

Student Affairs Division
2008-2009 Goals & Objectives

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STUDENT AFFAIRS DIVISION

Goals and Objectives for 2008-2009

Mission Statement: The mission of Student Affairs is to serve, shape and support students in the achievement of their academic and personal goals. This is accomplished by providing programs, services, activities and facilities that foster the intellectual, social, cultural, physical and emotional development of students.

Goal I: (Advocacy) To serve within the University community as an advocate for student's rights, issues, and concerns that influence the quality of their college experiences, and to serve as interpreters for students of institutional policies and procedures.

GOAL II: (Welfare) To provide for the health, safety, financial and physical needs and the psychological, and emotional welfare of students through services and programs that contribute to their ability to continue their education.

GOAL III: (Development) To teach, through experiences inside and outside the classroom, skills that empower students with self-knowledge and enhance the quality of their life experiences now and in later roles.

GOAL IV: (Involvement) To involve students in the life of the university community through activities, programs, communication and feedback, and through shared decision- making and consultation.

GOAL V: (Organizational Framework and Staffing) To establish a comprehensive organizational framework from which to administer all of the functions of the Student Affairs Division and to employ qualified personnel.

GOAL VI: (Staff Development) To provide both opportunity and incentive for professional staff development that will enhance office operations.

GOAL VII: (Physical Facilities) To provide adequate physical facilities for students and student service offices.

Goal VIII: (Technology) To upgrade and enhance technical services, resources and equipment.

GOAL IX: (Budget) To provide leadership and administrative support in maintaining budgets for Student Affairs.

GOAL X: (Evaluation) To plan, implement and evaluate on-going student support services.

Goal 1: Provide qualified staff, facilities and budget to provide quality delivery of services.

Objective 1.1: Hire and retain qualified staff to provide quality services and developmental learning for our growing student population.

Strategy 1.1.1: Identify personnel needs of each department with input from Directors.

Strategy 1.1.2: Develop a short and long-range plan for personnel growth.

Strategy 1.1.3: Identify qualifications for existing and new positions that include basis of formal education and training, relevant work experience, personal skills and competencies, relevant professional credentials, potential for promoting learning, development and success in students, applying effective practices to educational processes and enhancing institutional effectiveness.

Strategy 1.1.4: Hire qualified staff in student support areas that are selected on the basis of formal education and training, relevant work experience, personal skills and competencies, relevant professional credentials, as well as potential for promoting learning and development in students, applying effective practices to educational processes and enhancing institutional effectiveness.

Strategy 1.1.5: Provide continuous professional staff development opportunities.

Performance Indicator: Number of new hires, qualifications and credentials of staff and retention of qualified staff, training and experience in student development theory and practice. Formal and informal feedback from students and observations.

Expected Outcome: A qualified staff that has knowledge of student development and success and applies effective practices to educational processes to meet the needs of students and the overall goals of the Student Affairs Division.

Objective 1.2: Provide adequate facilities for students and support services.

Strategy 1.2.1: Identify the facility needs of each department and program services.

Strategy 1.2.2: Develop a short and long-range plan for facility growth.

Strategy 1.2.3: Work with the Office of Facilities and Planning to access services for proposed renovation and construction projects.

Performance Indicator: Development of a short and long-range capital plan and a capital improvement plan.

Expected Outcome: Realization of new and improved capital projects as outlined in our capital improvement plan.

Objective 1.3: Provide adequate budgets to accomplish the mission statement, goals and objectives of each individual Student Affairs Department.

Strategy 1.3.1: Discuss and identify departmental needs with each department.

Strategy 1.3.2: Request individual budgets through UNCP's budgeting process for operational and new staffing needs.

Strategy 1.3.3: Prioritize budget needs of each department.

Strategy 1.3.4: Allocate funds as appropriate.

Performance Indicator: Funds are appropriated and allocated based on assessed needs.

Expected Outcome: Student Affairs departments will be given resources to provide programs, services and activities that will enhance student learning, development and success based on enrollment growth and changing needs.

Time Line: Assessment of adequate, qualified staffing, adequate facilities and budgeting will be done annually.

Assessment Procedure: Meet monthly with directors to determine assessment needs of each department with regards to staffing, facilities and budgets.

Use of Assessment Data: Feedback from directors will guide the approval and allocation of new staff and funding.

Goal 2: Promote student retention efforts in all Student Affairs departments.

Objective 2.1: Develop retention strategies within each department.

Strategy 2.1.1: Provide training and discussions on the “role of Student Affairs professionals” at staff meetings.

Strategy 2.1.2: Provide opportunities for staff development through professional organizations.

Strategy 2.1.3: Review philosophy of Student Affairs professional.

Strategy 2.1.4: Encourage active interaction, involvement and engagement with students as professional role models and educators.

Performance Indicator: Number of contacts with students, observations of interactions, observed behavior, direct quotations and correspondence from students about their experiences.

Expected Outcome: A more welcoming environment where students will become more engaged and interactive in campus life.

Objective 2.2: Provide more demographic analysis and research on our students for greater understanding of “who is our student body”.

Strategy 2.2.1: Review institutional research data on our students through our staff meetings.

Strategy 2.2.2: Provide a report of our Student Wellness Survey to all Student Affairs staff as well as other demographic student reports.

Strategy 2.2.3: Conduct focus groups and surveys to determine student interest and needs.

Strategy 2.2.4: Plan appropriate programs and services based on research findings.

Performance Indicator: Number of surveys, focus groups and interest meetings.

Expected Outcome: A greater understanding of “who is our student” and their interests and needs which will provide implications and direction for programming and student learning opportunities.

Objective 2.3: Engage students in student life activities early in their college career.

Strategy 2.3.1: Provide a wide range of opportunities to engage students in activities and to become connected.

Strategy 2.3.2: Publicize activities and programs widely through a variety of communications systems – brochures, *This Week, Pine Needle*, flyers, marquee sign, academic classes, etc.

Performance Indicator: Number of planned activities and programs to engage students and advertisement pieces, feedback from students on activities through discussion and observations of student interaction and engagement.

Expected Outcome: Students will become connected, opportunities for student learning and success will be enhanced and retention will increase.

Time Line: Directors will submit retention strategies at the beginning of each academic year (August) which include plans for early intervention of students.

Assessment Procedure: Surveys and informal communication will be used to determine number and level of participation, satisfaction of activities and needs assessment.

Use of Assessment Data: Feedback from students will help guide further activities and programming to engage students.

Goal 3: Promote “town and gown” relations.

Objective 3.1: Strengthen the Student Affairs role as liaison with the greater community.

Strategy 3.1.1: Schedule and attend at least three University/Town Committee meetings.

Strategy 3.1.2: Initiate Town & Gown projects that will positively enhance relationships and mutually benefit each.

Strategy 3.1.3: Participate in local Chamber of Commerce meetings/functions, attend local Town Council meetings and support community events.

Strategy 3.1.4: Host community events on campus, such as Lumbee Homecoming, Project Graduation, LREMC Annual

Meeting, local high school graduations, community concerts, etc.

Strategy 3.1.5: Serve as facility host for meetings, workshops, seminars, entertainment, summer camps, etc., within our stated guidelines and policies.

Performance Indicator: Number of events attended and held on the University campus. Feedback from the community on partnerships.

Expected Outcome: A spirit of cooperation and partnership between the town and university.

Objective 3.2: Partner with community outreach initiatives and activities.

Strategy 3.2.1: Involve community representatives on our local boards as appropriate, such as our GPAC Advisory Board, C-PARC Board, LSOP Board, etc.

Strategy 3.2.2: Host and partner with various agents to provide community services such as health screenings, blood drive, etc., as appropriate.

Performance Indicator: Number of community representatives on committees and boards. Feedback from participants.

Expected Outcome: Greater partnerships with the community.

Objective 3.3: Host Pembroke Day program to strengthen relationship with the Pembroke Community and to introduce our University community and students to the town of Pembroke residents.

Strategy 3.3.1: Collaborate with the Office of University and Community Relations to coordinate facility requests.

Strategy 3.3.2: Coordinate university involvement with student clubs and organizations.

Strategy 3.3.3: Coordinate activities through our Student Life office for entertainment.

Performance Indicator: Number of participants from the University, businesses, merchants and vendors.

Expected Outcome: Positive town/gown relationships, sharing of relevant information, social interaction and the opening of doors for future interaction.

Time Line: On-going. Three University/Town Committee meetings will be held over the 2008-2009 academic year. Pembroke Day will be held in September. Local boards will meet throughout the year.

Assessment Procedure: Formal and informal feedback will be requested on the effectiveness and value of meetings and desired direction for committee meetings.

Use of Assessment Data: Feedback will provide future direction, topics/activities for future meetings.

Goal 4: Publish information on student policies, programs and events.

Objective 4.1: Update the Student Handbook for 2009-2010.

Strategy 4.1.1: Contact all departments and the university attorney to determine updated information and policy changes.

Strategy 4.1.2: Determine printing company and contact the university photographer to select photos for the student handbook.

Performance Indicator: Meet the printing deadline in order to make payment during the 2008-2009 fiscal year. Make changes and/or add new policies. Post the student handbook on the Student Affairs website.

Expected Outcome: Provide the University community with the latest information on student services, policies, and programs.

Objective 4.2: Publish *This Week*, our weekly newsletter, and four editions of *Campus Connection*, our parent newsletter.

Strategy 4.2.1: Collect information from the master calendar for the weekly newsletter and research topics of interest for parents.

Performance Indicator: Newsletter information will be printed in a timely manner.

Expected Outcome: This Week will be mailed to all departments, emailed to students and posted on the Student Affairs website. Four newsletters will be mailed to parents during the fall and spring semesters.

Time Line: In February, request handbook updates from the departments and send the printing requisition out for bids. Throughout March and April, make changes and send to the printer during the first week in May. Parent newsletters will be mailed in August, October, January and March. Websites will be updated as often as needed.

Assessment Procedure: Meet all deadlines for publications. Solicit feedback from students, faculty, staff and parents via focus groups or surveys administered by StudentVoice.

Use of Assessment Data: Provide accurate information in a timely manner. Make improvements on all publications based on suggestions.

Goal 5: Serve as administrative advisor to the Student Publications Board.

Objective 5.1: Monitor budgets and printing deadlines for three student publications: *The Aurochs* literary magazine, *The Pine Needle* newspaper and the *Indianhead* yearbook.

Strategy 5.1.1: Request budget proposals and printing deadlines.

Strategy 5.1.2: Approve requisitions and sign contracts.

Strategy 5.1.3: Facilitate the student fee request process with advisors.

Performance Indicator: Review budgets with the faculty advisors on a monthly basis. Budget balances will remain healthy after the printing costs, student wages and equipment upgrades. All printing deadlines will be met.

Expected Outcome: Produce excellent student publications in a timely manner for the campus community.

Objective 5.2: Hire qualified students to fill editor positions.

Strategy 5.2.1: Advertise campus wide and interview candidates to fill the student editor positions.

Performance Indicator: Receive resumes on qualified applicants.

Expected Outcome: Hire editors with strong leadership skills to manage and produce the student publications.

Time Line: Student Publications Board meetings will be scheduled monthly during the academic year. The *Pine Needle* newspaper will be published every

two weeks and updates will be posted on the website daily. The *Aurochs* literary magazine and *Indianhead* yearbook are published only once per year and should be delivered on campus for distribution two weeks prior to graduation. Candidates for the student editor positions will be interviewed in early April for the next academic year.

Assessment Procedure: Develop a survey in StudentVoice to assess the quality and distribution of all student publications. Budgets will be viewed in Financial Banner on a monthly basis.

Use of Assessment Data: Discuss production issues with the faculty advisors and student editors. Determine if student fee increases should be requested for the next academic year.

Goal 6: Provide opportunities for staff development, long-range planning and assessment in Student Affairs.

Objective 6.1: Provide educational and team building opportunities.

Strategy 6.1.1: Schedule monthly meetings with directors.

Strategy 6.1.2: Promote employee recognition for innovative programming, outstanding service and accomplishments in the field.

Performance Indicator: Survey directors to determine staff development topics of interest. Support participation in professional conferences and university sponsored workshops.

Expected Outcome: Challenge the Student Affairs staff to solve problems, promote teamwork, develop creative programming and maintain a culture of praise.

Objective 6.2: Provide opportunities for long-range planning.

Strategy 6.2.1: Schedule goal setting and strategic planning sessions.

Strategy 6.2.2: Provide updates and information concerning the University's long-range strategic plan and reporting requirements for our SACS accreditation visit in 2010.

Performance Indicator: Departments will submit updated goals and objectives annually.

Expected Outcome: Departmental goals will complement the long-range goals and strategic plan for the University. Complete assignments for the SACS accreditation.

Objective 6.3: Promote assessment of all services, programs and facilities.

Strategy 6.3.1: Promote StudentVoice, our web based assessment program.

Performance Indicator: All departments in the division will develop surveys to determine quality of services programs and student learning outcomes. A survey schedule will be developed within the division.

Expected Outcome: Assessment efforts will provide the division with information to better serve our student population.

Time Line: Schedule monthly meetings for directors during the academic year. Request assessment reports by May 15, 2009. Request goals and objectives for 2009-2010 by June 15, 2009.

Assessment Procedure: Survey directors to determine staff development topics of interest. Review monthly reports to determine accomplishments toward goals and participation in staff development opportunities. Review the number of surveys designed in StudentVoice for each department. Departmental assessment reports will be collected and forwarded to the Chancellor's Office in May regarding quality of programs, student learning outcomes and recommendations for improvements.

Use of Assessment Data: Enhance educational opportunities for the staff. Organize strategic planning and effective assessment practices for the Division of Student Affairs. Determine effectiveness of Student Affairs services, programs and student learning outcomes.

Office of Student Development Goals and Objectives for 2008-2009

Mission Statement: The UNCP Office of Student Development provides direction and supervision to the following areas: Greek Life, Student Life, Intramurals, Center for Leadership and Service, Multicultural and Minority Affairs.

Goal 1: Develop a culture of outcomes assessment and program evaluation.

Objective 1.1: Determine student needs and effectiveness of programs.

Strategy 1.1.1: Implement StudentVoice surveys and Council for the Advancement of Standards in Higher Education's Self Assessment Guides in each area. Begin implementation in summer 2008.

Performance Indicator: Surveys are used to make informed choices by the director of programs.

Expected Outcome: Retain or change programs based on survey results.

Strategy 1.1.2: Work with UNCP Institutional Effectiveness on using NSSE (National Student Survey of Engagement) data collected from Spring 2008 NSSE survey.

Performance Indicator: Programs are effectively addressing the needs of the students.

Expected Outcome: The data will provide key insights into programming for our students.

Strategy 1.1.3: Meet every two weeks with direct reports as a group. One-on-one meetings with direct reports between group meetings.

Performance Indicator: More collaborative efforts between departments with Student Development. Closer working relationships.

Expected Outcome: A more positive working environment. An increase collegial atmosphere.

Objective 1.2: Use technology to reduce costs, monitor attendance and communicate with students.

Strategy 1.2.1: Use web based on line payment system for Parents Weekend registration. Place SGA elections on line.

Performance Indicator: Number of parents who register for Parents Weekend on-line and number of students who vote on line in SGA elections.

Expected Outcome: Parents will not need to mail in checks for Parents Weekend; therefore, providing a more efficient service. SGA election results should show a 20-30% increase over paper elections.

Strategy 1.2.2: Work with UCIS on new student e-mail system.

Performance Indicator: Students will be able to access their UNCP e-mail addresses more frequently for information.

Expected Outcome: UNCP students will be better informed concerning university events.

Strategy 1.2.3: Use Troubadours to account for students attending events.

Performance Indicator: Level of students interested and participating in events.

Expected Outcome: An accurate accounting of actual attendance.

Strategy 1.2.4: Use Facebook and other non-university communications for advertising.

Performance Indicator: Students will be aware of events based on engagement with Facebook.

Expected Outcome: Higher attendance and awareness of events due to advertising.

Strategy 1.2.5: Place as many information tools on line: student organization registration, student organization handbook, advisors handbook, programming guidelines and checklists.

Performance Indicator: Information tools are accessed by user groups.

Expected Outcome: More knowledgeable advisors and students who use the tools to effectively program, lead and advise groups.

Strategy 1.2.6: Use the new student interest survey to e-mail and telephone new students prior to their arrival at UNCP.

Performance Indicator: Higher levels of communication should lead to increased awareness of events and programs.

Expected Outcome: Students should attend more events, become better informed and retained at a higher level.

Objective 1.3: Support educational training of staff and students.

Strategy 1.3.1: Support staff involvement in state, regional and national organizations related to their jobs. Encourage presentation of staff at conferences and other universities.

Performance Indicator: Staff interest in attending conferences and relevance to their position.

Expected Outcome: An energized staff member willing to implement new ideas and learning skills.

Strategy 1.3.2: Study “best practices” and commit to one developmental meeting a month on a specific topic.

Performance Indicator: Staff will develop a climate of learning towards best practices in field.

Expected Outcome: Staff will volunteer to bring topics to table and encourage other Student Life colleagues to learn about issues.

Time Line: The purchase of the necessary software will be completed by summer 2008. NSSE surveys were administered in the spring 2008. CAS standards have been incorporated into each department. Monthly focus groups to begin meeting in Fall 2008. Event debriefing checklist to begin Fall 2008. Meetings scheduled to begin Summer 2008. Student e-mail methods completed by end of Fall 2008. Troubadours attendance program will begin in Fall 2008.

Assessment Procedure: Examine the results of the NSSE survey. Determine student interests at focus group meetings. Collect event debriefing surveys. Track the number and interest of student organization/intramural team usage of ICS Club manager compared to the previous paper process. Determine through focus groups whether students are reading UNCP emails and have positive views of the all student e-mails and Facebook advertising. Ask students for feedback on publications.

Use of Assessment Data: Data collected from NSSE and focus groups will be used to determine the allocation of resources. For example, if students feel the use of all student e-mails and Facebook is an ineffective way of communicating with them then alternative methods will be examined.

Goal 2: Address needs of commuter students.

Objective 2.1: Market programs to commuter students.

Strategy 2.1.1: Determine through focus groups and StudentVoice what programs commuter students wish to attend.

Performance Indicator: Commuter students feel their needs are met.

Expected Outcome: A more satisfied commuter student.

Strategy 2.1.2: Use new, creative marketing strategies to convey message to commuter students.

Performance Indicator: Commuter students are aware of programs.

Expected Outcome: Commuter students will attend more programs based on their interest and information flow.

Strategy 2.1.3: Work collaboratively with Pembroke Place, Pembroke Pointe, Pembroke Commons and University Courtyard property managers.

Performance Indicator: Students feel isolated or part of the UNCP surrounding community.

Expected Outcome: Students on these properties feel UNCP is making a special effort to communicate with them.

Strategy 2.1.4: Programming with major student groups (SGA, ACE, CLS) working collaboratively to involve more commuter students by continuing the Commuter Student Advisor Council.

Performance Indicator: Level of attendance and commuter student satisfaction with events.

Expected Outcome: Increase in the number of commuter students attending and higher satisfaction level with programs.

Objective 2.2: Encourage commuter students to remain on campus.

Strategy 2.2.1: Continue a weekend culture by collaborating with athletics during the fall football weekends through more competitive programming.

Performance Indicator: Student interest and leadership in the programs.

Expected Outcome: Fewer students leave campus

Strategy 2.2.2: Evaluate new dance guidelines.

Performance Indicator: Dances on the weekends and for additional hours leads to students remaining on campus.

Expected Outcome: Students who attend dances will remain on campus and encourage other students to do the same.

Time Line: Focus groups will begin meeting in fall 2008. Commuter Advisory Council will restart again in all 2008. Marketing strategies to begin in fall 2008. Evaluating new dance guidelines will begin in fall 2008. Student Development and Residence Life will begin meeting collaboratively in summer 2008.

Assessment Procedure: The new hardware (Troubadour) will be used beginning in fall 2008 to track attendance to determine benchmark levels for commuters versus residential students. Spring 2008 NSSE data will also be used to evaluate commuter student opinions as benchmarked against the fall 2007 data.

Use of Assessment Data: The data will be used to determine whether commuters are increasing their engagement on campus. A comparison will be used to compare attendance of commuters versus residential students.

Goal 3: Increase engagement by employees with students.

Objective 3.1: Fill all open positions and propose long range staffing plan.

Strategy 3.1.1: Propose new positions in Student Life, Center for Leadership and Service, Greek Life, Intramurals and Multicultural and Minority Affairs.

Performance Indicator: Provide better service, increase student engagement and administrative efficiency.

Expected Outcome: Higher staff morale and less turnover.

Strategy 3.1.2: Explore office space options and best working scenario.

Performance Indicator: The number of student organizations/ clubs that request or seek space.

Expected Outcome: More involved students.

Strategy 3.1.3: Train student organization advisors to work effectively at student events outside normal office hours.

Performance Indicator: Increased morale, less burnout. A rise in staffing number at UNCP will hopefully become comparative to peer institutions.

Expected Outcome: A higher retention rate and morale of staff.

Objective 3.2: Target at risk first year students for intervention.

Strategy 3.2.1: Create a pilot “meals with mentors” program for first year students (new or transfer) beginning fall 2008.

Performance Indicator: Students in the program are retained to second year.

Expected Outcome: Students in program will have positive contact with mentors and choose to remain at UNCP.

Strategy 3.2.2: Front load programming for the first six weeks of each long semester.

Performance Indicator: Students who attend return for the next long semester.

Expected Outcome: Studies show new students decide in the first six weeks of their enrollment whether they intend to return to the school. By front-loading the programming (intervention), the outcome will be increased retention.

Time Line: New positions have been proposed in the 2008-2009 departments' goals and objectives which are subject to institutional approval and available funding. Open positions should be filled by September 2008. Office space scenarios have been proposed pending available space. In Fall 2008, each student organization advisor is required to go through training in person and approve materials through the ICS Club Manager. In August 2008, a UNCP faculty/staff advisor will be limited to advising only two student organizations, one Greek and one non-Greek.

Assessment Procedure: The student organization advisors will be surveyed at the end of Fall 2008 to determine the effectiveness of ICS Club Manager. The retention of students who were part of the “Meals with Mentors” program will be compared with the average retention rate of their cohort.

Use of Assessment Data: The data will be used to determine whether the engagement by the student organization advisors and mentors does increase retention. ICS Club Manager should provide not only easier access by the clubs and teams but also facilitate increased communication by the student organizations advisors.

Goal 4: UNCP students will become positive, productive citizens.

Objective 4.1: Nurture students to embrace critical values in an ever-changing world.

Strategy 4.1.1: Challenge students in SGA and CLS to become responsible citizens by understanding and voting on local, state and national issues. Continue the “get out the vote” campaign in fall 2008.

Performance Indicator: Students actively engage in relevant issues and work toward voter registration.

Expected Outcome: UNCP students will embrace active political participation.

Strategy 4.1.2: Work collaboratively to again bring Ethics Bowl to UNCP

Performance Indicator: UNCP students participate in the local and regional Ethics Bowl competition.

Expected Outcome: Ethics Bowl becomes an established program at UNCP.

Time Line: UNCP is registered for the national “Get Out the Vote” campaign beginning fall 2008. With funding, UNCP students will again participate in the Ethics Bowl will in fall 2008.

Assessment Procedure: StudentVoice surveys will be implemented to determine student participation in voting. NSSE will also be used to determine values assessment.

Use of Assessment Data: NSSE data collected in spring 2008 will be examined to determine student level of involvement in values related to citizenship.

Goal 5: Seek additional funds to develop at least one new retention program.

Objective 5.1: Increase retention through a higher increase in interaction between students and faculty/staff.

Strategy 5.1.1: Write and apply for at least one new grant a semester.

Performance Indicator: The level of student and employee involvement and “buy into” the program.

Expected Outcome: Retention will be higher for those students who have higher contact with UNCP faculty/staff.

Strategy 5.1.2: Student Development departments will establish a working relationship with Institutional Advancement and Sponsored Research and Programs for the purpose of seeking funding.

Performance Indicator: Relationships are established.

Expected Outcome: Receiving funds for new or future programs or events.

Time Line: First grant written should be completed by fall 2008.

Assessment Procedure: The grant has been funded. Compare retention of those students who had UNCP intervention due to the grant compared to those students who did not receive the resources from the grant.

Use of Assessment Data: The retention rate will be compare to determine whether the intervention had an impact on student retention.

Office of Student Conduct Goals and Objectives for 2008-2009

Mission Statement: The mission of Student Conduct is to administer a campus student discipline program that encourages students to develop as responsible adults. Through programming, advisement and interaction, we seek to increase awareness of University expectations of student behavior, encourage civility and promote self responsibility. We believe in promoting an environment which encourages students to uphold community standards, enhancing community through education and striving to provide a comprehensive student discipline program that encourages all students to develop into productive members of society.

Goal 1: Administer the student conduct process.

Objective 1.1: Review all disciplinary reports in a timely manner to determine the nature and scope of the infraction; review evidence, conduct pre-hearings and serve as an administrative hearing officer.

Strategy 1.1.1: Conduct administrative hearings and refer students to the Campus Judicial Board. During the hearings, provide students with opportunities to reflect on their behavior(s) and the consequences of their choices.

Strategy 1.1.2: Create teachable moments for students and organizations emphasizing UNC Pembroke's community standards.

Strategy 1.1.3: Assign educational sanctions related to the infraction to assist with student learning. (i.e. counseling, workshops, service).

Performance Indicator: Students will complete assigned sanctions and few will repeat the violation. Students will be provided the opportunity to evaluate the judicial process.

Expected Outcome: Cases will move through the conduct process quickly and with appropriate care. Students will understand that there are consequences for inappropriate behavior and will gain knowledge regarding making better decisions. Few students will repeat violations. Student will indicate, through surveys, that the process was educational and that conduct officials showed concern for students' success.

Objective 1.2: Provide training for the members of the Campus Judicial Board, Campus Appeals Board and Student Grievance Panel.

Strategy 1.2.1: In conjunction with the University Attorney, present information to the members of the various boards so they may, with proper due process, successfully determine when violations of the Code of Conduct have occurred and assign appropriate sanctions for such violations.

Performance Indicator: The boards will be asked to provide feedback regarding training and the overall experience of serving on the boards.

Expected Outcome: The boards will have all necessary information to successfully complete cases assigned to them in a manner that is in the best interest of the student and the University.

Objective 1.3: Document violations and sanctions, and maintain all judicial records.

Strategy 1.3.1: Request written statements, record witness testimonies, communicate with campus police, faculty members and students for clarification.

Strategy 1.3.2: Provide information on all appeals for the Campus Appeal Board and the Chancellor.

Strategy 1.3.3: Post sanctions and registration/transcript holds daily.

Strategy 1.3.4: Send certified letters and parent notifications.

Strategy 1.3.5: Populate the UNC Suspension & Expulsion database.

Strategy 1.3.6: Purge discipline records according to the University Records Retention and Disposition Schedule.

Performance Indicator: Daily record keeping is required and a report is generated weekly. A final report will be completed at the end of each semester. Survey students involved in the conduct process. Evaluate percentage increases in violations.

Expected Outcome: Accurate judicial information will be available. Sanction deadlines and suspensions will be monitored. Appeals will be processed in a timely manner. Student surveys will allow us to evaluate fairness, educational orientation and our judicial process.

Objective 1.4: Assist with the evaluation of student criminal records, safety issues and student grievances.

Strategy 1.4.1: Serve as a member of the Admissions Safety Review Committee.

Performance Indicator: Review undergraduate, graduate and readmit applications that list criminal/arrest histories. Conduct background checks. Evaluate findings and determine action by committee.

Expected Outcome: Admissions will be denied to applicants that pose a danger to self or others or falsify their applications. The committee may choose to accept some applicants on a conditional basis.

Strategy 1.4.2: Schedule a meeting with Campus Police to review policy changes and determine safety and emergency concerns.

Performance Indicator: Survey students, staff and campus police to determine unsafe areas and activities. For example, the need for additional lighting, panic buttons, cameras, crisis intervention, etc.

Expected Outcome: Make policy changes and upgrades to provide a safer environment for our students, faculty and staff.

Strategy 1.4.3: Serve as the contact person for student grievances.

Performance Indicator: Follow policy and provide students guidance about the appropriate process for redress for complaints. Survey students who file grievances.

Expected Outcome: Provide a consistent process for resolving grievances in a fair and just manner.

Time Line: Provide educational opportunities throughout the academic year. Meet with students or organizations in a timely manner after receiving incident reports. Maintain judicial records on a daily basis. Schedule training sessions for the judicial and grievance panels at the beginning of the fall semester. Admissions Safety Review Committee meetings will be scheduled on a weekly basis if needed. Judicial files will be purged in June.

Assessment Procedure: Survey students after they complete the judicial hearing and/or grievance process. Review background checks on new or readmit applicants. Review surveys on the alcohol, drug, and anger management referrals. Obtain feedback from students and judicial boards on all workshops and training sessions.

Use of Assessment Data: Evaluate learning outcomes. Report increases in judicial violations and implement suggestions from surveys and focus groups. Enhance safety efforts on campus.

Goal 2: Provide proactive outreach to the campus community.

Objective 2.1: Provide educational opportunities for the campus community.

Strategy 2.1.1: Develop and present programs to faculty and staff.

Strategy 2.1.2: Develop and present programs to students and student groups.

Performance Indicator: Participants will have the opportunity to evaluate the presentation and/or surveys will be provided to solicit information for improvement and to determine if the learning outcomes were met.

Expected Outcome: Participants will gain or increase their understanding of the student conduct process, their rights and responsibilities as members of the UNCP Community and the Code of Conduct.

Objective 2.2: Develop community service opportunities for sanctioned students.

Strategy 2.2.1: Work with the Director of the Center for Leadership and Service and his staff to identify resources and contacts for community service opportunities on and around campus.

Performance Indicator: Students will be asked to provide feedback regarding their experience(s) with service activities.

Expected Outcome: More community service opportunities will be available for students who go through the student conduct process and service will be (when possible) connected to the violation or the student's academic pursuit.

Time Line: Fall Semester 2008.

Assessment Procedure: Survey students after presentations regarding the judicial hearing process.

Use of Assessment Data: Evaluate learning outcomes. Enhance safety efforts on campus.

Goal 3: Use new technologies in the student conduct process.

Objective 3.1: Create computer based forms to be used in the student conduct process by fall 2008.

Strategy 3.1.1: Redesign the current paper forms so they may be converted to pdf. forms that may be accessed through the computer and eliminate the need for carbon copy forms.

Performance Indicator: New forms will be created before the end of summer and new software will be purchased to create the new documents.

Expected Outcome: Reduced costs for printing. The new forms will be easier to use and access than the hard copy forms and we will be able to maintain an electronic back up copy as well.

Objective 3.2: Research database options for student conduct.

Strategy 3.2.1: Research information on line, contact vendors and meet with vendors at conferences to determine if there is a cost effective package available for an office and university of this size.

Performance Indicator: The necessary information will be collected to make a decision as to whether such a program will be useful and financially feasible for the number of cases handled by the office.

Expected Outcome: The ideal database program will be found, purchased and installed by the beginning of the 2009-2010 academic year.

Time Line: June 2009

Assessment Procedure: Obtain feed back from the individuals who will use re-designed forms on a one-on-one basis. Review research regarding whether a database will be affordable and necessary based on case numbers and available funding.

Use of Assessment Data: Determine whether the new documents improve the work flow for Student Conduct. Determine whether ease of use was increased. Determine cost effectiveness of the database.

Goal 4: Develop a recognition program for the members of the judicial boards.

Objective 4.1: Create an annual or bi-annual (one per semester) recognition opportunity for the members of the judicial boards. Provide a token of our appreciation to the members and to those students, faculty and staff who will be leaving the boards due to the end of their term or graduation.

Strategy 4.1.1: Develop what will become a tradition for those leaving... perhaps a gavel to be engraved with their name/years of service or something similar.

Strategy 4.1.2: Create an event such as a dinner provided by the office as a means of providing recognition and providing an opportunity to thank the members for their service.

Performance Indicator: At least one recognition event will be planned and completed in the 08-09 academic year.

Expected Outcome: The board members will feel appreciated and interest in the boards should increase.

Time Line: Fall 2008.

Assessment Procedure: Survey students after they complete the judicial hearing and/or grievance process. Review background checks on new or readmit applicants. Review surveys on the alcohol, drug and anger management referrals. Obtain feedback from students and judicial boards on all workshops and training sessions.

Use of Assessment Data: Evaluate learning outcomes. Report increases in judicial violations and implement suggestions from surveys and focus groups. Enhance safety efforts on campus.

Housing & Residence Life Goals and Objectives for 2008-2009

Mission Statement: The UNCP Office of Housing and Residence Life provides a safe, diverse and well maintained environment that compliments and supports the academic mission and provides a dynamic living and learning program that promotes and inspires individuals to become empowered community members.

Goal 1: Provide adequate facilities for the health, safety, and physical needs of students that contribute to their ability to continue their education.

Objective 1.1: Implement the third year of the renovation plan in residential facilities.

Strategy 1.1.1: Identify the scope of projects, select designer, review designs, and prepare for implementation.

Performance Indicator: Provide adequate facilities for residential students.

Expected Outcome: Complete projects of the renovation plan.

Objective 1.2: Develop a plan for the opening of a new residence hall.

Strategy 1.2.1: Attend and participate in the design and document phase of the project and monitor progress.

Performance Indicator: By Spring 2009, receive approved construction documents.

Expected Outcome: Begin construction of a new residence hall.

Time Line: By Fall Semester 2008, submit Special Project Form for 2009 summer project(s). During Fall Semester 2008, in collaboration with Office of Planning and Construction, complete the design of the new residence hall.

Assessment Procedure: Complete renovations by the end of July 2009. By summer 2009, begin demolition of West Hall.

Use of Assessment Data: Review plans and make changes to the renovation schedule and designs of the new facility.

Goal 2: Strengthen and enhance the current Living and Learning programming structure.

Objective 2.1: Increase participation at scheduled programs.

Strategy 2.1.1: Work collaboratively with other university departments and residential communities to plan and implement larger scale programs which will attract a larger segment of the residential student population.

Performance Indicator: Determine number of participants for each program.

Expected Outcome: Program participation will increase 10% over the 2007-2008 academic year.

Objective 2.2: Expand program offerings to incorporate theme programming and programs having social relevance.

Strategy 2.2.1: Research programming topics utilizing available

resources that correlate with national and other widely recognized observances and topics which have social relevance.

Performance Indicator: Evaluate content of each program track and use survey instrument to determine the opinions of participants.

Expected Outcome: 75% of surveys completed will indicate that programs were relevant and beneficial to participants and 72% of participants will indicate that they gained new insight on the specific program topics.

Objective 2.3: Improve programming incentives to attract more participants.

Strategy 2.3.1: Allocate more funding towards the purchase of more substantial prize giveaways.

Strategy 2.3.2: Conduct a drawing of substantial prize giveaways more frequently throughout the academic year.

Performance Indicator: Survey participants during each program to determine if more substantial door prize offerings are an incentive to participate in Living and Learning programming.

Expected Outcome: Surveys will indicate that more expensive incentives in the form of prize giveaways is appealing to students and impacted their decision to participate in Living and Learning programming.

Time Line: Beginning of the academic year/on going.

Assessment Procedure: Use attendance sheet during each program and use survey instruments.

Use of Assessment Data: Improve the overall quality of programs and make changes as necessary.

Goal 3: Provide quality staff development and training opportunities for the professional live-in staff.

Objective 3.1: Improve and expand the job knowledge of the professional live-in staff.

Strategy 3.1.1: Involve the professional live-in staff in more professional development and job training.

Strategy 3.1.2: Research opportunities available to professional staff through UNCP Human Resources training department, publications and Housing and Residence Life professional conferences.

Performance Indicator: Use staff and training evaluation forms as well as employee feedback to determine the value of training and conferences.

Expected Outcome: An increase in the knowledge, skills, abilities, professionalism and improved job performance of the professional live-in staff

Time Line: Beginning of the academic year/on going.

Assessment Procedure: Staff performance evaluations and training evaluations.

Use of Assessment Data: Improve the overall quality and efficiency of the staff and make changes as necessary.

Goal 4: Conduct a survey of residential students and specific university departments.

Objective 4.1: Measure overall perceptions and satisfaction of residential students and specific university departments with the residence life staff and services. Use results in future planning and to implement necessary changes.

Strategy 4.1.1: Compile a list of survey questions to effectively measure perceptions and satisfaction of residential students and specific departments with the staff and services provided.

Strategy 4.1.2: Research services, software and equipment that will generate user friendly, professional surveys with reliable results.

Performance Indicator: Random survey of students and departments to determine satisfaction of services.

Expected Outcome: Survey results will indicate that 75% of residential students and related campus departments are satisfied with the staff and services provided.

Time Line: Beginning of the academic year/on going.

Assessment Procedure: Survey residential students and related campus departments.

Use of Assessment Data: Improve the overall quality and efficiency of the services offered and make changes as necessary.

Givens Performing Arts Center Goals and Objectives for 2008-2009

Mission Statement: The Givens Performing Arts Center strives to enhance the cultural development of the University and its constituency in the region by offering a diversified selection of multi-disciplinary arts experiences. The Center is committed to the promotion of cultural awareness as a life-long experience and to the continuing appreciation for diverse cultures through the presentation of quality local, national and international artist. Each year, the Givens Center strives to create a season of programs that maintain a balance between the needs of the University Theatre, the university and the regional community.

Goal 1: Increase ticket sales for GPAC events during the 2008-2009 season.

Objective 1.1: Maintain or upgrade current subscribers and introduce new subscribers for the 2008-2009 season.

Strategy 1.1.1: Continue to offer renewing subscribers a 10% early renewal discount.

Performance Indicator: Number of subscribers responding to the early renewal flyer.

Strategy 1.1.2: Target *Pick Your Own* customers for direct mail campaign to encourage upgrades to full subscriptions noting prime seat locations and additional savings as benefits.

Performance Indicator: Number of subscribers upgrading from *Pick Your Own* packages to full subscriptions

Strategy 1.1.3: Market and encourage cooperative buying to increase savings in an effort to upgrade single ticket buyers to subscribers.

Performance Indicator: Number of individual, single ticket buyers who come together to merge their purchase and upgrade to season tickets.

Strategy 1.1.4: Move forward in the development of a GPAC Subscribers Club that will offer savings and discounts at other local merchants.

Performance Indicator: Number of local merchants participating in the program and the number of subscribers taking advantage of the savings.

Strategy 1.1.5: Engage non-renewing subscribers through personal contact to encourage renewal and determine the cause of their withdrawal from the program.

Performance Indicator: Number of non-renewing subscribers who come back to the program.

Strategy 1.1.6: Initiate a “Refer a Friend” program in which current subscribers are encouraged to submit names of possible new subscribers. If those referrals turn into new subscription customers, the referring subscribers will receive dinner for two at the Act I Diners Club event of choice.

Performance Indicator: Number of current subscribers making referrals and the number of new subscribers gained from those referrals.

Expected Outcome: 90% return of subscription customers from the 2007-2008 season and a 10% increase in the overall number of season subscriptions for 2008-2009.

Objective 1.2: Increase single ticket sales for the 2008-2009 season.

Strategy 1.2.1: Encourage additional single ticket purchases from subscribers by offering a discount for additional tickets purchased during the early renewal period.

Performance Indicator: Number of single tickets purchased, in addition to subscription packages, by current subscribers.

Strategy 1.2.2: Establish, through our ticket provider Tickets.com, an on-line buying option for our customers in order to encourage point of purchase sales when visiting our website and promote additional sales to regional customers.

Performance Indicator: Number of new customers purchasing tickets due to the added convenience and total number of tickets sold on-line.

Strategy 1.2.3: Promotion of various professional nights (education, healthcare, industry, etc) at which individuals employed in those professions will receive discounted tickets. These events will be underwritten in part by corporate sponsors.

Performance Indicator: Number of participating sponsors for this program and the number of tickets purchased by individuals within the various professions.

Strategy 1.2.4: Increased use of the GPAC E-mail club to promote single ticket sales with tie-ins to various special events such as pre-show receptions open only to E-Mail Club members with a valid ticket, special meet and greets with the artist open only to E-Mail Club members, etc.

Performance Indicator: Number of tickets sold to E-Mail Club members.

Strategy 1.2.5: Work with marketing divisions for shows coming during the 2008-2009 season as well as the marketing departments at other venues that have presented the shows to determine average audience demographic. Use these statistics to target potential customers on a show-to-show basis.

Performance Indicator: Ability to target specific segments within our marketing efforts and the number of tickets sold because of these efforts.

Expected Outcome: A 15% increase in the number of single tickets sold for the 2008-2009 season.

Objective 1.3: Increase student attendance and participation in GPAC events.

Strategy 1.3.1: Develop various student focus groups throughout the season to discuss upcoming shows, analyze past shows and obtain input in regards to marketing to students.

Performance Indicator: Number of students participating in focus groups and the information gained from these groups.

Strategy 1.3.2: Increase usage of various social networking marketing strategies such as Facebook, text messaging, My Space, blogs and podcasts in order to reach students.

Performance Indicator: Frequency of use with these methods

and response from students to these efforts.

Strategy 1.3.3: Hosting of more student only events and promotions such as artist meet and greets, student only ticketing contests, resident life events, etc.

Performance Indicator: Number of students participating in these various events and responses received from students.

Expected Outcome: A more proactive student customer base that will eventually lead to a GPAC Student Panel. Also a 10% increase in the number of students attending GPAC events during the 2008-2009 season.

Objective 1.4: Continue to develop and grow the GPAC Group Sales Program.

Strategy 1.4.1: Conduct more research involving local Chamber of Commerce and Economic Development offices in order to identify potential groups based on large employers in our region.

Performance Indicator: Number of new potential group sales clients identified.

Strategy 1.4.2: Develop a “Group Sales Coordinator Club” that offers various incentives and discounts to group coordinators for their efforts. Kick this event off with a coordinators brunch to be hosted in the summer of 2008 to educate coordinators of the process.

Performance Indicator: Number of group sales coordinators participating in the club program.

Expected Outcome: An average of 50 group tickets sold for each Professional Artist Event during the 2008-2009 season.

Time Line: Each of these objectives will be on going throughout the 2008-2009 season and final assessments will be made at the close of the season.

Assessment Procedure: The evaluation of sales reports generated through our Box Office ticketing system, ProVenue, will be a key component in our assessment procedure. Ticket sales will be calculated on an individual show AND a season basis and these numbers will be compared with sales from the prior year to determine the outcomes for each of these objectives and this overall goal.

Use of Assessment Data: Data will be used to determine what strategies are most successful in the sale of tickets for GPAC.

Goal 2: Increase non-ticketing revenue for the 2008-2009 season.

Objective 2.1: Increase number of sponsors and amount of sponsors' revenue for the 2008-2009 season.

Strategy 2.1.1: Develop enhanced case files on each sponsor and potential sponsor to determine their preferences, objectives and community involvement in order to better match potential sponsors with various GPAC events.

Performance Indicator: Information gathered on sponsors and the correlation between this information and shows coming into GPAC.

Strategy 2.1.2: Restructure sponsors packages so that they are more interactive with the events that they are sponsoring (backstage tours for employees, artist interaction, curtain speeches and guests host options)

Performance Indicator: Number of sponsors and their agents in attendance at the various events that they sponsor.

Strategy 2.1.3: In an effort to secure sponsors early, GPAC will host a dual function event during the spring of 2008 that will first thank 2007-2008 sponsors for their support and secondly introduce sponsorship opportunities for 2008-2009 to both past and potential sponsors.

Performance Indicator: Number of sponsors attending this event and either renewing their support or signing up as first time sponsors.

Expected Outcome: Retention of 100% of sponsors from the 2007-2008 season and the addition of at least five (5) new sponsors for 2008-2009.

Objective 2.2: Increase number of advertisers in the GPAC showbills for the 2008-2009 season.

Strategy 2.2.1: Redesign ads and layout of ads for the 2008-2009 showbills to make the product more aesthetically pleasing to our advertisers.

Performance Indicator: Look of and reaction to the new layout.

Strategy 2.2.2: Solicit local Chambers to use showbills as a way to spotlight members buy purchasing an ad.

Performance Indicator: Number of chambers purchasing ads.

Strategy 2.2.3: Encourage more action drive ads such as discount coupons and free with purchase ads that will give GPAC patrons additional benefits but also drive customers back to the advertisers business.

Performance Indicator: Number of advertisers creating action ads for the 2008-2009 season.

Expected Outcome: A 10% increase in showbill advertising revenue for the 2008-2009 season.

Objective 2.3: Increase grant funding for the 2008-2009 season.

Strategy 2.3.1: Develop more targeted grant applications aimed at specific projects rather than the seasonal packages.

Performance Indicator: Number of projects developed for 2008-2009.

Strategy 2.3.2: Engage more of the GPAC staff in the research and development of grants and grant applications in an effort to be more creative and efficient in the process.

Performance Indicator: Number of potential new grants discovered and collaboration among GPAC team in applying for these grants. In addition, the amount of sponsorships received from these new grant initiatives.

Strategy 2.3.3: Expand our grant requests outside of just show funding. Also, research training grants, equipment grants and consultant grants.

Performance Indicator: Number of grants identified in these new areas and revenue or services gained by applying for them.

Expected Outcome: A minimum of five (5) grants applied for during the 2008-2009 season.

Objective 2.4: Increase fundraising revenue 2008-2009 season.

Strategy 2.4.1: Continue to develop and improve the annual fundraiser and silent auction by soliciting items earlier and sending invitations earlier.

Performance Indicator: Number and quality of silent auction items for the annual silent auction and the number of people attending the fundraiser.

Strategy 2.4.2: Plan and execute the first annual GPAC Golf Tournament in the fall of 2008.

Performance Indicator: Number of players and sponsors for this first tournament and the funds raised from this effort.

Expected Outcome: A minimum of \$7,500 in additional revenues raised from these two events.

Time Line: Much of the planning and development for this goal and these objectives will take place during the summer and fall of 2008. However, new sponsors, new advertisers and new grants will be researched and solicited throughout the year.

Assessment Procedure: Internal records at GPAC as well as the Banner accounting system will be used to compare sponsors, advertisers, grants and resulting revenue for the 2008-2009 Season.

Use of Assessment Data: Revenue reports will be analyzed to determine percentage of growth in all of the aforementioned areas. This information will be used for establishing budgets and setting goals for the 2009-2010 season.

Goal 3: Continue working to establish GPAC as a true community partner in the Pembroke, Lumberton and surrounding areas.

Objective 3.1: Increase visibility and involvement in our local communities.

Strategy 3.1.1: Increase participation with various local clubs and organizations such as local Chambers of Commerce, tourism agencies, newcomers groups, etc.

Performance Indicator: Number of events and activities hosted by these agencies in which the GPAC staff members participate.

Strategy 3.1.2: Promote GPAC staff as possible speakers to these local clubs and organizations.

Performance Indicator: Number of presentations made by the GPAC staff members.

Strategy 3.1.3: Increase number of tradeshow, festivals, fairs, etc. In which GPAC participates, presents and/or displays information.

Performance Indicator: Number of events in which the GPAC team participates.

Expected Outcome: Increased sense of community between the GPAC and our local partners as well as increased support from the agencies involved.

Time Line: This is an ongoing goal and will be a primary focus throughout 2008-2009.

Assessment Procedure: The involvement level of the staff in these various events will serve as an assessment tool for this goal.

Use of Assessment Data: Information will be used to identify communities where GPAC needs to focus on developing a stronger presence in order to identify potential partners and supporters.

Goal 4: Become more efficient in the daily operation of the Givens Performing Arts Center.

Objective 4.1: Allow the staff to become more effective and efficient in their assigned duties.

Strategy 4.1.1: Hire a full-time, SPA Administrative Support Assistant to handle duties such as switchboard, general customers' service, accounts payable and receivable, and other administrative duties currently being handled by the Director, Assistant Director, Director of Marketing and Box Office Manager.

Performance Indicator: The development of this position and the increased efficiency among GPAC management staff when this person is hired and they are able to regain a huge percentage of their time currently spent on administrative functions.

Strategy 4.1.2: Increase training, both on campus and external, for GPAC team members in their respective areas to enable them to be more efficient and more effective in their job performance.

Performance Indicator: Knowledge gained from additional training for GPAC team members.

Strategy 4.1.3: Initiate a cross-training program between front of house operations and back of house operations in order to develop baseline knowledge of the opposing areas for each team member.

Performance Indicator: Knowledge gained by each team member regarding the total operation at GPAC.

Expected Outcome: Better time management, more confident staff members and a true team environment.

Objective 4.2: Create or update policies and procedures manuals and other reference pieces for the facility and its individual areas.

Strategy 4.2.1: Update box office policy and procedure manual to include new credit card procedures and tentatively on-line ticketing process.

Performance Indicator: The finished manual and the review of said manual by all individuals selling tickets.

Strategy 4.2.2: Develop a maintenance manual and equipment log that will catalogue all major GPAC equipment, and include purchase date, warranty information, any manufacture recommendations, operational instructions and suggested life cycle.

Performance Indicator: Use of this manual/log to track equipment usage and make sure that items are being used properly and replaced in a timely manner.

Strategy 4.2.3: Develop an updated marketing plan for the 2008-2009 season to include detailed information on all media outlets, instructions for various social networking options and budget information for the upcoming season.

Performance Indicator: The development of this plan and its use in marketing events on the 2008-2009 Professional Artist Series.

Expected Outcome: Each of these objectives and strategies will be used to develop a stronger, more knowledgeable, more effective team.

Time Line: Overall goal is ongoing.

Assessment Procedure: GPAC team members will be encouraged to document any resulting benefits from these strategies and analyze time savings, increased efficiency and work environment because of these changes.

Use of Assessment Data: Any findings will be used to create a more productive environment for our team.

Goal 5: Increase student employee recruitment, training and retention.

Objective 5.1: Enhance and upgrade the student marshal program.

Strategy 5.1.1: Ask for student fee funding to support incentives such as cash stipends, travel to other venues to see shows and a possible New York theatre tour.

Performance Indicator: Allocation of funding and reaction of marshals to enhanced incentives.

Strategy 5.1.2: Encourage the marshals to assume more ownership of the program by taking on new tasks and rotating tasks and becoming more involved with the total event experience instead of just taking tickets and seating patrons.

Performance Indicator: Increased participation from the marshals and a more worthwhile experience for each of them.

Expected Outcome: A stronger, more reliable student marshal program.

Objective 5.2: Maintain current student workers and recruit new, long-term student workers for both box office and back of house operations.

Strategy 5.2.1: Develop enhanced training programs for students during non-peak hours so that they are familiar with policies, procedures and equipment.

Performance Indicator: The number of students participating and their enthusiasm for the training.

Strategy 5.2.2: Develop tiered levels of employment for second year and beyond students that would include higher rates of pay and increased responsibility.

Performance Indicator: Number of students returning to GPAC for the second year and beyond and the increased level of experience that the students will possess.

Strategy 5.2.3: Recruit possible student workers from other programs such as University Theatre, Music and the School of Business.

Performance Indicator: Number of new students recruited for employment.

Expected Outcome: A stronger student workforce and a program that will not only serve the student well but also assist the current GPAC team in addressing the critical issue of time management.

Time Line: Beginning with the return of students to campus for the fall semester and continuing throughout the year.

Assessment Procedure: First, the knowledge gained by the students relevant to theater operations will be evaluated. Secondly, the cases in which qualified students are available as opposed to more costly “professional” contract workers will be evaluated to calculate cost savings. Finally, the number of students who plan to return to the program for 2009-2010 and beyond; hence, decreasing the cost of training and increasing the credibility of the training program.

Use of Assessment Data: Successful use of student labor in a greater range of cases will be used in planning and budgeting for the upcoming seasons.

Student Health Services Goals and Objectives for 2008-2009

Mission Statement: Student Health Services is committed to providing quality, cost effective health care and health education services that will assist students in maintaining an optimal state of health.

Goal 1: Provide high quality and cost effective health services to students with a strong emphasis on prevention including, but not limited to, immunizations, health screenings and health education.

Objective 1.1: Ensure that all students enrolled in the university meet all N.C. Immunization Requirements.

Strategy 1.1.1: Include a section on N.C. Immunization Requirements in the student handbook, catalog and Student Health Services website.

Strategy 1.1.2: Provide health forms and information to students regarding the N.C. Immunization Requirements at Freshmen Orientation.

Strategy 1.1.3: Provide immunizations to students at a low cost.

Strategy 1.1.4: Send letters to non-compliant students before the 30-day deadline.

Performance Indicator: Number of students non compliant at the 30 day deadline.

Expected Outcome: All students will comply with the N. C. Immunization Law.

Objective 1.2: Enhance health educational programs/services that encourage/assist students in developing healthy behaviors.

Strategy 1.2.1: Provide health educational programs in residence halls, freshman seminar classes, Chavis University Center and at Student Health Services relevant to risk factors.

Strategy 1.2.2: Involve peer educators in developing and facilitating health education programs.

Strategy 1.2.3: Provide health screenings, HIV screenings, STD screenings and blood pressure screenings.

Strategy 1.2.4: Provide family planning classes in conjunction with Robeson County Health Department.

Strategy 1.2.5: Offer family planning clinic in conjunction with Robeson County Health Department twice a week to female students who have completed the family planning classes.

Strategy 1.2.6: Provide incentives for student participation.

Strategy 1.2.7: Annual Pembroke Day Health Fair and Family Planning Health Fair.

Strategy 1.2.8: Health education brochures/bulletin boards in waiting area and at health programs.

Strategy 1.2.9: World AIDS Week programming.

Performance Indicator: Number of programs and student participation.

Expected Outcome: Number of programs will increase. Increase in participation in programs. Students will become knowledgeable

regarding health issues. Students will make increasingly healthier lifestyle choices.

Objective 1.3: Conduct on-going assessment.

Strategy 1.3.1: Develop a program evaluation survey tool through StudentVoice.

Strategy 1.3.2: Distribute program evaluation surveys to students after services have been rendered.

Strategy 1.3.3: Revise and continue distributing satisfaction surveys to students.

Strategy 1.3.4: Collect and analyze data from completed surveys.

Performance Indicator: Number of surveys administered and students' response.

Expected Outcome: Services will be evaluated and adjusted to meet the needs of the students.

Time Line: Services and programming will be reviewed annually.

Assessment Procedure: Director will compile data on services and programs and include numbers in the annual report. The number of students and staff requesting health services and programming will be reviewed annually. The number of students requesting health screening will also be reviewed.

Use of Assessment Data: Director will evaluate data to make changes and to increase health services as needed.

Goal 2: Provide an affordable student health insurance plan that fits the needs of the student.

Objective 2.1: Keep the insurance premium at an affordable rate.

Strategy 2.1.1: Work closely with the North Carolina Association of Insurance Agents to develop an affordable student health plan that continues to provide coverage to intramural sports.

Strategy 2.1.2: Establish an insurance plan with a low premium.

Strategy 2.1.3: Review claims monthly with insurance company.

Strategy 2.1.4: Continue to increase services at SHS so that

students require less referrals to outside agencies.

Objective 2.2: Expand insurance coverage.

Strategy 2.2.1: Work with North Carolina Association of Insurance Agents and Pearce and Pearce Administration to add drug card benefits.

Strategy 2.2.2: Review claims to see if the maximum benefits need to be increase.

Performance Indicator: Affordable health insurance coverage plan for all students that is updated yearly.

Expected Outcome: Low premium with adequate coverage.

Time Line: Insurance policy will be reviewed annually.

Assessment Procedure: Director will meet with North Carolina Association of Insurance Agents to review policy and make changes as needed. The premium cost and number of students who participate in the school health insurance plan will be reviewed.

Use of Assessment Data: Director will evaluate the insurance policy to ensure that UNCP students have adequate insurance coverage.

Goal 3: Expand the use of Medicat (medical software program) to help with immunization compliance, scheduling appointments and data collection and reporting.

Objective 3.1: Continue using Medicat (medical software program) to track immunization compliance which contains the new state immunization guidelines.

Strategy 3.1.1: Revise the current immunization requirements in Medicat to meet the new state immunization guidelines.

Strategy 3.1.2: Continue to input immunization data received from the health forms into Medicat.

Strategy 3.1.3: Continue to upload demographic information from Banner.

Strategy 3.1.4: Continue to export immunization compliance information from Medicat into Banner with the assistance of UCIS.

Strategy 3.1.5: Generate a report of students who are non-compliant with the state immunization guidelines.

Objective 3.2: Continue using Medicat (medical software program) for appointment scheduling.

Strategy 3.2.1: Appointments will be scheduled by using the Medicat program.

Strategy 3.2.2: Appointments will be tracked.

Strategy 3.2.3: Staff will call to remind students of appointments.

Objective 3.3: Use Medicat for data collection and reporting.

Strategy 3.3.1: Develop a patient encounter form.

Strategy 3.3.2: Provide staff with training related to completion of encounter forms.

Strategy 3.3.3: Implement the use of patient encounter forms.

Strategy 3.3.4: Start inputting data (diagnosis, labs, services) from encounter forms into Medicat. This information can be used for report collection and data analysis.

Strategy 3.3.5: Run monthly reports from the Medicat Report Module for monthly and annual report.

Performance Indicator: The nursing staff will input information into Medicat that will help track visits, immunization requirements and provide data collection for reporting.

Expected Outcome: Medical Software will help with tracking appointments, immunization compliance and enhance reporting capabilities.

Time Line: End of spring 2009.

Assessment Procedure: Director and Student Health Services staff will continue using the Medicat software and be able to run reports.

Use of Assessment Data: Appointments and immunization data will be entered into the medical software. Medical reports will be generated for annual reporting.

Goal 4: Provide continuing education opportunities to the staff that strengthen the ability to meet students' needs.

Objective 4.1: Encourage staff to build upon their nursing skills for effectively delivering skills-based health education and quality health care.

Strategy 4.1.1: Seek training opportunities for nursing staff related to college health issues..

Strategy 4.1.2: Share professional development opportunities with staff.

Strategy 4.1.3: Budget for staff professional opportunities.

Strategy 4.1.4: Encourage continuing education and allow staff to attend in-service trainings.

Strategy 4.1.5: Encourage effective individual communication and team building concepts.

Performance Indicator: Professional staff will attend appropriate conferences, in-service training and renew their nursing certifications.

Expected Outcome: Knowledge of new developments in college health.

Time Line: Training will be provided as needed. Staff will participate in development opportunities as desired. Annual evaluations will be conducted.

Assessment Procedure: Discussions with staff regarding training opportunities. Evaluate number of training sessions each staff nurse attends.

Use of Assessment Data: Director will encourage professional staff development and evaluate training programs.

James B. Chavis University Center Goals and Objectives for 2008-2009

Mission Statement: The mission of the James B. Chavis University Center is to encourage and support the educational, social and cultural enrichment of students by creating an environment of opportunity for student, faculty, staff and community interaction.

Goal 1: Create and maintain student-oriented facilities, programs and services and provide accessible, safe and sufficient facilities, space and equipment.

Objective 1.1: Promote programs and services.

Strategy 1.1.1: Program the marquee for automatic updates.

Strategy 1.1.2: Submit commercial information to The University Network (TUN).

Strategy 1.1.3: Program TUN announcements directly to display.

Strategy 1.1.4: Set display on timer for automatic on/off.

Performance Indicator: Number of requests to post announcements and the number posted; number and quality of commercials produced; accuracy of postings and timelines observed.

Expected Outcome: Communication gaps will be minimized. Number of requests to post announcements will increase by 5%. Commercials will increase marketing of the University Center and Student Affairs events as well as for student groups and increase program participation.

Objective 1.2: Collaborate with Facilities Planning to assess space utilization, expansion needs and improve facility configurations.

Strategy 1.2.1: Completion of the 24-hour computer lab on the first floor of the University Center.

Strategy 1.2.2: Create room drawings for all reservable spaces.

Strategy 1.2.3: Serve on the Student Affairs space assessment team.

Strategy 1.2.4: Redesign and relocate Information Center.

Strategy 1.2.5: Collaborate with Sodexo to utilize supply store area to offer additional food concepts.

Strategy 1.2.6: Install Walker Wireless people counters.

Strategy 1.2.7: Renovate the University Center lounge.

Strategy 1.2.8: Convert 2nd floor lab space to offices for Counseling and Testing Center.

Strategy 1.2.9: Establish space for commuter students.

Performance Indicator: Evaluation and redesign of existing spaces. Room drawings will be included on website. Information Center will be relocated and Sodexo will operate service area with new concepts. Installation of traffic counters.

Expected Outcome: Facility configurations will be improved. Space utilization will be enhanced. Accurate counts for facility usage for reporting purposes. New patrons will visit the University Center.

Objective 1.3: Form an advisory council for the University Center/Annex.

Strategy 1.3.1: Meet with stakeholders and select members.

Strategy 1.3.2: Review councils of other institutions.

Performance Indicator: Establishment of advisory council.

Expected Outcome: Advisory Council will be established. Goals and objectives will be identified.

Objective 1.4: Develop a comprehensive plan for equipment replacement, facility enhancement and renovation.

Strategy 1.4.1: Determine design for UC Lounge renovation.

Strategy 1.4.2: Visit other campuses for ideas for renovation project.

Strategy 1.4.3: Work with Facilities Planning to plan projects.

Strategy 1.4.4: Evaluate existing furnishings/equipment.

Performance Indicator: Completion of renovation projects and updated furnishings/equipment.

Expected Outcome: The 24-hour computer lab will come online. Lounge renovation project will be designed.

Time Line: Beginning of 2008-2009 academic year/ongoing.

Assessment Procedure: Number of programs offered and the number of participants. Number of patrons using facilities. Improvements to facility configurations. Director will compile and include numbers in the annual report. Formation of advisory council. Meet with Facilities Planning to evaluate completion of items. Review inventory of equipment and furnishings to determine replacement needs. Renovation of University Center lounge. Completion of 24-hour computer lab.

Use of Assessment Data: Improve the overall quality of the facility and make changes as necessary. Policy assessment and customer satisfaction reviews. Goals/objectives of advisory council will be established. Pending items will be time-lined and inventories replaced.

Goal 2: Computerize facility reservations.

Objective 2.1: Streamline facility usage guidelines and procedures.

Strategy 2.1.1: Update policies regarding facility usage.

Strategy 2.1.2: Establish consistent policies for facility rental by external groups.

Strategy 2.1.3: Serve on the UNCP committee to review facility use policies.

Objective 2.2: Select comprehensive scheduling software.

Strategy 2.2.1: Review software options.

Strategy 2.2.2: Schedule demonstrations with software providers.

Strategy 2.2.3: Meet with UNCP Registrar to discuss Resource 25 software package to determine compatibility and functionality.

Strategy 2.2.4: Meet with other facility managers to assess interest in computerized scheduling.

Performance Indicator: Number of facility managers interested in computerized scheduling. Updated and consistent policies for UC and establishment of campus-wide facility use policy. Selection and implementation of software.

Expected Outcome: The University Center will utilize room scheduling software to handle facility reservations. Accurate counts for facility usage. Efficient and effective room reservation

procedures with fewer scheduling conflicts. Consistent policies and policy enforcement. Reduced time required to schedule/manage events enabling staff to focus on customer service. Facility reservation confirmations for users.

Time Line: 2008-2009 academic year/ongoing.

Assessment Procedure: Established policies/procedures. Accuracy of room assignments. Implementation of computerized scheduling.

Use of Assessment Data: Assess policy implementation and make changes as necessary in procedures. Provide better customer service to users. Provide event planning services to users.

Goal 3: Provide a comprehensive student employment program and staff development program.

Objective 3.1: Encourage student/staff employees to enhance employment and customer service skills.

Strategy 3.1.1: Employees will attend an orientation program.

Strategy 3.1.2: Purchase employee t-shirts.

Strategy 3.1.3: Participate in staff development/training programs.

Performance Indicator: Viable orientation program and improved customer service. Employee evaluations. Staff will attend appropriate workshops, participate in staff development trips and in-service training.

Expected Outcome: Retention rate for student employees will increase. Higher customer service ratings. Enhanced skills and new ideas for areas and increased morale for full-time staff.

Objective 3.2: Streamline/strengthen/enrich student employment program.

Strategy 3.2.1: Develop an employee recognition program.

Strategy 3.2.2: Redesign the employee training manual.

Time Line: During the 2008-2009 academic year/ongoing.

Assessment Procedure: Review of employee performance, rating sheets and recognition program. Number of training sessions each staff member attends.

Use of Assessment Data: Student employment program will be changed as needed. Encourage staff development.

Goal 4: Develop an assessment plan for the University Center.

Objective 4.1: Utilize StudentVoice surveys to evaluate/assess programs/services/facilities.

Strategy 4.1.1: Assess satisfaction with facility and event services.

Strategy 4.1.2: Assess perceptions about the University Center experience.

Objective 4.2: Promote services that are responsive to campus community social needs.

Strategy 4.2.1: Set up televisions for viewing.

Strategy 4.2.2: Establish television gaming area.

Strategy 4.2.3: Establish area for commuter student needs.

Performance Indicator: Number of surveys and response rates. Changes implemented as a result of survey responses.

Expected Outcome: Services will be adjusted to meet student demand/needs. Programs will be added. Facilities will be better utilized. Policies will be amended.

Time Line: Ongoing.

Assessment Procedure: Enhancement of facilities and services. The expansion of services and programs offered. Results of surveys.

Use of Assessment Data: Ensure that the UC programs, services and facilities are responsive to needs of users. Provide for the needs of commuter students. Ensure that the program complements the educational mission of UNCP. Adjust policies, facility operation and program activities as needed.

Counseling and Testing Goals and Objectives for 2008-2009

Mission Statement: As a component of the Student Affairs Division, the Counseling and Testing Center's Mission is to assist students in defining and

accomplishing personal and academic goals and in integrating cognitive and effective skill development.

Goal 1: Provide for the psychological and emotional welfare of students through services and programs that contribute to their ability to continue their education.

Objective 1.1: Continue to provide mental health counseling services and education to students with personal concerns that interfere with their academic progress.

Strategy 1.1.1: Obtain a counselor intern and support resources to assist in providing quality services.

Performance Indicator: An intern will be identified and accepted.

Expected Outcome: Intern will gain usable skills to address mild developmental and adjustment stressors.

Strategy 1.1.2: Provide student counseling.

Performance Indicator: Students will be seen on a timely basis for individual and group counseling, without the use of a waiting list.

Expected Outcome: All students seeking mental health services will have them provided by the Counseling Center or an appropriate referral will be made.

Strategy 1.1.3: Provide psychiatric consultation.

Performance Indicator: Students will be seen on a timely basis for psychiatric care, with the use of a waiting list.

Expected Outcome: All students seeking psychiatric services will have them provided by the Counseling Center or an appropriate referral will be made.

Strategy 1.1.4: Hire a case manager.

Performance Indicator: Funding will be established for this new position based on the recommendations of the General Administration Safety Task Force.

Expected Outcome: Full time case manager will assist with all referrals and breaks in treatment.

Objective 1.2: Strengthen the ability to meet students' needs through professional development and knowledge enhancement.

Strategy 1.2.1: Assist each counselor to attend at least one convention, workshop, or conference of their choosing.

Performance Indicator: Counseling Center staff will continue professional development.

Expected Outcome: Staff will gain all needed continuing education units to keep licenses.

Strategy 1.2.2: Encourage and support staff to pursue specialization areas.

Performance Indicator: Each staff member would have a focus area to serve diverse student needs.

Expected Outcome: Staff will have a wide range of knowledge and expertise, be current with trends and issues in the counseling field and update referral sources as needed.

Strategy 1.2.3: Conduct evaluation of services and monitor quality.

Performance Indicator: 50% of all clients will complete evaluations.

Expected Outcome: 90% of all survey responses will be positive.

Objective 1.3: Enhance efficiency of the office procedures.

Strategy 1.3.1: Continue regular Titanium training for staff focusing on new features that are released.

Performance Indicator: Increased knowledge of electronic scheduling and data storage.

Expected Outcome: Data generation will be streamlined and give easy assessment reports.

Strategy 1.3.2: Implement a comprehensive client assessment package using the CSCSMH Comprehensive Data Set as a base to begin use fall 2008.

Performance Indicator: All clients will use standardized data sets.

Expected Outcome: Overall increase of timeliness of client contacts and enhanced ability of outcome tracking.

Strategy 1.3.3: Implement transition to paperless client records utilizing laptop computers for direct client data input to be in place for fall 2008 if all software releases are done with Titanium, or as soon thereafter as possible.

Performance Indicator: All client input will be electronic.

Expected Outcome: No errors in data reporting and tracking.

Time Line: September 2008.

Assessment Procedure: Data generated through Titanium software for quantitative analysis.

Use of Assessment Data: Determine waiting lists, need for additional staff and level of service. Measure learning outcomes.

Goal 2: Provide testing for increased academic opportunities and self-awareness for current and potential students.

Objective 2.1: Administer placement tests for new UNCP students.

Strategy 2.1.1: Keep pace with enrollment growth and offer increasing opportunities for testing.

Performance Indicator: Testing will be available for all those needing testing services.

Expected Outcome: Testing will be made as user friendly and efficient as possible to achieve maximum testing use.

Objective 2.2: Investigate need for testing facilities to meet the requirements of test producers so that we may offer the ever increasing assortment of computer-based and internet-based tests.

Strategy 2.2.1: Establish a timeline to fully fund purchase of necessary space, computers and other testing paraphernalia.

Performance Indicator: Confirmation of a new test space.

Expected Outcome: Increased utilization of testing services.

Strategy 2.2.2: Fully fund personnel to conduct testing activities.

Performance Indicator: Testing center will be certified to give an array of tests.

Expected Outcome: There will be one designated individual to manage testing services.

Objective 2.3: Administer graduate admission and other academic tests for UNCP students and the community.

Strategy 2.3.1: Offer the Miller Analogies Test on a weekly basis (computer-based).

Performance Indicator: Testing will be available for all those needing testing services.

Expected Outcome: Testing will be made as user friendly and efficient as possible to achieve maximum testing use.

Strategy 2.3.2: Offer the Test of English as a Foreign Language on a monthly basis (internet-based).

Performance Indicator: Testing will be available for all those needing testing services.

Expected Outcome: Testing will be made as user friendly and efficient as possible to achieve maximum testing use.

Strategy 2.3.3: Offer the College Level Examination Program on a weekly basis (computer-based).

Performance Indicator: Testing will be available for all those needing testing services.

Expected Outcome: Testing will be made as user friendly and efficient as possible to achieve maximum testing use.

Strategy 2.3.4: Continue to pursue permission from ETS to administer the GRE.

Performance Indicator: Permission would be granted.

Expected Outcome: Establish additional testing options.

Objective 2.4: Administer undergraduate entrance tests for programs such as education and nursing.

Strategy 2.4.1: Continue to pursue permission from ETS to offer the PRAXIS and from other organizations to offer other tests.

Performance Indicator: Permission would be granted.

Expected Outcome: Establish additional testing options.

Time Line: June 2009.

Assessment Procedure: Data generated through Titanium software package for quantitative analysis.

Use of Assessment Data: Tracking testing trends and increased needs. Monitoring level of service and waiting lists.

Goal 3: Increase wellness education campus wide.

Objective 3.1: Evaluate on-going programs and promote wellness.

Strategy 3.1.1: Collect and analyze data from student wellness survey.

Performance Indicator: Data is collected and analyzed throughout the semester.

Expected Outcome: Wellness will increase campus wide.

Strategy 3.1.2: Offer various screenings for depression, anxiety, eating disorders, etc.

Performance Indicator: Screening days will generate referrals to address mental health issues.

Expected Outcome: Wellness will increase campus wide.

Strategy 3.1.3: Conduct specific wellness related programs such as sexual responsibility, healthy decision-making, and substance use.

Performance Indicator: Attendance at wellness events.

Expected Outcome: Wellness will increase campus wide.

Objective 3.2: Reduce tobacco use in the campus community.

Strategy 3.2.1: Promote NC Quitline.

Performance Indicator: Tobacco use decreases. Campus members increasingly use quit assistance.

Expected Outcome: Overall increase of awareness of wellness lifestyle choices regarding tobacco.

Strategy 3.2.2: Conduct data collection about campus tobacco use.

Performance Indicator: Data collected and analyzed regarding tobacco.

Expected Outcome: Data able to be used for tobacco initiatives.

Strategy 3.2.3: Meet with UNCP Tobacco Task Force on monthly basis for feedback, strategy, and direction on issues related to tobacco policy and cessation.

Performance Indicator: Campus wide participation on task force.

Expected Outcome: More feedback from the campus community.

Strategy 3.2.4: Use NC HWTF grant to assess and promote cessation activities and to assist with compliance issues related to the campus tobacco use policy.

Performance Indicator: Tobacco use decreases. Campus members increasingly use quit assistance.

Expected Outcome: Overall increase of awareness of wellness lifestyle choices regarding tobacco.

Strategy 3.2.5: Offer the Freedom from Smoking cessation program on campus to students and employees.

Performance Indicator: Tobacco use decreases. Campus members increasingly use quit assistance.

Expected Outcome: Overall increase of awareness of wellness lifestyle choices regarding tobacco.

Objective 3.3: Provide RAD (Rape Aggression Defenses) classes to the female students.

Strategy 3.3.1: Offer RAD (men and women) for credit as well as offering non credit RAD workshops.

Performance Indicator: RAD workshops will be well attended and have positive outcomes with each workshop evaluation.

Expected Outcome: Each person who participates in RAD will develop and enhance the options of self-defense.

Strategy 3.3.2: Provide on going training for the RAD instructors.

Performance Indicator: RAD workshops will be well attended and have positive outcomes with each workshop evaluation.

Expected Outcome: Each person who participates in RAD will develop and enhance the options of self-defense.

Strategy 3.3.3: Conduct evaluations of each program and monitor for quality at the end of each workshop.

Performance Indicator: Evaluations will be completed by 90% of participants.

Expected Outcome: Evaluations will be 90% positive.

Time Line: June 2009.

Assessment Procedure: Titanium software, evaluation surveys.

Use of Assessment Data: Determine need for program continuation and participation. Quality of service. Measure learning outcomes.

Goal 4: Help develop leadership skills, self-awareness and helping skills in students.

Objective 4.1: Provide training for campus peer-educators and student leaders.

Strategy 4.1.1: Continue the leadership training with BACCHUS certification of peer educators.

Performance Indicator: Peer educators and student leaders will attend training opportunities.

Expected Outcome: Peer educators and student leaders will have a foundation of training and a basic skill set to educate others in specific areas.

Strategy 4.1.2: Take APPLE Corps members to at least one

conference off-campus.

Performance Indicator: Peer educators and student leaders will attend training opportunities.

Expected Outcome: Peer educators and student leaders will have a foundation of training and a basic skill set to educate others in specific areas.

Strategy 4.1.3: Have APPLE Corps members develop and implement two campus wide interactive wellness events per semester that address personal wellness needs of students.

Performance Indicator: Two wellness events will be scheduled.

Expected Outcome: Peer educators and student leaders will implement skills learned to spread throughout the campus community.

Strategy 4.1.4: Allow APPLE Corps members to self govern by electing officers at the beginning of each school year and recruiting, interviewing, and training new members to run organization.

Performance Indicator: Officers will be elected.

Expected Outcome: More buy in from organization resulting in more participation.

Strategy 4.1.5: Provide workshops for LSOP certification track in health and wellness.

Performance Indicator: Workshops will be scheduled and meet criteria for LSOP.

Expected Outcome: More students will utilize programming with the connection to LSOP.

Objective 4.2: Provide training and assistance for campus resident hall assistants and supervisors.

Strategy 4.2.1: Provide structured and as needed training for RA concerns and campus issues.

Performance Indicator: Residence Life staff will attend training opportunities.

Expected Outcome: Residence Life staff will have a foundation of training and a basic skill set to adequately manage residence life issues.

Strategy 4.2.2: Network with Student Affairs personnel to collaborate on student needs.

Performance Indicator: Attended programs and trainings.

Expected Outcome: Increased visibility with collaborative efforts.

Time Line: June 2009.

Assessment Procedure: Titanium software, surveys, evaluations and student feedback.

Use of Assessment Data: Training evaluation to change as needed. Measure learning outcomes.

Goal 5: Increase student welfare by increasing awareness of negative consequences of alcohol and other drugs.

Objective 5.1: Coordinate and implement the campus alcohol prevention, intervention, and education efforts.

Strategy 5.1.1: The Coalition to Prevent Alcohol-Related Consequences (CPARC) will remain active in developing and implementing programs and policies aimed at reducing alcohol use on campus. The Coalition will continue to implement strategic plan to reduce availability of alcohol to underage students and to promote positive social norms. The Coalition will implement sustainability plan for long-term implementation of environmental strategies. CPARC will also review and make recommendations for campus alcohol policies, apply for grants, review trends regarding alcohol and drug violations and make recommendations as necessary.

Performance Indicator: Alcohol use on campus decreases to assist in promoting a healthier learning environment.

Expected Outcome: Awareness of negative effects of alcohol increases.

Strategy 5.1.2: Update and publish official campus drug policy.

Performance Indicator: Policy will be current and usable.

Expected Outcome: The policy will be a toll to educate and structure student behavior.

Strategy 5.1.3: Continue to co-sponsor wellness programs with Student Health Services.

Performance Indicator: Collaborative efforts yield higher attendance.

Expected Outcome: Awareness of negative effects of alcohol increases.

Strategy 5.1.4: Provide a copy of the Drug Policy to each enrolled student.

Performance Indicator: All students will receive the policy.

Expected Outcome: Awareness of policy and procedure increases.

Strategy 5.1.5: Seek grant resources to increase prevention efforts.

Performance Indicator: Identify grants or funding for prevention.

Expected Outcome: Prevention efforts increase.

Strategy 5.1.6: Present drug and alcohol education program to all FRS100 students.

Performance Indicator: All students will be informed about policy.

Expected Outcome: Students will attend ATOD presentation through freshmen seminar classes.

Objective 5.2: Provide drug assessment, education, and counseling to students who violate the drug policy.

Strategy 5.2.1: Provide consultation and referrals for drug treatment.

Performance Indicator: Alcohol use on campus decreases to assist in promoting a healthier learning environment.

Expected Outcome: Awareness of negative consequences of drug use increases.

Strategy 5.2.2: Administer drug use assessment, education, and intervention to student violators of the campus drug policy.

Performance Indicator: Alcohol use on campus decreases to assist in promoting a healthier learning environment.

Expected Outcome: Awareness of negative consequences of drug use increases.

Strategy 5.2.3: Administer the Alcohol Education for Sanctions Program to each violator of the campus alcohol policy.

Performance Indicator: Alcohol use on campus decreases to assist in promoting a healthier learning environment.

Expected Outcome: Awareness of negative consequences of drug use increases.

Time Line: June 2009.

Assessment Procedure: Surveys, coalition feedback, Titanium software, Evaluations, Alcohol Education for Sanctions evaluation measures.

Use of Assessment Data: Measure learning outcomes and program effectiveness.

Career Services Center Goals and Objectives for 2008-2009

Mission Statement: The mission of The University of North Carolina at Pembroke Career Center is to provide a comprehensive program of career development services and activities for all students and alumni. The Career Center offers services to assist students in clarifying their career choices, defining their job search strategies, and pursuing internship/co-op, employment, and/or graduate school opportunities. In 2008-2009, the name of the department will officially change from "Career Services Center" to "The Career Center."

Goal 1: Continue to develop innovative programs and services designed to educate students about the career planning process and to guide them through it.

Objective 1.1: Develop and implement detailed assessment plan for the Career Center.

Strategy 1.1.1: Attend “Outcome-Based Assessment for Career Services” conference in July 2008.

Performance Indicator: Attendance at conference. Assessment plan created at conference.

Expected Outcome: Strategic system for gathering data evaluating programs and services of the Career Center. Data will be used in future planning and on-going evaluation.

Strategy 1.1.2: Fully integrate StudentVoice into assessment plan and purchase PDAs to assist with survey administration at events.

Performance Indicator: Surveys developed and administered through StudentVoice.

Expected Outcome: On-going assessment of Career Center programs and services. Greater access to assistance with survey development. Easier survey administration.

Strategy 1.1.3: Assess current administration of the annual survey of graduates. Work with Institutional Effectiveness to develop a plan for the future of this survey.

Performance Indicator: Enhanced plan for developing and administering survey.

Expected Outcome: Increase in alumni participation in surveys and valuable data.

Objective 1.2: Continue to provide innovative career-related workshops and presentations to prepare UNCP students for lifelong career planning.

Strategy 1.2.1: Develop new and creative ways to educate students on various career-related topics incorporating programs such as “Resumania!” and a new presentation on making presentations in a professional environment and enhancing the first impression in a professional environment.

Performance Indicator: Participation levels and evaluations completed by attendees.

Expected Outcome: Enhanced career planning skills among UNCP students.

Strategy 1.2.2: Continue to focus on presenting in classrooms and other group settings. Focus on specific programs such as CHAMPS/Life Skills.

Performance Indicator: Calendar of Career Center events and faculty/student participation.

Expected Outcome: Students will have greater access and exposure to workshops and services of the Career Center and will develop career planning and job search skills. Career Center staff will “go to the students” instead of waiting for them to come to the Career Center.

Strategy 1.2.3: Incorporate participation from employers and alumni into Career Center programming and events.

Performance Indicator: Numbers of employer representatives and alumni invited to participate and participants.

Expected Outcome: Students will have the benefit of learning from people currently in the “real” world. This will add more hands-on and practical aspects to Career Center programming and events.

Strategy 1.2.4: Develop and implement Career Center Institute as a career development recognition program for students.

Performance Indicator: Number of participants joining and completing program. Evaluation of programs.

Expected Outcome: Increased knowledge of career development process and increased mastery of related skills such as resume writing, career research, interviewing, etc.

Strategy 1.2.5: Return to sponsoring separate Teach Education Fair for education majors and those interested in careers in education.

Performance Indicator: Calendar of Career Center events and faculty/student participation. Evaluations of event.

Expected Outcome: Clarification of events. Increase in number of school systems participating. Increased satisfaction among School of Education faculty and students.

Objective 1.3: Expand options for access to career-related information.

Strategy 1.3.1: Evaluate and update handouts and links on Career Center website as needed.

Performance Indicator: Up-to-date information provided throughout the year.

Expected Outcome: Students, alumni and all other groups will have easier access to career-related handouts on topics such as resume writing and interviewing and will be assured of its accuracy and relevance.

Strategy 1.3.2: Add additional workshops, in PowerPoint format with audio, to Career Center website.

Performance Indicator: Access to online workshops via Career Center website.

Expected Outcome: Increased access to information provided in workshops for all students, particularly those at satellite campuses, and for alumni.

Time Line: On going through 2008-2009 academic year. Some specific programming and event deadlines vary.

Assessment Procedure: Paper and electronic evaluations of individual workshops, electronic evaluative follow up with Career Center visitors, possible focus groups. Data will be analyzed and shared with Career Center staff and Division of Student Affairs administration/directors as appropriate. Possible uses of data include presentations at professional conferences.

Use of Assessment Data: Data will be evaluated to determine programs that are considered to be most beneficial, informative, useful, etc., to students. Future programming and events will be developed around findings.

Goal 2: Offer enhanced Employment Services through the Career Center.

Objective 2.1: Hire new Assistant Director of Employment Services as addition to the Career Center team.

Strategy 2.1.1: Develop Assistant Director of Employment Services position and advertise according to State of North Carolina policies and procedures.

Performance Indicator: Conduct search and have new Assistant Director in place by July 1, 2009.

Expected Outcome: Addition of new position to Career Center team. Enhanced outreach to employers and increase in employer participation and opportunities for students.

Objective 2.2: Increase number of employers offering job opportunities to UNCP students.

Strategy 2.2.1: Identify employers with potential to hire UNCP students for internships and/or permanent positions in Pembroke and surrounding areas.

Performance Indicator: At least ten additional on-campus interviewing opportunities and twenty job vacancy postings with Career Center on behalf of employers in Robeson County.

Expected Outcome: Increase in job opportunities for UNCP students.

Strategy 2.2.2: Visit prospective employers to provide them with information about recruiting UNCP students. Encourage them to participate in on-campus recruiting and Career Fairs and to post announcements for internships, part-time and permanent positions with the Career Center.

Performance Indicator: Addition of at least twenty new participants in career fairs and on-campus recruiting.

Expected Outcome: Increase in career fair and on-campus recruiting participation and job opportunities for students.

Strategy 2.2.3: Work with Advancement/Corporate and Foundation Relations to coordinate visits with employers and share information/resources.

Performance Indicator: Joint participation with Advancement.

Expected Outcome: Increase in employer awareness of services and programs available to assist them in recruiting and hiring UNCP students/alumni.

Strategy 2.2.4: Develop program of employer site visits to enable students to explore job opportunities.

Performance Indicator: Number of employer site visits held in 2008-2009.

Expected Outcome: Increase in student awareness of career and job opportunities available to them. Personal contact with employers will encourage more participation in Career Center's on-campus recruiting services by employers.

Objective 2.3: Develop on-campus student employment policies and procedures to centralize employment process.

Strategy 2.3.1: Work with Financial Aid and Human Resources offices to develop and implement policies and procedures for centralizing student employment in on-campus positions.

Performance Indicator: Written policies and procedures. Number of positions posted in 2008-2009. Faculty and staff "buy in" of program once implemented.

Expected Outcome: Increase in awareness of on-campus job opportunities for UNCP students. More equitable employment process for on-campus student positions.

Time Line: On going through 2008-2009 academic year. Some specific programming and event deadlines vary.

Assessment Procedure: Assessment of number of employer contacts, number of employer recruiting sessions, number of students in attendance at events and programs, number of job postings to *Brave Opportunities*, number of site visits, etc. Possible use of electronic survey as follow-up to student use of programs and services. Data will be analyzed and shared with Career Center staff and Division of Student Affairs administration/directors as appropriate. Possible uses of data include presentations at professional conferences.

Use of Assessment Data: Data will be evaluated to determine success in increasing numbers related to employment services of the Career Center. Future services, programming, and events will be developed around findings.

Goal 3: Promote and market programs and services of the Career Center for the purpose of increasing active participation and involvement.

Objective 3.1: Continue to develop Career Peer program and to utilize Career Peers in marketing efforts. Work to establish Career Peers as a recognized UNCP student organization.

Strategy 3.1.1: Integrate Career Center marketing efforts into daily activities of Career Peers.

Performance Indicator: Increase in students participating in Career Center programs and services indicating that Career Peers were influential in participation.

Expected Outcome: Increased understanding of opportunities for students to focus on their career planning and development through a structured, career centered student organization. Increased participation in Career Center events and programs.

Strategy 3.1.2: Formalize Career Peer program as a student organization.

Performance Indicator: Recognition as an official UNCP recognized student organization.

Expected Outcome: Increased awareness of Career Peer program and increase in applications to program.

Objective 3.2: Implement and continue on-going evaluation of overall marketing plan and promotional materials for the Career Center.

Strategy 3.2.1: Use a variety of media to increase knowledge of Career Center programs and services.

Performance Indicator: Increase in student and alumni participation in Career Center programs and services.

Expected Outcome: Enhanced career planning skills among UNCP students and alumni.

Objective 3.3: Increase awareness of Career Center programs and the opportunity for student groups to sponsor programs within student organizations.

Strategy 3.3.1: Develop targeted marketing to student organizations to offer Career Center presentations to their memberships.

Performance Indicator: Increase in number of invited presentations to student organizations and groups and program evaluations.

Expected Outcome: Enhanced career planning skills among UNCP students.

Objective 3.4: Increase awareness of Career Center programs and services among faculty and staff.

Strategy 3.4.1: Reach out to faculty and staff in specific programs such as CHAMPS/Life Skills, Health Careers Access Program, etc., to schedule specific programming for students in those programs.

Performance Indicator: Number of presentations made to targeted groups and program evaluations.

Expected Outcome: Enhanced career planning skills among UNCP students.

Strategy 3.4.2: Participate in Faculty Development Day, perhaps by sponsoring a meal during the event.

Performance Indicator: Increased involvement and knowledge among faculty.

Expected Outcome: New faculty will be introduced to the mission and philosophy of the Career Center, the services available to them and their students, and will be active participants in the work of the Career Center.

Strategy 3.4.3: Promote use of faculty web page at Career Center website.

Performance Indicator: Increase in use of website.

Expected Outcome: Faculty will be more knowledgeable regarding the career-related needs of students and will have a resource for assisting students in meeting these needs.

Strategy 3.4.4: Continue to encourage faculty to invite Career Center staff into classes and student group meetings for career-related workshops and presentations.

Performance Indicator: Increased participation in workshops and presentations among students.

Expected Outcome: More opportunities for students to participate in workshops and presentations to prepare them for lifelong career planning.

Strategy 3.4.5: Send targeted mailing with Career Center marketing piece to faculty.

Performance Indicator: Delivery to faculty mailboxes by September 2008.

Expected Outcome: Increased utilization of Career Center by faculty members for the benefit of students. Increased knowledge regarding the mission and philosophy of the Career Center and the services available to them and their students, particularly in-class presentations and workshops with emphasis on the 2008-2009 Career Center theme.

Objective 3.5: Increase exposure of *Brave Opportunities*, the Career Center online newsletter.

Strategy 3.5.1: Distribute hard copies of newsletter to key campus offices.

Performance Indicator: Monthly distribution of hard copies.

Expected Outcome: Increased visibility of *Brave Opportunities* newsletter and traffic to the web version.

Strategy 3.5.2: Post hard copies of newsletter around campus.

Performance Indicator: Monthly posting of hard copies.

Expected Outcome: Increased visibility of *Brave Opportunities* newsletter and traffic to the web version.

Strategy 3.5.3: Send e-mail announcement about newsletter to faculty, staff, and students each month. Include PDF version of newsletter as an attachment.

Performance Indicator: Monthly announcements.

Expected Outcome: Increased visibility of *Brave Opportunities* newsletter and traffic to the web version.

Objective 3.6: Increase exposure to Career Center activities among commuter students and students at satellite campuses.

Strategy 3.6.1: Communicate with key personnel at satellite campuses regarding Career Center events/services (particularly

Career Expo and Business Etiquette Dinner) and publicize through these individuals.

Performance Indicator: Increased communication and marketing to satellite campuses.

Expected Outcome: Increased knowledge of Career Center programs/events and increased participation among students at satellite campuses.

Strategy 3.6.2: Develop program of outreach for commuter students.

Performance Indicator: Increased marketing targeting commuter students.

Expected Outcome: Increased knowledge of Career Center programs/events and increased participation among commuter students.

Strategy 3.6.3: Market online PowerPoint workshops to satellite campuses.

Performance Indicator: Increased use of resources by students from these campuses.

Expected Outcome: Increase in career-planning preparedness and Career Center services among students at satellite campuses.

Objective 3.7: Increase alumni involvement and use of Career Center programs and services.

Strategy 3.7.1: Publicize Alumni Career Connection through mailings and possibly targeted event co-sponsored by the Office of Alumni Relations.

Performance Indicator: New strategies for publicizing ACC.

Expected Outcome: Increased number of alumni mentors in Alumni Career Connection.

Strategy 3.7.2: Publicize Career Center events through Alumni Affairs newsletter and listserv.

Performance Indicator: Increase in alumni involvement in Career Center programs.

Expected Outcome: Enhanced career planning skills among UNCP alumni.

Time Line: On going through 2008-2009 academic year. Some specific programming and event deadlines vary.

Assessment Procedure: Number of commuter and resident student and alumni participants, number of faculty and staff involved in programming of the Career Center, evaluation of marketing strategies, electronic and/or surveys regarding participation in and use of services, programs, and events. Data will be analyzed and shared with Career Center staff and Division of Student Affairs administration/directors as appropriate. Possible uses of data include presentations at professional conferences.

Use of Assessment Data: Data will be evaluated to determine effectiveness of marketing strategies in increasing the Career Center's visibility and the participation of on-campus and off-campus constituents. Future marketing efforts and programming/events will be developed around findings.

Office of Student Life Goals and Objectives for 2008-2009

Mission Statement: The Office of Student Life serves to complement the University's academic curriculum and to enhance the overall educational experiences of students through the development of leadership opportunities and exposure to social, cultural, recreational and civic programs.

Goal 1: Engage student organizations towards improving academic achievement, leadership opportunities and community service.

Objective 1.1: All SGA member GPAs will maintain at least a 2.5 GPA.

Strategy 1.1.1: Recruit student into SGA who focus on their academics, GPA over SGA.

Performance Indicator: Number of SGA members who maintain or increase their GPAs from fall 2008 to spring 2009 semesters.

Expected Outcome: No SGA member will leave SGA due to academic deficiency.

Strategy 1.1.2: Encourage SGA to participate in campus and community service activities.

Performance Indicator: Number of community and campus service activities performed by members of SGA.

Expected Outcome: More positive visibility for the organization.

Strategy 1.1.3: Provide opportunities for leadership development to members of the SGA.

Performance Indicator: Number of senators who attend leadership retreats/workshops/conventions.

Expected Outcome: Members of the SGA, through these Opportunities will provide effective leadership to the student body.

Strategy 1.1.4: Meet with members of the SGA Executive Board and Senate on a weekly basis.

Performance Indicator: Established agenda for senate meetings. More organized Executive Council meetings.

Expected Outcome: Consistent meetings with the SGA students will allow Student Life staff to effectively advise the SGA.

Objective 1.2: Work with all clubs and organizations to provide effective direction, leadership and training.

Strategy 1.2.1: Communicate with all clubs and organizations through email, Club Manager, club and organization meetings, club and organization handbook and Student Life web site.

Performance Indicator: Number of organizations that are updated on Club Manager and update their websites.

Expected Outcome: Student organizations will more effectively organize their student group and communicate information to its members.

Strategy 1.2.2: Work with SGA to develop Interclub Council through long range meeting dates, times and agenda items.

Performance Indicator: Student organizations and clubs attend the meetings and begin to work together.

Expected Outcome: The Interclub Council should become a viable entity with student organizations increasing their dialogue and cooperative programming.

Strategy 1.2.3: Rework and collaborate with Greek Life to change Chancellor's Cup system into viable program.

Performance Indicator: Number of organizations who participate in the Chancellor's Cup.

Expected Outcome: A healthy competition should develop to win the Chancellor's Cup.

Time Line: Annually increase the number of students who run for SGA Senate positions during SGA elections. By fall 2008, have each full time Senate position filled through elections (as opposed to at large). Increase the number of student groups represented at the annual fall club and organizations meetings. By August 2008, the Interclub meeting dates will be set for fall 2008 and spring 2009 semesters.

Assessment Procedure: Data will be collected by monitoring the number of organizations who attend meetings, monitoring the number of programs by clubs and organizations, monitoring the number of students who participate in SGA elections, monitoring the number of groups that participate in the Chancellor's Cup competition.

Use of Assessment Data: Data will be evaluated to determine how the Office of Student Life can best advise and counsel student organizations.

Goal 2: Improve educational, entertainment and weekend programs to UNCP students.

Objective 2.1: Provide educational programs to the UNCP student body.

Strategy 2.1.1: Educational programs shall include cultural programs, co-sponsorship of LeaderShape, alcohol awareness programs, AIDS/HIV education programs, etc.

Performance Indicator: Number of students who attend the educational workshops/programs. Satisfaction responses from students about the program (evaluations).

Expected Outcome: The programs provided to our students will empower them to take on leadership roles and educate students on cultural and societal issues.

Strategy 2.1.2: Contact student clubs/organizations, athletic department, freshman seminar professors, Student Support Services and the school newspaper. Also, use flyers, brochures

and the Student Life website to make students aware of these programs.

Performance Indicator: Number of students who attend the workshops/programs.

Expected Outcome: The majority of students will be satisfied with the program.

Objective 2.2: Improve the quality of entertainment programs to the UNCP student body.

Strategy 2.2.1: Association of Campus Entertainment (ACE) will provide a variety of programs that appeal to many different cultures and ethnic backgrounds. ACE is also advised to sponsor educational programs, weekend programs, and events that appeal to commuter students and non-traditional students.

Performance Indicator: Student needs are being met as indicated by needs assessment and satisfaction surveys. Number of students who attend ACE events. Number of educational, weekend and cultural programs.

Expected Outcome: A quality programming schedule, well publicized and attended with positive assessments by the students.

Strategy 2.2.2: Sponsor programming for the campus community to reach out to students, employees, parents and families.

Performance Indicator: The quality and satisfaction of programs as indicated in attendees evaluation.

Expected Outcome: Number of participants who attend programs sponsored by Student Life will increase and will be satisfied with the experience.

Objective 2.3: Provide weekend programming.

Strategy 2.3.1: Hire an assistant director or coordinator of evening and weekend programs.

Performance Indicator: Number of students who participate and stay on the weekends.

Expected Outcome: The number of students that participate in weekend programming and sporting events will increase.

Time Line: Data will be analyzed on an annual basis.

Assessment Procedure: Compilation of attendance numbers on each ACE and Student Life event. Use of StudentVoice and the Troubadours will determine numbers as well as satisfaction levels.

Use of Assessment Data: The data will be evaluated with respect to increased services rendered.

Goal 3: Promote positive relations and collaborations between Student Life and other offices.

Objective 3.1: Provide collaboration with various departments.

Strategy 3.1.1: Improve collaboration with faculty and staff to serve as advisors to student clubs and organizations.

Performance Indicator: Number of collaborative programs planned and executed in concert with UNCP Departmental offices.

Expected Outcome: More collaborative programs and increased student participation.

Strategy 3.1.2: Provide training and support for advisors.

Performance Indicator: Number of advisors who attend training session. Satisfaction survey on quality of training.

Expected Outcome: Advisors will readily volunteer to become advisors for clubs and organizations.

Strategy 3.1.3: Partnering with UNCP employees on programs such as the exam breakfasts and Parents Weekend.

Performance Indicator: Faculty and staff will volunteer before being asked to participate. Feedback from students on value of partnership.

Expected Outcome: UNCP employees will volunteer to become part of programs.

Time Line: Data will be analyzed on an annual basis.

Assessment Procedure: Compilation of the number of collaborative sponsored events and student participation. Assessment surveys will determine satisfaction and quality of programs.

Use of Assessment Data: The data will be evaluated with respect to refining co-sponsorships and collaborations.

Goal 4: Promote positive relations between UNCP and the community.

Objective 4.1: Provide services/partner with community entities.

Strategy 4.1.1: Partner with various community entities to advertise the Distinguished Speaker Series and homecoming.

Performance Indicator: Number of programs planned and executed in concert with community agencies.

Expected Outcome: Involvement in various university/community collaborations throughout the year.

Time Line: Data will be analyzed on an annual basis.

Assessment Procedure: Multiple assessments will be used including StudentVoice satisfaction surveys, needs assessment surveys and focus groups.

Use of Assessment Data: The data will be included in the annual report and reviewed for increases/decreases of services to the community.

Goal 5: Present events and programs relevant to student interests.

Objective 5.1: Have programs that are of interest to our students on various learning levels.

Strategy 5.1.1: Survey a variety of student interest groups.

Performance Indicator: Students actually participate in the surveys.

Expected Outcome: The surveys will be used to make informed decisions as to which programs to book or plan.

Strategy 5.1.2: Book programs based on diverse student interests.

Performance Indicator: Programs are planned based on accurate student interests.

Expected Outcome: The satisfaction of students attending the program.

Strategy 5.1.3: Market programs using a wide range of promotional strategies.

Performance Indicator: Students were satisfied with the programs, what they learned and the number of students attending.

Expected Outcome: A well planned, relevant program should produce a group of satisfied, more engaged students.

Time Line: Data will be analyzed on an annual basis.

Assessment Procedure: Surveys using StudentVoice and after event debriefing will be used. Evaluations by students.

Use of Assessment Data: The data will be included in the annual report and reviewed to determine whether the programs should continue, change or remain on the same schedule.

Goal 6: Improve Distinguished Speaker Series by determining student interest.

Objective 6.1: Have at least five (5) Distinguished Speakers on Campus and interact with UNCP community.

Strategy 6.1.1: Implement student based focus groups and surveys in fall 2008 to determine students' interest in speakers for 2009-2010 season.

Performance Indicator: The number of speakers booked that were identified by students. The number of students who attend series and feedback from attendees.

Expected Outcome: Increase attendance at events.

Strategy 6.1.2: Develop marketing plan to bring students to events. Reintroduce a Distinguished Speaker Series brochure.

Performance Indicator: Students were aware of speaker series through surveys and focus groups.

Expected Outcome: Increased student satisfaction with the series.

Strategy 6.1.3: Invite UNCP faculty who teach topics related to speaker to dinner and performances. Encourage all faculty to bring their classes.

Performance Indicator: Number of speakers and attendance by students, faculty/staff and community. Advertisement used for speakers. Attendance at speaker dinner. Numbers of students who participate in Distinguished Speaker Series. Evaluations of the program.

Expected Outcome: The entire university and community will benefit from the positive publicity generated by these events. The publicity will generate increased interest in the university from outside areas as well as act as a source of pride for current university students and employees. A higher percentage of the overall population will participate in speaker series programs.

Time Line: Data will be analyzed on an annual basis.

Assessment Procedure: PDAs from StudentVoice to determine satisfaction level will be distributed after each performance.

Use of Assessment Data: The data will be included in the annual report and reviewed for increases/decreases in regional and national publicity.

Goal 7: Recognize the Office of Student Life for its competent and compassionate staff in an atmosphere of praise and support.

Objective 7.1: Effectively communicate to other staff and students.

Strategy 7.1.1: Present transparent budgets with accountability.

Performance Indicator: Staff perceptions by student visitors, student staff and external constituents.

Expected Outcome: Students will be educated on how university and state funds are allocated. Fewer questions will be addressed as to how budgets are used. Students will feel they are clearly informed.

Strategy 7.1.2: Increase staff development and cross training.

Performance Indicator: Staff members are able to function outside job description lines.

Expected Outcome: Staff will function at a higher level because they will bring back knowledge and skills from the training to improve department.

Time Line: The process will begin in Fall 2008 and conclude with performance evaluations in May 2009.

Assessment Procedure: Each staff member will work with director in determining developmental and cross training needs.

Use of Assessment Data: The data will be used to determine departmental needs in conjunction with available staff functions.

Multicultural & Minority Affairs Goals and Objectives for 2008-2009

Mission Statement: The Office of Multicultural and Minority Affairs strives to provide programs and services that support the academic mission of the University by enhancing the educational, personal, cultural and social development of all students, particularly our students of color. As an agent of change, the Office of Multicultural and Minority Affairs seeks to value cultural diversity in order to promote an empowered society.

Goal 1: Provide ongoing educational and cultural programs and services that will assist students of color in achieving their educational goals and to encourage student involvement in the academic and social systems of college life and society.

Objective 1.1: Develop or co-sponsor programs and/or services that will assist in the academic and personal success of this student population.

Strategy 1.1.1: Collaborate with other campus offices/departments, UNC system and community entities to meet this goal.

Performance Indicator: Number of programs, evaluation outcomes and students attending.

Expected Outcome: Enhance and develop programs and services that accomplish this goal.

Strategy 1.1.2: Continue the Cultural Cavalcade Series.

Performance Indicator: Number of programs, evaluation outcomes and students attending.

Expected Outcome: A sound foundation for programs will be established which educate the university community about cultures and diversity.

Objective 1.2: Develop programs that focus on introducing and educating students of color on cultural diversities.

Strategy 1.2.1: Have monthly cultural theme presentations and/or movies.

Performance Indicator: Number of programs, evaluation outcomes and students attending.

Expected Outcome: A sound foundation will be established for programs that educate the campus on cultural diversity.

Strategy 1.2.2: Have cultural dialogue forums/sessions between all students.

Performance Indicator: Number of programs, evaluation outcomes and students attending.

Expected Outcome: Students will come together to talk about issues of cultural and ethnic importance.

Time Line: July 1-30, 2008: Submit budget request to appropriate funding support for 2008-09 programs and activities. Aug 1-Sep 30, 2008: Advertisement & recruitment phase to meet all goals and objectives. Oct 1-Apr 30, 2009: Contract and service phase to implement programming, activities and support.

Assessment Procedure: Director will assess program evaluations to determine effective use of scheduled programs. Budget review will be ongoing to determine efficient use of funds.

Use of Assessment Data: Director will make recommendations to improve the overall purpose of proposed goals and objectives.

Goal 2: Implement or be involved with programs and services that will aid in the retention and/or success (academic and personal) for students of color.

Objective 2.1: Continue the minority peer mentoring program.

Strategy 2.1.1: Recruit incoming freshmen, upperclassmen, and returning students and university employees into the program.

Strategy 2.1.2: Pair participants, either by gender, field of study or interest.

Strategy 2.1.3: Create an assessment instrument (survey) that will

allow for feedback.

Performance Indicator (Strategies 2.1.1-2.1.3): Number of mentors and mentees paired up in the program.

Expected Outcome: Upper class persons will serve as positive role models for students of color (primarily freshmen).

Time Line: July 1-30, 2008: Submit budget request to appropriate funding support for 2008-09 programs and activities. Aug 1-Sep 30, 2008: Advertisement and recruitment phase to meet all goals and organizations. Oct 1, 08 - Apr 30, 2009: Contract and service phase to implement programming, activities and support.

Assessment Procedure: Director will recruit and evaluate the Minority Peer Mentoring program to determine its effective use.

Use of Assessment Data: Director will make recommendations to improve the overall purpose of proposed goals and objectives.

Goal 3: Continue the “Back To School” cookout for students of color, in conjunction with International Programs and Honor’s College.

Objective 3.1: Collaborate with other offices to sponsor a cookout at the beginning of each fall semester that would highlight the importance of UNCP’s ethnic diverse populations.

Strategy 3.1.1: Create a positive and welcoming environment for incoming students of color.

Performance Indicator: Number of students from the various units attending the cookout.

Expected Outcome: A sense of community and unity will develop primarily for international students and students of color.

Strategy 3.1.2: Have peer advisors and other university units to speak and assist in providing an environment of inclusion.

Performance Indicator: Number of faculty/staff and peer advisors to participate in the cookout.

Expected Outcome: Incoming students will see the commitment of UNCP’s faculty/staff and student peers.

Time Line: July 1-30, 2008: Submit budget request to appropriate funding support for 2008-09 programs and activities. Aug 1-Sep 30, 2008: Advertisement

and recruitment phase to meet all goals and objectives. Oct 1-Apr 30, 2009: Contract and service phase to implement programming, activities and support.

Assessment Procedure: Director will assess program evaluations to determine effective use of scheduled programs. Budget review will be ongoing to determine efficient use of funds.

Use of Assessment Data: Director will make recommendations to improve the overall purpose of proposed goals and objectives.

Goal 4: Promote, educate and celebrate cultural diversity on campus.

Objective 4.1: Provide formal and informal avenues for inter-dialogue exchanges between the diverse communities on campus.

Strategy 4.1.1: Sponsor a film/movie series that promotes diversity.

Strategy 4.1.2: Schedule exhibits/displays that celebrate and educate about race, ethnicity, gender issues, etc.

Strategy 4.1.3: Organize discussion groups/panels that address issues of diversity.

Strategy 4.1.4: Sponsor or co-sponsor programs (speakers, plays) that advocate for diversity and cultural awareness/sensitivity.

- Native American Heritage Month
- Black History Month
- Hispanic Heritage Month
- GLBT Awareness Week
- Asian / Pacific Islander Heritage Month
- Women's History Month

Strategy 4.1.5: Utilize the Diversity Committee for Communities of Interest to assist in promoting, educating and celebrating diversity.

Performance Indicator (Strategies 4.1.1-4.1.5): Number of movies, displays, dialogue sessions and ethnic programs and attendees.

Expected Outcome: Showcase the diversity on campus and to educate the campus on the importance of cultural diversity and have faculty request OMMA to speak to classes on cultural diversity. Have students come away with a learning outcome.

Time Line: July 1-30, 2008; Submit budget request to appropriate funding support for 2008-09 programs and activities. Aug 1-Sep 30, 2008: Advertisement

and recruitment phase to meet all goals and objectives. Oct 1-Apr 30, 2009: Contract service phase to implement programming, activities and support.

Assessment Procedure: Director will assess program evaluations to determine effective use of scheduled programs. Budget review will be ongoing to determine efficient use of funds.

Use of Assessment Data: Director will make recommendations to improve the overall purpose of proposed goals and objectives.

Goal 5: Provide advisement/support to designated minority based student organizations/clubs and encourage campus and community involvement.

Objective 5.1: Ensure that each designated minority based student organization is properly operating and advised.

Strategy 5.1.1: Meet, coach, counsel and assist minority organizations and clubs on developmental issues, proper university protocol, time management, goal setting, problem solving, etc.

Performance Indicator: Effective advising for the number of minority student based organizations.

Expected Outcome: Assist with the development of strong and effective minority based student organizations.

Strategy 5.1.2: Assist with the direction of the organization and/or club.

Performance Indicator: Effective advising for minority student based organizations.

Expected Outcome: Assist with the development of strong and effective minority based student organizations.

Time Line: July 1-30, 2008: Submit budget request to appropriate funding support for 2008-09 programs and activities. Aug 1-Sep 30, 2008: Advertisement and recruitment phase to meet all goals and objectives. Oct 1-Apr 30, 2009: Contract and service phase to implement programming, activities and support.

Assessment Procedure: Director will assess program evaluations to determine effective use of scheduled programs. Budget review will be ongoing to determine efficient use of funds.

Use of Assessment Data: Director will make recommendations to improve the overall purpose of proposed goals and objectives.

Goal 6: Utilize the Diversity Survey as an assessment tool that will survey students, staff and faculty attitudes and feelings on diversity.

Objective 6.1: Post a diversity survey for students to complete at the most appropriate time of the academic year.

Strategy 6.1.1: Post the survey on the Multicultural and Minority Affairs website.

Performance Indicator: Number of students, faculty and staff responding to the survey.

Expected Outcome: Depending on the responses, implement new policies that address issues/concerns brought out in the survey.

Strategy 6.1.2: Review the survey as a way to monitor the attitudes of diversity, cultural awareness and overall comfort level of students.

Performance Indicator: Number of students, faculty and staff responding to the survey.

Expected Outcome: Depending on the responses, implement new policies that address issues/concerns brought out in the survey.

Time Line: July 1-30, 2008: Submit budget request to appropriate funding support for 2008-09 programs and activities. Aug 1-Sep 30, 2008: Advertisement and recruitment phase to meet all goals and objectives. Oct 1-Apr 30, 2009: Contract and service phase to implement programming, activities and support.

Assessment Procedure: Director will assess program evaluations to determine effective use of scheduled programs. Budget review will be ongoing to determine efficient use of funds.

Use of Assessment Data: Director will make recommendations to improve the overall purpose of proposed goals and objectives.

Goal 7: Establish an Associate Director for Multicultural and Minority Affairs position.

Objective 7.1: Develop/create programs or services that will enhance the mission of the Multicultural Center and the Office of Multicultural and Minority Affairs.

Strategy 7.1.1: Allow the Associate Director to serve in the capacity of cultural programming for the center which will allow them to educate the university on cultural diversity.

Performance Indicator: Number of programs/services that are developed and executed.

Expected Outcome: Enhance the overall mission and goals for the office by providing the targeted student populations with appropriate resources conducive to graduation, retention and cultural awareness.

Time Line: July 1-30, 2008: Submit budget request to appropriate funding support for 2008-09 programs and activities. Aug 1-Dec. 1, 2008: Advertisement and recruitment phase to meet all goals. Jan. 1-Apr 30, 2009: Interview and hire.

Assessment Procedure: Director will assess the position to determine effective use of outlined responsibilities. Budget review will be ongoing to determine efficient use of funds.

Use of Assessment Data: Director will make recommendations to improve the overall purpose of proposed goals and objectives.

Goal 8: Continue the communication between Student Affairs Administration and students of color in assessing needs and developing programs to meet those needs.

Objective 8.1: Ensure prompt and efficient communication.

Strategy 8.1.1: Keep the lines of communication open via email, formal meetings, telephone conversations, regarding the progress of the office.

Performance Indicator: Number of meetings (formal and informal) and conversations that occur between the Assistant Vice Chancellor for Student Development, the Vice-Chancellor for Student Affairs and the Director of Multicultural and Minority Affairs.

Expected Outcome: Gain insight and suggestions on how to better serve our students and to keep the Assistant Vice Chancellor for Student Development informed of new ideas that best serve the targeted student populations.

Time Line: Ongoing for the entire academic year.

Assessment Procedure: Director will take the advisement from appropriate Student Affairs administrators to assess program evaluations to determine effective use of scheduled programs.

Use of Assessment Data: Director will make recommendations to improve the overall purpose of proposed goals and objectives.

Office of Greek Life Goals and Objectives for 2008-2009

Mission Statement: The UNCP Office of Greek Life is committed to creating a values-based leadership experience for a lifetime by enhancing student development through active participation in Greek organizations. The Office of Greek Life supports and promotes academic excellence, student involvement in co-curricular activities, career development, social responsibility, alma mater allegiance, social justice, civic engagement and cultural awareness.

Goal 1: Create congruence between the reality of the fraternity/sorority community and the idealistic values of all fraternal organizations.

Objective 1.1: Provide continual development and implementation of fraternity/sorority life assessment tools.

Strategy 1.1.1: Provide advising through one-on-one meetings with each chapter president by using a values-congruence modeled assessment format a minimum of twice per semester.

Strategy 1.1.2: Provide advising through one-on-one meetings with each advisor by using a values-congruence modeled assessment format a minimum of once per semester.

Strategy 1.1.3: Continue to develop the fraternity/sorority life assessment/recognition program for the purpose of continual evaluation of fraternities and sororities by engaging organizations as evaluators of qualitative presentations.

Strategy 1.1.4: Establish a 360-degree assessment through the use of tools designed for fraternity/sorority life stakeholders. The Fraternity and Sorority Experience Survey administered through the Center for the Study of the College Fraternity will continue to serve as the primary form of assessment for fraternity/sorority life. StudentVoice will also be used to assess perceptions and reasons students do not join fraternal organizations.

Strategy 1.1.5: Re-establish learning outcomes influenced by fraternity/sorority life stakeholders as a means for establishing a strategic plan for the Office of Greek Life.

Performance Indicator: Continued development and implementation of fraternity/sorority life assessment tools will be used to create a strategic plan for the future of fraternity/sorority life as well as support of the fraternal values movement.

Expected Outcome: Stakeholders will invest in the process of cultural change for fraternities and sororities.

Objective 1.2: Provide values-based education and programming initiatives.

Strategy 1.2.1: Conduct the Third Annual Fraternity/Sorority Leadership Summit during the fall 2008 semester program. Custom curriculum will be created and facilitated by the Greek life staff.

Strategy 1.2.2: Create an educational book club each semester for students to engage in meaningful and developmental dialogue.

Strategy 1.2.3: Host the North American Interfraternity Conference educational program, IMPACT, during spring 2009. This premier program is designed to create unity and increase knowledge within a fraternity/sorority community and can accommodate up to sixty students.

Strategy 1.2.4: Provide scholarships and enable students to apply for national scholarships to attend the North American Interfraternity Conference educational institute, The Undergraduate Interfraternity Institute, during summer 2009.

Strategy 1.2.5: Continue to provide All Greek Council meetings for all stakeholders during the fall and Spring Semesters. Increase educational programming by creating programs that correlate with the mission of the Office of Greek Life.

Strategy 1.2.6: Collaborate with Student Life and the Center for Leadership and Service to provide LeaderShape to UNCP students during 2009.

Strategy 1.2.7: Re-format advisor training and roundtables to include additional educational programming regarding Office of Greek Life operations, policies and procedures, as well as student development theory and millennial students.

Strategy 1.2.8: Incorporate the mission of the Office of Greek Life into all Greek Week programming efforts. Utilize an undergraduate Greek Week steering committee for planning and executing the week of events.

Performance Indicator: Stakeholders will begin to engage in meaningful dialogue about values-congruence on a regular basis.

This will also be reflected in the actions of stakeholders.

Expected Outcome: Students will be more engaged in the daily actions of fraternity and sorority lifetime membership through values-based education and programming. Each fraternal organization will gain an understanding of expectations and guidelines.

Objective 1.3: Educate and develop Greek Life staff in regard to new trends, programming opportunities and professional best practices.

Strategy 1.3.1: Research current trends within fraternity/sorority life through annual Center for the Study of the College Fraternity membership and Association of Fraternity Advisors membership and conference attendance. Director of Greek Life should continue to serve in a volunteer role for the association.

Strategy 1.3.2: Develop programs to be presented at professional conferences in which the exchange of best practice information is encouraged i.e. Association of Fraternity Advisors, NASPA, SACSA, etc.

Strategy 1.3.3: Facilitate various fraternity/sorority educational programs and leadership programs at a number of universities and headquarters in order to establish relationships for facilitation needs at UNCP.

Strategy 1.3.4: Utilize training provided by the UNCP Human Resources Office as well as other developmental opportunities provided in-house at UNCP.

Performance Indicator: Participation in professional associations through volunteering, conference presentations and facilitation of leadership development opportunities.

Expected Outcome: Increased knowledge of current trends and issues within the field of fraternity/sorority life and the application of best practices within the UNCP Greek life program.

Time Line: On-going.

Assessment Procedure: Implementation of the Fraternity and Sorority Experience Survey through the Center for the Study of the College Fraternity and daily assessment practices.

Use of Assessment Data: Findings from the Fraternity and Sorority Experience Survey and other assessment tools will be utilized as a means for developing intentional learning outcomes and programming initiatives for the 2009-2010 year.

Goal 2: Establish standard procedures for the Office of Greek Life in order to enhance the fraternity/sorority community.

Objective 2.1: Establish meaningful partnerships with fraternity/sorority life stakeholders.

Strategy 2.1.1: Continue to build a relationship with the offices of admissions and orientation in order to educate potential and incoming students as well as parents about fraternity/sorority life opportunities at UNCP. Utilize open house and new student orientation events to connect with potential students and their families.

Strategy 2.1.2: Create Office of Greek Life publications to be distributed through various campus divisions and university mailings.

Strategy 2.1.3: Continue to build relationships with departments within the Division of Student Affairs for collaboration, education and support.

Strategy 2.1.4: Create partnerships with the private housing complexes for the purpose of supporting headquarters staff visits with provided housing accommodations.

Strategy 2.1.5: Continue to build a collaborative relationship with the Department of Athletics in order to provide meaningful programs and activities for students.

Strategy 2.1.6: Create partnerships with parents by actively contributing to the parent newsletter, new student orientation and open house. The Office of Greek Life will be piloting a parent e-newsletter once a month and adding a "Parent's Corner" on the Greek Life website.

Strategy 2.1.7: Continue to establish relationships with advisors for fraternities and sororities, adding additional support through one-on-one meetings and themed roundtables.

Strategy 2.1.8: Continue to notify faculty and staff of happenings within the Office of Greek Life through press releases, invitations to specific events and educational programming collaboration.

Performance Indicator: Collaboration among the Office of Greek Life and various stakeholders.

Expected Outcome: Increased partnerships will result in more support and resources for students.

Objective 2.2: Create and update Office of Greek Life policies and procedures.

Strategy 2.2.1: Create a specific policy regarding recruitment and intake so the Office of Greek Life will know in advance when activities will be taking place.

Strategy 2.2.2: Create a policy for academic accountability to reflect the requirements for maintaining an active chapter at UNCP.

Strategy 2.2.3: Overhaul the Chancellor's Cup system to reflect the requirements for maintaining an active chapter at UNCP.

Strategy 2.2.4: Continue to develop procedures for annual student organization registration and roster updates for the Office of Greek Life in collaboration with the Office of Student Life.

Strategy 2.2.5: Create an Office of Greek Life handbook for students to reference operations for an active chapter.

Strategy 2.2.6: Further implement a comprehensive training for faculty/staff advisors and chapter advisors so they are prepared to adequately advise UNCP chapters.

Performance Indicator: Staff and advisors will be well equipped to handle situations pertaining to fraternity/sorority life due to adequate policies and procedures.

Expected Outcome: Chapter members will be more easily held accountable for their actions due to adequate policies and procedures.

Objective 2.3: Increase communication in regard to the Office of Greek Life.

Strategy 2.3.1: Continue to create and distribute *Greek News You Can Use* via e-mail and website for the purpose of sharing information in regard to upcoming events, news and deadlines.

Strategy 2.3.2: Maintain and update the Office of Greek Life website. Add features to include a “Parent’s Corner” and “Frequently Asked Questions.”

Strategy 2.3.3: Continue to utilize the university calendar for the advertisement of Office of Greek Life events and strategically place Office of Greek Life calendars in high traffic areas around campus.

Strategy 2.3.4: Increase the use of Facebook advertisements, *Pine Needle* advertisements and the use of advertisement posters on campus.

Strategy 2.3.5: Increase the number of press releases distributed to local media pertaining to achievements within the Office of Greek Life.

Strategy 2.3.6: Encourage student organization participation in new student orientation and open house events.

Strategy 2.3.7: Re-evaluate the name of the Office of Greek Life to best reflect the organizations we serve i.e. fraternities and sororities. Also evaluate the cultural insensitivity of the term, “Greek Life”.

Performance Indicator: Participation in Office of Greek Life programs, events and deadlines will be more readily accessible for active members and potential new members.

Expected Outcome: Increased communication will benefit all fraternity/sorority life stakeholders.

Time Line: On-going

Assessment Procedure: Implementation of the Fraternity and Sorority Experience Survey through the Center for the Study of the College Fraternity and daily assessment practices.

Use of Assessment Data: Findings from the Fraternity and Sorority Experience Survey and other assessment tools will be utilized as a means for developing intentional learning outcomes and programming initiatives for the 2009-2010 year.

Goal 3: Continue growth contributed by Office of Greek Life services.

Objective 3.1: Increase chapter membership and number of organizations.

Strategy 3.1.1: Continue to build collaborative partnerships with freshman seminar courses in order to increase the awareness of fraternity/sorority life on campus.

Strategy 3.1.2: Assist with National Panhellenic Council extension efforts for Kappa Delta – fall 2008, Gamma Phi Beta – spring 2010 and Alpha Sigma Alpha – fall 2011.

Strategy 3.1.3: Assist with National Interfraternity Conference expansion efforts for Pi Kappa Alpha – fall 2008 and Delta Upsilon – spring 2009.

Strategy 3.1.4: Collect potential member information at new student orientation and open house events to share with recruitment and intake chairs.

Strategy 3.1.5: Continue to seek the addition of culturally-based organizations to best reflect the population of students at UNCP.

Performance Indicator: 10% increase in chapter membership as well as the addition of at least two organizations.

Expected Outcome: More students will choose to affiliate with fraternities and sororities due to the addition of more options and increase of awareness.

Objective 3.2: Create and hire an Assistant Director of Greek Life professional position and Greek Life Graduate Assistant.

Strategy 3.2.1: Obtain office space, secure funding, advertise and hire for the position in compliance with university policies and guidelines.

Strategy 3.2.2: Provide Assistant Director and Graduate Assistant with professional development opportunities that will contribute to his/her development as well as the development of the Greek Life program at UNCP.

Performance Indicator: Increased support for Greek organizations at UNCP and the further development of fraternal values at UNCP.

Expected Outcome: Increased student participation in Greek organizations at UNCP.

Objective 3.3: Obtain student organization space for chapter operations and ritual/recruitment activities.

Strategy 3.3.1: Continue to assess needs of Greek organizations regarding space needed for optimal chapter operations and programming.

Strategy 3.3.2: Obtain space and funding for equipment/renovations.

Performance Indicator: Increased support for Greek organizations at UNCP and the further development of fraternal values at UNCP.

Expected Outcome: Students will be more engaged in chapter operations as adequate space and resources will be made available.

Time Line: On-going.

Assessment Procedure: Tracking of student membership in fraternities and sororities will continue. Focus groups regarding student needs will continue.

Use of Assessment Data: Will determine programming opportunities and new initiative for the 2009-2010 academic year.

Center for Leadership and Service Goals and Objectives for 2008-2009

Mission Statement: The mission of the Center for Leadership & Service (CLS) is to support University of North Carolina at Pembroke's mission to provide service and leadership to the community. CLS will provide resources and expose students to leadership and service opportunities through educational programs, service opportunities and leadership endeavors for students to be socially, politically, and economically aware and engaged with local to global communities and issues. CLS prepares UNCP students to be active and responsible citizens and leaders.

Goal 1: Increase staff and financial resources to support the Center for Leadership and Service programming.

Objective 1.1: Employ full-time and part-time staff to support student leadership development and service programming.

Strategy 1.1.1: Sustain the Americorps VISTA Volunteer position with the North Carolina Campus Compact.

Performance Indicator: The new VISTA worker will begin service on August 1, 2008, and serve through July 31, 2009. The VISTA will provide LSOP board advisement, enhance LSOP programming and serve as the site supervisor for the NC ACTS! Program at UNCP.

Expected Outcome: Increase LSOP student involvement in service and workshop presentations. Enroll 35 students to participate and complete the NC ACTS! program.

Strategy 1.1.2: Sustain the Literacy Coordinator position through NC Literacy Corps.

Performance Indicator: The NC LiteracyCorp member will begin service on September 1, 2008 and serve through August 31, 2009. The NC LiteracyCorps member will coordinate student participation in Reading for Success, America Reads/America Counts programs and literacy service projects. The member will train and coordinate FWSP student participation in tutoring and literacy projects. The member will serve on the FirstBook Campus Advisory Board.

Expected Outcome: More community partners will involve students in literacy and tutorial opportunities.

Strategy 1.1.3: Increase FWSP students in community service programs.

Performance Indicator: Eligible students will inquire and apply for community service opportunities funded by FWSP.

Expected Outcome: Seven percent (7%) of FWSP students will participate in community service opportunities.

Objective 1.2: Develop a budget for state and non-state funds to support addition of a new staff position and student leadership development programs.

Strategy 1.2.1: Submit an Expansion Budget Request to increase permanent staff support for the Center for Leadership & Service.

Performance Indicator: We will obtain approval to create a new

staff position for an Administrative Associate for the Center for Leadership & Service.

Expected Outcome: Hire an Administrative Associate to begin employment in the Spring 2009 semester.

Strategy 1.2.2: Collaborate with the Financial Aid office to identify and effectively implement federal work study program (FWSP) funds for students interested in community service program opportunities.

Performance Indicator: The Financial Aid office will identify FWSP funds designated for eligible work study students interested in community service program opportunities.

Expected Outcome: The Financial Aid office will collaborate with the CLS office to place eligible work study students interested in community service program opportunities using designated FWSP funds.

Time Line: July 1-30, 2008: Submit budget request to appropriate funding support for 2008-09 programs and activities. Aug 1-Sep 30, 2008: Advertisement and recruitment phase to fill all positions. Oct 1-Apr 30, 2009: Contract and service phase to implement programming, activities and support.

Assessment Procedure: Director will evaluate student attendance reports, program evaluations and service logs to determine effective use and adequate availability of staff support. Budget review will be ongoing to determine efficient use of funds.

Use of Assessment Data: Director will make recommendations to improve CLS staff support as needed.

Goal 2: Engage students in leadership and personal development through workshops and experiences.

Objective 2.1: Engage students in leadership development through board service and committee activities associated with the Center for Leadership and Service.

Strategy 2.1.1: Develop a student leadership position with the Center for Leadership and Service to assist with LSOP Board programs and activities.

Performance Indicator: The LSOP Board President will contract with the CLS office for 5-8 hours per week to assist with service programs and activities.

Expected Outcome: LSOP Board member involvement will increase in recruitment, service activities and workshops. Increase in the number of students engaged in civic activity and the number of student-led workshops and presentations. Positively affect student retention through civic and service activity.

Objective 2.2: Increase student participation in LSOP sponsored workshops.

Strategy 2.2.1: Co-sponsor workshops with university offices, academic departments, athletics and clubs/organizations.

Performance Indicator: Increase student participation in LSOP sponsored workshops through co-sponsorship.

Expected Outcome: More students will attend LSOP sponsored programs through co-sponsorship. Students will experience the benefits of LSOP, register and engage in civic and service activity. Students who engage in civic and service activity will improve retention at UNCP. This outcome is determined by the number of LSOP students who attend co-sponsored workshops divided by the number of actively enrolled members in 2008-09.

Strategy 2.2.2: Elicit faculty support for LSOP workshops through presentations, invitations, relationship building and faculty incentive/recognition program. Faculty may encourage or require students to participate in LSOP sponsored workshops.

Performance Indicator: Faculty will incorporate and promote CLS programs as part of their curriculum.

Expected Outcome: More students will attend LSOP sponsored events through faculty encouragement or requirement.

Strategy 2.2.3: Encourage and assist LSOP members and student organizations to conduct workshops on civic engagement, social justice, leadership, voluntarism and community service opportunities.

Performance Indicator: Students will seek opportunities to present workshops on civic engagement, social justice, leadership, voluntarism and community service opportunities.

Expected Outcome: Presenters will gain valuable leadership experience through curriculum preparation and presentation.

Time Line: July 1-Sep 30, 2008: Identify and solicit students to schedule workshops and presentations. Oct 1-Apr 15, 2009: Conduct student led presentations and workshops. Evaluations will continue throughout the academic year.

Assessment Procedure: Director will compile data on workshops and activities to be reported annually. The review of student participation in CLS workshops and activities will be ongoing.

Use of Assessment Data: Director will evaluate data to make changes and improve CLS workshops as needed.

Goal 3: Engage students in community service.

Objective 3.1: Increase LSOP student participation in community service activities.

Strategy 3.1.1: Develop and coordinate on-going structured community service projects for students to participate and provide transportation when necessary (i.e. First Book, Reading for Success, Giving & Learning Program).

Performance Indicator: Number of students who complete their service commitment will increase due to on-going structured programs.

Expected Outcome: Increase total number of service hours donated to the community by UNCP students. Students engaged in structured community service projects will improve retention at UNCP.

Strategy 3.1.2: Develop and implement an electronic newsletter to inform students of community service opportunities and CLS/LSOP programs.

Performance Indicator: Engage and involve more students in community service through media contact.

Expected Outcome: Increase the percentage of students registered with LSOP that will participate in community service due to media contact.

Objective 3.2: Increase total number of community service hours

documented by students through LSOP from 11,572 hours to 14,465 hours, a 25% increase.

Strategy 3.2.1: Recruit, interview and select applicants to participate in the NC ACTS! Program in the fall semester by September 30, 2008.

Performance Indicator: Applicants will apply to participate in the NC ACTS! Program.

Expected Outcome: 35 applicants will be selected to participate in the NC ACTS! Program. Participants will complete 300 hours of community service to receive a \$1,000 educational award.

Strategy 3.2.2: Recognize students as Horizon Leaders, Distinguished Leaders, Leadership Fellows and NC ACTS! recipients for completing a certain amount of community service.

Performance Indicator: Increase in students submitting completed community service hours on a monthly basis.

Expected Outcome: Students will submit their completed community service hours.

Strategy 3.2.3: Provide LSOP students and community partners an electronic tracking system to track student volunteer service hours and community service involvement.

Performance Indicator: Market and advertise the “My Volunteer Page” for tracking student volunteer and service hours.

Expected Outcome: Community agencies and organizations will recruit, advertise and enlist student volunteers to participate in community events, activities and programs.

Time Line: July 1-Nov 30, 2008: Develop partnerships and implement initiatives to engage students in community service projects. Oct 1-Apr 15, 2009: Students will volunteer in community service opportunities. Evaluation of student involvement in service opportunities will continue throughout the academic year.

Assessment Procedure: Director will compile data on student volunteers and service hours to be reported in the annual report. The number of student volunteers and service hours will be reviewed annually.

Use of Assessment Data: Director will evaluate data to make changes and improve volunteer opportunities and service programs as needed.

Goal 4: Develop co-curricular service-learning structure, support and training.

Objective 4.1: Collaborate with the Service Learning Director to develop and implement service learning curriculum and program opportunities.

Strategy 4.1.1: Collaborate with the Service Learning Director to develop and implement service learning opportunities for faculty, students and community partners.

Performance Indicator: The Center for Leadership & Service and the Service Learning Program will collaborate in service learning opportunities for faculty, students and community partners.

Expected Outcome: Students will engage in service learning opportunities. More students will become involved in volunteer community service and undergraduate retention will improve at UNCP.

Strategy 4.1.2: Incorporate reflection via group discussions, journaling or blackboard into service programs.

Performance Indicator: Reflection will be incorporated into group discussions, journaling and/or blackboard for at least two service programs this academic year.

Expected Outcome: Students will demonstrate meaningful insight in related course material, gain greater personal awareness and civic responsibility through guided reflections in a service experience.

Time Line: Oct 15, 2008: Meet and collaborate with the Service Learning Director to develop a partnership to promote service learning curriculum and opportunities at UNCP.

Assessment Procedure: Director will collaborate with the Service-Learning Director to identify and review courses that offer co-curricular service-learning opportunities.

Use of Assessment Data: Recruit community partners to support service-learning programs as needed.

Goal 5: Educate students about civic engagement and social justice.

Objective 5.1: Raise awareness about the breadth of civic

engagement and social justice, what they mean and why it is important to be engaged and aware socially, politically and economically through workshops.

Strategy 5.1.1: Conduct workshops specifically targeting civic engagement and social justice issues.

Performance Indicator: Survey students about their understanding about civic engagement and social justice issues through StudentVoice.

Expected Outcome: The level of consciousness will be raised about civic engagement and social justice issues.

Time Line: Define and explain “civic engagement and social justice” at all CLS events and presentations throughout the 2008-09 academic year.

Assessment Procedure: Director will review brochures and literature for inclusion of “civic engagement” language and opportunities.

Use of Assessment Data: Director will improve brochures and literature to include civic engagement opportunities.

Intramural Office Goals and Objectives for 2008-2009

Mission Statement: The Intramurals Program believes that leisure physical activity and enjoyment are vital to a person’s total well-being. Based upon this belief, the intramural program provides a broad and diversified program of recreational sport activities for the University’s students, faculty, and staff.

Goal 1: Provide opportunities for students to participate in a variety of organized athletic programs.

Objective 1.1: Create a schedule of intramural events that includes a minimum of 12 separate athletic opportunities for students and staff.

Strategy 1.1.1: Solicit student and staff input on the types of events in which they would like to be involved.

Strategy 1.1.2: Decrease length of various intramural seasons to increase number of event to be organized.

Strategy 1.1.3: Utilize student staff to operate small individual athletic and recreational events.

Objective 1.2: Increase the number of women that participate in intramural events by 10%.

Strategy 1.2.1: Aggressively market intramurals to sororities on campus.

Strategy 1.2.2: Add sports/events that appeal to a variety of women.

Strategy 1.2.3: Use residence hall meetings as platform to advertise events to female population. Collaboration with Cynthia Redfearn and entire residence life staff to promote this initiative.

Performance Indicator: Number of women who participate in intramural programs. Evaluations of the program.

Expected Outcome: A higher percentage of the female population will participate in intramural programs.

Time Line: Data will be analyzed on an annual basis.

Assessment Procedure: Focus group student surveys, overall participation numbers and evaluations of intramural staff.

Use of Assessment Data: The data will be included in the annual report and used to determine each event necessity for continuation as well as events for future inclusion.

Goal 2: Improve overall organization of the intramural program.

Objective 2.1: Set dates for all meetings and event start dates prior to the beginning of each semester.

Strategy 2.1.1: Begin planning of events in early summer.

Strategy 2.1.2: Place all event dates on university master calendar.

Objective 2.2: Market program to student more effectively.

Strategy 2.2.1: Create and maintain updated website that will market events and list important dates for programs.

Strategy 2.2.2: Send regular press releases to *Pine Needle* and *Tommy Times* to announce important dates and winners of events.

Strategy 2.2.3: Make full use of Student Life poster maker and update new events and placement accordingly.

Strategy 2.2.4: Place announcements email student list serve of weekly events.

Strategy 2.2.5: Increase circulation of new intramural brochure through new student orientations and club and organization fairs.

Objective 2.3: Use assistants to better facilitate activities.

Strategy 2.3.1: Use graduate assistants to oversee student workers on separate activity fields.

Strategy 2.3.2: Use intramural computer program to continue to keep statistics and records of participants.

Performance Indicator: Number of students who participate in intramural programs. Evaluations of the program.

Expected Outcome: A higher percentage of the overall student population will participate in intramural programs.

Time Line: Data will be analyzed on an annual basis.

Assessment Procedure: Focus student group surveys and staff assessment.

Use of Assessment Data: Information will determine if improvements can be made in areas of organizational management, staff and general experience of events.

Goal 3: Improve supervision of intramural program.

Objective 3.1: Team with team captains and UNCP police to insure appropriate foul behavior at events.

Strategy 3.1.1: Hold team meetings with team captains and present sportsmanship program. Meet with Campus Police officials to distribute information/schedules for coverage of events.

Strategy 3.1.2: Require a graduate assistant or full time staff person to attend each intramural event.

Strategy 3.1.3: Supply event supervisor with radio to contact Campus Police in case of emergency.

Performance Indicator: A reduction in the number of fights/incidents.

Expected Outcome: Students will enjoy the program.

Time Line: Data will be analyzed on an annual basis.

Assessment Procedure: Total number of incidents will be compared to previous years as well as other institutions of similar size.

Use of Assessment Data: Information will determine need for further steps in supervision of events as well as need for inter-campus cooperation on subject.

Goal 4: Increase events in intramural programming.

Objective 4.1: Increase activity schedule.

Strategy 4.1.1: Through proper staffing, carrying on more than one sport a day.

Strategy 4.1.2: Scheduling weekend programs and tournaments.

Strategy 4.1.3: Increase student input on what activities they are interested in participating.

Objective 4.2: Increase travel teams and participation.

Strategy 4.2.1: Participate in one extra travel sport per semester.

Strategy 4.2.2: Provide more opportunity for woman and co-rec teams.

Objective 4.3: Increase events in Outdoor Activity Series.

Strategy 4.3.1: Include student involvement in destination process.

Strategy 4.3.2: Include more staff for supervisory roles.

Strategy 4.3.3: Introduce one new activity this year.

Performance Indicator: Number of students who participate in intramural programs. Evaluations of the program.

Expected Outcome: A higher percentage of the overall population will participate in intramural programs.

Time Line: Data will be analyzed on an annual basis.

Assessment Procedure: Focus student group surveys and staff assessment.

Use of Assessment Data: Information will determine if some current events need to be eliminated as well as new events initiated.

Goal 5: Increase efficiency and effectiveness of program through purchase of new technologies and equipment.

Objective 5.1: Use technologies to better understand participation trends and student needs.

Strategy 5.1.1: Begin use of hand held Troubadour at all intramural and recreational events.

Strategy 5.1.2: Use collected information for database for future consideration.

Strategy 5.1.3: Use StudentVoice to assess needs and quality of programming.

Objective 5.2: Purchase new equipment needed for new and old programs.

Strategy 5.2.1: Purchase kayaks and canoes as well as transport vehicle for Lumber River trips.

Strategy 5.2.2: Purchase new portable soccer goals for new intramural field.

Performance Indicator: Number of students who participate in intramural programs. Evaluations of the program.

Expected Outcome: A higher percentage of the overall population will participate in intramural programs.

Time Line: Data will be analyzed on an annual basis.

Assessment Procedure: Effective use of student organization website.

Use of Assessment Data: Future implementation of organization intramural and recreation events will be determine.

Goal 6: Obtain a full time Assistant Director of Intramurals position.

Objective 6.1: Position will oversee sports clubs and travel programs.

Strategy 6.1.1: Petition Vice Chancellor of Student Affairs as well as Human Resources for creation of new position.

Strategy 6.1.2: Show through collected data from StudentVoice the number of participants and the need for increased staff and supervision.

Performance Indicator: Number of students who are pleased with the quality and amount of programming offered by the department through the use of various assessment instruments to evaluate the program.

Expected Outcome: A higher percentage of the overall population will participate in intramural programs.

Time Line: Data will be analyzed on an annual basis.

Assessment Procedure: Effective use of student organization assessment tools as well as overall assessment of program goals by supervisors.

Use of Assessment Data: Correction in method of organizing and implementing intramural and recreation events.

Goal 7: Fully outfit intramural fields with all necessary equipment to fully utilize student/staff time and space.

Objective 7.1: Provide lighting for field.

Strategy 7.1.1: Petition Vice Chancellor of Student Affairs as well as the Physical plant for implementation of lighting fixtures.

Strategy 7.1.2: Provide more flexible time schedules for student and staff participation in events. This will also lead to less liability issues due to the nature of extreme temperatures in the beginning and end of the fall/spring semesters.

Objective 7.2: Provide irrigation and proper maintenance for field.

Strategy 7.2.1: Petition Vice Chancellor of Student Affairs as well as the Physical plant for implementation of irrigation.

Strategy 7.2.2: Through proper irrigation and maintenance UNCP will forego the need to lease other property to facilitate our programs.

Maintaining field in proper condition will hopefully attract more students to program.

Performance Indicator: Number of students who are pleased with the quality and amount of programming offered. The amount of night time programming that is offered. The condition of the Intramural field after the completion of the spring semester.

Expected Outcome: A higher percentage of the overall population will participate in intramural programs. The programming adjusted to students' schedule rather than the daylight schedule will hopefully attract more students.

Time Line: Data will be analyzed on an annual basis.

Assessment Procedure: Effective use of student organization assessment tools, as well as overall assessment of program goals by supervisors.

Use of Assessment Data: Correction in method of organizing and implementing intramural and recreational events.

Office of Campus Ministry Goals and Objectives for 2008-2009

Mission Statement: The Baptist Student Union is a supportive family that promotes a Christian lifestyle while challenging students to grow in their relationship with God through fellowship, missions and ministry.

Goal 1: Develop programs that require leadership development and foster spiritual formation.

Objective 1.1: Design a weekly student led creative service.

Strategy 1.1.1: Identify and train key student leaders to facilitate service.

Performance Indicator: Three key students are enlisted and given the resources to integrate the different tasks which are needed.

Expected Outcome: Key students will be empowered to facilitate the planning, implementation and evaluation of the creative services.

Strategy 1.1.2: Develop a band to lead in "praise and worship"

music.

Performance Indicator: Band leader and members are recruited and regular practices are set.

Expected Outcome: Weekly music is performed in a way in which the service participants are involved.

Strategy 1.1.3: Integrate the various parts of the service into a congruent whole.

Performance Indicator: Key student leaders will be planning two to six weeks ahead, identifying key stake holder interests and designing the service.

Expected Outcome: The service will run smooth, orderly and the participants will be engaged socially and spiritually.

Strategy 1.1.4: Implement StudentVoice surveys one to two times a semester.

Performance Indicator: The surveys will be used to identify satisfaction and spiritual formation through the creative service. Key component and overall satisfaction will be included in the design.

Expected Outcome: A more objective and user friendly evaluation tool will be used to enlighten leadership of the program's effectiveness.

Objective 1.2: Initiate five biblically oriented study groups.

Strategy 1.2.1: Enlist and train 5-10 student facilitators.

Performance Indicator: There would be commitment to their tasks as facilitators which would include debriefing sessions every three weeks.

Expected Outcome: The facilitators would be challenged in their own spiritual development as they are leading others toward the same.

Strategy 1.2.2: Promote the studies to target groups on campus.

Performance Indicator: Using paper, paperless and personal means of disseminating information about the study groups to strategic dorms, apartments and buildings.

Expected Outcome: Student response (6-12) from target areas based on the strategic promotion.

Objective 1.3: Promote and organize retreats and conferences.

Strategy 1.3.1: Assist planning and promotion of the Winter Retreat at Holden Beach with UNCW and JCC.

Performance Indicator: Student leaders from all three schools will be involved in the planning phases. Each school will take a significant part in the enlistment and the facilitation of the retreat.

Expected Outcome: There will be over 30 students from UNCP and a total from 60 to 80 participants at the retreat.

Objective 1.4: Organize service/learning projects and gain perspective on spiritual formation from a social and service outlook.

Strategy 1.4.1: Recruit and train team leader in the spring semester for the following fall and spring semesters.

Performance Indicator: The team leader will be oriented to the tasks at hand. The team leader will perform preliminary planning for the fall and spring break service trip.

Expected Outcome: Organization towards a meaningful and well planned service project will be in order.

Strategy 1.4.2: Identify service locations and plan details for service projects.

Performance Indicator: The team leader will set a timeline for planning. This would include deliberate attention toward transportation, lodging, meals, worksites and any group dynamics in play. Contacts with potential service sites will be made.

Expected Outcome: In the fall of 2008, the site in Charleston, SC, will be confirmed and the site for spring of 2009 in Pensacola, FL, will be confirmed. The planning timelines were performed in a timely manner.

Strategy 1.4.3: Promote and enlist students for the service/learning projects.

Performance Indicator: A variety of promotional means will be used. Student leaders will write and invite other students

personally. LSOP and other student organizations will be invited to participate.

Expected Outcome: Enlistment for the fall 2008 project should be between 18-25 participants. Enlistment for the spring 2009 project should be between 25-35 participants. Participant makeup should show a diversity that shadows the university.

Objective 1.5: Involve students in off campus learning and leadership development.

Strategy 1.5.1: Recruit community churches to host a students team to work with their youth.

Performance Indicator: Church contacts will be made, students are trained and have planned for their specific events or settings.

Expected Outcome: The expected outcome is two fold: first, the students have had opportunity to lead and learn and, secondly, the host group has gained value through our coming.

Strategy 1.5.2: Promote community service projects.

Performance Indicator: Students from our primary group and those from across campus will be provided the opportunity to serve through the Boys and Girls Club, a soup kitchen and in a nursing home.

Expected Outcome: There will be from 5-10 students involving themselves in the identified community service projects.

Goal 2: Seek funding to support program causes.

Objective 2.1: Procure funding from on campus venues.

Strategy 2.1.1: Seek funding from our primary group.

Performance Indicator: Student leaders have organized and implemented a strategy of fundraising among their peers.

Expected Outcome: Through various fundraisers, the students will be able to raise over \$4,500.

Objective 2.2: Procure funding from off campus venues.

Strategy 2.2.1: Seek funding through off campus fundraisers.

Performance Indicator: Student leaders have organized and implemented a strategy of fundraising external constituents.

Expected Outcome: Through the Care Package (parents) and the Golf Tournament (community), the students will be able to raise over \$6,000.

Objective 2.3: Engage Campus Ministry staff in fundraising efforts.

Strategy 2.3.1: Seek funding from local constituents for program needs.

Performance Indicator: The Campus Ministry staff will seek to enlist funding from local churches, individuals and associations.

Expected Outcome: Five to ten new churches will begin financial giving. The five current churches and three associations will continue to give at current rates. Five to ten new alumni and friends will be enlisted in giving.

Goal 3: Target specific groups for special programs.

Objective 3.1: Develop specialized programs for commuter students.

Strategy 3.1.1: Coordinate “Commuter Lunch” five times per semester.

Performance Indicator: Student leaders will prepare and organize the meal.

Expected Outcome: Luncheon menus and volunteers would be secured and ready for promotion and the meal.

Strategy 3.1.2: Campus-wide promotion.

Performance Indicator: Banners, flyers, posts, email, *This Week*, *The Pine Needle* and word of mouth will be used in promoting the event. StudentVoice surveys will be used in promotion to potential patrons and in evaluation of those students that participate.

Expected Outcome: There will be from 60 – 110 students involved in the luncheon program. A residual outcome will be having from 25-50 faculty and staff participate.

Objective 3.2: Develop specialized programs for international

students.

Strategy 3.2.1: Nurture into being on campus programs.

Performance Indicator: Schedule one or two international student outings per semester involving student leaders in the planning.

Expected Outcome: Student leadership will enhance participation and success of the events.

Strategy 3.2.2: Coordinate participation in the annual International Student Retreat in early April.

Performance Indicator: The enlistment of 10 international students to participate in the state-wide retreat at Fort Caswell, NC.

Expected Outcome: The students will bond with other internationals from around the state. The retention rates among high risk internationals will be reduced. Participation in local programs will improve.

Strategy 3.2.3: Support the International Student Programs Office.

Performance Indicator: Facilities are made available to the ISPO upon request. Student leaders will participate in ISPO programs.

Expected Outcome: There will be one or two times when the ISPO will use our facility. Our student leadership will regularly attend the International Student Organization meetings and participate in one or two ISPO or ISO programs

Objective 3.3: Build relationships with Greek and other organizations.

Strategy 3.3.1: Provide facility space for special meetings.

Performance Indicator: Contacts need to be made with the target organizations, invitations need to be given and reservations made.

Expected Outcome: Once or twice a month, student organizations will use the Campus Ministry facility.

Strategy 3.3.2: Chaplain services to be offered.

Performance Indicator: Campus Minister will make himself available for chaplain and counseling services to student organizations.

Expected Outcome: One or two students organizations will call upon the services each semester.

Goal 4: Establish Campus Minister's role on campus.

Objective 4.1: Build campus relationships.

Strategy 4.1.1: Participation in monthly Student Affairs staff meeting.

Performance Indicator: Consult with Dr. Jones and her administrative staff about monthly meetings and respond to invitations.

Expected Outcome: Regular participation at meetings. Along with leadership development training, there will be opportunities to learn about other parts of Student Affairs and how supportive and collaborative efforts could be shared. Participation on committees could emerge. The Campus Minister will be resourced so to make appropriate referrals.

Strategy 4.1.2: Establish chaplain role.

Performance Indicator: Campus Minister will make himself available to administration, faculty and staff for consultation or referrals. He will make himself available for invocations during university events, upon request.

Expected Outcome: Relationships with administration, faculty and staff will be strengthened. Occasions for consultation, referrals and invitations for invocations will occur.

Strategy 4.1.3: Involvement with campus religious organizations.

Performance Indicator: The Campus Minister will make two contacts a semester with each religious organization for support and understanding. StudentVoice could be implemented to identify the mood of spiritual life or it could be used to research the satisfaction within a specific group.

Expected Outcome: A better understanding of the religious dynamics on campus will be obtained. Joint ideas may emerge. A semi-annual report to be given to Dr. Jones.