Table of Contents

TABLE OF CONTENTS .................................................................................................................. - 1 -

MISSION STATEMENT ................................................................................................................. - 2 -
MISSION .................................................................................................................................. - 2 -
VISION .................................................................................................................................. - 2 -
VALUES ................................................................................................................................. - 2 -

GOALS ..................................................................................................................................... - 3 -
LEARNING .............................................................................................................................. - 3 -
COMMUNICATION ..................................................................................................................... - 3 -
SUSTAINABILITY ...................................................................................................................... - 3 -
DEVELOPMENT ........................................................................................................................ - 4 -
IMPROVEMENT ....................................................................................................................... - 4 -

STRATEGIC PLAN ...................................................................................................................... - 5 -
LEARNING .................................................................................................................................. - 5 -
COMMUNICATION ..................................................................................................................... - 5 -
SUSTAINABILITY ...................................................................................................................... - 6 -
DEVELOPMENT ........................................................................................................................ - 6 -
IMPROVEMENT ....................................................................................................................... - 7 -
MISSION STATEMENT

MISSION
Provide dynamic student-focused learning communities that support development and academic success in clean, safe and sustainable facilities that meet the needs of the campus community.

VISION
Be a premier residential life program that embodies the highest standards of campus housing.

VALUES
The Department of Residential Life is a community that operates based on values--those principles, standards, and qualities we believe are the bedrock for service to the campus community. These values are common to all personnel within the Department of Residential Life and represent the essence of our professionalism. Our actions are a clear reflection of the following values.

- **COMMUNITY** – Create spaces for residents to be connected, comfortable and empowered through a transformational experience
- **COURAGE** – Exhibit confidence and tenacity to make bold decisions despite challenges or difficulties and accept full responsibility for the outcomes
- **INCLUSIVITY** – Establish a respectful community that seeks multiple perspectives and embraces individual difference
- **INTEGRITY** – Abide by the highest standards of our profession to instill trust with community members by creating an environment of mutual respect, openness, and truthfulness
- **STEWARDSHIP** – Utilize resources responsibly and creatively to benefit present and future members of the community
- **TEAMWORK** – Collaborate to achieve common goals through communication, commitment, and support.
GOALS

LEARNING
Strengthen and further integrate living and learning components in residential communities

- This is the center of the Residential Life mission. Living/Learning Communities have defined and will continue to define the Department. Since the opening of the first Residential College in 2000, the residential college program has earned the recognition of the University for meeting the standards for academic performance (retention and graduation rates) of first-year students. To ensure continued success, the goal will be to continue to develop, nurture, and assess our successes and especially failures to advance living/learning communities. Res Life will continue to offer traditional spaces, and will strengthen living/learning components in the traditional halls and apartments to continue to improve student performance. This process must continue to advance communication skills, critical thinking, sense of community and social responsibility to enhance undergraduate student learning.

COMMUNICATION
Communicate the value of our people, programs, facilities, and services to our stakeholders

- Residential Life will continue to polish and grow its marketing and communication processes. In a competitive environment, Res Life can be a key player in achieving the University’s enrollment goal of 32,000 students. The Department must be more proactive in telling the stories about its excellent people and programs. The Res Life supervisory staff must be aggressive in nominating people and programs for awards and not shy away from publishing our story.

SUSTAINABILITY
Promote stewardship of resources within our community in support of global environmental sustainability

- While Residential Life has engaged in recycling and other efforts in supporting environmental goals, the staff needs to take more initiative in providing a sustainable environment within the Department. More aggressive education and emphasis on modifying the behavior of our residents is needed to make sustainable practices a part of their daily behavior. Res Life will also focus on building new sustainable facilities and optimize sustainable activities for existing facilities and processes. Although the Department has been an active participant in sustainability programs, the goal must be to do more.
DEVELOPMENT

Seek creative alternatives for funding and support of residential programs and services

- With budgets shrinking and costs growing, Res Life must work to develop a viable private funding flow in support of the Mission Statement. Initial steps have been taken, but the staff must make more of an effort towards formally creating an endowment program that can make our living/learning programs available despite the economic means of a student.

IMPROVEMENT

Use assessment, evaluation, and implementation for continuous improvement of our people, programs, facilities, and services.

- To be a great organization, Residential Life must always look for ways to improve its processes and services. The status quo should never be the norm. While change for change’s sake is not good, the Department needs to always be open to ways to better itself. Part of the journey must be a viable assessment program. Assessment can facilitate improvement by identifying the programs or processes that succeed and those that do not. Assessment has to be a key part of the journey towards continuous improvement. Res Life is a service organization and must always work to provide the best possible services to its customers: students, staff, faculty, and parents.

- While the Housing Master Plan has been operationalized, it is a living document that requires constant maintenance to adjust to Res Life’s changing environment. The overall plan includes both annual small capital outlay projects (to meet facility standards) and capital outlay projects for new construction and renovation. The Department has reached a milestone where over 50 percent of our single student housing is new or renovated in the last ten years, but still has 15 years before the last renovation will be completed.

- Graduate students are one of the primary groups targeted for growth to reach the 32,000 enrollment goal. Achieving this goal will require a significant increase in the quality of housing offered to graduate students. This will not be solely a Residential Life effort, but will require a focused effort with senior leadership across the University to realize the need without placing the burden solely on the shoulders of the undergraduate students.

Steve Waller
Assistant Vice President
Residential Life & Housing
STRATEGIC PLAN

LEARNING

Strengthen and further integrate Living-Learning components in residential communities.

**Performance Indicators**

- 1st to 2nd year retention rate to LSU for students living on campus
  - Increase to 86.5%
- Expand the Living-Learning Program
  - Increase to 60% of first-year students living on campus
- Overall Learning Experience
  - Increase mean to 5.50 or better for Factor 19, Overall Learning Experience, on a one to seven-point scale as measured by the Skyfactor Benchmarks Assessment resident survey

**Strategies**

- Strengthen the level of diversity education and inclusivity in our residential communities
- Improve staff structure, policies, and processes to enhance learning in residential communities
- Ensure co-curricular content includes one aspect of the University’s Quality Enhancement Plan’s foci (Communication, Critical Thinking, and Sense of Community and Social Responsibility)
- Develop living and learning programs that foster student success and enhance retention
- Creatively repurpose existing space usage to support the living learning environment through all communities (added in 2015).

COMMUNICATION

Communicate the value of our people, programs, facilities, and services to our stakeholders.

**Performance Indicators**

- Number of staff serving in elected or appointed leadership roles in professional organizations
  - Have at least 5 staff members serving
- Number of staff serving as volunteers on professional organization committees
  - Have at least 9 staff members serving
- Number of publications and professional presentations
  - Have at least 13 publications and/or professional presentations selected by state, regional, and national organizations

**Strategies**

- Establish renewed online presence to “Tell Our Story” to parents, current and prospective students, prospective staff, alumni, and other universities
- Develop a staff presence external to LSU via professional involvement and publications
SUSTAINABILITY

Promote stewardship of resources within our community in support of global environmental sustainability.

**Performance Indicators**
- Utility Consumption
  - Decrease metered utilities by 15% from the FY 2010 baseline
- Recycling
  - Increase amount of recycled materials by 50% from FY 2010 baseline

**Strategies**
- Support University and Departmental Green practices through education, leadership, and processes
- Design and build sustainable facilities
- Increase use of recycled products, sustainable practices, and recycling efforts to reduce waste stream
- Increase overall education through signage and programs (added in 2015)

DEVELOPMENT

Seek creative alternatives for funding and support of residential programs and services.

**Performance Indicators**
- Increased Revenue (non-rent)
  - Double conference revenue from a 2010 baseline
  - Increase non-rent revenue from a 2010 baseline by 25%
- Value of Foundation and Agency Accounts
  - Establish a $2,700,000 scholarship endowment for need-based award in the residential college program
- Number of beds developed via Public/Private Partnership
  - Establish a 1,000 bed community for graduate and undergraduate students

**Strategies**
- Create systems for the generation of funds through targeted sources (grants, residential alumni, businesses, etc.)
- Collaborate with University units to assess the full scope of needs and explore creative options for short term housing accommodations (summer conferences, year round conferences, visiting faculty, interns, and University staff)
IMPROVEMENT
Use assessment, evaluation, and implementation for continuous improvement of our people, programs, facilities, and services.

Performance Indicator
- Program Effectiveness: Full Residence Experience
  - Increase mean to 5.50 or better for Factor 20, Overall Program Effectiveness, on a one to seven point scale as measured by the Skyfactor Benchmarks Assessment resident survey
- Overall Resident Satisfaction
  - Increase mean to 5.50 or better for Factor 18, Overall Satisfaction, on a one to seven-point scale as measured by the Skyfactor Benchmarks Assessment resident survey
- Percentage of first-year students housed on campus
  - Increase to 85%, based on University goal of a freshman class of 5,500 students
- Percentage of single student housing that is new or renovated
  - Increase to 70% by 2020, in accordance with the Housing Master Plan

Strategies
- Enhance security and safety within Residential Communities
- Improve staffing patterns, development and training to enhance staff effectiveness
- Develop processes and procedures that optimize control, management, and use of resources
- Implement Housing Master Plan
- Evaluate internal and external customer service practices to establish best in class standards
- Increase department focus on the student experience (added in 2015)