

April 30th, 2020

SGA and SLC Recommendations for Student Success Pillar

Ideas:

- **Restructuring SAO to promote student-centeredness and student involvement:**
 - Establish public Action Plans for SAO (to be approved by SLC & SAO)
 - Create an advisory council made of SAO director, SLC board members, and representatives from SGA to advise on budget and resource allocation, to establish ILOs, etc.
 - Refocus SAO from event creation to supporting and collaborating with student organization towards creating bigger events.
 - Providing better visibility when it comes to budgets and financial transactions of student organizations.
 - Update Operating Guide for Student Organizations to reflect current reality and needs.
 - Provide visibility on the responsibilities and tasks of each SAO positions in order to clarify expectations with each stakeholder, student organizations and other departments alike.
 - Clarify part-timers job description and hire based on needs.
 - Launch the advising center.
- **Support Student Success**
 - Establish advising boards to support independent student initiatives (business ideas, projects...)
 - Create an incubation system at the level of each school
- **Develop Freshmen Transition Program to ensure student integration in community:**
 - Rethink role of FYE and Student Ambassadors.
 - Use orientation to highlight the wide range of activities and opportunities on campus.
 - Organize events during orientation to capture students' attention as soon as possible.
 - Emphasizing on the peer-to-peer aspect by utilizing testimonials from club leaders, Student Ambassadors, active students, etc.
- **Promote Athletics:**
 - Create training programs for beginners (Nutrition and gym).
 - Make the training program as a part of the orientation package.
 - Organize tournaments in both individual and team sports (One large tournament per semester/sport)
- **Review Housing Services:**
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- **Improve Dining Services:**
 - Review offerings
 - Have a budget meal plan that does not exceed 60MAD per day
 - Create offerings for students with special diets (allergies etc)
 - Review price structure:

- The current way margins are computed harms both students and staff alike.
 - Review base prices given by provider.
- Set KPIs to assess the performance of provider
 - Average waiting times.
 - Availability of food at late hours.
 - Random sample testing
- Review and change the dining space
 - Space Utilization (How and where tables/counter/ cashier are arranged)
- Create an online feedback platform.
- Create and share a complaint procedure.
- Make water fountains available around campus
- Give student alternatives outside operating hours
 - Install vending machines around campus.