The following are actions steps completed from the 2010-11 Student Life Strategic Initiatives.

STUDENT ENGAGEMENT

*Promote greater student engagement in educationally purposeful programs and social activities, encourage greater student interaction with faculty, staff and peers, and provide students with shared experiences and traditions that bind them to the University and enrich their education.*

- Host 4 large-scale campus-wide events that support a shared experience for students.
- Partner with UD Space Planning Committee to advance recommendations to optimize Perkins space allocation following the bookstore’s move in Summer 2011.
- Partner with Development to grow Parent Fund giving to Student Life to 100k/annual to support Career Services, Diversity, Student Leadership, First Year Experience initiatives.
- Offer division-wide support and engagement to the student leadership advisory council.

DIVERSITY

*Provide effective leadership and support with programs and services that foster a welcoming educational environment in alignment with the University of Delaware’s diversity statement.*

- Implement a new Path to Prominence™/Student Engagement and Diversity presentation in the New Student Orientation Program.
- Implement a diversity training program for Resident Assistants and Hall Directors in Residence Life.
- Increase Center for Black Culture operating/programming funds by $30,000 for FY11.
- Increase funding for the annual Career Services’ Multiethnic Conference by $5000.
- Grow participation in the Multiethnic Career Conference to at least 200 students.
- Increase professional staffing in the Center for Black Culture & recruit two new staff members including an Assistant Director and a Program Coordinator.
- Provide leadership and content expertise to the Office of International Student Services and Office of Graduate Studies administrative program reviews.
- Organize (4) large-scale campus-wide programs that provide a shared experience for students to participate in Black History Month, Latino Heritage Month, Women’s History Month, etc.

ENHANCING THE STUDENT EXPERIENCE
Increase the quality and impact of Student Life programs and services at the University.

- Convene a Student Life Learning Outcomes Assessment Committee to develop a broad-based long-term assessment plan.
- Develop a comprehensive strategic plan for enhancing the services provided by the Office of the Dean of Students for students.
- Develop and implement a process to report Student Life’s strategic plan accomplishments to the campus community.
- Review and update the current practices, protocols and services offered by the Center for Counseling and Student Development, Wellspring Program, Student Health Services and the Eating Disorder Coordinating Council in order to provide seamless care to students affected by eating disorders.

First Year Experience

- Design and implement the Fall 2010 Welcome to UD program to complement first-year students’ summer orientation experience and provide opportunities.
- Go live with a First Year Experience website.
- Develop plans to pilot two pre-orientation trips in fall 2011 that allow students an additional opportunity to connect with their peers and ease their transition to UD before move-in day.
- Establish a committee to plan the Fall 2011 Welcome to UD program.
- Continue to collaborate with Academic Affairs to expand the First Year Experience program.
- Establish an ongoing budget to support Student Life First Year Experience initiatives including Fall Welcome to UD.
- Eliminate the First Year Seminar living requirement so first-year students may preference housing location and roommate.

University Student Centers

- Complete the recruitment and hiring of the Executive Secretary.
- Complete the recruitment and hiring of the Associate Director for Student Leadership Development.
- Complete the recruitment and hiring of the Communications Coordinator.
- Renovate 107 Trabant to accommodate the new Communications Coordinator position.
- Modify 213 Trabant outer-office to improve efficiency and provide a welcoming environment.
- Conduct a review of space to be vacated by the University Bookstore in the Perkins Student Center and Trabant spaces in support of Student Life and Student Centers’ strategic priorities.
- Develop a student leadership advisory council in collaboration with Student Life and Intercollegiate Athletics.
- Explore the cost and options for installing sustainable water bottle re-filling stations within the Student Centers.
- Provide Cardio Pulmonary Resuscitation/Automatic External Defibrillator training to interested key staff members which will allow quicker response time in the event of a life emergency.
- Develop a series of novelty acts throughout Perkins and Trabant that allow students to be welcomed by engaging and free activities.
• Upgrade the aging audio/visual technology in the University Student Centers Multipurpose rooms and Bacchus Theater to further enhance service quality.
• Provide the campus community major leadership speakers to highlight leadership qualities, personal development and growth, and community responsibility.
• Develop new and student-friendly marketing approaches for both University Student Centers’ services, programs and Registered Student Organizations’ major events.
• Create a new University Student Centers’ home page which reflects the UD brand and Student Life Initiatives while incorporating student appeal and convenience.
• Assess UD perceptions: Participated in the National Association of Student Personnel Administrators/Student Voice Consortium Survey on Fraternity and Sorority Life.
• Implement a new comprehensive student leadership program series to address needs of student leaders, student athletes, and students who desire to acquire new skill sets and personal growth.
• Enhance and redesign the University Student Centers’ web site to incorporate student media and other web technology trends to better reach student interests.

Student Services for Athletes

• Benchmark peer institutions regarding their use of technology for record-keeping and the delivery of services, as well as their academic policies regarding attendance and excused absences.
• Implement pilot Summer Orientation program for Freshman student-athletes.
• Work with Student-Athlete Welfare Committee on Professional Development series for coaches.
• Gain approval of Staff Assistant position for Student Services for Athletes.
• Collaborate with new Associate Director for Leadership to plan & design a pilot Leadership Program for Student-Athletes.
• Hire 2 new Academic Counselor positions.
• Partner with the Careers Services Center to identify improved ways of delivering career services to the student-athlete community.

Center for Counseling and Student Development

• Hire part-time psychologist to perform the duties and responsibilities of case manager/referral coordinator.
• Mentor and train staff member to assume clinical responsibilities currently held by the Director.
• Examine the feasibility of updating the training video technology.
• Investigate expanding the training program to include doctoral students from nearby universities and, at the same time, review the training mission of Center for Counseling and Student Development.
• Appoint coordinator of Center for Counseling and Student Development group program.
• Examine the feasibility of continuing the case manager/referral coordinator functions, draft job description, and secure funding for position to begin by August, 2011.
• Collaborate with the Career Services Center to develop a plan and time line for integrated delivery of career counseling services between the Center for Counseling and Student Development and the Career Services Center.
• Determine appropriate and necessary resources in the Career Library for the Center for Counseling and Student Development clients in collaboration with the Career Services Center.
• Work with consultants investigating space utilization in Perkins as a result of the Bookstore relocation in August 2011; develop a proposal that will address the severe space limitations that currently exist within the Center for Counseling and Student Development.
• Renovate interior of the Center for Counseling and Student Development to increase office space.
• Begin process of upgrading the Center for Counseling and Student Development’s website and seek support from the Office of Communications and Marketing to complete the update.

Residence Life

• Examine existing formal living-learning options to identify areas of strength and weaknesses (Warner gender-specific housing, English Language Institute, Study Abroad, Substance Free housing, Transfer Student Community, Global Community, etc.)
• Develop a recognition process to acknowledge and promote successful student initiatives.
• Collaborate with Resident Student Association and National Residence Hall Honorary to develop a student leadership training program for Complex Community Council and Special Interest Housing leaders.
• Conduct a use-study of residence hall community area spaces and make recommendations for how this space can be utilized and/or re-purposed to more effectively act as a conduit for student connectedness.
• Create welcome materials uniquely designed for international students new to the U.S. with an explanation of easily misinterpreted residence hall lingo and a description of Residence Life staff roles and staff resources.
• Participate in new student orientation sessions for international students.
• Establish a Special Interest Housing program evaluation committee to conduct the program review and provide recommendations.
• Engage Resident Student Association and Complex Community Councils in establishing unique complex-specific traditions intended to generate pride and excitement in students.
• Market department traditions that are accessible to all residential students (ex: Student Leadership Awards, Appreciation Days, First-year and/or Sophomore-year graduation ceremonies, Citizen of the Year Award, etc.)
• Develop methods to inform entering students of residence hall traditions (ex: During opening floor meetings and/or within welcome literature share department traditions and opportunities for involvement).
• Coordinate logistics and marketing of leadership training program.
• Develop training and professional development sessions for all levels of Residence Life staff in the area of international student adjustment.
• Develop a calendar articulating important points of outreach to our first-year international students, including opening weekend and important times throughout the academic year.
• Expand collaboration with New Castle County Board of Elections to connect students with county-government based opportunities.
• Develop an all-residence hall Campus Day of Service event.
• Develop a model that can be used to measure the environmental impact of major residence hall events.
• Extend invitations to environmentally themed Registered Student Organizations to attend Residence Life complex meetings, Complex Community Council meetings, and to share organizational information in the residence halls.
• Collaborate with Housing Assignment Services and the First Year Experience coordinators to develop a proposal to address international student vacation-housing concerns.
• Identify service agency interest of complex staff and community council members. Match agencies with complexes and initiate a relationship building process with agencies, Residence Life staff, and Complex Community Council members. Establish site visits and invitations for agency staff to meet with staff and students on campus to determine service activities and mutual learning opportunities.
• Collaborate with the UD Sustainability Task Force to develop a plan to expand residence hall student involvement in Earth Week and Campus Sustainability Day.
• Explore creating a residence hall language partner program where international students and domestic students can mutually develop their foreign language skills.

Student Health Services

• Contract with Christiana Care, which is the standard of care for Women’s Health in Delaware, to provide women’s health services at Student Health Services. Modify patient exam rooms including handicap access to be more accommodating for our patient care.
• Establish easy online access of Medical History forms for incoming students to ease the transition of protected personal health information into their electronic medical record.
• Collaborate with the Office of Communications and Marketing on the reconstruction of the Student Health Service web page.
• Initiate a search for a nutritional support service person to meet the increasing needs for athletes and Healthy Hens programs.
• Implement increased infection control measures based on the recommendations from Accreditation Association for Ambulatory Health Care. Install hands-free devices throughout the building.
• Partner with American Radiology, a private radiology group, to provide Student Health Services with on site viewing of specialized studies such as MRI’s.
• Launch Student Health 101-an online health information resource for students with the assistance of Office of Communications and Marketing.
• Expand teaching programs with Christiana Care.
• Expand staff development programs to include topics such as communication and medical care for diverse populations.
• Monitor the utilization of the additional nutrition support services.
• Partner with Highway To Health, Worldwide, INC. on the production of a video to support the university study abroad programs and provide access to information online on medical care/precautions.
• Hire a grad assistant for the Healthy Hens program to begin September 2011.

Housing Assignment Services

• Research and purchase new computers for Housing Assignment Services staff.
• Implement Phase II of the electronic check in to include card swipe and downloadable data.
• Develop a position description and secure funding for a professional technical position dedicated to the design and implementation of an on-line room assignment process.
• Investigate the use of social media to market residence halls.
• Make improvements with IT assistance to the present room assignment process until on-line process is completed. Improvements would include more choices in secondary process and change to the Unique Housing process.
• Develop and administer a survey through Student Voice to assess students’ satisfaction with the present room assignment process and preferences for an on-line room assignment process.
• Determine the steps/strategic plan to develop a new room assignment process.
• Develop a position description for a professional Communications Coordinator position. Submit for reclassification and hire staff.
• Develop and implement marketing plan for returning students. Utilize social media and University of Delaware electronic and digital resources to promote housing.
• Improve the functionality and appearance of the Housing Assignment Services website.

Career Services Center

• Implement swipe check-in technology to enhance and streamline the student experience and increase effectiveness of data gathering/reporting.
• Implement single sign-on functionality.
• Automate credentials file system utilizing interfolio.com.
• Hire event planner position to manage large-scale career programs.
• Establish computer laboratory to provide students with hands on experience during walk-ins and workshop sessions.
• Initiate collaborative programming and planning efforts with Alumni Office.
• Establish a Career Services satellite office in the Lerner College of Business which will be 100% funded by the Business College starting January 2011.
• Re-align unit organizational structure to compliment future strategic direction and related initiatives in preparation for July 1, 2011 implementation.
• Collaborate with the Center for Counseling and Student Development (CCSD) to develop a plan and implementation timeline for integrated delivery of career counseling and career assessment services for students.
• Collaborate with the CCSD to integrate each unit’s career resource library.
• Implement changes to student and employer interface processes to enhance the experience (effectiveness and efficiency) for both populations.
• Establish and implement a strategic and targeted employer relations program via the Employer Relations Team.
• Analyze employer internship related activity and establish growth targets.
• Analyze employer entry-level hiring activity and establish growth targets.
• Engage the Career Services Center staff in a strategic planning process in order to articulate core value propositions for students, alumni and employers.
• Initiate a web-site refresh, informed by our core value propositions, to align with the new Student Life web-site and refresh marketing materials, email templates and all print and social media resources to fall in-line with the “Dare to…” campaign.
• Partner with the Dean of Engineering and the Director of Student Services for Athletes to explore the feasibility of establishing new career services positions (Engineering expressed interest but delayed further exploration due to RBB considerations. A shared position with Student Services for Athletes was approved; an Assistant Director, Career Services for Athletes search is underway with a hire anticipated in August 2011).
• Informed by unit re-alignment organizational structure, commence with searches designed to hire two new professional staff to address internship development, alumni networking/services initiatives and the addition of career counseling/assessment services for students.
• Re-engage with Residence Life to address and plan for potential residence hall based academic-year career focused programming.
• Re-engage with Student Services for Athletes to plan for and implement career related programming.
• Upon completion of hiring new staff members during spring 2011, partner with Alumni Office to initiate a career event analysis which will allow for the addition of alumni/student networking nights.
• Collaborate with the Alumni Office to evaluate, plan for and implement an initial offering of career services for alumni.
• Implement weekly employer development outreach efforts informed by the employer analysis conducted in Fall 2010.
• Implement a summer employer development outreach campaign informed by the employer analysis conducted in Fall 2010.
• Assess the aforementioned initiatives, resourcing and staffing levels in light of desired and realized outcomes.
• Based on assessment results make any necessary revisions in preparation for the 2011 – 2012 academic year.
• Evaluate the feasibility of using BlueHenJobs as a vehicle for campus units to recruit students for on-campus positions.

**Office of Student Conduct**

• Document all services and protocols related to victim’s rights.
• Create a process and a multi-term schedule for examining efficiency in each aspect of the student conduct administrative processes.
• Pilot the SAKAI version of the Academic Integrity Seminar.
• Improve student awareness of the Medical Amnesty program.
• Create and apply a new educational intervention sanction: The Citizenship, Accountability and Responsibility Education (CARE) workshop.
• Create and apply a new educational intervention sanction: The Decision Making workshop.
• Partner with Club Sports staff to provide education and intervention to Club Sports student leaders.
• Provide Office of Student Conduct workshop to First Year Experience peer mentors for classroom implementation in the Fall 2011 term.
• In collaboration with the Office of the Dean of Students and Office of University Counsel, modify the Student Guide to Policies and the Code of Conduct to comply with the immediate implementation of mandates listed in the “Dear Colleague” letter from the Office of Civil Rights dated April 4, 2011.

**Center for Black Culture**

• Draft a position description for a program coordinator position.
• Initiate and organize renovation project to include additional office spaces for impending hire(s).
• Collaborate with the Cultural Programming Advisory Board on ways to enhance their marketing strategies.
• Form a committee and complete the planning for Latino Heritage Month 2010 events.
• Expand the Center for Black Culture’s current email database to include all International students.
• Initiate a relationship with the United Negro College Fund to strategize on ways to secure additional resources to support programs and services for Latino and black students.
• Hire interim program coordinator.
• Initiate search and hire a program coordinator.
• Initiate a pilot study hall targeting Each One Reach One participant.
• Collaborate with Cultural Programming Advisory Board to expand outreach for their welcome-week events.
• Provide a full calendar of Latino Heritage Month events focusing on the theme of togetherness, and increase levels of participation.
• Form a committee and complete planning for Black History Month 2011.
• Arrange meeting with Asian Heritage Council and the Asian Student Association to discuss Asian Heritage Month 2011.
• Determine ways to expand current student leadership initiatives and offer additional opportunities that assist ethnic minority students with leading more effectively at predominantly white institutions.
• Examine and revise ways to enhance the Each One Reach One mentoring program.
• Initiate and conduct search for assistant director position.
• Expand levels of participation in Black History Month and Asian Heritage Month events.
• Revise the Center for Black Culture Director’s job description.
• Collaborate with various Registered Student Organizations to revitalize year-end recognition event.
• Collaborate with the Graduate Office to determine their ability to assume the leadership for sponsoring events for the Black Graduate Student Association and other graduate populations.
• Collaborate with alumni to raise funds to support a Center for Black Culture book scholarship fund.
• Hire, mentor, and train the new assistant director.

Wellspring: Student Wellness Program

• Conduct a comprehensive program review of the Wellspring: Student Wellness Program.
• Complete departmental learning outcomes.
• Attend the Alcohol Prevention Coalition Annual Research Summit.
• Strategize best use of the UD’s Alcohol Prevention Coalition membership.
• Complete office procedures manual.
• Form an interdepartmental planning team to review and discuss the focus of the annual campus visit of the Alcohol Prevention Coalition staff; plan, finalize, and schedule this campus visit for Spring 2011.
• Assemble a group of key stakeholders who will work to inform and/or derive a comprehensive path forward to addressing student alcohol use/abuse and other alcohol-related policies/issues for the campus.

New Student Orientation

• Evaluate the new student and parent orientation programs.
• Implement and evaluate Fall 2010 international new student orientation.
• Conduct a search and hire the New Student Orientation Program Coordinator position.
• Clarify actual New Student Orientation operating costs and develop a comprehensive budget for the department.
• Create a new First Year Experience initiative called Summit, an outdoor orientation program for new first-year students, which will be implemented in August 2011.
• Enhance the student orientation leader recruitment and training process.

Office of the Dean of Students
• Provide a letter to all students to introduce the Office of the Dean of Students and share information about safety issues.
• Provide a letter to all parents to introduce the Office of the Dean of Students and share information about safety issues.
• Review and update the current Leave of Absence/Withdrawal practices and protocols in order to provide an accurate and efficient process for students.
• Develop and establish guidelines for a UDPD notification protocol to the Office of the Dean of Students about student emergencies and crises.
• Partner with UDPD to develop a Missing Student Policy.
• Develop an Assistant to the Dean of Students position and complete the hiring process.
• Develop the vision, mission, and values and learning outcomes statement for the Office of the Dean of Students.
• Develop an Assistant Dean of Students position and complete the hiring process.
• Assess the Office of the Dean of Students infrastructure and develop a plan to enhance office procedures and protocols.
• Develop and implement a process to administer an Emergency/Crisis Student fund to provide a nominal amount of money to students facing a serious, unexpected financial hardship.
• Partner with New Student Orientation to develop an introduction of the Office of the Dean of Students for parents and families at the New Student Orientation summer sessions.