

DELTA STATE UNIVERSITY: NON-ACADEMIC ANNUAL REPORT
Academic Year 2006-07

I. Unit Title: Housing and Residence Life

Division or School/College: Student Affairs

Unit Administrator: Elsie Lynn Ervin

II. Educational Program Learning Outcome Assessment Plan

(These are Learner Outcomes identified for the **current** year. Contents of the table should be very brief. Footnotes may be included for items needing explanation or documentation. Not all units have direct student impact. Those that do should have clear learning outcomes developed. Those with no student contact may indicate that this section is not applicable.)

A. Learning Outcome <i>What should a student impacted by this program / unit / function know, value or be able to do at graduation and beyond?</i>	B. Data Collection & Analysis <i>1. What assessment tools and/or methods will you use to determine achievement of the learning outcome? 2. Describe how the data from these tools and/or methods will be/have been collected. 3. Explain the procedure to analyze the data.</i>	C. Results of Evaluation <i>What were the findings of the analysis?</i>	D. Use of Evaluation Results <i>1. List any specific recommendations. 2. Describe changes in curriculum, courses, or procedures that are being proposed or were made/are being made as a result of the program learning outcome assessment process.</i>
Demonstrate safe practices and precautionary behaviors in the residence halls.	We will use monthly discipline and program reports and Okra Kard door access data to compare reports and data from previous years to determine if a change is needed in our safety programming.	Forty-six percent of the total residence hall programs were focused on safe practices & precautionary behavior topics (health, stress, drugs & alcohol). Student violations increased by 19% from the academic year of (05-06) to (06-07). The increase in student violations was due to inappropriate response to emergency procedures.	Provide emergency procedures programming for residence hall students. (The Residence Life Programming Model currently requires 1 program each semester in diversity, drug/alcohol & social.) Student staff will be better trained by the Housing Department and/or other campus departments to assist students in safe behavior through improved programming, proper use of the Okra Kard system, increased awareness of the university's standards and emergency procedures.
Display respect for diverse groups of people.	We will use monthly discipline and program reports to compare reports and data from previous years to determine what area(s) our diversity programming should include.	Nine residence hall programs emphasizing diversity were presented by the residence hall staff. (See appendix 1 for details.) As a result of continuous inappropriate behavior between gay and non-gay students in one hall, a meeting was held with both groups to discuss their personal feelings. The meeting concluded with better communication and respect among all students involved.	Conduct a minimum of one diversity program each semester, improve staff training by using roll playing scenarios concerning diversity, and include a diverse student population in planning and execution of the diversity program. In an effort to increase exposure to more diverse populations, we recommend that residence life and the union program council work in conjunction to improve diversity awareness among our students.
Exhibit the expected communal behaviors for living in a community.	A record is kept indicating the number of students who were charged for damage, who had a forfeited deposit for improper check-in/out or who violated the cancellation policy and who have transferred each semester. We also use the monthly discipline report which indicates the number of and type of violations that have occurred.	Transfers (from one hall to another or within a hall) decreased 41% from Fall 06 to Spring 07. Forfeits decreased 22% from Spring 06 to 07 and charges increased 47% from Spring 06 to 07.	Student staff will improve communication efforts to the residents at opening and closing. Our department will improve oral and written communication with our residents throughout the academic year.

III. Division/Department/Unit Goals for the Current Year

*(This is a report on progress towards goals for the **current year**. These are operational goals for the unit that are NOT tied directly to student learning outcomes which are reported in the table above. An example might be the implementation of a personnel development plan to enhance the skills of the staff in a unit. For each of the goals, be specific about what you actually did or intended to do with each initiative.)*

A. Goal # 1 Continue the project of replacing residence hall doors, door hardware, panic devices, and security mechanisms.

1. Institutional Goal which was supported by this goal:

SP Goal # 3 – The university community will benefit from better communication, effective operational and administrative systems, an optimal work environment, and a performance-responsive reward structure.

2. Evaluation Procedure(s):

Housing staff surveyed all outside doors and locking mechanisms and compiled a listing of needed replacements and repairs.

3. Actual Results of Evaluation:

New doors, hardware, and locking mechanisms have been installed for Ward Hall.

The previous recommendations from a door-specialist regarding Cleveland Hall exit doors have not been acted upon at this time.

4. Use of Evaluation Results:

The listing of security needs will continually be updated by Housing personnel.

We will continue to pursue the replacement of the doors, hardware, and locking mechanisms on our oldest residence hall, Cleveland Hall.

Recommendations from the All Campus Card Task Force for the replacement of residence hall exterior doors and door hardware will be made as funds are available to implement additional door access systems.

B. Goal # 2 Survey our residents to assess their satisfaction with new policies for Housing & Residence Life.

1. Institutional Goal which was supported by this goal:

SP Goal # 2 – Students will enroll in greater numbers and a larger percentage will persist to graduation.

2. Evaluation Procedure(s):

We decided to assess our department as a whole, prior to assessing our new policies.

Housing & Residence Life contracted with Joe Mills, Director of Residence Life & Dining Services from Austin Peay State University for an assessment visit.

3. Actual Results of Evaluation:

We developed an action plan for the upcoming semester – in an effort to accommodate our anticipated budget adjustments and to increase our housing occupancy.

In the spring of 2007, Joe Mills visited our campus to evaluate our housing facilities and conduct numerous interviews of our residents, our student staff, and our professional staff.

4. Use of Evaluation Results:

We are developing an academic year contract for our residence hall students.

In an effort to better utilize our salary monies, we have reorganized our student staff structure and their compensations.

A report from our assessment consultant is forthcoming.

C. Goal # 3 Implement a prepayment versus a deposit policy for room reservations.

1. Institutional Goal which was supported by this goal:

SP Goal # 3 – The university community will benefit from better communication, effective operational and administrative systems, an optimal work environment, and a performance-responsive reward structure.

2. Evaluation Procedure(s):

Housing & Residence Life has surveyed a number of institutions who have implemented a prepayment policy and consider it a success. The Housing & Residence Life Staff as well as Student Business Services have agreed that this would increase efficiency in the bookkeeping of students’ accounts. The residence hall students would become more financially responsible for their accounts.

3. Actual Results of Evaluation:

Administrative approval has not been granted at this time due to budgetary concerns.

4. Use of Evaluation Results:

Housing & Residence Life will continue to pursue approval of a prepayment versus a deposit policy.

IV. Data and information for department:

	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>
# new and returning applications (7-15-06 room report)	1066	1160	1095	1151	----
Residents for:		<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>
Fall (9-15-06 room report)		1136	1093	1109	----
Spring (2-1-07 room report)		936	968	923	884
Summer (1 st and 2 nd terms combined)		212	177	195	----

V. Personnel:

Director	Elsie Lynn Ervin
Assistant Director	Julie Jackson
Coordinator	DeAndre House
Senior Secretary	Mary Jane Ervin
Senior Clerk	Kay Saia (hired February 2006)
Custodial Manager	Irene Johnson (20 Custodians)

Graduate Assistant Shamiko Jimerson
Office Assistant Danielle Walton
Residence Hall Directors Memrie McCaleb – Cain-Tatum/Fugler-Hammett (Co-Hall Director)
Shamiko Jimerson – Cain-Tatum/Fugler-Hammett (Co-Hall Director)
Kimberly Martin – Lawler-Harkins
Nakikke Wallace – Cleveland
Kristen Pyron – Brumby-Castle
John Coleman – Whittington-Williams
Michael Lipford – Bond-Carpenter
Marcus Jamison – Court of Governors (Co-Hall Director)
Latosha Hayes – Court of Governors (Co-Hall Director)
Eric Wright – New Men
Assistant Hall Directors Demetria Dixon – Lawler-Harkins
Sallee Williams – Brumby-Castle
Davlon Miller – Whittington-Williams
Pete Raif
54 Resident Assistants
45 Desk Assistants

A. Noteworthy activities and accomplishments:

Assistant Residence Hall Directors Davlon Miller, Demetria Dixon and Resident Assistant Bonnie Keene were initiated into Omicron Delta Kappa.

Hall Director Nakikke Wallace served as the 2006 Orientation Student Co-Director and Resident Assistants Justin Kennon (06) and Chanell Shorter (07) served on the Orientation Team.

Kay Saia joined our staff in February 2006 as the Senior Clerk of Housing and Residence Life. Kay is a member of the Hayes Cooper Booster Club and the Margaret Green Junior High School Booster Club. She is a member of the First Methodist Church of Cleveland.

DeAndre House is a Sergeant in the United States Army Reserve and is a member of the Moore’s Chapel A.M.E. Zion Church in Coffeeville, MS. DeAndre served as a member of the following committees: Staff Council (Special Projects Committee), Orientation Member Selection Committee, Hall of Fame Selection Committee, MS Walk Planning Committee, and Redefine Committee.

Mary Jane Ervin, Senior Secretary, serves as the Chair of the DSU Courtesy Committee and is a member of the Staff Technology Group. She is a member of the American Legion Auxiliary where she serves the disabled veterans in the Cleveland area. She is a volunteer for the Relay for Life and serves as the church clerk at the First Baptist Church of Boyle, MS.

Julie Jackson is serving as the Chair of the Web Oversight Committee and also serves as a member of the following committees: Student Engagement Champions Steering Committee, Assessment Champions, Staff Technology Group, and Information Technology Governance Committee. She is a member of the Chancel Choir of the First United Methodist Church in Cleveland, MS. She also serves as the Director of the Adult and the Children's Handbell Choirs.

Elsie Lynn Ervin served as the Past-Chair of the Administrative Staff Council. She also served as a member of the following: University Emergency Response Team, Okra Kard Implementation Team and Task Force, Safety and Environment Committee, Orientation Team Selection Committee and the Staff Council Staff Development Committee. She is a member of the Cleveland Exchange Club, the Cleveland Kappa Delta Alumnae Association, the Delta State University Faculty Wives Club, the DSU Alumni Association Life Member from Bolivar County, and the Covenant Presbyterian Church in Cleveland, MS.

Demetria Dixon, Elsie Lynn Ervin, Davlon Miller, and Julie Jackson represented Delta State University at the Southeastern Association of Housing Officers Conference in Lexington, Kentucky. Davlon Miller and Demetria Dixon presented a program after winning the Best of Show Award at the Mississippi Association of Housing Officers Conference in Columbus, MS.

Elsie Lynn Ervin, accompanied by nine student members of the DSU Panhellenic Council, attended the Southeastern Panhellenic Conference in Atlanta, Georgia.

DeAndre House attended the Mississippi Association of Housing Officers annual conference in Columbus, Mississippi, with four student staff members: Davlon Miller, Demetria Dixon, Emily Compston and Justin Wilson.

Hall Director Kristen Pyron attended the Mississippi RAs Get Energized Conference in Oxford, MS, with five student staff members: Ken Amos, Emily Compston, Nick Evans, Travis Metcalf and Myah Swanson.

B. New position(s) requested, with justification: None

C. Recommended change of status
(such as promotion/tenure/change in responsibilities): None

VI. Division/Department Goals for Coming Year

*(This is a report on progress towards goals for the **coming year**. These are operational goals for the unit that are NOT tied directly to student learning outcomes which are reported in the table above. These goals may be repeated ones from current year, in addition to any your unit may have determined necessary for the future. For each of these goals, be specific about what you intend to do with each initiative.)*

A. Goal # 1 Implement an academic year contract.

1. Institutional Goal which was supported by this goal:

SP Goal # 3 – The university community will benefit from better communication, effective operational and administrative systems, an optimal work environment, and a performance-responsive reward structure.

2. Evaluation Procedure(s):

Collect and review peer institution academic year contracts.

Write and issue an academic year contract that meets the needs of DSU's Department of Housing & Residence Life.

3. Expected Result(s):

Increase the retention of residence hall students from the fall to the spring semester.

In addition, the increase of residence hall students will benefit Aramark.

4. Use of Evaluation Results:

By improving our retention from fall to spring, we are helping to improve retention for the University.

An increase in housing enrollment will increase the student involvement in residence life – which will provide a more exhilarating community living experience.

An increase in housing enrollment will boost our budgetary funds – which will assist us to make the much needed improvements to our facilities.

B. Goal # 2 Develop a long term Housing & Residence Life Master Plan for residential facilities.

1. Institutional Goal which was supported by this goal:

SP Goal # 3 – The university community will benefit from better communication, effective operational and administrative systems, an optimal work environment, and a performance-responsive reward structure.

2. Evaluation Procedure(s):

We will consult with our sister institutions in regards to their long range plans and their recommendations for master planners.

In collaboration with the VP for Finance, the Director of the Physical Plant, and the Liaison for Faculty Retention, we will interview potential firms who are interested in the process of master planning for residential facilities at Delta State University.

3. Expected Result(s):

We will recommend a firm to the President for University approval.

We will work with the approved firm to provide information and assistance that will result in a plan incorporating existing and new facilities as well as new facilities for faculty housing.

4. Use of Evaluation Results:

We will implement the proposed Master Plan and will move forward with renovation and new construction as funding allows.

C. Goal # 3 Evaluate and implement the recommendations from the Assessment Consultant's Report that will be beneficial to our residents and our department.

1. Institutional Goal which was supported by this goal:

SP Goal # 3 – The university community will benefit from better communication, effective operational and administrative systems, an optimal work environment, and a performance-responsive reward structure.

2. Evaluation Procedure(s):

Compare and analyze the recommendations with our current policies and procedures.

Determine which recommendations can be implemented at the present time and which ones will need a longer time frame to implement.

Prioritize the recommendations based on funding availability and determine which ones can be implemented immediately.

3. Expected Result(s):

To improve student development and customer service in Housing & Residence Life.

4. Use of Evaluation Results:

We will begin implementing the schedule of improvements in regards to policies, procedures and programs.

Appendix 1 – Results of Evaluation, Learning Outcome # 2

Hall	Presenter	Title	Description	Date	Attendance
Bond Carpenter	Michael Lipford, Hall Director	“Hello, my name is...”	The program was a mixer between the residents of Bond-Carpenter and the other residence halls on campus.	9.19.06	35
Court of Governors	Marcus Jamison, Hall Director	“College Relationships”	Students discussed their opinions about college relationships and how they relate to being successful in the residence halls.	11.29.06	22
Cain-Tatum/Fugler-Hammett	Apri Finley, RA	“Shake a hand, meet a friend”	No student can claim that they dislike a person before they get a chance to meet & know them. There are many missed opportunities to meet some very interesting & diverse individuals.	10.3.06	27
Cain-Tatum/Fugler-Hammett	Residence Hall Council & Zeta Phi Beta	“Step Like the Best”	Teaching residents how to step and party walk – a way for diverse groups to understand different cultures.	4.18.07	15
Brumby-Castle	BCH Residence Hall Staff	“Teach Kristen how to drop it like its Hot!”	A program sharing different styles of dancing from different ethnic backgrounds.	10.30.06	63
Brumby-Castle	BCH Residence Hall Staff	“Will you be my neighbor?”	This was a meet & greet for the residents to learn more about each other and their backgrounds.	9.25.06	33
Lawler-Harkins	Residence Hall Council	“Black History Trivia”	A Black History trivia game was played – the residents who answered the most questions correctly won prizes.	2.12.07	15
Lawler-Harkins	Residence Hall Council	“1 st Annual Not So Fashionable Show”	A meet & greet for residents – it also allowed the residents to show off their sense of style – not!	9.25.06	26
Cain-Tatum/Fugler-Hammett	Bonnie Keene, Tracy Paul & Stephanie Thompson, RAs & a resident	“Amateur Idol”	The students brought CDs and then chose different types of songs from the CD library and shared what they learned about music from diverse cultures.	11.30.06	15