

Functional Unit	Strategic Goal 1: RETENTION	Outcomes / Objectives -What specifically do I want to achieve? After review of the data, these objectives should create an opportunity to make improvements.	Evaluation Measures - How will I measure progress? Include more than one measure that demonstrates that the objectives have been met.	Standards of Performance - Where would you like to be (specific numbers) in a specified time period?
	Alignment To help increase DSU's retention rates	SMART- Specific, Measurable, Attainable, Results-oriented, Time based	Direct and indirect measures (Surveys, tests, volume of activity, measures of service quality)	
Business and Information Systems	1. BIS will retain students through effective advising and enhanced student support services.	1A. Provide good advising and communication with advisees(e.g. emails personal visits, internet advisory groups) 1B. Utilize online checksheets for academic programs to facilitate advising and registration 1C. Improve support of students (BIS student tutors, help desk etc)	1A1 Student satisfaction with advising on the Faculty Advising Survey 1A2. Communication with students using email 1A3. Advisee visits with faculty 1A4. DSU retention and graduation data 1B1. Advisees use of online checksheets 1B2. Student satisfaction with the checksheets from the Faculty Advising Survey 1C1. Student use of the Help Desk 1C2. Student use of the tutors 1C3. Freshman Success Seminar	1A1. By 2005, 5% increase in responses of "Good" or "Very good" for the questions about advising on the survey. 1A2. In 2004-05, all faculty will communicate with advisees using email 1A3 In 2004-05, all faculty will email advisees to encourage visits 1A4. In 2004-05, faculty will study and analyze retention and graduation data to determine new retention strategies 1B1. In 2004-05 all faculty will use online checksheets in Freshman Success Seminar 1B2. By 2005, 5% increase in responses to "Good" or "Very good" for the questions about satisfaction of using checksheets on the Advising Survey 1C1. In 2004-05 all faculty will encourage use of the Help Desk in Freshman Success Seminar 1C2. In 2004-05 all faculty will encourage use of tutors in Freshman Success Seminar 1C3. In 2004-2005, all faculty teaching a Freshman Success Seminar will use the seminar to inform students about topics that encourage success in college