

UTAH VALLEY UNIVERSITY

**STUDENT AFFAIRS:
A STRATEGIC VISION FOR CREATING AN EXTRAORDINARY UVU EXPERIENCE**

2009-2010

Mission Statement

Student Affairs engages students, faculty, staff and community in a dynamic student-centered environment where they can experience educational excellence through personal, professional and leadership development. We are dedicated to achieving the highest levels of collaboration with our academic and other institutional partners to ensure that students from all walks of life discover and pursue pathways to success. We embrace innovation and continuous renewal as we seek to elevate our performance and enrich the lives of those we serve.

COLLABORATION, SERVICE AND INNOVATION

TABLE OF CONTENTS

Introduction.....	1
Division of Enrollment Management.....	2
Mission Statement	2
Strategic Goals for 2009-2010.....	2
Division of Student Advisement and Support Services	4
Mission Statement	4
Strategic Goals for 2009-2010	4
Division of Student Life.....	7
Mission Statement	7
Strategic Goals for 2009-2010.....	7
Division of Intercollegiate Athletics	9
Mission Statement	9
Strategic Goals for 2009-2010.....	9
The Center for the Advancement of Leadership	12
Mission Statement	12
Strategic Goals for 2009-2010.....	12
Wasatch Campus.....	14
Mission Statement	14
Vision Statement	14
Strategic Goals for 2009-2010.....	14

INTRODUCTION

The Student Affairs Division participates in a dynamic annual strategic planning cycle. Each department within the division is expected to maintain a unit plan to inform and prioritize departmental activities and direct individual work agendas. Employees at all levels of the division are invited to participate in discussions and planning activities. Initiatives are drawn from these departmental plans to assist the Student Affairs Executive Team in establishing the overall Student Affairs Strategic Plan.

To this end, each subdivision of the Student Affairs Division has selected five to seven of their greatest priorities for inclusion in this divisional plan. Therefore, this plan represents only a portion of the overall planning for the entire division. The intent is to utilize this plan to keep the division highly focused on critical objectives and to ensure that the university community as a whole is well informed of the innovative strategies, needs and opportunities associated with the Division of Student Affairs.

DIVISION OF ENROLLMENT MANAGEMENT
2009-2010
Mission Statement

The Division of Enrollment Management enthusiastically collaborates with faculty, staff, alumni, and the community to recruit, retain, and support students. We provide comprehensive services which help students achieve their educational, personal and professional goals by (1) creating a student-centered environment and (2) embracing positive change to deliver high quality services. Our dynamic services provide students with knowledge and skills needed to succeed in college and make meaningful contributions to society.

Strategic Goals for 2009-2010

Goal 1: Eighty percent of students will have a graduation plan in place on Degreeworks by Spring 2011.

Justification: Graduation plans will be used in advisement as well as retention planning for the institution. Students who are not progressing in their graduation plans will be invited to meet with their academic advisor in order to provide greater support or needed peer mentors.

Goal 2: Develop a targeted recruitment and communications plan specifically targeting specific populations: Out of State, Wasatch, Minorities, Women, Graduate Nursing, and Summer School by Fall 2009 and will be used in the recruitment cycle for Fall 2010.

Justification: The overall recruitment and communications plan has been fully implemented successfully. It is now possible to target individual populations for increased recruitment and specific strategies.

Goal 3: Prospective Student Services will increase enrollment of College Prepared Students by 3% from Fall 2009 to Fall 2010.

Justification: As a University, it is critical that we focus on recruiting outstanding scholars. This requires a different type of recruitment than what we have done in the past. Top Academic performers require individualized recruitment and follow up to attract them to UVU programs.

Goal 4: Develop and implement Leave of Absence Program by Spring 2010 which includes identifying/counseling/intervening with students who are leaving the institution for both planned/unplanned stop-outs.

Justification: Most universities have offices of discontinuance that intervene and track students who have planned as well as unplanned leaves of absence. It is critical to have this program at UVU in order to address retention issues in a progressive way. This program is the missing link to the Title 3 Student Success and Retention Grant which has a goal of increasing retention by 10% over a 5 year period.

Goal 5: Prediction of class sections needed for future semesters will be in place by Fall 2011.

Justification: Enrollment Management needs this tool to be able to predict what classes will be needed during future semesters. This is an important piece of planning targeted recruitment campaigns in conjunction with Academic Departments.

Goal 6: Financial Aid will develop and implement the Direct Lending program through the Federal Government for the Fall 2010 semester.

Justification: This is a federal government mandate.

Goal 7: Student Success & Retention will increase retention for full time first time students by 12% from 41% to 53% by Fall 2011.

Justification: This is the overall goal of the Student Success and Retention Title III Grant for UVU. As important as the overall goal of the Title III Grant is, the vision of the goal is to change the culture of the institution and address the critical needs of students on their journey to completing their degrees.

DIVISION OF STUDENT ADVISEMENT AND SUPPORT SERVICES
2009-2010
Mission Statement

The Division of Student Advisement and Support Services proactively engage students to achieve success by providing personalized, seamless, and intentional career, academic, and support advising. Through collaborations with faculty, staff, student peers, alumni, employers and community leaders, students are empowered to persist to achieve their educational objectives and become professionally competent and confident graduates. Specialized services, innovation and caring support are essential values fostered with the student in mind.

Strategic Goals for 2009-2010

Goal 1: Provide leadership and active participation in the inaugural year of the President’s Intercultural Advisory Council to promote cultural understanding, foster the development of global experience, and celebrate the unique and varied interests of the diverse constituents by December 31, 2010.

Justification: Multicultural (MC) services at UVU have achieved high levels of excellence and deserve recognition for helping thousands of students. The diversity which multicultural students and faculty bring to a university is essential for preparing students to live in an increasingly “intercultural” world. More can and must be done, however, to help MC students achieve success and persist to graduation, enriching the education for all students in all classes, while preserving the cultures that contribute to diversity.

Goal 2: Collaborate with Academic Affairs to increase the participation of departmental advising in the “Personalized, Seamless, and Intentional” (PSI) advising program to 50% of academic majors by June 30, 2011.

Justification: PSI has been defined at UVU to include caring, competent, coach- like advisors, who proactively stay involved in students’ lives from admissions to graduation—encouraging and enabling students to develop the skills and make decisions that lead to success throughout life. Such conditions can only exist with appropriate numbers of students assigned to each advisor. Although NACADA recommends fewer than 350 students per advisor, UVU will first strive to reach no more than 375 students per advisor, and hire to that standard. Training and performance assessment are essential components for PSI.

Goal 3: Develop and prototype in CACC an advisor certification curriculum and performance assessment plan, based on recommendations from AFPC plus one task force, implementing student learning and advisor process outcomes for advisors by December 2010.

Justification: For students to succeed at levels expected by employers and graduate schools, they need the support provided by specialist and support advisors. To reach its potential in helping students reach their potential, PSI advisement depends on the united work of all advisors. Training, accountability, processes and tools help to insure consistent high performance in advisement at UVU.

Goal 4: Model a successful “Personalized, Seamless, and Intentional” advising program for exploratory students (UVST major) by June 30, 2010.

Justification: Personalized, seamless, and intentional (PSI) advising provides the vision and foundation for achieving all our UVU retention goals, community and professional engagement aspirations, and student success expectations. Achieving PSI requires every career and academic counselor to consistently perform at universal standards that produce student success, and to be supported with necessary systems, tools, and information.

Goal 5: Implement technological enhancements in testing services and ASD to improve services to students and increase productivity by August 2010.

Justification: Shadow databases create additional security risks to the University for student and other confidential data to be used for non-educational UVU business. Additionally, shadow databases do not reflect current changes and can impact a student receiving timely services, such as testing eligibility. Creating solutions with Banner or SCT partners will allow UVU to reduce security breaches and provide timely services to students and clients. This will also assist our division with providing data for University reporting. Additionally, as the institution pursues an integrated scheduling system and not using GroupWise it is imperative to be able to schedule rooms and people for Assessment and Classroom Testing. The scheduling for interpreters is done with an antiquated system, which is inadequate for the number of deaf and hard of hearing students.

Goal 6: Develop and begin to operationalize a plan for professionally engaging students that:

1. provides an opportunity for every student at UVU to learn who they are (self-discovery), explore careers, and participate in internships, mentoring, service learning, leadership experiences, and career-based professional development (July 2011) ,
2. establishes communication, student tracking, advising, and reporting systems, allowing advisors, faculty mentors, and university administrators to assess student progress in becoming professionally engaged (December 2011).
3. connects CSSE staff with local, state, national and international employers to provide students with professional opportunities to increase student internships by 10% (2158) by May 2011.
4. increases students completing the online internship orientation to 75% by January 2011.
5. recognizes outstanding student contributions through a campus wide student employee of the month program by July 2011.
6. implements the administratively approved recommendations of the TQI task force for student employment and fosters ongoing discussion for improvement May 2010.
7. collaborates with academic affairs to develop a vision, model, and work plan for establishing faculty mentoring of students in all academic majors by May 2011.

Justification: Professional competence in students is not only an objective but also a mandate for UVU. The mission statement for the university received Board of Regents approval to in fact develop professionally competent and hence professionally engaged students by their graduation. Achieving this mandate is a vital part of achieving our institution mission to be a community engaged regional university. The 08/09 school year there was 1962 internships. Part of accomplishing this goal is to increase the number of internship opportunities that we promote on our UV Job Board. Last year we

had 335 new internship postings with a daily average of 65 active internships. Increasing posting by at least 10% this year will support community outreach and networking.

Goal 7: Complete the website transition and conduct a comprehensive review/update of the division's websites to ensure they are "user friendly", ADA accessible and provide comprehensive material in a well designed and creative format for intended primary and secondary audiences by July 2010.

Justification: Universities may only have one shot at making a good first impression. With a well-designed site, UVU can project the image and professionalism sought by prospective students, students, colleagues, employers and other stake holders.

Goal 8: Develop a model and document through Memorandums of Understanding how UVU will offer student services to those enrolled at/in Extended Education (Distance Education, Concurrent Enrollment, Wasatch Campus, sites and weekend programs) by August 2010.

Justification: Providing services at remote locations and for non-traditional modes of deliver where the university invites and enrolls students is a responsibility we have to those students. The population growth and limited space at the Orem Campus will require the expansion of extended education and now is the time to plan, implement, assess and revise those services to be prepared as the expansion naturally progresses.

DIVISION OF STUDENT LIFE
2009-2010
Mission Statement

Student Life at Utah Valley University engages students socially, encourages civic involvement, and provides opportunities for experiential learning, leadership, and wellness through collaboration with the campus and community. The core of Student Life includes: integrity, respect, accountability, professionalism, diversity, balance, creativity, and fun.

Strategic Goals for 2009-2010

Goal 1: Begin the program and planning stages of the Sorensen Student Center expansion/Student Life Building.

Justification: Campus growth in numbers and maturity, plus increased community use, indicate the need to increase space in the Sorensen Student Center. Current research in student success and retention suggest the need for UVU to create more campus social integration provided by a recreation type building.

Goal 2: Student Life has continued the SHS Suicide Prevention and Crisis Response Program by securing school resources to fund a full-time suicide prevention counselor. SHS will need to procure budgetary backing to maintain the informational materials and programming.

Justification: Suicide prevention programs are a critical part of having a student centered, readily available and professional university health care. UVU Risk Management estimates that SHS's response to a campus suicide attempt last year and the resulting crisis team's debriefing and response saved UVU as much as \$300,000 in court costs for this one case. This was based on Risk Management interviews of affected individuals that occurred before and after the crisis team debriefings. Student Health Services responds to multiple crisis and suicidal emergencies per semester.

Goal 3: Develop the proper infrastructure for the UVU Campus Recreation program. This includes fencing, lighting, and bathrooms of current intramural and club sports fields as well as securing more indoor facilities for expansion of programs.

Justification: Resources and efforts have been made to increase the available space for our campus recreation program over the past few years. However, in comparison to our neighboring institution we are woefully under-serving students in this area. We would like to begin a discussion of a field house, secure funding to place a fence around the current fields to prevent unauthorized use, and look at getting lighting, water, restrooms and other resources to those fields to increase their usability.

Goal 4: Hire new therapist to meet the medical, psychological testing, and therapy demands currently coming from the UVU student body.

Justification: If UVU is to address the current health care needs in a competent and serious manner we must begin to address student's needs and desire for health care. In a recent survey of student interests UVU students chose health related issues multiple times within their top ten interests. UVU has not adequately addressed its students' concern and interest in health care and health education. Campus growth in numbers and maturity must be reflected in ratios of health providers to student population currently at 1:7500

Goal 5: Increase administrative support for Student Life by hiring at least one full-time administrative assistant and other part-time employees as needed.

Justification: The number of students interested in on-campus involvement is increasing which increases the load for the administrative support currently in place. Additional help is needed because of new audit demands on sports clubs and the addition of the Student Involvement department.

Goal 6: Improve the collection, storage, retention, and reporting of data involved in each of the areas of Student Life. Use this data to demonstrate impact of student life programs on campus engagement and student involvement and to evaluate program effectiveness.

Justification: Dashboard reporting will assist in the assessment of student life programming and the impact on engagement.

Goal 7: Replace tables in the Valley View Room in order to improve, update and modernize the area.

Justification: Existing tables are worn, wobbly, and the table tops do not match up when pushed together for maximized seating. Tables have been refinished periodically, and many of the wood pedestals have been replaced with steel ones. Most of the tables probably have endured the lifetime of the Sorensen Center.

Goal 8: Further develop the Residential Engagement Coordinator Program by increasing the number of apartment complexes participating in the program and sustaining the current program by adding REC's as justified by the number of UVU students at each complex.

Justification: Currently The Office of Student Involvement (OSI), creator of the Residential Engagement Coordinator (REC) program, has partnerships at nine apartment complexes, which include:

The Branbury College	Terrace Apartments
Courtside Apartments	Remington Apartments
Green Briar Apartments	Village on the Parkway
Winter Haven	Wolverine Crossing
Summer Wood Condos	

These apartment complexes are in partnership with the OSI and provide a portion of the rent expenses and utilities for the REC students living there. In turn student REC leaders are given a budget to plan and create activities for residents. Future complexes to join the REC program:

Ventana	Rain Tree
Carriage Cove	Lakeridge
Old Mill	Pinnacle

DIVISION OF INTERCOLLEGIATE ATHLETICS
2009-2010
Mission Statement

The UVU Athletic Department provides a wide range of highly competitive athletic programs, and seeks to be a resource for the University and community: a source of pride, revenue, good will and high quality entertainment. The Department seeks to provide student-athletes with opportunities to improve athletic skills and abilities while obtaining an exceptional quality education. Our goal is to provide the best facilities, coaching, and academic resources available to help the athlete succeed in future academic, athletic, and professional endeavors.

Strategic Goals for 2009-2010

Goal 1: Complete the UVU track facility in a timely manner and at the very best location. If it requires more money to do it right then we will raise that money. The freeway location is visible, assessable and close to existing facilities and support personnel.

Justification: Athletics has raised their goal of \$1,200,000 for track construction. Track is very important to our athletics program, representing 6 of our 15 programs. Having a track facility on campus is very important to the continued growth of the athletics program. Practicing at local high schools is not good for the UVU image and recruiting.

Goal 2: Increase tuition scholarship dollars and private funding to provide additional room and board amounts. Specifically increase equivalency amounts for baseball, soccer, softball, and track and field/cross country.

Justification: Additional, more complete scholarships are vital to the success of the student athletes. To be really competitive, UVU needs to provide more scholarships at the amounts that a full scholarship represents. For example, the baseball program is allowed 11.9 scholarships, and currently UVU Athletics is only providing 6.8. The scholarship is about 75% of what is allowed in a full scholarship.

a. Add \$150,000 to our tuition base

Goal 3: Develop salaried support personnel to establish a competitive NCAA position

Justification: As the athletics program grows and continues to work towards a more regional conference, it requires building a strong support team. This requires additional Support Employees to be hired in certain areas. The following are currently the most urgent areas:

- b. Increase both men's and women's basketball assistant coaches to three. This is the minimum number that every Division I team has in the Great West Conference. Most teams have 4 or 5 assistant coaches. This will help prepare us UVU Athletics for a regional conference. UVU needs to look like a Division I program.
- c. Strength and Conditioning Coach to work with each of the athletic teams to improve strength and conditioning, which will improve performance and reduce injury. This is very important to the total program. Most peer institutions have 1- 3 strength coaches.

- d. Game Operations position to plan, schedule, and arrange for all the activities associated with home athletic contests. This includes but is not limited to: 1) scheduling practice and shoot around times for visiting teams; 2) locker room assignments, meeting visiting teams as they come in; 3) meeting, providing lockers and paying for game officials; 4) arranging for and training linesmen, scorekeepers, scoreboard operators, public address announcers, and parking attendants; 5) crowd control responsibilities; 5) arranging for, purchasing, and overseeing concessions, training concessions workers, set-up and tear-down of concessions stands; 6) arranging for, set-up and tear-down of sound system for outdoor events; 7) hiring and training of game operations personnel; 8) handle facilities repair/maintenance assignments.
- e. Graphic Design/Photographer/Web Design
- f. Events Coordinator
- g. Assistant Budget Director
- h. Assistant Equipment Manager

Goal 4: Academic Performance Program (APP)

Justification: Receive points for retention of students with scholarships. The NCAA measures the program's progress with the APP each year. Schools are required to complete an in-depth report on current progress. If the program continues to not meet standard NCAA requirements, programs will lose scholarships. The APP represents the progress towards degrees required each year by UVU student athletes.

Goal 5: Establish Utah Valley University as the premier institution of the Great West Conference by winning the first Commissioners Cup. Provide post season NCAA Division I competition opportunities for some of the UVU teams and individuals.

Goal 6: Establish a Competitive Position

- a. UVU will develop and maintain a nationally competitive athletic program that is committed to NCAA, conference, and institutional governance and rules compliance.
- b. Consistently produce athletic teams that are competitive among Division I programs on a conference, regional, and national level by recruiting and retaining talented student athletes, coaches and staff.
- c. Establish Utah Valley University as the premier institution of the Great West Conference by winning the first commissioners cup. To have post season NCAA Division I competition opportunities for some of the UVU teams and individuals.
- d. Increase the competitiveness and success of baseball, softball and women's golf.

Goal 7: Increase Media Exposure through the radio, television, and the internet. Currently men's basketball has good exposure, but more exposure is needed with women's basketball, volleyball, and baseball.

- a. Provide play by play radio broadcast for women's basketball. This will require a radio station and funding for talent, travel and air time.

Goal 8: Establish funding that will provide lights and expanded seating for the soccer field

Goal 9: Increase attendance for men's basketball by 25%

THE CENTER FOR THE ADVANCEMENT OF LEADERSHIP
2009-2010
Mission Statement

To provide cutting edge personal, interpersonal, organizational, and civic/service leadership experiences for students of all ages. This will be completed through academic, personal and professional training for the benefit of UVU students and all high schools, junior high, and grade schools throughout the state of Utah.

The Center for the Advancement of Leadership will be recognized as the leader in the training and research of leadership, life skills, and character education for students of all ages—including for profit and not-for-profit organizations. This will include a focus on the whole person, recognizing that successful leaders are developed from the inside out.

Strategic Goals for 2009-2010

Goal 1: To achieve the following metrics with regards to current leadership programming for the 2009/10 academic year. This includes advancing the High School program (Concurrent Enrollment), Junior High School Program (Why Try); Grade School Program (Know Greater Heroes) and other programming efforts (i.e., MasterMind Series) offered to the general faculty, staff, and local business and civic community. By May, 2010.

1. Presidential Leadership Program applicants:	500+
2. Presidential Leadership Program participants:	72
3. CAL Leadership Certification Students:	110+
4. Number of MasterMind attendees per session:	120+
5. HS: Number of schools/students participating in CE	18/500+
6. HS: Number of schools/students attending AL Conference:	90/3,000+
7. Jr. HS: Number of schools/students served:	5/80+
8. K-6: Number of schools/students served:	25/20,000+
9. Fundraising goal to support programs:	\$50,000

Justification: During the 2009/10 academic year our focus will be more on quality with a reasonable growth objective. These numbers represent a slight increase in comparison to the 2008/09 academic year.

Goal 2: A. To solidify the relationship between CAL, the School of Business and the Student Affairs Division. B. To establish a faculty team that will represent and support the core leadership courses. C. To identify Bruce's role as a faculty member.

Justification: There have been three models discussed regarding the relationship between CAL and UVU. A Student Affairs models, a Business School model, and a joint Student Affairs/Business School model. Finalizing the official relationship between these entities is a vital objective. Included in this decision is identifying a core group of faculty that will represent the leadership courses. Also, understanding the director's role as an adjunct professor or tenure-track professor is an important distinction that needs to be made.

Goal 3: CAL LCP Stability and Quality

Justification: With a great focus on program expansion and growth over the past few years, it is now time to focus on program quality and sustainability. This will include a continued focus on clarifying roles and responsibilities for full-time staff, part-time staff, and our student Team Leaders while identifying a reasonable growth strategy each year.

Goal 4: Re-vitalize CAL Advisory Board

Justification: Placing certain decision on hold until the new president arrived has curtailed our ability to advance Advisory Board objectives and committee assignments. With various decisions forthcoming (CAL affiliations, Business School relationship, Concurrent Enrollment continuation) we will be in a position to re-vitalize our board and move forward in a unified direction. This will include a review of all committee's (especially the PIE and Fund Raising committee) and a new set of Operating Guidelines to effectively define committees and establish "go forward" strategies.

Goal 5: Increase rigor of Concurrent Enrollment Program with moderate growth strategy

Justification: The Concurrent Enrollment Program was put on hold until our new president arrived. This waiting period has curtailed our ability to network with high schools and forge relationships with them from a leadership perspective. As we have discussed, UVU is currently in first position to be Utah's "leadership university". To achieve this goal we must press on or the opportunity will be lost. That said, we are requesting an immediate authorization to continue this program and market it state-wide.

Goal 6: Finalize the CAL Case Statement

Justification: We are in the final phases of the CAL Case Statement. With this document in place it can be used by IA for fund-raising purposes with the ultimate goal of identifying long-term donors for CAL.

Goal 7: Refine and finalize the collective outcome metrics designed to measure the impact of all of the CAL's programs. Produce through the production of a CAL Annual Report.

Justification: We would like to have a complete set of outcome metrics to measure both program numbers (schools and students served) and program quality (qualitative metrics captured by Survey Monkey). We are publishing our first Annual Report this September and will modify it each year to make sure that it summarizes the efficacy of CAL programming, both within the university and within the community.

On Deck: Launch Virtual Leadership Academy through Continuing Education department.

Continue: Yes

Justification: The VLA is a backburner project that will emerge slowly. This year we forged an official partnership with Continuing Education, identified more than 40 workshops to be published, and are now on the final phases of building our first VLA catalogue which will be sent throughout the greater UVU business/civic community.

CE will take the lead on this project as they will be the primary marketing arm. The CAL will support by providing the speakers/trainers.

WASATCH CAMPUS STUDENT AFFAIRS
2009-2010
Mission Statement

Provide an environment where the energy and excitement of an engaged learning campus is experienced, because learners come first and their success is the priority.

Vision Statement

The Wasatch Campus provides academic programs, professional development opportunities and community educational experiences that support the economic and population demands of the service region.

Strategic Goals for 2009-2010

Goal 1: Deliver short term training as requested by local hospitality industry and facilitate the Latino Hospitality Leaders of Tomorrow program to strengthen the foundation and build a student base for a future internationally recognized resort/hospitality management program at the Wasatch Campus by August 2010.

Justification: The Wasatch Campus is physically located within the heart of the resort capital for summer and winter recreation. The economy of the local area supports the need for a larger workforce supplied by students in this program. The hospitality industry will soon require a BS degree for management. Local industries indicate they have a need for educated people and are willing to participate financially to ensure the success of the program.

Goal 2: Secure affordable housing for UVU Wasatch students when multi-family housing is built within one mile of the Wasatch Campus by August 2011.

Justification: The population base for Wasatch and Summit counties are insufficient to achieve the enrollment goals of the Wasatch Campus without recruiting students from outside of the service area. However, affordable housing for students is necessary to assist in recruiting the students. Currently the university and the property owners to the North are working to develop an approved plan that would allow for apartment style housing adjacent to the campus property.

Goal 3: Develop and implement recruitment and retention strategies for sub-populations to increase enrollments.

1. Residents residing outside of Wasatch & Summit counties by August 2010
2. Traditionally under-served populations (woman and multicultural students) by August 2010

Justification: In addition to continually serving the residents of Summit and Wasatch counties, the three groups identified above are the targeted populations. The external recruiting will primarily be for those seeking a two year GE degree at a small college atmosphere located in a mountainous resort area. (ski and GE), Elementary Education (B.S) and Business Management (B.S). Ongoing planning and preparation will continue for the resort management and digital media programs.

The multi-cultural initiative will be an outreach of the Orem Campus programs and services. The resort community brings a variety of nationalities to the area; however, Hispanics are the largest ethnicity after Caucasians.

Goal 4: Increase Food Services available at the Wasatch Campus by December 2009.

Justification: Food is part of a collegiate experience. The availability of food services will allow students to spend more time on campus and increase connections with peers, faculty and staff. Many students leave or come to the campus from their employment and want to have access to food services, besides vending machines. Additionally, the availability of food service would be an additional incentive for the campus to be a location for groups to hold meetings, corporate retreats and conferences.

GOAL 5: Assess and continue to foster professional relationships and provide accurate and timely information to the community stake holders in Wasatch and Summit by June 2010

Justification: the restructure of the Wasatch campus caused concern for some community leaders and residents of the service region. The administration listened carefully and committed to continuing to assess the services provided and timely address concerns.