

Departmental Goal	Residential students will gain common life skills that will assist in their success as contributing citizens in the 21 st century.
Outcomes	<ul style="list-style-type: none"> • 90% of students who attend the LifeSkills curriculum will be able to identify, name, or explain the primary points provided by each program. • 80% of students who attend the LifeSkills curriculum will state that the programs helped them in gaining or improving skills. • Students participating in the LifeSkills curriculum will be able to articulate key concepts related to areas of safety, time management, wellness, stress management, personal finance, substance use, cultural awareness and career building. • 10% of the residential population will attend diversity programs designed for the purposes of enhancing their involvement with and understanding of others from ALANA and GLBTQ populations. • 90% of students who attend diversity programs will report a greater understanding of those who are different from them. • 90% of students who attend diversity programs will report both the ability and the desire to develop relationships with persons who they might have been uncomfortable interacting with prior to their attendance.
Action Steps/Strategies	<ul style="list-style-type: none"> • Residential Education staff will implement the Lifeskills curriculum which will consist of 6 programs for the academic year which will travel from one residence hall area to another. • Residential Education staff will be intentional and deliberate with its' development of the Resident Student Association and the individual Residence Hall Councils as programming bodies. • Residential Education will work collaboratively with the Intercultural Center and Multicultural Student Programs to present at least one program a semester which has a goal of 500 total student attendees.
UNCA Student Affairs Goals	Students persist and achieve academically, students solve problems creatively, and students lead with integrity.
UNCA Strategic Action Plan	Undergraduate Education – Increase student engagement, retention, and diversity, and graduation rates, while maintaining, or improving selectivity.
UNCA Strategic Plan Learning Goals	<p>12. Students develop critical thinking and problem solving skills.</p> <p>13. Students develop courage, inclination, and work ethic to develop solutions, work towards them, and inspire others to do the same.</p>
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.
Community Principles	<p>A college is an educationally purposeful community, a place where faculty and students share academic goals and work together to strengthen teaching and learning on the campus.</p> <p>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.</p>
CAS Standards	Uses multiple sources of information and their synthesis to solve problems; Personalizes learning; uses experience and other sources of information to create new insights; Seeks new information to solve problems.

Departmental Goal	First-year residential students will be successful academically and persist institutionally.
Outcomes	<ul style="list-style-type: none"> • 80% of first-year residential students will return to UNC Asheville for their second year with a GPA of 2.0 or higher. • 90% of ALANA first-year residential students who receive academic interventions and attend academic support programming will return to UNC Asheville for their second year with a GPA of 2.0 or higher. • 90% of first-year residential students who receive interventions and attend academic support programming will report that these strategies had a positive

	<p>impact on their academic success.</p> <ul style="list-style-type: none"> 90% of first-year residential students involved in the FLLIPs program will return to UNC Asheville for their second year with a GPA of 2.0 or higher.
Action Steps/Strategies	<ul style="list-style-type: none"> Residential Education staff will utilize MAP-Works survey response data to identify and intervene with students reported as having academic difficulty. Community Directors will conduct one on one meetings with residential students reported as being on academic probation during the spring semester. Community Directors will conduct one on one educational interactions with students reported by both faculty and Academic Support Services as not attending or receiving unsatisfactory progress grades. Community Directors will encourage students to approach diversity from an academic standpoint Residential Education staff will conduct two Academic Support programs in collaboration with other Student Affairs departments which will be promoted predominantly to first-year residential students, and those reported as having academic difficulties. Community Directors will conduct one on one educational interactions with students participating in the Freshman Living Learning Intentional Program.
UNCA Student Affairs Goals	Students persist and achieve academically
UNCA Strategic Action Plan	Undergraduate Education – Increase student engagement, retention, diversity, and graduation rates, while maintaining or improving selectivity.
UNCA Strategic Plan Learning Goals	<p>12. Students develop critical thinking and problem solving skills.</p> <p>13. Students develop courage, inclination, and work ethic to develop solutions, work towards them and inspire others to do the same.</p>
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.
Community Principles	A college is an educationally purposeful community, a place where faculty and students share academic goals and work together to strengthen teaching and learning on the campus.
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	Paraprofessional staff will improve skills related to work ethic, communication, flexibility, team-work, and problem-solving.
Outcomes	<ul style="list-style-type: none"> 90% of student staff will improve over the course of the academic year in the areas work ethic, communication, flexibility, team-work and problem-solving. 90% of student staff will report that working with Residential Education has improved their ability to excel in future positions.
Action Steps/Strategies	<ul style="list-style-type: none"> Community Directors will meet regularly (once every two weeks) to discuss individual RA progress related to these specific skill areas of development When students score below average on any particular outcome, the individual Community Directors will provide them with opportunities and guidance to improve in those areas The skills of work ethic, communication, flexibility, team-work, and problem-solving will be discussed in depth during both August and January RA training and in collaboration with other Student Affairs departments The skills of work ethic, communication, flexibility, team-work, and problem-solving will be discussed in depth during RA in-service training, (Tuesday night meetings) The skills of work ethic, communication, flexibility, team-work, and problem-solving will be discussed in depth with RAs as it relates to dealing with diverse populations, and other students who are different from them
UNCA Student Affairs Goals	Students serve the local and global community, Students communicate effectively, Students appreciate and respect diversity, Students solve problems creatively, Students live life with passion and compassion

UNCA Strategic Action Plan	Undergraduate Education – Increase student engagement, retention, diversity, and graduation rates, while maintaining or improving selectivity.
UNCA Strategic Plan Learning Goals	5. Students develop a respect for differences 7. Students understand the interconnectedness of all disciplines, ideas, actions, and individuals 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 disciplined community, a place where individuals accept their obligations to the group and where well-defined governance procedures guide behavior for the common good. A college or university is a just community, a place where the sacredness of the person is honored and where diversity is aggressively pursued.
CAS Standards	Assesses, articulates, and acknowledges personal skills, abilities, and growth areas; uses self-knowledge to make decisions such as those related to career choices Integrates multiple aspects of identity into a coherent whole Sets and pursues individual goals

Departmental Goal	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 Housing Operations)
Outcomes	<ul style="list-style-type: none"> • 85% of students living in transitional residential spaces will return for spring semester to UNCA and to the residence halls • 85% 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"> • Community Directors will have direct, intentional interactions with students in transitional spaces throughout the first semester to assure the students have what they need to succeed in these environments • Resident Assistants will make extra intentional efforts to interact with these students as though they are in permanent spaces on their halls • Any roommate conflicts brought to the attention of Residential Education staff will be dealt with within 24-48 hours • Community Directors will continue intentional interactions with students once they move to permanent spaces
UNCA Student Affairs Goals	Students solve problems creatively, students live life with passion and compassion
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