

 Student Affairs

*Visions of Possibility
Through 2025*

STRATEGIC PLAN



PLAN

UCI



Dear Colleagues and Friends,

Student success at UCI is influenced by the institution's and students' reciprocal desire to embrace the abundant academic and co-curricular learning resources and opportunities available here on campus. And we are here to help.

From Spring 2016 through Winter 2017, the Student Affairs strategic planning committee worked with the campus community and Student Affairs staff to develop a strategic plan for Student Affairs. The process involved multiple formats including focus groups, meetings and online tools.

Set in alignment with *Bright Past, Brilliant Future*, the UCI Strategic Plan, Student Affairs is pleased to provide our plan, ***Visions of Possibility Through 2025***. This plan will serve as a roadmap for Student Affairs as we fulfill our commitments to our students in navigating their pathways to productivity and success.

Edgar J. Dormitorio
Interim Vice Chancellor, Student Affairs
Fall 2018



STUDENT AFFAIRS CLUSTERS

Office of the Vice Chancellor, Student Affairs

- Assessment, Research & Evaluation
- Commencement & Special Events
- Communications & Marketing
- Dalai Lama Scholarship Program
& Living Peace Series
- Esports
- Living Program

Auxiliary Services

- Student Affairs Financial Resource Management
- Hospitality & Dining Services
- Student Affairs Human Resources
& Staff Development
- Student Center & Event Services
- Student Government & Student Media
- Student Housing
- The Hill
- Student Affairs IT

Student Life & Leadership

- Dean of Students
- Center for Black Cultures, Resources
& Research
- Center for Student Leadership
- Cross-Cultural Center
- DREAM Center
- FRESH Basic Needs Hub
- Greek Life
- International Center
- LGBT Resource Center
- Office of Academic Integrity & Student Conduct
- Office of Campus Organizations
& Volunteer Programs
- Student Outreach and Retention Center (SOAR)
- UCI Parents
- Veteran Services
- Womxn's Hub

Wellness, Health & Counseling Services

- Campus Recreation
- CARE (Campus Assault Resources & Education)
- Center for Student Wellness
& Health Promotion
- Child Care Services
- Counseling Center
- Disability Services Center
- Student Health Center

**UCI STUDENT AFFAIRS
MISSION, VISION, VALUES & GOALS**

MISSION

To enrich student experience from orientation to graduation through comprehensive programs, services and opportunities that enhance academic success, promote health and wellness, develop personal, social and professional skills, and provide insight and learning to lead in a global society.

VISION

We endeavor to create a “First in Class” experience that will enroll the best and most diverse class of students, assess their needs, and support them with an array of services that allow them to focus their attention on academic and co-curricular learning, self- and knowledge discovery and acquisition, and campus engagement.

VALUES

- **Diversity and inclusive excellence**
- **Cultural intelligence, competencies and human relations**
- **Leadership and citizenship – global, national, local**
- **Honesty, integrity, empowerment and compassion**
- **Holistic approach to student learning, wellness and skill development**
- **Collaborations and partnerships with students, campus and external communities**
- **Future-forward services, programs and educational opportunities for students**

GOALS

1. **Acquire and create additional space**
2. **Promote achievement, retention and lifelong learning**
3. **Prepare students to be career and life-ready**
4. **Prepare students to be leaders in a diverse and global society**
5. **Collaborate through strategic partnerships**
6. **Create healthy communities and wellness-minded individuals**

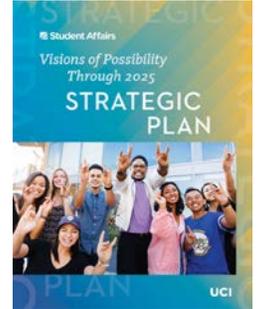




UCI Strategic Plan

ALIGNING WITH UCI'S *BRIGHT PAST, BRILLIANT FUTURE*

UCI's Strategic Plan, *Bright Past, Brilliant Future*, is based on four foundational goals, the Strategic Pillars. Student Affairs' six goals align with and support UCI's Strategic Pillars in the following ways:



Student Affairs
Strategic Plan

Student Affairs Goals

UCI PILLAR I

Growth That
Makes a
Difference

- GOAL 1** Acquire and create additional space
- GOAL 2** Promote achievement, retention and lifelong learning

UCI PILLAR II

First in
Class

- GOAL 3** Prepare students to be career and life-ready
- GOAL 4** Prepare students to be leaders in a diverse and global society

UCI PILLAR III

Great
Partners

- GOAL 5** Collaborate through strategic partnerships

UCI PILLAR IV

New Paths
for
Our Brilliant
Future

- GOAL 6** Create healthy communities and wellness-minded individuals

GOAL
1

ACQUIRE & CREATE ADDITIONAL SPACE

Student Affairs is dedicated to enriching the student experience by providing comprehensive programs and services for students. These student opportunities require physical space for the mentoring, counseling and advising of students. Physical space is essential to student success. The critical shortage of space within Student Affairs currently hinders the University's ability to achieve a first in class student experience. The successful acquisition of additional space and re-alignment of existing spaces is integral to the Student Affairs Strategic Plan.

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- 1.1 Assess existing space and consider re-allocation of space based on priority programs that display the greatest needs, have potential for greatest impact and serve the largest number of students within the existing population.

Performance Metrics:

- Monitor progress toward space acquisition and report on an annual basis
- Document immediate needs and space reallocation activities on an annual basis
- Consider repurposing existing campus structures to accommodate growing needs.
- Acquire additional space and reallocate current space to organize student services as needs demand.

- 1.2 Advance actions toward the construction of a Student Success building to house Student Affairs units that serve to enhance student success.

Performance Metrics:

- Increase annual fundraising toward the final goal
- Increase the number of successful fundraising events
- Increase the number of new funding partners annually
- Repurpose more campus structures



AUXILIARY
SERVICES

Student Housing

1.3 In support of the UCI Strategic Plan pillar of ‘Growth that Makes a Difference’, establish a Housing Development Plan that advances campus growth aspirations, responds to the need for efficient, low-cost, programmatically-purposeful housing, and maintains the integrity of existing facilities.

Performance Metrics:

- *Measure on-campus housing demand to ensure we are supporting campus enrollment goals and meeting or exceeding the need for additional low-cost housing options in residential communities that promote learning, expression and connections*
- *Continually revise and update short and long range plans to ensure that campus housing is safe, well-maintained, modern, attractive and responsive to student needs*
- *Monitor the 10 year report and ledgers to ensure finances are sustainable and solvent*
- *Through customer feedback, measure residents’ perceptions of existing housing offerings*

1.4 Design vibrant residential communities that promote learning, expression, and connections.

Performance Metrics:

- *Assess student satisfaction and retention based on student housing experience through surveys*

WELLNESS,
HEALTH &
COUNSELING

1.5 Collaborate with ASUCI to increase student awareness and use of Student Wellness, Health & Counseling services and facilities.

Performance Metrics:

- *Administer Student Services Awareness and Satisfaction survey in collaboration with ASUCI to assess student awareness of various student services in the new building*
- *Aim to have 80% of surveyed students be able to identify locations and services of at least three Wellness, Health and Counseling units in the new building*



GOAL
2

PROMOTE ACHIEVEMENT, RETENTION & LIFELONG LEARNING

We aim for students and professionals to continually nurture their talents, complete academic goals and degrees, and achieve skills and abilities, particularly across the Student Affairs learning domains:

- Civic engagement
- Leadership
- Diversity
- Professional skill development
- Personal responsibility

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2.1 Increase scholarship support and financial aid assistance through fundraising efforts with UCI Advancement to recruit and enroll the best and the brightest cohort of freshmen and transfer students.

Performance Metrics:

- *Measure and record annual increase in scholarship funds available*
- *Measure effects on retention due to availability of above funds*
- *Monitor scholarship funds raised and scholarship funds offered and accepted*

WELLNESS,
HEALTH &
COUNSELING

2.2 Expand learning platforms used by the Center for Student Wellness & Health Promotion to increase student access to self-care and stress management strategies, including online resources and app technology, in order to facilitate their academic progress.

Performance Metrics:

- *Increase the number of online videos on website*
- *Enhance list of recommended apps*
- *Expand the FIRST online program to include a stress module*



WELLNESS,
HEALTH &
COUNSELING**Child Care Services**

- 2.3 Create experience-based training opportunities for student employees and interns within UCI Child Care Services to expand their knowledge of child development, best practices in early care and education, and understanding the needs of diverse families.

Performance Metrics:

- *Completion of childcare services training modules for student education*
- *Documentation of the end of training experience by students on increased knowledge of child development*

Counseling Center

- 2.4 Enhance mental health professional development and targeted leadership practices by identifying and reviewing current and five-year Leadership Development plans for each professional clinical staff member at the UCI Counseling Center.

Performance Metrics:

- *Ensure enhanced knowledge of mental health professional staff through assessment of their performance evaluation and ACHIEVE goals*
- *Utilize self-reported barriers to professional development resources by staff to affect improvement in resource allocation and utilization*

STUDENT
LIFE &
LEADERSHIP**International Center**

- 2.5 Increase international student participation in I-STEPS transition course and identify students who may benefit from the course to increase student engagement and promote academic success.

Performance Metrics:

- *Monitor and report annually the percentage increase in participation numbers in I-STEPS*

Office of Academic Integrity & Student Conduct

- 2.6 Create a position within the OAISC with the sole responsibility to perform outreach and education to the community related to student conduct and academic integrity policies.

Performance Metrics:

- *Acquire an additional FTE in OAISC with education and outreach focus*



GOAL
3

PREPARE STUDENTS TO BE CAREER & LIFE-READY

We prepare students to successfully transition into the workplace and to navigate life challenges with confidence and professionalism. We provide education and opportunities that help students develop resiliency as well as leadership, communication, critical thinking and collaboration skills. We raise awareness of professional competencies and how to attain, demonstrate and articulate them.

AUXILIARY
SERVICES

- 3.1** Advance participation in Student Employment training. This training emphasizes problem-solving skills, professional etiquette and workplace procedures, team building and interpersonal skills, diversity sensitivity, customer service and communication skills needed to be successful now and in future professional settings.

Performance Metrics:

- *Measure student employee success through performance checklists, required training modules, attendance tracking, and test scores*

Student Government & Student Media

- 3.2** Expand participation in paid Student Government & Student Media Internship programs and work opportunities to increase competencies in communications, critical thinking, and various skills.

Performance Metrics:

- *Increase retention by 70%*
- *Through quizzes, portfolios, and observation, evaluate competency skill levels*



**STUDENT
LIFE &
LEADERSHIP**

International Center

3.3 Promote student leadership, engagement and skill building through the International Center to focus on leadership, public speaking, intercultural communication and strategic thinking.

Performance Metrics:

- *Monitor annual increase in students participating in International Center opportunities*

Veteran Services Center

3.4 Increase student veterans' and those in the Orange County community career readiness.

Performance Metrics:

- *Provide targeted workshops and/or conferences for veterans*
- *Document and assess quality and effectiveness of services through surveys and interviews on career advancement*
- *Secure external funding partners*

3.5 Expand enrollment in the Veterans in Higher Education Course to increase competencies in navigating the transition to a four-year institution, mental health awareness and career readiness.

Performance Metrics:

- *Increase participation by 70%*
- *Through assignments and final paper, document post knowledge and skill augmentation*



GOAL
4

PREPARE STUDENTS TO BE LEADERS IN A DIVERSE & GLOBAL SOCIETY

We aim to provide experiences to cultivate student leadership in preparation for more connected and inclusive local, national and global communities that foster diversity and social justice. Through our offerings, students learn to think critically and utilize tools and solutions to promote equity and social change.

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- 4.1** Offer deliberately designed educational programs and events to foster diversity and inclusion among students and staff that increase one’s awareness, content knowledge and empathic understanding of the complex ways individuals interact inter-culturally across race, ethnicities, nationalities, religion, cultures, genders, sexual orientations, abilities, citizenship status, age and other potential points of division. Engage existing OVCSA entities such as New Narratives, Living Peace Series, Women’s Empowerment Initiative and build new programs in collaboration with student groups.

Performance Metrics:

- *Develop assessment tools to measure intercultural awareness, content knowledge, cognitive skills, and empathic understanding of participant’s pre and post events*
- *Compare results with control groups that do not attend these events*
- *Develop database of student organizations collaborating across cultures and interests to shape events for common goals and benefits to students*
- *Document skillset development among student leaders that work with these events*

- 4.2** Design and offer targeted events and campus programming that develop and augment student knowledge, skills, experiences and interests on universal issues of global importance to include social justice, environmental stewardship, economic interdependence, political linkages, war, famine, poverty, urban affairs, careers, job markets and varied other topics. Engage existing OVCSA entities such as Living Peace Series, Women’s Empowerment Initiative and build new programs in collaboration with student groups, faculty and campus resources.

Performance Metrics:

- *Develop assessment tools to measure intercultural awareness, content knowledge, cognitive skills, and empathic understanding of participant’s pre and post events*
- *Compare results with control groups that do not attend these events*
- *Develop database of student organizations working together to shape events for common goals and benefits to students*



AUXILIARY
SERVICES**Student Housing**

4.3 Expand sustainability knowledge to activate student engagement and behavior changes.

Performance Metrics:

- *Measure student engagement through pre and post surveys*

WELLNESS,
HEALTH &
COUNSELING

4.4 Enhance bystander intervention training on campus.

Performance Metrics:

- *Increase the number of offerings of bystander intervention programs*
- *Increase the number of students trained in Student Affairs bystander intervention programs offered by CARE, the Counseling Center, and the Center for Student Wellness and Health Promotion (e.g., Green Dot, Step Up UCI!, Micro-aggression bystander intervention training, CARE, Counseling Center and Center for Student Wellness & Health Promotion)*



4.5 Develop and launch at least four eLearning/training platforms by 2025 for Campus Recreation student staff to enhance onboarding, facilitate development, and decrease training costs.

Performance Metrics:

- *Monitor annual progress towards the development of these four training platforms*

Disability Services Center

4.6 Provide and enhance Anteater Ally (students) and disAbility Ally (faculty, staff, TAs) training programs to enhance the campus' awareness of diversity as it relates to disability, and provide strategies to demonstrate equity in a positive environment.

Performance Metrics:

- *Conduct post-test measurement to assess attitudinal and learning changes*

Campus Recreation

4.7 Provide opportunities for the Club Sport Council members to facilitate community service, social and fundraising events to engage participants within the Club Sport program to give back, foster relationships and build capital.

Performance Metrics:

- *Assess annually through number of events conducted*



**STUDENT
LIFE &
LEADERSHIP**

Office of Campus Organizations

4.8 Expand advisory staff for registered campus organizations, including staff capacity and innovative technology.

Performance Metrics:

- *Increase the percentage of campus organization advisors annually and report the progress*
- *Develop technology upgrade plan and monitor its progress annually*

4.9 Create a one-stop facility with innovative resources and technology for campus organizations.

Performance Metrics:

- *Monitor annual progress towards the development of this centralized location*
- *Monitor resources and technology upgrading progress annually*

4.10 Establish a fully funded leadership institute for all campus organizations – promoting conflict resolution, free speech, communication, and diversity.

Performance Metrics:

- *Report of fund acquisition for the institute*
- *Report on progress of staff and program development for the institute*

Volunteer Programs

4.11 Expand Alternative Break to include services abroad to allow students to gain cultural competencies, personal and professional development, and the ability to transfer those skills upon re-entry back to campus.

Performance Metrics:

- *Monitor and report on expansion plan and progress annually of Alternative Break abroad*
- *Report pre and post data on student learning on cultural competencies, personal development, and professional development*



STUDENT
LIFE &
LEADERSHIP**Greek Life**

4.12 Expand leadership institutes for fraternity/sorority members that are fully underwritten by community partners.

Performance Metrics:

- *Annually increase the number of leadership institutes offered to reach the target goal of overall increase by 2025*

Veteran Services Center

4.13 Provide quarterly Vet Net Ally trainings for staff to enhance the campus' awareness of diversity as it relates to the military-affiliated population, foster a supportive campus atmosphere and establish a network of visible allies for veterans.

Performance Metrics:

- *Conduct post-test measurement to assess attitudinal and learning changes*

4.14 Expand participation in "Veterans on Campus" Mental Health e-training program.

Performance Metrics:

- *Number of successful grants to secure new multi-year funding to continue license*
- *Increase the number of marketing pieces*
- *Increase participation by 20%*
- *Conduct pre- and post- measurement to assess attitudinal and learning changes*





COLLABORATE THROUGH STRATEGIC PARTNERSHIPS

Foster internal and external partnerships for the benefit of students, campus and community.

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- 5.1** Strengthen and deepen partnership with the Office of the Provost to enhance the academic enterprise of UCI.

Performance Metrics:

- *The number of joint events conducted annually*

- 5.2** Collaborate with University Advancement to develop strategic Student Affairs priorities for fundraising and donor engagement.

Performance Metrics:

- *Identify donors for the Student Success building*
- *Identify donors to develop funding for student scholarships and other critical Student Affairs program funds*
- *Develop Student Affairs alumni database and record annual progress*
- *Develop and monitor progress on Student Affairs donor solicitation strategies*
- *Assess annual progress on Student Affairs fundraising efforts and results*

- 5.3** Collaborate and partner with UCI Police Department (PD) to augment and maintain student safety at Student Affairs facilities, events, and services.

Performance Metrics:

- *Record safety related events annually*
- *Compare recorded data with former years to measure rate of success*
- *Record data through Green Dot program from CARE (Campus Assault Resource & Education) and compare to past years annually to measure rate of success*

- 5.4** Collaborate with UCI Alumni Association to develop design and strategies to shape an Anteater-for-life concept that will be put into place for Student Affairs units to adopt and build upon thereby developing its own alumni.

Performance Metrics:

- *Develop staff trainings for Student Affairs clusters and units to educate on the Anteater-for-life concept and build targeted unit strategies for executing this concept through outreach and everyday services. Measure training efforts and results annually*
- *Assist and train unit staff to develop alumni databases. Measure database growth annually*

- 5.5** Collaborate with campus units to develop and shape out-of-classroom and experiential learning opportunities for students to enhance life-long learning, cultural competence, diversity education and global awareness, ethics, civic and social responsibilities in a shared world.

Performance Metrics:

- *Develop lists of potential campus partners according to event topics and grow them annually*

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AFFAIRS

- 5.6** Collaborate with external partners such as NGOs, corporates, educational organizations and institutions, professional organization to develop and shape out-of-classroom learning and experiences for students to enhance life-long learning, cultural competence, diversity education and global awareness.

Performance Metrics:

- *Develop lists of potential external regional, national and international partners such as NGOs, funding agencies, issue-based organizations, policy organizations, United Nations related organizations to develop awareness programs, networks, funding, internships, experiential learning opportunities and beyond to benefit UCI students*

- 5.7** Collaborate with external partners and campus units to enhance the Esports Arena and gaming experience for competitors and students.

Performance Metrics:

- *The number of projects developed with external partners*
- *The number of projects with the academic and research domains of the university*

AUXILIARY
SERVICES**Hospitality & Dining Services**

- 5.8** Partner with the Center for Student Wellness & Health Promotion, Housing and the Anteater Recreation Center to provide cooking experiences that provide basic cooking skills, exposure to healthy nutrition and promotion of local foods at affordable rates.

Performance Metrics:

- *Track student attendance at nutrition and meal cooking demonstrations*
- *Conduct post-demonstration participant surveys to measure effectiveness of the courses by asking participants if they believe they can replicate the dish, if they feel it would be affordable to make, and if they would make the dish in the future*

- 5.9** Leverage strategic partnerships to provide quality and efficient services at low cost to students.

Performance Metrics:

- *Monitor costs for students*
- *Test the marketplace for food pricing every ten years*

**Student Government & Student Media**

- 5.10** Improve event impacts and efficiencies for programs offered by Student Government & Student Media by identifying new partnerships while refining collaborative programming to ensure programs align with SA strategic goals, resources and opportunities.

Performance Metrics:

- *Improve and increase partnership efficiencies over previous years with pre- and post-meeting communications about the events*



WELLNESS,
HEALTH &
COUNSELING**Campus Recreation • Student Health Center**

5.11 In coordination with UCOP Risk Management and Student Health, implement a concussion protocol program that provides club sport participants with education and a back-to-study protocol to limit the risk of injury from head trauma.

Performance Metrics:

- *Success will be measured by having a certified athletic trainer manager complete baseline testing and education for all club athletes, and having a written protocol in place for concussion management*

**Center for Student Wellness & Health Promotion • Counseling Center
• Child Care Services**

5.12 Build on partnerships with the School of Social Ecology and the Program in Public Health to expand their internship and field study programs by broadening opportunities and increasing the number of internships.

Performance Metrics:

- *Report on increased number of opportunities in the Wellness, Health & Counseling cluster for students pursuing academic internships*

Campus Social Worker • Counseling Center

5.13 Enhance partnership with off-campus services agencies (e.g., mental health providers, food and housing security agencies) to supplement resources provided to students.

Performance Metrics:

- *Continue to survey students about effectiveness of referrals and meet regularly with off-campus providers to optimize referral relationships*

**Campus Recreation • Center for Student Wellness & Health Promotion •
Student Health Center**

5.14 Develop joint program offerings in the areas of nutrition, cooking and fitness that enhance the wellbeing of students through increased knowledge and skills.

Performance Metrics:

- *Create a spreadsheet to track all collaborative projects, programs and services*
- *Survey students regarding effectiveness of programmatic offering*



WELLNESS,
HEALTH &
COUNSELING

CARE

5.15 Expand access to healing opportunities and enhance visibility of resources for survivors of sexual violence.

Performance Metrics:

- *Successful development of video content and collaborative program offerings that introduce campus community to available services*
- *Measure participant numbers*

Student Health Center

5.16 Maintain and enhance strategic partnerships with Sue & Bill Gross School of Nursing and the School of Medicine to provide excellent clinical care for patients.

Performance Metrics:

- *Maintain MOUs regarding training opportunities for nursing and medical students*

Campus Recreation

5.17 Expand strategic partnerships with the School of Medicine, UCI Health Medical Center, and city of Newport Beach with culinary medicine elective offerings, medical center fitness services, and Marina Park partnerships.

Performance Metrics:

- *Measure student satisfaction and community partner satisfaction*
- *Measure increase in strategic partnerships*

Center for Student Wellness & Health Promotion

5.18 Maintain community partnerships to promote student behaviors for sustained health by tracking community affiliations and public service provided by the Center for Student Wellness & Health Promotion program manager.

Performance Metrics:

- *Create a spreadsheet to document CSWHP staff involvement in community-based coalitions/committees, and any leadership roles held*
- *Document when new community-based partners are brought in to do student and/or staff training, events, programs and/or services*



STUDENT
LIFE &
LEADERSHIP**International Center**

5.19 Initiate new and strengthen existing partnerships to enhance efficiency and effectiveness and deliver unique programs and services.

Performance Metrics:

- *Identify new partners and what they can offer the Center. Report annually on the progress of this list and its partnership activities*
- *Develop metrics and report annually on effectiveness of Center programs and services*
- *Report annually on unique programs that Center offers based on these strategic partnerships*

Cross-Cultural Center

5.20 Work from an intentional, intersectional framework in collaboration with all the identity centers to better serve our students.

Performance Metrics:

- *All identity centers of the Cross-Cultural Center will collaboratively develop an annual event/program that is intentional and intersectional in framework with clearly articulated learning outcomes*
- *Through assessment tools and data collection, report annually on learning outcomes and number of students served*
- *Report on the nature and number of external agencies, NGOs and other pertinent organizations involved with these activities/events*

5.21 Through campus collaboration, develop Common Calendar to inform and increase awareness of services, avoid duplication and promote supportive programming.

Performance Metrics:

- *Develop Common Calendar by 2018 and continuously update and enhance its services*

Veteran Services Center

5.22 Establish a multi-disciplinary Veteran Services Resource & Research Center to serve UCI veterans and Orange County veterans.

Performance Metrics:

- *Number of new funding partners acquired*
- *Number of academic units participating in research through Center*
- *Number of events co-hosted with Orange County Veteran Collaboratives*
- *Number of state or federal agencies hosting office hours in Center*



GOAL
6

CREATE HEALTHY COMMUNITIES & WELLNESS-MINDED INDIVIDUALS

Recognizing that Student Affairs shares the common goal of supporting health and wellness at UCI, we also seek to serve the diverse needs of students, staff and faculty. This includes expanding co-curricular capacities to ensure a place for all to find support, self-awareness and opportunities for engagement. Through deliberate design and architecture, we connect students to the culture of UCI.

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- 6.1** Create sustainability and wellness-minded students and student leaders who can think globally and act locally by providing educational opportunities focused on personal and community wellness.

Performance Metrics:

- *Increase student engagement with global food security and sustainability efforts through research and community service*

STUDENT
LIFE &
LEADERSHIP

- 6.1** Achieve national leadership as a higher education institution in providing food and basic needs security to our students as a way to meaningfully support and advance their educational success.

Performance Metrics:

- *Benchmark student numbers (from 2018) who require food, resources and crisis management help, and develop a systematic plan to annually reduce that number. Report annually and engage in continuous improvement*

AUXILIARY
SERVICES

Student Housing

- 6.3** Develop services and resources that support wellness, resilience, safety and reduce risk factors in residential environment.

Performance Metrics:

- *Track attendance and utilization of resources and support programs*
- *Measure student engagement through pre and post surveys*



WELLNESS,
HEALTH &
COUNSELING

Child Care Services

6.4 Support student-parent retention and staff and faculty professional productivity by providing high-quality child care services.

Performance Metrics:

- Assess annual parent satisfaction survey
- Assess numbers on graduating parents



Campus Social Worker

6.5 Educate and advise students regarding resources, such as basic needs and mental health, to address their overall well-being.

Performance Metrics:

- Campus Social Worker quarterly survey

Counseling Center

6.6 Meet student mental health needs by providing outstanding outreach and clinical services.

Performance Metrics:

- Aim to meet student needs for initial assessment within 10 business days. Report progress of supporting numbers
- Collect client satisfaction surveys and evaluation data

6.7 In partnership with campus academic partners, conduct campus climate scan to determine if social rather than intra-psychic issues contribute to the etiology of client distress.

Performance Metrics:

- Develop and implement tools to conduct campus environmental scan that can identify both social and intra-psychic issues. Implement/operationalize scans on campus on an agreed upon regularity
- Successfully analyze collected data
- Report analysis and recommend actions to resolve issues of client distress



WELLNESS,
HEALTH &
COUNSELING**Student Health Center**

6.8 Maintain our national recognition as a Student Health facility that supports national wellness standards of excellence.

Performance Metrics:

- *Maintain accreditation by the Association for Ambulatory Health Care, Inc. (AAAHC)*

6.9 Educate and prepare student patients in appropriate preventative care strategies.

Performance Metrics:

- *Measure student understanding of care plans provided by medical personnel*
- *Collect and report data on student understanding*

Campus Recreation • Student Health Center

6.10 Enhance collaboration between Campus Recreation and Student Health to provide educational programs to staff, club sports participants and ARC patrons to promote sports injury awareness, prevention, general wellbeing and life skills.

Performance Metrics:

- *Survey students regarding effectiveness of programmatic offering*
- *Query athletic trainer and Student Health staff regarding injury reporting statistics*

CARE

6.11 Expand online support resources and increase advocacy staff to reflect increasing utilization rates and populations served.

Performance Metrics:

- *Maintain appropriate number of staff and amount of advocacy support to meet student needs*

Disability Services Center

6.12 Educate and advise students with disabilities regarding disability management.

Performance Metrics:

- *Solicit feedback from counselors regarding client access to disability services*
- *Solicit feedback from students receiving disability support*





Strategic Plan Leadership Team

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 **Student Affairs**
studentaffairs.uci.edu

Student Affairs Strategic Planning Committee

Dan Dooros (Chair)

Office of the Vice Chancellor, Student Affairs - Ret.

Elizabeth Bennett

University Registrar

Marguerite Bonous-Hammarth

Office of Inclusive Excellence

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Verano Place Housing

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Suzanne Helbig

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Wellness, Health & Counseling Services

Brice Kikuchi

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STRATEGIC PLAN

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