2022 HORNET STUDENT GPS
Your Communication Guide for Navigating the DSU Experience
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Office of the President

- Dr. Tony Allen, President
tallen@desu.edu | 302.857.6001
- Dr. Irene Chapman-Hawkins, Chief Administrative Officer/Vice President of Human Resources
ihawkins@desu.edu | 302.857.6261
- Vanessa Nesbit, Executive Assistant to the President/Office Manager
vnesbit@desu.edu | 302.857.6001

General Information and Inquiries: Primary Contact: Vanessa Nesbit at 302.857.6001 or email president@desu.edu
Escalation: Dr. Irene Hawkins

Office of the General Counsel

The Office of General Counsel's (OGC) mission is to support the University's commitment to academic excellence by providing legal, risk management, and internal audit services while adhering to the highest professional and ethical standards. The General Counsel organizes and delivers quality legal service to the University by providing legal counsel, overseeing litigation and legal risk management, performing contract drafting and review, and overseeing the University's enterprise risk management and internal audit functions.

General questions regarding audit and legal matters: legalaffairs@desu.edu
COVID hotline: 302.531.5554

- LaKresha R. Moultrie, Esq., Vice President of Legal Affairs
legalaffairs@desu.edu
- Kenisha L. Ringgold, Esq., Assistant General Counsel
legalaffairs@desu.edu

ENTERPRISE RISK MANAGEMENT

- Tamara Stoner, Assistant Vice President for Enterprise Risk Management
tstoner@desu.edu, 302.857.7841

TITLE IX

- Margaret Pierre, Title IX Coordinator
mpierre@desu.edu, 302.857.6374

INTERNAL AUDIT

- Robert Schrof, Internal Auditor
rschrof@desu.edu
  - Contact the Office of Internal Audit by calling 302.857.7182 or by clicking here to complete a Report Form.
  - These contacts may be used to report a variety of ethical, integrity, safety, security and compliance concerns and may be used by anyone including, but not limited to, students, faculty, staff, vendors, contractors and visitors. Please provide the following information when reporting an incident anonymously:
    - Person(s) involved in reported incident, including title(s) if known
    - Brief description of incident being reported
    - Location of incident being reported
    - Time and duration of reported incident

Center for Disability Resources

The mission of the Center for Disability Resources is to provide equal opportunities and equal access to education, employment, programs, goods and services for students, faculty, staff, and campus guests with disabilities. In achieving this, the CDR collaborates with and empowers individuals who have documented disabilities by working together proactively to determine reasonable and appropriate accommodative measures under the Americans with Disabilities Act Amendments Act (ADAAA) and other current legislation.

- Dr. Ann S. Knettler, Director, ADA & 504 Compliance Officer
aksmith@desu.edu, cdr@desu.edu, 302.857.7042
Office of Government and Community Relations
The Office of Government and Community Relations navigates the inner workings of the government with regard to funding opportunities, internships and maintaining positive relationships with officials. It is also responsible for developing and maintaining relations with the community.

Office main email: govrelations@desu.edu

- Jackie R. Griffith, Vice President and Special Assistant to the President | Jgriffith@desu.edu | 302.603.4642
- Pia Z. Stokes, Legislative Analyst | pzstokes@desu.edu | 302.922.0665

Office of Human Resources
The Office of Human Resources is committed to the management of the employee benefits program, staff recruiting and retention, employment policies, training and development, labor relations, staff classification and compensation, and diversity and inclusion.

General Information and all other Human Resources-related inquiries: 302.857.6261 | hr@desu.edu

Diversity, Equity & Inclusion:
Primary Contact: Pamela Gresham
Escalation: Dr. Irene Chapman-Hawkins

- Dr. Irene Chapman-Hawkins, Chief Administrative Officer/Vice President of Human Resources | ihawkins@desu.edu | 302.857.6261
- Dawn Howard Bailey, Assistant Vice President, Human Resources | dbailey@desu.edu | 302.857.7261
- Pamela Gresham, Director of Labor Relations and Diversity, Equity and Inclusion | pgresham@desu.edu | 302.857.7781

Division of Institutional Advancement
The Division of Institutional Advancement is responsible for all private fundraising with corporations, foundations and individuals for the University, as well as Alumni Relations. Also, the Division solicits and manages private scholarship awarding gift accounts for general University support and programming and the University’s Endowment.

- Dr. Vita Pickrum, Vice President of Institutional Advancement and President for the Delaware State University Foundation | 302.857.6055

Alumni Relations
- Dr. Marcia Taylor, Assistant Vice President | mtaylor@desu.edu | 302.857.7823
  - Unit lead for all activities involving outreach, engagement and promotion of alumni.
- Tanisha Baker, Director of Strategic Alumni Engagement | tbaker@desu.edu | 302.857.7466
  - Contact for student pre-alumni engagement and young alumni activities.

Development
- LaShawne Pryor, Assistant Vice President | lpryor@desu.edu | 302.857.7391
  - Unit lead for fundraising and the University Campaign
- Justin Rodstrom, Director of Major Gifts | jrodstrom@desu.edu | 302.857.6082
  - Contact for major gifts and planned giving, including individual endowments
- Shannon Henry, Grants Manager | shenry@desu.edu | 302.857.7392
  - Contact for private grants, not including government-related grants and contracts. Oversees all solicitations for internal and external fundraising by students, faculty and staff.

Foundation – Finance & Administration
- Henrietta Savage, Executive Assistant & Foundation Controller | hsavage@desu.edu | 302.857.7390
  - Unit lead for donations, gift and endowed accounts, scholarships awarding (students should first contact the Office of Financial Aid), finance reports, property management and scheduling.

Process for Addressing Concerns
1. Phone: 302.857.6057
   - Call first to try to resolve issue
2. Email: dsufoundation@desu.edu
   - Follow up with email if no response
3. Meeting with Department Leads
   - Request meeting with Department Leads
4. Meeting with Vice President
   - Request meeting with Vice President
Campus Health Services

STUDENT HEALTH CENTER

Primary Contact: Shantae Adkins
Secondary Contact: Arynn Forgan
Escalation: Dr. Michelle Fisher

General Information: 302.857.6393 | studenthealth2020@desu.edu

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<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shantae Adkins</td>
<td>Front Office Coordinator</td>
<td><a href="mailto:studenthealth2020@desu.edu">studenthealth2020@desu.edu</a></td>
<td>302.857.6393</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:sadkins@desu.edu">sadkins@desu.edu</a></td>
<td></td>
</tr>
<tr>
<td>Arynn Forgan</td>
<td>Clinical Manager</td>
<td><a href="mailto:studenthealth2020@desu.edu">studenthealth2020@desu.edu</a></td>
<td>302.857.6393</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:aforgan@desu.edu">aforgan@desu.edu</a></td>
<td>302.857.7671</td>
</tr>
<tr>
<td>Dr. Michelle Fisher</td>
<td>Associate Vice President for Campus Health Services</td>
<td><a href="mailto:studenthealth2020@desu.edu">studenthealth2020@desu.edu</a></td>
<td>302.857.6393</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:mfisher@desu.edu">mfisher@desu.edu</a></td>
<td>302.857.7675</td>
</tr>
<tr>
<td>Chyna Hardy Reid</td>
<td>Nurse Practitioner</td>
<td><a href="mailto:studenthealth2020@desu.edu">studenthealth2020@desu.edu</a></td>
<td>302.857.6393</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:chreid@desu.edu">chreid@desu.edu</a></td>
<td>302.857.7684</td>
</tr>
<tr>
<td>Yolanda Simpson</td>
<td>Licensed Practical Nurse</td>
<td><a href="mailto:studenthealth2020@desu.edu">studenthealth2020@desu.edu</a></td>
<td>302.857.6393</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:ysimpson@desu.edu">ysimpson@desu.edu</a></td>
<td>302.857.6393</td>
</tr>
<tr>
<td>Jigitsha Patel</td>
<td>Registered Nurse</td>
<td><a href="mailto:studenthealth2020@desu.edu">studenthealth2020@desu.edu</a></td>
<td>302.857.6393</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:jpatel@desu.edu">jpatel@desu.edu</a></td>
<td>302.857.7684</td>
</tr>
</tbody>
</table>

COVID-19 TESTING AND VACCINATION INFORMATION

Primary Contact: Jigitsha Patel or Arynn Forgan
Escalation: Michelle Fisher
COVID Hotline: 302.531.5554

OFFICE OF COUNSELING

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Email</th>
<th>Ext.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trinette Fonseca</td>
<td>Senior Secretary</td>
<td><a href="mailto:tfonseca@desu.edu">tfonseca@desu.edu</a></td>
<td>302.857.7381</td>
</tr>
<tr>
<td>Michael Monk</td>
<td>Director of Counseling</td>
<td><a href="mailto:mmonk@desu.edu">mmonk@desu.edu</a></td>
<td>302.857.7387</td>
</tr>
<tr>
<td>Leroy Rush</td>
<td>Counselor II</td>
<td><a href="mailto:lrusch@desu.edu">lrusch@desu.edu</a></td>
<td>302.857.7383</td>
</tr>
<tr>
<td>Rosie Johnson</td>
<td>Counselor I</td>
<td><a href="mailto:rjohnson@desu.edu">rjohnson@desu.edu</a></td>
<td>302.857.7386</td>
</tr>
</tbody>
</table>

Primary Contact: Trinette Fonseca
Secondary Contact: Michael Monk
Escalation: Dr. Michelle Fisher

General Information: 302.857.7381
Division of Academic Affairs

The Division of Academic Affairs is responsible for all academic programming and academic student support services delivered through the University’s departments and colleges.

- Colleges of Agriculture, Science and Technology
- College of Humanities, Education and Social Sciences
- College of Business
- College of Health and Behavioral Sciences
- Honors, Undergraduate Research and Experiential Learning Programs
- Office of Student Success including advising, student support
- Research and Sponsored Programs
- School of Graduate, Adult and Extended Studies
- William C. Jason Library

Protocol for Addressing Student Issues

Students may raise issues of concern which can include, but may not be limited to grades, academic performance, advisement, technology, and mental and physical health. Initially the process for escalating issues of concern should be:

1. Students should initially address issues of concern with faculty members.
2. If after addressing the issue with a faculty member, the issue is not resolved to the student’s satisfaction, the student may escalate the issue and address it with the requisite department chair.
3. If after addressing the issue with the department chair, the issue is not resolved to the student’s satisfaction, the student may escalate the issue and address it with the Dean’s office.
4. The Dean’s office is responsible for resolving all student complaint matters in concert with the Provost’s Office through the Associate Provost for Academic and Student Services.

Protocol for Addressing Student Advisement Matters

1. Students are to seek advisement from their assigned advisor in the Office of Student Success.
2. If you have questions about classes, schedules or matriculation, reach out to your assigned advisor.
3. If the advisor is unavailable or not able to assist you, please reach out to your assigned faculty mentor.
4. If the faculty mentor is unavailable or not able to assist you, please reach out to your Department Chair.
5. If the Department Chair is unavailable or not able to assist you, please reach out to your Associate Dean.
6. If the Associate Dean is unavailable or not able to assist you, please reach out to the Associate Provost, Dr. Clytrice Watson.
## COLLEGE DEANS AND LEADERSHIP CONTACTS

### College of Agriculture, Science and Technology (CAST)

- **Dr. Cherese Winstead**, Dean, College of Agriculture, Science and Technology  
  302.857.6420 | cwinstead@desu.edu  
  - Accountable for overall management and oversight of academic programs, faculty and operations within the college

- **Shanah Roberts**, Assistant to the Dean and Grants Office Administrator  
  302.857.7511/6400 | sroberts@desu.edu  
  - Point of contact for the Dean, all office and grant operations

- **Dr. Charlie Wilson**, Associate Dean for Academics  
  302.857.6519 | cwilson@desu.edu  
  - Manages all services associated with academic advising, academic support, student discipline, student mediations regarding academic matters and all teaching and learning concerns

- **Dr. Marikis Alvarez**, Associate Dean for Land Grant  
  302.233.3578 | malvarez@desu.edu  
  - Manages all international research student opportunities and international student recruitment

- **Dr. Gulnihal Ozbay**, Associate Dean for Extension and Applied Research  
  302.857.6476 | gozbay@desu.edu  
  - Manages students experiential learning in extension/outreach programs

- **Dr. Hacene Boukari**, Associate Dean for Research  
  302.857.6511 | hboukari@desu.edu  
  - Manages student research opportunities throughout the College

- **Dr. Latia Scott**, Assistant Dean for Student Success  
  302.857.7363, lescott@desu.edu  
  - Manages strategies for increasing student success (student advising, course evaluation, scheduling, strategic planning, academic event planning and management)

- **Dr. Alex Meredith**, Director of Student Engagement  
  302.857.6417 | ameredith@desu.edu  
  - Manages student academic enrichment, professional and social development, and connection of corporate partners to our students through, job placement, internships, service learning, and leadership development

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### CAST Department Chairs

#### Department of Agriculture & Natural Resources
- Dr. Ming Guo, Department Chair  
  302.857.6479, mguo@desu.edu

#### Department of Biological Sciences
- Dr. Sabrina McGary, Department Chair  
  302.857.7464 | smcgary@desu.edu

#### Department of Chemistry
- Dr. Sabrina McGary, Acting Chair  
  302.857.7464 | smcgary@desu.edu

#### Department of Human Ecology
- Dr. Samuel Besong, Chair  
  302.857.6440 | sbesong@desu.edu

#### Division of Physics, Engineering, Mathematics & Computer Science
- Dr. Marwan Rasamny, Department Chair  
  302.857.7896 | mrasamny@desu.edu
College of Business (COB)

- Dr. Michael H. Casson Jr., Dean, College of Business
  302.857.6900 | mcasson@desu.edu
  - Accountable for overall management and oversight of academic programs, faculty, and operations within the college. Responsible for the ethical conduct of research and for establishing and maintaining a culture of compliance and integrity among faculty, staff, and students.

- Dr. Praveen Pinjani, Associate Dean, College of Business
  302.857.6900 | ppinjani@desu.edu
  - Under the direction of the Dean plans, organizes and manages services associated with academic advising, academic support, student discipline, and student behavioral interventions.

- Yahshikiah Hughes, Assistant Dean, Office of Student Engagement
  302.857.7222 | yhughes@desu.edu
  - Develops and implements strategies for increasing student involvement and engagement in the College of Business.

College of Humanities, Education and Social Sciences (CHESS)

- Dr. Akwasi P. Osei, Interim Dean, College of Humanities, Education and Social Sciences
  EH Building, Room 267 | 302.857.6628 | aosei@desu.edu
  - Accountable for overall management and oversight of academic programs, faculty, and operations within the college.

- Dr. Kimeu Boynton, Interim Assistant Dean
  EH Building, Room 268 | 302.857.6129 | kboynton@desu.edu
  - Specific responsibilities for all student-connected processes: Graduation audits, suspension reinstatements, course add/drop, disciplinary issues, grade disputes, other student concerns and issues.

In addition to programs in the departments listed at right, the College of Humanities, Education and Social Sciences also houses the academic programs below under the following leadership:

- Africana Studies (Dr. Patterson)
- Global Societies (Dr. Osei)
- International Studies (Dr. Bluemel)
- Law Studies (Boynton and Edelin)
- Liberal Studies (Dr. Phyllis Collins)
- Women’s and Gender Studies (Dr. Davidson)

COB Department and Program Chairs

<table>
<thead>
<tr>
<th>Accounting, Economics &amp; Finance</th>
<th>Hospitality &amp; Tourism Management Program</th>
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<tbody>
<tr>
<td>Dr. Young Sik-Kwak, Chair</td>
<td>Dr. June Clarke, Director</td>
</tr>
<tr>
<td><a href="mailto:ykwak@desu.edu">ykwak@desu.edu</a></td>
<td><a href="mailto:jclarke@desu.edu">jclarke@desu.edu</a></td>
</tr>
<tr>
<td>302.857.6911</td>
<td>302.857.6982</td>
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<tr>
<th>Aviation Program</th>
<th>Sport Management</th>
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| Michael Hales, Lt. Col (Ret.), Director  
  mhales@desu.edu               | Dr. Jan Blade, Chair                     |
| 302.857.6712                   | jblade@desu.edu                         |

<table>
<thead>
<tr>
<th>Business Administration</th>
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<tbody>
<tr>
<td>Dr. DaeRYoung Kim, Chair</td>
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<tr>
<td><a href="mailto:dkim@desu.edu">dkim@desu.edu</a></td>
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<td>302.857.6931</td>
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CHESS Department and Program Chairs

<table>
<thead>
<tr>
<th>Education</th>
<th>Languages and Literatures</th>
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<tbody>
<tr>
<td>Dr. Shelley Rouser, Chair</td>
<td>Dr. Brody Bluemel, Chair</td>
</tr>
<tr>
<td><a href="mailto:srouser@desu.edu">srouser@desu.edu</a></td>
<td>EH Building, Room 213</td>
</tr>
<tr>
<td>302.857.6720</td>
<td>302.857.6560</td>
</tr>
<tr>
<td>Dr. Crystal Timmons, Director</td>
<td><a href="mailto:bbluemel@desu.edu">bbluemel@desu.edu</a></td>
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</tbody>
</table>
| Office of Clinical and Field Experiences  
  ETV Building  
  302.857.6587 | cedelin@desu.edu                         |
| ctimmons@desu.edu               |                                             |

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<thead>
<tr>
<th>History, Political Science and Philosophy</th>
<th>Mass Communications, Visual and Performing Arts</th>
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<tr>
<td>Dr. Donna Patterson, Chair</td>
<td>Dr. Charlisa Edelin, Chair</td>
</tr>
<tr>
<td><a href="mailto:dpaterson@desu.edu">dpaterson@desu.edu</a></td>
<td>EH Building, Room 134A</td>
</tr>
<tr>
<td>(on sabbatical, spring 2022)</td>
<td>302.857.6680</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:cedelin@desu.edu">cedelin@desu.edu</a></td>
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<th>Africana Studies (Dr. Patterson)</th>
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Sociology and Criminal Justice

- Dr. Raymond Tutu, Chair
  Price Building, Room 226
  302.857.7510 | rtutu@desu.edu

8
COLLEGE DEANS AND LEADERSHIP CONTACTS

Wesley College of Health and Behavioral Sciences (WCHBS)

- **Dr. Gwendolyn Scott-Jones**, Dean
gscottjones@desu.edu | 302.736.2364
  - Accountable for overall management and oversight of academic programs, faculty and operations within the college

- **Cookie Shockley**, Administrative Assistant
kshockley@desu.edu | 302.736.2429
  - WCHBS's initial point of contact, coordinates assistance and referrals to appropriate departments or divisions

- **Dr. Eleanor Kiesel**, Associate Dean
ekiesel@desu.edu | 302.736.2352
  - Responsible for overseeing undergraduate and graduate student-related matters. Provides academic and administrative support to faculty members, department chairs and program directors

- **Dr. Christopher Mason**, Assistant Dean
rmason@desu.edu | 302.736.2482
  - Oversees WCHBS's evaluation team, student success and faculty research participation

WCHBS Department and Program Chairs

- **Psychology**
  - Dr. John Rich, Interim Chair
    jrich@desu.edu | 302.736.2453
  - **Social Work**
    - Dr. Ezekiel Ette, Interim Chair
eette@desu.edu | 302.736.2357
    - Dr. Tana Connell,
      MSW Program Director
      302.736.2456
    - Dr. Frann Franklin, BSW
      Program Director
      302.736.2525

- **Nursing**
  - Dr. Agnes Richardson, Chair
    arichardson@desu.edu
    302.857.6749
  - Dr. Tracy Harpe, Associate Chair
    thinpe@desu.edu | 302.857.6750
  - Dr. Jennifer Akey
    MSN Program Director
    jakey@desu.edu | 302.857.6760
  - Dr. Karen Panunto, Director of Community Outreach for Nursing
    kpanunto@desu.edu
    302.857.6750

- **Public and Allied Health Sciences**
  - Dr. Christopher Mason, Chair
    rmason@desu.edu
    302.736.2482
  - Dr. Dawnn Thomas, Program Director, MOT (Master of Occupational Therapy)
dthomas@desu.edu
    302.736.2730

- **Trauma Academy**
  - Ms. Kim Graham, Program Director, Trauma Academy
    kgraham@desu.edu
    302.559.0718

- **Biomedical, Behavioral and Allied Health Center**
  - Dr. Cynthia Newton,
    Program Director, BBAHC
    cnewton@desu.edu
    302.943.9141

- **Certified Alcohol and Drug Counseling Program**
  - Dr. Karin Gladney, CADC
    kgladney@desu.edu
    302.736.2345
Questions and concerns: gradstudieswilm@desu.edu and gradstudies@desu.edu

First Contacts

- Cheryl Still, Director of Student Support Services
cstill@desu.edu | 302.857.7793 | Library, Room 618
  - Point of contact for post-admission matriculation documents
- Cheryl Lolley, Director of Student Support Services
colley@desu.edu | 302.857.8007
  - DSU Wilmington
  - Point of contact for pre-admission and admission documents

Secondary Contacts

- Terry Jeffries, Assistant Dean
tjeffries@desu.edu | 302.857.7124 | Library, Room 619
  - First point of contact for resolving graduate student issues or concerns
- Dr. Patrice Gilliam-Johnson, Dean
pgjohnson@desu.edu | 302.857.8003
  - DSU Wilmington/Library, Room 615
  - Accountable for overall management of graduate programs and operations

Graduate Studies & Research

- Angenette Kelley, Graduate Processor
akelley@desu.edu | 302.857.6839 | Library, Room 617
  - Assists with post-admission documents and post-admission customer service
- Dr. Myna German, Graduate Writing Specialist
mgerman@desu.edu | 302.857.7578
  - Library, Suite 613
  - Point of contact for graduate student research, formatting and APA writing

Office of Distance Education Learning and Technology

- Martha Sims-Wilson, Associate Director
mswilson@desu.edu | 302.857.7120/7122 | Library, Suite 600
  - Point of contact for distance education and learning, Blackboard support

DSU Online

- Kessiah Cunningham, Online Student Success Coach
kcunningham@desu.edu | 302.832.4630
  - Remote/Online
- Mikel Houston, Online Student Success Coach
mkhouston@desu.edu | 302.632.7685
  - Remote/Online

Adult and Continuing Education & Office of Testing

Questions and scheduling: ace@desu.edu and testing@desu.edu

First Contact

- William Harriford, Associate Director, Testing
wharriford@desu.edu | 302.857.6141 | DSU Wilmington

Secondary Contact

- Dr. Darren Blackston, Executive Director, Testing Services & Adult Continuing Education and Technology and Training Center
dblackston@desu.edu | 302.857.6143 | DSU Wilmington

DSU Georgetown

- Dr. Darren Blackston, Executive Director, DSU Georgetown
dblackston@desu.edu | 302.500.7017
  - Carter Partnership Center, Room 512, Sussex County-Georgetown
- Rolanda Siglar, Academic Coordinator, DSU Georgetown
rsiglar@desu.edu | 302.857.7123
  - Carter Partnership Center, Room 512, Sussex County-Georgetown

Professional Degree Programs

- Dr. Jason Bourke, Program Director, Master of Public Administration
jbourke@desu.edu | 302.857.8002
  - DSU Wilmington
- Jose’ Echeverri, Program Director, Master of Business Administration
jecheverri@desu.edu | 302.857.8015/6978
  - DSU Wilmington/Dover

University Ceremonies, Events and Commencement

- Aleasha Dorsett, Director,
ardorsett@desu.edu | 302.857.6114

General Information and Inquiries:

Primary Contact: Aleasha Dorsett
Secondary Contact: Dr. Francine Edwards
Escalation: Dr. Irene Chapman-Hawkins
Office of Student Success | Advising & Academic Support

- Student Success@desu.edu | 302.857.7527
- William C. Jason Library, 2nd Floor

Academic Advising

- Jarso Saygbe, Associate VP for OSS | jsayge@desu.edu | 302.857.6072
- Cassandra Green, Assistant VP for OSS operations | cgreen@desu.edu | 302.857.6388
- Jeffrey Attakorah, Project Assistant | jattakorah@desu.edu | 302.857.7201

Protocol for Addressing Student Issues

Students may contact their advisor directly regarding concerns related to course scheduling and registration, add/drop and all matters related to academic support. Students may also reach the Office of Student Success via email at studentsuccess@desu.edu or phone at 302.857.7527.

Academic Advisors

College of Agriculture, Science & Technology | Marcel Poe, Director — MPoe@desu.edu

<table>
<thead>
<tr>
<th>Major</th>
<th>Advisor</th>
<th>Students</th>
<th>Email</th>
<th>Phone Ext.</th>
<th>Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agriculture (Pre-vet; General Ag), Biology (General; Health Professional; Research; Forensic Biology; Biological Sciences-Medical Lab) Chemistry, Computer Science, Engineering/Physics (Electrical; Optical; Biomedical), Mathematics (Mathematical Education; Math &amp; Data Analytics), Natural Science (Food Science; Textiles &amp; Apparel)</td>
<td>Dr. Leroy Hawkins</td>
<td>Last names: A - F</td>
<td><a href="mailto:LHawkins@desu.edu">LHawkins@desu.edu</a></td>
<td>302.857.7726</td>
<td>Library 214B</td>
</tr>
<tr>
<td></td>
<td>Franc Yehiri</td>
<td>Last names: G - L</td>
<td><a href="mailto:FYehiri@desu.edu">FYehiri@desu.edu</a></td>
<td>302.857.6643</td>
<td>Library 214H</td>
</tr>
<tr>
<td></td>
<td>Lynae Spratley</td>
<td>Last names: M - S</td>
<td><a href="mailto:LSpartley@desu.edu">LSpartley@desu.edu</a></td>
<td>302.857.7349</td>
<td>Library 223</td>
</tr>
<tr>
<td></td>
<td>Dr. Marcel Poe</td>
<td>Last names: T - Z</td>
<td><a href="mailto:MPoe@desu.edu">MPoe@desu.edu</a></td>
<td>302.857-7984</td>
<td>Library 2141</td>
</tr>
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College of Business | Tamecka Faria-Frisby, Director — TFaria@desu.edu

<table>
<thead>
<tr>
<th>Major</th>
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<th>Students</th>
<th>Email</th>
<th>Phone Ext.</th>
<th>Office</th>
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</thead>
<tbody>
<tr>
<td>Accounting, Aviation (Aviation Management; Professional Pilot), Finance (Financial Economics; Finance &amp; Banking), Hospitality &amp; Tourism, Management (Business Analytics; General Management - JR &amp; SR; Human Resource Management; Marketing; MIS/ERP), Sport Management</td>
<td>Tamekca Faria-Frisby</td>
<td>Last names: A - D</td>
<td><a href="mailto:TFaria@desu.edu">TFaria@desu.edu</a></td>
<td>302.857.6907</td>
<td>BOA 108G</td>
</tr>
<tr>
<td></td>
<td>Janet McCrea</td>
<td>Last names: E - L</td>
<td><a href="mailto:JMcCre@desu.edu">JMcCre@desu.edu</a></td>
<td>302.857.6904</td>
<td>BOA 108F</td>
</tr>
<tr>
<td></td>
<td>Symone Merritt</td>
<td>Last names: M - S</td>
<td><a href="mailto:SMerritt@desu.edu">SMerritt@desu.edu</a></td>
<td>302.857.6958</td>
<td>BOA 108C</td>
</tr>
<tr>
<td></td>
<td>Tamekca Faria-Frisby</td>
<td>Last names: T - Z</td>
<td><a href="mailto:COBac@desu.edu">COBac@desu.edu</a></td>
<td>302.857.6907</td>
<td>BOA 108G</td>
</tr>
</tbody>
</table>

College of Humanities, Education & Social Sciences | Charmaine Whyte, Director — CWhyte@desu.edu

<table>
<thead>
<tr>
<th>Major</th>
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<th>Students</th>
<th>Email</th>
<th>Phone Ext.</th>
<th>Office</th>
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<tbody>
<tr>
<td>Art, Criminal Justice, Education, English, History, Law Studies, Liberal Studies, Mass Communications, Music (Music Education; Music Industry; Music Therapy), Political Science, Sociology</td>
<td>Kendall Harris</td>
<td>Last names: A - C</td>
<td><a href="mailto:KAHarris@desu.edu">KAHarris@desu.edu</a></td>
<td>302.857.7142</td>
<td>Library 214E</td>
</tr>
<tr>
<td></td>
<td>Dr. Carole Kpota-Middleton</td>
<td>Last names: D - J</td>
<td><a href="mailto:CKpota@desu.edu">CKpota@desu.edu</a></td>
<td>302.857.6837</td>
<td>Library 214F</td>
</tr>
<tr>
<td></td>
<td>Amy Kellen</td>
<td>Last names: K - R</td>
<td><a href="mailto:AKellen@desu.edu">AKellen@desu.edu</a></td>
<td>302.857.6181</td>
<td>Library 214C</td>
</tr>
<tr>
<td></td>
<td>Charmaine Whyte</td>
<td>Last names: S - Z</td>
<td><a href="mailto:CWhyte@desu.edu">CWhyte@desu.edu</a></td>
<td>302.857.7142</td>
<td>Library 214G</td>
</tr>
</tbody>
</table>
Academic Advisors

Wesley College of Health & Behavioral Sciences | Michele Rush, Director — MRush@desu.edu

<table>
<thead>
<tr>
<th>Major</th>
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<th>Students</th>
<th>Email</th>
<th>Phone Ext</th>
<th>Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Work</td>
<td>Anna Cortese</td>
<td>All Last Names (0-59 credits)</td>
<td><a href="mailto:ACortese@desu.edu">ACortese@desu.edu</a></td>
<td>302.857.6387</td>
<td>Library 206A</td>
</tr>
<tr>
<td></td>
<td>Social Work Georgetown Campus</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kinesiology, Nursing</td>
<td>Dr. Danielle Archambault</td>
<td>New Transfers Wesley Legacies</td>
<td><a href="mailto:DArchambault@desu.edu">DArchambault@desu.edu</a></td>
<td>302.857.6198</td>
<td>Library 221A</td>
</tr>
<tr>
<td></td>
<td>Michele Rush</td>
<td>Last names: A - C, (S*)</td>
<td><a href="mailto:MRush@desu.edu">MRush@desu.edu</a></td>
<td>302.857.6742</td>
<td>Price Bldg. 111</td>
</tr>
<tr>
<td></td>
<td>Patricia Burke</td>
<td>Last names: D - J, (W, X, Y, Z)*</td>
<td><a href="mailto:PBurke@desu.edu">PBurke@desu.edu</a></td>
<td>302.857.6385</td>
<td>Price Bldg. 111A</td>
</tr>
<tr>
<td></td>
<td>Taylor McIntosh</td>
<td>Last names: K - R, (T, U, V)*</td>
<td><a href="mailto:RMcIntosh@desu.edu">RMcIntosh@desu.edu</a></td>
<td>302.857.7862</td>
<td>Price Bldg. 111D</td>
</tr>
</tbody>
</table>

*Temporary Assignments

1st Year Transfer & Legacy Advising

- Dr. Danielle Archambault | DArchambault@desu.edu | 302.857.6198 | Library 221A

Integrated Academic Support

- Anna Cortese, Director of Integrated Academic Support Services | acortese@desu.edu | 302.857.6387
  Point of contact for Quantitative Reasoning Center (QRC), Tutorial Center, Supplemental Instruction (SI)
- Sonya McCray, Writing Studio Coordinator | smccray@desu.edu | 302.857.7539
- Justin Blank, Coordinator of Integrated Academic Support Services | jblank@desu.edu | 302.857.7840

Academic Support for Student Athletes

- Nikita Robins-Thompson, Associate Director of Academic Programming | nrobinsthompson@desu.edu | 302.857.7079

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Office Location</th>
<th>Phone/Ext.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nikita Robins-Thompson</td>
<td>Associate Director</td>
<td>Library Rm. 221</td>
<td>7079</td>
</tr>
<tr>
<td>Ahira Smith</td>
<td>Athletic Advisor</td>
<td>Library Rm. 226</td>
<td>7974</td>
</tr>
<tr>
<td>Timothy Zinzel</td>
<td>Athletic Advisor</td>
<td>Library Rm. 227A</td>
<td>6351</td>
</tr>
<tr>
<td>Letkellae Bickham</td>
<td>Academic Certification Specialist</td>
<td>Remote/Virtual</td>
<td>214.399.5566</td>
</tr>
</tbody>
</table>

Library

- Ondrea M. Murphy, Library Services, Executive Director | OMurphy@desu.edu | 302.857.6192

Office of Undergraduate Research, Experiential Learning and Honors

- Shonda Poe, Executive Director | SPoe@desu.edu | 302.857.6715 | W.C. Jason Library 223B
  - Informs prospective and current DSU students of the opportunities and benefits of applying to the Honors Program. Monitors honors courses for the curriculum, engages honors students throughout the academic year, assigns Honors Ambassadors and Peer Mentor/Counselors with first- and second-year honors students, works with the Honors Student Association, Honors Council members, faculty, oversees events, offers workshops for honors senior thesis and oral presentation preparation, and monitors honors students courses completed and needed to meet the honors program graduation requirements.
- Danielle Craig, Assistant Director Experiential Learning and Data Analytics | DKCraig@desu.edu | 302.857.6204, 2nd Floor Library, Room 200
  - Assists students in identifying real-world work experiences that allow the transfer of academic theory into action.
- Terry Pauls Smith, Administrative Assistant and URELAH Program Assistant | tpsmith@desu.edu | 302.857.7514
DSU Downtown & Office of Strategic Initiatives

DSU Downtown is the nearly acquired campus for Delaware State University. Located in the heart of Dover where we are situated in the middle of residential areas. Our office is responsible for the management and execution of the University’s Strategic plan, REACH 2026 as well as working collaboratively to create opportunities for businesses, educational entities and community agencies to partner with the university to create robust partnerships, internally and externally, that aligns with our core values and resources. We house our students in our residence halls and mirror the services provided on main to make life on camps seamless for our community. Our Wesley College of Health and Behavioral Sciences all resides on this campus, this college is lead by Dr. Gwen Scott-Jones. As a strategic goal of the University, the Office of Career Services operates under the umbrella and is responsible for enhancing the student-employer relationship, offering internships and assisting students to secure careers in their field of study.

DSU Downtown and Office of Strategic Initiatives Contacts

- **Dr. Stacy Downing**, Chief Administrator, DSU Downtown, VP of Strategic Initiatives
  - Email: sdowning@desu.edu | Phone: 302.736.2454
  - Oversees all operations at the DSU Downtown location

- **Lisa Hinton**, Executive Assistant
  - Email: lhinton@desu.edu | Phone: 302.736.2454
  - Executive Assistant to Chief Administrator of DSU Downtown location

- **Dr. Terrell Holmes**, Associate Vice President
  - Email: tholmes@desu.edu | Phone: 302.736.2444
  - Assists VP in the area of strategic initiatives and integration of DSU Downtown

- **Dr. Marsha’ Horton**, Special Assistant
  - Email: mhorton@desu.edu | Phone: 302.736.2732
  - Assists Chief Administrator with special projects at DSU Downtown

- **Candy Young**, Program Director
  - Email: csaunders@desu.edu | Phone: 302.736.2470
  - Responsible for all programming of internal and external groups at the DSU Downtown location

- **Terry Bankston**, Director of Career Services
  - Email: tbankston@desu.edu | Phone: 302.857.6125
  - Responsible for all Career Services activities and programming for Delaware State University

**Facilities**

- **Latrice Dabney**, National (Supervisor)
  - Email: ldabney@desu.edu | Phone: 302.736.2461
  - Oversees all facilities and work order processes at DSU Downtown

- **Marti Sanner**
  - Email: msanner@desu.edu | Phone: 302.736.2461
  - National Support facilities staff in work order maintenance

**Security**

- **Aaron Hutt**, Allied Security
  - Email: aaronhutt@yahoo.com | Phone: 302.332.8782
  - Supervises and oversees security at DSU Downtown

Primary Points of Contact

- **DSU Downtown/Office of Strategic Initiatives**: Lisa Hinton, Executive Assistant | Phone: 302.736.2454, lhinton@desu.edu

- **Customer service-related issues**: Dr. Marsha Horton | Phone: 302.736.2732, mhorton@desu.edu

- **Work orders or maintenance issues** (related to classrooms, residence halls, dining facilities or otherwise): Email workordersdt@desu.edu

- **Issues related to academic or faculty concerns**: Concerns should be addressed with the respective chair or dean.
  - **Dr. Gwen Scott-Jones** is the dean of the Wesley College of Health and Behavioral Sciences | Phone: 302.739.2558, gscottjones@desu.edu

- **On-campus emergencies**: Report to Campus Safety immediately at 302.332.8782 or 302.353.8854

- **Event programming requests at DSU Downtown**: Submit to Ms. Candy Young, Director of Programs | Email: csaunders@desu.edu, Phone: 302.736.2740

- **Residence hall-related issues**: Direct to Rael Cherry | Email: rcherry@desu.edu, Phone: 302.857.6315
Division of Strategic Enrollment Management & Student Affairs

Main Number: 302.857.6351

Third-level Contact
Please see first- and second-level contacts for each area below

- **Antonio Boyle**, Senior Vice President for Strategic Enrollment Management and Student Affairs
  aboyle@desu.edu | 302.857.6351

**ADMISSIONS**

Main Number: 302.857.6351

First Contact

- **Paula Holden**, Associate Director of Admissions
  pholden@desu.edu | 302.857.6380
  - Supports the Executive Director of Admissions in providing leadership for the recruitment staff in all aspects of marketing, recruitment and enrollment of new freshman, transfers and international students.
  - Assists with the administration of the office, determination of admissions policies and procedures, and the development and implementation of strategic recruitment, marketing and enrollment plans.

**VETERANS AFFAIRS**

Main Number: 302.857.6351

First Contact

- **Devon Wilson**, Director of Veteran Affairs
dgwilson@desu.edu | 302.857.6376
  - Serves as the University liaison with the Department of Higher Education (DHEC), Department of Veterans Affairs and Delaware State Department of Education as related to Veterans Affairs. Executes and maintains the Internet-based program VA-ONCE as the primary Certifying Official.
  - Reports all changes in approved programs and provides certified school publications to the DHEC. Meetings with State Approving Agency (SAA), Department of Education (DOE) staff during site and supervisory compliance visits to provide necessary files and information. Provides veteran students with educational administrative services as needed.

**ENROLLMENT MANAGEMENT**

Main Number: 302.857.6351

First Contacts

- **Tracey Lundblad**, Director, Dover Air Force Base
tlundblad@desu.edu | 302.857.6522
  - Responsible for managing the admissions process for military and noncivilian personnel. Establishes, promotes and executes the admissions process at the Dover Air Force Base. Helps establish and update procedures and criteria, as well as works with potential students.

- **Travis Sudler**, Director of Enrollment Academic Services and Compliance
tsudler@desu.edu | 302.857.3672 | 302.857.6250
  - Provides support to designated departments within the Division. Provides information sessions and communications for academic scholars of the DC-CAP/TAG, INSPIRE, PHEAA, and Merit/Institutional scholarship awards. Collects, analyzes and reports data from community service activities and requirements. Assists Office of Admissions with recruitment for the Early Bird Program and conducts Academic Advisement and course registration for the program. Conducts communications to scholarship recipients. Maintains Federal Work-Study opportunities for students eligible for FWS Funding.

Secondary Contacts

- **Kareem McLemore**, Assistant Vice President
  kmclemore@desu.edu | 302.857.6348
  - Responsible for the design and implementation of recruitment strategies in order to reach the strategic enrollment goals of the University. Oversees the overall strategy, planning, recruiting, enrollment and evaluation of new students. Leads the areas of the Office of Admissions, the Dover Air Force Base location and the Office of Veterans Affairs, and reports directly to the Senior Vice President of Strategic Enrollment Management and Student Affairs.

- **Angie Oliver**, Enrollment Operations Budget Manager
  aoliver@desu.edu | 302.857.6356
  - Provides administrative and operational support to the Senior Vice President of Strategic Enrollment Management and the division. Responsible for the administration and management of financial analysis, oversight of fiscal operations and on-demand financial reporting. Provide specialized support in the areas of special projects planning, budget management, personnel and financial analysis.
Shelvia Draper, Director of Customer Experience
swright@desu.edu | 302.857.6317
- Responsible for the development and implementation of strategic customer satisfaction initiatives and systems that engage with customers, while achieving the University’s enrollment objectives and customer satisfaction standards. Provides technical leadership in customer engagement and implements current best practices and standards to achieve optimal positive outcomes for those served by the University. Serves as the liaison between all departments within the Strategic Enrollment Management and Student Affairs divisions to drive customer engagement and success. Develops and implements ways of making the customer experience process more effective and efficient (through a process standardization). Ensures all areas are equipped with the necessary tools and resources to assist departments within the division to provide exemplary service to current and prospective students and the community at large. Assesses resource needs and manages Delaware State University’s customer experience processes.

Call Center
Main Number: 302.857.6240

First Contact
- Thelma Acevedo, Associate Director of Call Center
tacevedo@desu.edu | 302.857.6255
  - Responsible for directing the operations and performance of the Call Center by effectively managing members of the Call Center Team. Responsible for aligning the Call Center to serve Delaware State University community members and customers across the functional areas that provide academic programs, academic support services, and administrative services by ensuring that access to programs, information, and services meet the needs and expectations of the community and customers. Resolves customer escalations, troubleshooting techniques, analyzes Call Center data, and focuses on improving performance and processes in an effort to better support students and parents.

Financial Aid
Main Number: 302.857.6250

First Contacts
- Nottoya Thelusma, Associate Director of Financial Aid
nthelusma@desu.edu | 302.857.6268
  - Responsible for administering and overseeing reconciliation of Federal Title IV programs, including direct lending and federal grants. Coordinates all loans processing, including interfacing with Banner, COD, NSLDS (National Student Loan Data System), and other reporting tools. Responsible for resolving reject and error records for direct loans and Pell, the coordination of entrance and exit interviews, maintenance of automated loan processing, disbursement of loan funds, independent audit of output processes, and development and maintenance of procedures for loan processing and staff training.

- Douglas Wilson, Associate Director of Financial Aid Compliance
dswilson@desu.edu | 302.857.6256
  - Directly responsible for ensuring compliance with federal and state financial aid rules and regulations, as well as instructional policies and procedures.

This involves training of staff, monitoring different processes such as the verification of financial aid applications, assisting in the assessment of all existing controls and practices, identifying areas where improvement is needed in relation to Federal Title IV regulations, requirements and best practices, and development and maintenance of the Policy and Procedures Manual.

Secondary Contact
- Al Dorsett, Executive Director of Financial Aid
adorsett@desu.edu | 302.857.7406
  - Responsible for directing Financial Aid strategies that are consistent with the Division of Strategic Enrollment objectives of the University, within the framework of federal state regulations. Administrates Financial Aid programs that support the recruitment and retention of students through appropriate awarding strategies. Establishes and maintains a service-oriented Financial Aid team that is committed to creating excellent student experience. Ensures accurate and secure student financial data, providing timely information to students and families, serves as a compliance for Title IV federal and state regulations, and provides demonstrated leadership in the use of new and existing technology.

Housing
See Page 18

International Affairs
Main Number: 302.736.2529

First Contact
- Candace Moore, Director of International Affairs
cmoore@desu.edu | 302.736.2402
  - Responsible for direct planning, organization and administration of day-to-day operations of the Office of International Affairs. Coordinates all international student programs, immigration requirements for F1 students and is experienced with student records reporting into SEVIS (Student & Exchange Visitor Information System).

Secondary Contact
- Fengshan Liu, Associate Vice President of International Affairs
fliu@desu.edu | 302.736.2554
  - Responsible for overseeing the ongoing shaping and implementation of structures, policies and program initiatives that promote the operation of the Office of International Affairs. Provides leadership and specific plans for University-wide strategies for international partnerships and exchange programs. Develops and maintains collaborative relationships with the faculty and the deans on internationalizing the curriculum. Manages all international program directors and contractors in maintaining the current and expanding international programs. Responsible for increasing the international student enrollment and increasing the net revenue for the University international programs, as well as funding for study abroad programs.
**Records & Registration**

**Main Number:** 302.857.6375

**First Contact**

- **Rhonda Thompson**, Associate Registrar<br>  rthompson@desu.edu | 302.857.7045
  - Provides technical problem solving/analytical skills related to registration. Supervises Plasma closed-course administration. Maintains accurate and retrievable records of all transactions. Supervises classroom assignments. Supervises adjustments to course schedules. Supervises student workers and/or other staff. Supervises student residency requirements. Demonstrates compliance with policies, procedures and regulations. Assists with leadership, supervision and organization of Commencement activities. Updates administrative database (Banner) to reflect grades changes, removal of incomplete and missing grades. Updates NCAA compliance database.

**Secondary Contact**

- **Regina Cotter**, Registrar/Executive Director of Enrollment Management<br>  rcotter@desu.edu | 302.857.7168
  - Provides overall leadership and management of a multi-function and service-oriented department. Responsible for all duties performed in the Office of Records and Registration at Delaware State University and its additional locations at New Castle County (Kirkwood Center), Sussex County (Georgetown Campus), online course offerings, as well as the provision of those academic and student records services needed to support the academic programs of the University. Responsible for the integrity, maintenance and security of the permanent academic records of current and former University students and is the University official responsible for compliance with all relevant state and federal laws and regulations. Key advocate for the needs of students, academic departments and academic advisors, and provides leadership in the improvement of services and system functionality in support of those needs.

**Student Accounts**

**Main Number:** 302.857.6240

**First Contacts**

- **Troy Jones**, Associate Director for Credit and Collections<br>  troyjones@desu.edu | 302.857.6244
  - Oversees team development and training, internal and external audit related requests, daily operations management, Delaware State University goal tracking, cash collections forecasting and risk mitigation. Responsible for the University’s past due accounts receivable management service and internal recovery efforts for the collection of all student accounts. This also includes focusing on achieving revenue recovery goals while delivering excellent customer service to ensure customer satisfaction and retention. Responsible for delinquency management services preventing past due accounts from reaching bad debt status. Performs collections reporting and analytics, maximizes collection strategy and efforts ensuring receivables are maintained within established metric goals.

- **Lindsay Sands**, Associate Director Student Accounts<br>  lsands@desu.edu | 302.857.7346
  - Responsible for managing and maintaining the Banner Information System as it pertains to Student Accounts, student accounts representatives, deferred payment plans and Smart card system administration, working effectively with other student service areas, employee training, developing, and leading personnel assigned to the Office of Student Accounts. Assists in managing the student billing process through the University’s enterprise-wide system as well as other third-party systems essential in providing excellent services to our students. Assists with the monthly closing processes and prepares and coordinates information for University’s annual audits.

**Secondary Contact**

- **Carold Boyer-Yancy**, Executive Director of Student Accounts<br>  cbyancy@desu.edu | 302.857.6382
  - Manages the University’s accounts receivable by directing and overseeing the daily operations of Student Accounts, Cashier’s Office and Collections. This includes but is not limited to providing analysis, planning, and implementing new processes and information systems to better meet the needs and provide excellent service to both internal and external customers.

**Student Affairs**

**Main Number:** 302.857.7585

**STUDENT AFFAIRS & STUDENT ENGAGEMENT**

**First Contacts**

- **Latoya Andersons**, Associate Director of Community Responsibility<br>  lyanders@desu.edu | 302.857.7810
  - Develops educational programs for students, general conduct expectations, alcohol and other drugs, etc. Keeps all records files, reports and paperwork accurate and current for programming. Adjudicates conduct infractions. Conducts prehearing meetings. Conducts staff training and updates conduct policies and procedures. Makes referrals to counseling and/or other educational programs as appropriate. Must maintain highest level of confidentiality.

- **Pamela Adams**, University Chaplain/Director of Spiritual Life<br>  padams@desu.edu | 302.857.7627
  - Responsible for the oversight and coordination of all ministry programs and faith initiatives in the campus community. Leads and promotes spiritual growth and development of students and helps to create a welcoming University environment for persons of all faiths. Plans and implements spiritual-bases programs and collaborates with student organizations and departments across the University to promote awareness and understanding of religious traditions, customs and issues.

- **Quiana Hutchins**, Assistant Vice President for Student Engagement<br>  qhutchins@desu.edu | 302.857.6390
  - Oversees the operation of the Division of Student Affairs with an emphasis on student engagement. Brings thoughtful leadership to ensuring the availability of a robust co-curricular experience for students while
providing vision, leadership and strategic direction to the following administrative units: spiritual life, campus events, and student leadership and engagement. Plays a pivotal role with student success by working collaboratively and creatively with the entire campus community to expand a student-centered model of engagement that increases awareness of student involvement and its impact on the student learning experience. Strategically builds and maintains a student engagement portfolio that creates a sense of community and belonging that can be realized for every student. Supports the Student Government Association and advocates for students on various student-focused initiatives that contribute to persistence and graduation. Develops, refines and influences campus policy and procedure affecting the student life.

Secondary Contacts

Jasmine Buxton, Senior Associate Vice President and Dean of Students
jbuxton@desu.edu | 302.857.7097
- Responsible for leading the Division of Student Affairs and working cooperatively with other divisions to provide high-quality services to students, faculty and staff. Create and set measurable goals for the division each academic year. Provides guidance and support to staff to accomplish goals. Manages and allocates budgets for the entire division. Directs the following areas: Residential Education and Student Life, Student Leadership and Activities, Fraternities and Sororities, Judicial Affairs, Campus Center, Campus Events Planning and Summer Conferences, Intramurals, Wellness and Recreation Center, Student Engagement, Student Employment Office, Spiritual Life. Works with the Student Life Committee of the Board of Trustees, faculty leaders and other student service functions. Builds alliances with alumni and the greater Dover Community.

Wanda Anderson, Associate Vice President for Student Affairs
wanderson@desu.edu | 302.857.7698
- Assists in overseeing the operation of the Division of Student Affairs. Assists in the management of program assessment and planning, including strategic planning and activities of the Student Affairs Assessment Committee.

WELLNESS, RECREATION & CAMPUS EVENTS

First Contact

Jordin Williams, Executive Director of Wellness, Recreation and Campus Events
jnwilliams@desu.edu | 302.612.0208
- Administers, supervises and develops a comprehensive wellness and recreation program including aquatics, adapted recreation, intramural sports, club sports, group fitness, informal recreation, personal training and outdoor adventure. Administers, supervises and develops a quality campus events office, including the design and implementation of a comprehensive events strategy for the campus that is aligned with the University’s mission and vision. Supervises and manages the Martin Luther King Jr. Student Center, Wellness & Recreation Center (WRC), WRC Outdoor Court Complex, Court Yard Fitness Center, and the Learning Commons Fitness Center.
ROOMMATE CONFLICTS
When people live in close quarters, conflict can sometimes arise. Quite often conflicts arise because roommates fail to communicate their expectations. If a student has a problem with a roommate, we encourage them to sit down and calmly discuss the situation with their roommate. If you feel the individuals involved need assistance resolving their conflict, please refer to your resident assistant, Senior RA or their professional Resident Director in that order. Staff will attempt to first resolve any conflicts with a roommate agreement. Most students find it extremely beneficial to complete a roommate contract at the beginning of the school year. The roommate contract is a tool to help roommates sit down together and discuss rules for their living situation. Establishing parameters at the beginning of the year helps set the tone for the remainder of the year. If necessary, resident directors may participate as a mediator if necessary. The roommate contract acts as a tool should problems arise.

ROOM CHANGES
Those seeking a room change must allow a period of two weeks to go by at the beginning of any semester. This allows the process of roommate mediation to take place and also allows the department to find and evaluate available spaces that are found once a student does not check into a room. Students can then visit the Housing Office to be taken into a room. Students can then once a student does not check into a room. Students can then visit the Housing Office to be found in the Housing Office.

MEAL PLAN CHANGES
Students living in traditional residence halls and University Village Apartments are required to sign up for a meal plan. Students seeking meal plan changes must submit a meal plan change form which can be found in the Housing Office.

GOVERNED BY FERPA
Because Delaware State University is a state and federally funded institution, we must follow the Family Educational Rights and Privacy Act (FERPA), which prohibits Residence Life and Housing from releasing any information—aside from the most basic directory information—about the student without the student's permission. This applies to family members. Housing administrative staff will use their best judgment about discussing roommates, finances, complaints, or other problems without the student's permission. In the case of a dire emergency, we may choose to speak to family members.

MAINTENANCE/FACILITIES CONCERNS
All concerns regarding maintenance including work orders, custodial, extermination, trash removal and grounds keeping should contact the Department of Facilities Management (located next to the Baseball field).

How to place a work order:
When you need to place a work order, using your desu.edu email, send the email request to redalert@desu.edu. Please make sure to include your name, location, room #, and any other information pertaining to your request. Once you send the email you will receive a confirmation that your request has been sent.

Main Number: 302.857.6326

First Contacts
- **Keith Coleman**, Associate Director
  302.857.6326 | kcoleman@desu.edu
  - Coordinates all housing assignment processes.
- **Schantel Jones**, Associate Director
  302.857.6326 | sporter@desu.edu
  - Coordinates all SRA/RA Trainings while also supervising the Resident Directors. Works closely with the Executive Director and looks to ensure the proper direction of the department.

Secondary Contact
- **Phillip Holmes**, Executive Director
  302.857.6326 | pholmes@desu.edu
  - Responsible for the overall direction, operations and budget for the department.

Key Support Staff
- **Curtis Williams**, Assignment Coordinator – Village & Courtyard Apts.
  302.857.88515 | cuwilliams@desu.edu
  - Coordinates all housing assignments for the University Village Apts.
- **Tara LaGrassa**, Administrative Secretary – Housing Dept.
  302.857.6326 | tlagrassa@desu.edu
  - Serves as the first point of contact for the department.
- **Michelle Thomas**, Senior Secretary – Living & Learning Commons
  302.857.4452 | mthomas@desu.edu

Resident Directors
The Resident Directors manage the various University-owned residential complexes while also supervising the Resident Assistants.

- **Aishona Jackson** – Resident Director – Tubman Laws
  302.857.7989 | atjackson@desu.edu
- **Rose McPherson** – Resident Director – Living & Learning Commons
  302.857.4337 | rmpherson@desu.edu
- **Latasha Perkins** – Resident Director – Jenkins
  302.857.6320 | lperkins@desu.edu
- **Raequan Rose** – Resident Director – Courtyard Apartments
  302.857.7966 | rose@students.desu.edu
- **Kelvin Laosebikan** – Resident Director – Warren-Franklin/Wynder Towers
  302.857.6335 | klaosebikan@desu.edu
- **Rael Cherry** – Resident Director – Evers Hall/DSU Downtown
  302.857.6315 | rcherry@desu.edu
- **Anne Romeus** – Resident Director – Village Apartments.
  302.857.88972 | aromeus@desu.edu
Assistant Managers/Night Staff

The Assistant Residence Manager (Night Staff) communicates regularly with the Residence Directors regarding building concerns in the area. S/he also receives calls from residents requesting assistance and responds to fire alarms and other health and/or safety emergencies within the residence halls and provides support assistance. S/he is responsible for logging and reporting all calls and incidents as directed by the Coordinator for Night-time Operations. Night Staff provides support to the Office of Public Safety, Dover Police Department (DPD), Kent County Sheriff’s Department, Dover Fire Department and other interactive agencies conducting criminal and/or confidential investigations by coordinating and disseminating information.

- Bruce Bynum – Assistant Resident Manager – Village Apartments
  302.724.2421 | bbynum@desu.edu
- Anthony Byrd – Assistant Resident Manager – Warren-Franklin/Wynder Towers
  302.272.2022 | abyrd@desu.edu
- Howard Dorman – Assistant Resident Manager – Tubman Laws
  302.245.4699 | hdorman@desu.edu
- Wesley Hunt – Coordinator – Night Time Operations
  302.724.2158 | whunt@desu.edu
  Communicates regularly with the Residence Directors regarding building concerns in the area. Responsible for overseeing multiple aspects of the department’s security and safety interests. Directly supervises the Assistant Managers/Night Staff and is responsible for all operational and administrative elements of the night time program between 11 p.m. and 6 a.m. every day.

Senior Resident Assistant (SRA)

A Senior Resident Assistant is a senior member of the RA Staff who lives in the residence hall and is responsible for supervising RAs, office scheduling, monitoring RA rounds, initiating and implementing ongoing training and staff development activities.

Resident Assistant (RA)

The RA is one of the most important positions to hold on campus as they are a top resource to students on campus. RAs monitor their area and report any information that is pertinent to student safety. RAs also perform office duties, create informational bulletin boards and foster a living and learning community.

Office of Facilities Management, Planning and Construction

Quality Control staff will be stationed in residential halls providing status updates for work orders as well as entering new concerns.

Residence Hall Room Concerns/Maintenance Process

- Step 1: Submit a workorder to RedAlert@desu.edu (responses within 72 hours)
  - If you do not receive a response, call Shenequa Harris at 302.857.7834.

- Emergency number
  - 302.857.6230 7:30 a.m.- 4:30 p.m.
  - 302.535.7226 After Hours

Maintenance, HVAC, Plumbing, Grounds and Custodial Services/Shuttle Services/Capital

- Bernard Pratt, AVP Facilities Management
  302.857.6243 | bpratt@desu.edu
  Oversees Facilities Management Operations, Fleet Services & Capital Planning

All Maintenance and Shuttle Services

- Scheduling Shuttles: 302.272.0189
- Shenequa Harris, Executive Director
  302.857.7834 | stharris@desu.edu
  Oversees daily operations of shops (electrical, HVAC, plumbing, and carpentry) & Fleet Services (Shuttles)

Custodial Service and Ground Maintenance

- Matthew Fortune, Director Custodial Services & Grounds
  302.857.7178 | mfortune@desu.edu
  Oversees Custodians and Grounds

Escalations

Escalations for Facilities Management & Fleets Services are handled by Shenequa Harris; please copy Bernard Pratt:

- Shenequa Harris | 302.857.7834 | stharris@desu.edu
- Bernard Pratt | 302.857.6243 | bpratt@desu.edu

If you experience issues with your room or residence hall, please click on the links below to submit a Facilities Work Order request.

- Facilities Work Order Request
Office of University Operations

The Office of University Operations encompasses the Office of Facilities Management, Planning and Construction; Department of Athletics; Office of Business and Finance; Delaware State University Police Department; and Information Technology. Information about each of the areas follows. For information on Facilities Management, Planning and Construction, please see Page 19.

- Cleon L. Cauley Sr., J.D., Chief Operating Officer | ccauley@desu.edu | 302.317.2017

Department of Athletics

- Alecia Shields-Gadson, Director of Athletics | agadson@desu.edu | 302.857.6030 | Conwell Hall Suite 102
  - Overall supervision of Department of Athletics

- Dr. Tim Yancy, Associate AD–Internal Operations | tyancy@desu.edu | 302.736.2300 | DSU Downtown Fieldhouse, Room 5
  - Facilities, game day operations, sport administrator

- Christina Epps-Chiazor, Assistant AD–Compliance/STA | cechiazor@desu.edu | 302.857.7087 | Conwell Hall, Room 106
  - Daily compliance, student athlete welfare issues and grievances, student athlete scholarships and accounts, liaison to academic support staff (ASSA)

- Dennis Jones, Associate AD–Media Relations | djones@desu.edu | 302.857.6068 | Thomasson Building, 2nd Floor
  - Administrator of athletic website dsuhornets.com, coordinates with individual sport team social media page, hair of DSU Hall of Fame

- Rasheem Frazier, Athletic Business Manager | rfraczer@desu.edu | 302.857.6034 | Conwell Hall, Room 100
  - Primary contact for business operations of athletics, assists with student athlete accounts

- Jeffrey Revel, Ticket Manager | jrevel@desu.edu | 302.857.7497 | Conwell Hall, Room 107
  - Coordinator of all University ticket sales events (games, concerts, graduation, etc.)

- Calasha Wisher, Executive Assistant to AD | cwisher@desu.edu | 302.857.6030 | Conwell Hall, Room 10
  - Primary contact for athletic administrative functions

Process to Seek Assistance

- Dsuhornets.com: Primary athletic website where all information can be found
- Recruiting questions and inquiries: Reach out to respective head coach of interest via email
- General questions or concerns: Call main Athletics line at 302.857.6030 or email cwisher@desu.edu
- Reach AD or schedule a meeting: Email Calasha Wisher at cwisher@desu.edu

Office of Business and Finance

- Anas Ben Addi, Vice President of Finance and Chief Financial Officer | 302.857.7835

Budget

Main duties include: Budget Planning, Student Insurance, and Workmen's Compensation

- Ayeda Silent, Budget Director | asilent@desu.edu | 302.857.7206

- Diaese Graves, Budget Officer | dgraves@desu.edu | 302.857.6206

Finance

Main duties include: Accounts Payable (AP), Payroll, Treasury, Debt and General Accounting

- Sasha Lee, Assistant Controller | snlee@desu.edu | 302.857.7970

- Crystal Canon, Payroll Director (Student Payroll) | ccanon@desu.edu | 302.857.7421

- Clifton Smith III, Assistant Controller | csmith@desu.edu | 302.857.7535

- Tonya Cardwell, AP Manager (Student Stipend Checks) | tcardwell@desu.edu | 302.857.7842

Procurement

Main duties include: Purchasing and Procurement of Goods and Services

- Zafar Chaudhry, Executive Director of Purchasing | zchaudhry@desu.edu | 302.857.7852

- Shawnie Noel, Director of Purchasing | snoel@desu.edu | 302.857.6856
Delaware State University Police Department

Report a Crime

Contact: Police Dispatch  
https://www.desu.edu/about/police-department/contact-police-dept  302.857.7911

Submit a Commendation or Complaint

Primary Contact: Deputy Chief of Police  jdavis@desu.edu  302.857.7911
Secondary Contact:  gelliott@desu.edu
Police Operations Sergeants  jmskinner@desu.edu

Anonymous Reporting/Submit a Tip

Contact: Police Dispatch  
https://www.desu.edu/about/police-department/contact-police-dept  302.857.7911

Parking Permits and Ticketing

Primary Contact:  croberson@desu.edu  302.857.7911
Central Control Coordinator

DSU ID Card

Primary Contact:  croberson@desu.edu  302.857.7911
Central Control Coordinator
Secondary Contact:  mhandy@desu.edu

Lost and Found

Contact: Police Dispatch  
https://www.desu.edu/about/police-department/contact-police-dept  302.857.7911

Walking Escort Service

Contact: Police Dispatch  
https://www.desu.edu/about/police-department/contact-police-dept  302.857.7911

Walking Escort Service

Delaware State University Police Department/Division of Public Safety Contacts

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Email</th>
<th>Ext.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bobby L. Cummings</td>
<td>Chief of Police</td>
<td><a href="mailto:bcummings@desu.edu">bcummings@desu.edu</a></td>
<td>302.857.7473</td>
</tr>
<tr>
<td>Joi C. Simmons</td>
<td>Deputy Chief of Police</td>
<td><a href="mailto:jdavis@desu.edu">jdavis@desu.edu</a></td>
<td>302.857.7338</td>
</tr>
<tr>
<td>Gregory Elliott</td>
<td>Police Operations Sergeant</td>
<td><a href="mailto:gelliott@desu.edu">gelliott@desu.edu</a></td>
<td>302.857.7911</td>
</tr>
<tr>
<td>John M. Skinner</td>
<td>Police Operations Sergeant</td>
<td><a href="mailto:jmskinner@desu.edu">jmskinner@desu.edu</a></td>
<td>302.857.7911</td>
</tr>
<tr>
<td>Sakpeh A. Morris</td>
<td>Security Operations Sergeant</td>
<td><a href="mailto:smorris@desu.edu">smorris@desu.edu</a></td>
<td>302.857.7911</td>
</tr>
<tr>
<td>Chandra Roberson</td>
<td>Central Control Coordinator</td>
<td><a href="mailto:croberson@desu.edu">croberson@desu.edu</a></td>
<td>302.857.7911</td>
</tr>
<tr>
<td>Paul Bernat</td>
<td>Risk Assessment Manager</td>
<td><a href="mailto:pbernat@desu.edu">pbernat@desu.edu</a></td>
<td>302.857.7911</td>
</tr>
<tr>
<td>Michelle Handy</td>
<td>Accreditation Manager</td>
<td><a href="mailto:mhandy@desu.edu">mhandy@desu.edu</a></td>
<td>302.857.7911</td>
</tr>
</tbody>
</table>
Information Technology

Process to Seek Assistance

- **Email support@desu.edu** for technical issues or IT support requests such as:
  - Internet and wireless connection
  - Authentication and Access (Microsoft Office 365, i.e., MS Teams, Outlook, OneDrive)
  - Mydesu.edu/Banner Self-Service
  - Instructional Technology Support

- To speak with a member of the University Help Desk, call 302.857.7028.

For any other third party application, generally the student will need to work with the department that collaborates with the third party app: i.e. Nelnet, Bank Mobile (Student Accounts), Campus Logics (Financial Aid), etc.

**Blackboard Support**
- Call Martha Sims-Wilson at 302.857.7122 or email at blackboard@desu.edu *(Under the responsibility of Graduate Studies/Terry Jeffries)*
- For after-hours Blackboard Support, you can access this service 24/7 by calling (toll free) 844.570.6766 or online by visiting http://desu.edusupportcenter.com.

**Digital Student Universe** (Apple One-Device-Per-Student Initiative)
- For support, email appleadmin@desu.edu.

### Division of Information Technology

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Email</th>
<th>Ext.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Darrell McMillon</td>
<td>VP of Information Technology</td>
<td><a href="mailto:dmcmillon@desu.edu">dmcmillon@desu.edu</a></td>
<td>302.857.7499</td>
</tr>
<tr>
<td>Donna Akins</td>
<td>Administrative Assistant to VP of IT</td>
<td><a href="mailto:dakins@desu.edu">dakins@desu.edu</a></td>
<td>302.857.6942</td>
</tr>
<tr>
<td>Russell Weaver</td>
<td>Executive Director of Network Services</td>
<td><a href="mailto:rweaver@desu.edu">rweaver@desu.edu</a></td>
<td>302.857.7255</td>
</tr>
<tr>
<td>Charmaine Babb</td>
<td>Director of Planning and Special Projects</td>
<td><a href="mailto:cbabb@desu.edu">cbabb@desu.edu</a></td>
<td>302.857.7009</td>
</tr>
<tr>
<td>Christopher Garland</td>
<td>Director of Academic Technology</td>
<td><a href="mailto:cgarland@desu.edu">cgarland@desu.edu</a></td>
<td>302.857.6909</td>
</tr>
<tr>
<td>Andrea D. Wilson</td>
<td>Associate Director of Virtual Technology</td>
<td><a href="mailto:adwilson@desu.edu">adwilson@desu.edu</a></td>
<td>302.857.7910</td>
</tr>
</tbody>
</table>

### Process to Escalate Questions & Concerns

- **Internet and Wireless Connections**: Networkteam@desu.edu
- **Authentication and Access**: svrmgrs@desu.edu
- **Mydesu.edu/Banner Self-Service**: cbabb@desu.edu
- **Instructional Technology and Apple Student Initiative**: cgarland@desu.edu
- **IT Division**: dakins@desu.edu
Marketing and Communications

The Department of Marketing and Communications is responsible for the overall internal and external University marketing and communication efforts, which includes but are not limited to the following: Brand Management, Public Relations and Media Relations, The Buzz, Enews Alerts and Communications, University Social Media Content & Activity, Billboards, Advertising, Commercial Broadcasts, Weather Communications, Campus Closures, Delays and Updates, desu.edu Website Content Management, Printed Marketing Materials and Photo Shoots.

- **Dr. Dawn Mosley**, Senior Associate Vice President Marketing and Communications
dmosley@desu.edu
- **Jennifer Rickard**, Associate Director of Marketing and Communications
jerickard@desu.edu
- **Devin Bonner**, Communications Manager
dbonner@desu.edu
- **Stuart Grooby**, Director of Web Services
grooby@desu.edu
- **Carlos Holmes**, Director of News Services
cholmes@desu.edu
- **Pati Nash**, Director of Media Relations
pnash@desu.edu

**Process for Addressing Student Issues**

Students may raise issues of concern, including but not limited to Enews emails, mass notifications, event promotion, and social media activity. The process for escalating issues or concerns should be:

1. Students should initially address questions or concerns to integratedmarketing@desu.edu.
2. If you have not received a response, please call 302.857.7724 to speak to the Communications Manager.
3. If you still have not received an answer or the support you need, please contact the Senior Associate Vice President at 302.857.6272.

**Process to Escalate Questions & Concerns**

- Marketing requests can be submitted by completing the online form found here: [https://www.desu.edu/about/administration/marketing-communications/marketing-project-request-form](https://www.desu.edu/about/administration/marketing-communications/marketing-project-request-form)
- Enews announcement requests can be submitted to enews@desu.edu.

**STAY IN TOUCH**

- **Check your University email**
  Please be sure to regularly check your Delaware State University email for important communications.

- **Follow us on social media**
  - [desuedu](https://www.facebook.com/desuedu)
  - [DelStateUniv](https://www.instagram.com/delstateuniv/)
  - [DelawareStateU](https://twitter.com/DelawareStateU)
  - [delawarestateu](https://youtube.com/delawarestateu)
To provide updates to information within this booklet, please email integratedmarketing@desu.edu.

Revised 4/11/22