

STRATEGIC PLAN | 2017

CULTIVATING COMMUNITY



ARKANSAS TECH UNIVERSITY
STUDENT SERVICES

MISSION Arkansas Tech University Student Services is dedicated to cultivating a community that provides access, fosters development, and promotes holistic well-being.

VISION Arkansas Tech University Student Services will provide transformative learning experiences and resources conducive to student success and the development of engaged citizens.

VALUES Develop transformative learning experiences that are equitable, promote healthy lifestyles, and foster authentic relationships inside and outside of an academic setting. (1.11)

Commitment - A promise of loyalty to our students and each other.

Community - A group of people who share common goals and contribute their skills, talents, and abilities to enhance the individual and shared experience within the group.

Equity - Ensuring all Arkansas Tech University community members have access to the resources necessary to their success
Growth: Positive change over time.

Health - Actively promoting the holistic well-being of Arkansas Tech University community members.





Falls underneath University Strategic Plan, Goal 1: Provide the learning environments needed for students to flourish and graduate from ATU for a meaningful and satisfying future. At the same time, provide the support needed for faculty and staff to do the best work possible in their roles as teachers, scholars, mentors, and as supporters and facilitators of learning, respectively.

GOALS AND OBJECTIVES





STUDENTS

A Using data-driven decisions that focus on holistic development and developing transformative learning experiences. At the same time, engaging in professional high-impact practices that ensure a seamless experience for students while enhancing the reputation of the division at regional, state, and national levels.

1. Create an assessment cycle for the division including a five-year strategic planning cycle.
2. Create opportunities for students to connect to the university and greater community through intentional programming.
3. Develop action plan to assess needs of online student community.
4. Understand current perception of Division of Student Services.
5. Develop standard procedures and workflows that are in line with service excellence.
6. Allow for proactive planning in light of federal and state legislation, mandates, and regulations.
7. Develop initiatives, policies, and procedures that are in line with high-impact practices in the field and professional associations.
8. Identify similar student processes between the Ozark and Main campuses (i.e. Student Conduct processes) and coordinate to ensure seamless experiences for students.
9. Coordinate with other divisions to ensure consistent experiences for students.

STAFF

B Investment in the recruitment, retention, and development of diverse staff; internal collaboration; and proportionate distribution of responsibilities.

1. Consistent professional development, training, and on-going support for staff with continued incorporation of distributive leadership and communication.
2. Optimize staffing efficiencies.
3. Develop a comprehensive recruiting program that encourages diversity; includes graduate assistant recruitment.
4. Implement a comprehensive onboarding program for new staff.
5. Division-wide participation in Tech Green and Gold on Friday (TGOF).



COLLABORATION

C Championing innovative, interdisciplinary experiences that foster relationships on and off campus in an inclusive and welcoming environment.

1. Develop action plan to assess needs of online student community.
2. Facilitate positive relationships with partners throughout the University.
3. Increase external partnerships in the community and state.
4. Increase academic/student success partnerships.



INFRASTRUCTURE

D Strategic prioritization of structural and technology needs as the division continues to grow, while expanding revenue sources and utilizing sound practice to advance the division's financial position in relationship to current and future needs.

1. Develop continuous facility management plan that addresses office and storage space; event space – designed and dedicated to enhancing student programming and student use; residence halls – resident rooms, community space, and study space; recreation space.
2. Develop technology management plan for the division.
3. Partner with Advancement to determine existing fundraising opportunities and develop a plan to acquire a development officer for Student Services and allow fundraising for specific programs/initiatives.
4. Address increasing costs of services and programs (including student labor) and evaluate viability of program and service offerings.
5. Using aggregate historical data and survey responses from students for services usage, forecast the service needs of the student body and advocate for appropriate adjustment of support fees.
6. Partner with Office of University Supported Programs and Strategic Initiatives to identify grant and other external funding opportunities.



Campus Life

Multicultural & Diversity Affairs

Public Safety

Residence Life

Student Conduct

Student Wellness

Veteran Services

OFFICE Division of Student Services
Doc Bryan 233
1605 N Coliseum Drive
Russellville, AR 72801

ONLINE www.atu.edu/student-services

PHONE (479) 968-0237