

OFFICE OF STUDENT AND TRAINEE SERVICES

We thank each of you for submitting feedback on both the annual Student Services Survey and the EAB Climate Survey. We are using this information to assist with the enhancement of our student and trainee services and Baylor's learning environment. In addition to surveys, we receive regular input from student leaders who serve on the Student Services Committee and the Inclusion and Excellence Council. Below, we have summarized key priority areas and actions in each of our four domains to address concerns.

ACADEMIC EXCELLENCE	
YOU SAID	WE DID
Limited number of printers, scanners, copiers, and other equipment in the Academic Success Center (ASC).	The Academic Success Center (ASC) offers free printing, scanning, and copying on the second and fourth floors.
HEALTH & WELLNESS	
YOU SAID	WE DID
Enhance activities and programs to promote overall student wellbeing.	The BCM LIFE Ambassador program increased student Vitality enrollment and wellness activity offerings.
Improve student lounge and relaxation spaces around campus.	The student lounge is newly renovated; we added a relaxation and prayer room (located on the ASC's fourth floor).
Shorten wait times for mental health appointments.	The Student and House Staff Mental Health Service created a screening process and hired an additional team member to increase access to services.
ADMINISTRATIVE SUPPORT	
YOU SAID	WE DID
Increase the amount of financial wellness and literacy programming available to students.	<ul style="list-style-type: none"> The Business of Financial Wellness offers a variety of financial literacy courses to students across schools and programs. The Office of Student Financial Aid has expanded their 1:1 debt counseling offering to all schools and programs.
Student safety and climate items on surveys were rated overall favorably; however, requests for greater transparency with respect to Integrity Hotline investigations and enhanced protections against retaliation were noted.	<ul style="list-style-type: none"> A College-Wide required training to foster an inclusive environment was launched. Reports for the Student Appeals and Grievances policy and Title IX policies are published annually. In addition, outcomes of Integrity Hotline investigations were published in 2020-21. The Title IX Office is now housed under the Office of Human Resources. The Ombuds is a confidential and neutral resource for informal complaint resolution.
Improve access to food (i.e., groceries).	The Office of the President is working to establish a formal food pantry at Main Baylor for all students in need.
STUDENT ENGAGEMENT & INCLUSION	
YOU SAID	WE DID
Enhance opportunities for students to participate in recreational and social activities.	<ul style="list-style-type: none"> Increased student Vitality enrollment and wellness activity offerings through the BCM LIFE Ambassador program. Students can apply to establish College-Wide Student Organizations that allows membership across schools and programs. Currently, three College-Wide Student Organizations are now sponsored by the Office of Student and Trainee Services. The annual end-of-year Provost Cup was established in 2020-21.
Learners expressed interest in additional cross-school collaboration to discuss diversity, equity, and inclusion topics.	The Inclusion and Excellence Council is working with leadership to enhance current DE&I offerings (e.g., Compassionate Conversations).
Enhance opportunities to provide input on decisions regarding the TMC Library's resources collection.	Learners have virtual access to request a new resource , provide feedback on resources and services , and ask questions .
Learners endorsed limited awareness of various student services (e.g., ASC, Career Development Center, wellness services, Student and Trainee Disability Services)	<ul style="list-style-type: none"> The ASC and Career Development Center work with the Office of Communications and school leadership to increase awareness of services and programming. The Student Commons e-newsletter regularly includes information about health and wellness resources. The Student and Trainee Disability Services office created an electronic accommodation request form.