

UNIVERSITY STUDENT SERVICES

UNIVERSITY OF TEXAS MEDICAL BRANCH

Strategic Plan 2006-2011

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UTMB University Student Services

Partners in Excellence



UNIVERSITY STUDENT SERVICES

Mission Statement

University Student Services' mission is based on a commitment to student welfare. Our mission is to enhance student learning by providing integrated and comprehensive services that support students' academic and professional goals. We recognize that learning happens in and out of class therefore we promote student involvement in order to achieve a transformative and holistic learning environment. We endeavor to build a community that promotes learning, health, involvement, leadership and service to others. The Department promotes a partnership with students in order to create services and programs that are relevant and essential to the success of our students.

Our Vision: *Partners in Excellence*

University Student Services is recognized as a vital partner in excellence with students, faculty and others. We envision a Student Services Division that is recognized for our legendary customer service and professionalism, as well as, for the fun, support and respect we show each other.

University Student Services Overview

Units of University Student Services

Associate Vice President for University Student Services Office

- Administration and budgetary oversight of University student services
- Coordination and Implementation of student policies
- Promotion of Academic Integrity and Professionalism
- Administration of Tuition and Fees Process
- Assessment and Evaluation Oversight
- University Catalog
- Ombudsman Office
- Orientation
- Services for Students with Disabilities
- Compliance of local, state, federal regulations

Enrollment Services Office

- Registrar
- Records
- Admissions
- Financial Aid

Student Life

- Student Government Association
- Student Organizations
- Community Service
- Intramural Sports
- Student Activities
- Quest: New Student Welcome
- Leadership Development

Student Wellness

- Health Services
- Counseling Services
- Alcohol and Drug Abuse Education
- Health Promotion and Outreach

GOAL ONE

PROVIDE SERVICES THAT PROMOTE THE RECRUITMENT, MATRICULATION, LEARNING AND TIMELY GRADUATION FOR ALL UTMB STUDENTS

OBJECTIVES

1. Provide integrated and seamless services that support the University mission and meet the needs of students.

Strategy: Solicit and utilize input from students, staff and strategic customers.

Strategy: Provide programming and services that address the holistic learning process and places students at the center of the learning experience.

2. Build and maintain campus relationships with business and academic partners in order to improve services across departments.

Strategy: Meet regularly with academic affairs, bursar, IT, and curriculum committees to enhance processes.

3. Promote professionalism and academic integrity in order to enhance learning environment.

Strategy: Provide support and guidance for the honor pledge and professionalism activities in order to promote a supportive and respectful environment.

4. Maintain and promote student facilities in order to provide efficient services to students in a competitive marketplace.

Strategy: Review and report to Council of Deans challenges and barriers to delivery of service.

5. Provide Assessment and Evaluation of Programs and Services

Strategy: Annually administer a student satisfaction survey and make appropriate enhancements.

Strategy: Annually host the PASS Council Open Form to dialogue with students about campus issues and support appropriate improvements.

Strategy: Utilize input from student/faculty advisory committees and focus groups to identify and implement improvement opportunities

GOAL TWO

UTILIZE TECHNOLOGY TO ENHANCE SERVICES

OBJECTIVES

1. Ensure that the Student Information System is adequate to meet the needs of all students (on campus and distance learners).

Strategy: Complete RFI process and develop RFP for enhancement of student information system.

Strategy: Ensure maintenance of SIS system and IT personnel are adequate.

2. Maintain and Enhance Student Wellness technology

Strategy: Implement the EPIC EMR in Student Wellness

3. Ensure web sites are maintained to provide appropriate information and services

Strategy: Review web site information and update regularly

4. Ensure that the institution maintains special security measures to protect and back up student data (in order to protect the security, confidentiality and integrity of its students' academic records).

Strategy: Ensure that staff and users have appropriate training and follow local, state and federal law.

GOAL THREE

PROVIDE AND PROMOTE PROGRAMS THAT SUPPORT A DIVERSE ENVIRONMENT

OBJECTIVES

1. Develop and provide programming that supports the diversity mission of the institution.

Strategy: Partner with student organizations to develop relevant programming for all its students.

Strategy: Provide adequate services and processes to meet the needs of students with disabilities.

2. Utilize financial aid awarding practices conducive to achieving the strategic enrollment goals of the schools.

Strategy: Meet with ES Advisory group and provide annual report and solicit input and recommendations.

3. Programs and services must employ a diverse staff to ensure relevant services and programs for a diverse student body.

Strategy: Work with Human Resources to achieve a diverse hiring pool.

4. Evaluate programs annually.

Strategy: Administer and update the SGA Student Satisfaction Survey.

Strategy: Maintain a 90% student satisfaction.

Strategy: Respond and make appropriate changes to student concerns.

GOAL FOUR

ENSURE A SUPPORTIVE CULTURE FOR OUR STAFF

- 1. Provide training and development opportunities for staff that support growth and advancements to enhance the quality and effectiveness of programs and services.**

Strategy: Maintain an adequate training and development budget.

- 2. Assess leadership and management effectiveness in decision-making, performance evaluation and conflict resolution practices.**

Strategy: Utilize Ucount scores to monitor employee satisfaction

- 3. Solicit input from staff in order to improve administrative policies and procedures.**

Strategy: AVP will meet with staff at least twice a year to solicit input.

- 4. Ensure a commitment to market compensation and recognition for performance.**

Strategy: Maintain and record annual recognition and salary plans.

- 5. Ensure adequate staff, facilities, technology and equipment to support mission and goals.**

Strategy: Promote a campus plan that includes a Student Services Building.

Strategy: Maintain accurate records and refresh on schedule.

Strategy: Solicit input from schools to identify needs.

GOAL FIVE

ENSURE THE USE OF SOUND FISCAL PRINCIPLES

1. Monitor student utilization of services

Strategy: Monitor and record appropriate metrics for each department.

Strategy: Maintain accurate records and provide annual report for each Student Services area.

2. Ensure that budget targets are met and that expenses are in alignment with established mission.

Strategy: Utilize budgetary tools to monitor projected and actual expenses.

Strategy: In concert with appropriate departments maintain accurate projections and records of actual expenses.

3. Ensure that students are appropriately involved in the tuition and fee process.

Strategy: Utilize the state regulated process to add or change tuition and fees.

Strategy: Ensure that the process meets and provides recommendations to President in order to meet UT System BOR Schedule.