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

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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

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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 initiatives 2. No current VISTA for Student Life, new staff member hired in Sept. 2019 3. Residents completing surveymonkey and also completed paper surveys for RAs at floor meetings
Analysis of Results	

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	
Analysis of Results	

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)	

Achieved Outcomes & Results	
Analysis of Results	

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 2.
Analysis of Results	

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. Ashley/D/RHD 2. Ashley 2C = Abby
Milestones	1. September 15; February 15

(Identify Timelines)	
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	
Analysis of Results	

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. 2. (waiting on company to complete dispute deal with network to have HBO and Cinemax channels back online)
Analysis of Results	