

**EDUCATIONAL AND STUDENT SERVICES
GOALS AND OBJECTIVES
2007 - 2012 (Revision 2009)**

DEPARTMENT: Housing						
GOAL(S)	OBJECTIVE(S)	ACTIVITIES/ STRATEGIES	ASSESSMENT TOOL EVALUATION	RESPONSIBLE PERSON	TIME LINE	STATUS
Provide residential experiences that encourage knowledge acquisition, integration, application, and critical thinking skills	Establish living/learning communities through collaboration with various academic departments and programs	Maximize dedicated housing space for EIT, Donaghey Scholars, CLC, Internationals, FYE, and Learning Communities	Occupancy reports of these populations	Director/ Academic program leaders	2007; annual	90%
		Develop assessment plan with specific learning outcomes for living/learning communities	Completed evaluations each spring.	Director/ Academic program leaders	2007; annual	100%
		Offer specific educational programs by major and classification	Program evaluations	Hall manager and staff	2007; annual	60%
	Maximize faculty student connections	Host one FYE class per year in University Commons	Class evaluation.	Director/FYE coordinator	2007; annual	0%

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Provide residential experiences that encourage knowledge acquisition, integration, application, and critical thinking skills (Continued)	Maximize faculty student connections (Continued)	Instruct PEAW RA Leadership class once each year	Class evaluations and RA performance reviews	Director	2007; annual	100%
		Offer planned educational programs that include faculty presenters	Program statistics and evaluations	Hall manager and staff	2007; annual	100%
	Infusion of technology to enhance learning	Maximize student access to electronic communication	Computer lab usage; maintenance logs of data network	Director/ IT staff	2007; annual	100%
		Expand functions and features of Housing web site	Usage statistics	Director/ Housing IT manager	2007 annual	100%
		Use of resident and staff list servs and electronic mail	Correspondence records	Director/ Office staff	2007; annual	100%
	Teach work related skills and expectations through student employment opportunities	Offer work study and student labor positions of responsibility	Employee statistics	Director/Hall manager	2007; annual	100%

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Provide residential experiences that encourage knowledge acquisition, integration, application, and critical thinking skills (Continued)	Teach work related skills and expectations through student employment opportunities (Continued)	Develop structured and intentional student staff training and performance evaluations	Process evaluations	Hall manager	2007; annual	100%
		Implement a comprehensive student staff development program	Staff development evaluations	Hall Manager	2007; annual	50%
	Recognize and embrace parent/family connections in the learning process	Create and send quarterly parent newsletters	Better informed parents should result in fewer negative encounters with students and parents	Director/ Dean of Students Office	2007; annual	100%
		Invite parents to campus once a year	Evaluation of parent experience	Director/ Office of Recruitment	2008	0%

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Encourage humanitarianism and civic engagement of residents	Promote understanding and appreciation of human differences	Hire diverse student staff	Staffing statistics	Director/ Hall manager	2007; annual	100%
		Offer at least five cultural programs each	Program statistics and evaluations	Hall staff	2007; annual	100%
		Offer programs related to identity development	Program statistics and evaluations	Hall staff	2007; annual	100%
		Support roommate relationships through discussions and programs	Track room change requests and reports of roommate conflicts	Hall staff	2007; annual	100%
		Offer ethics course as a judicial sanction	Course attendance statistics and evaluations	Director/ Chief judicial officer	2007; ongoing	50%
	Motivate residents toward civic responsibility	Provide personal and group leadership experience through hall government	Effective RHA that maintains organizational leadership and offers programs	Hall manager	2007; annual	100%

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Encourage humanitarianism and civic engagement of residents (Continued)	Motivate residents toward civic responsibility (Continued)	Offer at least one service program each semester	Program statistics and evaluations	Hall Manager	2007; annual	100%
		Pilot judicial board program	Case statistics	Director	2008	0%
Maintain and enhance safe, secure housing facilities	Successfully open and integrate new apartments into campus community	Fully furnish, open and operate new facilities	Meet deadlines	Director, staff & contractors	2006 - 2007	100%
		Implement planned policies, procedures and staffing	Signed leases, budget updates, and staff rosters	Director/ Office staff	2006 - 2007	100%
	Utilization of all available resources for security	Operation and maintenance of surveillance equipment	Low occurrence of camera or recording device outages	Director/ DPS/ Supplier	2007; ongoing	100%
		Maximum utilization of security staff	Low incidence of code violations and criminal activity	Director/ DPS	2007; ongoing	100%
		Install card readers on more interior common area doors	Controlled authorized access resulting in minimal theft and vandalism	Director/ IT staff	2007	0%

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Maintain and enhance safe, secure housing facilities	Utilization of all available resources for security	Fully engage and support smoke-free campus	Track violations and smoking cessation by residents	Hall staff/Health Services	2009	40%
		Maximize student input and awareness of security issues	RHA established sub committee and surveys	Hall manager	2008	0%
	Development of comprehensive crisis response plan for Housing	Conduct crisis audit with housing	Completion of crisis audit worksheet	Director/ Hall staff	2007	0%
		Draft written crisis management plan including process and protocols	Completed document	Director	2007	0%
		Training to include tabletop exercises and crisis simulations	Evaluation of training	Director/ Hall staff	2008	0%
	Maintain safe and attractive facilities	Conduct annual facilities audit	Useful planning data	Director/ Staff	2007; annual	50%
		Develop furniture/ equipment repair/ replacement schedule	Realistic replacement schedule accurately reflecting needs	Director/ Maintenance staff	2008	50%

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Maintain and enhance safe, secure housing facilities (Continued)	Maintain safe and attractive facilities (Continued)	Prioritize capital improvements into budget	Adequate funding for necessary improvements; high occupancy and satisfaction	Director/ Division Chief/ VC	2009	0%
Operate fiscally sound auxillary by maximizing income and responsibly applying resources	Maintain high occupancy of residence hall, apartments, and rent houses	recruitment, marketing, quality services, fair pricing, and competitive amenities	Occupancy data and student satisfaction survey results	Director/ staff	2007; ongoing	100%
	Maximize conference housing income	Advertising, utilization of all available housing	Revenue and occupancy reports	Director/ staff	2007; ongoing	100%
	Implement sustainability campaign	Reduce, reuse, and recycle initiatives	Track recycling and energy use	Director/ Physical Plant consultant	2008; ongoing	15%
	Increase knowledge base with profesional training	Attend Campus of the Future Conference, National & Regional Housing Conferences, CBMI and others	Implement appropriate learned strategies for conservation and fiscal management	Director	2008 - 2010	100%

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Operate fiscally sound auxillary by maximizing income and responsibly applying resources	Fully utilize campus information system	Account tracking and reporting	Production of useful data	Director/ Office staff	2007; ongoing	100%
	Connect budget to learning outcomes	Produce planning document that includes both goals and necessary financial resources	Higher % of completed goals	Director	2008	50%
	Utilize housing profits for facility improvements	Obtain appropriate transfers of funds to allow expense of profits	Noticable improvements to facilities	Director/ Division Chief	2007; ongoing	50%
	Assess and plan for future housing growth on campus	Conduct needs assessment surveys and collect occupancy data	Production of useful data	Director	2009	15%
		Obtain current market analysis	Completed analysis	Director/ Division Chief/ VC	2010	10%
		Consider expansion options; fate of University Court Apartments, acquisition of area property	Review pros and cons of all options	Director/ other staff	2011	10%