Goal 3: Passionately Serve Students and Each Other

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		Implement	ation	Plan									
Legend:	Implementation Timeline	Goal 3: Passionately Ser	ve Stu	dents a	and Ea	ich Ot	her						
		The University will initiate p						at we al	ways d	eliver o	n our p	romise o	of
		being student-centered. We	-	_					-		_		
	Complete	collaborative, supportive, an	d respe	ctful.						-			
	Continuous Detroit Mercy Practice	••	•										
	pplications, enrollment, retention rates, to University's mission and Jesuit and Me	•			_	_						and	
Strategy 3.1	Create a Culture of Exceptional Customer Service to Students												
Action Plan 3.1.1	Initiate Effective Performance and F or division, design feedback mechanism		_	-							dividua	al depar	tment
	Tactics			W20	F20	W21	F21	W22	F22	W23	F23	W24	F24
Tactic 3.1.1.1	Establish clear standards of performanc employees, correlated to metrics related process.	*											
Tactic 3.1.1.2	Each unit or department, with assistance system for collecting customer service:	· ·											
Tactic 3.1.1.3	Integrate customer feedback input into reviews.	all employee performance											
Tactic 3.1.1.4	Use the enhanced faculty/course evaluate create specific feedback for faculty focustudents. (UDMPU contract language reinforce this point.)	used on customer service to											
Action Plan 3.1.2	Provide Ongoing Customer Service T all staff, faculty, administrators and thin						•	vesting	in ong	oing ma	ndator	y trainir	ng for
	•	r,r,						****	T22	*****	T22	****	F2.4
	Tactics Establish a new position in HR to lead	and accordingts all acceptance	F19	W20	F20	W21	F21	W22	F22	W23	F23	W24	F24
Tactic 3.1.2.1	service and collaborative culture initiat												
Tactic 3.1.2.2	Explore HR options for providing custo development.	omer service, training and											
Tactic 3.1.2.3	Partner with ZingTrain to provide a tier trainer option) so programs can be own	-											
Action Plan 3.1.3	Establish a Student Ombudsman in l	Each College/School.											
	Tactics		F19	W20	F20	W21	F21	W22	F22	W23	F23	W24	F24
	Appoint an Ombudsman in each Schoo	l or College to advocate,											
Tactic 3.1.3.1	investigate and problem solve in respon	nse to student concerns.											

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		Implementation													
Legend	l: Implementation Timeline	Goal 3: Passionately Serve Students a	nd Ea	ch Otl	ner										
	Initiate	d processes to ensure that we always deliver on our promise of being student-													
	In Progress centered. We will also create a campus-wide culture for all University employees that is collaborative, supportive, a												nd		
	Complete	respectful.	respectful.												
	Continuous Detroit Mercy Practice														
		graduation rates, levels of student satisfaction of employee satisfaction, and employee rete They Are Cared For					f stude	nt awar	eness a	nd appr	reciation	n for the	÷		
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														
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 Ex	perience 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			W20	F20	W21	F21	W22	F22	W23	F23	W24	F24		
Tactic 3.2.4.1	Hire additional counseling staff to imp	rove support on all campuses.													
Tactic 3 2 4 2	Expand McNichols Campus Wellness														

Tactic 3.2.4.2

Tactic 3.2.4.3 Tactic 3.2.4.4 students of concern.

Develop a University-wide death protocol.

Develop a University-wide suicide prevention plan, including treatment and crisis protocols.

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	Goal 5: Fassiona	Implementa					11101							
Legen	d: Implementation Timeline Goal 3:	Passionately Serv			and Ea	ich Ot	her							
	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. Continuous Detroit Mercy Practice													
	applications, enrollment, retention rates, graduatio ne University's mission and Jesuit and Mercy herit											and		
Strategy 3.2	Ensure That Every Student Knows They Are	Cared For (continu	ued)											
Action Plan 3.2.5	University Ministry.													
	Tactics		F19	W20	F20	W21	F21	W22	F22	W23	F23	W24	F24	
Tactic 3.2.5.1	Enhance and expand anti-racism and interfaith in spearheaded by University Ministry.	nitiatives												
Tactic 3.2.5.2	Establish part-time positions for Muslim and Proto support diverse student populations.	otestant chaplains												
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		F19	W20	F20	W21	F21	W22	F22	W23	F23	W24	F24	
Tactic 3.2.6.1	Establish an administrative assistant position to in the Student Success Center and Disability & A													
Tactic 3.2.6.2	Expand the Student Success Center to include ac and tutoring space.	dditional testing												
Tactic 3.2.6.3	Secure an online platform to enhance the Titan S	Success Network.												
Action Plan 3.2.7	Expand and Enhance the Center for Career &	& Professional Deve	elopme	ent.										
	Tactics		F19	W20	F20	W21	F21	W22	F22	W23	F23	W24	F24	
Tactic 3.2.7.1	Rebuild and foster collaborating partnerships be for Career & Professional Development and Coll													
Tactic 3.2.7.2	Identify pathways to further connect students wi provide professional opportunities, internships a mentoring programs.													
Action Plan 3.2.8	Enhance International Student Services.													
	Tactics		F19	W20	F20	W21	F21	W22	F22	W23	F23	W24	F24	
Tactic 3.2.8.1	Develop a plan to increase interactions of Interna Services with academic programs to better under international student populations.													

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Logona	l: Implementation Timeline	Implement Goal 3: Passionately Ser			and F	och O4	hor						
Legeno	Initiate	The University will initiate p						at wa alv	vove de	liver or	our nr	omica c	of.
	In Progress	being student-centered. We											
	Complete	collaborative, supportive and											
	Continuous Detroit Mercy Practice												
	applications, enrollment, retention rates, e University's mission and Jesuit and M	-			_	-						nd	
Strategy 3.3	Create a Culture of Respect and Col				ı, ana c	пртоје	o reter	aron un	i turno	vor rate.	,		
Strategy 313	Action Plans	W22	F22	W23	F23	W24	F24						
Action Plan 3.3.1	Expand and Enhance the Office for	Mission Integration.	F19	W20	F20	W21	F21	*** 22	1.22	VV 2.5	123	VV 2-4	1.74
	Tactics		F19	W20	F20	W21	F21	W22	F22	W23	F23	W24	F24
	T	4 1 1 1	117	1120	120	11 21	121	*** 22	1 22	11 23	1 23	11 2 1	121
Tactic 3.3.1.1	Integrate the University's mission into evaluate integration effectiveness.												
	Promote collaboration among Human												
Tactic 3.3.1.2	Effectiveness Team, Anti-Racism Tas												
1 actic 3.3.1.2	Dental Diversity and Inclusion Office Campus Equity and Inclusion Office to	-											
	1 1												
Action Plan 3.3.2	Expand and Enhance Human Resou	rces Employee Training.											
	Tactics		F19	W20	F20	W21	F21	W22	F22	W23	F23	W24	F24
Tactic 3.3.2.1	Empower and fund Human Resources evaluate ongoing employee training.	to implement, facilitate and											
Tactic 3.3.2.2	Create employee training sessions that effective communication and conflict												
	Provide employee training during Coll	eague Development Day											
	(e.g. Human Resources, Mission Effect	tiveness Team, Anti-Racism											
Tactic 3.3.2.3	Task Force, Detroit Mercy Dental Div	•											
	and Detroit Mercy Law Campus Equit	y and Inclusion Office).											
Tactic 3.3.2.4		Establish and implement a mandatory training program that results in certificate or continuing education credits for University											
	employees.												
	Explore strategies with UDMPU to pro	ovide mandatory training that											
Tactic 3.3.2.5	counts towards tenure.	, ,											
	Reinstate annual employees evaluations and quarterly check-ins												
Tactic 3.3.2.6	and train University supervisors to fac	ilitate the process.											
Action Plan 3.3.3	Create an Office of Diversity and H	re a Diversity, Equity and I	nclusio	n Offic	er (DE	I) to se	rve bot	h stude	nts and	d emplo	yees.		
	Tactics		F19	W20	F20	W21	F21	W22	F22	W23	F23	W24	F24
	Establish a new DEI Officer position t	•											
Tactic 3.3.3.1	and create a Diversity, Equity and Incl	usion Plan for students and											
	employees.	. 1 . 6 . 13										W24	
Tastia 2 2 2 2	Collect baseline data (retention data, s satisfaction results, etc.) on inclusive e												
Tactic 3.3.3.2	culture.	and campus											
Tactic 3.3.3.3	Implement diversity, equity and inclus	ion initiatives.											
Action Plan 3.3.4	Enhance Employee Satisfaction.												
	Collect baseline data (e.g. employee sa	atisfaction surveys faculty											
Tactic 3.3.4.1	HERI survey, etc.) on employee satisfa	action.											
Tactic 3.3.4.2	Perform climate/stay interviews to evaluexperiences.	luate current employee											
Tactic 3.3.4.3	Perform exit interviews to evaluate the individuals departing the University.	e employee experience of											
Action Plan 3.3.5	Enhance Employee Recognition Pro	gram.											
	Tactics		F19	W20	F20	W21	F21	W22	F22	W23	F23	W24	F24
T	Explore employee recognition initiative	res (e.g. employee of the	/	20						25	- 20		
Tactic 3.3.5.1	month award, major work anniversarie												
Tactic 3.3.5.2	Explore technology platforms for emp	loyee recognition.											
Tactic 3.3.5.3	Explore physical spaces for employee	recognition.											
	1			l									