

Key Strategic Areas of Practice

As student affairs professionals, we work tirelessly every day to create an unparalleled college student experience focused on helping each member of our learning community succeed. We do this by aligning our talents and resources with eight strategic areas of practice:

Commitment to Student Success

The Division of Student Affairs will be knowledgeable about our students, patterns of swirling forms of matriculation present at FHSU, and how those factors interact with designing effective student success programs. We are committed to serving FHSU students in all three modalities (on-campus, virtual, and through international partnerships). In alliance with our colleagues across the University; and because of the delivery of excellent student services and programs, recruitment, retention, and graduation rates are strengthened.

Admissions

- ❖ **Goal:** Improve student attendance in our two newest “College Days” in the RCOBE and COAHSS by improving our digital, print and recruiting materials.

Outcome – Better event scheduling and coordination. After year one of COAHSS, we have a better idea of some planning to help the day go more smoothly. Also, we shifted gears with RCOBE and want to focus on the fall only.

Status - COAHS Day – October 26, 2026, and RCOBE Day – November 2, 2026.

FHSU Online & Military-Connected Student Services

- ❖ **Goal:** Coordinate with the newly reorganized Student Success clusters to ensure a seamless transition of student services to new offices.

Status: Ongoing – implemented several new communication pieces after coordination with the Academic Success and Academic Advising departments to assist with the handoff and communications from for admitted students moving towards first registration.

- ❖ **Goal:** Ensure that prospective students have access to comprehensive resources as part of their decision-making process to include unofficial transcript evaluations and transfer conversations, interactive virtual events where students can gain information and ask questions, responsive communications to their questions.

Status: Ongoing goal – continuous analysis and improvement will allow us to identify new opportunities to better communicate and serve our prospective student population.

Financial Assistance Office

- ❖ **Goal:** Further research on protocols and procedures for fraud in financial aid.
Status: Implemented a fraud process that involves Student Fiscal Services, University Police, Registrar, and the Graduate School

Health & Wellness Services

- ❖ **Goal:** Changing the delivery of our services and programs to manage the health of our students, either locally or virtually.

Status: We offered both in-person and virtual options for counseling and medical appointments to eligible students. In addition, we continued working on an online portal that will allow students to schedule appointments, complete paperwork, and pay bills through the PNC Health and Wellness student portal.

Memorial Union

- ❖ **Goal** Expand FHSU Online Bookstore First Day Digital Access Program

Status: The First Day Digital Access Program expanded to 42 sections in Fall 2025 and 31 sections in Spring 2026 and will expand to over 170 sections in Fall 2026. As of February 2026, students have saved over \$47,000 through the First Day Digital Access program. More importantly, students have access to all their materials for the courses pre-loaded in Blackboard and ready to access on the first day of class.

Residential Life

- ❖ **Goal:** Holistically support the overall success of our students living on campus by providing meaningful opportunities to promote personal growth and academic success.
 - Combining our use of professional staff and our programming model, we create respectful, engaging, and open communities in our residence halls, being intentional about the overall student experience and retention in both our on-campus housing and at the University as a whole.
 - Hosted 392 programs with 5,439 total attendees.
 - The Residential Life Annual Survey shows the following:
 - 90% of students felt good about their academic performance due to living in the halls.
 - 91% of students felt that living in the Residence Halls and their ability to be more independent improved.

Student Engagement & Belonging

- ❖ **Goal:** Increase the number of students involved in student organizations on campus by 12%.

Status: Ongoing. During the 2025–2026 academic year, Student Engagement continued to focus on increasing student involvement through intentional outreach, leadership development opportunities, and student organization support. More than 120 active student organizations provided opportunities for engagement, leadership, and belonging. While participation growth remains an area of focus, considerable progress was made in strengthening organizational health and accountability through the student organization accreditation process. Future efforts will focus on recruitment strategies, leadership training, and promoting the value of involvement to both new and returning students. With this, we have added 4 new student organizations this year and all of them have been successful in adding interested members. Our newest and biggest addition student org this year is “Hangout Hays” with over 60 active members.

- ❖ **Goal:** Increase the level of awareness about the services offered in the Fischli-Wills Center for Student Success (FWCSS) and increase traffic through marketing, programs, and outreach.

Status: Achieved/Ongoing. Student Engagement continued to increase awareness of the services available within the FWCSS through collaborative programming, marketing efforts, and intentional use of the facility. The office partnered with departments across the Student Success division to host large-scale events and increase visibility of available resources. Fraternity and Sorority Life study hours, student organization meetings, UNIV 101 and additional programming in the building created opportunities for students to engage with the space and learn more about the services available to support their success.

Commitment to Student Learning

The Division of Student Affairs embraces the notion that student learning and personal development are intertwined. These concepts are core to our work. We recognize that effective student affairs work must be grounded in the assessment of student learning. We will therefore contribute to being a vibrant learning community by creating learning objectives for our programs and services, expanding our capacity to be reflective practitioners, and operating within a culture of evidence.

Admissions

- ❖ **Goal:** Expand FHSU's partnerships with the JAG-K program for Regional training.

Outcome: We will commit to the JAG-K program to be the exclusive training center for their regional meeting. This allows us to get in front of their many western and central KS JAG-K instructors.

Status: November 2026.

FHSU Online & Military-Connected Student Services

- ❖ **Goal:** Promote completion of online student orientation. This will be an ongoing goal as any new changes to orientation occur.

Status: Ongoing goal. In collaboration with Student Success & Retention.

Health & Wellness Services

- ❖ **Goal:** Develop programming to promote healthy behaviors on our campus.

Status:

- We offered at least one outreach event per month to discuss healthy living and stress reduction.
- Offered 4 flu shot clinics to students, staff, and faculty.
- Tabled in the Memorial Union to educate students on services offered at Health and Wellness Services

Memorial Union

- ❖ **Goal:** Establish New Student Employee Model

Status: In Spring of 2026, the Memorial Union staff created a new student employee model to create more opportunities for collaboration and cross-training. While this model will reduce labor expenses, the focus is on improving the student employee experience to further support skill development for future career opportunities. The Memorial Union went from 7 types of student employee positions to 4 types. There will be 2 primary pools of student employees - one to work in retail/administrative positions and one to work custodial, set-up, and maintenance roles. This will allow for a broader pool with the skills to work in each area and allow for more flexibility

with scheduling and training. As we go into 26-27, we will assess the effectiveness of this model through supervisor and student employee feedback.

Residential Life

- ❖ **Goal:** Develop structured training for student staff before students arrive and have semesterly training sessions to continue to enhance their learning.
 - Our Community Assistants (CAs) went through 11 days of training that incorporated important aspects of their position to be successful. During training CAs were able to identify goals for what they wanted the semester to look like, understand the importance of community building, notice signs of students in distress, etc. Each semester, our professional staff put on an CA in-service. These in-services focused on professional growth opportunities and critical issues such as resume development, oppression and cultural differences, mental health, and sexual assault.
- ❖ **Goal:** Enhance the overall GPA of our residents and promote a healthy learning environment.
 - Our Community Assistants hosted several Community hour sessions throughout the year - scheduled times working in a common space on their studies or to create community. The Community Assistants would offer advice on schoolwork, social activities, or everyday questions.
 - Collectively, 1,093 community hours were held in our communities. This promotes healthy role modeling and encourages comfortable working atmospheres.
 - The average GPA for Student Staff of Residential Life was 3.32.

Student Engagement & Belonging

- ❖ **Goal:** Continue to implement and refine the Co-Curricular Model for Leadership Development (TIGERS).

Status: Ongoing. Student Engagement continued to utilize the TIGERS framework to guide leadership development programming and student organization training. The model was incorporated into leadership workshops, Tiger Leadership Academy programming, Black and Gold Academy sessions, and student organization consultations. Assessment results were reviewed throughout the year to identify growth areas and inform future programming initiatives. Continued refinement of the TIGERS model remains a priority as Student Engagement seeks to create intentional pathways for student leadership development.

Commitment to Assessment and Accountability

The Division of Student Affairs will create and sustain organizational systems, processes, and a culture that facilitate evidenced-based decision-making, purposeful planning, and innovation that drive solutions. We will be intentional about establishing goals in alignment with the University and our profession. We will continually enhance our knowledge of assessment and evaluation practices. We will use research findings to advance the understanding of student issues and design best practice strategies to enhance success.

Admissions

- ❖ **Goal:** Enhance the usability of our university dashboards to see trends in applications and registration numbers.

Outcome: Utilize our strategic enrollment plan, enrollment council, and our institutional effectiveness professionals to make informed decisions

Status: We meet every other month to continue predicting and analyzing our data. We will utilize our application for admissions data, FAFSA data, housing and campus visit data to predict data-based decisions.

FHSU Online & Military-Connected Student Services

- ❖ **Goal:** Continuous improvement of prospective student communication and outreach. Utilize data to best use our resources, both personnel time and monetarized outreach opportunities.

Status: Ongoing. Started in 2025-2026 and we will continue to seek new opportunities to connect with this student population.

Financial Assistance Office

- ❖ **Goal:** The Financial Assistance office has coordinated the development of an identity theft and fraud prevention process between Student Fiscal Services, and the Registrar's Office with assistance from the University Police Department, the Graduate School, Advising, and FHSU Online.

Status: As of 6-1-2026 we have identified 352 students as fraudulent accounts or suspicious and requested additional review. Timing is critical and with staff assigned to other duties not all accounts are identified at the critical point in the process. Further enhancements are being researched to find ways to make the review timelier. Completed in Fall 2025.

Outcome: Participated in an ID training to assist with verification and fraud prevention in conjunction with University Police Department.

Health & Wellness Services

- ❖ **Goal:** Perform annual satisfaction survey covering counseling, medical and our front office.

Status:

- Completed annual satisfaction survey. Reviewing results to inform people about changes over the summer including:
 - Adjusted check-in process to make process clearer and indicate when a student is checked in to their appointment.
 - Adjusted intake process to better match student needs to services.

Residential Life

- ❖ **Goal:** Successfully complete a variety of assessments in Residential Life for our students, student staff, and professional staff.
 - Tigerlink- Our Community Assistants used Tigerlink this past year to assess their programs. Some of the data found in Tigerlink includes the number of programs put on (planned & REC) attendance, cost, and benefit of each program.
 - This year we continued a Baseline survey that is sent to all residents annually. The results we gather from this provide insights and student opinions on maintenance, custodial services, student staff, University Police, Union Catering Company, Community Directors, and much more. Also included a survey on Residential Life amenities which was separate from our overall survey.
 - Internally perform assessments including exit interviews for our graduate students, CA talks each semester to hear ideas and issues from our student staff, and satisfaction surveys for student staff training, and professional staff training. Data collected from these tools will be used to help the department improve what we do and shape training for both student staff and professional staff. This will also ensure we offer valuable experiences for our graduate students.
 - This year Res life Changed how we did room changes from previous years.
 - 89% of those that participated in the room change process were satisfied.
 - 94% said the process was smooth and easy.
 - Our focus was the communication about room change process.
 - 96% of residents knew about the room change process.

Student Engagement & Belonging

- ❖ **Goal:** Continue to assess the number of students involved in student organizations.

Status: Ongoing. Student Engagement continued to monitor involvement trends through TigerLink and organizational reporting. Efforts focused on maintaining

accurate organizational records, supporting active organizations, and identifying opportunities to increase student participation. Assessment data will continue to inform recruitment, retention, and engagement strategies.

- ❖ **Goal:** Continue to assess the effectiveness of programs and initiatives.

Status: Achieved/Ongoing. Student Engagement utilized attendance data, participant feedback, and event debriefs to evaluate the effectiveness of programs and services. This assessment process resulted in adjustments to existing programs, the creation of new initiatives, and continued investment in high-impact events. Data-driven decision-making remains central to ensuring programs remain relevant, engaging, and beneficial to students.

Commitment to Civic and Community Engagement

The Division of Student Affairs will engage students and the community in mutually beneficial programs and activities designed to deepen students' sense of civic responsibility while encouraging self-reflection, exploration, and discovery.

Admissions

- ❖ **Goal:** Market the new videos the Convention and Visitors Bureau created to sell Hays as a welcoming, positive, and vibrant community.

Outcome: Instill these videos in our strategic marketing communication flows, recruitment days, and campus visit experiences.

Status: These videos were just completed, and we are in the planning stages this summer. We plan to implement these during the 26-27 recruitment cycle.

Health & Wellness Services

Goal: Help manage the financial needs of our students.

Status:

- We continue to oversee the Student Emergency Fund in conjunction with SGA. This fund allows faculty and staff to refer students who need additional support due to financial or family emergency situations.
- We continue to offer a hardship discount for students in financial need. The hardship discount allows students to receive medical services at a reduced cost or no cost.

Residential Life

- ❖ **Goal:** Provide meaningful opportunities for civic and community engagement in the community they live in, the broader University community and the community of Hays.

Status:

- Community Directors (CD) offer at least one program for the entire community each semester, Community Councils (student lead) are encouraged to offer at least two programs a semester and Community Assistants are all required to plan and host at least Five programs per semester.
 - 392 programs hosted with 5,439 total attendees.
 - 92% of students who attended a program were satisfied or very satisfied with the organization of programming and activities by their Community Assistant.
 - 91% of students who attended the program reported being satisfied or very satisfied with the quality of the programs offered.

- One component of the Community Assistant programming is RECC (Residents Engaging in Campus Community) programming where CAs support programming and events happening all over campus by organizing groups of students to travel and attend these events together.
 - Hosted 220 RECC programs with 892 students attending.

Student Engagement & Belonging

- ❖ **Goal:** Continue to refine and create civic engagement opportunities through programs and initiatives.

Status: Achieved/Ongoing. Civic engagement opportunities expanded significantly during the 2025–2026 academic year through the return of Tigers in Service, which was transitioned to Student Engagement. Students contributed more than 7,000 volunteer hours through service initiatives, including MLK Day of Service, Alternative Spring Break, care package projects, Tiger Tots partnerships, and community service events. Student Engagement remains committed to creating meaningful opportunities for students to serve both campus and community while developing a lifelong commitment to civic responsibility.

Commitment to Global Understanding and Engagement

The Division of Student Affairs will create environments that promote belonging and engagement, intentionally foster a greater understanding and appreciation of differing backgrounds, experiences, and perspectives, and structure opportunities to prepare students to meet the challenge of an increasingly interconnected world.

Health & Wellness Service

❖ **Goal:** Develop resources that help improve the health of our international students.

Status:

- Attended international student seminar class to educate students on the mental and physical health options available on campus. Also reviewed the U.S. health insurance system and covered the costs for seeking medical services.
- Implemented TogetherAll, an online resource that is accessible to all our students and allows them to connect with mental health resources and peers who are experiencing similar situations.

Residential Life

❖ **Goal:** Educational sessions for international students.

- Carol Solko-Oliff from International Student Services
 - CA's learned tips and tricks when interacting with our international students that are coming to FHSU for the 1st time.
- Brett Meyer from Center for Student Success
 - Presented on upcoming events for student engagement and how to collaborate with one another.
- Laurie Larrick from the Title IX & Compliance Office
 - Present on Sexual Harassment, bullying, sexual assault, etc.
- University Police
 - Presented on drug & Illegal Substances. Talked about all the services they offer for students. Students become trained in the smell of Marijuana.
- Amy Schaffer from Health & Wellness
 - presented on how to have difficult conversations with our student staff.
- Dave Bollig & Dr. Curtis from Health and Wellness
 - Present on NARCAN and how to efficiently use it.

Student Engagement & Belonging

❖ **Goal:** Create programs that are welcoming to all students and provide opportunities to explore social issues.

Status: Ongoing. Student Engagement continued to support student organizations and campus partners in creating inclusive programs and experiences that foster belonging and engagement. Through collaboration with student organizations, the

office helped facilitate opportunities for students to engage with diverse perspectives and experiences while ensuring programs remained accessible and welcoming to all students. We strive to make all our event's welcome to everyone and include anyone.

Commitment to Partnerships

The Division of Student Affairs will identify and develop cross-divisional, interdisciplinary, and community initiatives with the greatest potential to strengthen our role as an engaged partner.

Admissions

- ❖ **Goal:** Strengthen our partnerships with our Colleges and FHSU Online.

Outcome: Host college meetings to highlight our collaboration efforts in recruiting new students. Determine which departments are thriving and which are surviving to maintain or increase registrations.

Status: July is our target for college meetings. We will also host college days in the fall and spring.

FHSU Online & Military-Connected Student Services

- ❖ **Goal:** Promote the usage of current corporate scholarships and explore new opportunities with the recently hired VP for Economic Development.

Status: Ongoing.

- ❖ **Goal:** 2% increase in Kansas technical/community college enrollments

Status: Ongoing goal. Part of the Northwest KS Tech/North Central KS Tech affiliation and FHSU Online's technical/community college initiative.

- ❖ **Goal:** Assist with additional community and technical college partnerships through information sessions, transfer events, and marketing outreach.

Status: Ongoing goal.

Financial Assistance Office

- ❖ **Goal:** Automate the awarding of FHSU employee tuition assistance programs.

Status: Summer 2026 is the pilot semester for the Workday Extend project with full implementation projected for Fall 2026.

Health & Wellness Services

- ❖ **Goal:** Develop partnerships with both on campus and community resources that help improve the health of our students.

Status: Collaborated with community partners to form more efficient partner/student interactions. Allowing our community partners and students to

better understand how to collaborate with one another. Also worked with Residential Life and other student organizations to provide naloxone to students, faculty, and staff that would like to carry it.

Memorial Union

- ❖ **Goal:** Create a Photo Contest to Update Artwork in the Memorial Union

Status: The Memorial Union collaborated with the Department of Art and Design, Student Engagement & Belonging, and Residential Life to create a new annual photo contest to highlight works by FHSU faculty, staff, and students. Winning entries of the initial contest are now on display in the Memorial Union. Not only did this initiative create a way to highlight members of the campus community, but it has also created a way to update artwork in campus buildings in a timely manner. Overall, there were 62 photos submitted by 18 individuals. Fifteen photos were selected through a panel of judges and campus voting to be displayed in the Union. All selected photos are now on display in the Union signed by the photographers. All collaborators on the project have agreed to continue with it in 26-27. Specific areas for the artwork need to be identified but interest has been expressed by several areas.

Residential Life

- ❖ **Goal:** Community Assistants will encourage residents to attend campus partners' programs.

Status:

- Community Assistants provided opportunities to travel together to over 200 campus programs.
 - Over 800 students participated in these programs. Campus partner programs that we supported were Student engagement, athletics, Greek life, BSU, Library, GSA, Career Services, Health Wellness, and downtown Hays.
- ❖ **Goal:** Work with a variety of off campus vendors to provide additional services and opportunities to our residents.

Status:

- SWAKU - Mail out brochures to parents offering a variety of care packages that can be purchased for their students to be delivered throughout the year. Along with mailing out brochures to our students offering, for purchase, bedding and linen packages specific to our bed size.
- SWANK - This is our streaming movie channel that our on-campus residents can use. There are over 600 movies on this channel. Our students utilize this streaming service at more than double the rates of other schools that are comparable in size.

- Caldwell & Gregory - maintains the Residential Life laundry facilities.
Once an issue is reported a work order is submitted

Student Engagement & Belonging

- ❖ **Goal:** Continue to increase partnerships with departments and student organizations when creating and facilitating events.

Status: Achieved. Collaboration remained a cornerstone of Student Engagement's programming model. Throughout the year, the office partnered with numerous departments, student organizations, and community entities to maximize resources, increase attendance, and enhance student experience. These partnerships contributed to the success of more than 70 programs and events and helped engage over 9,500 attendees throughout the academic year. Our biggest partnership event this year was the Logan Mize concert. Others included the 9/11 stair climb and all the SGA service projects.

- ❖ **Goal:** Continue to create the Collaborative Events Calendar in partnership with Student Affairs offices.

Status: Achieved. Student Engagement coordinated and distributed campus event calendars for both the fall and spring semesters, helping departments identify scheduling conflicts and increase communication across campus. The calendar continues to serve as a valuable planning tool for Student Affairs and campus partners.

Commitment to Lifelong Learning

Through continuing staff development opportunities, the Division of Student Affairs will enhance the skills and talents of our staff. We will actively engage in the scholarship of our discipline and the application of that knowledge to FHSU. We are dedicated to recruiting, retaining, and nurturing talent at all levels and strive to be the best at what we do.

Admissions

- ❖ **Goal:** Support our staff to participate in our annual professional development day during the 2025-2026 year.

Outcome: We implemented a media day and a professional development day, providing a positive culture environment for our staff and our students. We plan to have our students join us for our fall development day.

Status: We will continue to strive toward positive initiatives for the upcoming academic year and provide development opportunities on our dedicated days within our department.

FHSU Online & Military-Connected Student Services

- ❖ **Goal:** Each professional staff member attends at least one professional development opportunity every fiscal year.

Status: Ongoing. Professional staff are expected to research relevant opportunities (in-person and virtual) and share findings and ideas with the team upon returning.

Health & Wellness Services

- ❖ **Goal:** Develop information and presentations about health-related topics that are available to both past and present students as well as community members.

Status: Mental Health First aid training offered to the FHSU campus. 78 faculty, staff, and students completed the training and became certified as mental health firstaiders.

Residential Life

- ❖ **Goal:** Professional staff are encouraged to attend professional development opportunities.

Status:

- This past academic year 6 professional Staff members attended the Upper Midwest Region (UMR) in La Vista, Nebraska.
- 2 Professional Staff member attended the StarRez annual conference in Denver, Colorado.
- 1 Professional Staff member attended the Maxient in Indianapolis, Indiana

- 1 Professional Staff member Attended NACA in Columbus, Ohio
- The Professional Growth committee provided a bi-weekly discussion article during Professional Staff meetings to discuss and provide a form of professional development.

❖ **Goal:** Recruiting for our student staff positions.

Status: This past year we had over 75 applications for our Community Assistant positions for the Fall of 2026. We have 19 out of 40 Community Assistants applying to be hired to return for Fall 2026.

Student Engagement & Belonging

❖ **Goal:** Staff and student staff will continue to attend seminars and conferences to improve professional skills and knowledge.

Status: Achieved. Professional staff participated in conferences, workshops, and professional development opportunities throughout the year. In addition, staff regularly engaged in discussions surrounding best practices, emerging trends in student affairs, and innovative programming ideas from peer institutions. These opportunities strengthened staff knowledge and enhanced the quality of programs and services offered to students. Our staff will now continue to go to NACA conferences from here on out.

Commitment to Efficiencies and Technology

In alignment with the University's focus on affordability, the Division of Student Affairs will actively seek to improve efficiencies and utilize employee-driven teams to evaluate and design how work is accomplished. We will actively explore and adopt innovative ways to use technology to improve the delivery of programs and services. We will be good stewards of our resources. We will align revenue and expense with the division priorities as outlined in the "*Foundational Framework for the Division of Student Affairs*," FHSU plan, The Duty to Dream, and Kansas Board of Regents plan Foresight 2020.

Admissions

- ❖ **Goal:** Be an active partner in our quest to research and eventually purchase a new CRM.

Outcome: Provide input toward the desperate need for us to have a calendaring system for campus visits as well as utilizing better technology for recruitment.

Status: After researching and having meetings with multiple colleges and their CRM usage. This is our highest priority for the betterment of recruitment and our campus visit scheduling.

FHSU Online & Military-Connected Student Services

- ❖ **Goal:** Explore connections and communication opportunities between Hubspot and EAB Navigate, to improve student experience from recruitment to registration.

Status: Ongoing. Recently coordinated a message with Academic Success regarding the Financial Aid online seminar as a notification for current students.

- ❖ **Goal:** Incorporate the use of RingCentral with additional recruitment opportunities both internally to FHSU Online & MCSS and in partnership with academic units.

Status: Ongoing. Recently utilized the platform for a cross-collaborative Financial Aid online seminar hosted by FHSU Online, facilitated by the directors of Financial Aid and Student Fiscal Services, and prompted current and prospective students of all modalities and academic levels.

- ❖ **Goal:** Review and revise current Hubspot prospective student workflows and communication plans for online undergraduate students to improve and create efficient communication flows for and increase student movement through the funnel. After baseline data analysis, the goal is to improve student movement by 3% at each stage from Lead to Student.

Status: Ongoing. Percentage goals were met for this past year. Continuous evaluation and improvement will be key to further improvements.

Financial Assistance Office

- ❖ **Goal:** Automate the Tuition Assistance Application in Workday

Status: Through this automated process, employee experience has been improved by making it less cumbersome to receive approvals and submit the application. The Financial Assistance office is better able to award the applications in a timely manner to avoid student delays in payment. The automated application has removed the approval process from Human Resources as the eligibility review is done through Workday validation. This process has aided in efficiencies for multiple departments and staff on campus.

Health & Wellness Services

- ❖ **Goal:** Continue to increase our usage of PNC, our electronic health records system.

Status: Implemented online scheduling of counseling appointments. Also implemented online bill pay for medical appointments.

Memorial Union

- ❖ **Goal:** Update Memorial Union & Fischli-Wills Center for Student Success Room Rental Rates & Procedures.

Status: New rates for room rentals and related fees went into effect in January 2026. The new rates better align with overhead costs for operating the facilities yet remain competitive for rentals in surrounding areas. While the rates were updated, new procedures were established for off-campus bookings to include a deposit and written agreement. All rates are based on a square footage formula with labor needs included on a sliding scale for consistency. After hours, custodial, and maintenance fees have been updated to reflect actual labor costs, and conference rates were simplified to be based on rooms used rather than number of attendees. Rates have been implemented for FY 27 and plans are to review these rates every 1-2 years to ensure the gap between expenses and fees does not grow again.

- ❖ **Goal:** Improve Regalis Processes in Victor E Apparel & Gift Co.

Status: Regalia for all graduating students is provided by the University Commencement Committee through a distribution process in Victor E. Apparel & Gift Co. Considerable time was spent on updating the efficiency of this internal process in 25-26. Some steps taken including identifying one point person for processing orders with additional help for packaging orders. This resulted in over 1,400 sets of regalia being packaged for pick-up or shipping in Spring 2026 with less

than 1% of errors. As a result, the same process will be used in Fall 2027 with metrics to continue to measure effectiveness.

Residential Life

- ❖ **Goal:** Committed to improving the dissemination of information, security, and efficiencies using innovative technology.

Status:

- Newsletter to help communicate upcoming events and changes within the department and individual buildings.
- Enhanced our Social Media committee to utilize social media apps and postings to inform students of upcoming deadlines, events, and program opportunities.
- Summer Newsletter series that is targeted at new incoming students with information about living on campus, how to get involved, and move-in.
- Our workorder system to be on StarRez. This has made it easier for tracking and student friendly.
- Our room change process has moved to bi-weekly for the Fall semester and Spring semester.

Student Engagement & Belonging

- ❖ **Goal:** Continue to refine and reinvent programs and initiatives while remaining fiscally responsible.

Status: Achieved/Ongoing. Student Engagement continued to evaluate programs, budgets, and operational practices to ensure resources were aligned with departmental priorities and student needs. Through strategic planning and collaborative partnerships, the office maximized available funding while continuing to provide high-quality experiences that support student engagement, leadership development, and retention efforts.