**MISSION:** Student Services has a significant impact on the Wilsonville student community by providing resources and services that assist students in their pursuit of academic success, personal wellness and professional excellence.

**Goal 1:** Students have access to the basic resources and support they need so that they can focus on their academic and professional goals

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| Students have access to healthy, low budget meals during the lunch and dinner hours. | Short-term – winter & spring 2016 Long term – Fall 2016 | * Evaluate food survey results to define student need  
* Understand current resources & limitations  
* Research viable food options  
* Identify & implement best option(s) | Student satisfaction related to food quality and availability will increase. |
| Students have access to 10 additional outlets in student study spaces on campus. | Spring 2016            | * Determine what materials are needed and cost of materials and installation.  
* Create a plan to get work completed in student spaces | Student satisfaction will increase with additional study spaces that are user friendly. |
| Students have access to low-cost SMART Bus ride cards and information regarding alternative methods of transportation. | Fall 2016              | * Re-negotiate agreement with SMART.  
* Understand student transportation needs  
* Identify alternative forms of transportation that will meet our student needs | Students will be satisfied with SMART Ride Cards and/or resource information regarding alternative transportation options. |
| Students have access to study spaces on campus till 2:00 AM Monday – Friday. | Fall 2016              | * Ensure staffing levels are adequate for additional hours  
* Understand campus parameters & limitations  
* Understand available resources | Student satisfaction increases with expanded access to campus spaces during extended hours. |
**Goal 2:** Student Services has a deeper understanding of student needs by segment as they transition into the Oregon Tech Wilsonville student experience.

* Segments defined as working adult, international and traditional-aged students.

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| Evaluate current data available regarding student transition needs.      | Winter 2016 | * Review current data available through IR  
* Review results of NESSI, BESSI, and other relevant student survey information.  
* Identify gaps in data | Student Services has a stronger understanding of existing data that is relevant to the Oregon Tech Wilsonville student transition. |
| Work with IR to develop a plan to collect qualitative/quantitative       | Spring 2016 | * Work with IR to develop questions for a survey or series of focus groups to gather more detailed data regarding new student transition needs.  
* Identify ways that students are being oriented to Oregon Tech Wilsonville through academic departments and student services.  
* Identify gaps in the services & programs we currently provide | Student Services will have an increased knowledge of new student transition needs as a result of this data gathering effort. |
| student transition data not available in current data sources.           |          | * Develop plan and timeline for implementation                                                                                               |                                                                                  |
| Evaluate current efforts to assist students with their transition to      | Fall 2016 | * Identify ways that students are being oriented to Oregon Tech Wilsonville through academic departments and student services.  
* Identify gaps in the services & programs we currently provide | Student Services will be able to determine ways we are effectively orienting students and where we fall short. |
| Oregon Tech Wilsonville.                                                 |          | * Determine what knowledge students are gaining as result of orientation efforts.                                                             |                                                                                  |
**Goal 3:** Students feel like they are part of a welcoming, inclusive and respectful student community.

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| Understand current levels of student engagement on campus.                | Winter 2016       | *Review Wilsonville specific results of the student engagement survey.  
* Review other relevant survey data  
* Identify gaps in information.                                                   | Student Services will have a basic understanding of the level of student engagement and will be able to identify gaps in data.                                                                                       |
| Assess effectiveness of current student engagement strategies             | Winter/Spring 2016| *Compare student participation in programs and events over the last 3 years  
* Review membership rosters to determine how many students are involved in student organizations  
* Compare number of events hosted by student organizations over the last 3 years  
Look at demographics of involved students                                       | Student Services will have a stronger understanding of current levels of involvement by age group and major on campus.                                                                                          |
| Develop an understanding of how different segments of our student population want to connect with the student community. | Spring 2016       | *In the end of the winter term survey, ask students how important being a part of the campus community is to them and what would make them feel connected to the community  
* Work with IR on language for questions                                        | Knowing this information will allow student services to better target certain student segments for particular programs and services.                                                                             |
| Develop and enhance current offerings to build an engaged community that value inclusion, respect and support for each other. | Each Term         | *Open the Common Ground Diversity Center to offer a welcoming, safe and inclusive space for students  
* Provide community & campus resource information for students in Common Ground  
* Provide education and programming designed to better integrate and support our diverse student population.                                    | Students will feel like they belong to an inclusive community that fosters education, support and respect for all.                                                                                         |