**Northern Michigan University**

**Improvement Plan / Assessment Report Form - Updated**

**Administrative or Educational Support Unit**

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| Name of Department or Unit | | Housing and Residence Life Office | | | |
| This document is the | 🗹 PLAN or 🞎 REPORT for July 1, 2012 to June 30, 2013 | | | Date Submitted: | November 15, 2012 |
| Submitted by (Unit Representative) | | | Carl Holm | | |

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| **Department or Unit Mission Statement: Was this mission statement revised this year? Yes X No** |
| The mission of the Housing and Residence Life Office is to make significant contributions to student learning through excellent service, well-managed facilities, and a residential environment rich with opportunities for personal growth, especially that which grows out of interaction with others, development of interpersonal relationships, involvement in the creation of unique communities, and opportunities to take advantage of other aspects of campus life. |

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| **Improvement Plan** |  |  | |
| **Administrative Objective #1** *(State an ongoing goal by which the unit gauges its overall performance in a key role year after year, i.e. your “bottom line” measure.)* |  | **Action Plan/Evidence of Assessment for Objective** *(Describe the statistic or criteria that measures success in achieving this goal. What is the desired and/or minimum target you expect*? *What method is used to collect the data for the statistic*?) | |
| *Objective*:  To provide an environment residence hall students find satisfying, engaging, growth producing, and supportive of their persistence.  *Rationale (Why you are setting this objective; mark with “X”)*:  X Effectiveness/quality action Efficiency/cost action  Compliance issue Satisfaction measure Create baseline  Other (explain):  *Alignment (Refer to last pages)*   1. *Which AQIP category does this address? Category 3* 2. *Does this objective relate to a Road Map goal? If yes, type the related Road Map codes here*: ML-1, CE-2, and CE-3 |  | *Measures*:  All students living in residence halls will be invited to complete the ACUHO-I/EBI Resident Assessment, a nationally recognized residence hall student satisfaction and program assessment survey, in April 2013. The 2013 results will be compared against 2012 baseline results. In addition:   1. At least 75% of the feedback from students who complete the ACUHO-I /EBI Resident Assessment in April 2013 will be satisfactory on:   Factor 1: Hall staff  Factor 4: Facilities  Factor 5: Services provided  Factor 6: Room assignment or change process  Factor 7: Safety and security  Factor 12: Sense of community  Factor 13: Personal Interactions  Factor 15: Manage time, study, solve problems  Factor 16: Personal growth  Factor 17: Overall satisfaction   1. The scores from NMU students who complete the ACUHO-I /EBI Resident Assessment in April 2013 will be at or above those of our six comparison schools on at least 50% of:   Factor 1: Hall staff  Factor 4: Facilities  Factor 5: Services provided  Factor 6: Room assignment or change process  Factor 7: Safety and security  Factor 12: Sense of community  Factor 13: Personal Interactions  Factor 15: Manage time, study, solve problems  Factor 16: Personal growth  Factor 17: Overall satisfaction   1. Residence hall retention from W13 to F13 will be at least: 2. Continuing freshmen – 70% 3. Continuing sophomores – 19% 4. Continuing juniors – 30% 5. Continuing seniors – 40% 6. When surveyed in April 2013, 100% of the residence hall presidents (or their representatives) will indicate that they agree or strongly with our accomplishment of this over-arching objective. | |
| **Assessment Report** |  |  | |
| **Summary of Data Collected** *(Provide trend data and summary)* |  | **Description of how results were used to improve services** *(Offers conclusions or interpretation and explains how data was used to make changes for improvement as related to the objective)* | |
| (Fill this cell only for the REPORT at the end of the year.) |  | (Fill this cell only for the REPORT at the end of the year.) | |
| **Improvement Plan** |  |  | |
| **Administrative Objective #2** *(State a 1-2 year objective intended to improve a unit process, service, or output.)* |  | **Action Plan/Evidence of Assessment for Objective** | |
| *Objective*:  To finalize a Long Range Campus Housing Plan for the  University.  *Rationale (Why you are setting this objective; mark with “X”)*:  X Effectiveness/quality action Efficiency/cost action  Compliance issue Satisfaction measure Create baseline  Other (explain):  *Alignment (Refer to last pages)*   1. *Which AQIP category does this address? Category 8* 2. *Does this objective relate to a Road Map goal? If yes, type the related Road Map codes here*: CA-2 |  | *Describe timetable plans to achieve objective*.  (A consulting firm was selected in 2011.)   1. Information will be provided and draft documents will be reviewed in a timely manner according to the consultant’s and involved University staff member’s schedules. 2. The University will have a final Long Range Housing Plan to use for long range planning prior to December 15, 2012. 3. Feedback from both the associate provost for student services and the vice president for finance and administration obtained prior to January 15, 2013, will be positive regarding the final report and our effort in that regard. 4. Appropriate aspects of the Long Range Housing Plan will be incorporated into the Housing and Residence Life Office’s FY14 budget. 5. Members of the Board of Trustees’ Finance Committee and the Board of Trustees will support those aspects of the housing plan incorporated in the FY14 Housing and Residence Life Office budget.   *Beyond completing the above steps, how will you judge whether the objective was a success?*   1. Relevant aspects of the Long Range Housing Plan will be incorporated in future Housing and Residence Life Office project planning and budgets. 2. Solicited student feedback on either our Student Perception Survey or on the ACUHO-I/EBI Resident Assessment Survey will improve following changes resulting from the Long Range Housing Plan. 3. When surveyed each year after aspects of the plan are completed, 100% of the residence hall presidents (or their representatives) will be positive about the changes made to the department’s facilities. 4. Unsolicited feedback from the students affected will generally be positive about the changes made to the department’s facilities.   *Examples: If the rationale was Efficiency/cost, what is the desired and/or minimum target criteria for savings in time or cost? If the rationale was Satisfaction, what is the measure and what increase is desired*? | |
| **Assessment Report** |  |  |
| **Summary of Data Collected #2** (*Summarize the evidence)* |  | **Description of how results were used to improve services** | |
| (Fill this cell only for the REPORT at the end of the year.) |  | (Fill this cell only for the REPORT at the end of the year.) | |
| **Improvement Plan** |  |  |
| **Administrative Objective #3** *(State a 1-2 year objective intended to improve a unit process, service, or output.)* |  | **Action Plan/Evidence of Assessment for Objective** | |
| *Objective*:  To improve departmental efficiency and effectiveness by  developing a comprehensive departmental policy, procedure,  and practice electronic file and reference manual.  *Rationale (Why you are setting this objective; mark with “X”)*:  X Effectiveness/quality action Efficiency/cost action  Compliance issue Satisfaction measure Create baseline  Other (explain):  *Alignment (Refer to last pages)*   1. *Which AQIP category does this address? Category 6* 2. *Does this objective relate to a Road Map goal? If yes, type the related Road Map codes here*: CA-2 |  | *Describe timetable plans to achieve objective*.   1. Identify departmental policies, procedures, and practices to be   included in these files by November 30, 2012.   1. Documents will be edited by January 15, 2013, 2. Create at least 50% of those to be written by March 1, 2013. 3. Insert all established documents into an electronic content   management system by March 15, 2013.  5. Create the remaining 50% of those documents to be written and  insert them into the file management system by June 30, 2013.    *Beyond completing the above steps, how will you judge whether the objective was a success*?   1. Ninety percent of the feedback solicited from departmental staff on a brief survey in June 2013 will be positive. 2. Ninety percent of the feedback solicited from the members of the department’s advisory board with a brief survey conducted at the end of the 2013 Fall Semester will be positive about the accessibility of departmental policies, procedures, and practices. | |
| **Assessment Report** |  |  |
| **Summary of Data Collected #3** (*Summarize the evidence)* |  | **Description of how results were used to improve services** | |
| (Fill this cell only for the REPORT at the end of the year.) |  | (Fill this cell only for the REPORT at the end of the year.) | |

**AQIP Functions within the University:**

Some unit objectives address specific operational issues directly related to AQIP reporting. Listed below are AQIP categories. Use these category numbers to describe the context of each objective, i.e. which category does that objective address?  
 (A full description of the Portfolio’s categories and its detailed topics are available at [www.nmu.edu/aqip](http://www.nmu.edu/aqip) under the Current Document

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| ***AQIP Categories*** | |
| Category 1 | Helping Students Learn documents the curricular and co-curricular processes and student learning support. |
| Category 2 | Accomplishing Other Distinctive Objectives documents the key non-curricular functions by which NMU serves the region, e.g. community engagement initiatives of students and employees, and department outreach. |
| Category 3 | Understanding Students’ and Other Stakeholders’ Needs documents how NMU builds relationships with students, alumni and employers and identifies, targets and meets their needs. |
| Category 4 | Valuing People documents NMU personnel recruitment, training, satisfaction, services and programs. |
| Category 5 | Leading and Communicating documents processes that guide NMU in setting directions, making decisions, seeking future opportunities, and communicating decisions and actions. |
| Category 6 | Supporting Institutional Operations documents student and administrative support services, safety, and facilities. |
| Category 7 | Measuring Effectiveness documents IT systems and institutional research NMU employs to collect, analyze, and distribute, and how departments use them to manage improvement, e.g. use of charts, “cubes,” dashboards. |
| Category 8 | Planning Continuous Improvement documents NMU’s strategic and administrative planning processes. |
| Category 9 | Building Collaborative Relationships documents how NMU works with external organizations from which we receive students (school systems) or goods and services (vendors and utilities), send our graduates (schools and employers), and support or regulate our programs (agencies). |

(A full description of the Portfolio’s categories and its detailed topics are available at [www.nmu.edu/aqip](http://www.nmu.edu/aqip) under the Current Document

**Road Map Codes to Tie to Unit Objectives**

Some unit objectives are strategic initiatives that align with goals in the University strategic plan - Road Map to 2015. Listed below are Road Map categories and goals, preceded with a code. Use these codes when describing Objectives #2 and #3. (Note: Even if your objective is not an exactly itemized as a Road Map priority, still use the code if it applies to that goal.) The full Road Map is at [www.nmu.edu/roadmap2015](http://www.nmu.edu/roadmap2015).

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| ***Road Map to 2015 Goals*** | |
| ***Code*** | ***Innovation Goals*** |
| **I-1** | Balance successful programs with new offerings |
| **I-2** | Professional development program that rewards innovation and collaboration |
| **I-3** | A growing portfolio of corporate collaborations that exploit NMU’s technical expertise, enhance academic programs and facilitate global engagement for students and faculty both on campus and abroad |
| **I-4** | Develop the financial resources to support innovation and student success |
|  | ***Meaningful Lives Goals*** |
| **ML-1** | A Liberal Studies Program that provides students with the abilities and knowledge necessary for lifelong learning and effective citizenship in a challenging and rapidly changing world |
| **ML-2** | Develop a new academic advising system that integrates the advising assets of academic departments and student services to contribute to a new, effective retention management network—similar to our enrollment management network |
| **ML-3** | Integrate the highest possible level of information technology skills and competencies throughout the university |
|  | ***Campus Attributes Goals*** |
| **CA-1** | Utilize the Campus Master Plan and related initiatives to continue to build and develop a greener and more learner-centered campus |
| **CA-2** | Enhance processes throughout campus operations to guide the use of resources and inform resource allocation |
| **CA-3** | Enhance the portfolio of academic programs, research and other activities that leverage the university’s location |
| **CA-4** | Be a model community for sustainable education and practices |
|  | ***Community Engagement Goals*** |
| **CE-1** | Include all units of the campus in the process of community engagement for the mutually beneficial exchange of knowledge and resources in a context of partnership and reciprocity. |
| **CE-2** | Increase faculty, staff and student involvement in the Superior Edge program, academic service learning and other community engagement and leadership development initiatives. |
| **CE-3** | Put into action a commitment to be an inclusive community where differences are recognized as assets of the institution, respected attributes of the person and a valuable part of the university experience |
| **CE-4** | Increase collaboration with local communities, schools, governments, development groups and other partners to enhance community and economic development in the Upper Peninsula. |