

University Strategic Planning Committee (USPC)

Dr. Scheye Meeting -Group 6

“Student Life, Facilities, and Environment”

4/10/2008

Objective:

To identify university resources, including strengths and weaknesses, to aid in streamlining campus communication, enhance student awareness & experience, while increasing overall process efficiency within the Xavier Community & Environment.

Identification & Analysis of Existing Systems: (SL-Student Life; FAC-Facilities; ENV-Environment)			
Athletics	SL	FAC	ENV
Banner Systems	SL		
Barnes & Noble Bookstore	SL	FAC	
Blackboard	SL		
Campus Ministries	SL		ENV
Campus Police	SL	FAC	ENV
Career Services	SL		
Counseling/Wellness Center	SL	FAC	ENV
Dining Services	SL	FAC	ENV
E2Campus	SL		ENV
Financial Aid	SL		
Fiscal Services	SL		
Health Services	SL		
Housing and Residence Life	SL	FAC	ENV
Interactive Classrooms	SL	FAC	ENV
Library Resource & Online Databases/Journals	SL	FAC	ENV
New Student Orientation	SL		ENV
Personal Calendar	SL		
Student (Leadership) Organizations	SL		ENV
The University Center	SL	FAC	ENV
UC Television/Advertisement	SL	FAC	
Virtua (Library System)	SL	FAC	ENV
Webmail	SL		ENV
Webusers	SL		ENV
X-Card	SL	FAC	ENV
XU Gold Pages	SL	FAC	
XULA Website	SL		ENV

Issues:

Committee Meetings: November 2007-March 2008

- Practices not Policy; Policies not Published/Readily Accessible
- Lack of School/Community Spirit
- Efficiency in Existing Communication Systems (i.e, Multimedia Comm., E2Campus, etc.)
- Overall Lack of Service and Event Awareness
- Disconnect b/w Student Services and Technology Advancements*
- Achieving More Functionality in X-Card

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- Decentralized Method of Event Communication
- Customer Service Deficiencies and Student Emotional Disconnect w/in University Departments
- Accessibility to Library Resources and Campus Police Presence
- Dining Services Menu Offerings & Restrictions in Alternative Meal Choices
- Recreational Facilities for Students *Not* Involved in Collegiate Athletics
- Student Parking
- Utility of Other External University Resources (Tulane, Loyola, etc)
- No internal social network systems exclusive of “Facebook”
- Better Documentation of the Office of Student Service’s Activities

Student Feedback Meetings - Issues that need to be addressed

- March 6, 2008 - Student Nutrition Board Meeting w/ Ms. Pam Rivers-Smith (Sodexo Dining)
 - Quality and Healthiness of Food Served
 - Student Participation: Meal Plan & “A La Carte”
 - Menu Offerings & Variations
 - Different On-Campus Meal/Restaurant Choices
 - Dining Hall/”A La Carte” Dining Hours During Exam Time
 - Sanitation Methods and Processes of Food Preparers/Servers
 - Pricing and Quality of “A La Carte” Products
 - Overall Customer Service
- March 26, 2008 - Hall Council Meeting (Presidents Only)
 - Fitness Room Availability & Athletic Bias
 - Lack of Non-Greek Social Activities/Greek Activities Supported by Administration
 - Unidentifiable Official Administrative Hall Liaison
 - Funding
 - Variation in Fine Arts Extracurricular Activities (i.e., Formation of Drumline)
 - Lack of On-Campus Social Activities
 - Offer Incentives for Participation, Exclusive of Refreshments/Food
 - Lack of Recreational Facilities
 - Inadequate Hall Facilities (Non-Generalized)
 - Central Awareness Events Display/Manager

Action Planning/Recommendation(s):

“In the next 3-5 Years, Xavier University will be larger/better/better known/ more efficient as a result of...”

- Integrating University Services with Most Used Student Technology
- Offering Competitive Services for Variety (i.e, Dining Services)
- Regular Student Customer Service Surveys
- Centralized Information System
- More SGA and Student Body Interaction
- Development of Auxiliary Revenue Generation
- Implementation of Student Customer Service Surveys-Especially at Peak Times

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Metrics (Measurable Benchmarks to Assess Progress Towards Goals/Outcomes):

- **The number of students utilizing university transportation services for campus events-** No reliable data or method of storing information has been developed. The following metric would allow for participation trends analysis and cost-benefits analysis for future events involving university transportation.
- **The number of campus incident reports/crime statistics-** Data shows number of crime incidents on campus for years 2004, 2005, 2006. Highest incidences of crime is on campus burglaries, but has decreased significantly since 2004. Xavier was compared to other private New Orleans colleges/universities, in which the number of incidents did not vary significantly from campus to campus.
- **Rushbucks vs. Number of Students on Meal Plan-** There is currently not enough information available to perform such analysis, additionally, not many people are utilizing the Rushbucks system. The following metric would be an advantage to housing and food services.
- **Number of activities in which campus police participated-**Data not tracked in a consistent manner. Astra can probably capture the number of events with a manual assessment of when campus police have been needed, i.e., Springfest, Neophyte show, basketball games, etc. The data would help to determine how many major events take place.
- **Campus Police Cost Trends-**Determined that campus police no longer charges for student events.
- **Implementation of Recommendations from Student Quality of Life Surveys-** The following information will provide a benchmark for the application of student recommendations. This information can be found in the SGA reports. Currently, not much has been implemented with the exception of the Blue Light system that was on the drawing board prior to the survey/focus groups.
- **The number of Career Services Participants** (Non-Business)
- **The number of intramural participants and wait-time of campus workout center-**
- **The number of times alert systems are tested-**Determined to be none, but protocol being developed for testing parameters
- **Cost Benefits Analysis: Printed Material vs. TV Alerts-** Analysis will determine the most cost effective method of providing a centralized alert system in comparison to traditional paper collateral.
- **The number of Intramural and fitness center participation**
- **Implementation of Student Recommendations from 3yr SGA Report-** Noted nothing is systematically reviewed and/or implemented by each incoming student government administration.