

DELTA STATE UNIVERSITY: NON-ACADEMIC ANNUAL REPORT
Academic Year 2005-06

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 brief. Footnotes may be included for items needing explanation or documentation. Not all units have direct student impact. Those that do should have clear learner outcomes developed. Those with no student contact may indicate that this section is not applicable.

<p>Learning Outcome</p> <p><i>What should a graduate in this major know, value, or be able to do at graduation and beyond?</i></p>	<p>Data Collection and Analysis</p> <p><i>What assessment tools and/or methods will you use to determine achievement of the learning outcome? Describe how the data from these tools and/or methods will be collected. Explain the procedure to analyze the data.</i></p>	<p>Results of Evaluation</p> <p><i>What were the findings of the analysis? List any specific recommendations.</i></p>	<p>Use of Evaluation Results</p> <p><i>What changes in curriculum, courses, or procedures were made as a result of the program learning outcome assessment process?</i></p>
<p>Demonstrate safe practices and precautionary behaviors inside and outside of the residence halls and family apartments.</p>	<p>We 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.</p>	<p>Programming focused on educational, informational, & diversity increased from 45% (04-05) to 55% (05-06). Student violations decreased by 5% from the academic year of 04-05 to 05-06. We strongly recommend continuing the implementation of Okra Kard door access.</p>	<p>Student staff and residence hall councils will receive more training by the Department of Housing & Residence Staff and other departments on & off campus to assist students in safe behavior through improved programming, proper use of the Okra Kard system, and increased awareness of the university's standards.</p>
<p>Display respect for diverse groups of people.</p>	<p>We use monthly discipline and program reports to compare reports and data from previous years to determine what area(s) our diversity programming should include.</p>	<p>Five outstanding hall programs were held dealing specifically with diversity.</p>	<p>Our programming model has been altered so that each residence hall will conduct a minimum of one diversity program each academic year.</p>
<p>Exhibit the expected communal behaviors for living in a community. (This learning outcome is more measurable than #3 in our previous assessment plan.)</p>	<p>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.</p>	<p>Transfers from one hall to another dropped 27% in the spring compared to the fall and forfeits increased by 42% from fall to spring. After reviewing our data, we realized the need for a more specific data collection and analysis procedure.</p>	<p>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. We are forming a committee of Faculty, Staff and Students to assist in the assessment of "our community" and their behaviors.</p>

III. Division/Department 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.

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 # 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:

The renovation of Clark and Longino was completed in December 2005. New doors, hardware, locking mechanisms, and wiring for Okra Kard door access have been installed for the entire Court of Governors, including Brewer and Noel. The previous recommendations from a door-specialist regarding Ward Hall and 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 two oldest residence halls, Ward Hall and 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 needed for the implementation of the door access system.

B. Goal # 2 Establish a residence hall renovation schedule for future renovation and seek administrative approval.

1. Institutional Goal which was supported by this goal:

SP # 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 reviewed the renovation schedule; keeping in mind the past year's needed repairs and students needs and concerns.

3. Actual Results of Evaluation:

We agreed to continue with our plan of renovating Bond-Carpenter as funding permits.

4. Use of Evaluation Results:

Because of limited funds, we will renovate the bathroom/shower facilities, paint, install new carpet and replace room door return air vents in Bond-Carpenter. We intend to continue with our plan of renovation for other residence halls.

C. Goal # 3 Survey our residents to assess their satisfaction with the new policies for Housing and Residence Life.

1. Institutional Goal which was supported by this goal:

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

2. Evaluation Procedure(s):

We will seek the assistance of Institutional Research in writing a survey. The residence hall staffs will administer the survey to the residents. Housing and Residence Life will study the results and consider suggested improvements.

3. Actual Results of Evaluation:

Due to anticipated implementation of co-residential housing options; the survey was not implemented during the current school year.

4. Use of Evaluation Results:

Housing and Residence Life will continue to plan for a survey of our residents to determine their opinions of the changes implemented.

D. Goal # 4 Develop a system for managing needed data to assess the status and the progress of Housing and Residence Life, as it relates to safety, programming, and occupancy.

1. Institutional Goal which was supported by this goal:

SP # 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 reviewed data related to safety by way of our monthly judicial reports, programming by way of a programming report compiled once a semester and occupancy by way of a bi-weekly room report.

3. Actual Results of Evaluation:

Enrollment figures for the 05-06 academic year indicate both female and male occupancy are increasing, judicial reports indicate that the majority of incidents reported in the residence halls are minor infractions and programming reports indicate an increased participation of both males and females at residence hall programs.

4. Use of Evaluation Results:

We have developed a co-residential living arrangement that will be implemented in Fall 2006.

E. Goal # 5 Conduct a session(s) to inform the university community of conference and camp policies and procedures.

1. Institutional Goal which was supported by this goal:

SP # 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 and Residence Life partnered with Student Business Services and invited all areas of the university community who participate in camps and conferences to discuss policies and procedures affecting them for the summer of 2006.

3. Actual Results of Evaluation:

Each participating department outlined their policies and procedures in regards to conferences and camps. Suggestions were made on how to improve and increase campus communication between departments to improve conference and camps operations at Delta State University. Twenty-seven visiting conference/camp groups have been scheduled to live in Housing and Residence Life during the summer of 2006.

4. Use of Evaluation Results:

The evaluation of this goal is inconclusive at this time due to the fact that the summer camp schedule is not completed at the time of this report's submission. We will continue to evaluate our camp and conference policies and procedures and update them accordingly for the upcoming year.

F. Goal # 6 Develop a community service plan targeting the Cleveland community.

1. Institutional Goal which was supported by this goal:

SP # 5 – The citizens of the region will benefit from increases in university outreach, service, and partnership initiatives.

2. Evaluation Procedure(s):

We reviewed the programming goals for residence life and determined a need for increased involvement in community service.

3. Actual Results of Evaluation:

Residence hall students participated in numerous community activities: Year of Cleveland Tree Lighting, Relay for Life, MS Walk and several food drives.

4. Use of Evaluation Results:

Housing and Residence Life will continue to pursue other avenues to serve the Cleveland Community. Our Coordinator of Housing and Residence Life will require each residence hall to participate in a community service project as one of their required residence hall programs for the 2006-2007 academic year.

G. Goal # 7 Continue to pursue approval for a prepayment versus a deposit policy for room reservations.

1. Institutional Goal which was supported by this goal:

SP # 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 and Residence Life has surveyed a number of institutions who have implemented the prepayment policy and consider it a success.

The Housing and Residence Life staff, as well as the Student Business Services staff, have agreed that this would increase efficiency in the bookkeeping of any student's account.

The residence hall students would become more financially responsible for their student 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 and Residence Life will continue to pursue approval for a prepayment versus a deposit policy.

IV. Data and information for department:

	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
# new and returning applications (7-15-06 room report)	1167	1066	1160	1095	----
Residents for:			<u>2004</u>	<u>2005</u>	<u>2006</u>
Fall (9-15-05 room report)			1136	1093	----
Spring (2-1-06 room report)			936	968	923
Summer (1 st and 2 nd terms combined)			212	177	----

V. Personnel:

Director	Elsie Lynn Ervin
Assistant Director	Julie Jackson
Coordinator	DeAndre House
Senior Secretary	Mary Jane Ervin
Senior Clerk	Florence Lucas (resigned October 2005) Kay Saia (hired February 2006)
Custodial Manager	Irene Johnson (22 Custodians)
Graduate Assistant	Kristen Pyron
Office Assistants	Michael Lipford Emma McClain-Ward
Residence Hall Directors	Christen Penney – Cain-Tatum/Fugler-Hammett Page Logan – Lawler-Harkins Nakikke Wallace – Cleveland Genice Anderson – Ward Kristen Pyron – Brumby-Castle Kevin Abel – Whittington-Williams (graduated December 2005) Devron Watson – Whittington-Williams (hired January 2006) Zavier Jones – Bond-Carpenter (graduated December 2005) Michael Lipford – Bond-Carpenter (hired January 2006) Jamarcus Harbin – Court of Governors Eric Wright – New Men
Assistant Hall Directors	Rebecca Carter – Cain-Tatum/Fugler-Hammett Iya Bakare – Lawler-Harkins Shani Van der Merwe – Brumby-Castle John Pope – Whittington-Williams Michael Lipford (transferred to HD position December 2005) Byron Batts (hired January 2006) Devron Watson (transferred to HD position December 2005) Jeremy Weaver (hired January 2006)
54 Resident Assistants	
45 Desk Assistants	

A. Noteworthy activities and accomplishments:

Residence Hall Directors Iya Bakare, Rebecca Carter and Nakikke Wallace were inducted into the Student Hall of Fame at the Hall of Fame Banquet.

Residence Hall Director Iya Bakare and Resident Assistant Katie Vaughn were initiated into Omicron Delta Kappa.

Hall Director Nakikke Wallace served as the 2006 Orientation Student Co-Director and Resident Assistant Justin Kennon served on the 2006 Orientation Team.

Kay Saia joined our staff in February 2006 as the Senior Clerk of Housing and Residence Life.

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.

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 and the first vice president 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, Student Director of the Union Selection Committee, Information Technology Governance Committee and Shumate Saturdays. 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 Chair of the Administrative Staff Council and represented DSU at the Mississippi Association of Staff Council Officers monthly meetings.

Elsie Lynn Ervin served as a member of the following: University Emergency Response Team, Okra Kard Implementation Team, Safety and Environment Committee, Orientation Team Selection Committee and the Staff Council Projects 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.

Julie Jackson and Elsie Lynn Ervin represented Delta State University at the Southeastern Association of Housing Officers Conference in Asheville, North Carolina.

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 two student staff members: Princess Allen and Genice Anderson.

Hall Director Devron Watson took three Resident Assistants () to Mississippi RAs Get Energized Conference in Oxford, MS.

Hall Director Michael Lipford took four Residence Hall Council members (Princess Allen, Donley Drakes, Ebony Johnikin, and Kendra Pryor) to the MARHS Conference in Starkville, MS.

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 statement of goals for the **coming year**. These are operational goals for the unit that are NOT tied directly to student learning outcomes.

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 # 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. Expected Result(s):

The exterior doors of Ward Hall and Cleveland Hall will be replaced with new hardware and One Kard door access.

3. Evaluation Procedure(s):

The Housing Staff will survey all outside doors, hardware, and One Kard door access for Ward Hall and Cleveland Hall.

The Housing Staff will also survey all other outside doors, hardware, and One Kard door access and will compile a list of needed replacements and repairs.

4. Use of Evaluation Results:

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

Repairs to existing doors and implementation of new One Kard door access needs will be addressed.

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

1. Institutional Goal which was supported by this goal:

SP # 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. Expected Result(s):

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

3. Evaluation Procedure(s):

Schedule a series of meetings with resident focus groups and staff focus groups to discuss the new policies and services of Housing and Residence Life.

With the assistance of Institutional Research and Planning, we will develop a survey to be issued to our residential population.

A schedule of improvements will be formed based on the survey results and suggestions.

4. Use of Evaluation Results:

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

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

1. Institutional Goal which was supported by this goal:

SP # 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. Expected Result(s):

To develop a heightened student awareness of their responsibility for their student accounts.

To eliminate the processes used by Student Business Services to refund, charge and forfeit deposits on behalf of Housing and Residence Life.

3. Evaluation Procedure(s):

The number of new applications and cancellations will be reviewed to determine if prepayment versus deposit will impact the decision of students to follow proper procedures (check-in/out, cancellation, application deadline) in Housing and Residence Life.

Questions concerning prepayment versus deposit will be included in our survey (Goal # 2) to determine if it has been as beneficial to the student as it has been to Housing and Residence Life and Student Business Services.

4. Use of Evaluation Results:

Based on survey data, responses from focus groups, and discussion with Student Business Services, we will determine if prepayment versus deposit is an effective procedure for Housing and Residence Life.