

STRATEGIC PLAN FOR 2019-2023

VISION

Helping every student and family member thrive in their university experience. One person at a time.

MISSION

In order to transition into and through their USF experience, New Student Connections and Parent and Family Programs cultivates community, fosters a sense of belonging, and provides individualized support so each person:

- Feels cared for and that they matter
- Sees possibilities and hope
- Accesses knowledge and resources

We have an empowered, well-trained caring staff and student leaders who invest their time and energy to support USF students and families.

VALUES

These are our values. They reflect who we are and how we make a difference.

- **COMMUNITY:** We believe a strong, encouraging COMMUNITY can make the difference in people's experiences. We operate from a relational lens, built on collaboration and communication, to cultivate a sense of belonging.
- **EDUCATION:** We believe EDUCATION is the gateway to resilience, growth, and self-advocacy. We empower and equip individuals with knowledge and confidence to succeed.
- **SERVICE:** We believe in providing exceptional SERVICE to support the unique needs of individuals. Our approach is driven by teamwork, stewardship, and care.
- **JOY:** We believe in creating a caring environment where we and others experience JOY. We bring heart and fun to all we do.

GOALS

New Student Connections and Parent and Family Programs staff and student leaders strive to support students as they navigate their academic, social, institutional, and personal/emotional adjustment to college.

1. Deliver experiences for students and families to foster a sense of belonging through shared interests and affinity groups.
2. Leverage predictive analytics to help students persist via data driven outreach and interventions
3. Execute an integrated transition model for students and families to ensure a seamless adjustment to the campus community.
4. Equip students and families with knowledge of vital campus resources and ongoing support networks to aid in their success.
5. Provide an experiential learning experience, for student staff, to acquire career readiness skills
6. Maintain sustainable business practices that maximize the productivity of human and fiscal resources