



MESSIAH UNIVERSITY

DIVISION OF
STUDENT SUCCESS AND
ENGAGEMENT



ANNUAL REPORT

2023-2024



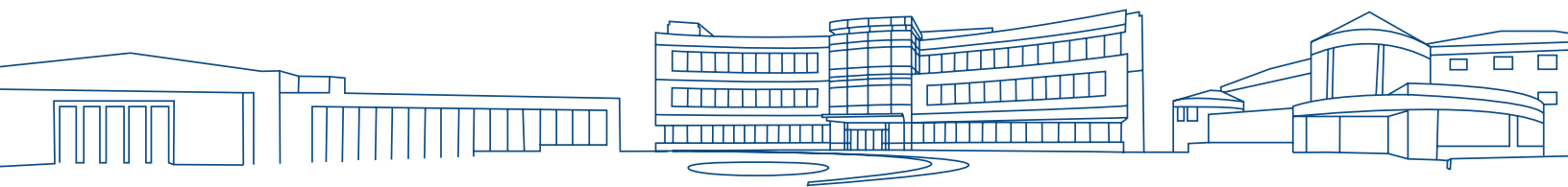


TABLE *of* CONTENTS

A message from the vice provost for student success and engagement	page 4
Department listing	page 5
Dig deep <i>Outcome 1</i>	page 6
Be rooted <i>Outcome 2</i>	page 8
Be cultivated <i>Outcome 3</i>	page 10
Branch out <i>Outcome 4</i>	page 12
Be strong <i>Outcome 5</i>	page 14
Bear fruit <i>Outcome 6</i>	page 16
Department dashboards	page 18



A MESSAGE *from the* VICE PROVOST *for* STUDENT SUCCESS *and* ENGAGEMENT



It is with great pleasure that I present to you the 2023-2024 annual report for the Division of Student Success and Engagement at Messiah University in Mechanicsburg, Pennsylvania. Over the past year, our institution has witnessed remarkable achievements, significant advancements, and meaningful strides in fostering an environment where students not only excel academically but also thrive in their personal and professional pursuits. Our holistic approach to student learning recognizes the value of students being educated beyond the classroom and is evidenced in our distinctive Community of Educators model. This report serves as a testament to the dedicated efforts of our faculty, staff, and administrators,

as well as the unwavering support of our esteemed Board. Through innovative initiatives, dynamic programming, and a commitment to holistic development, we have fortified our position as a center of educational excellence that is keenly attuned to the evolving needs of our diverse student body.

The Division of Student Success and Engagement is comprised of several departments. For 2023-2024 these included the Academic Success Office, Agapé Center for Local and Global Engagement, the Career and Professional Development Center, Campus Ministries, the Engle Center for Counseling and Health Services, Experiential Learning & Leadership Development, First Year Experience, Residence Life, Student Engagement, and Student Success. Our division, in partnership with others, seeks to advance the mission of Messiah University by helping students make meaningful connections through educational experiences, intentional Christian community, mentoring, and high-quality services that prepare them for Christ-like lives marked by compassion and resilience demonstrated through six Student Success and Engagement learning outcomes. These outcomes reflect the University's Undergraduate Learning Outcomes as well as standards developed by the Council for the Advancement of Standards in Higher Education (CAS.) This annual report will highlight some of the educational programs designed and delivered this year to promote growth and learning. In addition, there is evidence of student learning demonstrated with each outcome. The report also includes demographic data as demonstrated by our established dashboards for each department.

I am grateful for the outstanding work of our student success and engagement professionals as they continue to shepherd our students towards maturity of intellect, character, and Christian faith in preparation for lives of service, leadership, and reconciliation in our world. As we reflect on the past year's accomplishments and our commitment to University Learning Outcomes, we set our sights on the future. We invite you to delve into this report and join us in celebrating the collective journey towards empowering our students for success.

A handwritten signature in black ink that reads "Marcelle Giovannetti". The signature is written in a cursive, flowing style.






Dr. Marcelle Giovannetti

Vice Provost for Student Success and Engagement



DEPARTMENT LISTING






Academic Success

Messiah.edu/academicaccessibility |     


Agapé Center for Local and Global Engagement

messiah.edu/agapé |    


Career and Professional Development Center

messiah.edu/career |     

Campus Ministries

messiah.edu/ministries | 

Engle Center for Counseling and Health Services

messiah.edu/englecenter | 

Experiential Learning & Leadership Development

messiah.edu/ELI

First Year Experience

messiah.edu


Living in community

messiah.edu/livingincommunity

Residence Life

messiah.edu/residencelife | 

Student Engagement

messiah.edu/studentengagement | 

Student Success

messiah.edu/studentsuccess








DIG DEEP | Outcome I

It is important students develop the ability to adapt to changing situations, make complex decisions, solve problems and realistically evaluate their own actions and the actions of others.

Messiah University students will...

- ♦ Think critically
- ♦ Reflect thoughtfully
- ♦ Reason effectively
- ♦ Maintain intellectual flexibility

Experience	# of students
 Internships/Practica	293
 Leadership	42
 Service Learning	99
 Off-Campus Programs	98
 Research	51
TOTALS	583 total experiences

At Messiah University, we proudly deliver high quality experiential learning in many forms, merging the curricular and co-curricular experience for students. **The Experiential Learning Initiative (ELI)** requires our students to participate in at least one ELI experience during their time at Messiah, providing every undergraduate student the opportunity to cultivate greater connection to and application of their learning to various life contexts. As a result, students will learn the practice of tangibly articulating the impact of experiential learning on their personal and professional development.

Local Outreach: Bethesda Men's Mission

Students who participate with the Agapé Center for Local and Global Engagement experience service at local, off-campus community partners as well domestic and global locations. These experiences help students shape their identity as they better understand systemic injustices that impact entire communities and how to articulate them, and how that impacts the people and communities within them. Bethesda Men's Mission, a local Agapé partner, has been providing services and hope to people experiencing homelessness in the greater Harrisburg area for more than 100 years. When a person comes to Bethesda, he first completes an assessment before connecting to a Life Coach who uses it to identify areas in which the guest needs help. While pointing a person toward Jesus, the goal is life transformation to help in every area of need that is assessed and identified.

"Serving with Bethesda [Men's Mission] has given me perspective this semester. Just getting off campus and seeing how people are living on the streets really not too far away [from campus] helps me to be more grateful for what I have. But I was also just struck by how grateful people are when we serve them and how they are human, too. And it helped me to better understand the needs of the homeless population." --Emma Starr '27



Campus Ministries Creates New 4x4 Chapel Series

To help students engage in practices to help them grow spiritually while learning more about the Bible, Campus Ministries director, Emily Bingham, led an eight-week chapel series this spring using a reading Bible from Tyndale called *Immerse: Messiah*. This resource includes the entire text of the New Testament in the New Living Translation and removes all chapter and verse numbers to create a more natural reading experience. A total of 19 students participated in this 4x4, engaging in daily scripture reading and then discussing the content and their experience of regular Bible reading with their peers during weekly meetings. Feedback from students was all positive.

"I learned more about the Bible's teachings and got to discuss with other people about our thoughts and questions together."



Student Success Designs Early Arrival

Through a variety of creative programs, The Student Success office exists to empower students with the resources and care they need to be successful at Messiah. The SOAR Peer Mentoring Program is an initiative of this office that exists primarily to support new first-time students but exists for any Messiah student desiring peer mentorship. During Welcome Week, the SOAR program designs a special early arrival opportunity to assist SOAR students with their transition to college, to find belonging in the Messiah community, and to grow personally. New students are given information to learn about and become familiar with the resources and spaces on campus prior to the start of the academic year. New students are also given specific SOAR peer mentors to form connections, answer student and family questions, and help with transitions.

Students that participated had positive feedback about their experiences.

"The early arrival helped me with my transition by helping me fit in. We took tours, hung out a lot and that helped me with knowing where things are and starting the semester with new friends."

Conduct Hearing Training

The Dean of Students, in collaboration with the Student Government Association, Student Review Board, and University Review Board, provides training each year for first, second, third and fourth-year students so that they can accomplish and adjudicate student conduct hearings when and if needed throughout the academic year. Emphasis is placed on student disciplinary philosophy, student disciplinary procedures, understanding standards of evidence evaluation, and understanding how to apply a preponderance of credible evidence when formulating sanctions.

Intramural Sports Joins the Office of Student Engagement

The Office of Student Engagement gets excited about helping all students find a place to belong through involvement of all kinds, while simultaneously encouraging them to dig deeper for richer engagement through these connections.

This year, the OSE welcomed the intramural sports program to its team. This program is dedicated to facilitating a fun, safe, and competitive outlet for students and employees to participate in organized sports while exemplifying Christ-like attitudes and sportsmanship, create lasting memories and friendships, and offering a physical challenge. One participant commented, *"I absolutely loved the sports I participated in during high school, and since I couldn't continue with my sports on a [varsity] team here at Messiah, this is a way that I could still be competitive in my favorite sport. It is honestly what I look forward to the most every semester."*



Academic Success Offers Supplemental Instruction

Last semester, the Learning Center and Supplemental Instruction team provided nearly 1,000 one-on-one sessions, along with numerous group sessions, to support students. This extensive personalized assistance was crucial in enhancing learning and fostering self-advocacy. Students who participated in these sessions saw improvements in their academic performance and developed greater confidence and skills in advocating for their own educational needs.

BE ROOTED | Outcome 2

Ultimately, students cannot fully embrace others until they have attained a level of self-understanding and a sense of who God created them to be.

Messiah University students will...

- Demonstrate a mature sense of personal attributes such as identity, self-esteem, confidence and integrity
- Mature in their relationship with God in regard to spiritual practices, reconciliation, servant leadership and embracing life as worship



Career Coaching Fosters Pathways

The Messiah University Career and Professional Development Center educates, equips, and empowers students, guided by Christian values, to make intentional career decisions through programs, services, and opportunities for connection and experience. This year the CPDC team participated in a webinar series on the impact of AI in career services and professional's day-to-day work. This helped them coach students through best practices in using AI for resume and cover letter creation, interview preparation, and the job search. This year **1,775** undergraduate career coaching appointments were completed resulting in 99% of these students agreeing that they received helpful coaching during their appointment, including information that would help them progress toward their career goals.

"Going to the CPDC opened the pathway to working for the Walt Disney Company. The opportunities I had last summer changed my life and I chased my dreams because of the encouragement I received at the CPDC! Because of that, I have a job at Walt Disney World right after graduation and I couldn't be more thankful!" --Rachel Eaves

"It was nice to be able to form a resume for the first time and relieve stress around searching for jobs. I am very grateful for the CPDC." - Career coaching appointment survey response

Ambassadors for Residential Ministry Collaboration

In partnership together, Residence Director, Preston Teuscher, and Campus Ministries graduate assistant, Derek Guissanie, collaborated to launch the official inaugural student leadership position called **Ambassador for Residential Ministry (ARMs)**. This student leadership initiative provided opportunities for residence hall-based Bible studies, worship nights, and a go-to person for spiritual encouragement. Additionally, the new team of ARMs led worship times in RA Training and as the finale of iFast, an event that encourages personal connection and reflection while fasting from non-academic technology.



Students Engage in Creative Worship Expressions

Student Ministries collaborated with Powerhouse to host “Incense,” an annual event where students can engage in worship through a variety of expressions: singing, dancing, painting, journaling, and more. Several student groups helped lead this worship experience including the Human Rights Awareness group that hosted a station with prayer for different parts of the world experiencing conflict, and the Multicultural Committee that offered prayer in different languages. Fellowship of Christian Athlete student leaders led scripture and Acclamation expressed worship through dance.



This annual event also gives approximately 30 student leaders an opportunity to collaboratively plan and lead a large worship event, gaining valuable experience. More than 150 students attended throughout the evening.

Messiah Students Mentor at Center for Champions

Because ‘life is better with mentors’, the Harrisburg area Center for Champions welcomed Messiah students working through the Agapé Center for Local and Global Engagement to meet middle school students in need of some extra support. These partnerships over a semester were designed to build relationships, emphasizing the Center’s mission to change lives for the better through one-on-one relationships with Christian mentors who show up to show love to kids and provide a friend and mentor they can trust.



“From volunteering with CFC I’ve learned the importance of simply showing up. My relationship with the kids at CFC has grown significantly from when I first started volunteering. Showing up consistently shows the kids that I value and care about them. It shows that I am someone they can depend on to be there for them...so where words fall short my presence makes up for it. I am so thankful for all they have taught me and how the Lord has grown me to see that deep relationships take time and showing up can be the start of their foundation.” -- Lauren Miller ‘26

It is important students be prepared to live, learn, lead and serve in an increasingly multicultural and global society. In doing so, students must learn to appreciate other voices, places and experiences.

Messiah University students will...

- ♦ Seek diverse communities and understand their value for the common good
- ♦ Embrace a willingness to reconcile with God and others
- ♦ Welcome diverse perspectives

First Year Students Find Sense of Belonging

At Messiah, all incoming students take part in an extended orientation series known as Becoming U. This is designed to help new students find a sense of belonging and connection to the campus community while orienting them to the Messiah undergraduate distinctives. As a bonus, students receive chapel credit for participation. Sessions are designed to connect a small group of students with their peers and Messiah educators while covering topics that include Christian spiritual formation, healthy relationships, reconciliation, navigating difficult conversations, leadership and influence, and service. 93% of first-year surveyed students agreed that the program successfully introduced them to Messiah's mission and values.



Inclusivity Event Features the Justice Project

The office of Accessibility and Advocacy (OAA) was proud to host a special event featuring Kate Hooven, the Justice Project Coordinator for Autism Services, Education, Resources and Training (ASERT) Collaborative. The talk, aimed at promoting inclusivity and understanding of autism, drew a diverse and engaged audience, including students with disabilities and those pursuing special education degrees. Kate's insightful presentation resonated deeply with attendees, sparking meaningful discussions on how to create a more inclusive community for individuals with autism. The strong turnout at the event highlighted the interest of our student body in learning about autism spectrum disorder and advocating for inclusivity.



Global Expression of Worship Chapel

In an effort to help students gain awareness and appreciation of culturally diverse expressions of the Christian faith, Campus Ministries hosted a morning chapel dedicated to highlighting the diversity and the value of the diversity of the Messiah Community. A worship team of culturally diverse students led the student congregation in singing hymns in English, Spanish, Mandarin and Tongan. A discussion about the value of differences in expressing faith was featured, as well as a time to share about personal experiences in the diverse cultural contexts.



Messiah Students Engage in Intergenerational Fellowship

At Messiah University through opportunities where students can engage in self-reflection after building relationships with culturally diverse people, students will identify, engage, and celebrate cultural and societal differences while also recognizing their unconscious biases. This reflection helps expand the student's own worldview. This year the Agapé Center for Local and Global Engagement offered 13 different service opportunities, representing 9 different local non-profit organizations where 173 unique students participated in service



at least once. One student described her weekly outreach at Messiah Lifeways like this:

"Through serving at Messiah Lifeway [I] developed a love and appreciation for the opportunity to connect with individuals one-on-one. [I] appreciate the ways [I] can simply listen and walk alongside each of [my] residents in varying ways. Whether that is through storytelling, playing card games/puzzles, baking and more, [I] have loved the memories that they continue to create and develop. During our reflection times, multiple volunteers have expressed themes of joy, openness, laughter, and encouragement throughout each week of service.... Personally, I grew in my understanding of how intergenerational fellowship can benefit both parties involved. I saw how appreciative my resident was to share his life stories with me, and I learned so much from him about life, faith, and responding to circumstances." --Teresa Fink '24



It is important for our students to influence the world through servant leadership that emphasizes collaboration, trust, empathy and the ethical use of power.

Messiah University students will...

- Demonstrate responsibility to community, state, nation, world and faith
- Serve through active involvement with diverse communities and real world challenges
- Develop effective leadership skills and qualities

Esports Hosts High School Tournament

The Office of Student Engagement welcomed a new, full-time Esports Head Coach, Joshua Grimm, to the team this spring. Grimm acclimated quickly to understanding the systems and his



Esports students, along with planning the Challengers Cup, a first-ever high school Esports tournament hosted by Messiah University in March. The tournament focused on the Super Smash and Rocket League titles and welcomed students from seven different high schools across

Pennsylvania. Messiah Esports students served and led the guests through the tournament, with the winning high school teams earning an opportunity to 'face off' against the Messiah's Super Smash and Rocket League teams. The tournament was very well received, and the Messiah players enjoyed the opportunity to help lead this experience.

"Cocalico [high school] had an absolute blast at our first in-person event.... we would not have known it was [Messiah's] first time hosting a high school invitational...Thanks for inviting us and being excellent hosts!"

"Esports as a program has meant so much to me during my time at Messiah University. It has given me so many opportunities to meet new people, find an amazing and supportive team, and the wonderful opportunity to compete alongside them. It has been an honor to represent Messiah during my time here." --Tom Durika, Messiah Esports team

Peer Mentor Success

The Office of Student Success and Retention provides a year-long peer mentoring program primarily for students on the Student Success Pathway so that they can experience peer support as they transition to Messiah, begin to find connection to the community, and grow in their identity as an individual and college student. The program is a combination of in-person meetings and various events throughout the year. Thirty-six incoming students signed up for SOAR mentoring, including 20 that chose to participate in the SOAR early arrival program. Four mentors were trained to help their mentees develop resilience and self-advocacy skills, and skills to help design personal academic pathways toward their own educational success. Mentors benefited from the experience as well.

"I think that the mentor program helped to grow my own personal confidence as I saw others grow [through the program]."

"I have grown in my ability to create meaningful one-on-one connections and team building."



SGA Collaborates for Leadership and Civic Engagement

The Student Government Association collaborated with Campus Ministries to host more than 17 local churches at a church fair, the first of its kind at Messiah in more than ten years. The collaboration goals included connecting students to local churches and encouraging them to visit with the hope of long-term engagement. Church leaders received guidelines to help them create impactful displays that honored the other churches and helped students find on-ramps to engage in their respective church communities. 100% of the churches that participated said the fair was helpful in connecting students with their congregation and would be interested in attending a future church fair at Messiah.

"We had lots of students come to our college-age brunch that Sunday morning!"

"We connected well with a number of students. Loved it overall."



Living in Community Builds Relationships

Messiah's Community Covenant defines our common identity as "Believer Scholars" and articulates the basis of life together. In short, we covenant together as teachers and learners to affirm the evidence of God's work, to delight in our relationships with God, His image bearers, and His creation, and to pursue the challenge of living our commitments. This includes living by the Messiah Code of Conduct as guided by the Student Handbook and includes both commuter and on-campus residential situations. Our Residence Life team works hard to create a sense of responsibility to our standards of living in community, through hospitality, integrity, and responsibility to respective living situations. It works hard to make sure meaningful relationships are made through a variety of programs.



Ongoing programming by Resident Directors contributed significantly to students' ability to find new or deeper relationships with their peers. One program, entitled "Life Hacks," included topics that combined first- and second-year students with strategies including campus resources, health and wellness, vehicle care, and spirituality.



Students Expand World View

Students who participate in off-campus programs can expand their worldview by understanding how they are part of a global citizenry. These opportunities, designed by The Agapé Center for Local and Global Engagement, allow students to branch out and engage in their host culture, building an ethic of service and advocacy as a result.

"I learned how my identity as a White American Christian has so much more power and influence than I could have imagined. I am responsible for how I live into these parts of my identity both in the U.S. and in the broader world. I also learned much about being a global citizen through my relationships with my host families. As soon as I entered their compounds, I became their life-long daughter and sister. This still boggles this mind that I was adopted and have two more families. It made me realize how we can place boundaries on what family looks like in the U.S., but these boundaries are so artificial." --Celeste Reed, Uganda Studies Program, Spring 2024

It is important that students learn to understand themselves and build meaningful relationships.

Messiah University students will...

- ♦ Develop dedication to personal goal setting, meaningful relationships and collaboration
- ♦ Develop a sense of ownership over learning and education achievements that can carry over into career and personal goals
- ♦ Demonstrate a desire to continue professional and personal development through lifelong discovery
- ♦ Be aware of the constantly changing worlds in which we live and the necessity for self-directed adaptation to new opportunities and demands
- ♦ Become agents of reconciliation

Career Coaches Build Confidence

The Career and Professional Development Center led their student career coaches (SCCs) through the *Designing Your Life* book, along with its accompanying videos and workbook this year. This training was designed to teach coaches how to help students create self-awareness and grow confidence as they prepare to leave college. SCCs are part of the Career Center's team that works with students to identify strengths and interests, explore majors and career options, gain practical experience, develop professional competencies, and transition to employment or graduate school.

Joy Fea, an Assistant Director in the CPDC, also shared her Life Coaching principles in several class presentations this year which assisted students in self-awareness and goal setting. She also presented these principles to faculty during May Development Week and to professionals in the CPDC, Agapé Center, and SSE Leadership teams so they could use the concepts in conversations with students throughout the year.



Jubilee Conference Builds Inter- and Intrapersonal Competence

Campus Ministry professionals traveled with 10 students to Pittsburgh in February for the Jubilee Conference, hosted by the CCO. The purpose of Jubilee is to help students grasp the narrative arc of the Bible and to locate themselves within that story, understanding their area of study/vocation as a way of participating in God's redemptive work in the world. Students who attended were excited to bring that passion back to campus.

"As someone who struggles with self-criticism and perfectionism, I can get in my head about having the right motivations and actions when approaching worship. Through the weekend, the Lord just kept reminding me of the goodness of worshipping him and taking the focus off me."

"I felt so affirmed in the habits I have built around God, and wonderfully convicted about areas where there is still so much room for growth. I was reminded of the wonderful freedom in God and the freedom of being a person entirely without secrets."

"I learned the value in communal Jesus experiences. I tend to keep my faith in the personal realm of my life. I have many conversations about Jesus and Christ-centered relationships, but I don't necessarily invest in the larger community of faith. This experience helped to remind me of how beautiful and important it is to think of Christianity from a less individual perspective."



Student Activities Board Creates Experiences

The Student Activities Board is a campus organization which provides the student body with a variety of events and activities, including dances, concerts, coffeehouses, and films. Supervision is held in the Office of Student Engagement and together, these 14+ student led organizations create a variety of artistic expressions and activities that help the Messiah student body to actively engage today's

popular culture through intellectual interaction with discerning participation.

"I chose to join SAB because I wanted to get involved in campus life more and create an atmosphere that Messiah students would also want to get involved with. I enjoy that SAB looks to create memorable experiences for the entire student body in different, creative ways. Additionally, working closely with a team to create

these events has been a wonderful experience to grow closer relationships with them and develop my leadership skills." --Arianna Hitz



Commuter Student Services



Commuters are a vital part of the Messiah community and for the more than 320 undergraduate students who lived off campus each semester this year, Messiah was committed to providing them equitable access to all university services and engagement opportunities, regardless of residence.

Commuter Services supports our off-campus students by providing them with campus space in the Charles Frey Commuter Lounge, offering over 20 commuter-specific programs including 6 special activities and 5 luncheons, and peer creating leadership through Commuter Council and Student Senate representation. For example, more than 10 "commuter coffee" mornings were offered throughout the year, each one providing a warm morning welcome to commuters and an avenue to build relationships and create connections.

Isabella Zarza, the Commuter Liaison this year, grew considerably through her leadership position. In her end-of-year reflection, Bella said: *"I was able to hone my communication skills and my interpersonal skills.... Being able to communicate will make me a better professional for both myself, my peers, and my patients [in the future]."*

Fueled by Failure

The Office of Student Success created a space for students and faculty to learn from each other's experiences with failure. 'Fueled by Failure' was hosted as a drop-in event that provided opportunities for some thinking through interactive activities and free coffee at a local, community café. Having Messiah professionals participate created opportunities for fruitful conversation with students about personal stories and advice. It highlighted the importance of fostering a supportive educational environment that acknowledges and addresses the impact of failure on student identity. The platform for students and professionals also fostered a sense of belonging and community within the academic setting. Students learned a lot and had this to say after attending the event.

"Failure isn't a personality trait."

"Failure is an opportunity to try something new."

"Everything doesn't have to be perfect."

Res Life and CPDC Present 'After College' 4x4

Residence Life director, Lyndsay Grimm, and Career Center director, Ashley Jones, joined forces in the spring semester to lead a 4x4 chapel entitled, 'After College'. The conversations focused on transition, finding community after college, and maintaining financial faithfulness. Feedback from participants was overwhelmingly positive.

"I learned a lot about what to expect in our life after college. It was helpful to hear the stories and be with other students who had good questions."

"I learned what it looks like to see God through all that is to come after graduation. I really appreciated the vulnerability from the staff leading these sessions."

BEAR FRUIT | Outcome 6

Ultimately, students will be able to live lives that are purposeful, satisfying and effective as they follow God's calling.

Messiah University students will...

- Communicate effectively
- Manage personal affairs
- Be economically self-sufficient
- Maintain personal health and wellness
- Prioritize leisure pursuits
- Live a purposeful life



OAA Offers Study Break

In May, the Office of Accessibility and Advocacy (OAA) hosted a study break that drew 85 students, quickly becoming a hit with a line stretching out the door. The event featured refreshing smoothies, fidget toy making, and complimentary snacks. This much-needed break for students was created during spring finals. To further support the students and their studies, OAA offered highlighters, sticky notes, and a short list of study tips. The event helped students recharge and stay focused during a demanding time of the semester.



Student Ministries Spring Retreat

The purpose of the Student Ministries Spring Retreat was to orient 2024-25 student leaders and give them time to get to know their teams, build relationships, and lay the spiritual and relational foundation for their year of ministry ahead. Forty students participated, with 100% of them agreeing that the retreat helped them gain a better understanding of what Student Ministries is all about.





Career Center Facilitates Opportunities

The Career and Professional Development Center offers a wide range of recruiting events for Messiah students throughout the year, designed for students and alumni to connect with employers, in addition to being revenue generating events for the university. These events include Accounting Night, the Graduate School Fair & Luncheon, the Career Expo, Camp Days, the Ministry and Missions Fair, Tailgating for Jobs, and the DPT/MOT Job Fair. The CPDC's internship program also connects students to potential employers. This year more than 280 undergraduate students completed an internship at sites that included Church World Service, Dauphin County District Attorney's Office, HOPE International, Messiah Lifeways, Penn State Hershey Medical Center, and WITF. Students had this to say about their internship experiences:

"This experience influenced the way I think about my professional goals... It really helped me decide where I could see myself as a future professional. Going into this internship I still had a lot of questions on the career I would like to have in the future. Now, working this internship, I can confidently state that I would like to be an event service coordinator...." --Jenna O'Connel, Messiah Events Services

"I would absolutely love to be part of something like this in the future, because it really showed me how there are more ways I can take part in the music world besides just playing. I'm a cello performance major so I wasn't sure where my future would take me in terms of a steady job while I played in orchestras and taught private lessons, but I loved being a part of helping behind the scenes with the concert series." --Alison Koch, Market Square Concerts

"I applied the idea that our calling doesn't have to be missions to impact those that are around us. I think I have seen many small examples of how the Lord is working through em and my love for the construction industry. I have also been tested many times and been challenged to do the right thing even if it isn't the most cost-effective way to operate." --Zac Barbato, Keystone Crushing



Res Life Offers Coffee and Calling

Residence Life hosts a one-time chapel called 'Coffee and Calling' each semester that focuses on exploring the different ways God calls and directs people to a vocation and calling. This year, the fall chapel focus was on building healthy networks of friends, colleagues, and spiritual mentors. The spring semester focus was on hobbies and gifts that are not always directly related to work, but still central to one's vocation. Special guests at these chapels included two local pastors and Messiah alumni, and two current Messiah professionals, all who shared their stories and presented musical gifts.

DEPARTMENT DASHBOARDS

THE ACADEMIC SUCCESS CENTER

In the 2023-2024 academic year, the Office of Academic Accessibility launched its Instagram account to enhance communication and engagement with students. This platform covers a wide range of topics, including updates on upcoming workshops, highlights of events, and valuable educational content such as study tips, time management strategies, and self-advocacy techniques. By leveraging Instagram's reach and popularity, students get practical and beneficial information to support their academic success in an engaging and accessible format. Notably, our posts featuring therapy dogs have garnered the greatest number of likes, underscoring the importance of combining informative content with engaging, student-friendly posts.

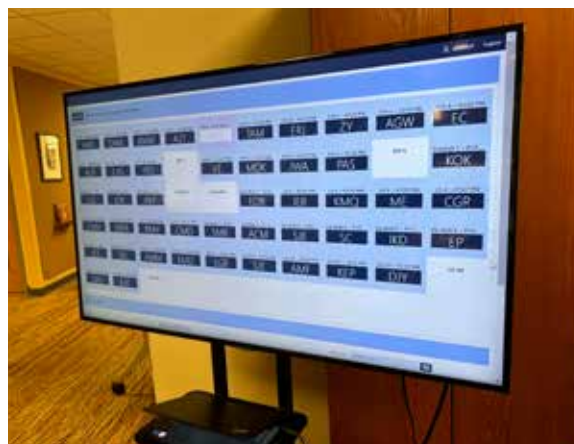
324 students were registered and received services.

66 note-takers were secured

Over **969** tutoring sessions were scheduled for over **13** subjects.

3,590+ exams were proctored, including nearly **500** final exams in May for more than 284 students, an 11% increase from last year.

Testing in our current environment remains challenging as demand continues to grow rapidly. With an IT collaboration, a testing application was developed that enhances the efficiency of the testing process, however, limitations of physical space remain. Continued advocacy for alternative solutions and strategies to ensure that testing can be conducted is being explored.



Within the registered student population, note-taking accommodations are on the rise. Many students with disabilities, such as ADHD, learning disabilities, and physical impairments, find it challenging to take comprehensive notes during lectures. Assistive technologies and digital tools have become more accessible and effective, providing alternative ways to capture and organize information. Additionally, the increasing awareness and advocacy for inclusive education have led to greater recognition of diverse learning needs, prompting more students to seek and receive this accommodation.

Over **2,564** academic coaching sessions were held with students and faculty over the past year.

In partnership with neighbors near and far, the Agapé Center educates and empowers students to serve and learn through local and global engagement. Students, faculty, and staff work with approved partners in local, national, and international settings to help address the growing need for service minded global citizens. We do this in four distinct areas, which include service outreach, service trips, credit bearing off-campus programs and our annual service day.

LOCAL OUTREACH

This year the Agapé Center offered **13** different service opportunities, representing **9** different local non-profit community partners where **173** unique students participated in service at least once. Our Partners included Bethesda Mission (and Community Center), Center for Champions, New Hope Ministries, Salvation Army, Pennsylvania Immigrant & Refugee Women's Network, Messiah Lifeways, Paxton Ministries, Wildheart Ministries, and Young Life.

A total of **460** community service opportunities were recorded, for a total of **4,401** hours.

OFF-CAMPUS PROGRAM OPPORTUNITIES 2022-2023

179 students studied off campus in 2023-24

25 semester-long programs offered with **49** participants

7 cross-cultural courses with more than **130** participants

AGAPÉ CENTER FOR LOCAL & GLOBAL ENGAGEMENT

SERVICE TRIPS

31 students served during fall break at four different locations

40 students served during spring break at 4 different locations

22 students and **4** advisors served during a summer service trip in **2** different locations

1 student served through the SERVE 231 course at 1 international location

ANNUAL SERVICE DAY

19 off campus sites = **213** participants

5 on-campus events = **113** participants

Caitlin's Simles project = more than **700** participants

Total Service Day participants; more than **1,026**



CAREER *and* PROFESSIONAL DEVELOPMENT CENTER



Of the 77% for whom we have verifiable data, **99%** of students report being employed or in a graduate or professional school program within 6 to 9 months after graduation (82% securing employment and 17% indicating graduate or professional school)

1,775 undergraduate students completed a career coaching appointment in 2023-2024. **99%** of students surveyed agreed they received helpful coaching including information that would help them progress toward their goals.



81 graduate students received support for a total of 123 appointments. Counseling and Physical Therapy produced the most appointments predominantly for resume and cover letter review.

280 undergraduate students completed an internship through the Internship Program in 2023-24. Sites included:

Church World Service
**Dauphin County
District Attorney's Office**
HOPE International
Messiah Lifeways
**Penn State Hershey
Medical Center**
WITF

In partnership with the Office of Development and the Office of Alumni Relations, the Career Center sent students to Boston in the fall and Philadelphia in the spring through its 'Into the City' program.

20 grants were awarded to students, for a total of **\$2,335.89** through the SGA professional development grants fund.

CAMPUS MINISTRIES



At Messiah University, Christian spiritual formation is understood as the lifelong process of being transformed by the Holy Spirit into the image of Christ to the glory of God and for the sake of others. The Department of Campus Ministries takes a holistic approach to spiritual formation for students by creating opportunities for them to engage in meaningful Christian worship, discipleship, and spiritual formation. Its Spiritual Formation Model highlights a “Being, Knowing, and Doing” framework to define this purpose.

49,391 chapel credits were earned by students in 2023-2024

Coordinated **60** employee-led four-week small groups for chapel credit

25 students received mentored experience in worship leadership through their roles in the Worship Community

50+ students served as leaders in peer ministry on campus

Offered **85** unique opportunities for chapel credit

We maintain a database of **173** local churches, **14** of which provided regular shuttle service for students



ENGLE CENTER

Counseling services

46 on-call responses

397 students served by Counseling Services

18 substance abuse evaluations

9 student groups offered

Top Reasons students sought counseling: Anxiety, Relationship Concerns, Stress, and Depression.

70 on demand visits through TalkNow

42 Psychiatry Visits

5 full-time
Counseling Services staff

2 part-time
Counseling Services staff

4 graduate interns

3,495
counseling visits



- The counseling services team focused their attention on renovation in the Fall of 2023 as they moved back into the new Engle Center together with Health Services
- Engle Counseling continued its student engagement, increasing to 9 different group offerings.
- The counseling team overall provided consultation and outreach to more than 28 different departments within the greater campus community.
- Aubrey Kleinfeld, Director of Engle Center Counseling, continued to serve as a University Partner with Milton Hershey School to provide professional development on Compassion Fatigue for their staff.

ENGLE CENTER

Health Services

The Engle Center functions like an urgent care center, seeing a broad scope of diagnoses every day.

Health Services Staff

4 full-time Health Services staff,
2 clinical, 2 administrative

4 part-time Health Staff:
4 nurses, 1 nutritionist

4 PRN Health Staff

4,608 total patient visits



The health professionals at the Engle Center strive to provide holistic and comprehensive care to the Messiah community.

For more information, visit messiah.edu/englecenter.

- Board of Trustees and donors were invited to tour the new Engle Health and Counseling space after the grand opening and dedication in the fall of 2023.
- Three Engle nurses became certified to fill N95 respirators, eliminating the need for Messiah to contract out for this service at a considerable savings for the institution.
- Engle started offering self-care kits at low or no cost to students without a nurse visit. Advertised kits offered this year were URI (cold) kits, GI (stomach bug) kits, Menstrual kits, Anxiety kits, and Sleep kits.
- Engle collaborated with other campus departments that regularly engage in international travel to implement a new travel physical form, and to discuss new requirements established over the summer of 2023 for mandatory vaccines required for travel.
- Engle Center staff helped run resiliency forums for second year nursing students with exceedingly positive reviews.

FIRST YEAR EXPERIENCE

Provided orientation programs and Welcome Week activities for over **620** new and transfer students

Served **321** commuter students

Offered over **20** events and programs for commuter students, including 6 special activities, 5 luncheons, and 10 coffee mornings

Trained **44** student orientation leaders

Facilitated the 4th year of Becoming U: an extended 7-week orientation program that introduces topics such as service, leadership, and reconciliation - all important elements of our institutional mission - to our new students.

An inclusive excellence educational program during new student orientation was piloted at Winter Orientation in the form of an MLK Jr. Day film showing and talkback. The movie discussed the boycott of public buses by Black Americans in Montgomery, Alabama, during the 1950s civil rights movement.



LIVING IN COMMUNITY

— SHARED MISSION, — — COMMON GOOD —

Seeking to further our faith, enrich our knowledge and aspire toward lives of service, leadership and reconciliation.



Abiding by the Community Covenant and code of conduct benefits and supports our living-learning community.



RESIDENCE LIFE

APARTMENT RESIDENTS

81% agreed or strongly agreed that they have been a valued member of the apartment

81% agreed or strongly agreed that they have built stronger relationships due to apartment living

70% indicated they grew from having to experience some form of conflict



HOUSING SURVEY DATA RESULTS FROM 2022-2023

UPPER CLASS EXPERIENCE

97% indicated they had grown in interpersonal skills

94% indicated they had grown in life skills

94% indicated they had grown in faith

95% indicated they had grown in emotional intelligence

94% indicated they had grown in cultural intelligence

83% indicated they had grown in career readiness

FIRST YEAR EXPERIENCE

78% agreed that they had built deeper relationships

with their peers because of living in the residence hall and experienced personal growth due to interactions with others on the floor, floor events, and/or conversation with their RA.

Identified areas of growth included racial identity development, theological belief, gender differences, stress management/coping skills, and self-sufficient living practices.

TRANSFER STUDENTS

95% indicated they felt supported at Messiah University, with the main challenges identified as finances and academics.

Major contributors to transfers being happy with Messiah included the positive relationships with faculty and staff, the friendliness of staff, the floor community, and clubs and extracurriculars.

SPECIAL INTEREST HOUSING STUDENT DATA

100% of responding students agreed that they felt a sense of belonging in their house

100% of responding students believed that living in a SIH prepared them for life after college, especially pertaining to: cooking skills, cleaning and organization skills, and self-sufficiency.

5 holiday shuttles were offered, with 120+ different shuttle uses for more than 70 different students with travel plans

13 students served as Student Activities executive leaders in both the fall and spring semesters

896 students enjoyed an intramural sport during the 2023-2024 school year, representing 8 different leagues and 3 intramural sports tournaments

73 clubs, organizations and offices attended the Fall and Spring Engagement Fairs

Supported 70+ student clubs and organizations

OFFICE OF STUDENT ENGAGEMENT

A new, full-time Esports Coach / Coordinator was hired this winter, Joshua Grimm, who hit the ground running and managed 5 Messiah Esports teams that finished the year successfully. Overwatch finished the season undefeated, winning the Spring NACE conference. Rocket League placed in the top 8 at nationals in the spring tournament and also won its fall NECC conference. Finally, Super Smash not only won its fall NECC conference, but placed 12th in the NATION among all programs across all divisions and colleges and universities with Super Smash teams. Next year Josh plans to lead the team into a new and additional conference where competition will include five new Esports titles including Team Fight Tactics, Madden, NBA 2K, FIFA, and Chess.

“Messiah easily became home away from home for me, and it’s mainly thanks to the Esports program. Most of my closest friends now are thanks to the program, and I couldn’t be more thankful!”

--Michael Saunders Jr.



OFFICE OF STUDENT SUCCESS

MISSION STATEMENT

The mission of the Office of Student Success is to empower students with the resources and care they need in order to be successful at Messiah.

The SOAR program provides a year-long peer mentoring program for students so they can:

Experience peer support as they transition to Messiah
Begin to find connection to the community
Grow in their identity as an individual and college student

The SOAR program supported

36 students with 4 mentors

21 students participated in the SOAR early arrival program

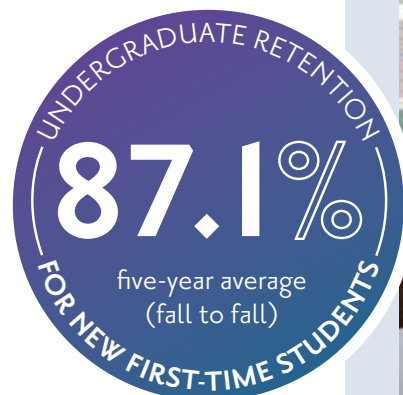
“[The SOAR early arrival program] helped me make friends and know how to navigate where everything was at Messiah.”

The Office of Student Success facilitates Good Samaritan Fund distributions. This fund provides financial assistance for non-tuition-based student needs and addresses gaps that may be impacting a student’s success and persistence at Messiah.

8 requests for funds were submitted in the fall

7 requests for funds were submitted in the spring

2 most requested areas of need: food/meal plan & textbooks



The Office of Student Success supports students using data from:

- Institutional Research
- The Bridge to Success Survey
- Referrals from MU professionals and students

The Bridge to Success Survey data for First-Year Students indicated top intervention flags as:

- Being homesick
- Expected Academic Outcomes
- Satisfaction with Roommate











DIVISION OF
STUDENT SUCCESS AND
ENGAGEMENT

One University Avenue
Mechanicsburg PA 17055