








Student Success

4. A Student-Centred Approach

Develop and implement residence life programming model and assessment framework that focuses on supporting first year student success. First Year Experience (Division of Students, 2013-2018 Strategic Plan) + Housing Strategy

Strategy/Action	Measure/Milestone		
1) Assess past initiatives and map to Lizzio model 2) Identify gaps and areas of focus 3) Curriculum and programming model and assessment tools are further developed and implemented with training	<ul style="list-style-type: none"> - launch a new model with full documentation on tools, outcomes, Lizzio senses and ACUHO-I professional standards (complete) - Integrate model into training and reporting (complete) - assessment through Campus Labs at house meetings, etc. (complete) - Presented at provincial conferences for profession (complete) - Adapt for YUELI students in residence (complete) - Introduced Residence Spirit Cup (complete) to foster residence and York pride - Created Residence YU Start module (complete) 		Completed
1) Negotiate with college councils and work with SCLD to expand time during orientation for a residence orientation 2) Develop residence orientation program guided by Lizzio and CAS standards 3) Implement program on move-in day 4) Work with SCLD to assess program within orientation assessment	<ul style="list-style-type: none"> - Residence orientation program developed (complete) - implement during residence orientation (complete) - Assessment showing overall positive outcomes (complete) 		Completed
1) Work with SVRO to offer additional education and programming in residence related to sexual violence 2) Document procedures for Dons & RLCs related to SV disclosures that reflect new university policy	<ul style="list-style-type: none"> - Detailed SOPs that guide response and support for survivors of SV from disclosure through to on-going support created (completed); - Staff trained on procedures and implemented (completed); - New programming in the fall term educated residents across campus about consent and the SVRO (completed). 		Completed

<p>1) Research service provider options</p> <p>2) Select provider and establish service agreement</p> <p>3) Implement pre-launch plan</p> <p>4) Launch off-campus housing service</p> <p>5) Further develop site resources, adjust and create operational and communication plan</p>	<ul style="list-style-type: none"> - Options researched (completed) - Off-Campus Partners selected and service agreement for 3 years established (completed) - Pre-launch plan (completed) - Site soft-launched in March 2019 (completed) - Resources, operational, communication plan (WIP) 	 On Track
<p>Connect with campus partners and subject matter experts to advance residence curriculum to further support internationalization strategy and international students.</p> <p>Develop a formal YUELI residence curriculum guide.</p> <p>Increase promotion of York International (YI) events to residence students.</p> <p>Opportunities for YI programming in residence increased.</p>	<p>Revised passive displays for YUELI students (complete);</p> <p>York International staff presented at August Don training to help inform Residence Life staff on factors to consider when supporting and programming for international students (complete).</p> <p>Obtain guidance from LAPS Faculty contact on their insight / academic knowledge related to international students (planned).</p>	 On Track
<p>Liaise with Student Financial Services to explore feasibility of bringing SFS Peers into residence.</p> <p>Develop a plan and schedule.</p>	<p>SFS Peers educated residents about OSAP, scholarships, etc. in October 2019 across seven Keele campus residences through tabling.</p>	 Completed
<p>Review Residence Don training and increase elements of wellbeing within.</p> <p>Further utilize Residence Life Educational Ambassadors (RLEAs) to offer wellbeing education including with campus partners.</p> <p>Begin updating Residence Curriculum 2020-21 to advance wellbeing framework.</p> <p>Continue to partner with Health Education to offer residence students evolving educational programming aligned with new wellbeing framework.</p>	<p>Residence Don August Training: Residence Don self-care session changed to wellness session; training check-ins focused on areas of wellness beyond emotional wellbeing; healthier food options when possible.</p> <p>Residence Don Fall In-Services: Student Counselling & Development presentation on compassion fatigue & burnout.</p> <p>Residence Curriculum Continue to work with Health Education to offer wellbeing programming in residence (WIP);</p> <p>Programming metrics via SkyFactor resident survey (tbc).</p>	 On Track

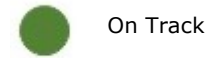
Research other post-secondary institution approaches to nursing student community placements in Residence Life.

Work with assigned students and Clinical Course Director to develop approach to placement that will be sustainable each term.

Model developed
 Fall term placement complete
 Winter term placement complete

Connected with other Residence Life departments in Ontario to learn about their experience with similar partnerships.

Fall Term
 - Successfully supported 5 fall term Nursing students in their community placement
 - Calumet & Stong residents received active programming (healthy cooking in residence & mental health/stress education) and passive resources.
 - developed draft framework for future placements successful






Engagement and Outreach
 6. Enhanced Community Engagement

Develop and implement a plan to address the legalization of cannabis as it relates to residences with a focus on: Legislation & Policy, Education & Health Promotions, Support, Enforcement Well-Being (Division of Students, 2018-2020 Strategic Plan)

Strategy/Action

Measure/Milestone

<p>1) Research, attend professional organization events related to cannabis</p> <p>2) Establish Residence Life working group</p> <p>3) Develop plan for each pillar of university framework</p>	<ul style="list-style-type: none"> - Updated Residence Community Standards and sanction guide (completed); - Updated live-in student staff performance expectations (completed); - Health Education brought into residence to educate residents around substance including cannabis (completed); - Updated staff procedures and training (completed); - Approach, community standards and training to be determined and updated for regulated consumables (WIP). - August Don Training 2019: Public Health provided training on cannabis (completed) - Fall In-service 2019: training with student staff (completed) - Consulted with Residence Student Advisory group (2x) re: consumables, consulted with university working group including legal (completed) - Researched other institutions' approaches to consumables (complete). 	 Progressing
<p>Draft Residence Life content for Service Level Agreement with the School of Continuing Studies (e.g., YUELI).</p> <p>Draft Residence Life content for Service Level Agreement with Glendon College.</p>	<p>Content submitted to Office of the Vice-Provost Students for School of Continuing Studies SLA (complete);</p> <p>Services level agreements to be designed and finalized to establish expectations and quality of service between inter-campus units (including but not limited to School of Continuing Studies, Glendon College, etc.).</p>	 On Track
<p>Seek feedback from awards committee from previous year.</p> <p>Revise Residence Life awards and promote to student staff.</p>	<p>Awards revised, promoted, awarded at end of year event.</p>	 Progressing

Enabling the Plan
7. Enabling the Plan

In conjunction with dependencies, develop and implement a residence demand model. Access (Division of Students, 2018-2020 Strategic Plan)

Strategy/Action

Measure/Milestone

<p>1) Develop model with colleagues</p> <p>2) Develop presentation of model options for selection</p> <p>3) Implement model</p> <p>4) Revisit model for future years</p>	<p>- Model selected and implemented to guide first-year and returning student numbers in residence for 2018-19 (completed);</p> <p>- Communication for 2018-19 waitlist students (completed);</p> <p>-Residence occupancy for 2018-19 - filled at move-in.</p>	 On Track
<p>Student Staff Assessment</p> <p>1) Develop implementation plan</p> <p>2) Implement assessment</p> <p>3) Assess results</p>	<p>- Assessment tools purchased (complete)</p> <p>- Began initial planning with Glendon and Housing Services (complete)</p>	 Progressing
<p>Resident Assessment</p> <p>1) Develop implementation plan</p> <p>2) Implement assessment</p> <p>3) Assess results</p>		
<p>1) Review professional organization core competencies</p> <p>2) Identify areas of training and develop intentional training schedule</p> <p>3) Develop training outlines and modules</p>	<p>- Develop model (complete)</p> <p>- Implement model with new RLC staff (complete)</p> <p>- New hires report well transitioned into role (complete)</p> <p>- Use feedback from new hires to continuously improve model (complete)</p>	 Completed
<p>Consult with Finance & VPS Finance Officer</p> <p>Create case for change</p> <p>Develop SOPs, update templates & spending guidelines</p> <p>Create & test process for student staff to access Concur and setup direct deposit.</p> <p>Train staff and implement.</p>	<p>Consult with Finance & VPS Finance Officer (complete). Create case for change (complete). Develop SOPs, update templates & spending guidelines (complete).</p> <p>60 student staff trained and began using Concur for reimbursements. Overall feedback has been positive and improved processes!</p>	 On Track
<p>Review current communication plan and develop recommendations for change.</p> <p>Review recommendations with VPS Communications.</p> <p>Revise recommendations and update communication plan.</p> <p>Identify opportunities to further implement Division of Students' branding in materials and implement.</p>	<p>Recommendations developed (complete). Recommendations review (complete). Revised plan (WIP)</p> <p>Use of Division of Students' branding has increased (Welcome to Residence Life trifold, Don on Duty cards, building signs, etc.)</p>	 On Track

Explore opportunities to utilize MS Teams with Residence Life.
 Research best practices with MS Teams/Office 365 for collaboration.
 Create Residence Life MS Teams channels and increase utilization.
 Explore further use of SharePoint and implement if feasible.

Staff adopt MS Teams as a means for communication (complete).
 Residence Life MS Teams channels created to advance projects and improve communication and collaboration (WIP).
 Utilised SharePoint & MS Teams for residence holiday closure communication and info sharing.



Discontinued

Create guide through review of current documentation, practices and feedback from staff.

Draft guide created.
 Final guide created.



On Track

Document all current assessment and evaluation practices.
 Research best practices within Residence Life for evaluation.
 Revise Residence Life assessment plan.

Current assessment and evaluation practices are documented (WIP).
 Residence Life assessment plan draft created.



On Track