

Division of Student Engagement and Success
University Housing Programs
Strategic Plan 20/20

Mission

University Housing assists students in achieving their academic and personal goals by providing excellent on-campus housing, referral to off-campus housing, and transportation resources. The department supports the mission of the university by creating living environments that are conducive to learning.

*Excellence * Integrity * Leadership * Sustainability * Inclusion*

Learning

Goal: Provide learning-centered communities that promote student success.

Objective 1: Facilitate residential programs based on student learning outcomes.

SLO 1: The student will be able to effectively demonstrate reflective thought and analysis in ethical decision making after participating in the Islander Leadership Seminar.

SLO 2: The student will be able to practice and embrace inclusion of diverse cultures after participating in the Islander Leadership Seminar.

SLO 3: The student will be able to effectively communicate a viable personal safety plan after residing on campus one year.

SLO 4: The student will be able to effectively analyze information, options and consequences to make rational choices after participating in the annual alcohol and drug education program (i.e. Party House).

SLO 5: The student will be able to correctly identify the appropriate action to take to address an issue after one semester living on campus.

SLO 6: The student will be able to effectively connect how their training and experiences have contributed to their leadership philosophy after participating in the Islander Leadership Seminar.

Campus Climate

Goal: Create an inclusive residential community that facilitates engaged learning.

Objective 1: Provide inclusive programs to prepare students personally, academically, and professionally.

Strategy 1: Collaborate across campus to redesign the leadership class to train future leaders and resident assistants.

Strategy 2: Implement service learning activities for residents.

Strategy 3: Host programs to educate residents on these and other topics.

- Inclusion
- Social responsibility
- Health and wellness
- Ethical decision making
- Critical thinking
- Communication

Strategy 4: Support university traditions by participating in key university events, such as Homecoming, Move-In Day(s), Waves of Welcome, etc.

Strategy 5: Invite faculty and staff to collaborate on programming.

Strategy 6: Collaborate across campus to create and implement living learning communities.

Strategy 7: Educate residents to support sustainability through recycling and other conservation programming.

Strategy 8: Teach and model safe and responsible behaviors to students.

Objective 2: Provide quality housing and transportation options to meet student needs.

Strategy 1: Strategically expand the number of on campus beds to achieve the master plan goal of 3,626 beds by 2025.

Strategy 2: Provide clean and well maintained facilities.

Strategy 3: Provide welcoming and friendly service.

- Provide proactive training on customer service and job skills to staff.
- Recognize great performance and achievements of staff.

Strategy 4: Evaluate the university funded bus routes based on need and use; alter and expand bus schedules as necessary.

Resources and Accountability

Goal: Develop and manage resources to efficiently and effectively achieve the mission of the Department of University Housing.

Objective 1: Manage resources, efficiently, effectively, and responsibly.

Strategy 1: Increase the number of qualified staff to meet the needs of a growing university.

- Hire a university coordinator for living learning communities.
- Encourage private partners to hire and develop staff to meet demands.

Strategy 2: Increase and encourage professional development opportunities related to student housing.

Strategy 3: Provide students at a distance with national resources to search for housing and transportation in their home community.

Strategy 4: Investigate best potential areas in which to develop residential learning communities.

Strategy 5: Enhance and expand schedules to reflect growing transportation needs.

Strategy 6: Expand and improve facilities.

- Increase housing spaces on the Momentum Campus to keep pace with the master plan goal of 3,626 total on-campus beds in 2025.
- Implement preventative maintenance plans for each property.
- Implement a building and/or room rehabilitation/refurbishing plan for each property to keep units in good condition.

Strategy 7: Conduct regular property inspections.

- Conduct annual walks through housing properties to identify physical obstacles to safety with university staff (housing officer, UPD).
- Conduct quarterly walk through of housing perimeters with SSC staff to identify safety or security issues, such as lighting or parking lot problems.

Strategy 8: Utilize technology to streamline processes.

- Update the Housing Payment Option system and process.
- Develop information feed for Momentum Village.

Strategy 9: Improve evaluation of student learning outcomes and other measures by utilizing meaningful and data-driven assessment to increase the effectiveness of services and programming.