each level of the Clemson Leadership Framework. Below are responses from post-experience surveys.

483
Total student employees

Awareness: Sport Programs Assistant



“I grew in my confidence with handling and managing conflict and difficult situations. I think that this is an especially important skill to have as a leader, since problems are inevitable and it is necessary to be able to manage them.”
— Sport Programs Assistant

Engagement: Recreation Supervisor



“I have a new appreciation for planning because of this job. As supervisors, we deal with a lot of different events and activities each day. If we did not look at the schedule and plan out the best times to do different tasks, our job would never get finished. We have to navigate the best times based on the foot traffic in the gym to do certain tasks and we have to plan ahead to set up for events for clubs and organizations.”
— Recreation Supervisor

Application: Backcountry Trip Leader



“Being a backcountry trip leader through CORE has impacted me positively in countless ways. Throughout this experience, I’ve been able to lead students in so many different types of outdoor adventures, from sea kayaking in the gulf of Florida to backpacking in the canyons of Arizona. I’ve been impacted personally by not only learning so many new outdoor skills, but by gaining confidence in my ability to guide, lead and teach any group of students. This experience has transferred over to other areas of leadership in my life and has been where most of my personal growth has come from during my time here at Clemson.”
— Backcountry Trip Leader

NOTABLE ACCOMPLISHMENTS

Reed Softball Field:
Opened in November 2023 and hosted intramural softball for the first time since 2015 and activated **464** unique students.

Davidson Field:
Opened in October 2023 and facilitated additional drop-in recreational field use and hosted additional intramural activities while other fields were maxed out by flag football and soccer throughout the year.

Facilities and Operations:
As a new addition to the Facilities and Operations team, Ecofit’s analytic reports will provide clear insights into our gym’s performance, enabling smarter business decisions. With self-serve analytics, we can now track equipment usage for both cardio and strength machines at any time. Detailed reviews and monthly summaries will offer valuable trends and member experience data, while custom equipment studies will help us maximize our investment and enhance the fitness floor.

Swann Fitness Center Lobby Renovation:
The lobby and entry way to the Swann Fitness Center underwent a major renovation during the spring and summer. Improvements include enhanced security measures, relocation of welcome desk and entry/egress paths, expansion of well-being and recovery room spaces, and enhanced student employee work spaces.



Campus Reservations and Events (CRE) is a student-centered department that provides exceptional guest and client services, event coordination and venue management through which student employees take part in hands-on experiential learning that is focused on engagement, innovation and professionalism. By anticipating the needs of the campus community, we create environments that are innovative and accessible to help deliver the No. 1 Student Experience.

BUILDINGS AND SPACES MANAGED



OUTDOOR SPACES:

- Amphitheater
- Bowman Field
- Carillon Gardens
- Hendrix Breezeway — four spaces
- Hendrix Lawn and two plazas
- Library Bridge — five tabling spots
- Military Heritage Plaza
- North Green
- President's Lawn
- President's Rotunda
- Reflection Pond
- Schilletter Plaza
- Scroll of Honor
- South Campus Green
- Vickery Horseshoe

Venues have decreased in FY24 due to Memorial Auditorium renovations and the demolition of the University Union.

RESERVATION AND EVENT COORDINATION



CLIENT SATISFACTION SURVEY:

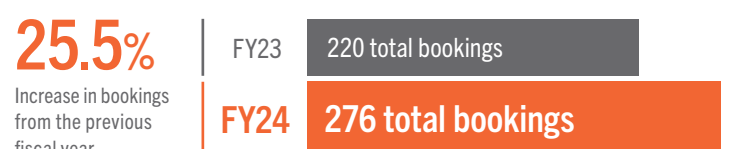


FEATURED SPACES

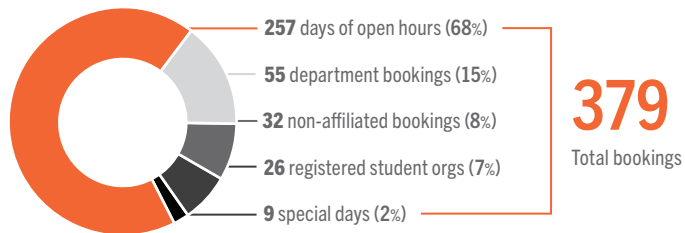
SPECIAL EVENTS REVIEW BOARD (SERB):

Events that enter the process are reviewed by emergency personnel, facilities representatives and event coordinators to ensure all parties involved in events are aware of the details, voice any questions or concerns they may have and request additional information. **368** events reviewed in FY24.

BARNES CENTER:



SAMUEL J. CADDEN CHAPEL:



Features

- Open hours included additional Sunday's in the Spring 2024
- Extended hours leading up to midterms in Fall 2023 and finals week May 2024
- Special days included **seven** home football games, Christmas Day 2023 and Easter Sunday 2024 by request from Donor Relations/Development
- Samuel J. Cadden Chapel received new furniture

STUDENT EMPLOYEE DEVELOPMENT

Campus Reservations and Events provides students with the opportunity to gain and apply transferable skills and leadership skills. Student employees serve in a variety of capacities and can lead in managerial roles over other students and serve as liaisons to the department when professional staff are unavailable.

55
Average student employees

20
Average student employee managers

100%
N = 18
of student managers strongly agreed or agreed the experience helped them successfully communicate

100%
N = 18
of student managers strongly agreed or agreed the experience helped them grow personally

Increasing Leadership Knowledge:

"Throughout having this position, my definition of leadership has changed. I no longer view leadership as holding a big role or making massive decisions. Now, leadership to me is stepping up to the plate with others need help — even when it is something small. It is more about being a good role model and mentor in the day-to-day."

— Student Employee Manager

Utilizing Leadership Skills:

"When we have multiple tasks at hand needing to be completed simultaneously, I communicate with the team and delegate some tasks to a part of the team based on their experience, ability and willingness to perform the said task."

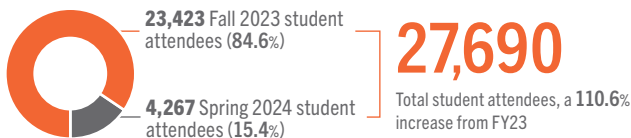
— Student Employee Manager



The Center for Student Leadership and Engagement (CSLE) contributes to delivering the No.1 Student Experience by preparing every Clemson student to be a leader in their profession and community. Our mission is to help students BEGIN their Clemson experience successfully, BELONG through connections to campus and BECOME a Clemson leader.

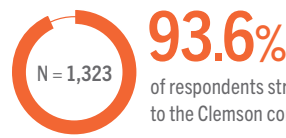
IMPACT ON THE STUDENT EXPERIENCE

PROGRAM ENGAGEMENT:



27,690

Total student attendees, a 110.6% increase from FY23



of respondents strongly agreed or agreed that they feel more connected to the Clemson community as a result of participating in a CSLE program

11,580

Student touchpoints (in addition to program engagement)

976,000

TigerQuest page views

447,089

CSLE Instagram impressions

137,208

Total views on the Clemson Parent and Family Experience online portal

2,245

Families registered for Family Weekends

"CSLE supports Central Spirit by assisting in club operations, particularly involving the large events that Central Spirit is in charge of, like Homecoming. The center also provides direct advising in day-to-day operations for club leadership. CSLE is especially helpful when it comes to communication with other campus entities...The CSLE staff is super friendly and willing to help in any way they can."

— Sam Bradley, President of Central Spirit

DELEGATED STUDENT ORGANIZATIONS (DSO) ADVISED BY CSLE:

6

Delegated Student Organizations advised

344

Hours CSLE staff spent supporting organization-led Clemson traditions including: TigerProwl, First Friday Parade, Tigerama, Homecoming, Aux Cord Wars and the Drag Show



of DSO officers strongly agreed or agreed their CSLE advisor supported their leadership development

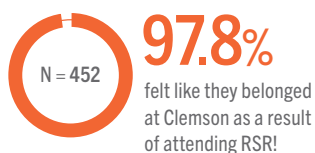
BEGIN: STUDENT TRANSITIONS

Survey results reflect new students who indicated they strongly agreed or agreed.

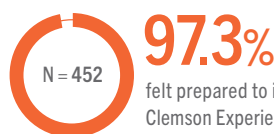
READY, SET, ROAR! (RSR!):

1,767

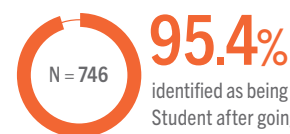
New students participated in RSR!



felt like they belonged at Clemson as a result of attending RSR!



felt prepared to invest in their Clemson Experience as a result of attending RSR!



identified as being a Clemson University Student after going through RSR! and Welcome Week

VIRTUAL ORIENTATION:

5,341

New students completed Virtual Orientation



believed Virtual Orientation helped them feel more prepared to attend Clemson University

CLEMSON LEADER DAY:

3,881

Total participants



were confident in their ability to build community with others as a result of Clemson Leader Day

BELONG: STUDENT INVOLVEMENT

STUDENT ORGANIZATIONS:

66,846

Total members

20,291

Unique members

519

Total organizations

SUMMER PROGRAMS:

5

Total programs

422

Total participants

U-NITES!:

6,600

Total attendance

88

Total programs with **26** collaborations
with campus organizations



94%

of participants strongly agreed or agreed that attending U-NITES! events helped them to feel more connected to the Clemson campus



93%

of participants indicated they were very likely or likely to attend future U-NITES! events

BECOME: STUDENT LEADERSHIP DEVELOPMENT

CLEMSON LEADER FRAMEWORK:

57

University experiences connected
into the Clemson Leader Framework

69

One-on-one leadership consultations
completed with students

WOMEN IN LEADERSHIP CONFERENCE (WiLC):



100%

of attendees strongly agreed or agreed that the WiLC helped them to become more aware of their leadership capacities, skills, strengths and areas of improvement

CERTIFIED STUDENT LEADER PROGRAM:

Survey results reflect participants who indicated they strongly agreed or agreed.

53

Certified leaders



100%

reported they improved
in their ability to lead

LEADERSHIP WEEK:



97%

of participants strongly agreed or agreed that they felt more confident in their ability to lead after attending a Leadership Week event

361

Total participants across **eight** programs

22

Campus and community partners engaged in the week

CONNECTIONS PROGRAM:

57

Mentors served at a CONNECTIONS program
(of which **five** were Senior Peer Mentors)

95

Mentees served through
the CONNECTIONS program

31

Mentors completed the
EDSA3900 course



96%

of participants strongly agreed or agreed that the CONNECTIONS programming contributed their sense of belonging

CAMPUS AND COMMUNITY IMPACT

SERVICE TO CAMPUS PARTNERS:

132

Presentations, consultations or trainings given to campus
partners, community partners and university boards

SUPPORT OF THE PAW PANTRY:



452 Fall 2023 visits serving
160 unique students (36.7%)

781 Spring 2024 visits serving
229 unique students (63.3%)

1,233

Total visits in FY24



The Office of Community and Ethical Standards (OCES) promotes an environment that encourages students to uphold Clemson University's core values and community standards, empowers students to act responsibly as members of the Clemson community and engages students in lifelong learning skills.

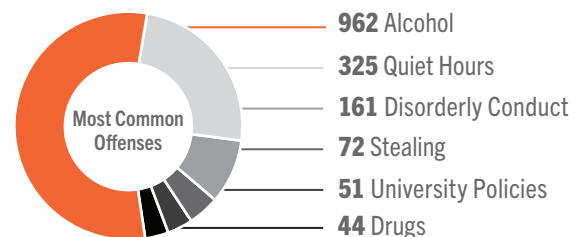
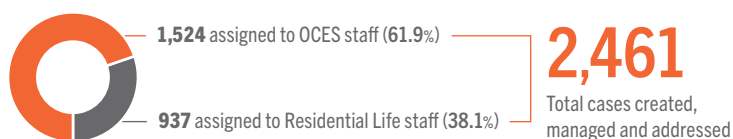
The team's work entails receiving incident reports from students, faculty, staff, University and local law enforcement, and the Clemson community, and investigating them for any possible violations of the Student Code of Conduct. OCES adjudicates cases factually and fairly as it conducts hearings with students and make findings of non-responsibility or responsibility. If a student is found responsible, OCES crafts appropriate sanction(s) in hopes of educating the student to make better choices in the future.

In FY24, OCES completed the following mission critical work:

- Conducted an annual review and revision of the Student Code of Conduct to help students more easily understand what is required of them and the conduct process.
- Created and filled a Student Support and Outreach Coordinator role to help students better understand the purpose of OCES and how it can positively impact the student experience. This role focuses on:
 - Outreach and education on OCES and its process.
 - Campus education on the importance of accountability.
 - Case management centered on conflict resolution and behavioral concerns.
 - Proactive student engagement with Clemson University's six core values.
- Recruited, trained and supervised students who wanted to be involved in student government and obtain leadership skills through participation in Student Judicial Boards.
- Joined campus partners in hosting an anti-hazing summit to facilitate discussion and education on the issues surrounding hazing in student organizations.

CONDUCT CASES

INDIVIDUAL CASES:



REGISTERED STUDENT ORGANIZATION CASES:



*In compliance with the Tucker Hipps Transparency Act, Clemson University publicizes all violations of the Student Code of Conduct by student organizations. A listing of these violations is accessible here: clemson.edu/administration/hipps/index.html.

STUDENT JUDICIAL BOARD

The Student Judicial Board (SJB) is a group of student leaders situated in Clemson University’s Undergraduate Student Government’s (CUSG) Judicial Branch who serve as an extension of OCES to facilitate the peer adjudication process on campus. Student Judicial Board members work in partnership with OCES to adjudicate low-to mid-level cases and provide an educational experience for students going through the conduct process.

66

Conduct cases adjudicated

0

Appeals to the Student Judicial Board Supreme Court Justices — appeals are granted review in accordance with the Student Code of Conduct and are reviewed and determined by a selected group of student delegates



7.5%

recidivism rate with **five** students returning through the OCES process and being found in violation of a similar policy

“When I joined my sophomore year, I had no idea how much this organization would impact my life. From adjusting my mindset of the conduct process to meeting the best people, Judicial has made my Clemson Experience unforgettable. As Attorney General, I am excited to facilitate similar learning with this year’s board and help them gain the same passion I have for the Board. As Attorney General, I will prioritize transparency across each channel that the Judicial Board works with, be it OCES, the student body or CUSG as a whole.”

— Hannah Smith, Senior, Attorney General and Elected Student Leader

Student Testimonies following Student Judicial Board/OCES hearings:

“I plan to value my presence here at Clemson and appreciate the opportunity I have been given at a second chance to better myself.”

— Clemson Student

“The members of the Student Judicial Board were all very clear and kind when handling my violation. They are doing a great job.”

— Clemson Student

“The Student Judicial Board was very thorough with their trial and extremely friendly along with understanding to my personal involvement with the case.”

— Clemson Student

TIGER ACCOUNTABILITY

When misconduct is reported, OCES is responsible for determining the appropriate method of resolution. Tiger Accountability is an educational program for low-level violations of the Student Code of Conduct. It is housed in Clemson’s learning management system, CANVAS, and is completed entirely online.

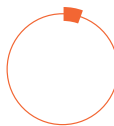
Tiger Accountability focuses on engaging students with the specific policies and regulations governing the Clemson community. It is intended to fill the gaps in students’ awareness of Clemson’s expectations regarding prohibited activities and behavior. By looking at the Clemson University Student Code of Conduct, Housing Policies and relevant federal and state laws, Tiger Accountability prompts students to acknowledge their responsibility to the Clemson community and assists them in developing ethical behaviors as community members.

642

Completed cases

50

Students returned with charges related to drugs or alcohol



8.1%

recidivism rate

TIGER ACCOUNTABILITY SURVEY:

OCES provides students with the opportunity to provide program feedback. Percentages reflect students who indicated strongly agree or agree on a four-point scale:



91.6%

felt they were properly informed and understand why they were referred to the program



97.1%

believed the purpose of the program was properly conveyed and understood their rights, as a student, to complete or contest the program



96.2%

thought they received enough notice and time to complete the program



The Office of Fraternity and Sorority Life aims to enhance the No. 1 Student Experience by providing relationship-focused coaching and mentorship and educational programming to members. We strive to foster a membership experience that is committed to promoting Clemson's values where students thrive and reach their full potential in academics, brotherhood and sisterhood, social responsibility, leadership and engaged citizenship. Our vision is to be a nationally recognized fraternity and sorority community focused on excellence in student success and impactful engagement to elevate the Clemson community and beyond.

COUNCIL MEMBERSHIP DEMOGRAPHICS

FALL 2023 MEMBERSHIP:

College Panhellenic Association

CPA

13 Chapters
4,329 Members
333 Avg. Chapter Size

Interfraternity Council

IFC

23 Chapters
1,913 Members
83 Avg. Chapter Size

Multicultural Greek Council

MGC

4 Organizations
44 Members
11 Avg. Chapter Size

National Pan-Hellenic Council

NPHC

8 Organizations
106 Members
13 Avg. Chapter Size

2023-24 RECRUITMENT TOTALS:

College Panhellenic Association

CPA

Fall 2023 Primary Recruitment: **1,272**
Fall 2023 Continuous Open Bidding: **96**
Spring 2024 Continuous Open Bidding: **101**
Total: **1,469**

Interfraternity Council

IFC

Fall 2023 Formal Rush: **417**
Fall 2023 Open Rush: **37**
Spring 2024 Formal Rush: **183**
Spring 2024 Open Rush: **18**
Phi Kappa Psi Expansion: **33**
Total: **688**

Multicultural Greek Council

MGC

Fall 2023 Intake: **14**
Spring 2024 Intake: **2**
Total: **16**

National Pan-Hellenic Council

NPHC

Fall 2023 Intake: **35**
Spring 2024 Intake: **13**
Total: **48**

| | Men | Women |
|------------------------|-------|-------|
| Overall | 47.0% | 53.0% |
| Overall FSL | 30.4% | 69.6% |
| % of Gender Affiliated | 18.1% | 36.7% |

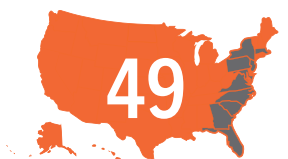
| | In-State % | Out-of-State % |
|-------------|------------|----------------|
| CPA | 38.4% | 61.6% |
| IFC | 39.9% | 60.1% |
| MGC | 86.4% | 13.6% |
| NPHC | 79.2% | 20.8% |
| Overall FSL | 39.8% | 60.2% |
| Overall | 60.1% | 39.9% |

MEMBERSHIP TRENDS FROM FALL 2019-23 GRADE REPORTS:

| | Total Undergraduates | Total CPA | Total IFC | Total MGC | Total NPHC | Total Members |
|-----------|----------------------|-----------|-----------|-----------|------------|---------------|
| Fall 2019 | 20,602 | 3,054 | 1,704 | 42 | 79 | 4,883 |
| Fall 2020 | 20,868 | 3,415 | 1,648 | 46 | 81 | 5,186 |
| Fall 2021 | 22,080 | 3,923 | 1,737 | 59 | 70 | 5,789 |
| Fall 2022 | 22,938 | 4,124 | 1,925 | 62 | 88 | 6,199 |
| Fall 2023 | 23,340 | 4,315 | 1,893 | 44 | 106 | 6,358 |

30.2%

Membership increase
between Fall 2019 to
Fall 2023



Membership: U.S. States
represented (all except North Dakota)

Top 10 States Represented

South Carolina: **2,545** | Virginia: **263**
New Jersey: **478** | Massachusetts: **244**
North Carolina: **358** | Maryland: **234**
New York: **357** | Pennsylvania: **219**
Georgia: **264** | Florida: **196**




Membership: non-U.S.
countries represented

Australia
Brazil
Canada
Denmark
England
Germany
India
Mexico
Panama
Scotland
Taiwan
Virgin Islands

Top 10 Majors Represented

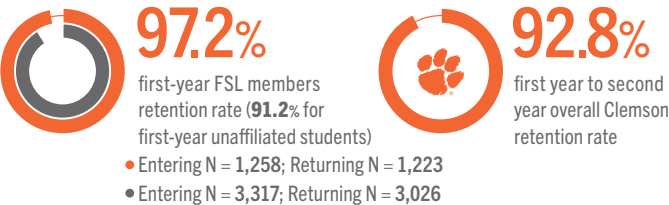
Pre-Business: **548** | Management: **339**
Financial
Management: **545** | Psychology: **291**
Marketing: **492** | Health Science: **199**
Biological
Sciences: **464** | General
Engineering: **194**
Nursing: **354** | Political Science: **167**

ACADEMIC DATA

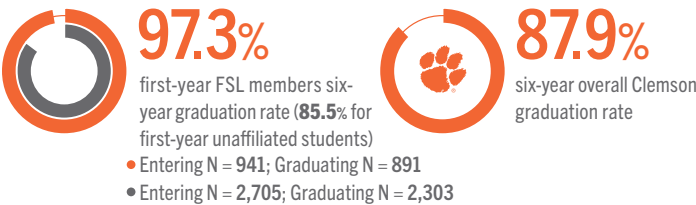
| | Overall  GPA | Overall FSL GPA | CPA | IFC | MGC | NPHC |
|-------------|---|-----------------|-------|-------|-------|-------|
| Fall 2023 | 3.345 | 3.462 | 3.562 | 3.263 | 3.292 | 2.966 |
| Spring 2024 | 3.360 | 3.486 | 3.592 | 3.288 | 3.461 | 3.115 |

In Fall 2023: **85.0%** of all chapters exceeded 3.0; **82.68%** of all members exceeded 3.0
In Spring 2024: **85.7%** of all chapters exceeded 3.0; **86.95%** of all members exceeded 3.0

RETENTION — 2022 COHORT DATA:



GRADUATION — 2017 COHORT DATA:



SERVICE AND PHILANTHROPY



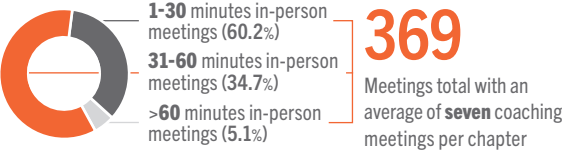
COACHING MODEL HIGHLIGHTS



COUNCIL ENGAGEMENT:



CHAPTER ENGAGEMENT:



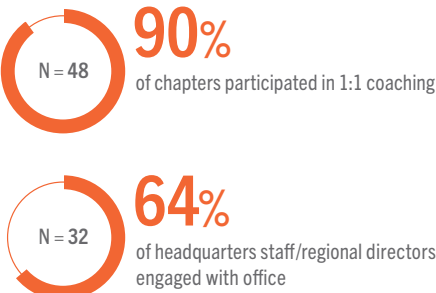
SPRING 2024 COACHING SURVEY OUTCOMES:

“My advisor always listens to what problems you may be having and truly thinks through what the best way to handle the situation is in their opinion. My advisor also does a good job of letting you think through the problem and helps you reach a final decision.”

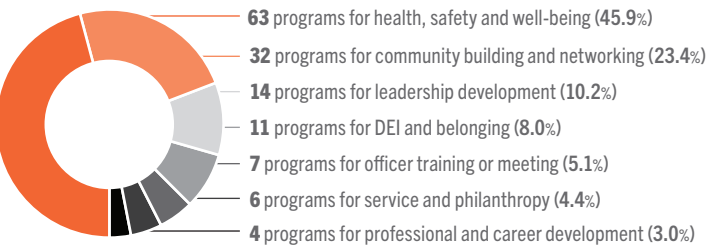
— Chapter President



COACHING MODEL OUTCOMES:



EDUCATIONAL PROGRAMS



137

FSL and Council-led programs

16,127

Total program attendance at FSL and Council-led programs

5,200

Unique number of program attendees

3.10

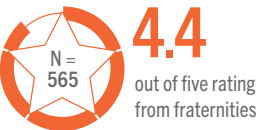
Average number of programs attended per person

STUDENT AND MEMBER EXPERIENCE

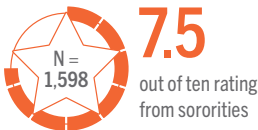
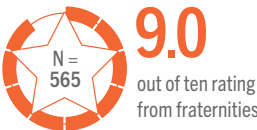
CULTURE OF CAMPUS FRATERNITIES AND SORORITIES SURVEY:

Every two years, the Office of Fraternity and Sorority Life partners with Dyad Strategies to survey all members of the community to identify strengths and opportunity for chapters and the overall community.

Sense of Belonging: significantly higher than peer and national averages for both fraternity and sorority members.



Overall Satisfaction: satisfaction among members of campus fraternities and sororities increased in 2024.



AWARDS AND RECOGNITION

NATIONAL AWARDS 2023-24:

College Panhellenic Association

Council Impact Award
Southeastern Greek Leadership Association

Interfraternity Council

Outstanding Interfraternity Council
North American Interfraternity Conference

Outstanding Peer Governance
North American Interfraternity Conference

Laurel Wreath Award for the IFC New Member Series
North American Interfraternity Conference

Undergraduate Award of Distinction: John Shoemaker, 2023 IFC President
North American Interfraternity Conference

Council Impact Award
Southeastern Greek Leadership Association

CHAPTER EXCELLENCE AWARDS 2024:

Members of the Year

Sidney Kornberg (CPA)
Delta Zeta

Hunter Stokes (IFC)
Phi Sigma Kappa

Katelyn Nguyen (MGC Member)
Delta Phi Lambda Sorority, Inc. .

Blake Summer (NPHC Sorority)
Zeta Phi Beta Sorority, Inc.

James Barr (NPHC Fraternity)
Kappa Alpha Psi Fraternity, Inc.

Chapters of the Year

Kappa Delta (CPA)
Amanda H. Hays Cup

Beta Upsilon Chi (IFC)
Dr. Jerome V. Reel, Jr. Cup

Delta Phi Lambda Sorority, Inc. (MGC)
Founders Cup

Delta Sigma Theta Sorority, Inc. (NPHC)
Dr. Altheia L. Richardson Cup

PILLARS OF THE COMMUNITY AWARDS 2024:

Winston Fowler
Sigma Alpha Zeta (now Pi Kappa Alpha)

Dr. Donald McKale
Delta Tau Delta

Dr. Altheia Richardson
Delta Sigma Theta Sorority, Inc.

Dr. Joy Smith
Kappa Kappa Gamma

Cathy Campbell Turner
Alpha Gamma Delta

Dr. Curtis White
Omega Psi Phi Fraternity, Inc.



This year, Interpersonal Violence Response (IVR) services moved to the Dean of Students office. Interpersonal Violence Response uniquely contributes to the No. 1 Student Experience by supporting, advocating for and facilitating connections to, on- and off-campus resources for students who identify as primary or secondary survivors of interpersonal violence. During its third year, IVR saw an increase in requests specific to meeting accompaniment, safety planning and use of the Oak Room (a designated space for student survivors on campus) and an increase in presentation requests from campus and community partners.

DIRECT SERVICES



IVR continues to offer holistic support to student survivors.

OUTREACH AND PROGRAMMING

As IVR completes its third year, it has accomplished its goal of increasing campus awareness and establishing a presence.

19

Educational presentations and panel discussions, a **217%** increase from FY23

22

Outreach events, a **57%** increase from FY23

NOTABLE ACCOMPLISHMENTS



Co-founded the recently launched Interpersonal Violence Resource Alliance, a group made up of on-campus partners integral to prevention and response at the University: clermson.edu/ceba/ace/prevention-education/interpersonal-violence-resource-alliance.html.



Launched a book club series to promote discourse and create community for survivors and allies centered around interpersonal violence-related literature.



Launched the IVR internship program with **two** students successfully completing internship hours for academic credit.



Recorded a significant increase in utilization of The Oak Room.

9

Counseling and Psychological Services (CAPS) group therapy sessions hosted in Spring 2024, with an average of two to three students per session



150%

increase in use of The Oak Room by students impacted by interpersonal violence (not including group therapy participants)

STUDENT IMPACT

Quotes are paraphrased to remove identifying information.

"Thanks a million for everything you've done for me...!"

— *Clemson Student*

"Thank you so much for meeting with me and giving me so much helpful information and support."

— *Clemson Student*

The Center for Career and Professional Development (CCPD) houses the Michelin Career Center (MCC), which contributes to delivering the No. 1 Student Experience by:

- Offering both part-time and full-time internship courses where students are supported and guided through their experience
- Developing strong partnerships with employers and providing opportunities for students and employers to connect through campuswide and discipline-specific fairs and networking events
- Facilitating comprehensive and developmental counseling interactions to help students explore majors and careers, grow in core competencies, and search for internships and jobs

Visit clemson.edu/career to learn more about the Center and view additional Outcomes and Data.

No.11

2025 The Princeton Review
Best Career Services

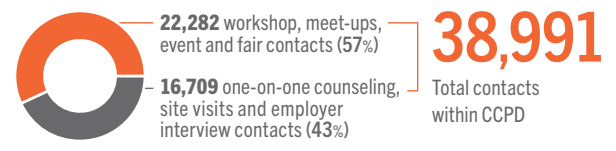
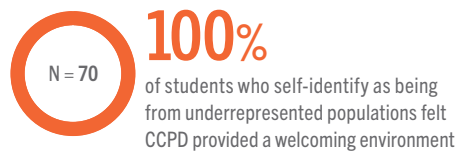
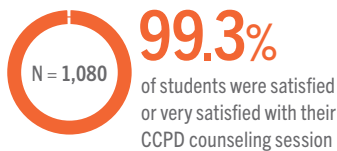
No.13

2025 The Princeton Review
Top 20 Best Schools for Internships

No.14

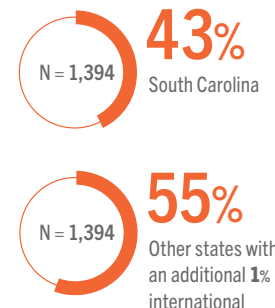
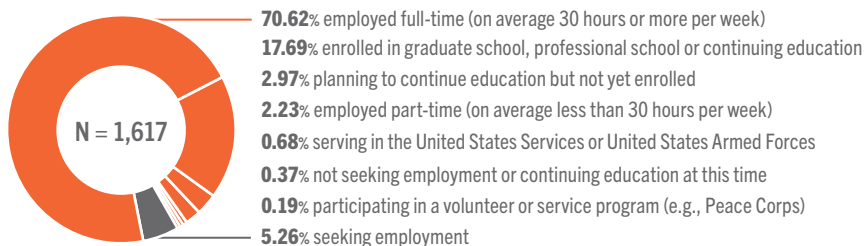
2024 U.S. News & World Report
Best in Co-ops/Internships

STUDENT EXPERIENCE



FIRST DESTINATION SURVEY OUTCOMES (2022-23)

PROFESSIONAL STATUS AND DESTINATION OF RECENT GRADUATES:

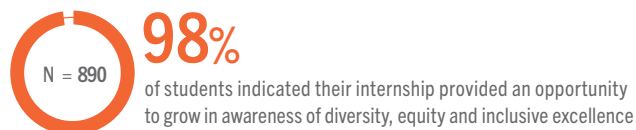
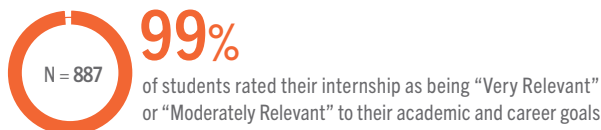
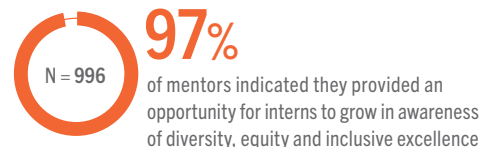
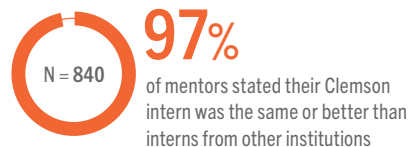
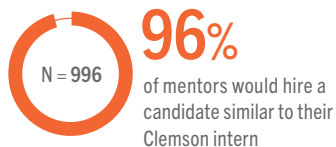


COMPETENCIES AND EXPERIENTIAL EDUCATION

Site supervisors and mentors evaluate students based on a five-point proficiency scale. There were **1,588** total respondents.

| | | | | | |
|---------------|------|-------------------|------|----------------------|------|
| Communication | 3.70 | Adaptability | 3.89 | Self-Awareness | 3.76 |
| Collaboration | 3.91 | Analytical Skills | 3.78 | Integrity and Ethics | 4.12 |
| Leadership | 3.41 | Technology | 3.88 | Brand | 4.04 |

CCPD OFF-CAMPUS INTERNSHIP PROGRAM OUTCOMES



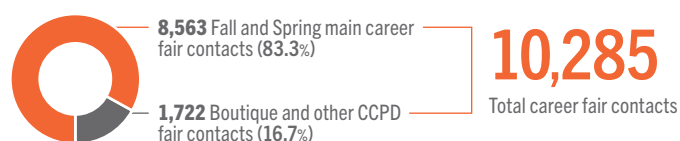
"Based on the intern's professionalism, attitude and performance, he is the best intern I have mentored so far...well-disciplined with a pleasant personality... His research skillset, including problem-solving, communication, presentation and programming, are at an equivalent or higher level compared to early-career researchers."

— Off-Campus Internship Mentor

RECRUITING AND EMPLOYER ENGAGEMENT

The CCPD team hosted two university-wide career fairs and co-hosted several boutique fairs for specific departments and offices.

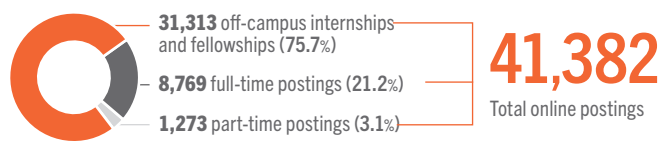
CAREER FAIR STUDENT ATTENDANCE AND EMPLOYEE REGISTRATION:



801
Total employer registrations for the Fall and Spring main career fairs

ONLINE JOB POSTINGS:

ClemsonJobLink now features national curated postings providing students with increased access to employment opportunities.



"Attending the Career Fair accomplished more in a couple of days than weeks of job searching alone accomplished. It led me to the job that I will be taking after graduation, and I will be working for a company I would not have even known about if not for the Career Fair."

— Clemson Career Fair Student Attendee

NOTABLE ACCOMPLISHMENTS

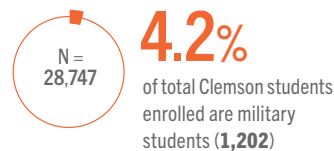
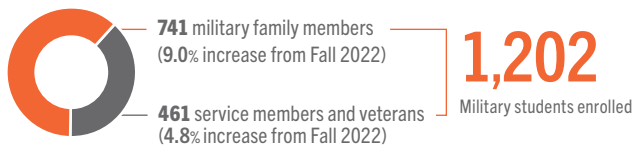
- CCPD launched Tigers on Track, a cohort-based internship preparation program designed to equip first-generation and Pell/Federal Work-Study-eligible students with the knowledge they need to secure and succeed in an internship resulting in **19** undergraduate students, who all received a professional development stipend, graduating from the program in Spring 2024
- The Center introduced the SC Experiential Learning Grant: Intern&Earn, a state-funded program for undergraduate students engaging in off-campus internships to amplify the connection between academic success and experiential learning and enhance economic opportunities in South Carolina and beyond which provided qualifying students with supplementary funding ranging from **\$750-\$3,250**
- CCPD facilitated a regional AI Symposium and collaborated with both campus and external partners to host some additional development opportunities to explore the impact of AI on higher education, student career development and the world of work
- CCPD expanded and enhanced Center resources for faculty and staff by implementing a new virtual career center that features curated content for all stakeholders, increases opportunities to collaborate with external and campus partners and offers enhanced engagement analytics



The Office of Military & Veteran Engagement (MVE) provides wrap-around support to more than 1,200 service members, veterans and military family members — from admissions to graduation and beyond. The MVE Resource Centers are located in two main campus facilities, Hendrix Student Center and Vickery Hall, and serve as a place of community for military students and a conduit to university resources that honor students' identities, well-being and experiences.

DEMOGRAPHICS AND VISITS

ENROLLMENT FALL 2023:



1,055
Students using Veterans Affairs (VA) Education Benefits ([va.gov](https://www.va.gov)), a **7.3%** increase from FY23

STUDENT VISITS:

4,716
Total visits to MVE resource centers

234
Unique students

GRADUATION:

108
Service members and veterans graduated

31
Students recognized during Service Member and Veteran Graduation events

DEPARTMENT GROWTH AND STUDENT SUPPORT

- Restructured into a stand-alone department as part of a Division-wide effort to provide the No. 1 Student Experience
- Added three full-time staff members, including an Executive Director for Military Affairs
- Employed one graduate assistant and three Department of Defense SkillBridge interns
- Opened a second MVE resource center on the third floor of Hendrix Student Center with an MVE reception area, student lounge, four MVE staff offices and a partnership hub allowing the office to host a Counseling and Psychological Services (CAPS) counselor, VA Educational Benefits Office colleagues, Upstate Warrior Solution, a VA social worker, a VA vocational rehabilitation counselor and other community partners to better serve military-connected students
- **18** students participated in the VA work study program and were employed as student assistants in MVE

“Every day, people come in struggling with different aspects of their transition. It can be a culture shock to go to college. I’ve had a very positive experience, but it did take some getting used to. What MVE does here for student veterans is incredible.”

— Student Veteran, SVA President

WELL-BEING EFFORTS:

- Hosted United States Secretary of Veterans Affairs Denis McDonough for a Student Veteran Roundtable, resulting in a VA Claims Clinic at Clemson University for veterans on campus and members of the local community. A total of **83** local area veterans were assisted with benefits claims and healthcare related issues as a result
- Partnered with national partner, SAFE Project, to provide two wellness workshops with **34** attendees total across both events
- Military-specific CAPS Counseling offered in one MVE Resource Center location weekly

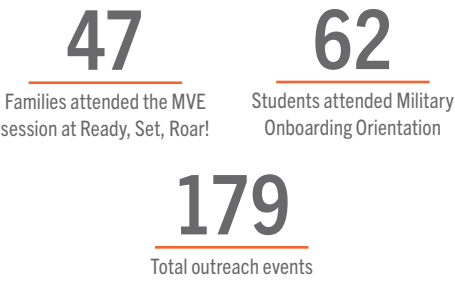
“MVE has been instrumental in my work as I support students who are military-connected or veterans themselves. The partnership between our offices has allowed me to work with students regarding multiple issues and utilize MVE as a place to help these students engage with others from similar backgrounds.”

— Assistant Director for Office of Advocacy and Success

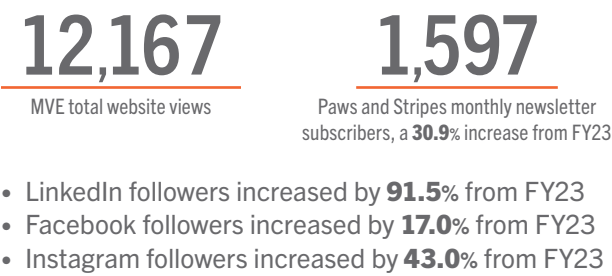
PROGRAMMING AND EVENTS:

Hosted the state’s first Military Programs in Higher Education Workshop in partnership with the South Carolina Department of Veterans’ Affairs (SCDVA).

- The event brought staff and faculty members who work in military programs in higher education at state colleges and universities together in collaboration to network, discuss program challenges, brainstorm solutions and celebrate wins
- In total there were **46** attendees, representing **18** schools across the state, the SC Commission on Higher Education and the SCDVA



COMMUNICATION AND OUTREACH:



MILITARY APPRECIATION:

- Led committee of **32** campus and community partners to plan and hold **15** distinct campus events for Military Appreciation Week
- Coordinated eight Military Appreciation Day athletic events in collaboration with Athletics, ROTC units and Clemson Corps where **386** veterans and military-connected students were honored and recognized

DELEGATED STUDENT ORGANIZATION SUCCESS:

Student Veterans Association (SVA)

Awarded an annual budget that was three times greater than prior allocations, which allowed funding for new initiatives like a music therapy program and sending **17** students to the National SVA Conference – the largest delegation in Clemson history.



Pershing Rifles Company C-4

Awarded the 2024 Varsity Rifles trophy at the John J. Pershing Drill Competition, the program’s **12th** national championship. Achieved a historic first when the color guard was comprised of all women during the national anthem for a Clemson football game.

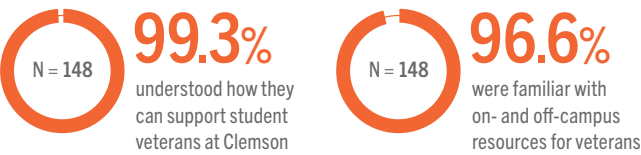


GREEN ZONE TRAINING:

Green Zone Training (GZT) provides faculty, staff and students with an understanding of the military experience of our students as they transition from the military to campus life. South Carolina’s Commission on Higher Education task force recognized Clemson for its exceptional Green Zone Training and asked MVE to provide state-wide “train the trainer” courses.



Post-GZT training survey results reflect attendees who indicated they strongly agreed or agreed:



“University Facilities established career progression paths for our 400+ staff members. While reviewing the reflection sheets...The Green Zone Training received the highest reviews and remarks. I knew that I must attend this training for myself!”
— Senior Consultant, Workforce Safety and Development University Facilities

AWARDS AND RECOGNITION

This past academic year, Clemson jumped from silver award status to **No. 7** national rankings among Tier 1 research institutions as both a Military Friendly® School and Military Spouse Friendly® School. Additional recognition includes:

“Best for Vets” — for the first time, No. 149 of 325 for 2023
Military Times

- Military Academic Recognition Award — Silver level
South Carolina Department of Veterans’ Affairs
- Military Support College of Distinction 2023-24 — one of three in South Carolina
Colleges of Distinction
- Ranked No. 55 in Best Colleges for Veterans 2024 — highest across South Carolina
U.S. News & World Report



Department of
RESIDENTIAL LIVING
Division of Student Affairs

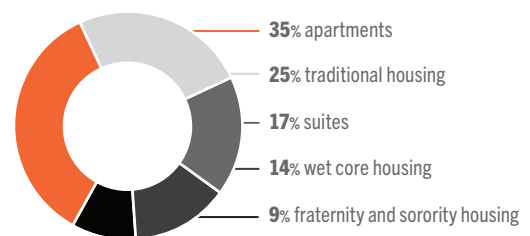
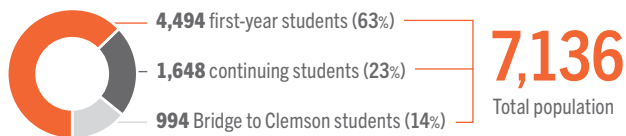


Department of
RESIDENTIAL LEARNING
Division of Student Affairs

FY24 HIGHLIGHTS

The departments of Residential Living and Residential Learning work together to design and facilitate a transformative, on-campus living experience. A strong focus is placed on student engagement as well as student and community well-being. Ultimately, living on-campus prepares and empowers students to explore who they are, connect meaningfully with others, engage intellectually and lead as global citizens. Further success depends on a highly trained and capable staff who perform at a high level in their positions.

ON-CAMPUS STUDENT DEMOGRAPHICS — FALL 2023



STAFFING, SUPPORT AND LEADERSHIP

20

Total professional staff

24

Total graduate student staff

223

Total undergraduate student staff

CASE MANAGEMENT GRADUATE ASSISTANTS (GAS):

Case Management GAs provide care and support for residential students. They met with approximately **300** students to provide resources for academic and personal needs. Additionally, staff offer assistance with roommate mediation and provide proactive mental health-based resources (e.g., mindfulness, navigating healthy communication with roommates and others, etc.)

RESIDENTIAL COMMUNITY MENTOR (RCM) AND RESIDENTIAL COMMUNITY LEADER (RCL):

RCMs serve as community engagers, community advocates and resource educators. Students gain valuable experience in administrative tasks, crisis response and multiple modes of communication through intentional and on-going training and meetings. RCMs will take EDSA 3900: Student Development, Leadership and Counseling for the University Paraprofessional as a pre-service requirement of employment.

RCLs serve in an elevated role and as a role model for other members of the staff. The RCL works with the Community Leadership Team to provide information, training and development to staff. The RCL will take on additional tasks and projects that facilitate a positive staff team and help to smoothly manage a residential community space and residents.

223

Available positions for FY25

671

Total students who applied

349

Interviews for RCM positions

27

Interviews for RCL positions

LIVING LEARNING COMMUNITIES (LLCS)

LLCs are a group of students living together in designated space on campus based on common interest, shared major or connected coursework. LLCs have dedicated resources and engaged partners that support the needs of each specific community.

16

Total LLCs

1,250

Total LLC residents

FEATURED LLC — HONORS RESIDENTIAL COLLEGE:

Located within Cribb and DesChamps Halls, the Honors Residential College includes **400** beds in two residence halls, administrative offices, classrooms and a student/event space.



94.1%

of Honors graduates say living in the Residential College enhanced their Clemson experience



96.3%

Honors Residential College residents retention rate based on Fall 2021 data (**93.3%** university non-LLC residents retention rate)

3.761

Honors Residential College residents GPA based on Fall 2021 data (**3.304** university non-LLC residents GPA)

“Living in the Honors Residential College for two years was one of the best parts of being a Clemson student. I met amazing friends on my floor in DesChamps Hall; we would do homework, chat, play cards in the lounges and it was so much fun.”

— Former Honors Residential College resident

FIRST COMMUNITY MEETINGS

First community meetings occur at the beginning between move-in and the start of fall classes. Each RCM meets with their residents (1:35 ratio) to establish community expectations and to introduce residents to one another. There is a focus on relationship building and community building. **465** students responded to a poll following the first community meeting sharing the “one action step that they wanted to take this year to connect with someone new on-campus or in their community”.

Top Four Responses:

- Plans to join a club or organization
- Invite someone to grab a cup of coffee
- Participate in intramural sports
- Smile

TIGER TALKS

Tiger Talks are intentional conversations between a RCM and their resident based on specific topics that are applicable for that time of the year. In September, RCMs asked students about how they had made connections to Clemson or felt a part of something at the University.



69.7%

of students reported that they joined a club or organization

STUDENT FEEDBACK

Skyfactor is a nationally normed assessment that gathers feedback about Clemson’s on-campus living experience and provides a comparison to other institutions who have also completed the same assessment.



69.6%

indicated very satisfied or satisfied with their RCM/RCL's ability to put forth effort to get to know them



72.2%

indicated very satisfied or satisfied with their RCM/RCL's ability to organize programs/activities



73.6%

indicated very satisfied or satisfied with their RCM/RCL's ability to help with a problem



80.5%

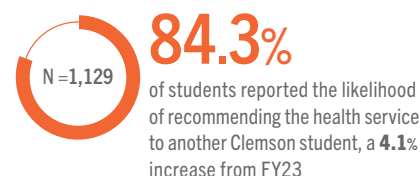
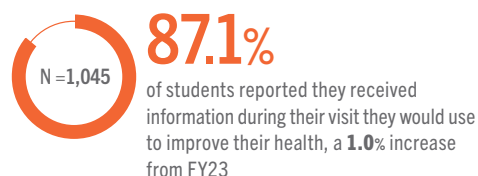
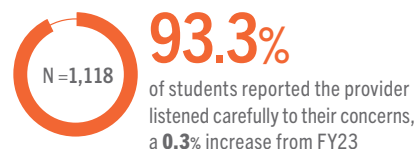
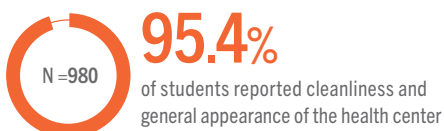
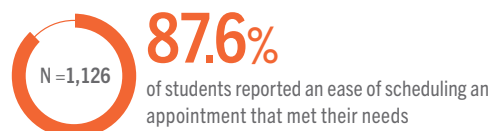
indicated very satisfied or satisfied with their RCM/RCL's overall

Student Health Services (SHS) is an integrated, outpatient organization comprised of three areas: Medical Services, Counseling and Psychological Services (CAPS) and Healthy Campus. With a focus on providing high quality programs and services that support health promotion and well-being, we strive to be highly accessible and supportive to students.

SHS is accredited by The Joint Commission under both the Ambulatory Care and Laboratory Standards. This recognition speaks to a commitment to quality patient care and safety. In addition, Counseling and Psychological Services is accredited by the American Psychological Association for our doctoral internship program.

ACHA-PATIENT SATISFACTION ASSESSMENT SERVICE (ACHA-PSAS)

The ACHA-PSAS is a patient satisfaction survey that provides insight into the quality and performance of a college or university health service. Clemson elects to participate in this survey to support its dedication to students and continuous improvement. This year SHS changed its approach to disseminating the anonymous survey by inviting all patients/clients who had a Medical, CAPS or Pharmacy Immunization visit to participate. SHS received **1,137** responses, a **147.2%** increase from FY23, and levels of satisfaction remained consistent.



“Everyone was so friendly and I loved how they explained everything to me so I could understand medically what was happening instead of just saying “treat it by doing x, y, z.”

— Student Patient

“I have been very happy with every CAPS visit at Redfern. They have been very helpful and made a big difference for my mental health and helped me stay in college.”

— Student Patient

MEDICAL SERVICES

SHS provides ambulatory care for illness and injury, lab, X-ray and specialty services, including women’s health, sports medicine, allergy and immunization and travel clinics. Students can call the office or use the MyHealth-e web portal to schedule in-person or virtual appointments.

| Treatment Type | Number |
|----------------|--------|
| Lab Tests | 11,681 |
| X-Ray Exams | 1,749 |

25,333
Total provider visits

| | Visits | Patients |
|-------------------------|--------|----------|
| MD | 9,959 | 5,291 |
| NP | 7,899 | 4,820 |
| RN | 4,219 | 1,423 |
| Psychiatry | 1,343 | 216 |
| MUSC Specialty Provider | 4 | 4 |
| Ancillary | 1,909 | 1,391 |

COUNSELING AND PSYCHOLOGICAL SERVICES (CAPS)

CAPS provides a safe and confidential environment for students to address their concerns in-person or virtually. Mental wellness, just like physical health, is necessary for students to meet their academic and life goals. CAPS operates on a short-term model as an outpatient center. Students in need of intensive services will be referred to an outside provider.

INDIVIDUAL COUNSELING:

10,627
Total therapy visits

1,832
Total therapy patients

WORKSHOPS AND GROUP COUNSELING:

Group therapy is often the optimal form of intervention since many issues students encounter occur in social settings. It follows that working out these issues in a therapeutic social environment facilitates growth. CAPS offers both general and specific theme groups as well as groups that focus on learning effective skills.

169
Total workshops and group sessions

570
Total attendees

PHARMACY

SHS Pharmacy provides services on campus to students and employees. Pharmacy staff fill prescriptions from SHS and offsite providers, administer immunizations, and offer recommendations for over-the-counter items. Students can call the pharmacy or use MyHealth-e to schedule vaccination appointments.

| Pharmacy | Number |
|---------------------|--------|
| Patients Served | 6,524 |
| Immunizations Given | 2,622 |
| RX Filled (Total) | 24,532 |
| RX Refilled | 4,968 |
| Over-The-Counter | 7,333 |

HEALTHY CAMPUS

Healthy Campus provides population-level risk reduction, holistic well-being and health promotion to our students. We create an environment where students thrive and develop lifelong patterns for health and well-being. In addition to the below accomplishments, a highlight for FY24 was completing the Department of Education Alcohol and Drug Biennial Review.

PROGRAM AND OUTREACH:

1,158
Total number of Well-Being Educational Program participants

5,707
Total number of Aspire to be Well participants

339
Total number of Tigers Together Suicide Prevention Advocacy training participants

5,850
Total number of mental health window clings installed

OUT OF DARKNESS SUICIDE PREVENTION AWARENESS WALK:

14
Total teams

256
Total participants, an 18.0% increase from FY23

\$25,111
Raised, a 39.3% increase from FY23

NARCAN PROGRAM LAUNCH:

50
Total ONEBoxes installed across campus

1,000+
Total NARCAN units distributed at campus educational events before December 2024