

## **Goals: 2015 - 2016**

- A. Broaden the reach and utilization of Student Advocacy Services to ensure timely resolution to student concerns and problems and accurate tracking of student concerns/problems. *(DSAES Strategic Initiative #1b)***
  - a. Increase referrals from faculty and staff
  - b. Accurate and up-to-date tracking of student issue resolution
  
- B. Grow the Commuter Assistant Program toward total inclusion into the university culture via Map-Works, commuter-specific programming, and mentorship opportunities. *(DSAES Strategic Initiative #1d)***
  
- C. Emphasize customer service through office protocol; develop and implement customer service statement that will improve student and staff experiences. *(DSAES Strategic Initiative #2a, 2e)***
  - a. Develop Customer Service statement
  - b. Implement student and staff training that emphasizes customer service
  
- D. Identify strategic partnerships and training opportunities both on and off-campus as they relate to the DOS mission and vision and student success. *(DSAES Strategic Initiative #6)***
  - a. Broaden awareness and understanding of DOS among campus community.
  - b. (Re) design disruptive student education to provide literature and training opportunities for faculty and staff.
  - c. Develop student conduct matrix to be shared and utilized with SHRL to better streamline disciplinary outcomes.
  
- E. Identify opportunities for increased student leadership opportunities and intentional student engagement. *(DSAES Strategic Initiative #1d)***
  - a. Explore the creation and development of a designated “Dean’s Team” or “DOS Ambassadors” group to help facilitate training and messaging to campus community and student organizations.

- b. Identify ways in which football tailgate monitoring can include more student leader involvement.

**F. Ensure that the student conduct and behavior process provides for increased learning opportunities for students, faculty and staff participants. (DSAES Strategic Initiative #1)**

- a. Develop comprehensive training program for hearing board members, based on best-practices and national standards.
- b. Develop and implement a variety of conduct modules, to assist in the sanctioning process of conduct officers.
- c. Apply rubric evaluation to all reflective material assigned as part of a student sanction.