



Student Housing and Residential Life

2019-2023 Strategic Plan





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Path to the Plan:

The Department of Student Housing and Residential Life (SHRL) at the University of Houston embarked on reviewing the strategic plan during the 2018-2019 academic year.

The committee hosted several focus groups, which included professional and student staff members and also received feedback for the department's senior leadership team to develop the six strategic priorities for the 2020 -2025 strategic plan.

The Strategic Planning Committee was comprised of several staff members within Student Housing and Residential Life team:



Dr. Douglas Bell,
Associate Director,
Residential Life
Chairperson



Leanica Adams,
Assistant Director for
Customer Service and
Operations



Aaron Crowe,
Residence Life Coordinator



Amy Fitzjarrald,
Program Coordinator



Courtney McElroy,
Assistant Director for
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Lynrd Smith,
Assistant Director for
Business Services

Mission

A diverse community of students, staff, and faculty who foster student success in living and learning environments by building relationships, promoting engagement and leading with an ethic of care.

Vision

Student Housing and Residential Life strives to be the unrivaled residential experience in student success!

Values

Student Success and Satisfaction:

- Retention rates, GPA, and Graduation rates are strong.
- Students feel good about their housing experience.

Relationship:

- Meaningful connections with and between students, faculty, and staff. We invest in a sense of membership and mattering.

Customer Service:

- We react quickly and appropriately to issues and concerns with an ethic of care. People feel heard and valued.

Community Development:

- Purposeful, open, disciplined, just, caring and celebrative community

Whole Person Development:

- Theory to practice. Healthy challenge and support with purpose toward whole person success.

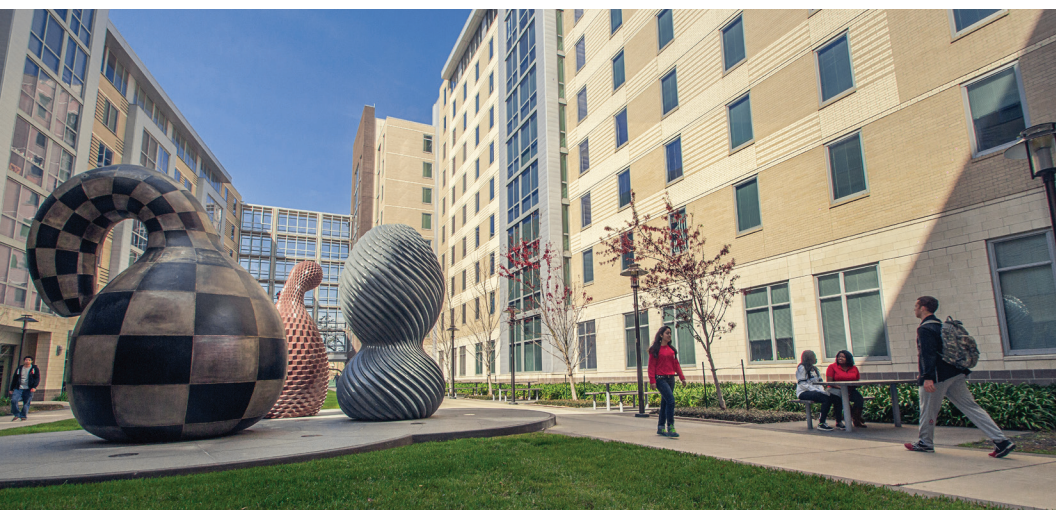


Physical Environments

- 1. Objective – Establish and enhance institutional and departmental brand with-in residential communities**
 - a. Goal – Envision opportunities to enhance aesthetic and décor.
 - b. Goal – Update way-finding within residential buildings.
- 2. Objective – Maintain and enhance physical spaces**
 - a. Goal – Identify a cycle for common area furniture refresh.
 - b. Goal – Create outdoor amenities and upgrade outdoor community spaces.
 - c. Goal – Finish furnishing all residential apartment spaces within the University Lofts.
 - d. Goal – Upgrade and enhance lock systems within residential facilities.
 - e. Goal – Annually review and execute facility assessment plan.
 - f. Goal – Increase cameras within residential facilities.
- 3. Objective – Execution of the Housing Master Plan**
 - a. Goal – Quad Replacement by August 2020.
 - b. Goal – Moody Tower Replacement by FY 2022.
 - c. Goal – Bayou Oak Project FY 2024.
 - d. Goal – Graduate Student/Upper Class Apartments by FY 2024.
 - e. Goal – Graduate Student Family/Faculty and Staff Housing by FY 2025.
 - f. Goal – Initiate refresh of Housing Master Plan by FY 2025.

Affordability

- 1. Objective – Explore avenues to increase fundraising efforts**
 - a. Goal – Build alumni and friends engagement opportunities.
 - b. Goal – Explore potential grant opportunities to support funding efforts.
 - c. Goal – Leverage new construction to foster additional giving opportunities.
- 2. Objective – Sustain initiatives that support affordability, access, and amenities within SHRL**
 - a. Goal – Collaborate annually and support existing scholarship opportunities.
 - b. Goal – Annually evaluate rate structure.
 - c. Goal – Assess and evaluate conference services and guest housing model.



Community Development

- 1. Objective – Enhance and evaluate community development plan**
 - a. Goal – All staff will be able to articulate the purpose of the community development plan.
 - b. Goal – Assess goals/objectives of community development plan.
 - c. Goal – Increase the utilization of existing campus partner programming.
- 2. Objective – Increase the utilization of our Faculty in Residence**
 - a. Goal – Increase the number of Faculty in Residence.
 - b. Goal – Review SHRL engagement in the structure of the Faculty in Residence Program.
- 3. Objective – Increase the offering of Living Learning Communities**
 - a. Goal – Execution of the Minority Male Leadership Living Learning Community.
 - b. Goal – Execution of the First Generation Living Learning Community.
 - c. Goal – Creating Living Learning Communities for the Quad Townhouses.
 - d. Goal – Review current Living Learning Community offering.

Student Satisfaction

- 1. Objective – Utilize student feedback to improve satisfaction**
 - a. Goal – Starting Fall 2020, administer satisfaction survey every other academic year.
 - b. Goal – Identify and formalize alternate feedback methods.
- 2. Objective – Identify paths for students to navigate SHRL administrative processes**
 - a. Goal – Benchmark Frequently Asked Questions for website and publications.
 - b. Goal – Benchmark institutions Resource Guide.



Student Success

- Objective – Student Housing and Residential Life will positively influence GPA, retention, graduation rates, and completed course credit hours of residential students**
 - Goal – FTIC retention will increase annually.
 - Goal – Support behaviors known to influence student success annually.
 - Goal – Intervene in behaviors that negatively impact student success annually.
- Objective – Develop student learning outcomes for all student positions**
 - Goal – Create Student learning outcomes for Resident Advisors, Desk Assistants, Community Mentors, Resident Hall Association Exec., and National Residence Hall Honorary Exec.
 - Goal – Create Student learning outcome for remaining student positions (Graduate Assistants, Senior Desk Assistants, Conference Assistants, Department Student Assistants).



Department Cohesion

- Objective – Student Housing and Residential Life will foster greater connections among department staff**
 - Goal – Addition of a staff connections committee within the departmental committee structure.
 - Goal – Establish a department tradition.
 - Goal – Foster partnerships and collaboration with among department and across the division.
- Objective – Student Housing and Residential Life will provide opportunities for (Personal/Relational) Professional Development of its staff members**
 - Goal – Every staff member will have an intentional professional development plan.
 - Goal – The department will provide an environment that will enhance the Diversity training/experience our staff member.
- Objective - Utilize technology to enhance staff communications**
 - Goal – Accessible SharePoint utilized by all staff.
- Objective - Staff Recruitment, Onboarding and Training**
 - Goal – All staff trained on technology such as Outlook, SharePoint, Lenel, Mercury, Maxient, etc).
 - Goal – Comprehensive Onboarding Plan for New Employees.
 - Goal – Develop comprehensive plan related to the recruitment and selection of professional staff.



Appendix I: Definition of Terms

Affordability - Utilize strong fiscal efficiency and external revenue streams to keep housing costs as low as possible for our students.

Community Development - Foster an environment which supports meaningful connections between students, faculty, and staff.

Ethic of Care - Student Housing and Residential Life is committed to treating people with dignity, respect, encouragement, and support. It is a guiding principle that assists in navigating our work and the many diverse situations that arise.

Residential Student - All students who reside within UH managed residential facilities.

Student Satisfaction - Strive to ensure all programs and opportunities offered to students leave them feeling positive about their housing experience.

Student Success – Student Housing and Residential Life offers and develops programs and opportunities for residential students that will enhance and improve academic performance (GPA's, Academic Persistence, and Graduation Rates).

Physical Environment - Ensure all student housing space is adequately maintained to provide students with a pleasing living environment.





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