

STUDENT DEVELOPMENT AND UNIVERSITY HOUSING

**Academic Integrity – ACE - Capstone Scholars – Disability Services - Green Quad –
Health Services - Healthy Carolina – Judicial Programs – Preston College –
Student Engagement – University Housing**

MISSION

Student Development and University Housing supports the mission and goals of the University of South Carolina by engaging students and other members of the university family in diverse learning activities. We provide leadership for the design of vibrant communities for living and learning, encourage civility and integrity, and promote habits of the mind and body for a healthy and sustainable university.

VISION

Student Development and University Housing will provide leadership for the University of South Carolina and the Division of Student Affairs and Academic Support in designing world class programs and services to advance integrative learning across campus.

GOALS

- 1) Contribute to the achievement of University recruitment and enrollment goals.**
 - Linked to Divisional Goal # 6
 1. Conduct annual website reviews in all units to improve navigation and ensure all materials and messages are current (All)
 1. KPI: % of units within SD-UH whose websites are updated based on approved criteria (Note # 1)
 2. KPI: % of students who report being satisfied or very satisfied with the functionality of the sites using data from the SHS bi-annual satisfaction and learning outcomes survey (SHS)
 3. KPI: Degree to which the Preston website is managed effectively by students
 4. KPI: Report on a comparison study of housing websites from SEC and other select benchmark institutions
 2. All units will explore other technologies and social media to determine additional ways to communicate with prospective and current students (All)
 1. KPI: % of SD-UH units using other technologies and social media in their marketing and communications with prospective and current students
 2. KPI: Report on the various technologies and social media being successfully deployed by SD-UH units

3. Train campus tour guides to articulate the importance and benefits of living on campus (Housing)
 - 1.KPI: Number and/or % of tour guides who can articulate the importance and benefits of living on campus.
4. Continue to improve methods communicating important safety/emergency information (Housing)
 - 1.KPI: Report on the number of flat screen information units that can be used for safety notification in each residents hall, and an implementation plan for future information units.
 - 2.KPI: Report on the number of residence halls with cameras, and an implementation plan for future cameras.
5. Increase the yield of high performing students through the Capstone Scholars Program (Capstone)
 1. KPI: Yield rate of invitation vs. acceptance for the Capstone program
 2. KPI: Entry characteristics of the Capstone Scholars class as compared to the Honors College and general student population
 3. KPI: Profile of the students accepted through the Capstone appeal process
6. Ensure stakeholder satisfaction with Student Development and University Housing units during University recruitment activities (All)
 1. KPI: The % of prospective parents and students who rate their interaction with SD&UH units at University recruitment events as good or excellent
 2. KPI: Housing EBI data on student satisfaction with the residence halls
 3. KPI: NSSE data regarding students feelings of support from the University for those who live on vs. off-campus
 4. KPI: SHS satisfaction data about students perceptions of care through the health center
 5. KPI: Number of University recruitment activities in which SD-UH units participate

2) Advance student academic success, retention, and persistence to graduation through engagement and integrative learning.

- Linked to Division Goal # 1

1. Facilitate faculty – student – staff interactions beyond the classroom through a variety of programs (All)
 1. KPI: Increase the number of students and faculty participating in Mutual Expectations from 2009-10
 2. KPI: Describe students and faculty members self-perceived learning and gains from Mutual Expectations through the use of end of session surveys
 3. KPI: Measure satisfaction of those who participate in Mutual Expectations through end of session surveys with at least 75% of participants recommending this event to a friend or colleague
 4. KPI: Number of events featuring faculty (Capstone Conversations, Spring Times, Faculty Dinner Series, etc.) and attendance reports featuring student feedback.

5. KPI: % of students who report being satisfied or very satisfied with the interaction with SHS staff and achieving the learning outcomes associated with this interaction
2. Increase the utilization of the Office of Academic Integrity through outreach and promotion (OAI)
 1. KPI: Number of presentations for faculty on awareness and utilization of Honor Code process, including those offered through the Center for Teaching Excellence (CTE)
 2. KPI: Number of presentations for students on academic integrity issues, including U 101 presentations
 3. KPI: Number of individual consultations with faculty and staff
 4. KPI: Regular and open communication with college deans to process honor code cases and provide updates on overall case information
3. Increase student participation and retention with the Capstone Scholars programs (Capstone Scholars)
 1. KPI: Number of Capstone Fellows designated compared to previous year; number of sophomores participating compared to previous year
4. Facilitating leadership development through personal challenge and team building exercises. (Capstone Scholars)
 1. KPI: Analysis of personal challenge forms completed by Capstone Scholars; survey results from Ropes Tower.
5. Provide programs for students with disabilities related to career development, participation in job shadowing, mentoring and internships.
 1. KPI: Number or % of registered students who participate; Job offers as a result of participation will be assessed to determine efficacy and possible modifications (SDS)
6. Increase students' engagement in intentional and integrative learning experiences to optimize student retention and persistence (Student Engagement)
 1. KPI: Report the numbers of students who participate in the National Student Exchange, Linked courses, The Sophomore Initiative, Mutual Expectations, and the Student Engagement Plan in 2010-11 verses 2009-10
 2. KPI: Report student perceptions of their learning through their participation in integrative learning experiences such as the National Student Exchange, The Sophomore Initiative, Linked Courses, Mutual Expectations, and Student Engagement Coaching
 3. KPI: Number of students participating in residential learning communities; % of first year students participating in residential learning communities
 4. KPI: Data indicating students level of academic engagement with residential learning community activities beyond the classroom
 5. KPI: Report on GPA comparisons by class for students engaged in these activities and the general student body

7. Identify students with disabilities who are struggling academically (GPA<2.00) and develop intervention plans to correct student progress. (SDS)
 1. KPI: The percentage of students who utilize individualized intervention plans will increase.
 2. KPI: The number of students referred to SDS by providers in SHS
 3. KPI: The number of students attending the ADD and/or ADHD clinic/support group in SHS
 8. Develop programs and services that contribute to institutional retention and student academic performance by creating learning environments in ALL residence hall space (Univ Housing)
 1. KPI: Number of classrooms in student housing facilities
 2. KPI: Number of learning communities, FIGS, and other learning activities in residence halls
 3. KPI: EBI data on students perception of the academic and social support provided in the residence halls
 9. Provide quality living and learning experience for residents in the Healthy Carolina Living and Learning Community. (Healthy Carolina)
 - 1.KPI: Assess student satisfaction with experience. (Healthy Carolina)
 - 2.KPI: Assess application and acceptance rate. (Healthy Carolina)
 10. Ensure that all SD-UH units are contributing to institutional and student academic performance through their programs and services
 1. KPI: % of students who report their SHS visit/provider interaction contributed to their academic success
 2. KPI: Report on SHS quality improvement initiatives designed to enhance student success by removing or addressing health-related barriers
- 3) Educate students and the campus community regarding personal and collective responsibility for wellness, sustainability, and civility.**
- Linked to Division Goal # 2
 1. Develop sustainable operational systems and educational activities about aspects of sustainability in each unit of SD-UH
 1. KPI: Report on sustainability initiatives in each unit's operational systems
 2. KPI: Report on the number, focus, and participation in sustainability educational efforts with both staff and students, including assessment of learning outcome achievement by participants
 2. Increase the number of faculty and students participating in service-learning to promote leadership and civic engagement (Student Engagement)
 1. KPI: Increase the number of service-learning specific training workshops and professional development events hosted; Report participants satisfaction and perception of learning during service-learning training events

2. KPI: Compare students' perceptions of their learning in service-learning courses in 2010-11 with data from 2009-10 (pre-post surveys and focus groups)
 3. KPI: Describe students' experience in service-learning courses through utilizing focus group data.
 4. KPI: Increase the total number of service-learning courses at USC
 5. KPI: Increase attendance at Community Partner Breakfast.
3. Develop collaborative teams of faculty, staff, and students for transforming campus toward sustainable operational and educational systems. (Green Quad)
 1. KPI: Report on the number, focus, and results from each collaborative team created
 4. Develop training for student leadership for sustainability and civic engagement that includes orientation in peer to peer models; community based social marketing, and civic and environmental activism. (Green Quad)
 1. KPI: Report on the number and focus of training programs offered to address this initiative; report on the number of students participating in the training programs and their perceptions of the training's effectiveness in achieving their specific learning outcomes
 5. Conduct a review of our student conduct code enforcement, adjudication processes, and sanctioning practices
 1. KPI: Report on review plans; people engaged in the review process; review findings, and any actions adopted to change or improve student conduct administration
 6. Educate students about their personal responsibility to uphold community and academic standards through individual conduct and honor code meetings. (OSJP/OAI)
 1. KPI: Alleged student demographic data including classification, gender, campus affiliations; report on number of "alleged" students compared to number of students found "responsible" for violations
 2. KPI: Number of individual student meetings with OSJP conduct administrators; Residence Life conduct administrators; and Greek Life conduct administrators;
 3. KPI: Number of Carolina Judicial Council hearings; responsible vs not responsible findings; comparison of responsible vs not responsible with informal hearing findings
 4. KPI: Frequency and type of alcohol and drug sanctions; number of FIOs without sanctions issued
 5. KPI: Findings from the student conduct process assessment surveys sent to students (return rate, fairness, behavior impacts on others, process and impact on students' future behaviors)
 6. KPI: Report findings of Carolina Awareness on Alcohol Policies and Safety (CAAPS) assessments sent to students (facilitators and content, personal behavior change as a result)

7. KPI: Number of academic integrity case referrals from each individual College/School;
 8. KPI: Number of individual student meetings with OA I administrator; number of College Committee hearings; frequency and type of sanctions given; findings of “responsible” compared to “not responsible”
 9. KPI: Report of findings of honor code process assessment surveys sent to students (return rate; fairness; understanding importance of academic integrity; impact on future behaviors)
 10. KPI: Number of students suspended or withdrawals related to conduct and honor code violations and related allegations and findings
 11. KPI: Number of formerly suspended students who returned to USC following their suspension period
7. Coordinate a multidisciplinary behavioral intervention team (BIT) to evaluate and manage referrals and to connect referred students with critical resources that can support their wellness and development. (OSJP/BIT)
1. KPI: Number of weekly full team meetings to evaluate and track referrals;
 2. KPI: Number of students referred to BIT, type of cases (erratic behavior, suicide ideations or attempts, and involuntary transportation to the hospital for alcohol or drug abuse) and source of referral
 3. KPI: Number of student referrals that were resolved through soft intervention;
 4. KPI: Number of students that completed the 4-session CHDC assessment;
 5. KPI: Number of students that attended group counseling; number of sessions attended
 6. KPI: Number of students that have successfully completed the alcohol BIT counseling process and have had an additional alcohol/drug violation;
 7. KPI: Number of parental notifications; report on parent responses to the notifications
8. Collect data regarding the health and well-being of the Carolina Community
1. KPI: # of faculty and staff that complete the Faculty/Staff Health Assessment will result in a response rate greater than 30%
 2. KPI: # of students that complete the National College Health Assessment (NCHA)
 3. KPI: Report on highlighted findings from the NCHA and Faculty/Staff Health assessment
 4. KPI: # of “moms” that complete the Lactation Support Survey will result in a response rate greater than 30%.
 5. KPI: Number and findings of quality improvement studies and other SHS surveys that collect data on the health and well-being of students

9. Continue efforts to educate students, faculty and staff about health's impact on academic performance, engagement and retention.
 1. KPI: # and focus of social norms campaigns implemented.
 2. KPI: # of website hits for NCHA and Faculty/Staff Health Assessment data.
 3. KPI: Number and type of health related publications, such as Gamecock Health, distributed
 4. KPI: Number of presentations given to students, faculty and staff regarding health impacts on students' academic performance and retention
 5. KPI: Number and type of community health contingencies managed, such as meningitis or H1N1

10. Implement initiatives that advocate for positive health behavior change.
 1. KPI: # of users of the Fitness Buddies website.
 2. KPI: # of participants in the Healthy Carolina Living and Learning programs.
 3. KPI: # of Farmers Markets held in 2010/2011.
 4. KPI: Report number/demographics of participants and results from Campus Wellness programs and services
 5. KPI: Report on the number and type of initiatives focused on addressing high-risk or common community health related issues; report on participation demographics and participants' reports on likely change of behavior as a result

11. Increase student work on Preston Grounds (Preston)
 1. KPI: Number of students and number of hours worked on Preston grounds

12. Utilize evidence-based research and technology to develop, communicate and assess all SHS programs and services. (SHS)
 1. Report on number and results of evidence based programs/services implemented or maintained
 2. Report on benchmarking for best practices studies and improvements made as a result
 3. Report on the number and types of local, state, regional and national surveys in which SHS participates
 4. Report on the number, focus and highlighted results of research projects in which SHS is initiating or collaborating to conduct

13. Continue as a national leader in sustainability in construction, cleaning, and maintenance practices, as well as educating students on the importance of sustainable lifestyles.
 1. KPI: Report on progress to implement Energy Dashboard for energy utilization across campus
 2. KPI: Report on the number of pounds recycled compared to previous years
 3. KPI: Report on progress of the Patterson Hall renovation and achieving

LEED Silver certification

4. KPI: Report data on all other sustainability initiatives, including presentations or articles by housing or other SD-UH staff on issues related to sustainability

4) Advance learning about diversity through programs, interactions, and services.

- Linked to Division Goal # 6
 1. Preston's Service-Learning Trip (Preston)
 1. KPI: Report on the demographics of participants compared to previous two years
 2. Recruit and hire staff who are reflective of the diversity in our student body (All)
 1. KPI: Hiring of undergraduate staff who reflect the Capstone Scholars Program.
 2. KPI: Report on the ethnicity of staffing in all SD-UH units, report on ethnicity of new hires during this year
 3. Recruit students to our living-learning communities who reflect the diversity in our overall student body (Univ Housing)
 1. KPI: Report on participants ethnicity in each learning community and compare when possible to ethnicity of students in that field of study, if one is associated
 4. Initiative: Increase knowledge of graduate and full-time staff on issues of diversity.
 1. KPI: Report on diversity programming, training, and activities for staff
 2. KPI: Report on the percentage of staff who positively responded that they were more competent and informed as a result of participating in the programs, trainings, and activities.
 5. Increase diversity among peer leaders in SD&UH areas (All)
 1. KPI: Report ethnicity of students in peer leader positions
 6. Facilitate programs that encourage student learning about diversity and multiculturalism (All).
 1. KPI: Number of diversity programs facilitated along with students served
 2. KPI: Student perceptions of their learning as a result of participating in specific programs about diversity and multiculturalism.
 7. Use the appeal group application process to increase diversity within the Capstone Scholars program
 1. KPI: Compare # of students from underrepresented groups to previous years demographics
 8. Attract patients, clients, and program participants to student health services who are as diverse as the student body
 1. KPI: Report on ethnicity and other diversity characteristics of the students

who use services or participate in programs provided by SHS

5) Provide accessible and sustainable facilities and services that meet the needs of the campus community.

- Linked to Division Goal # 2
 1. Seek Board of Trustee and State approvals to design and build a state of the art LEED certified health center for the provision of integrated and holistic health care delivery (SHS)
 1. KPI: Report on approval status and design progress
 2. Continue as a national leader in sustainability in construction, cleaning, and maintenance practices, as well as education students on the importance of sustainable lifestyles. (University Housing)
 1. KPI: Same as being reported for this initiative under Goal 3 – Initiative 13
 3. Monitor accessibility of programs and services by way of a compliance audit conducted on a continuous basis with feedback provided to maintain or establish equal access and inclusion. (SDS)
 1. KPI: Conduct a baseline compliance audit to assess level of compliance with regulations and best practices
 4. Address identified facilities issues, particularly life-safety
 - 1.KPI: Report on the percentage of university housing (including Greek Village) with sprinkler projects initiated or continued during the year.
 - 2.KPI: Commission a master plan study that includes a market demand and price sensitivity analysis, a building condition audit, a plan for addressing deferred maintenance, renovation configuration issues, and a financial plan.
 3. KPI: Report on master planning progress.
 4. KPI: Report on the fire safety training for staff and students, including fire drills conducted
 5. KPI: % of Environmental Health and Safety (and other required health and safety audits) inspections that comply with applicable regulations
 6. KPI: % of SHS and other SD-UH staff who complete required OSHA and safety training based on approved standards
 5. Continue to construct new and adapt existing residence hall spaces for students with disabilities.
 1. KPI: Report findings of an audit of accessible and adaptive spaces in the residence halls

6) Support and maintain a work environment that is supportive, equitable, and respectful of the inherent dignity and worth of all employees

- Linked to Division Goal # 2

1. Develop a comprehensive SD-UH orientation program for new employees in addition to that provided by Human Resources
 1. KPI: Report on the development process and number of new employees taking part in the program if it is finished before the end of the year
2. Complete all EPMS reviews annually, including updated position descriptions when needed.
 1. KPI: % of SD-UH EPMSs completed with accurate position descriptions and planning stage for the following year.
3. Support professional development for staff.
 1. KPI: Report on number and type of professional development activities implemented; number of staff participating; report on assessment of learning outcomes and types of “certification or licensure” type credit or status achieved
 2. KPI: Report on staff’s presentations, publications, or speaking engagements in professional meetings or workshops
 3. KPI: Report on staff who serve a leadership role on campus or with external organizations
4. Encourage technical skill development by continuing to fund and encourage participation in the apprenticeship program for maintenance and custodial staff (Housing)
 - 1.KPI: Administer and report on the results of the WorkKeys test, the entrance exam to establish eligibility for the apprenticeship program
 - 2.KPI: Report on the funding level for the apprenticeship program
 - 3.KPI: Report on the number of graduates of the apprenticeship program

Notes:

1 – Website review criteria

- ADA accessibility
- Ease of navigation
- Compliant with legal standards
- Integrated within the division and University
- Accurate information and functional links
- Professionalism and effectiveness (success stories and social media)