



AMERICAN UNIVERSITY

WASHINGTON, DC

TO: Students, Faculty, and Staff of American University

FROM: Chris Moody, Assistant Vice President – Office of Campus Life

DATE: August 7, 2017

RE: Upcoming Changes in Student Resources and Services

On behalf of colleagues in Academic Affairs, Campus Life, and the Finance divisions, I am excited to announce two significant changes that will occur this month in advance of the fall 2017 semester. In the spirit of the RiSE Initiative, we have worked collaboratively across administrative divisions to integrate student services that will substantially improve student engagement, success, and satisfaction.

Introduction of the New Center for Undergraduate Experience in Anderson Hall

We are happy to announce the creation of a new Center for Undergraduate Experience, located on the first floor of Anderson Hall. Beginning this week, the physical offices for the Dean of Undergraduate Education and Vice Provost for Academic Student Services and the Academic Learning Communities staff will relocate to join the Housing & Residence Life (HRL) and the Office of Orientation, Transition, and Retention (OTR) departments on the first floor of Anderson Hall, establishing a new collaborative community of colleagues. This new community of collaborators seeks to:

- Remove physical barriers for new students in accessing support persons and resources;
- Create a true living-learning community for new students, faculty, and staff to engage in a space considered to be the student's "home;"
- Enhance relationships, increase program collaboration, integrate in- and out-of-classroom support for students, and improve communication between departments and staff working most closely with first-year students and their needs;
- Centralize support for and outreach to parents and families of students.

While HRL and OTR are already located on the first floor of Anderson, the Dean/Vice Provost Jessica Waters and many of her staff and direct reports will move from their Leonard and Hughes Hall offices to join the new Center for Undergraduate Experience in Anderson Hall.

Creation of a new OneCard & Dining Services department

We are also excited to reveal that a new One Card & Dining Services department will open on the first floor of Mary Graydon Center on Tuesday, August 15, 2017. The RiSE Initiative, as well as several years of Campus Climate Survey data, illuminated that there the university needs to be more attentive to improvements in the dining program and customer satisfaction. Currently, Auxiliary Services and Housing & Dining Programs each share partial responsibility for campus dining, which has resulted in decentralized management and leadership of the food service program.

Beginning next week, a unified OneCard & Dining Services department will launch. To facilitate its relocation to its new home, the OneCard Office will be closed on Monday, August 14th and will reopen on Tuesday, August 15th on the first floor of the Mary Graydon Center (room 123).

Because of the creation of a new OneCard & Dining Services department, the Housing & Dining Programs (HDP) overarching name will no longer be used. Instead, the following will be the new department names formerly known as HDP:

- *Housing & Residence Life* – Anderson Hall 1st floor
- *OneCard & Dining Services* – Mary Graydon Center room 123
- *University Conferences & Guest Services* – Congressional Hall room 115

For a visual representation of these changes, please visit <https://www.american.edu/ocl/housing/upload/ugrad-exp.pdf>.

Please join us in celebrating these exciting changes that we anticipate will enhance the student experience and continue to improve our efforts to be student-centered in our programs and services. If you have any questions or ideas about any of these changes, please do not hesitate to contact us. You may also share your feedback with us at moody@american.edu.

On behalf of:

Jessica Waters, Dean of Undergraduate Education and Vice Provost for Academic Student Services

Linda Argo, Assistant Vice President – External Relations and Auxiliary Services

Charles Smith, Executive Director of Auxiliary Services and Airlie

Jennifer Johnson, Director of Orientation, Transition, and Retention

Jamie Wyatt, Director of Academic Learning Communities Administration

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