

University Housing & Food Service KMIT KPI Measures Catalog Worksheet

RESIDENTIAL LIFE FACULTY MENTOR PROGRAM AND STUDENT ENGAGEMENT

Name of Person Completing This Form	David Stephen, Director
Dept of Person Completing This Form	University Housing and Food Service (UHFS)
Measure Name The label you want to see on a report.	RESIDENTIAL LIFE FACULTY MENTOR PROGRAM AND STUDENT ENGAGEMENT
Business & Functional Definition What is this measure and what business process is it related to?	<p>Measure: To determine to what degree the interactions between Faculty Mentors and residence hall students affect the quality of life and learning for students.</p> <p>Business Process: Beyond the provision of basic residential needs for students, the Residential Life program represents the core mission of University Housing & Food Service – residential environments which support, encourage and facilitate the social, cultural, educational and recreational aspirations of the students we serve.</p>
Business Rationale Why is this measure and the business process important?	The Faculty Mentor program enhances the student experience outside the classroom and assists UHFS in creating a living-learning environment enriched by faculty/student interactions.
Official Basis of This Measure Is there a mandate (legislative, Exec Order, Exec Mem, court order, federal or state law, etc)?	This measure satisfies the UHFS Program Goal 3 and the University's Strategic Priorities 1 and 2.
Proposed Operational Definition What are the component data elements and how are they to be used to compute the measure? Limit to level?	<p>Residence Hall students participate in surveys and focus groups. On-line surveys are administered by Student Voice and data is gathered and summarized by Student Voice.</p> <p>The following surveys are conducted during the academic year:</p> <p>Quality of Life Survey: online survey administered to all residence hall students (Likert scale of 1-4)</p> <ul style="list-style-type: none"> > End of Fall Semester Reflection of the faculty mentor program by faculty mentors: online survey administered to faculty members participating in the program (multiple choice and reflection essay questions) > End of Fall Semester Reflection of the faculty mentor program by resident advisors: online survey administered to resident advisors who work directly with the faculty mentors (multiple choice and reflection essay questions) <p>> Spring Semester Focus Groups: small group feedback from residents who have a faculty mentor assigned to their floor (oral feedback that is transferred online to Student Voice)</p>



	<p>> End of Academic Year Reflection of the faculty mentor program by faculty mentors: online survey administered to faculty members participating in the program (multiple choice and reflection essay questions)</p> <p>> End of Academic Year Reflection of the faculty mentor program by resident advisors: online survey administered to resident advisors who work directly with the faculty mentors (multiple choice and reflection essay questions)</p> <p>Data gathered is anonymous.</p>
<p>Alignment Level</p> <p>Is this measure used only internally by your Dept/Division? Or does the measure also represent a University Strategic Priority?</p>	<p>Meets University Strategic Priorities 1 and 2</p>
<p>Align with which Strategic Priority?</p> <p>If Alignment Level is Univ Strat Priority, then align with which Strat Priority?</p>	<p>SP1C4</p>

STUDENT SATISFACTION OF PROGRAM FACILITATED BY THE RESIDENCE HALL PROGRAM BOARD

Name of Person Completing This Form	David Stephen, Director
Dept of Person Completing This Form	University Housing and Food Service (UHFS)
Measure Name The label you want to see on a report.	STUDENT SATISFACTION OF PROGRAM FACILITATED BY THE RESIDENCE HALL PROGRAM BOARD
Business & Functional Definition What is this measure and what business process is it related to?	Measure: To determine to what degree the advent of more robust and intentional residence hall programming (i.e., Residence Hall Program Board) affects the quality of life and social development of residence hall students. Business Process: Beyond the provision of basic residential needs for students, the Residential Life program represents the core mission of University Housing & Food Service – residential environments which support, encourage and facilitate the social, cultural, educational and recreational aspirations of the students we serve. In this instance, the Residence Hall Program Board is charged with providing high-quality programs and events for all residence hall students.
Business Rationale Why is this measure and the business process important?	The Residence Hall Program Board will increase first-year residence participation in alcohol-free alternative programs. An increase in program options should report higher satisfaction with overall programs facilitated in residence halls as safe social gatherings.
Official Basis of This Measure Is there a mandate (legislative, Exec Order, Exec Mem, court order, federal or state law, etc)?	This measure satisfies the UHFS Program Goals 2 and 3 and the University's Strategic Priority 1.
Proposed Operational Definition What are the component data elements and how are they to be used to compute the measure? Limit to level?	Residence Hall students participate in surveys and focus groups. On-line surveys are administered by Student Voice and data is gathered and stored by Student Voice. The following surveys are conducted during the academic year: Quality of Life Survey: online survey administered to all residence hall students (Likert scale of 1-4) Individual Program Assessment: PDA Surveys (multiple choices) Spring Semester Focus Groups: small group feedback from residents on quality of programs Data gathered is anonymous.
Alignment Level Is this measure used only internally by your Dept/Division? Or does the measure also represent a University Strategic Priority?	Meets University Strategic Priority 1.
Align with which Strategic Priority? If Alignment Level is Univ Strat Priority, then align with which Strat Priority?	SP1C4, SP1D4

Deferred Maintenance Schedule for Residence Halls & University Village Apartments

Name of Person Completing This Form	David Stephen, Director
Dept of Person Completing This Form	University Housing and Food Service (UHFS)
Measure Name The label you want to see on a report.	DEFERRED MAINTENANCE SCHEDULE FOR RESIDENCE HALLS & UNIVERSITY VILLAGE APARTMENTS
Business & Functional Definition What is this measure and what business process is it related to?	Measure: To identify short and long term deferred maintenance requirements and obligations for UHFS Facilities Operations by conducting in-depth reviews of mechanical equipment, building envelopes and student-use areas. Business Process: The provision of basic residential needs for students includes maintenance the UHFS physical plant to appropriate industry standards. Residential physical environments which support, encourage and facilitate the social, cultural, educational and recreational aspirations of the students we serve are critical to the quality of student life and safety, health and security of residents.
Business Rationale Why is this measure and the business process important?	Identifying all UHFS deferred maintenance obligations that will assist in planning minor and major capital projects as a means to provide quality residential environments for the students we serve.
Official Basis of This Measure Is there a mandate (legislative, Exec Order, Exec Mem, court order, federal or state law, etc)?	This measure satisfies the UHFS Program Goal 1 and the University's Strategic Priority 3.
Proposed Operational Definition What are the component data elements and how are they to be used to compute the measure? Limit to level?	Having a working knowledge of the scope, complexity and magnitude of deferred maintenance projects through: -Professional evaluations of mechanical equipment, building envelopes and interior design/aesthetics. -Reviewing history of work orders and problem areas -Soliciting feedback from facilities, custodial and residential life staff
Alignment Level Is this measure used only internally by your Dept/Division? Or does the measure also represent a University Strategic Priority?	Meets University Strategic Priority 3
Align with which Strategic Priority? If Alignment Level is Univ Strat Priority, then align with which Strat Priority?	SP1E2