### Student Life Division

**Program Review Action Plan Progress Summary**  
November 2019 Update

<table>
<thead>
<tr>
<th>Department/Center</th>
<th>Semester of Review</th>
<th>Changes Made to Date as Result of Program Review</th>
<th>% of Action Items Completed</th>
<th>% of Action Items In Progress</th>
<th>% of Action Items Postponed</th>
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</thead>
</table>
| Student Housing and Residential Education | Fall 2015          | • Senior Director position created and filled  
• Organization restructure to support strategic priorities  
• Filled staff vacancies  
• Re-clarification and communication of role responsibilities for each staff position  
• Restructured operations area and created two full-time professional positions for occupancy management  
• Implemented a .25% rate increase to fund two new full-time positions for occupancy management  
• Identification of annual operational and programmatic cycles for opportunities to adjust  
• Established regular means for student residents to offer ideas and suggestions  
• Communicated strategic priorities to key campus partners to identify mutually beneficial opportunities  
• Re-invigorated summer residential program with focus on securing long-term guests, USF summer programs, and interns from other colleges and universities  
• Reduced number of beds in Gender Inclusive housing and refined the housing process to help international students better understand the gender inclusive housing option  
• Maximized opportunities for revenue growth through market evaluation and repricing                      | 62%                      | 32%                           | 6%                           |
| **Student Life Division**  
| **Program Review Action Plan Progress Summary**  
| **November 2019 Update** |

| **Learning and Writing Center**  
| Fall 2015  
| - Terminated StarRez system normalization process and ensure staff adequately trained on existing functions by outside consultant  
| - Determined ways for Residence Directors and student staff to have larger collective voice in department direction  
| - Incorporate peer feedback component to Resident Advisor evaluation process  
|  |  |  |

| **Koret Recreation Center**  
| Fall 2015  
| - Relocated community programs to the Leo T. McCarthy Center for Public Service  
| - Conducted onsite visits to learning centers at other universities  
| - Development of semester or annual action plans identifying criteria for successful student and tutor learning  
| - Relocated the Center to Gleeson Library to establish a more visible central location, strengthen ADA space compliance, and access to learning resources  
| - Clarified and re-assigned Assistant Director's duties related supervision and oversight of service elements, skill development and mentorship of tutors and student leaders  
| - Professionalized tutor positions with training, team-building, and maintenance of regular hours  
|  |  |  |
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| Student Disability Services | Fall 2016 | • Created a “giving tab” on the SDS website  
|                          |          | • Revised program goals and student learning outcomes  
|                          |          | • Implemented administrative and procedural changes to program forms, letters, and intake process  
|                          |          | • Revised student assistant roles in consideration of budget restrictions |
| Center for Academic and Student Success | Spring 2017 | • Increased scope of affinity programs; expanded PACT program to include African-American male and female students, enhanced Muscat Scholars Program to include first generation students who |

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<th>40%</th>
<th>50%</th>
<th>10%</th>
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<td></td>
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<td>26%</td>
<td>61%</td>
<td>13%</td>
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<th>Student Leadership and Engagement</th>
<th>Fall 2017</th>
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<tbody>
<tr>
<td>• Changed staff structure including creation and hiring for new Associate Director and Assistant Director positions. Marketing responsibilities were moved from the Director to Associate Director to allow time for department administration for the Director.</td>
<td>41%</td>
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<th>Career Services Center</th>
<th>Fall 2017</th>
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<tr>
<td>• Hired additional career counselor to provide generalist support to students</td>
<td>38%</td>
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<tr>
<td>• Created an action plan for First Destination Survey outcomes and tracking career choices</td>
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<td>• Communication with the appropriate university leadership to ensure a sustainable data management process</td>
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<td>• launched student clubs partnership program to support special student populations that require customization of resources</td>
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<tr>
<td>• Provided more tailored guidelines for specific student populations online and in digital materials</td>
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<tr>
<td>Department collaboration in the development and implementation of an expanded student leader retreat for the Division of Student Life focused on exploring Ignatian values and the University mission. Ignatian values and University mission were also explicitly addressed in the on-boarding process for Graduate Interns.</td>
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<tr>
<td>Reevaluate and made changes to the staff salary funding structure</td>
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<td>Created a comprehensive educational experience for the Graduate Interns including enhanced training, support, and development</td>
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<td>Developed values statements and defined a common mission and purpose.</td>
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<td>Held a facilitated staff retreat for professional staff</td>
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<tr>
<td>Increased frequency of Student Engagement unit meetings to bi-monthly meetings with focus on building personal and professional connection between individual staff members and departments within the unit.</td>
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## Counseling and Psychological Services

**Spring 2018**

- Created and filled additional staff psychologist position for substance abuse
- Sheltered CAPS from Fiscal Year 2019-2020 budget cuts

| 29% | 43% | 29% |

## Health Promotion Services

**Fall 2018**

- Implemented Med+Proctor software system and integrated with Banner to automate removal of student registration holds
- Developed template and process for program and outcome evaluations
- Confirmed congruence between staff role responsibilities and professional passion areas

<p>| 19% | 50% | 31% |</p>
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<th>Cultural Centers</th>
<th>Spring 2019</th>
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<tr>
<td>• Developed learning outcomes for student leader trainings, conducted post-training surveys based on learning outcomes, and analyzed the results</td>
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<tr>
<td>• Connected learning outcomes Student Life Learning Outcomes</td>
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<tr>
<td>• Creation of a new postcard communicating identity, services, and people served by the Cultural Centers and increase communications with staff for understanding the department and resources</td>
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<tr>
<td>• Created and connected learning outcomes for internships to USF strategic plan</td>
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<td>• Implemented a revised and Open House model to provide separate Open Houses for faculty, staff, and students respectively</td>
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<tr>
<th></th>
<th>9%</th>
<th>80%</th>
<th>11%</th>
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