

# **University of Northern Iowa**

## **Department of Residence**

### **2008 - 2018**

#### **Mission**

The Department of Residence contributes to the success of students and the university by providing exceptional hospitality and creating dynamic communities.

#### **Values**

The following values are the foundations for Department of Residence (DOR) staff in their daily work with students, faculty, staff and guests of UNI:

Academic and personal growth of students, characterized by efforts to support their academic success, interpersonal growth, and leadership opportunities.

Individual and organizational integrity, characterized by accountability, responsibility and high ethical standards.

Personal and professional growth of staff, characterized by learning and leadership opportunities within and beyond the university.

Safe environments for students and staff, characterized by training and educational programs, technology, and partnerships with University Police.

Collaboration within and beyond the department, characterized by partnerships with other departments, divisions and the community.

Diligent stewardship of resources, characterized by close attention to sustainability, scrutiny of revenues and expenses, and utilizing human resources.

Responsiveness to stakeholders, as characterized by open communication, feedback and personalized service.

## **Administration**

### **Goal 1.0 Systemic planning is utilized to prioritize resources**

Objective 1.1 Establish plans for supporting Student Affairs and University of Northern Iowa goals.

Objective 1.2 Develop congruency between financial, facilities, and strategic plans.

Objective 1.3 Review strategic plan twice per year.

Objective 1.4 Annually update 10-year facility master plan

Objective 1.5 Establish quarterly meetings with facility planning department.

Objective 1.6 Determine key performance indicators and metrics.

Objective 1.7 Utilize EBI and NACUFS to establish annual goals.

Objective 1.8 Monthly financials are utilized to assess alignment to budget and operations

Objective 1.9 Communicate results and decisions to appropriate stakeholders.

### **Goal 2.0 Secure financial resources to respond to the strategic plan.**

Objective 2.1 Increase residence hall occupancy annually.

Objective 2.2 Increase retail net revenue.

Objective 2.3 Clarify purpose and financial performance metrics for catering.

Objective 2.4 Maximize efficiency of expenses.

Objective 2.5 Evaluate Common's building accounting procedures.

### **Goal 3.0 Optimize human resources.**

Objective 3.1 Increase diversity of staff at all levels.

Objective 3.2 Build and track staff training.

Objective 3.3 Reward consistency and innovation.

Objective 3.4 Monitor employee turnover.

## **Student Education/Learning**

### **Goal 1.0 Provide appropriate student transitions addressing responsibilities, support, safety and security.**

Objective 1.1 Enhance partnerships with summer orientation and academic affairs.

- a. Intentional messages to parents
- b. Incorporate Academic Affairs
- c. Serve on selection, training, advisory board

Objective 1.2 Develop and implement a comprehensive plan of education for safety and security

- a. Work with safety partners to create plan
- b. Create timeframe to implement throughout year
- c. Include staff in all positions in training and education
- d. Incorporate new/renovated facilities
- e. Create publications for staff and students

Objective 1.3 Incorporate issues of “transitions” into training

- a. Student transitions (academic and interpersonally)
- b. Parent transitions

### **Goal 2.0 Provide comprehensive first year experiences for residential students.**

Objective 2.1 Partner with academic affairs and other departments to create a system that supports first year experiences

- a. Research and review other FYE programs
- b. Determine if a residential component should be included and, if so, what type of residential program

Objective 2.2 Incorporate life skills into first year experience programs

- a. Financial management
- b. Communication
- c. Conflict management/resolution
- d. Transitions

Objective 2.3 Incorporate academic success into first year experience programs

- a. Integration with faculty
- b. Study skills
- c. Lifelong learner

**Goal 3.0 Provide intentional academic support.**

Objective 3.1 Develop relevant intentional academic support programs

- a. Utilize campus resources (tutors, classes)
- b. Incorporate academics into conduct hearings (behaviors, choices, academics)

Objective 3.2 Assess the Peer Advisor in Residence (PAIR) program

- a. Meeting goals
- b. Growth changes
- c. Add focus of 2<sup>nd</sup> year students
- d. On-line opportunities

## **Student Profile**

**Goal 1.0 Leverage student profile data to anticipate and address student wants/needs.**

Objective 1.1 Identify existing data available on campus.

Objective 1.2 Determine and gather additional needed data.

Objective 1.3 Prioritize needs based on data and values.

Objective 1.4 Extend effective application of data

## **Facilities**

### **Goal 1.0 Assess Department of Residence facilities.**

Objective 1.1 Develop life span of facilities and equipment.

Objective 1.2 Annually evaluate operating costs.

Objective 1.3 Identify outdated systems and remaining life.

### **Goal 2.0 Provide safe and secure environments.**

Objective 2.1 Install electronic locks on exterior doors.

Objective 2.2 Install cameras at hall entrances

Objective 2.3 Reduce workers' compensation claims annually.

Objective 2.4 Maintain secure data in technology systems.

Objective 2.5 Comprehensive review of all data systems.

Objective 2.6 Upgrade three fire alarm systems in residence halls.

Objective 2.7 Install a fire sprinkler system.

### **Goal 3.0 Maintain a facilities master plan.**

Objective 3.1 Update and prioritize annually.

Objective 3.2 Communicate with students and staff annually.

Objective 3.3 Evaluate the need for a new residential facility and dining capacity.

## **Marketing**

### **Goal 1.0 Use a comprehensive assessment process for appropriate periodic reporting and decision making.**

Objective 1.1. Conduct annual EBI student satisfaction survey.

Objective 1.2 Conduct annual NACUFS satisfaction survey.

Objective 1.3 Perform exit interviews end of Fall semester.

### **Goal 2.0 Integrate with university themes/processes**

Objective 2.1 Gain access to membership on key campus committees.

Objective 2.2 Assure representation on campus-wide projects that impact DOR.

Objective 2.3 Fully engage in implementation of SIS system, assure successful integration to maximize investment.

### **Goal 3.0 Communicate information to targeted stakeholders that is timely and useful to them.**

Objective 3.1 Communicate with parents at least six times per year.

Objective 3.2 Improve communications with current students

Objective 3.3 Increase communications with prospective students

Objective 3.4 Develop relationships with alumni.

### **Goal 4.0 Integrate marketing approaches**

Objective 4.1 Hire agency to produce print publications.

Objective 4.2 Personalize web based assignment letter.

Objective 4.3 Use technology

Objective 4.4 Exploit exposure in spaces we “control”