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

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<th>Objective 1:</th>
<th>Increase residential student engagement in co-curricular, service and leadership activities.</th>
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| **Action Items** | 1. Partner with CECSC to sponsor one residential service event each semester.  
2. Formally assess student interest to identify what types of programs/activities Prairie Place students want to see in Prairie Place. |
| **Indicators and Data Needed** | 1. Monthly meetings with CECSC staff to plan service event  
2. RAs ask via survey types of programs/events interested in (during mandatory first floor meeting)  
   a. Corinne/Abby meet with RAs during 1:1s to align resident interest to programming model |
| **Responsible Person and/or Unit** | 1. Corinne/Abby  
2. Corinne/Abby  
   a. RAs turn in survey responses to Corinne/Abby |
| **Milestones** | 1. Idea for program by September 15/February 15 – implementation of program by early Nov/April  
2. Survey to be developed by Aug. 4th |
| **Desired Outcomes and Achievements** | 1. Have at least 3 meetings per semester; Sponsor one residential service event before December 1 for fall and before May 1 for spring.  
2. Increase student participation during programs |

**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 Jaguar Wins programming model  
2. Create a program tracking/recording system |
<p>| Indicators and Data | 1. RAs/HC/FiRs to complete requirements of the programming model |</p>
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<th><strong>Objective 3:</strong></th>
<th>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.</th>
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| **Action Items**| 1. Implement FIR-RA programming collaboration.  
2. Establish program tracking system for FIR programming efforts. |
| **Indicators and Data Needed** | 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** | 1. Corinne/FiRs  
2. Corinne |
| **Milestones** | 1. Implementation of programs by Dec. 1st/May 4th  
2. to be turned into Mushtaq/Betsy in December/May |
| **Desired Outcomes and Achievements** | 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 |
| **Achieved Outcomes & Results** | |
| **Analysis of Results** | |

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<th><strong>Objective 4:</strong></th>
<th>Collaborate with the Academic Resource Center to provide academic assistance opportunities in Prairie Place for residents.</th>
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### 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.
2. Develop action plan to increase residential student performance over 2016/2017 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 2016/2017 GPA data for freshman by 3-5%.

### Responsible Person and/or Unit (Data collection, analysis reporting)

1. Amy/First Year Advising/Corinne/FiRs/Mushtaq/Betsy
2. FiRs/Corinne/Mushtaq/Betsy

### 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 2016/2017 FY grades and will be more consistent with GPA’s of commuter FY students.

### Achieved Outcomes & Results

### Analysis of Results

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<th>Objective 5:</th>
<th>Increase residential student knowledge on process and timeline for submitting a work order.</th>
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| **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** | 1. Create 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 every other month reminding students of how to submit a work order  
2C. Train front desk receptionists how to input work order |
| **Responsible Person and/or Unit (Data collection, analysis reporting)** | 1. Ashley/Mushtaq/Corinne  
2. Ashley  
2C = Abby |
| **Milestones (Identify Timelines)** | 1. August 1  
2. September 5 |
| **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** |  |
### 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 | 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. Betsy  
|             | 2. Abby |
| 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 2018  
|             | 2. Department will be able to manage Cable TV outages in a timely manner |
| Achieved Outcomes & Results |  |
| Analysis of Results |  |