

## **Unit Missions**

### **Aramark Mission**

#### **Mission statement**

Aramark Food Services will continue to work with Delta State University to promote healthier lifestyles, attract and retain students, and provide variety in food choices for Delta State's students, faculty, and staff.

#### **Related Items**

*There are no related items.*

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### **B&N Mission**

#### **Mission statement**

More than a traditional on-campus bookstore, Barnes & Noble College promises to deliver students and faculty an unmatched retail and digital learning experience-providing the tools, resources and services that will help empower Delta State University for success. We are driven by a vision to take bold and imaginative steps towards bringing Delta State University "what's next" in collegiate retailing. That vision feeds our dedication to retail excellence and fuels our advances in educational content.

Barnes and Noble delivers on this promise through five unyielding commitments:

- **Student and Faculty Insight** - We understand your Delta State University students and faculty preferences and will bring merchandise strategies that include sought-after products and services that Delta State University students need and want.
- **Innovation** - Barnes and Noble is committed to bringing Delta State University next-generation resources and digital solutions to help the future of learning. We will bring unrivaled access to affordable course materials and exceptional in-store and online shopping experience on your campus.
- **Advanced Technologies** - Barnes and Noble will continue to invest in next-generation technology and systems to deliver an optimized customer experience to all students and faculty.
- **Superior Products & Services** - Barnes and Noble offers students and faculty the most robust - customized - assortment of popular school-spirit merchandise, must-have apparel, technology gadgets, food and beverage options and more.
- **Higher Ed Focus** - Barnes and Noble will advocate for and use our resources to help support Delta State University's mission and goals.

#### **Related Items**

*There are no related items.*

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## **SBS Mission Statement**

### **Mission statement**

SBS is responsible for collecting tuition, fees and fines, issuing graduate and work-study checks, cashing checks, university cashiering, requesting financial aid refunds, and issuing and maintaining the functions of the OkraKard (students' identification cards). SBS also administers the University's Perkins loan and WIA program.

### **Related Items**

*There are no related items.*

## **User Outcomes**

### **SBS 01: Decreased incidents of financial burdens**



**Start:** 7/1/2014

**End:** 6/30/2015

#### **User Outcome**

Decreased incidents of financial burdens while attending Delta State and after graduation.

#### **Data Collection (Evidence)**

- a. Compared the number of students turned over to collection in previous academic years to calculate an increase or decrease in the number of students turned over to collections.
- b. Number of students purged for non-payment decreased.
- c. Analyze the Perkins Loan Default Rates and Perkins Loan Cancellations.
- d. Analyze the Perkins Loan dollars cancelled due to graduates' choice.
  -  [Appendix Annual Plan 2012](#)
  -  [Appendix FY13](#)

#### **Results of Evaluation**

#### **Use of Results and Recommendations**

#### **Related Items**

*There are no related items.*

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### **SBS 02: Solve all students' problems related to Student Business Services.**

**Start:** 7/1/2014

**End:** 6/30/2015

#### **User Outcome**

Solve all students' problems related to Student Business Services to the satisfaction of the student and/or parent and offer exemplary customer service.

#### **Data Collection (Evidence)**

The higher ratings in student satisfaction reported on the graduation survey are an indication that SBS is solving many of the students' problems. Few complaints were reported to the Vice President of Finance and Administration.

\*\*See Appendix A

#### **Results of Evaluation**

#### **Use of Results and Recommendations**

#### **Related Items**

*There are no related items.*

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 **SBS 03: Illustrate awareness of services offered.**

**Start:** 7/1/2014

**End:** 6/30/2015

**User Outcome**

Illustrate awares of services offered.

**Data Collection (Evidence)**

- Graduation Survey
- On-line Okra Kard reports
- TouchNet reports

\*\*SEE APPENDIX A

**Results of Evaluation**

**Use of Results and Recommendations**

**Related Items**

*There are no related items.*

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**Unit Goals**

 **BOOK 2016\_1: eBooks**

**Start:** 7/1/2014

**End:** 6/30/2016

**Unit Goal**

Barnes and Nobles will increase the adoption and sale of eBooks to the student population by five percent.

**Evaluation Procedures**

Evaluate the monthly sales reports from Barnes and Nobles, comparing sales for each term in academic year 2014-2015 to 2015-2016.

**Actual Results of Evaluation**

**Use of Evaluation Results**

**Related Items**

*There are no related items.*

**Section IV.a**  
**Brief Description**  
**Judgment**

Meets Standards    Does Not Meet Standards    Not Applicable

**Narrative**

**Section IV.b**  
**Comparative data**

Enrollment, CHP, majors, graduation rates, expenditures, trends, etc.

**Judgment**

Meets Standards    Does Not Meet Standards    Not Applicable

**Narrative**

**Section IV.c**  
**Diversity Compliance Initiatives and Progress**

**Judgment**

Meets Standards    Does Not Meet Standards    Not Applicable

**Narrative**

**Section IV.d**  
**Economic Development Initiatives and Progress**

**Judgment**

Meets Standards    Does Not Meet Standards    Not Applicable

**Narrative**

**Section IV.e**  
**Grants, Contracts, Partnerships, Other Accomplishments**

**Judgment**

Meets Standards    Does Not Meet Standards    Not Applicable

**Narrative**

**Section IV.f**  
**Service Learning Data**

List of projects, number of students involved, total service learning hours, number of classes, faculty involved, accomplishments.

**Judgment**

Meets Standards    Does Not Meet Standards    Not Applicable

**Narrative**

**Section IV.g**  
**Strategic Plan Data**

Only use this section if you have strategic plan info to report that is not covered in other areas of your report

**Judgment**

- Meets Standards     Does Not Meet Standards     Not Applicable

**Narrative**

**Section IV.h**  
**Committees Reporting To Unit**

Each unit includes in the annual plan and report a list of the committees whose work impacts that unit or any other aspect of the university; along with the list will be a notation documenting the repository location of the committee files and records. Committee actions affecting the unit's goals may be noted in other applicable sections of the annual reports. Not required to be included in the unit's annual plan and report, but required to be maintained in the repository location, will be a committee file that includes, for each committee: Mission and by-laws, Membership, Process, Minutes.

**Judgment**

- Meets Standards     Does Not Meet Standards     Not Applicable

**Narrative**

**Section V.a**  
**Faculty (Accomplishments)**

Noteworthy activities and accomplishments

**Judgment**

- Meets Standards     Does Not Meet Standards     Not Applicable

**Narrative**

**Section V.b**  
**Staff (Accomplishments)**

**Judgment**

- Meets Standards     Does Not Meet Standards     Not Applicable

**Narrative**

**Section V.c**  
**Administrators (accomplishments)**

**Judgment**

- Meets Standards     Does Not Meet Standards     Not Applicable

**Narrative**

**Section V.d**

**Position(s) requested/replaced with justification**

**Judgment**

- Meets Standards     Does Not Meet Standards     Not Applicable

**Narrative**

**Section V.e**

**Recommended Change(s) of Status**

**Judgment**

- Meets Standards     Does Not Meet Standards     Not Applicable

**Narrative**

**Section VI.a**

**Changes Made in the Past Year**

**Judgment**

- Meets Standards     Does Not Meet Standards     Not Applicable

**Narrative**

Changes made in the past year:

Recommended changes for the coming year(s):

**Section VI.b**

**Recommended Changes for the Coming Year**

**Judgment**

- Meets Standards     Does Not Meet Standards     Not Applicable

**Narrative**

## Appendix A

### Payment Plans

	Fall 2010		Spring 2011		Fall 2011		Spring 2012	
	5-Pay	4-Pay	5-Pay	4-Pay	5-Pay	4-Pay	5-Pay	4-Pay
Plans in Dollars	7,158	45,636	204,321	123,622	18,298	323,350	88,344	118,382
Plans in Participants	12	121	107	72	10	172	54	70

	Fall 2010	Fall 2011	
5-Pay	12	107	
4-Pay	121	172	
	133	279	412

	Spring 2011	Spring 2012	
5-Pay	107	54	
4-Pay	72	70	
	179	124	303

In the Spring of 2011, SBS offered a five payment plan beginning in January and ending in May. Due to the increased enrollment, DSU should consider offering the plan arrangement used in the Spring of 2011.

### Quality of Service\*

	Fall		Spring	
2011	1.7		2012	1.7
2010	1.8		2011	1.8
2009	1.7		2010	1.7
2008	1.8		2009	1.7

\*Quality based on a Likert Scale with (1) Excellent, (2) Good, (3) Fair and (4) Poor. Results were taken from the Spring 2011 Graduation Survey.

### Perkins Loan Default Rate

	FY10	FY11	FY 12
Delta State	14.15%	20.61%	20.79%
Alcorn State	100.00%	40.00%	N/A
Jackson State	34.88%	37.93%	N/A
MUW	22.22%	5.10%	N/A

### Perkins Loan Cancellations

	Principal	Borrowers
FY12	\$ 37,936.62	77
FY11	\$ 62,702.37	92
FY10	\$ 53,909.61	141
	\$ 154,548.60	310



## Appendix A

### Payment Plans

	Fall 2010		Spring 2011		Fall 2011	
	5-Pay	4-Pay	5-Pay	4-Pay	5-Pay	4-Pay
Plans in Dollars	7,158	45,636	204,321	123,622	18,298	323,350
Plans in Participants	12	121	107	72	10	172
	Spring 2012		Fall 2012		Spring 2013	
	5-Pay	4-Pay	5-Pay	4-Pay	5-Pay	4-Pay
Plans in Dollars	88,344	118,382	172,170	375,546	277,393	157,866
Plans in Participants	54	70	69	172	133	77

	Fall 2010	Fall 2011	Fall 2012	
5-Pay	12	107	69	
4-Pay	121	172	172	
	133	279	241	653

	Spring 2011	Spring 2012	Spring 2013	
5-Pay	107	54	133	
4-Pay	72	70	77	
	179	124	210	513

The fall 2012 4-pay plan remained constant while the fall 2012 5-pay plan decreased in enrollment. The spring 2013 4-pay enrollment increased and the 5-pay enrollment increased dramatically.

### Quality of Service\*

Fall		Spring	
2012	2.1	2013	1.9
2011	1.7	2012	1.7
2010	1.8	2011	1.8
2009	1.7	2010	1.7
2008	1.8	2009	1.7

\*Quality based on a Likert Scale with (1) Excellent, (2) Good, (3) Fair and (4) Poor. Results were taken from the Spring 2011 Graduation Survey.

\*\*Student Business Services fall 2012 was the highest rating experienced in many years. Although the rating dropped slightly in the spring 2013 survey, the rating was still higher than average for previous spring semesters.

### Perkins Loan Default Rate

	FY10	FY11	FY 12	FY 13
Delta State	14.15%	20.61%	20.79%	20.79%
Alcorn State	100.00%	40.00%	40.00%	Not Available
Jackson State	34.88%	37.93%	37.23%	Not Available
MUW	22.22%	5.10%	7.41%	Not Available

### Perkins Loan Cancellations

	Principal	Borrowers
FY13	Not Available	Not Available *
FY12	\$ 37,936.62	77
FY11	\$ 62,702.37	92
FY10	\$ 53,909.61	141
	<u>\$ 154,548.60</u>	<u>310</u>

\*FISAP report not available for FY13