

Standing Requirements

## Objectives and/or Learning Outcomes

### Housing & Residential Life Strategic Action ULO Mapping Document

#### Objective 1.1: Create Opportunities for Personal Growth

Enhanced self-esteem, meaningful interpersonal relationships, leadership development , and collaboration

Outcome	Mapping
Students will demonstrate knowledge of self. By participating in residential life programming, students will demonstrate personal growth and an increased awareness of self.	<b>Student Development Outcome 4: A Well-Rounded Skill Set:</b> Demonstrate a Well-Rounded Skill Set, <b>University Learning Outcomes:</b> 5C: Knowledge of self

#### Objective 1.2: Stimulate Intellectual Development

Intellectual growth and personal and educational goals.

Outcome	Mapping
Early Academic Intervention Hire an Academic Intervention Coordinator (student position).	<b>SASP Goal 1: Provide Opportunities that Promote Student Development:</b> Demonstrate an impact on intellectual development
Identify the conditions that best support student ability to study and learn	<b>No Mapping</b>
Students will learn how to effectively manage their time and commitments	<b>No Mapping</b>

#### Objective 1.3: Increase Civic Engagement

Satisfying and productive lifestyles, understanding and appreciation of cultural and human differences, global perspective, social responsibility, healthy behavior, sense of civic responsibility.

Outcome	Mapping
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Demonstrate understanding to learn and participate in studying abroad trips or other service trips outside of the U.S	No Mapping
Engage their communities and take ownership of the development of inclusivity, trust, respect, safety and civility.	<b>SASP Goal 1: Provide Opportunities that Promote Student Development:</b> Increase opportunities for civic engagement, Students will demonstrate civic engagement
Recognize thier personal impact on individual CSUB community members( students, faculty, and staff) and the community as a whole	No Mapping

#### Objective 1.4: Promote Social Competencies

Outcome	Mapping
Acting respectfully towards others	No Mapping
Connecting with others who share similar interests	No Mapping
Connecting with others who have different perspectives, beliefs, and backgrounds	No Mapping
Resolving differences with others	No Mapping
Communicate thoughts and feelings effectively	No Mapping
Effectively manage and deal with conflict	No Mapping
Exploring their leadership skills and ability to lead	No Mapping

#### Objective 2.1: Connect Students and Community to Campus

Outcome	Mapping
Development of a calendar of programs annually	<b>SASP Goal 2: Enhance the Quality of Student Life:</b> Demonstrate a variety of programs, services and traditions
Develop campus partnerships Continue to explore every opportunity to partner with other Student Affairs departments, academic units, University Outreach and Advancement on cooperative endeavors.	<b>SASP Goal 2: Enhance the Quality of Student Life:</b> Demonstrate a variety of programs, services and traditions

## Objective 2.2 Awareness, Access, Quality of SA Services

Outcome	Mapping
Provide a Safe Community Environment Provide a safe environment by assessing building safety and educate staff and students on residential and University policies. Provide on-going training for injury response, safety awareness, risk management and emergency preparation.	<b>Housing &amp; Residential Life Strategic Action ULO Mapping Document:</b> Demonstrate understanding to learn and participate in studying abroad trips or other service trips outside of the U.S. Engage their communities and take ownership of the development of inclusivity, trust, respect, safety and civility., Recognize thier personal impact on individual CSUB community members( students, faculty, and staff) and the community as a whole
Development of positive customer service Provide positive customer service through on-going staff training in professional communication, appreciating and valuing individuals, creating inclusive environments, and appropriate interpersonal interactions.	<b>SASP Goal 2: Enhance the Quality of Student Life:</b> Commitment to access of services, Increased advertising and outreach to promote services, Services are adjusted based on student need

## Objective 2.3 Create Accessible and Inviting Space

Outcome	Mapping
Prepare facilities for opening day and maintain facilities throughout the calendar year Regularly inspect equipment and facilities, perform preventative maintenance and	<b>SASP Goal 2: Enhance the Quality of Student Life:</b> Collaborations with the campus and community, Facilities are adjusted/enhanced to promote student usage

cleaning, repair and replace as needed, and perform custodial and grounds service.

#### Objective 2.4 Collaborate with Stakeholders on Programs

Outcome	Mapping
Develop campus partnerships Continue to explore every opportunity to partner with other Student Affairs departments, academic units, and University Advancement on cooperative endeavors.	<b>SASP Goal 2: Enhance the Quality of Student Life:</b> Collaborations with the campus and community
Development of Student Housing Advisory Committee Continue to use student feedback and the Student Housing advisory committee to discuss potential improvements and future directions.	<b>SASP Goal 2: Enhance the Quality of Student Life:</b> Collaborations with the campus and community

#### Objective 3.1 Utilization of IRPA

Outcome	Mapping
Housing support of retention and graduation rates Seek assistance from IRPA and quality of life surveys to determine how housing supports retention and graduation rates, and plan programs and services accordingly.	<b>SASP Goal 3: Partner with Academic Affairs to Improve Recruitment, Retention and Graduation Rates:</b> Data are used to inform planning, programming and activities

#### Objective 3.2 Academic Success via SA

Outcome	Mapping
Hire Residential Community Coordinator for Academic Success	<b>SASP Goal 3: Partner with Academic Affairs to Improve Recruitment, Retention and Graduation Rates:</b> Data are used to inform planning, programming and activities

### Objective 3.3 Active Presence in Outreach/Applied Learning

Outcome	Mapping
Contribute to orientation Contribute to orientation sessions, facilitate housing tours, and make presentations to educate potential and new students, and their parents of housing programs, services, and facilities.	<b>SASP Goal 3: Partner with Academic Affairs to Improve Recruitment, Retention and Graduation Rates:</b> Data are used to inform planning, programming and activities, Demonstrate outreach, applied learning and initiatives
Conduct outreach in the community regarding housing programs, availability, and fees	<b>SASP Goal 3: Partner with Academic Affairs to Improve Recruitment, Retention and Graduation Rates:</b> Data are used to inform planning, programming and activities, Demonstrate outreach, applied learning and initiatives

### Objective 4.1 Professional Development of Student Affairs

Outcome	Mapping
Facilitate professional development series and training Facilitate professional development series and training within housing for student and professional staff.	<b>SASP Goal 4: Invest in Professional Development of Student Employees, Staff, Faculty and Administrators:</b> Demonstrate professional development opportunities

### Objective 4.2 Educate SA Personnel about Policies

Outcome	Mapping
Educate on the rationale of housing and University policies Share housing and University policies and procedures and explain the rationale for why they exist.	<b>No Mapping</b>
Development of social media Maintain up-to-date web page and social	<b>No Mapping</b>

network sites.

#### Objective 4.3 Promote Employee Satisfaction and Morale

Outcome	Mapping
Publicly acknowledge staff accomplishments Highlight staff accomplishments through all available housing publications including monthly residence life newsletter.	No Mapping
Annually administer a student staff job satisfaction survey	No Mapping
Evaluate student employee performance Annually administer a student staff job performance evaluation	No Mapping

#### Objective 5.1 Conduct Assessments to Measure ULO's

Outcome	Mapping
Capture resident satisfaction data annually using the Quality of Life Survey Includes student surveys for educational and social events	No Mapping

#### Objective 5.2 Regular Reporting to Review Effectiveness

Outcome	Mapping
Annual reporting Student Housing and Residence Life will report annually on the effectiveness of goals, objectives and strategic actions.	No Mapping

### Objective 5.3 Review Strategic Actions and Revise as Needed

Outcome	Mapping
Annual review and revision The Student Housing Management Team, in consultation with Housing staff and the Housing Advisory Committee, will annually review Housing goals, objectives, and strategic actions and revise practices as needed based on program outcomes assessment.	No Mapping

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