

## Strategic Plan

### *Building Community and Partnering for Success*

**Mission:** The Division of Student Affairs actively joins with students, faculty and staff to provide exceptional programs, services, and co-curricular experiences that foster an inclusive community to enhance students' academic and personal success.

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**Vision Statement:** For all community members to be empowered and fully engaged in a vibrant and purposeful environment that nurtures, guides and motivates all to realize their fullest potential.

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**Value Statement:** The Division of Student Affairs and its members will be *Kind, Caring, and Compassionate* in an effort to dignify students while enhancing their college experience.

### Divisional Strategic Priorities (Goals)

**Goal One:** To deliver excellent service to students focusing on student satisfaction and engagement, being current with their interests and needs, and ensuring their participation and awareness.

**Goal Two:** To promote the value of diversity and inclusivity as a priority by creating a campus climate that supports many identities and encourages student learning and success at the University of Maine.

**Goal Three:** To attend to the physical and emotional safety of all aspects of our community.

**Goal Four:** To support and promote professional development, the recruitment and retention of highly qualified personnel, regular staff training and development, positive morale, a system of mentoring, and a code of ethics and respect among all staff.

**Goal Five:** To increase effectiveness of our communication, technology and marketing including regular information sharing between departments/areas, collaboration, division-wide programming and achievement of efficiencies and innovation through the use of current technologies.

**Goal Six:** To secure resources, allocating these resources appropriately and always being fiscally responsible through cost-saving initiatives.

**Note:** Any accomplishments related to the above stated goals will be reported and documented at S.T.A.R. Leadership retreats in January, August, and May. Additionally, this document will be reviewed and updated annually at the August meeting.

**Goal 1:** *To deliver excellent service to students focusing on student satisfaction and engagement, being current with their interests and needs, and ensuring their participation and awareness.*

**Objectives for Goal 1**

- 1.1 The DSA will develop a comprehensive and consistent way to assess and understand all UM students' needs, interests, motivation, trends, etc., and use that information to develop programming, outreach, and excellent service.
- 1.2 All DSA policies and procedures will support positive student development of social, academic and personal skills. DSA will deliver consistent expectations to support students in their endeavors and also hold students accountable for their actions. DSA policies and procedures will be reviewed and updated annually.
- 1.3 Each unit of DSA will establish an advisory board including significant student representation to provide feedback and suggestions. Boards should typically consist of 5-7 members. No one student may participate on more than two (2) advisory boards. Each board should include at least one graduate student.
- 1.4 DSA will develop and implement a customer service training module for all staff. The Senior Associate Dean in collaboration with other department heads will coordinate this effort.

**Goal 2:** To promote the value of diversity and inclusivity as a priority by creating a campus climate that supports many identities and encourages student learning and success at the University of Maine.

**Objectives for Goal 2:**

- 2.1 Create awareness among campus departments and student groups that the DSA supports initiatives that increase awareness about global issues, take action toward creating a more diversified campus, or create opportunities for international experiences for students.
- 2.2 Partner with admissions and new student programs to increase the recruitment and retention of a diverse student population.
- 2.3 Develop strategies for individuals and programs that successfully promote diversity and inclusivity.
- 2.4 Enhance, support, and encourage staff training on diversity, social justice, and inclusivity education.

**Goal 3:** To attend to the physical and emotional safety of all aspects of our community.

**Objectives for Goal 3:**

- 3.1 All members of the DSA shall remain current with required training and certifications throughout their tenure at the University of Maine.
- 3.2 Each unit head will develop a Continuity of Operation Plan (COOP) for their respective units. These plans will be reviewed and updated annually.
- 3.3 DSA staff will remain registered with the UM Test Alert System and develop plans to encourage students to also register for the program.
- 3.4 Directors of units will annually update Standard Operating Procedures (SOPs) as they pertain to programs, events, trips, general operations etc.
- 3.5 Full participation in the Emergency Operations Center (EOC) as needed.
- 3.6 Communicate and respond during and after crisis events that impact the community and conduct a post review after every crisis to evaluate and improve responses.

**Goal 4:** *To support and promote professional development, the recruitment and retention of highly qualified personnel, regular staff training and development, positive morale, a system of mentoring, and a code of ethics and respect among all staff.*

#### **Objectives for Goal 4**

- 4.1 Create an “in-service” opportunity for staff (professional, administrative, and GA) to attend and develop skills that will help them personally and help them contribute more effectively to their role in the division. The entire division can contribute ideas and participate, but the Sr. Associate Dean shall be responsible for organizing these efforts and distribute the schedule to staff.
- 4.2 When policies and funding permit, support attendance at professional conferences and workshops through departmental funding identified by the department head. Annually, professional travel and support must be discussed by each director with their supervisor. Those who attend a conference will be encouraged to present a workshop covering a specific topic or provide general information about the conference. This presentation will be open to all division members. This is an ongoing initiative.
- 4.3 Encourage and support participation and involvement in local, state, regional, and national associations. A list of appointments, board and committee appointments should be documented by the division and regularly updated.
- 4.4 Develop a “brown bag lunch series” in which staff read and discuss one current article that is related to a specific area or “hot-topic” within the division. This will be a shared responsibility of all directors and coordinated through the STAR meeting.

**Goal 5:** *To increase effectiveness of our communication, technology and marketing including regular information sharing between departments/areas, collaboration, division-wide programming and achievement of efficiencies and innovation through the use of current technologies.*

**Objectives for Goal 5**

- 5.1 Develop a series of opportunities to highlight and recognize each department within the division and showcase the programs and services it offers to students.
- 5.2 Technology advisory committee meets once each semester to identify opportunities to share skills, equipment, and resources to meet the technology needs of the division. This committee will recommend annual trainings specific to the division that are related to technology such as web and brochure design.
- 5.3 Maintain the division-wide assessment plan to more meaningfully evaluate each department's effectiveness. A committee headed by the Senior Associate Dean will review the current plan and make recommendations to STAR as to any changes.

**Goal 6:** *To secure resources, allocating these resources appropriately and always being fiscally responsible through cost-saving initiatives.*

**Objectives for Goal 6**

- 6.1 Develop a division-wide business plan that addresses both short-term and long-term income and expenses.
- 6.2 Provide on-going education, training and support regarding fixed costs and budgetary costs established by the University.
- 6.3 Annually review, update, and communicate spending parameters set forth by the V.P of Student Affairs. These procedures should be communicated to directors at least once per year.
- 6.4 The DSA Grants Committee will meet on a regular basis to identify collaborative and unique programs to seek out and apply for funding grants. This committee will be responsible for reviewing requests for proposals from funding sources and identify possible collaborations.