

NMHU Unit Strategic Planning: FY21 Plan
 Unit name: Housing and Student Conduct
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PLAN - Unit Goals / Objectives

Unit	Unit / Department Objective	Purpose of Objective	SP Goal 1	SP Goal 2	SP Goal 3	SP Goal 4	SP Goal 5	Status (New or Ongoing)	Timeframe	Measureable outcomes
HSC	Provide data support for deferred maintenance and improvement initiatives	To support data-informed decision making for residential improvements					X	Ongoing	Continuous	Successful completion of repairs, renovations and improvements
HSC	Support and promote timeliness, efficiency and responsiveness in administrative operations for students, and University operations	To improve the administrative processes and more responsive and efficient administrative operations					X	New	Continuous	Demonstrated improvements through annual professional evaluation reviews
HSC	Support and promote excellence in residential satisfaction assessment	To help improve the residential environment for our students			X			New	Fall 2021 - Spring 2022	Develop monthly resident satisfaction query via Residence platform
HSC	Support Student Affairs Programming & Educational Efforts	An engaging and vibrant campus life				X		Ongoing	Continuous	Document attendance and co-curricular activities in Engage platform
HSC	Develop residential strategy for using survey data more effectively	To help student affairs decision makers make data-informed decisions based on student feedback				X	X	New	Continuous	Development of plan to use survey data more effectively
HSC	Support strategic enrollment management (SEM) initiatives	To work collaboratively to support SEM recruitment efforts			X		X	New	To be developed in FY21 and FY22	Development of a collaborative housing and recruitment strategy
HSC	Use technology to make the housing experience more accessible and responsive to student needs	To help students access departmental information more easily and efficiently					X	New	To be developed in FY21 and FY22	Utilization of web-based system for student initiated requests, document completion, submissions and department responsiveness

DO - Implement Plan		STUDY - Assessment			ACT - Improve
Action(s)	Budget implication	Status (Met, Ongoing, Stop)	Outcome(s)	Challenge(s)	Improvement(s)
Institute new workflow tracker for internal damage assessment and occupancy readiness	None	Met; Ongoing	Improved communication and accuracy and timeliness in repairs responsiveness, room readiness, and cleanliness	Coordination between Housing and Facilities Services in initiation, and completion of repairs and improvements; timely and accurate inspection process	Submission of monthly centralized damage and repair reports with follow-up.
Hire permanent administrative assistant to replace 3 student workers to complete administrative duties in a timely manner	Salary and benefits	Ongoing	Timelier response times for ID completion, charges, student interfaces and other administrative duties	None	Sustain and increase training
Institute a monthly assessment question(s) via Residence platform	None	Ongoing	Improve student satisfaction by providing an opportunity for them to have input	Dependent upon issues addressed in queries	Offer OA training through CTE to address any questions prior to specified deadline
Utilize Engage to track student participation and co-curricular activities	None	Ongoing	Accurate documentation of student participation and engagement	None	Offer training to campus community on use of the tickler and expected artifacts
Determine the division's priorities and review student survey responses that may inform priorities	None	Ongoing	Align division resources with division, student and University priorities based on student feedback	Dependent upon issues addressed in student feedback	Adjust surveys, if necessary, to inform on shifting priorities
Develop a preferred housing deadline to more effectively recruit students	None	Ongoing	Increase the potential for successful recruitment efforts if students can increase the likelihood of preferred residential placement	None	Sustain.
Develop an externally visible student access app for Residence; increasing platform awareness	Minimal if done in-house	Met; Ongoing	Improvement in ease of renewing and submitting new applications, room selection and autonomy;	Workload for creating Residence app	Investigate solutions and resources for creating the app