

# Governors State University

Student Affairs and Enrollment Management: Reaching Vision 2020

**Focus Area: Auxiliary Services & University Housing**

**Leader(s): Mushtaq Choudhary & Corinne Martin**

**Implementation Year: 2017-2018**

**Goal 1: Provide a model residential program defined by a supportive, caring and inclusive living and learning community with high levels of engagement by resident students both on campus and in the community**

<b>Objective 1:</b>	<b>Increase residential student engagement in co-curricular, service and leadership activities.</b>
<b>Action Items</b>	<ol style="list-style-type: none"> <li>1. Partner with CECSC to sponsor one residential service event each semester.</li> <li>2. Formally assess student interest to identify what types of programs/activities Prairie Place students want to see in Prairie Place.</li> </ol>
<b>Indicators and Data Needed</b> (Measures that will appraise progress towards the strategic objective)	<ol style="list-style-type: none"> <li>1. Monthly meetings with CECSC staff to plan service event</li> <li>2. RAs ask via survey types of programs/events interested in (during mandatory first floor meeting)               <ol style="list-style-type: none"> <li>a. Corinne/Abby meet with RAs during 1:1s to align resident interest to programming model</li> </ol> </li> </ol>
<b>Responsible Person and/or Unit</b> (Data collection, analysis reporting)	<ol style="list-style-type: none"> <li>1. Corinne/Abby</li> <li>2. Corinne/Abby               <ol style="list-style-type: none"> <li>a. RAs turn in survey responses to Corinne/Abby</li> </ol> </li> </ol>
<b>Milestones</b> (Identify Timelines)	<ol style="list-style-type: none"> <li>1. Idea for program by September 15/February 15 – implementation of program by early Nov/April</li> <li>2. Survey to be developed by Aug. 4<sup>th</sup></li> </ol>
<b>Desired Outcomes and Achievements</b> (Identify results expected)	<ol style="list-style-type: none"> <li>1. Have at least 3 meetings per semester; Sponsor one residential service event before December 1 for fall and before May 1 for spring.</li> <li>2. Increase student participation during programs</li> </ol>
<b>Achieved Outcomes &amp; Results</b>	
<b>Analysis of Results</b>	

<b>Objective 2:</b>	<b>Effectively utilize a comprehensive programming model that provides meaningful programming and dialogue opportunities for residents to develop relationships, learn about self and the world around them.</b>
<b>Action Items</b>	<ol style="list-style-type: none"> <li>1. Implement Jaguar Wins programming model</li> <li>2. Create a program tracking/recording system</li> </ol>
<b>Indicators and Data</b>	<ol style="list-style-type: none"> <li>1. RAs/HC/FiRs to complete requirements of the programming model</li> </ol>

<b>Needed</b> (Measures that will appraise progress towards the strategic objective)	2. Programming tracker implemented during each semester
<b>Responsible Person and/or Unit</b> (Data collection, analysis reporting)	1. Corinne/Mushtaq/FiRs 2. Corinne/Abby
<b>Milestones</b> (Identify Timelines)	1. End of fall & spring semester 2. to be turned into Mushtaq/Betsy in December/May
<b>Desired Outcomes and Achievements</b> (Identify results expected)	1. increased student retention <ul style="list-style-type: none"> <li>a. increase of attendance/participation at programs</li> <li>b. increase GPA</li> <li>c. increase student involvement</li> </ul> 2. alignment of programs to programming model <ul style="list-style-type: none"> <li>a. beginning of programming tracker for future assessment</li> </ul>
<b>Achieved Outcomes &amp; Results</b>	
<b>Analysis of Results</b>	

<b>Objective 3:</b>	Support the efforts of the 3 Faculty-in-Residence to create programming that promotes student-faculty interaction through cultural and educational programs and other events.
<b>Action Items</b>	1. Implement FIR-RA programming collaboration. 2. Establish program tracking system for FIR programming efforts.
<b>Indicators and Data Needed</b> (Measures that will appraise progress towards the strategic objective)	1. Housing staff (RA) and FiRs will plan & implement 3 programs during fall & spring semester 2. Programming tracker implemented during each semester to track FIR programming efforts
<b>Responsible Person and/or Unit</b> (Data collection, analysis reporting)	1. Corinne/FiRs 2. Corinne
<b>Milestones</b> (Identify Timelines)	1. Implementation of programs by Dec. 1 <sup>st</sup> /May 4 <sup>th</sup> 2. to be turned into Mushtaq/Betsy in December/May
<b>Desired Outcomes and Achievements</b> (Identify results expected)	1. increase student retention through increased resident participation 2. alignment of programs to programming model <ul style="list-style-type: none"> <li>a. beginning of programming tracker for future assessment</li> </ul>
<b>Achieved Outcomes &amp; Results</b>	
<b>Analysis of Results</b>	

<b>Objective 4:</b>	<b>Collaborate with the Academic Resource Center to provide academic assistance opportunities in Prairie Place for residents.</b>
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<b>Action Items</b>	<ol style="list-style-type: none"> <li>1. Implement a student success team model with Faculty-in-Residence, University Housing professional staff, and representatives from the ARC and New Student Programs.</li> <li>2. Develop action plan to increase residential student performance over 2016/2017 GPA data.</li> </ol>
<b>Indicators and Data Needed</b> (Measures that will appraise progress towards the strategic objective)	<ol style="list-style-type: none"> <li>1. Students who engage with Success team leader at least 3 times in the semester will perform at higher academic level</li> <li>2. The academic performance of freshman students (as measured by GPA at the end of each semester) will be improved over 2016/2017 GPA data for freshman by 3-5%.</li> </ol>
<b>Responsible Person and/or Unit</b> (Data collection, analysis reporting)	<ol style="list-style-type: none"> <li>1. Amy/First Year Advising/Corinne/FiRs/Mushtaq/Betsy</li> <li>2. FiRs/Corinne/Mushtaq/Betsy</li> </ol>
<b>Milestones</b> (Identify Timelines)	Fall GPA – December ; Spring GPA – May
<b>Desired Outcomes and Achievements</b> (Identify results expected)	GPA's of residential FY students will improve over 2016/2017 FY grades and will be more consistent with GPA's of commuter FY students.
<b>Achieved Outcomes &amp; Results</b>	
<b>Analysis of Results</b>	

<b>Objective 5:</b>	<b>Increase residential student knowledge on process and timeline for submitting a work order.</b>
<b>Action Items</b>	<ol style="list-style-type: none"> <li>1. Implement a consistent tracking and follow up process for all work orders submitted</li> <li>2. Implement a "How To Submit" a Work Order Campaign</li> </ol>
<b>Indicators and Data Needed</b> (Measures that will appraise progress towards the strategic objective)	<ol style="list-style-type: none"> <li>1. Create process (How-To) for tracking work orders submitted and follow up protocol</li> <li>2A. Signage in Prairie Place explaining work order process and timeline</li> <li>2B. Article in newsletter every other month reminding students of how to submit a work order</li> <li>2C. Train front desk receptionists how to input work order</li> </ol>
<b>Responsible Person and/or Unit</b> (Data collection, analysis reporting)	<ol style="list-style-type: none"> <li>1. Ashley/Mushtaq/Corinne</li> <li>2. Ashley</li> <li>2C = Abby</li> </ol>
<b>Milestones</b> (Identify Timelines)	<ol style="list-style-type: none"> <li>1. August 1</li> <li>2. September 5</li> </ol>
<b>Desired Outcomes and Achievements</b> (Identify results expected)	<ol style="list-style-type: none"> <li>1A. Work order follow up on a weekly basis</li> <li>1B. Work orders will be completed within 2 weeks of submission (pending the scale of the project)</li> <li>2A. Students will know how to submit work orders on their own</li> <li>2B. Increase positivity on Quality of Life survey on work order</li> </ol>
<b>Achieved Outcomes &amp; Results</b>	

<b>Analysis of Results</b>	

<b>Objective 6:</b>	<b>Increase residential student satisfaction with cable television services.</b>
<b>Action Items</b>	<ol style="list-style-type: none"> <li>1. Implement new television package with additional channels</li> <li>2. Implement process for ensuring all channels are operating</li> </ol>
<b>Indicators and Data Needed</b> (Measures that will appraise progress towards the strategic objective)	<ol style="list-style-type: none"> <li>1. New television channels will be selected with package update to include Cinemax and HBO</li> <li>2. Have desk staff check to make sure all channels are working on a weekly basis</li> </ol>
<b>Responsible Person and/or Unit</b> (Data collection, analysis reporting)	<ol style="list-style-type: none"> <li>1. Betsy</li> <li>2. Abby</li> </ol>
<b>Milestones</b> (Identify Timelines)	<ol style="list-style-type: none"> <li>1. August 1</li> <li>2. Weekly Updates given to ARHD</li> </ol>
<b>Desired Outcomes and Achievements</b> (Identify results expected)	<ol style="list-style-type: none"> <li>1. Students satisfaction with Cable TV services will increase on QoL in April 2018</li> <li>2. Department will be able to manage Cable TV outages in a timely manner</li> </ol>
<b>Achieved Outcomes &amp; Results</b>	
<b>Analysis of Results</b>	