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: 2019-2020

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

Objective 1:	Increase residential student engagement in co-curricular, service and leadership activities.
Action Items	1. Strengthen collaboration with Student Life leadership 2. Partner with CECSC to sponsor one residential service event each semester. 3. Formally assess student interest to identify what types of programs/activities Prairie Place students want to see in Prairie Place.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	1. A. Semester meetings with Student Life leadership B. Host one welcome week event in Prairie Place and utilize "take to" programs for RAs 2. Semester meetings with CECSC staff to plan service event 3. RAs ask via survey types of programs/events interested in (during mandatory first floor meeting) a. RHD/Abby meet with RAs during 1:1s to align resident interest to programming model
Responsible Person and/or Unit (Data collection, analysis reporting)	1. AD/RHD 2. AD/RHD 3. A/RHD a. RAs turn in survey responses to A/RHD
Milestones (Identify Timelines)	1. August & January (prior to start of terms) 2. Idea for program by mid-September and mid-February – implementation of program by early Nov/April 3. Survey to be developed by Aug. 10th in preparation for Smart Start arrivals
Desired Outcomes and Achievements (Identify results expected)	1. Complete 1 meeting prior to the start of the term and another mid-way through term; increase program collaboration, participate in Welcome Week and Homecoming Week initiatives 2. Complete 1 meeting prior to the start of the term and another mid-way through term; Sponsor one residential service event before December 1 for fall and before May 1 for spring. 3. Increase student participation during programs
Achieved Outcomes & Results	1. Participated in Welcome Week and Homecoming initiatives by having RAs bring residents to events during both weeks 2. No current VISTA for Student Life, new Student Life staff member hired in Sept. 2019 3. 35 residents completed surveymonkey and 60 completed paper surveys for RAs at floor meetings
Analysis of Results	Prairie Place residents and staff participated in Welcome Week and Homecoming initiatives during the fall and spring terms. With the spring 2020 term moving online due to the COVID-19 pandemic, large-group events were cancelled in Prairie Place and on campus. However, it was noted that residents were more likely to complete surveys about programming topics if the survey was handed to them during floor meetings compared to email/facebook links for a surveymonkey. However, this will prove difficult to complete in the future as the COVID-19 pandemic is requiring us to move to a digital pattern to reduce the amount of contact people have with others.

Objective 2:	**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.**
Action Items	1. Implement new programming model 2. Utilize the program tracking/recording system 3. Pre and post assessments on at least 2 events per semester
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	1. RAs/HC/FIRs to complete requirements of the programming model 2. Programming tracker implemented during each semester 3. 1 for A&OD, 1 for academic intervention programming
Responsible Person and/or Unit (Data collection, analysis reporting)	1. A/RHD/AD/FIRs 2. A/RHD 3. A/RHD
Milestones (Identify Timelines)	1. End of fall & spring semester 2. to be turned into AD/D in December/May 3. Dec. 1st/May 1st

Desired Outcomes and Achievements
(Identify results expected)
	1. increased student retention
	    a. increase of attendance/participation at programs
	    b. increase GPA
	    c. increase student involvement
	2. alignment of programs to programming model
	    a. beginning of programming tracker for future assessment
	3. All residents who attend these events will achieve some level of desired learning (based on evaluations)

Achieved Outcomes & Results	1. A) Fall sign-in sheets are located U:\Prairie Place\Fall 2019 Programming. C) Fall HC board had 7 members A) Spring sign-in sheets are located C) Spring HC board had 5 members 2. RAs were trained on the JAGUARS WIN programming model during the Fall and reviewed during spring training. All RAs have completed their programming requirements from the Fall term. 3. No evaluations of programs were completed by the RAs/HC/FIRs from the fall term. Evaluations were created for a CWC group collaboration event and Women's History Month ("Panel Discussion for 20-something's" event) but both events were cancelled due to COVID.
Analysis of Results	The old JAGUARS WIN programming model was used again for the 2019-2020 year as a new one had not been created. There was a solid amount of programming attendance at RA/HC/FIR events in the fall, and in the spring prior to the COVID-19 stay-at-home order for the state of Illinois (when all events were cancelled). For future terms, the staff and HC should be completing evaluations of certain programs that focus on learning initiatives to be able to track programming success and failures. The programming model will need to adjust to follow CDC guidelines for the 2020-2021 year.

Objective 3:	**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.**
Action Items	1. Implement FIR-RA programming collaboration. 2. Utilize program tracking system for FIR programming efforts.
Indicators and Data Needed (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

Responsible Person and/or Unit (Data collection, analysis reporting)	1. RHD/FIRs 2. RHD
Milestones (Identify Timelines)	1. Implementation of programs by Dec. 1st/May 4th 2. to be turned into AD/D in December/May
Desired Outcomes and Achievements (Identify results expected)	1. increased and consistent attendance at FIR programming 2. identify successful programming to be replicated for following terms
Achieved Outcomes & Results	1. Fall and spring sign-in sheets are located U:\Prairie Place\Fall 2019 Programming 2. FIR Tim chili night & FIR Crystal meal-prep program were the top attended and most enjoyed by the residents
Analysis of Results	Involvement of the FIRs with RA programming must continue as a collaboration. Not only does it help increase the amount of attendees per event, but the FIRs are better able to build connections with students, including the RA staff when organizing events together. For the 2020-2021 year, PP only has one FIR, if in the future another one is hired the collaboration events will continue and will strengthen programming.

Objective 4:	**Collaborate with the Academic Resource Center to provide academic assistance opportunities in Prairie Place for residents.**
Action Items	1. Implement a student success team model with Faculty-in-Residence, University Housing professional staff, and representatives from the ARC and New Student Programs. (1:1 meetings between RHD/FIRs and specific programming meetings between RHD/AD/FIRs. Programming efforts increased for 2 of the 3 FIRs, more RA collaboration in general with other staff.) 2. Develop action plan to increase residential student performance over 2019/2020 GPA data.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	1. Students who engage with Success team leader at least 3 times in the semester will perform at higher academic level 2. The academic performance of freshman students (as measured by GPA at the end of each semester) will be improved over 2018/2019 GPA data for freshman by 3-5%.
Responsible Person and/or Unit (Data collection, analysis reporting)	1. Amy/First Year Advising/RHD/FIRs/AD/D 2. FIRs/RHD/AD/D
Milestones (Identify Timelines)	Fall GPA – December ; Spring GPA – May
Desired Outcomes and Achievements (Identify results expected)	GPA's of residential FY students will improve over 2019/2020 FY grades and will be more consistent with GPA's of commuter FY students.
Achieved Outcomes & Results	1. ARLT created and met, students still not attending meetings but have been meeting with PMs for triage
Analysis of Results	Hall Council members ("freshman things to know", "campus resources and connections") occurred in the fall term. Only one Hall Council event occurred which was social/community building in nature and not related to the ARC. Hall Council events/meetings were cancelled once the stay-at-home order was announced in March.

Objective 5:	**Increase residential student knowledge on process and timeline for submitting a work order.**

Action Items	1. Implement a consistent tracking and follow up process for all work orders submitted 2. Implement a "How To Submit" a Work Order Campaign
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	1. Follow process (How-To) for tracking work orders submitted and follow up protocol 2A. Signage in Prairie Place explaining work order process and timeline 2B. Article in newsletter once per semester reminding students of how to submit a work order 2C. Train new front desk receptionists how to input work order
Responsible Person and/or Unit (Data collection, analysis reporting)	1. Kim/D/RHD 2. Kim 2C = Lauren
Milestones (Identify Timelines)	1. September 15; February 15
Desired Outcomes and Achievements (Identify results expected)	1A. Work order follow up on a weekly basis 1B. Work orders will be completed within 2 weeks of submission (pending the scale of the project) 2A. Students will know how to submit work orders on their own 2B. Increase positivity on Quality of Life survey on work order
Achieved Outcomes & Results	1. Information pending until the end of spring term. 2. QOL is at end of spring term (April). FDM Donna has confirmed students have been submitting work orders on their own.
Analysis of Results	Front desk/RAs submit work orders and provide them to A/RHD for shared drive saving. TMA systems information is sent out to residents and is present in the University Housing Handbook to educate residents on how to submit work orders themselves. The Quality of Life survey was not completed for the SP20 term, due to the COVID pandemic and stay-at-home order initiated by IL Governor's office in March-April.

Objective 6:	**Increase residential student satisfaction with cable television services.**
Action Items	1. Implement new television package with additional channels 2. Implement process for ensuring all channels are operating
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	1. New television channels will be selected with package update to include Cinemax and HBO 2. Have desk staff check to make sure all channels are working on a weekly basis
Responsible Person and/or Unit (Data collection, analysis reporting)	1. D 2. ARHD
Milestones (Identify Timelines)	1. August 1 2. Weekly Updates given to ARHD
Desired Outcomes and Achievements (Identify results expected)	1. Students satisfaction with Cable TV services will increase on QoL in April 2019 2. Department will be able to manage Cable TV outages in a timely manner
Achieved Outcomes & Results	1. QOL is in April 2. (waiting on company to complete dispute deal with network to have HBO and Cinemax channels back online)
Analysis of Results	Due to COVID-19 pandemic, the QOL was not administered as there were mass-moveouts due to the stay-at-home order from the IL Governor.

	There is still no solution to the HBO/Cinemax channels as there is still a contract dispute out of University control.