

Student Affairs Division
 Department: Residence Life
 2008-2009 Action Plan

2008-09 Dept. Goals	Projects to be Accomplished in 2008-09 (How and by Whom)	Ongoing Projects	Success Indicators	Supports Division Strategic Priorities	Supports College Strategic Priorities	Results
1. Increase student education regarding substance abuse, personal health and safety by providing purposeful programming.	Collaborate with Student Activities, Campus Safety, Advising, Student Health Center and community partners (Resident Assistants, Residence Hall Directors and Director of Residence Life).	Monthly Programming and Educational Services.	Program Attendance and Survey from students and Residence Assistants.	1	2 & 6	
2. Complete satisfaction survey and implement pilot program of benchmarking data.	Begin collecting satisfaction surveys for fall and spring residents; returners and early cancellations to find out what services we are doing well and what services must be improved. Will work with Residence Hall Directors and IR.	Fall 2008 Satisfaction Survey Spring 2009 Satisfaction Survey.	Completion of surveys.	1	1 & 2	
3. Implement a new enterprise resource planning (ERP) software program to maximize residential communication.	Complete scripts for vendor groups, attend interactive demonstrations and provide feedback for additional needs (Misty, Bryan & Jay).	By implementing and training staff on new ERP system, better use of college resources and quicker turnaround time for notification to students.	Successful and ongoing implementation and practice.	1, 2 & 3	5	

4. Identify behaviors related to excellent customer service and provide training and coaching to Student Affairs staff.	Collaborate with Student Affairs staff to identify best practices and successes.		Better customer satisfaction and ability to meet their needs.	1 & 2	5	
5. Evaluate and enhance one stop services	Collaborate with Student Affairs staff to identify best practices and successes.		Better customer satisfaction in house and ability to meet each other's needs.	1 & 2	1, 2, 4 & 5	