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.*

**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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BPAC Mission Statement

Mission statement

The Bologna Performing Arts Center at Delta State University brings together artists and audiences to celebrate the arts, to enrich the cultural life of the Delta community, to educate and deepen the appreciation of the arts and to explore the richness of our world heritage through artistic expression.

Related Items

There are no related items.

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Facilities Management

Mission statement

To provide clean, safe, and functional program space for the students, faculty, and staff; to maintain, preserve, renovate and expand the physical assets of the university.

Related Items

There are no related items.

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HR Mission Statement

Mission statement

"To contribute to Delta State University's strategic and operating success, and enhance the quality of work for all our employees."

Human Resource Foundation Principles

- Understand the business environment in which we perform
- Protect the dignity of our employees
- Demonstrate a true service orientation
- Pursue innovative approaches to human resource management
- Practice teamwork and mutual support within the human resource function
- Demonstrate principled leadership
- Act with integrity and high ethical standards.

Human Resource Strategic Plan

- Ensure a working environment that emphasizes open communication, respect for the individual, and a healthy balance between work, personal, and family life; and
a work environment which ensures that employees derive a sense of accomplishment, contribution, and pride from their association with Delta State University.
- Establish a culture that values individual diversity, and emphasizes developing employees and their leadership capabilities.

Related Items
There are no related items.

HR Mission Statement

Mission statement
"To contribute to Delta State University's strategic and operating success, and enhance the quality of work for all our employees."

Human Resource Foundation Principles

- Understand the business environment in which we perform
- Protect the dignity of our employees
- Demonstrate a true service orientation
- Pursue innovative approaches to human resource management
- Practice teamwork and mutual support within the human resource function
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Human Resource Strategic Plan

- Ensure a working environment that emphasizes open communication, respect for the individual, and a healthy balance between work, personal, and family life; and a work environment which ensures that employees derive a sense of accomplishment, contribution, and pride from their association with Delta State University.
- Establish a culture that values individual diversity, and emphasizes developing employees and their leadership capabilities.

Related Items
There are no related items.

OIT Mission

Mission statement
Information Technology supports Delta State University’s mission by serving students, the campus community and external entities with leadership, resources and
support to enhance opportunities for communication, collaboration, improved efficiency, and engagement.

Related Items
There are no related items.

Procurement & Auxiliary Services Mission Statement

Mission statement
The office of Procurement & Auxiliary Services mission is to ensure an efficient and effective procurement process for university goods and services; timely payment of university financial obligations; and the management and reduction of risk through the procurement of property, liability and other insurance coverage.

Related Items
There are no related items.

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 Okra Kard (students' identification cards). SBS also administers the University's Perkins loan and WIA program.

Related Items
There are no related items.

University Accounting

Mission statement
University Accounting's mission is to ensure the efficient and effective administration of all accounting and payroll processes at Delta State. These processes include management of the Banner accounting module, processing and auditing all operating expenditures, monthly and bi-weekly payrolls, and grants accounting. Responsibilities include internal controls, internal and external audit, state and federal compliance, and responding to requests for information from the IHL Board, state and federal government and other funding agencies.

Related Items
There are no related items.
User Outcomes

ACC 01: OU External Audit
Start: 7/1/2014
End: 6/30/2015

User Outcome
Annual external audit

Data Collection (Evidence)
Meetings with external auditors and final audit report.

Results of Evaluation

Use of Results and Recommendations

Related Items
There are no related items.

ACC 02: OU Communications
Start: 7/1/2014
End: 6/30/2015

User Outcome
Timely responsiveness to requests for accounting information, accuracy of data and completion of reports within deadline.

Data Collection (Evidence)
A survey of users and individual interviews assessing University Accounting's responsiveness.

Results of Evaluation

Use of Results and Recommendations

Related Items
There are no related items.

BPAC 01: UO DSU Student Awareness and Participation
Start: 7/1/2014
End: 6/30/2015

User Outcome
Increase DSU student awareness and participation at the Bologna Performing Arts Center by offering ticket discounts and volunteer opportunities.

Data Collection (Evidence)
1. Box Office Records
2. Number of Students attending and volunteering as collected and recorded at BPAC box office.
3. Executive Director evaluates data and makes decisions about continuing and improving program.

Results of Evaluation
DSU student groups were asked to serve as "Junior Ambassadors." We were able to involve a wide variety of student groups and several students became permanent volunteers for the BPAC.

For events where we tracked student tickets, we had 325 students attending. For some events, such as films, we do not track DSU students separately from the public. This was 91 students more than FY14, a 39% increase.

Use of Results and Recommendations
BPAC will continue to work on partnering and sponsorships with the DSU SGA and UPC, as well as encouraging student engagement and attendance at performances. We will also continue the "Junior Ambassador" program.

Related Items
There are no related items.

BPAC 02: UO Overall Visibility & Knowledge
Start: 7/1/2014
End: 6/30/2015

User Outcome
The BPAC will keep users informed and up to date of ongoing activities, programs, and events. These include Main Stage and Children's Matinee productions; University performances, classes, and events; community events; arts education workshop opportunities; and audience outreach events,

Data Collection (Evidence)
1. Patron surveys: BPAC patrons are given surveys (paper and electronic) for Main Stage and Children's Matinee events.
2. Production Meetings: The production team meets with organizations to plan their events and determine production needs.
3. Representatives from DSU Faculty Senate & Staff Council: Representatives from each organization serve on the BPAC Advisory Board to keep the BPAC up to date on University events.
4. Representative for Crosstie Arts Council and Delta Arts Alliance: BPAC staff members serve on two local arts organizations' boards to bring BPAC events to the community and bring community information back to the BPAC.
5. Calendars: The BPAC submits all events occurring in the BPAC (BPAC, University, and Community) to the DSU campus calendar. The BPAC website also includes the BPAC calendar.
6. DSU Marquis: The BPAC submits all of its season's events to the President's Office to be displayed on the DSU marquis on HWY 8.
8. Presentations: BPAC staff provide presentations to area civic groups free of charge.
9. Tours: BPAC staff provides tours of the facilities to admissions groups, athletic teams, out-of-town visitors, and other guests.

Results of Evaluation
We utilized all identified methods of increasing visibility and knowledge.

Use of Results and Recommendations
We will continue trying to increase our overall visibility and knowledge through the areas targeted above, as well as through the addition of a marquee in front of the BPAC.

Related Items
There are no related items.

BPAC 03: UO Faculty & Staff Awareness and Participation
Start: 7/1/2014
End: 6/30/2015

User Outcome
Increase DSU faculty and staff awareness and participation at the Bologna Performing Arts Center by offering ticket discounts, special opportunities, and facility usage. DSU faculty, and staff may reserve the BPAC facilities free of charge, and ahead of the general public.

Data Collection (Evidence)
1. Box Office Reports
2. Production Office- User Agreements

Results of Evaluation
For events where we tracked DSU faculty/staff attendance separately from the general public, we sold 419 tickets to DSU faculty & staff members. This is 63 more tickets than last year, an increase of 18%. For some events, such as free performances or movies, we do not track faculty/staff attendance separately.

Use of Results and Recommendations
We will continue to offer the same level of discounts and benefits for DSU faculty/staff, and continue to use campus resources to advertise these opportunities.
Related Items
There are no related items.

BPAC 04: UO Targeted Marketing
Start: 7/1/2014
End: 6/30/2015

User Outcome
Patrons interested in BPAC events will have multiple opportunities to be informed. BPAC will determine which marketing strategies are most effective for ticket buyers. The BPAC is utilizing Coopwood Communications for the Main Stage series marketing, instead of handling marketing in house.

Data Collection (Evidence)
1. Box Office Reports
2. Patron Surveys through the Ticket Office
3. Email Marketing
   - 14-15 Survey Results
   - 2011-2012 How Purchased Survey Results

Results of Evaluation
With over 40% of the results, our Season Brochure continue to be our number one marketing tool that people remember, followed with Email marketing at almost 14%. We will continue to track patron responses.

Use of Results and Recommendations
BPAC will continue to track how patrons hear about performances in order to keep the public informed of its events and make smart media buys.

Related Items
There are no related items.

BPAC 05: UO Customer Satisfaction
Start: 7/1/2014
End: 6/30/2015

User Outcome
Customer satisfaction with overall operations of the BPAC including:
Purchasing tickets
Attending performances
Staff & crew customer service

Data Collection (Evidence)
1. Patron Survey
2. Anecdotal Evidence

Results of Evaluation
We use surveys to collect audience feedback, especially for our educational programming.
We also strongly rely on anecdotal evidence from patrons who reach out to the BPAC via
email, phone, website form, and social media.

Use of Results and Recommendations
BPAC will continue to make customer satisfaction a goal. We could strengthen the tools
used to collect evidence of customer satisfaction.

Related Items
There are no related items.

---

HR 01: UO Timely Processing of Job Postings
Start: 7/1/2014
End: 6/30/2015

User Outcome
Job postings will be processed within two business days from the creation of a job posting
to the time Human Resources receives approval to post an announcement. The job posting
automated through PeopleAdmin will enhance institutional effectiveness and to assure
high-quality, diverse faculty and staff are recruited.

Data Collection (Evidence)
- Data collection will begin each new fiscal year and will be analyze three to four
times a year to ensure positions are posted within two days from date of approval.
- Modifications will be made and research will be conducted to determine why job
postings are not processed within two business days and documented accordingly.
- PeopleAdmin will record when a job is initiated to the time it is posted.

Results of Evaluation

Use of Results and Recommendations
Related Items
There are no related items.
HR 01: UO Timely Processing of Job Postings  
**Start:** 7/1/2014  
**End:** 6/30/2015

**User Outcome**  
Job postings will be processed within two business days from the creation of a job posting to the time Human Resources receives approval to post an announcement. With the job posting automated will enhance institutional effectiveness and to assure high-quality, diverse faculty and staff are recruited.

**Data Collection (Evidence)**

- Data collection will begin each new fiscal year and will be analyze three to four times a year to ensure positions are posted within two days from date of approval.
- Modifications will be made and research will be conducted to determine why job postings are not processed within two business days and documented accordingly.
- PeopleAdmin will record when a job is initiated to the time it is posted.

**Results of Evaluation**

**Use of Results and Recommendations**

**Related Items**

*There are no related items.*

---

HR 02: UO Timely Processing of Employment Action Forms  
**Start:** 7/1/2014  
**End:** 6/30/2015

**User Outcome**  
Employment Action Forms (EAF) forms are processed within two business days from receipt. By processing Employment Action Forms within two days will enhance institutional effectiveness and to assure high-quality, diverse faculty and staff are recruited and retained.

**Data Collection (Evidence)**

- Excel will be used to record the date the EAF form is received and the date it is processed. Excel will calculate the number of days to process an EAF form.
- Data collection will begin each new fiscal year and will be analyze three to four times a year to ensure Employment Actions Forms (EAF) are processed within two days from date of approval.
- Modifications will be made and research will be conducted to determine why Employment Actions Forms (EAF) are not processed within two business days and documented accordingly.
Results of Evaluation

Use of Results and Recommendations

Related Items
There are no related items.

---

**HR 02: UO Timely Processing of Employment Action Forms**

**Start:** 7/1/2014  
**End:** 6/30/2015

**User Outcome**
Employment Action Forms (EAF) forms are processed within three business days from receipt. By processing Employment Action Forms within three days will enhance institutional effectiveness and to assure high-quality, diverse faculty and staff are recruited.

**Data Collection (Evidence)**

- Excel will be used to record the date the EAF form is received and the date it is processed. Excel will calculate the number of days to process an EAF form.
- Data collection will begin each new fiscal year and will be analyze three to four times a year to ensure Employment Actions Forms (EAF) are processed within three days from date of approval.
- Modifications will be made and research will be conducted to determine why Employment Actions Forms (EAF) are not processed within three business days and documented accordingly.

**Results of Evaluation**

**Use of Results and Recommendations**

**Related Items**
There are no related items.
**OIT 01: Increase Technology Awareness**

**Start:** 7/1/2014
**End:** 6/30/2015

**User Outcome**
Technology awareness and training is vital to increasing efficiencies and effectiveness in the workplace. By provided technology training the number of computer issues can be reduced and the efficiency of employees can be increased.

**Data Collection (Evidence)**

1. The Service NOW online service desk system will track all service requests to the IT department and help identify potential areas for training, as well as, the number of tickets created by staff, faculty, and students.
2. OIT tracks the number of trainings offered to faculty, staff and students.
3. Surveys are emailed to faculty, staff and students after cases are closed.
4. Data is analyzed based on technician, request type, service issue, customer service, and timeliness. Recommendations for improvement and training are based on this data set.

**Results of Evaluation**

**Use of Results and Recommendations**

**Related Items**

*There are no related items.*

---

**PAS 01: OU Requisitions**

**Start:** 7/1/2014
**End:** 6/30/2015

**User Outcome**
Requisitions will be converted to purchase orders within five business days of receipt.

**Data Collection (Evidence)**
Requisitions will be tracked on a spreadsheet from receipt to purchase order date.

**Results of Evaluation**

**Use of Results and Recommendations**

**Related Items**

*There are no related items.*
### PAS 02: OU Payment Requests

**Start:** 7/1/2014  
**End:** 6/30/2015  

**User Outcome**  
Payment requests will be processed and checks written with three weeks of being received.

**Data Collection (Evidence)**

**Results of Evaluation**

**Use of Results and Recommendations**

**Related Items**  
There are no related items.

---

### 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.
**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.*

---

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

**Start:** 7/1/2014  
**End:** 6/30/2015

**User Outcome**
Illustrate awareness 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.*
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.

BPAC 2015_01: Increase Ticket Sales
Start: 7/1/2013  
End: 6/30/2015

Unit Goal
Increase Ticket Sales for the Main Stage 2014-2015 Season.

Evaluation Procedures
1. Ticket Office records

Actual Results of Evaluation
The BPAC sold 7,858 tickets to 9 Main Stage performances, up from 5,543 tickets to 8 Main Stage performances in the 2013-2014 Season. The overall 2014-2015 season had a 32.5% increase in the amount of tickets sold as well as an 87.9% increase in ticket revenue.

Use of Evaluation Results
Based on the ticket numbers mid-season FY15, we were able to increase our budget for FY16 to bring in larger and bigger name acts and performances. We continue to track ticket sales each year by both the amount of tickets sold and dollar value.

Related Items
There are no related items.
BPAC 2015_02: Connect Performances to Academic Units
Start: 7/1/2013
End: 6/30/2015

Unit Goal
Connect 2014-2015 Main Stage performances with DSU Academic Units to promote the QEP, campus connections, and retention of DSU students.

Evaluation Procedures
1. Ticket Office reports
2. SGA records
3. Academic Unit plans

Actual Results of Evaluation
We were able to increase student involvement through the Junior Ambassador volunteer program, which worked with student organizations and academic units such as the DMI and Music Department to bring students in to serve as ushers for performances.

We were able to serve the DMI through their attendance at sound checks for "Circus Electronica" and "The Heart Behind the Music" featuring Deana Carter, John Ford Coley, Kim Carnes, and special guest Greg Barnhill. We also served students through master classes with John Ford Coley, Kim Carnes, Greg Barnhill, Richie McDonald, and David Ellingson.

The theater department students were able to attend a workshop with cast members of "The Great Gatsby" as performed by the Montana Repertory Company.

We served the music department with a special performance by "The Jazz Ambassadors" of the U.S. Army Field Band, who allowed 3 DSU students to play on stage with the group.

The SGA sponsored student tickets to our cirque show, "Circus Electronica."

Use of Evaluation Results
We will continue to connect Main Stage performances with DSU Academic Units to promote the QEP, campus connections, and retention of DSU students.

Related Items
There are no related items.
BPAC 2015_03: Achieve 80% Attendance
Start: 7/1/2013
End: 6/30/2015

Unit Goal
Achieve 80% attendance at Main Stage performances (School-Time Matinees does not track attendance due to the large group sizes).

Evaluation Procedures
1. Ticket Office records
2. Scanning reports

Actual Results of Evaluation
For the entire BPAC records, our percentage attendance for 2014-2015 was 93%, up from 89.6% for 2013-2014. For Main Stage events, including films, percentage attendance was 88% (up from 78.84% last year). For Main Stage performances only, percentage attendance was 86% (up from 72.36% from last year).

Use of Evaluation Results
Based on the 2013-2014 season, the BPAC did not mail out media trade tickets in advance which greatly helped reduce the amount of sold but unused tickets, increasing actual attendance at events. The quality of performances was greatly improved in 2014-2015, which also increased attendance.

Related Items
There are no related items.

BPAC 2015_04: Increase Janice Wyatt Mississippi Summer Arts Institute
Start: 7/1/2013
End: 6/30/2015

Unit Goal
Increase the size of the Janice Wyatt Mississippi Summer Arts Institute.

Evaluation Procedures
1. Number of campers participating
2. Number of program offerings

Actual Results of Evaluation
The PLUS Camp component of the Janice Wyatt Mississippi Summer Arts Institute was at capacity with 108 participants in July 2014. There is no way to grow this program, as the Musical Director cannot accommodate more than the 6 current classes (2 groups of each age group: 5&6, 7&8, and 9-11). The June 2015 Core arts program, also of the Janice Wyatt Mississippi Summer Arts Institute, matriculated 50 campers. This was the camp's capacity for summer 2015 due to DSU construction in dorms. 50 campers was a
significant increase from 39 campers at Arts Camp in June 2014. The program for students ages 12-18 was renamed from Arts Camp to Core Arts in 2015. Core Arts was the original name of the program when it first began in the late 1990s, and we felt the program's quality and intent and returned to its original strength that it merited the renaming.

Use of Evaluation Results
We will continue to market and seek out students for the Janice Wyatt Mississippi Summer Arts Institute to make sure we are at capacity so that we can operate the camps as efficiently as possible.

Related Items
There are no related items.

**HR 2015_01: Electronic Personnel Action Forms**

**Start:** 7/1/2014  
**End:** 6/30/2015

**Unit Goal**
Implement Electronic Personnel Action Forms to increase the workload efficiency and data integrity.

**Evaluation Procedures**
The Human Resources staff will build and test EPAFs to meet the various payroll actions needed to employ individuals, change status on current employees, pay overloads and adjunct, and terminate employees. Human Resources will create a test environment before rolling the product out to campus. A EPAF User Manual will be created.

**Actual Results of Evaluation**
Trainings for EPAFs were held in December 2014 and January 2015 to begin the process of Electronic Personnel Action Forms. The process began with payment for overloads and rehire of adjunct employees EPAFs. EPAFs were also developed for Summer School pay.

**Use of Evaluation Results**
Implementations of EPAFs began in January 2015 with the Spring semester.

**Related Items**
- SP3.Ind10: Personnel Training -- HR and other
- SP4.Ind08: Campus Efficiencies
- SP4.Ind11: Process manuals
HR 2015_02: Staff Orientation Program

Start: 7/1/2014
End: 6/30/2015

Unit Goal
Expand on the Staff Orientation Program to increase retention and mentor fellow employees.

Evaluation Procedures
The Human Resources staff will expand on the staff orientation in the fall to include more trainings for new employees to help them to become acclimated to the university.

Actual Results of Evaluation
An orientation program was design to assist new employees with university policies, procurement training, OIT training, grants, and becoming familiar with the university.

- Orientation Schedule

Use of Evaluation Results
Employees were made aware of procurement and training processes, and became better acclimated to the university environment.

Related Items
- SP3.Ind01: Faculty and staff hiring
- SP3.Ind05: Retention of personnel
- SP3.Ind10: Personnel Training -- HR and other
- SP4.Ind08: Campus Efficiencies

HR 2015_03: Affordable Care Act

Start: 7/1/2014
End: 6/30/2015

Unit Goal
Maintained compliance with the Affordable Care Act by monitoring employee's working hours.

Evaluation Procedures
The Human Resource's staff will monitor and track the number of hours each non benefit eligible employee is working per week to ensure hours are kept to under 30 per week. Adjunct faculty will adhere to the Adjunct Policy in regards to the number of credit courses one may teach. The HR staff will use an excel spreadsheet to record the hours work on a bi-week or monthly basis. Adjustments will be made to those who are exceeding 30 hours or more per week.
Actual Results of Evaluation

Use of Evaluation Results

Related Items
- SP3.Ind01: Faculty and staff hiring
- SP4.Ind08: Campus Efficiencies

HR 2015_04: Affirmative Action Plan
Start: 7/1/2014
End: 6/30/2015

Unit Goal
Update Affirmative Action Plan.

Evaluation Procedures
The Affirmative Action Plan will be updated with the required components consisting of the veterans, individuals with disabilities, and minorities and gender information. The Affirmative Action website will be updated and communicated to all employees to ensure compliance with the Plan.

Actual Results of Evaluation
Data is being compiled for the AAP and will be analyzed during FY2015. The AAP report will be generated and posted to the DSU website.

Use of Evaluation Results
The Affirmative Action Plan will be used to determine which employee classes are underrepresented, and a plan will be developed to address the underrepresented categories.

Related Items
- SP1.Ind05: Diversity -- access to diverse ideas/programs
- SP3.Ind01: Faculty and staff hiring
- SP3.Ind02: Salary
- SP3.Ind05: Retention of personnel
- SP3.Ind06: Diversity
HR 2015_05: Recruit, Retain, Diverse Employees
Start: 7/1/2014
End: 6/30/2015

Unit Goal
Human Resources will seek to assist departments in their efforts to recruit, retain and develop a diverse faculty and staff who possess the core competencies needed for personal and institutional success.

Evaluation Procedures

- Development of strategies to retain quality faculty and staff; increase diverse publications for job postings; and, increase percentage of minority faculty by 21 percent by end of FY 15.
- Treat every employment decision as an opportunity to hire or promote.
- Review Delta State University’s Affirmative Action Plan to ensure recruitment and promotion efforts are in compliance with the stated affirmative action goals and assisting managers with good faith efforts toward achieving affirmative action goals and objectives.
- Develop tools and techniques that managers and administrators can use to assess and improve their efforts to recruit, hire, train, promote, and retain individuals from diverse groups.
- The Human Resources’ website is updated with comprehensive information regarding recruiting and retaining minorities for compliance with Affirmative Action.

Actual Results of Evaluation

Use of Evaluation Results
Actively pursue minority in diverse publications by publicizing job announcements through under-represented communities, diverse agencies (historically minority schools), diverse publications and online venues that target under-represented applicants. Seek suggestions from department/chairs and deans for minority recruiting in the respective discipline. Utilize PeopleAdmin's Job Elephant to assist with diverse publications. Continue discussion of creating a Chief Diversity Officer position and a Diversity Department to assist with increasing diversity and providing diversity education for faculty and staff.

Related Items
SP3.Ind01: Faculty and staff hiring
SP3.Ind05: Retention of personnel
SP3.Ind06: Diversity
SP3.Ind10: Personnel Training -- HR and other
HR 2015_06: HR Procedure Manual and Data Integrity
Start: 7/1/2014
End: 6/30/2015

Unit Goal
Develop a Human Resources procedure manual for data entry, office functions, data and integrity standards, and processes. Provide training for employees for Banner data entry.

Evaluation Procedures
The Human Resources staff will detail each job function and create a manual in order to increase efficiency within the office. Written data and integrity standards will be created to ensure information entered into Banner is in a consistent manner.

Actual Results of Evaluation
Due to workload, other projects and trainings, and new employees within the Human Resource department, a procedure and data integrity manual was not created. However, some manuals were created to assist the new Human Resources employees with positions.

Use of Evaluation Results
An office procedure and data integrity manual will be emphasized in FY2016.

Related Items
SP4.Ind08: Campus Efficiencies
SP4.Ind10: Data Integrity
SP4.Ind11: Process manuals
### How did you hear about the show? 2014-2015

#### Results

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<thead>
<tr>
<th>Source</th>
<th>Count</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Season Brochure</td>
<td>681</td>
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<tr>
<td>Newspaper</td>
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<td>5.3%</td>
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<td>Radio</td>
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<td>1.6%</td>
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</tr>
<tr>
<td>Annual Membership Brochure</td>
<td>18</td>
<td>1.1%</td>
</tr>
<tr>
<td>Delta State University Website</td>
<td>34</td>
<td>2.0%</td>
</tr>
<tr>
<td>Visiting the Bologna Center or DSU campus</td>
<td>38</td>
<td>2.2%</td>
</tr>
<tr>
<td>Bologna Center Staff</td>
<td>187</td>
<td>11.1%</td>
</tr>
<tr>
<td>From a friend or relative</td>
<td>49</td>
<td>2.9%</td>
</tr>
<tr>
<td>Wedding Appreciation Gift for parents of the Bride</td>
<td>1</td>
<td>0.1%</td>
</tr>
<tr>
<td>Annual Member Brochure</td>
<td>7</td>
<td>0.4%</td>
</tr>
<tr>
<td>Dr. Tabb Requested them for him</td>
<td>1</td>
<td>0.1%</td>
</tr>
<tr>
<td>Foundation Tickets</td>
<td>1</td>
<td>0.1%</td>
</tr>
<tr>
<td>Season Brochure</td>
<td>1</td>
<td>0.1%</td>
</tr>
<tr>
<td>Past Director</td>
<td>1</td>
<td>0.1%</td>
</tr>
<tr>
<td>Annual Member and Board Member</td>
<td>1</td>
<td>0.1%</td>
</tr>
<tr>
<td>Annual Member</td>
<td>2</td>
<td>0.1%</td>
</tr>
<tr>
<td>BPAC Staff</td>
<td>1</td>
<td>0.1%</td>
</tr>
<tr>
<td>Corporate Sponsor</td>
<td>9</td>
<td>0.5%</td>
</tr>
<tr>
<td>Laura sold him tickets at a Civic Club engagement</td>
<td>1</td>
<td>0.1%</td>
</tr>
<tr>
<td>BPAC Staff Member</td>
<td>1</td>
<td>0.1%</td>
</tr>
<tr>
<td>Artist website</td>
<td>1</td>
<td>0.1%</td>
</tr>
<tr>
<td>Rotary Meeting director came to.</td>
<td>1</td>
<td>0.1%</td>
</tr>
<tr>
<td>friend</td>
<td>1</td>
<td>0.1%</td>
</tr>
<tr>
<td>Staff at BPAC</td>
<td>1</td>
<td>0.1%</td>
</tr>
</tbody>
</table>

**Total:** 1690
2011-2012 Survey Results: How did you hear

<table>
<thead>
<tr>
<th>Method</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adopt a Student</td>
<td>1</td>
<td>0.0%</td>
</tr>
<tr>
<td>Gift Certificate</td>
<td>2</td>
<td>0.1%</td>
</tr>
<tr>
<td>Announcement at Church or Club etc.</td>
<td>7</td>
<td>0.3%</td>
</tr>
<tr>
<td>Facebook</td>
<td>10</td>
<td>0.4%</td>
</tr>
<tr>
<td>Director's Announcement</td>
<td>11</td>
<td>0.4%</td>
</tr>
<tr>
<td>Magazine</td>
<td>13</td>
<td>0.5%</td>
</tr>
<tr>
<td>Grant Comp Tickets</td>
<td>15</td>
<td>0.5%</td>
</tr>
<tr>
<td>Radio</td>
<td>36</td>
<td>1.3%</td>
</tr>
<tr>
<td>Newspaper Story</td>
<td>38</td>
<td>1.4%</td>
</tr>
<tr>
<td>Trade Agreement</td>
<td>42</td>
<td>1.5%</td>
</tr>
<tr>
<td>Posters Around Town</td>
<td>42</td>
<td>1.5%</td>
</tr>
<tr>
<td>Website</td>
<td>63</td>
<td>2.3%</td>
</tr>
<tr>
<td>Ambassador</td>
<td>77</td>
<td>2.8%</td>
</tr>
<tr>
<td>Television</td>
<td>81</td>
<td>2.9%</td>
</tr>
<tr>
<td>DSU Foundation</td>
<td>125</td>
<td>4.6%</td>
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<tr>
<td>Newspaper Advertisement</td>
<td>144</td>
<td>5.2%</td>
</tr>
<tr>
<td>E-Blast</td>
<td>180</td>
<td>6.6%</td>
</tr>
<tr>
<td>Friend</td>
<td>259</td>
<td>9.4%</td>
</tr>
<tr>
<td>Other</td>
<td>449</td>
<td>16.4%</td>
</tr>
<tr>
<td>Season Brochure</td>
<td>1151</td>
<td>41.9%</td>
</tr>
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</table>

Total: 2746
Appendix A

Payment Plans

<table>
<thead>
<tr>
<th></th>
<th>Fall 2010</th>
<th>Spring 2011</th>
<th>Fall 2011</th>
<th>Spring 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plans in Dollars</td>
<td>7,158</td>
<td>45,636</td>
<td>204,321</td>
<td>18,298</td>
</tr>
<tr>
<td>Plans in</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Participants</td>
<td>12</td>
<td>121</td>
<td>107</td>
<td>72</td>
</tr>
</tbody>
</table>

5-Pay 4-Pay 5-Pay 4-Pay 5-Pay 4-Pay 5-Pay 4-Pay

<table>
<thead>
<tr>
<th></th>
<th>Fall 2010</th>
<th>Fall 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>5-Pay</td>
<td>12</td>
<td>107</td>
</tr>
<tr>
<td>4-Pay</td>
<td>121</td>
<td>172</td>
</tr>
<tr>
<td></td>
<td>133</td>
<td>279</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Spring 2011</th>
<th>Spring 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>5-Pay</td>
<td>107</td>
<td>54</td>
</tr>
<tr>
<td>4-Pay</td>
<td>72</td>
<td>70</td>
</tr>
<tr>
<td></td>
<td>179</td>
<td>124</td>
</tr>
</tbody>
</table>

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*

<table>
<thead>
<tr>
<th></th>
<th>Fall 2011</th>
<th>Spring 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>1.7</td>
<td>1.7</td>
</tr>
<tr>
<td>2010</td>
<td>1.8</td>
<td>1.8</td>
</tr>
<tr>
<td>2009</td>
<td>1.7</td>
<td>1.7</td>
</tr>
<tr>
<td>2008</td>
<td>1.8</td>
<td>1.7</td>
</tr>
</tbody>
</table>

*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

<table>
<thead>
<tr>
<th></th>
<th>FY10</th>
<th>FY11</th>
<th>FY12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delta State</td>
<td>14.15%</td>
<td>20.61%</td>
<td>20.79%</td>
</tr>
<tr>
<td>Alcorn State</td>
<td>100.00%</td>
<td>40.00%</td>
<td>N/A</td>
</tr>
<tr>
<td>Jackson State</td>
<td>34.88%</td>
<td>37.93%</td>
<td>N/A</td>
</tr>
<tr>
<td>MUW</td>
<td>22.22%</td>
<td>5.10%</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Perkins Loan Cancellations

<table>
<thead>
<tr>
<th></th>
<th>Principal</th>
<th>Borrowers</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY12</td>
<td>$ 37,936.62</td>
<td>77</td>
</tr>
<tr>
<td>FY11</td>
<td>$ 62,702.37</td>
<td>92</td>
</tr>
<tr>
<td>FY10</td>
<td>$ 53,909.61</td>
<td>141</td>
</tr>
</tbody>
</table>

$ 154,548.60 310
### Payment Plans

<table>
<thead>
<tr>
<th></th>
<th>Fall 2010</th>
<th>Spring 2011</th>
<th>Fall 2011</th>
<th>Spring 2012</th>
<th>Fall 2012</th>
<th>Spring 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5-Pay</td>
<td>4-Pay</td>
<td>5-Pay</td>
<td>4-Pay</td>
<td>5-Pay</td>
<td>4-Pay</td>
</tr>
<tr>
<td>Plans in Dollars</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>7,158</td>
<td>45,636</td>
<td>204,321</td>
<td>123,622</td>
<td>18,298</td>
<td>323,350</td>
</tr>
<tr>
<td>Plans in Participants</td>
<td>12</td>
<td>121</td>
<td>107</td>
<td>72</td>
<td>10</td>
<td>172</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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*

<table>
<thead>
<tr>
<th></th>
<th>Fall 2012</th>
<th>Fall 2011</th>
<th>Fall 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>5-Pay</td>
<td>12</td>
<td>107</td>
<td>69</td>
</tr>
<tr>
<td>4-Pay</td>
<td>121</td>
<td>172</td>
<td>172</td>
</tr>
<tr>
<td></td>
<td>133</td>
<td>279</td>
<td>241</td>
</tr>
</tbody>
</table>

### Perkins Loan Default Rate

<table>
<thead>
<tr>
<th></th>
<th>FY10</th>
<th>FY11</th>
<th>FY12</th>
<th>FY13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delta State</td>
<td>14.15%</td>
<td>20.61%</td>
<td>20.79%</td>
<td>20.79%</td>
</tr>
<tr>
<td>Alcorn State</td>
<td>100.00%</td>
<td>40.00%</td>
<td>40.00%</td>
<td>Not Available</td>
</tr>
<tr>
<td>Jackson State</td>
<td>34.88%</td>
<td>37.93%</td>
<td>37.23%</td>
<td>Not Available</td>
</tr>
<tr>
<td>MUW</td>
<td>22.22%</td>
<td>5.10%</td>
<td>7.41%</td>
<td>Not Available</td>
</tr>
</tbody>
</table>

### Perkins Loan Cancellations

<table>
<thead>
<tr>
<th>Principal Borrowers</th>
<th>FY13</th>
<th>FY12</th>
<th>FY11</th>
<th>FY10</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Not Available</td>
<td>77</td>
<td>92</td>
<td>141</td>
</tr>
<tr>
<td></td>
<td>154,548.60</td>
<td>310</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*FISAP report not available for FY13
Friday, August 28 – H.R. Basics 101 *(Baioni Conference Center - Broom 132, 9:00 a.m. - 11:00 a.m.)*
- Exploring & Adapting to your Job.
- Policies
- Retirement
- Pay

Thursday, September 3 – Jeopardy Game *(Baioni Conference Center – Broom 132, 1:30 p.m.)*
- History of Delta State
- People and Places to know on Campus
- Facts about Cleveland

Tuesday-Thursday, September 8-11 – OIT Training (Introduction to Banner)

Introduction to Banner (8 People) – *Tuesday, September 8 - 10:00-11:30 a.m. and 2:00-3:30 p.m.*
*Bailey 102-OIT training lab*

Introduction to Banner (8 People) – *Friday, September 11 - 10:00-11:30 a.m. and 2:00-3:30 p.m.*
*Bailey 102-OIT training lab*

Thursday, September 17th – Staff Council Mission, Student Success – International Student 101 & Identifying At-Risk Students and Student Health Center Information.
*(Baioni Conference Center – Broom 132, 2:00 p.m.)*

Tuesday-Thursday - Sept. 22-24 – Procurement Training – *(Simmons Room-Foundation/Alumni Bldg.)*

Entering Requisitions/Purchasing
*(Tuesday, September 22 - 10:00 a.m. – 12:00 and 1:30 p.m. – 3:30 p.m.)*

Travel/Travel Card
*(Wednesday, September 23 - 10:00 a.m. – 11:30 a.m. and 1:30 p.m. – 3:00 p.m.)*

Procurement Card/Property
*(Thursday, September 24 - 10:00 a.m. – 11:30 a.m. and 1:30 p.m. – 3:00 p.m.)*

Tuesday, September 29th – “The Grants Process and the Role of Staff”
*(4:00 p.m. – Janice Wyatt Conference Room) – OPTIONAL*