

**Housing & Residence Life
Program Review Action Plan 2013**

Recommendations	Plan of Action	Target Date
Review Staffing Model – With a strategic plan, examine staff roles and dollars spent and strategic initiatives related to reaching goals.	Director will review staffing model and develop recommendations for staffing changes	Review will begin in Summer 2013 and if a remodel is needed, it will be complete by Summer 2014.
Review sanctioning and compliance requirements – Find creative or alternative methods of motivation for students.	Director and AD-Operations will review the entire judicial process and will work to eliminate many monetary fines in the process.	Review will begin in Summer 2013 and new sanctions will be rolled out by the start of Fall 2013.
Student engagement/customer service focus - Do customer service exercises and find ways to implement.	In Summer 2013 the Director rolled out new expectations for staff related to student engagement. RA expectations for more student engagement will be examined.	Professional staff expectations were rolled out in Summer 2013. Specific initiatives will begin implementation in Fall 2013.
Summer conferences – Find ways to expand.	Meetings between Conference Services, Housing, and Dining are taking place Summer 2013. From these meetings should come new initiatives to expand summer conferences.	Process begun Summer 2013, new implemented plan anticipated by December 2013.
Review rental rates – Make sure rates are competitive.	The review team noted our rates were low, but given the Ogden market, they are as competitive as we can make them at this point.	N/A
Evaluate the CLV/Weber relationship – SAVP level review.		
LLC Strategic planning – gather a University wide team to develop strategic plan for LLC's.	The Director will work with the VPSA Office to gather a University wide team.	A team can be gathered in Fall 2013.
Programming Model – Review the programming model in light of the new strategic plan that is developed.	The Director and AD-Res Life will review programming expectations and adjust to focus on student interaction and less on events.	Review of expectations will begin Summer 2013 and be implemented for Fall 2013.

Examine purchasing a Software System	This was examined and we are many dollars and years down the road to change at this point. There is always integration issues with Banner regardless of the software purchased, and getting those fixed will take more time and more resources in addition to the start up costs and yearly maintenance costs from a software package.	N/A
CLV support – Examine ways that CLV can offer additional marketing support for WSU Housing.	For years CLV supplied marketing systems, website support, and pre-packaged programs; however, several years ago Weber found better success with integrating into the Recruitment Office campaigns.	N/A