TIMELINE

Immediately/Already Implemented

1. In the process of consolidating marketing efforts in the division since fall 2013.

2. Residence Life has been experiencing change over the last year, since the new director came on board. Analysis is ongoing and changes in staff have occurred with an expected outcome of “rightsizing” the department by the end of 2014-15.

   ACTION TAKEN: See communication from director of Housing & Residence Life for specific staffing and organizational changes (July 15 from VPSA).

3. In fall 2013, Student Media relocated to the Student Life area to align better with the rest of the engagement activities for students. An analysis of student satisfaction of service, service delivery methods, and other metrics geared towards efficiencies are underway.

   ACTION TAKEN: Underway is an extensive review of the functions, purpose, advising model and business operations of Student Media, with emphasis on aligning the above with a value-added student experience. During the next 12 months, necessary adjustments will be made to ensure sustainable, relevant and productive operations.

4. Moved both the Disability Resource Center (DRC) and Veterans Services offices to the Lincoln Garage in January 2013. They now share administrative staff and resources to serve students more effectively.

5. Moved Counseling, Medical Services, Health Administration, and Wellness Services to the College of Allied Health on February 1, 2014.

6. Currently evaluating whether to offer Summer Literacy Bridge Program.

   ACTION TAKEN: The Children’s Center piloted a Summer Literacy Bridge Program: 26 students enrolled in the five-week program (for students entering kindergarten fall 2014).


   ACTION TAKEN: A new operating agreement has been finalized and the SUB is managing the Stueckle Sky Center conference operations, as well as managing the reserve planning for the event spaces.
8. Upgrading the document imaging system for Admissions, Registrar, and Financial Aid.

   ACTION TAKEN: Work has been completed on initial phase of imaging system. Admissions, Registrar, and Financial Aid have signed off on the conversion of the documents. During fall 2014 and spring 2015, efforts will continue to upgrade to the most recent version of the ImageNow interface and functionality.

9. In process of hiring two regional enrollment counselors.


    ACTION TAKEN: Expanded purchase to include: PSAT, SAT, ACT for fall 2015 recruitment.

11. In the process for purchasing software programs for strategic analyses of recruitment and of renegotiating the contract with Hobsons, the company that manages the communication flows to prospective students.

    ACTION TAKEN: Contracted with Noel Levitz to produce predictive models for suspects, applicants, and admitted students

12. Analyzing IT work that can be incorporated into the SUB IT structure and have begun to roll this out to various Student Affairs departments.

    ACTION TAKEN: IT process has begun, including incorporating the support for UHS and Housing into this new model. Currently working with OIT to develop agreed upon server and desktop standards to improve the consistency, allowing OIT to serve as a backup when needed.

13. In response to the mandate from the SBOE, and to address the new requirements in the SAVE Act for educating new students, received approval from the SBOE to raise our new student curriculum fee by $15: in the process for embedding this into the new student on-boarding and orientation messaging.

    ACTION TAKEN: Fee will be assessed for fall 2014 and new student on-boarding during orientation is occurring. Software is being purchased for the educational program.
September 6, 14

14. In spring 2014, began to realign personnel for a more strategic look at scholarships. The senior associate director of Enrollment Services now reports to the AVP Enrollment Services with a new JDQ and direction: in the process of purchasing software to streamline operations.

**ACTION TAKEN:** Academic Works is now in the development stage, with a tentative go-live in September 2014.

15. A restructure of the Office of Enrollment Services, headed by the AVP of that area, is in process. Initiatives include the development of the senior associate director of Enrollment Services and initiating strategic enrollment management across the university.

**ACTION TAKEN:** Strategic Enrollment Plan is in development and on track to be completed by December 2014.

**Now Through June 30, 2014:**

1. Move the family portion of NSFP into the Office of the Dean of Students for enhanced initial connectivity, more resource assistance, and better follow-up for family and student problems. Planning for fall events will still utilize both departments for a time.

**ACTION TAKEN:** The Office of the Dean of Students has assumed responsibility for parent and family programming during new student orientation. During 2014-15, an intern will assess program need and explore means of communication while the associate dean revises curriculum.

2. Explore resources needed for support of club sport travel.

**ACTION TAKEN:** Student Life and Campus Recreation staff members hosted three feedback sessions for coaches and student leaders to assess the needs, deficits, priorities and possibilities related to the support of club sports. In progress is a conversation related to funding equity, facility access and student satisfaction. Anticipated to be completed by start of club sports fall 2014.

3. Analyze funding support for fraternity/sorority needs due to significant growth of students interested in joining this community. Identify necessary funds for start of new fiscal year.

**ACTION TAKEN:** Funding for fraternity/sorority life was reallocated from cost savings in other areas, ensuring sustainability of the current program through FY16.
September 6, 14

4. Continue planning for the physical and organizational restructuring of Multicultural Student Services and International Student Services as they merge more significantly under the umbrella of Student Diversity and Inclusion (SDI).

   ACTION TAKEN: The Student Affairs Marketing team has relocated and the SDI team has redesigned the existing space for better student interface, including office moves that are better aligned with how students experience the Diversity Center. The MLK Committee has also been incorporated into the Diversity Center.

5. In process for reorganizing the SUB space for framing and the position that oversees that space, with some additional programming as well.

   ACTION TAKEN: This responsibility is still being analyzed; completion moved to fall 2014.

**Fiscal Year 2014-15:**

1. Begin planning for relocating the Bronco Shop in the BoDo area to a new academic location downtown, if so warranted.

   ACTION TAKEN: Due to initial lease rates, this option is currently on hold, but we will continue to watch rates for future opportunities.

2. Explore new model for orientation structure that incorporates prospective student events along with student tours and all orientations.
   a. Explore organizational reporting structure.
   b. Ensure new model takes into account more resources for backup staff along with better structure for online communication, data analysis, and registration/payment opportunities.

   ACTION TAKEN: Partnerships have been formed to leverage resources in NSFP and Undergraduate Admission. Work will continue during fall 2014 to further streamline operations and enhance complementary activities of both.

   Payment and registration system upgraded to use Hobsons CRM platform.

3. Explore a restructure of Student Affairs maintenance and facilities of Campus Recreation, Housing and Residence Life, and Campus Services. Explore to see if any traction exists for sharing of duties with Facilities, Operations and Maintenance.

4. Explore a restructure of all business functions in Student Life under one system.
ACTION TAKEN: Meetings are underway to explore which functions make sense to streamline and possibly centralize.

5. Provide resources for an internship program for the division; a small amount of money will be provided on a trial basis with departments needing to match funds and select interns.

ACTION TAKEN: Internship program launched; positions posted on Bronco Jobs; hiring processes are taking place. Intern Cohort Orientation takes place in early September. (See email on DATE for detail.)

6. Expand faculty portion of the CARE program to provide classroom management tools, intervention training, and cognitive development theory.

ACTION TAKEN: Ongoing efforts include campuswide lecture on threat assessment by national experts; employment of student intern to conduct research on effective communication strategies; partnership with Counseling Services on suicide intervention strategies for students; and release of new educational material focused toward faculty.

7. To answer student requests and provide an ROI they can appreciate, update Mai Thai and La Tapatia to national brands.

8. Continue to invest resources in new programs and services for student job exploration.

ACTION TAKEN: On-boarded two new career advising paraprofessionals, a new position created in the Career Center to offer more opportunities for students to meet one-on-one with counselors/advisors.

9. Continue to provide a variety of healthy dining choices for students, ensuring that students’ needs are solicited and monitored.

10. Eliminate duplication and work to incorporate programming between Student Involvement and Leadership, Campus Services, and Housing and Residence Life.

ACTION TAKEN: An initial meeting is scheduled for August 2014 to discuss a plan for ensuring complementary and distinct programming between Student Involvement and Leadership and Campus Services. The results of this meeting will be used to inform strategies moving forward.

11. Request additional funding from ASBSU to increase attorney hours for ASBSU Legal Services offered free to students.
September 6, 14

ACTION TAKEN: In process. Discussing request with ASBSU.

12. Restructure the model with students who need counseling in Financial Aid with the intention of making sure that student satisfaction and increase in knowledge of procedure is analyzed.

ACTION TAKEN: Analysis will continue through fall 2014. An upgrade to the phone system allows for students to request a “Call Back” rather than staying on hold, greatly reducing the number of duplicative customer service requests.

13. Initiate an external review of services and summative evaluation for the purpose of positioning the Women’s Center to address the changing student demographics.

ACTION TAKEN: In process. Current staffing changes will delay project start until November.

14. Reevaluate concession commission with an eye towards improving quality of output. An investment to the infrastructure needs to occur.

ACTION TAKEN: A Food Service RFP committee with representatives from each division and a student representative has been established to develop a plan for the new contract bid. This committee will discuss the structure of the funding model for the future contract.

15. Restructure and realign the Outdoor Program in Campus Recreation to address student satisfaction and student requests.

ACTION TAKEN: Underway is an extensive review of the functions, purpose, advising model and business operations of the Outdoor Program, with emphasis on aligning the needs and desires of Boise State University students.

16. Redesign some of the programs offered in Student Involvement and Leadership with the intention of engaging more students.

ACTION TAKEN: Funds have been reallocated to diversify leadership programming (e.g. reducing LeaderShape offerings to one session/year with a reallocation to support other smaller-scale programs); there will continue to be additional investments in “Emerging Leader” programming; and alternative break programming will be expanded to include local, regional and national options in addition to the existing international option.
September 6, 14

17. Divest the DRC with the responsibility to support assistive technology on campus desktops and turn that over to the Help Desk and OIT. Reorganize functions to focus on providing assistance to students as they interact with their instructors, faculty training, and DRC office technology use.

ACTION TAKEN: Reorganized staff and reporting line structure to focus student-centered service model and test taking services. Participated in drafting e-campus center white paper focused on technological service delivery, which provided policy and strategic direction to meet federal law and Boise State learning outcomes.

18. Since ASBSU functions were not reviewed this year in Program Prioritization, analyze them in 2014-15.

19. Finalize decisions about the Game Center beginning with an analysis of the decision points.
   a. Data shows that the Center is losing money and that participation rates from the campus and the community are no longer viable.
   b. Future decisions involve:
      i. If it is to remain open, identify infusion of funds to keep it solvent.
      ii. Identify funding to replace pinsetter machines in the next five years, a costly investment.
      iii. If the space is to be repurposed, funding for renovation to Admissions Office must be secured.
      iv. Funding to demo the bowling alley must be secured.
      v. Pool and ping-pong tables need to be placed elsewhere in the SUB and around the campus (i.e., in residence halls).

   ACTION TAKEN: The decision has been made to maintain Games Center operations; planning is underway to develop programming to improve financial results and increase student, faculty, and staff usage.

20. Adopt new technology (i.e., electronic pens) to eliminate the need for the majority of note takers. Reinvest staff time and financial resources into student outreach, faculty training and education.

   ACTION TAKEN: Implemented electronic service requests and student dashboard via AIM (Accessible Information Management) to provide students and faculty high quality accessibility services. Invested in note taking pens, reducing student note taking staff from more than 50 to 10. Assessing local service providers to enhance deaf and hard-of-hearing assistance using new technology.

ACTION TAKEN: Upgrades to the document imaging system are required before work can begin to send and receive digital transcripts. Required updates to the imaging system are expected to continue through 2014.

22. Restructure the Financial Aid/Athletic Aid process for increased connectivity with the Athletic Department to enhance customer service and ensure compliance.

ACTION TAKEN: Restructured position description to emphasize athletic compliance and customer service regarding awarding athletic aid. Work will continue to refine processes in fall 2014.

23. Eliminate the Unit of Enrollment Services called Campus Community. Reposition the staff to report to the AVP of Enrollment Services and change the responsibilities, including:
   a. Move services associated with People Soft to OIT.
   b. Move data support to the Office of the AVP Enrollment Services.
   c. Analyze strategies associated with international recruitment and service to better utilize technology for this population.

ACTION TAKEN: Campus Community resources have been realigned to support Enrollment Services through a change in reporting structure. Resources associated with Campus Community now report through the senior associate director of Enrollment Services. In addition, Enrollment Services is working with OIT to create a transition plan for remaining support services.

24. Decide whether to build a student lounge in the new Veterans Services offices.

ACTION TAKEN: Lounge construction began July 25 with a completion date of October 1, 2014.

**Fiscal Year 2015-16**

1. Plan a remodel of the Bookstore and Bronco Shop in summer 2016. Continue to participate in industry efforts to expand digital offerings and provide an integrated purchase system.

   ACTION TAKEN: An architect will be hired in FY15 to begin the planning process.

2. Likely to request additional funds in FY16 annual budget planning process to hire staff to handle Admissions and Financial Aid processing.