

Departmental Goal #1	Increase sustainability efforts in the residence halls related to facilities, products, and education.
Outcomes	<ul style="list-style-type: none"> • 90% of students will indicate that they are aware of sustainability efforts put forth by or promoted by Housing Operations • Residential students who indicate that conservation and sustainability efforts are important to them will increase by 15% over the academic year. • Decrease % of recyclable materials that are put in trash
Action Steps/Strategies	<ul style="list-style-type: none"> • Increase efforts to use “green” products in cleaning the residence halls. • Increase collaboration with Facilities Management on waste audits and student eco-reps living in residence halls. • Continue donation of used mattresses to local organizations and look for additional ways to reuse products that can no longer be used in residence halls. • Continue partnerships with SGA and Student Environmental Center on issues related to recycling and utility conservation. • Hold 2-3 forums in each residence hall focusing on sustainability practices in residence halls
UNCA Student Affairs Strategic Directions	Sustainability
UNCA Strategic Action Plan	Environmental sustainability: Pursue creative daily practices of sustainability and responsibility; Establish sustainable best practices in technology, infrastructure and campus planning.
UNCA Strategic Plan Learning Goals	2. Students demonstrate a responsibility to individuals, community, and humanity
UNC Tomorrow Priorities	4.6.1 UNC should embrace environmental sustainability as a core value among its institutions. 4.6.3 UNC should increase community awareness of environmental and sustainable issues
Community Principles	
CAS Standards	Understands and analyzes the interconnectedness of societies worldwide; demonstrates effective stewardship of human, economic, and environmental resources.

Departmental Goal #2	Students in transitional residential spaces will report high satisfaction with the residential environment and will be retained from fall to spring semester at a high rate (this goal in conjunction with Residential Education)
Outcomes	<ul style="list-style-type: none"> • 95% of students living in transitional residential spaces will return for spring semester to UNCA and to the residence halls • 90% of students living in transitional residential spaces will return to UNCA for the fall 2010 academic year. • 95% of student living in transitional residential spaces will report a positive living experience while in these temporary locations
Action Steps/Strategies	<ul style="list-style-type: none"> • Hsg Operations staff will go by transitional spaces during move-in to help with specifically with furniture set up, answer questions, provide moving help, etc. • Hsg Operations housekeeping staff will provide bathroom cleaning on periodic schedule to maintain sanitation standards for these bathrooms that are used by more than 4 students. • A residence hall study space will be established for use by resident students who have no common spaces to study due to transitional spaces. • Communication will be maintained between Housing Operations staff and students initially and throughout semester (even after students move into permanent spaces) through direct interaction as well as email, voice mail, etc.
UNCA Student Affairs Strategic Directions	Retention
UNCA Strategic Action Plan	Undergraduate Education – Increase student engagement, retention, diversity, and graduation rates, while maintaining or improving selectivity.

UNCA Strategic Plan Learning Goals	8. Students practice lively engagement with others and the world. 12.Students develop critical thinking and problem-solving skills 14.Students identify their unique University experience as something to cherish and support throughout their lives
UNC Tomorrow Priorities	4.1.1. UNC should prepare its students for successful professional and personal lives in the 21 st century, equipping them with the tools they will need to adapt to the ever-changing world. 4.1.4. UNC should prepare its students for the future through getting them invested in the Campus experience.
Community Principles	A college or university is a just community, a place where the sacredness of the person is honored and where diversity is aggressively pursued. A college is a caring community, a place where the well-being of each member is sensitively supported and where service to others is encouraged.
CAS Standards	Uses multiple sources of information and their synthesis to solve problems; Personalizes learning; Identifies important problems, questions, and issues; analyzes, interprets, and makes judgments of the relevance and quality of information

Departmental Goal #3	Recruit, hire, and train a diverse, satisfied, and engaged student staff.
Outcomes	<ul style="list-style-type: none"> Diversity of Housing Operations student staff will mirror or exceed the diversity of the population of the Asheville area 100% of Housing Operations student staff will indicate at exit interview that they were satisfied with their employment experience with Housing Operations.
Action Steps/Strategies	<ul style="list-style-type: none"> Permanent staff will offer hands on training and instruction throughout the year to students interested in working with Housing in the future. Ensure that all applicant pools have diversity necessary to hire a diverse and highly qualified staff Implement a system of cross-training and shadowing for all Housing Operations student staff
UNCA Student Affairs Strategic Directions	Student employment and diversity
UNCA Strategic Action Plan	
UNCA Strategic Plan Learning Goals	
UNC Tomorrow Priorities	
Community Principles	
CAS Standards	

Departmental Goal #4	Improve and enhance communication to students and staff outside of department
Outcomes	<ul style="list-style-type: none">
Action Steps/Strategies	<ul style="list-style-type: none"> Follow up Documentation Collaboration
UNCA Student Affairs Strategic Directions	
UNCA Strategic Action Plan	
UNCA Strategic Plan Learning Goals	
UNC Tomorrow Priorities	
Community Principles	
CAS Standards	