Program Summary
We provide a complete on-campus housing and residence life service to the University and its students.

Task Force: These goals are not clearly actionable due to lack of specific steps and processes needed to accomplish them.

Thank you for the time and effort you put forth in your report. Through the USAP process, we are working to create a culture of continuous improvement; setting specific and measurable goals is an important step in the process of moving IPFW toward this culture of improvement. Part of this effort is getting individuals and units at IPFW to think differently about planning and the future. The work of Student Housing is critical to IPFW and we greatly appreciate the time you spent on this significant endeavor. Thank you again for being part of this important initiative.

Criterion: #1: Mission - How does your unit support the mission of the university? This may include your mission and vision statements. (no more than 200 words)

Question: Mission - How does your unit support the mission of the university? This may include your mission and vision statements. (no more than 200 words)

Our mission is to be the premier provider of quality student housing communities and services through a unique understanding and unrelenting commitment to students, parents, educational institutions and investors. Our people are our strength, achieving success through a dedication to excellence and integrity.

Criterion: #2: Accomplishments - Please list significant accomplishments from the last three years as they align with Plan 2020 goals

Question: I. Foster Student Success - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area I: Foster student success.

• 2nd Highest retention rate (MAPWorks)
• 2nd Highest Average GPA (MAPWorks)
• Highest Fall to Spring persistence rate (MAPWorks)

Question: II. Creation of Knowledge - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area II: Promote the Creation, Integration, and Application of Knowledge.

Student housing has been a location for tutoring.

We host on average 100-110 academic programs (programs that foster student success ie. study skills, how to write a parer) per academic calendar.

Question: III. Regional Hub - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area III: Serve as a Regional Intellectual, Cultural, and Economic Hub for Global Competitiveness.
**Question:** IV. - Create a Stronger Univ - Please list significant accomplishments from the last three years as they align with Plan 2020 goal area IV: Create a Stronger University through Improving the Support of Stakeholders and the Quality and Efficiency of the Organization.

- Changed billing cycles to co-inside with tuition, making it easier for the customer to understand.
- Changed Laundry to be free for residents
- Allow returning residents to return for a discounted rate

**Question:** Other Accomplishments - Please list any other significant accomplishments from the last three years that do not align with Plan 2020.

2013 - Ranked #1 in Customer Service in the on-Campus category for American Campus, this was determined through a student survey.

2013- American Campus Video Competition Winners

04/2014- Staff Member of the Month American Campus - Heather Sheron

03/2014 - Staff Member of the Month American Campus - Alexis Nieman

01/2014-Newsletter of the Month

09/2013- Staff Member of the Month American Campus - Jose Ortiz-Baca

10/2013- Newsletter of the Month, Staff Member of the Month American Campus - Trey Kempton

11/2013- Parent Newsletter of the Month Award

2012-Ranked #8 in Customer Service for all properties in American Campus, this was determined through a student survey.

2011- Ranked #10 in Customer Service for all properties in American Campus, this was determined through a student survey.

**Criterion:** #3: Accreditations - Program specific accreditation and status

**Question:** Accreditations - What program-specific accreditations and status do you have, if any?

N/A

**Question:** Constraints/Benefits - How do these accreditations constrain or benefit the work of your unit, if applicable?

N/A
**Criterion:** #4: Laws and Mandates - Federal and state laws or mandates that your unit addresses

**Question:** Federal and State Laws - What federal and/or state laws or mandates do you address, if any?

N/A

**Question:** Constraints/Benefits - How do these federal and state laws or mandates constrain or benefit the work of your unit?

N/A

**Criterion:** #5: Inefficiencies - Activities that you spend resources on inefficiently or in ways that do not support the mission.

**Question:** Inefficient use of resources - On what activities, if any, do you spend resources (money, time, people, etc.) inefficiently or in ways that do not support the mission of your unit or the university? List as many as apply.

There is duplicate work happening with our bookkeeper and what the Bursar office does. However this at times is a good check and balance system.

Marketing is an inefficiency, we often are not in-line with the Admissions office or end up duplicating their efforts to try to push Student Housing as an option.

In the summers there is a lot of overlap/duplication of calling, we are calling students, then they are called by Orientation, then by their department. This confuses students, however each area does have important messages to get across.

**Criterion:** #6: IR and Budget Review - Review of your department profile and budget

**Question:** Contextualize IR data - Upon review of your IR Department Profile (for academic units) and FY 14-15 Budget information, are there any data you want to correct or contextualize? To view your profile or budget visit the Office of Institutional Effectiveness website: http://www.ipfw.edu/offices/ir/profiles/

No - We have a different budget process.

**Criterion:** #7: Goal One - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Task Force:**
Instructions: Fill out Questions 1-5 for each goal.

1. Comment on the specificity of the goal:

Goal #1 is very generic.

2. Comment on the goal's measures:

Metrics seem reasonable.

3. Comment on the unit's ability to achieve the goal (include a consideration of the departmental profile and budget data):

Because the goal is a continuation of current practices, it is achievable.

4. Comment on the goal's relevance:

It is important to insure student success so the goal is relevant.

5. Comment on the timeline of the goal:

unspecific.

Possible opportunities for collaboration or suggestions for addressing a gap:

**Question:** Unit Goal - What is your unit goal?

Our main goal is to give the students the experience that allows them to be successful and graduate from IPFW.

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

I.E.2 Develop activities and experiences that promote success in student achievement through programs with strong student learning outcomes, high graduation rates, and strong job placement prospects.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

This is high priority.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?
Continue:

- hosting academic programming
- providing academic support in housing
- Promotion of MAPWorks
- collaborations with IPSGA, Student Life and Leadership, Dean of Students, Career Services, and ODMA that provide connection and support opportunities for our students

Increase

- Support and training to staff
- Use of MAPWorks data

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

We will use our MAPWorks data.

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

We are able to accomplish this goal with our current resources.

**Question:** Needed Resources - If you don't have enough resources, what additional resources do you need to accomplish this unit goal?

N/A

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

They would be the same challenges that the University faces when it comes to retention:

- Student financial issues
- Life issues that arise for students

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

This should be assessed each year, we would like to see increases in our retention each year.

**Criterion:** #8: Goal Two - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.
1. Comment on the specificity of the goal:

Goal is specific, but action steps are not specific.

2. Comment on the goal's measures:

Measurable but only because leases are required.

3. Comment on the unit’s ability to achieve the goal (include a consideration of the departmental profile and budget data):

Because the goal is very broad without specific actions, it is hard to say if it is achievable.

4. Comment on the goal’s relevance:

The goal is relevant.

5. Comment on the timeline of the goal:

Timeline is not specific to the goal.

Possible opportunities for collaboration or suggestions for addressing a gap:

**Question:** Unit Goal - What is your unit goal?

To be 90% occupied or above.

This will be measured through occupancy rate.

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

This would closest relate to IV.B.1 - In the current occupancy Housing is losing money that has to be covered by other areas of the University budget. Getting a higher occupancy would allow those funds to be redistributed to the general budget.


**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

This is a high priority.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?
• Leasing efforts to new and current residents
• Retention and renewal efforts

Increase
• Collaborations of recruitment with the Admissions Office
• Collaborations of recruitment with Athletics
• Collaborations of recruitment with International Education

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

This will be measured by occupancy numbers.

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

Yes this can be accomplished with current resources.

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

N/A

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

Challenges are the enrollment trends of the University.

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

We access occupancy weekly.

**Criterion:** #9: Goal Three - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Task Force:**
1. Comment on the specificity of the goal:

Specific.

2. Comment on the goal's measures:

The measures are specific, but do not address the specifics of the goal.

3. Comment on the unit's ability to achieve the goal (include a consideration of the departmental profile and budget data):

It is achievable with help from other units in Student Affairs.

4. Comment on the goal's relevance:

Training student staff is highly relevant.

5. Comment on the timeline of the goal:

Timeline is clear.

Possible opportunities for collaboration or suggestions for addressing a gap:

**Question:** Unit Goal - What is your unit goal?

Refine our residence life program to enhance and develop the student staff member at higher level and that also lends increasing the development of the student outside the classroom.

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply.

If it does not align, you may write “NA” or clarify.

- I.E.4 Promote majors and programs with strong job placement opportunities in the region and beyond.
- I.B.1 Increase opportunities for engaged and experiential learning including service learning and internship programs.
- I.A.2 Use assessment data to improve student learning.
- III.B Provide access to outstanding intellectual programming

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

This is a high priority.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?
Question: Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

We would like to start tracking GPA and graduation of our student staff. We will then use this data to track our success.

Question: Resources - Are you able to accomplish this unit goal with your current resources?

We have the resources to complete this goal.

Question: Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

We will need help from personal in Student Affairs.

Question: Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

The challenge to this goal is time. There is so much we want to give our student staff so they can pass it along to the students they mentor, but often times there is not enough training time.

Question: Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

We will collect first round of data this year and then assess annually.
#10: Goal Four - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write "NA" or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion:** #11: Goal Five - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.
Question: Unit Goal - What is your unit goal?

Question: IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

Question: Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

Question: Actions - What action(s) does your unit plan to take to support this unit goal?

Question: Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Question: Resources - Are you able to accomplish this unit goal with your current resources?

Question: Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

Question: Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

Question: Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

Criterion: #12: Goal Six - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

Question: Unit Goal - What is your unit goal?

Question: IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.
**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don't have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion:** #13: Goal Seven - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.
**Criterion:** #14: Goal Eight - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?
**Question:** Resources - Are you able to accomplish this unit goal with your current resources?

**Question:** Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

**Question:** Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

**Criterion:** #15: Goal Nine - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

**Question:** Unit Goal - What is your unit goal?

**Question:** IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

**Question:** Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

**Question:** Actions - What action(s) does your unit plan to take to support this unit goal?

**Question:** Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

**Question:** Resources - Are you able to accomplish this unit goal with your current resources?
Question: Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?

Question: Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

Question: Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?

Criterion: #16: Goal Ten - In this criterion, you will identify your unit goals and tell us how they align to Plan 2020, how they are measured, and what resources you need to meet them.

Question: Unit Goal - What is your unit goal?

Question: IPFW Goal - What 2020 goal(s) does this unit goal align with? List as many as apply. If it does not align, you may write “NA” or clarify.

Question: Priority Level - Is the unit goal high, medium, or low priority? Limit your high-priority unit goals to 3 to 5.

Question: Actions - What action(s) does your unit plan to take to support this unit goal?

Question: Metrics - With what metrics will you assess progress toward accomplishing this unit goal on an annual basis?

Question: Resources - Are you able to accomplish this unit goal with your current resources?

Question: Needed Resources - If you don’t have enough resources, what additional resources do you need to accomplish this unit goal?
Challenges - What challenges, other than financial resources, might affect your progress toward accomplishing this unit goal?

**Question:** Timeline - If achieving this unit goal will take longer than one year, what is your timeline for implementing and accomplishing it?