A. Broaden the reach and utilization of Student Advocacy Services to ensure timely resolution to student concerns and problems and accurate tracking of student concerns/problems. *(DSAES Strategic Initiative #1b)*

   a. Increase referrals from faculty and staff

   b. Accurate and up-to-date tracking of student issue resolution

B. Grow the Commuter Assistant Program toward total inclusion into the university culture via Map-Works, commuter-specific programming, and mentorship opportunities. *(DSAES Strategic Initiative #1d)*

C. Emphasize customer service through office protocol; develop and implement customer service statement that will improve student and staff experiences. *(DSAES Strategic Initiative #2a, 2e)*

   a. Develop Customer Service statement

   b. Implement student and staff training that emphasizes customer service

D. Identify strategic partnerships and training opportunities both on and off-campus as they relate to the DOS mission and vision and student success. *(DSAES Strategic Initiative #6)*

   a. Broaden awareness and understanding of DOS among campus community.

   b. (Re) design disruptive student education to provide literature and training opportunities for faculty and staff.

   c. Develop student conduct matrix to be shared and utilized with SHRL to better streamline disciplinary outcomes.

E. Identify opportunities for increased student leadership opportunities and intentional student engagement. *(DSAES Strategic Initiative #1d)*

   a. Explore the creation and development of a designated “Dean’s Team” or “DOS Ambassadors” group to help facilitate training and messaging to campus community and student organizations.
b. Identify ways in which football tailgate monitoring can include more student leader involvement.

F. Ensure that the student conduct and behavior process provides for increased learning opportunities for students, faculty and staff participants. *(DSAES Strategic Initiative #1)*

a. Develop comprehensive training program for hearing board members, based on best-practices and national standards.

b. Develop and implement a variety of conduct modules, to assist in the sanctioning process of conduct officers.

c. Apply rubric evaluation to all reflective material assigned as part of a student sanction.