

Business Process Excellence – Strategic Plan
University of Colorado Boulder
Student Affairs

Student Success: Holistic Student Development

- Health and wellness
- Sense of welcoming environment
- Student behavior and conduct
- Assessed perception of university engagement

Student Affairs Vision, Mission, Value Proposition and Constructs

- ***Vision:*** *To be a national leader in the provision of exemplary programs and services that will enhance student success.*
- ***Mission:*** *To develop and implement innovative programs and services that positively impact retention and graduation rates, engagement, campus climate, and student success.*
- ***Value Proposition:*** *With our holistic understanding of students, we are uniquely positioned to personalize the student experience and advocate for students, enhancing their success inside and outside the classroom.*

Student Affairs Strategic and Tactical Priorities

Strategic Intent 1: Significantly improve the effectiveness of Student Affairs programs and activities

Strategic Objective 1.1: Significantly improve the post-graduation assessment of Student Affairs programs by program participants

Focal Point: Significantly increase the weighted % of participating students assessing the programs in Student Affairs as contributing to or influencing their success 6-12 months after graduation to be at least **TBD** by 2017

Tactical Objective 1.1: Achieve an incremental increase in student participation in non-mandatory services

Check Point: Achieve an incremental increase of at least **TBD%** in the weighted % of students who needed a non-mandatory service and took advantage of it by 2017

Tactical Objective 1.2: Achieve an incremental increase in student assessed usefulness of Student Affairs programs

Check Point: Achieve an incremental increase of at least **TBD%** in the weighted % of students who evaluated programs as useful, or meeting a specific learning outcome, by 2017

Tactical Objective 1.3: Achieve benchmark level efficiency for Student Affairs services

Check Point: Achieve performance within 10% of median on the 3 year average of # served / \$ spent compared to comparable departments / divisions at other universities by 2017

Tactical Objective 1.4: Achieve and maintain minimum retention rates among all student populations

Check Points:

- Achieve and maintain a weighted 3 year average retention among entered-as-freshmen students of color that is equal to or greater than the weighted 3 year average retention among white students by 2017
- Achieve and maintain a weighted 3 year average retention of at least 85% to 2nd fall among entered-as-freshmen International students by 2017
- Achieve and maintain a weighted 3 year average retention of at least 80% to 2nd fall among 1st generation entered-as-freshmen students by 2017
- Achieve and maintain a weighted 3 year average retention of at least 86% to 2nd fall among all white entered-as-freshmen students by 2017
- Achieve and maintain a weighted 3 year average retention of at least 80% to 2nd fall among Veteran students [receiving educational benefits (primary not transferred)] by 2017

Tactical Objective 1.5: Achieve and maintain acceptable levels for 6 year graduation rates

Check Point: Achieve and maintain a weighted 3 year average graduation rate for undergraduates of at least 70% (72%) within 6 or fewer years by 2017

Strategic Intent 2: Significantly improve the campus climate for students

Strategic Objective 2.1: Achieve a significant change in the campus climate for selected student groups

Focal Point: Significantly increase the average rating from students in underrepresented groups who feel that the UCB social climate is welcoming to a minimum of 3.8 on Institutional Research's social climate index by 2017

Note: Strategic focus will be on African-American students through 2017

Tactical Objective 2.1: Achieve a welcoming environment for all student groups

Check Points:

- Achieve and maintain a minimum of x% of students experiencing a welcoming residential environment by 2017
- Achieve and maintain a minimum of 90% of students experiencing a sense of welcome in Student Affairs when they seek services by 2017
- Achieve and maintain a minimum of 80% of students assessing social activities as welcoming by 2017