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

Objective 1:	Increase residential student engagement in co-curricular, service and leadership activities.
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 (Measures that will appraise progress towards the strategic objective)	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 (Data collection, analysis reporting)	1. Corinne/Abby 2. Corinne/Abby a. RAs turn in survey responses to Corinne/Abby
Milestones (Identify Timelines)	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 (Identify results expected)	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
Achieved Outcomes & Results	1. VISTA intern moved in Oct. 28th. Meeting scheduled for December winter break for Clothing Exchange event. Idea for both events to occur in spring due to late hiring of intern. 2. RAs surveyed residents at first floor meetings using Interest Survey – have noticed attendance of 15-30 people per smaller program a. RAs have utilized Interest Survey results to plan programs
Analysis of Results	1. VISTA intern never reached out for Clothing Exchange. VISTA intern moved out of PP mid-spring. Instead, A/RHD organized food and clothing collection for EOY closing period; collected 1 full cart of food donations for the GSU Food Pantry, 1 full cart of business clothing/accessories/shoes for the GSU4U Career Closet, 4 full carts of clothing/electronics/house items for the Salvation Army. Hall Staff team plans to implement this type of collection for all future end of term closings. 2. List of programs provided by RA/FIR/HC staff members for the full academic year can be found at the following location, titled ".Program Tracker": U:\Auxiliary Services\Housing - Prairie Place Programming\2017-2018 a. It was suggested by RA Staff to continue use of the Interest Survey during First Floor Meetings to attain program preferences from resident students. Continued use of the Suggestion Box for Hall Council should also be more advertised by the desk/RA staff in future years to allow Hall Council to also create programs that residents prefer.

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
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
Responsible Person and/or Unit (Data collection, analysis reporting)	1. Corinne/Mushtaq/FiRs 2. Corinne/Abby
Milestones (Identify Timelines)	1. End of fall & spring semester 2. to be turned into Mushtaq/Betsy in December/May

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

Achieved Outcomes & Results	1. Retention was tracked in the following ways
	    a. The attendance sum for the fall term was 1041 total, while the spring term was 798 total. The amount of programs in Prairie Place totaled 46 for the fall term and 38 for the spring term.
	    b. Fall 2017 term GPA for all resident students was 2.596, Spring 2018 term GPA was 2.531. The CUM GPA for all resident students from the Fall 2017 term was 2.67, the CUM GPA from the Spring 2018 term was 2.71
	    c. Hall Council involvement decreased from 8 members (fall) to 2 members (spring)
	2. Programming Tracker was created, has been utilized upon completion of each event/program in Prairie Place. Found here: U:\Auxiliary Services\Housing - Prairie Place Programming\2017-2018 , titled ".Program Tracker"

Analysis of Results	1. JAGUARS WIN programming model was implemented and completed in full by all RA Staff, RAs collaborated with FiR staff, HC in spring utilized passive programming due to only 2 members on team. Attendance was higher in the fall term due to the PrairiePalooza (the "welcome" picnic for the whole building before classes begun) and due to Smart Start programs only occurring during the month of August.
	    a. Implementation of a First 6 Weeks programming model for the upcoming Fall term will increase programming efforts by staff and hopefully increase early participation and involvement from residents.
	2. Program Tracker utilized to track attendance and outcomes of all programs. Found here: U:\Auxiliary Services\Housing - Prairie Place Programming\2017-2018 , titled ".Program Tracker"
	    a. Each tab at the bottom of the Tracker states who was the organizer (RA/FIR/HC/A/RHD/other) and the last two pages of the Tracker chronologically lists the program's title, date, organizer, and attendance.

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. Establish 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. Corinne/FiRs
	2. Corinne
Milestones (Identify Timelines)	1. Implementation of programs by Dec. 1st/May 4th
	2. to be turned into Mushtaq/Betsy in December/May
Desired Outcomes and Achievements (Identify results expected)	1. increase student retention through increased resident participation. Attendance tracked at each event.
	2. alignment of programs to programming model
	a. beginning of programming tracker for future assessment
Achieved Outcomes & Results	1. Created a Goals and Breakdown FIR document and provided training to the faculty before RA Training occurred. Created the Practical, Focused, Relevant theme. Found here: U:\Auxiliary Services\Staffing\Faculty in Residence\2017-2018
	2. FiR program tracker is also located on a tab on the RA/HC program tracker. Found here: U:\Auxiliary Services\Housing - Prairie Place Programming\2017-2018
Analysis of Results	1. All FiR programs had an RA collaborating for planning and implementation purposes. Description of program and attendance outcome is found on the Program Tracker. Suggestion from FIRs was to move toward a more mentor-type model to allow FIRs to better connect and impact residential students in their academic cohorts. Suggestion of programming for each cohort was suggested for the following year.
	2. The same Program Tracker for RAs also tracked the HC and FiR programming efforts.

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.
	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 &	1. Teams created and implemented. The GPA of FA17 students was 2.296. Commuter

Results	students had a GPA of 2.23. This is the first year that residential first year students had a higher GPA than commuter first year students. This is also the first year that the demographic profile (admit status) of residential students was aligned with the admit status of the freshman class as a whole.

Student Type	Number of Students FA17	FA17 GPA	Number of Students SP18	SP18 GPA	CUM GPA
Freshman (FA17 admits)	97	2.296	86	2.188	2.348
2nd Year (FA16 admits)	37	2.14	32	2.454	2.695
3rd Year (FA15 admits)	22	2.555	21	2.524	2.686
4th Year (FA14 admits)	22	2.701	15	2.565	2.874
Transfer & DDP students	62	2.954	64	2.593	2.817
Graduate	26	3.752	25	3.639	3.638
Total*	266	2.596	243	2.531	2.712

2. Study tables created, FIR office hours created, academic coach outreach begun, ARC math tutoring to begin in Oct. Consistent attendance at every FIR study table.

Analysis of Results	1. Although resident student fall Term GPA slightly decreased, the CUM GPA has remained above a 2.5. 142 residential students maintained a GPA of 2.5 or above, and of that total 29 residential students received a 4.0 GPA for the Spring 2018 term. 2. The Fall term saw more attendance for RA Study Tables, FIR office hours, and ARC Math Tutoring compared to the Spring term.

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. 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 once per semester 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	1A. How-To and tracking log was created and implemented starting with the month of July (each month is per tab); Assistant Director meets weekly with Facilities to go over status of work orders. Found here: U:\Auxiliary Services\Housing - Work Request Process

	1B. Implemented standing biweekly meeting with RHD\AD\Facilities Key Staff Team 2A. Signage about work order process in PP; Students have stopped by C1330 or PP Office to follow up if work request not completed 2B. Article in first newsletter detailing how to submit a work order, will revisit mid semester if necessary 2C. Abby completed semester front desk training on August 23rd. Additional ongoing training to be completed as necessary
Analysis of Results	1A. How-To and Log were successful in assisting staff of keeping track of work orders submitted to housing staff and allowed Assistant Director to check on status of work orders during weekly meetings. 1B. The overall percentage of work orders submitted to University Housing staff from July 2017-April 2018 being completed in two weeks is 67.9%. The month with the highest completion percentage is April and the month with the lowest completion rate is February. The month with the highest completion percentage was due to the RHD/AD following up and requesting updates on work order items with facilities engineers and the month with the lowest completion percentage was due to facilities following up and completing WO from the Winter Break period, where there was a high submission at the close of fall semester by Housing staff. 2A. Based on the quality of life survey results only 28.84% of survey respondents believe it was easy to submit a worker order which is down 11% from last year. Some of the reasons are the location of the work order link and students not knowing how to operate the platform. 2B. Based on the quality of life survey 25% of respondents believed that work orders were submitted in a timely manner (same as the previous year) and 34% disagreed that they were completed in a timely manner but the disagreement is down 5 percentage points from the previous year. The follow up process implemented seems to have assisted in slightly decreasing the disappointment with the timeliness of work orders however a process will need to be developed to track when students submit work orders so those can have the regular follow up as well.

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. 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	• New cable system installed on August 9, 2017; ORCA TV installed in mid-Nov. • Cable content updated and new channel guide placed on housing website http://www.govst.edu/Campus_Life/University_Housing/Cable_Television_Services_-_Prairie_Place/ • RHD in Prairie Place has set up process whereby all channels are checked weekly to ensure they are on line
Analysis of Results	1. Student satisfaction was reported through the QOL Survey that 46.16% of students agree/strongly agree that the Cable TV services met their needs. This was an increase of 19.55%

| | from the 2016-2017 academic year. |
| | 2. Any issues reported by residents or staff were managed within the next business day. To ensure proper function of the Cable TV services, the front desk completed a channel scan on a daily (Monday-Friday) basis to ensure all channels were in functioning order. |