



STUDENT SERVICES
Five-Year Component Plan

The Division of Student Affairs' mission is to collaborate with and engage our diverse students, faculty, staff, and community members regarding access, affordability, services, programming, and experiences, with a goal of improving recruitment, retention, and supporting students in defining and achieving their goals. This plan outlines goals, objectives, and strategies in support of this effort.



COMPONENT GOAL: ACCESS

Increase student access to transformative educational experiences that are affordable, versatile, and relevant.

Student Services

Component Goal 1: Expand student access to services and opportunities.

OBJECTIVE 1: Reduce student barriers to accessing services.

- » **Strategy 1:** Streamline student experiences with business processes (from initiation to completion of a process students undergo).
- » **Strategy 2:** Build student and faculty knowledge about units providing student services and co-curricular opportunities.
- » **Strategy 3:** Enhance customer service training for all student services staff, including student workers.

OBJECTIVE 2: Increase student participation in Registered Student Organizations (RSOs) and Fraternity and Sorority Life (FSL).

- » **Strategy 1:** Develop creative marketing to showcase registered students' organizations and fraternity and sorority life for all students.

INSTITUTIONAL GOAL: *EXPERIENCE*

Improve the student, faculty, and staff experience by cultivating an engaging campus community that promotes diversity, equity, and inclusivity.

Student Services

Student Services Component Goal 1: Promote a culture of engagement, inclusion, wellness, and growth, both on-campus and online.

OBJECTIVE 1: Enhance campus life and provide fun engagement for potential, new, transfer, online, and returning students.

» **Strategy 1:** Expand fun and engaging opportunities that enrich students' time while at UA Little Rock.

OBJECTIVE 2: Assess and if necessary improve the online and on-campus climate for minoritized populations.

» **Strategy 1:** Conduct campus climate surveys regularly.

» **Strategy 2:** Use the surveys to enhance the campus climate for LGBTQ persons on campus.

» **Strategy 3:** Provide culturally relevant programming to create an inclusive campus community.

» **Strategy 4:** Provide bystander training to the campus.

OBJECTIVE 3: Enhance the culture of self-care and wellness for the online and on-campus community.

» **Strategy 1:** Provide online and on-campus experiences and resources related to mental health, physical health, and well-being.

OBJECTIVE 4: Enhance the development of intrapersonal and interpersonal skills for the online and the on-campus community.

» **Strategy 1:** Provide online and on-campus experiences and resources related to self-understanding, personal values, ethical reasoning, and integrity.

» **Strategy 2:** Provide online and on-campus experiences and resources related to collaboration, leadership, interdependence, and meaningful relationships.

INSTITUTIONAL GOAL: RESEARCH

Expand the institution's applied research footprint to provide advanced educational opportunities and broaden external impact.

Student Services

Component Goal 1: Increase research and publication capacity among staff.

OBJECTIVE 1: Increase research and publications related to student services on best practices, assessment, programming, and community engagement.

- » **Strategy 1:** Create support for units who want to explore research and publication.
 - » **Strategy 2:** Collaborate with ORSP and University Advancement to identify funding opportunities for research.
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INSTITUTIONAL GOAL: **COMMUNITY ENGAGEMENT**

Enhance community engagement through partnerships and collaborations involving faculty, staff, and students that address local, state, and regional needs.

Student Services

Component Goal 1: Expand student collaborations within the community.

OBJECTIVE 1: Support student engagement in the community.

- » **Strategy 1:** Enhance on-campus experiential offerings that link student interests with community issues.
- » **Strategy 2:** Develop and grow workforce opportunities between community partners and students at UA Little Rock.

OBJECTIVE 2: Develop Fraternity and Sorority Life (FSL) community engagement.

- » **Strategy 1:** Build relationships within the FSLs on campus and across the state.

OBJECTIVE 3: Develop Registered Student Organizations (RSO) community engagement.

- » **Strategy 1:** Build relationships within the RSOs on campus.
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Student Services Committee

Kara Brown – Assistant Vice Chancellor for Student Affairs

Sharon Ann Downs – Assistant Vice Chancellor for Student Affairs

Jonathan Coleman – Director for Financial Aid and Partnerships

Cody Decker – Vice Chancellor for Student Affairs

Michael Gibbs - Associate Athletic Director

Courtney Hicks – Fraternity & Sorority Life

Richard Harper – Dean of Students

Kindle Holderby – Assistant Vice Chancellor for Enrollment Management

Joni Lee – Vice Chancellor for Governmental Relations

Louise Lowe – Student Success Coordinator

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