DELTA STATE UNIVERSITY

Unit Strategic Plan and Annual Report -- Academic Year 2009-10

\_\_\_\_\_\_\_Academic Unit X - Administrative/Support Unit

1. **Unit Title:** Student Life

**School/College or University Division:** Student Affairs

 **Unit Administrator:** Elsie Lynn Ervin

 **Program Mission:** The mission of Student Life is to help students get involved on our campus by creating a learning environment outside the classroom, beginning with Orientation, continuing with numerous student organizations and activities, and ending with a successful graduate.

**II.** **Educational Program User Outcome Assessment Plan** ***(Non-Academic)***

User Outcomes

|  |  |  |  |
| --- | --- | --- | --- |
| A. User Outcome | B. Data Collection & Analysis | C. Results of Evaluation | D. Use of Evaluation Results |
| Gain better understanding of student and parent perceptions of the orientation program. | Reviewed orientation evaluation with Orientation Student Leaders. | Revise evaluation form for parents and students to use in 2010 Orientation sessions. | Implemented a new evaluation during the 2010 orientation sessions. |

**III. Goals**

**-- For the Current Year (**This department was created in January 2009 and has had as its primary focus the continuation of a strong

Orientation program for new students and the development of a behavioral assessment response team/program for the campus.**)**

A. Goal # 1: **Continue a strong orientation program for new students attending Delta State University.**

1. Institutional Goal(s) supported by this goal:

SP Goal # 2: Develop an engaged, diverse, high-quality student population. QEP Goal # 1: Delta State University will enhance student engagement through increased student-student interaction and faculty-student interaction.

2. Evaluation Procedure(s): The faculty and staff involved in the training of orientation leaders and the implementation of the program during the summer months met to discuss the strengths and weaknesses of the program. The student and parent evaluations completed at the end of each session were considered when planning the program for the 2010 summer months.

3. Actual Results of Evaluation: (i.e. improvement percentages, increase/decrease in numbers, measurable data. )

The planning of the actual program was completed with a more rigid time table than in previous years with more attention given to specific orientation leaders’ tasks performed during the spring months prior to orientation. A greater emphasis was given to increasing faculty involvement. Maintaining and continuing to capitalize on the student-led emphasis of orientation was included. Based upon evaluation results, we realized a need to improve in the areas of scheduling, Greek Life presentation, and the night time activity for the students.

4. Use of Evaluation Results:

The orientation class during the spring semester met for a longer period of time in order to more thoroughly cover information. A better line of communication developed among the orientation staff, the director, and the academic areas of campus life due to more academic involvement in the training process. The orientation team was more confident in accomplishing the assigned tasks. The schedule for the sessions was improved to create less free time. The Greek Life presentation received better evaluations, and the night time activity resulted in more student participation.

B. Goal #2: **CART, the confidential assessment response team, will become a more recognized and useful program for the**

 **faculty, staff and students at Delta State University.**

1. Institutional Goal(s) supported by this goal:

SP Goal # 2: Develop an engaged, diverse, and high-quality student population. QEP Goal # 1: Delta State University will enhance student engagement through increased student-student interaction and faculty-student interaction.

2. Evaluation Procedure(s):

With increased publicity by the team chair going to departments, creating newspaper articles, displaying signs on campus and through the administration, faculty, staff, and students, the team compared the number of reports and responses with the similar time period for the last semester. The team also evaluated its responses to reports and the effectiveness of the responses.

3. Actual Results of Evaluation: (i.e. improvement percentages, increase/decrease in numbers, measurable data.)

CART had the same number of reports during the 2009 fall semester compared to the 2009 spring semester. The team realized the need for a software program to assist in the reporting process. It was also requested by the faculty senate in a meeting with the CART chair.

4. Use of Evaluation Results:

The team met on an as-needed basis. The team chair approached the Office of Information Technology to request assistance in formulating possible software or a program to make reporting easier for the faculty and staff. The Director of the Office of Information Technology offered to provide the *Maxient* system for Delta State’s CART program.

C. Goal #3: **Establish a Delta State University Parents’ Association in collaboration with the DSU Alumni Association and the**

 **DSU Student Alumni Association.**

 1. Institutional Goal(s) supported by this goal:

SP Goal # 5: Improve the quality of life for all constituents.

2. Evaluation Procedure(s):

By sending newsletters to the parents, we increased the publicity of the university and student life with special emphasis being given to the parents of our students.

3. Actual Results of Evaluation: (i.e. improvement percentages, increase/decrease in numbers, measurable data.)

Communication with the parents of our students increased, by creating and distributing a newsletter to parents about campus life to help them feel more a part of the day-to-day life of their college student. Due to the process of advertising the Parents’ Association at Orientation and allowing the parents to mail their membership dues, very few paid the dues even though they did receive the newsletters with continuous reminders.

4. Use of Evaluation Results:

By advertising the Parents Association before and during the 2010 Orientation sessions, we received many more dues paying members for the coming year. A tax-deductible account has been established with the DSU Foundation and will be used to provide some type of recognition for our parents in the coming year.

D. Goal #4: **Expand the positive image of our Greek organizations.**

 1. Institutional Goal(s) supported by this goal:

 SP Goal # 5: Improve the quality of life for all constituents.

 2. Evaluation Procedure(s):

By using the newspapers, television, and radio when possible, we increased the publicity of the philanthropic projects of the individual organizations, including information about the local and national philanthropies served. The DSU Interfraternity Council and Panhellenic Council encouraged more Greek unity by coordinating numerous organizations to assist with single causes, both on campus and in the community.

3. Actual Results of Evaluation: (i.e. improvement percentages, increase/decrease in numbers, measurable data.)

The Greek fraternities and sororities kept more accurate records of the hours volunteered and the amount of monies collected for each philanthropy. The Greek organizations were recognized more locally and nationally for the good things that they did for our campus and local communities. The students developed better “teamwork” skills and communicated more effectively among the fraternal organizations.

4. Use of Evaluation Results:

The Greek organizations continued to use the information they compiled to apply for fraternity and sorority national awards, therefore gaining recognitions for their chapters and Delta State University. The individual members used the skills they learned in volunteering and serving to be better citizens on and off campus. Their philanthropy statistics were used during their DSU orientation Greek presentation and in numerous newspaper articles in our local papers.

E. Goal # 5: **Continue to increase the productivity and efficiency of the Student Affairs/Housing & Residence Life Custodial**

 **Staff.**

1. Institutional Goal(s) supported by this goal:

 SP Goal # 3: Assure high-quality, diverse, engaged faculty and staff.

 2. Evaluation Procedures(s):

 Routine duties were more defined and outlined.

 Staff evaluations and follow-ups were done on a regular basis – no less than monthly.

 Procedures and duties were reassigned and altered as necessary.

 3. Actual Results: (i.e. improvement percentages, increase/decrease in numbers, measurable data.)

The manager rotated custodial employees’ building assignments. Time management issues were immediately addressed by the manager, and resulted in fewer time management issues. Leave without pay issues were greatly reduced, and the computerized timekeeping provided more efficiency with leave records. Fewer complaints were filed against the staff.

 4. Use of Evaluation Results:

 With a decrease in the staff leave without pay, the morale of the custodial staff increased, including that of the manager.

 Staff used leave only when necessary, and some who had no accumulated leave have begun to accumulate leave time.

 Residents and employees are happier with their living and working arrangements.

--**For Coming Year(s)**

A. Goal #1: **Continue a strong orientation program for new students attending Delta State University.**

 1. Institutional Goal(s) supported by this goal:

SP Goal #2: Develop an engaged, diverse, high-quality student population. QEP Goal #1: Delta State University will enhance student engagement through increased student-student interaction and faculty-student interaction.

2. Evaluation Procedure(s): The faculty and staff involved in the training of orientation leaders and the implementation of the program during the summer months will meet to discuss the strengths and weaknesses of the program. The student and parent evaluations completed at the end of each session will also be considered when planning the program for the 2011 summer.

3. Expected Results: (i.e. improvement percentages, increase/decrease in numbers, measurable data.)

The planning of the program will give more attention to the scheduling of the activities of orientation and the information needed to conduct the activities. We will maintain and improve the quality of faculty involvement with orientation by increasing the communication with the faculty, department chairs, and deans. Based upon evaluation results, we expect to improve in areas that receive lower scores.

4. Anticipated/Intended Uses of Evaluation Results:

The schedule of actual orientation sessions will be more productive and less repetitive. Increased faculty interest in the orientation program will occur and improve the communication for faculty, staff, students, and parents.

B. Goal #2: **CART, the confidential assessment response team, will continue to become a more recognized and useful program for the faculty, staff, and students at Delta State University.**

 1. Institutional Goal(s) supported by this goal:

SP Goal #2: Develop an engaged, diverse, and high-quality student population. QEP Goal #1: Delta State University will enhance student engagement through increased student-student interaction and faculty-student interaction.

2. Evaluation Procedure(s):

With increased publicity by the team chair going to departmental meetings, creating newspaper reminders, and displaying signs on campus, the team will compare the number of reports and responses with the similar time period for the last semester. The team will also evaluate its responses to reports and the effectiveness of the responses.

3. Expected Results: (i.e. improvement percentages, increase/decrease in numbers, measurable data.)

The Office of Information Technology will install and maintain the *Maxient* program for reporting and monitoring the CART program on our campus. The CART team will be trained in the use of the program and will be available to assist faculty, staff and students in using the *Maxient* program. CART will have an increase in reports during the 2010 fall semester compared to the 2010 spring semester. The team will make adjustments to the handling of the individual reports as the variety of issues increases.

4. Anticipated/Intended Uses of Evaluation Results:

The team will meet on a regular basis to review the training materials and the increased variety of reports submitted via the *Maxient* program*.* An increase in the number of reports submitted will occur after the campus becomes familiar with the *Maxient* program for CART. Better use of the CART team will occur, as well as better management of reports by the team.

C. Goal #3: **Continue the growth of the DSU Parents Association in collaboration with the DSU Alumni Association and the DSU Student Alumni Association.**

 1. Institutional Goal(s) supported by this goal:

 SP Goal #5: Improve the quality of life for all constituents. QEP Goal #1: Delta State University will enhance student engagement through increased student-student interaction and faculty-student interaction.

 2. Evaluation Procedure(s):

 By comparing the number of parents involved in 2009-2010 with the number involved in 2010-2011, we will verify an increase in membership and increase the publicity of the university and student life with special emphasis being given to the parents of our students.

 3. Expected Results: (i.e. improvement percentages, increase/decrease in numbers, measurable data.)

 Increase the number of parents who have joined the DSU Parents Association and have become dues paying members. Involve more parents in participating in campus activities and events. Continue to distribute a newsletter to parents about campus life and plan some type of recognition event for parents during the year.

 4. Anticipated/Intended Uses of Evaluation Results:

 Use the increase in dues paying members to cover the expenses of an event recognizing the parents of our students. Continue to increase interest in the organization and the number of members.

D. Goal #4: **Gain an increased knowledge of the policies and procedures used for establishing and maintaining student organizations.**

1. Institution Goal(s) supported by this goal:

 SP Goal #1: Increase student learning. QEP Goal #1: Delta State University will enhance student engagement through increased student-student interaction and faculty-student interaction.

 2. Evaluation Procedure(s):

By implementing the policies for creating a student organization and gathering information about the existing ones, my knowledge about student organizations will improve and my confidence in maintaining the files will improve from the level of just knowing their existence to understanding their function.

 3. Expected Results: (i.e. improvement percentages, increase/decrease in numbers, measurable data.)

 The files pertaining to student organizations will become organized so that they are easily accessible and manageable.

 4. Anticipated/Intended Uses of Evaluation Results:

 The files will become a constant source of information for the Office of Student Life and others who might be interested in DSU student organizations.

E. Goal #5: **Gain an increased knowledge of the policies and procedures used for managing the H.L. Nowell Student Union.**

 1. Institutional Goal(s) supported by this goal:

 SP Goal #5: Improve the quality of life for all constituents. QEP Goal #1: Delta State University will enhance student engagement through increased student-student interaction and faculty-student interaction.

 2. Evaluation Procedures(s):

 By increased communication with the staff, faculty, and students who use the H.L. Nowell Student Union, better insight into the needs of the campus community for this building will be attained. By advertising to the constituents of the student union that needed repairs should be reported to the Office of Student Life and by making regular “walk-throughs” of the building, more knowledge will be gained about the management of the student union.

 3. Expected Results: (i.e. improvement percentages, increase/decrease in numbers, measurable data.)

Regular inspections and a file of work orders will create a better knowledge of the condition of the building and help to create a plan for repairs and renovations.

4. Anticipated/Intended Uses of Evaluation Results:

Improve the communication between the users and the management of the student union. Decrease the number of work orders. Assist in a plan for repairs and renovations in future years.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. Institutional Goal(s) supported by this goal: | **Institutional Goal**  | **Baseline** **(AY 2008-09)** | **Year 1****(09-10)** | **Year 2****(10-11)** | **Year 3****(11-12)** | **Year 4****(12-13)** | **Year 5****(13-14)** | **Year 6** **(14-15)** |
| A. Increase publicity(CART, Parents’Organization, Greek organizations) | SP#4,SP#5 | 3 | 10 |  |  |  |  |  |
| B. Decrease leave without pay hours for custodial staff | SP#3 | 306 hours | 101 hours |  |  |  |  |  |

1. **Data and information for department**:

Brief Description and/or Narrative of programmatic scope:

The mission of Student Life is to provide administrative guidance to a number of areas that involve students, faculty, staff, and families of Delta State University that come under the purview of Student Affairs:

* Orientation
* CART (Confidential Assessment Response Team)
* DSU Parents Organization
* Greek Life
* Student Organizations (new responsibilities given in May 2010)
* Management of the H.L. Nowell Student Union (new responsibilities given in May 2010)
* Custodial Services
* Assistance to the Vice President for Student Affairs

 Student Life is located in the H.L. Nowell Student Union, Suite 200 (moved from Student Union, Suite 308), with the address of DSU Box 3202 and office phone number of 662-846-4138.

Comparative Data (enrollment, CHP, majors, graduation rates, etc):

Grants, Contracts, Partnerships, Other Accomplishments: NA

Economic Development initiatives and/or impact: NA

Diversity Compliance Initiatives and Progress:

All organizations are open with no consideration given to race, creed, color, veteran’s status, or national origin. All Student Organizations are governed by an approved constitution and bylaws.

Committees reporting to unit (Committee records archived in H.L. Nowell Student Union-200):

* CART (Confidential Assessment Response Team)
* Orientation Leaders (student leaders)
* DSU Interfraternity Council (governing body for Kappa Alpha Order, Kappa Sigma, Phi Mu Alpha Sinfonia, and Pi Kappa Alpha)
* DSU Panhellenic Council (governing body for Delta Delta Delta, Kappa Delta, and Phi Mu)
* Order of Omega (honorary Greek organization)
* The DSU Parents Association
* The files of work orders for H.L. Nowell Student Union
* The files for all DSU student organizations
* All records for the Student Affairs Custodial Service

**V.** **Personnel:**

Noteworthy activities and accomplishments:

Elsie Lynn Ervin is the Assistant to the Vice President for Student Affairs and the Director of Student Life as of January 2009.

Elsie Lynn Ervin served during the 2009-2010 academic year as a member of the following: Administrative Staff Council, University Emergency Response Team, Safety and Environment Committee, Orientation Leader Selection Committee, the Staff Council’s Staff Development Committee, the Student Organizations Committee, and CART team chair. She is a life member of the Delta State University Alumni Association from Bolivar County, the Cleveland Kappa Delta Alumnae Association, and the Covenant Presbyterian Church in Cleveland, MS.

Elsie Lynn Ervin represented Delta State University as the DSU Panhellenic Council Advisor to the Southeastern Panhellenic Conference in Atlanta, GA during the 2010 spring semester, where she was accompanied by three DSU students who served on the council.

New position(s) requested, with justification:

None

Recommended change of status

None

VI. **Degree Program Addition/Deletions and/or Major Curriculum Changes:**

 Changes made in the past year:

* CART (Confidential Assessment Response Team) implemented in February 2009
* Student Affairs Custodial Service reports directly to Student Life.

 Recommended changes for the coming year(s):

* Manager of the H.L. Nowell Student Union
* Student Organizations Coordinator