

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.

 **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.

 **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.

 **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."

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- 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.
7. User forms: The BPAC facility reservation form, "BPAC User Agreement," is online for download for interested parties.
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 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

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User Outcome

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- 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

Season Brochure	681 (40.3%)
Newspaper	89 (5.3%)
TV	47 (2.8%)
Radio	27 (1.6%)
Bologna Center Website	112 (6.6%)
Email	235 (13.9%)
Poster	50 (3.0%)
Ambassador	25 (1.5%)
Facebook	66 (3.9%)
Twitter	1 (0.1%)
Annual Membership Brochure	18 (1.1%)
Delta State University Website	34 (2.0%)
Visiting the Bologna Center or DSU campus	38 (2.2%)
Bologna Center Staff	187 (11.1%)
From a friend or relative	49 (2.9%)
Wedding Appreciation Gift for parents of the Bride	1 (0.1%)
Annual Member Brochure	7 (0.4%)
Dr. Tabb Requested them for him	1 (0.1%)
Foundation Tickets	1 (0.1%)
Season Brochure	1 (0.1%)
Past Director	1 (0.1%)
Annual Member and Board Member	1 (0.1%)
Annual Member	2 (0.1%)
BPAC Staff	1 (0.1%)
Corporate Sponsor	9 (0.5%)
Laura sold him tickets at a Civic Club engagement	1 (0.1%)
BPAC Staff Memeber	1 (0.1%)
Artist website	1 (0.1%)
Rotary Meetying director came to.	1 (0.1%)
friend	1 (0.1%)
Staff at BPAC	1 (0.1%)

[Hide "Other" Responses](#)

Total: 1690

2011-2012 Survey Results: How did you hear

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

Total: 2746

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		Spring 2012		Fall 2012		Spring 2013	
	5-Pay	4-Pay	5-Pay	4-Pay	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	172,170	375,546	277,393	157,866
Plans in Participants	12	121	107	72	10	172	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

HUMAN RESOURCES MANAGEMENT STAFF ORIENTATION PROGRAM

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**