

Governors State University

Student Affairs and Enrollment Management: Reaching Vision 2020

Focus Area: Auxiliary Services & University Housing

Leader(s): Mushtaq

Implementation Year: 2016-2017

Goal 5: Develop and implement assessment practices that will better inform decision-making

Objective 1:	Establish expectation that all major initiatives will have an assessment component and that all assessments will be analyzed with recommendations.
Action Items	<ol style="list-style-type: none"> 1. Identify all initiatives that will be expected to have an assessment component 2. Identify the last weekly meeting of the month as the designated staff meeting where we will update each other on assessment that have been completed during the month. 3. At the last staff meeting of each month; update 2016/2017 strategic goals.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	<ol style="list-style-type: none"> 1. Strategic plan will identify with AC designation all initiatives that will have assessment component. 2. Last weekly meeting of each month will have standing agenda item of assessments completed during the month; information will then be compiled for reporting purposes. 3. Strategic goals will be updated end of each month
Responsible Person and/or Unit (Data collection, analysis reporting)	<ol style="list-style-type: none"> 1. ASUH TEAM 2. Betsy 3. Ashley
Milestones (Identify Timelines)	<ul style="list-style-type: none"> • Midyear report • End of year report
Desired Outcomes and Achievements (Identify results expected)	<ol style="list-style-type: none"> 1. All identified initiatives will have assessment component that will help establish culture of continuous improvement in the department. 2. Student satisfaction, engagement and performance will be measured.

Objective 2:	Administer a satisfaction survey to obtain feedback from residents on their experience living in University Housing in 2016/2017.
Action Items	<ol style="list-style-type: none"> 1. Complete analysis of 2015/2016 survey data and create action plan to address areas where improvement is needed (AC)
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	<ol style="list-style-type: none"> 1. Strategic goals will include items identified in action plan as areas to focus attention; 2. Survey in 2016/2017 will contain questions to measure student satisfaction on items identified;
Responsible Person and/or Unit (Data collection, analysis reporting)	<ul style="list-style-type: none"> • Betsy/Mushtaq
Milestones (Identify Timelines)	<ul style="list-style-type: none"> • March 2017 – survey

Desired Outcomes and Achievements
(Identify results expected)

1. Overall satisfaction on key indicators will improve over 2015/2016 survey results.