

Goal 3: Passionately Serve Students and Each Other

Implementation Plan

Legend: Implementation Timeline	Goal 3: Passionately Serve Students and Each Other
Initiate	The University will initiate programs and processes to ensure that we always deliver on our promise of being student-centered. We will also create a campus-wide culture for all University employees that is collaborative, supportive, and respectful.
In Progress	
Complete	
Continuous Detroit Mercy Practice	

Goal 3 Metrics: applications, enrollment, retention rates, graduation rates, levels of student satisfaction regarding services, levels of student awareness and appreciation for the University's mission and Jesuit and Mercy heritage, levels of employee satisfaction, and employee retention and turnover rates

Strategy 3.2	Ensure That Every Student Knows They Are Cared For
Action Plan 3.2.1	Enhance Advising, Mentoring and Vocation Development.
Tactics	
	F19 W20 F20 W21 F21 W22 F22 W23 F23 W24 F24
Tactic 3.2.1.1	Improve academic advising and mentoring in collaboration with the Academic Advising Committee.
Tactic 3.2.1.2	Enhance academic advising and mentoring provided by the Student Success Center.
Tactic 3.2.1.3	Include in next UDMPU contract a requirement for mandatory participation in advising training for faculty who have advising assignments.
Action Plan 3.2.2	Develop a First-Year Experience Course. Create a one credit hour first-year experience course coordinated by each School/College, with additional content from UAS 1045 that connects all first-year students with the University, our services and a mentor.
Tactics	
	F19 W20 F20 W21 F21 W22 F22 W23 F23 W24 F24
Tactic 3.2.2.1	Develop and implement First-Year Experience courses (e.g. Nursing 1000 model)
Action Plan 3.2.4	Support the Wellness Center, Psychology Clinic and Mental Health Initiatives. Develop steps to enhance the effectiveness and reach of direct and indirect mental health supports on all campuses, including proactive strategies to provide early connections to care for at-risk students.
Tactics	
	F19 W20 F20 W21 F21 W22 F22 W23 F23 W24 F24
Tactic 3.2.4.1	Hire additional counseling staff to improve support on all campuses.
Tactic 3.2.4.2	Expand McNichols Campus Wellness Center to include additional privacy for students of concern.
Tactic 3.2.4.3	Develop a University-wide suicide prevention plan, including treatment and crisis protocols.
Tactic 3.2.4.4	Develop a University-wide death protocol.

Goal 3: Passionately Serve Students and Each Other

Implementation Plan												
Legend: Implementation Timeline	Goal 3: Passionately Serve Students and Each Other											
Initiate	The University will initiate programs and processes to ensure that we always deliver on our promise of being student-centered. We will also create a campus-wide culture for all University employees that is collaborative, supportive, and respectful.											
In Progress												
Complete												
Continuous Detroit Mercy Practice												
Goal 3 Metrics: applications, enrollment, retention rates, graduation rates, levels of student satisfaction regarding services, levels of student awareness and appreciation for the University’s mission and Jesuit and Mercy heritage, levels of employee satisfaction, and employee retention and turnover rates												
Strategy 3.2	Ensure That Every Student Knows They Are Cared For (continued)											
Action Plan 3.2.5	Reinforce the Work of University Ministry. Identify ways to capitalize on and highlight the multiple on and off-campus programs directed by University Ministry.											
Tactics												
Tactic 3.2.5.1	Enhance and expand anti-racism and interfaith initiatives spearheaded by University Ministry.	F19	W20	F20	W21	F21	W22	F22	W23	F23	W24	F24
Tactic 3.2.5.2	Establish part-time positions for Muslim and Protestant chaplains to support diverse student populations.	F19	W20	F20	W21	F21	W22	F22	W23	F23	W24	F24
Action Plan 3.2.6	Enhance the Student Success Center, Disability & Accessibility Services and Titan Success Network. Reinforce the various ways we support the learning and development of our students.											
Tactics												
Tactic 3.2.6.1	Establish an administrative assistant position to support students in the Student Success Center and Disability & Accessibility Services.	F19	W20	F20	W21	F21	W22	F22	W23	F23	W24	F24
Tactic 3.2.6.2	Expand the Student Success Center to include additional testing and tutoring space.	F19	W20	F20	W21	F21	W22	F22	W23	F23	W24	F24
Tactic 3.2.6.3	Secure an online platform to enhance the Titan Success Network.	F19	W20	F20	W21	F21	W22	F22	W23	F23	W24	F24
Action Plan 3.2.7	Expand and Enhance the Center for Career & Professional Development.											
Tactics												
Tactic 3.2.7.1	Rebuild and foster collaborating partnerships between the Center for Career & Professional Development and Colleges/Schools.	F19	W20	F20	W21	F21	W22	F22	W23	F23	W24	F24
Tactic 3.2.7.2	Identify pathways to further connect students with employers to provide professional opportunities, internships and on-site mentoring programs.	F19	W20	F20	W21	F21	W22	F22	W23	F23	W24	F24
Action Plan 3.2.8	Enhance International Student Services.											
Tactics												
Tactic 3.2.8.1	Develop a plan to increase interactions of International Student Services with academic programs to better understand and serve international student populations.	F19	W20	F20	W21	F21	W22	F22	W23	F23	W24	F24

