I. **Mission:** To provide a comfortable, safe, and secure environment for living and learning while enhancing the total development of each student.

II. **Organizational chart**

- **Director:** Elsie Lynn Ervin
- **Assistant Director:** Julie Jackson
- **Coordinator:** Greg Drake
- **Senior Secretary:** Mary Jane Ervin
- **Senior Clerk:** Florence Lucas
- **Custodial Manager:** Irene Johnson
- **19 Custodians**
  (not hired at this time)
- **Graduate Assistant**
  (a college work study student-not hired at this time)
- **Office Assistant**
- **Residence Hall Directors**
  - Kandice Tankston: Cain-Tatum-Fugler-Hammett
  - Meg Jones: Lawler-Harkins
  - Nakikke Wallace: Cleveland
  - Jessica Johnson: Ward
  - Kristen Pyron: Brumby-Castle
  - Kevin Abel: Whittington-Williams
  - Michael Martin: Bond-Carpenter
  - Jamarcus Harbin: Court of Governors
  - Kenneth Johnson: New Men
- **Assistant Hall Directors**
  - Keith Ann Hayes: Cain-Tatum-Fugler-Hammett
  - Page Logan: Lawler-Harkins
  - Shani VanDer Merwe: Brumby-Castle
  - Jeremy Pittman: Whittington-Williams
  - Jaja Nebo: Court of Governors
  - Zavier Jones: New Men
- **54 Resident Assistants**
  (not all have been hired at this time)
- **50 Desk Assistants**
  (not all have been hired at this time)
Housing & Residence Life
Organizational Chart

Director
Housing &
Residence Life

Graduate
Assistant

Assistant
Director
Housing &
Residence Life

Coordinator
Housing &
Residence Life

Senior
Secretary

Senior
Clerk

Student
Office
Assistant

Custodial
Manager

Custodial
Staff

Residence
Hall
Directors

Assistant
Residence
Hall
Directors

Residence
Assistants

Desk
Assistants
III. Goals

Department Goals for 2003-2004

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

B. Institutional Goal which was supported by this goal:
   > Provide the resources, facilities and the physical environment which contribute to the intellectual, cultural, ethical, physical, and social growth and development of the student and of the surrounding community.

C. Expected Results:
   > To provide a safe and secure living environment.

D. Evaluation Procedure(s):
   > Housing staff surveyed all outside doors and locking mechanisms and compiled a listing of needed replacements and repairs.

E. Actual Results of Evaluation:
   > Because the renovation for Clark and Longino has not begun, there has been no action taken on replacing hardware and door mechanisms.

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

   > The All Campus Card implementation is in the process of wiring the three residence halls which will initially receive card readers for door access: Whittington-Williams, Cain-Tatum, and Fugler-Hammett.

F. Use of Evaluation Results:
   > The listing of security needs will continually be updated by Housing personnel, and requests for Clark and Longino have been made with the architect of the renovation project.

   > 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 for the replacement of residence hall doors and door hardware from the All Campus Card Task Force will be made as needed for the implementation of the door access system.
(Department Goals for 2003-2004 continued)

A. **Goal # 2:**
   > Continue to seek approval for the renovation of Clark and Longino Halls at the Court of Governors.

B. **Institutional Goal which was supported by this goal:**
   > Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
   > The third phase of the renovation project for Clark and Longino Halls of the Court of Governors would be complete with the following renovations:
   > A new mechanical system which would include the replacement of all plumbing (fixtures and piping) and heat/air conditioning systems.
   > Replacement of room light fixtures and relocation of electrical outlets and switches.
   > Removal of all built-in furniture to be replaced with new free-standing furniture.
   > Replacement of all flooring with new carpet or vinyl tile.
   > Replacement of all shower and restroom ceramic tile.
   > Replacement of all eight double exit doors, hardware, panic devices, and locking mechanisms.
   > Paint all interior walls.

D. **Evaluation Procedure(s):**
   > A series of meetings would be held among the architectural firm of Johnson, Bailey, Henderson, and McNeel, and the university administrators to continue the third phase of the renovation.
   > Construction would begin on the project to be completed by an undetermined date.
   > Construction would be completed on the third phase of the renovation project.

E. **Actual Results of the Evaluation:**
   > A series of meetings have been held between the architectural firm of Johnson, Bailey, Henderson, and McNeel and university administrators to revise the previous plans and to formulate additional plans for renovation of the Pavilion and exterior of the Court of Governors.
   > The Vice President for Finance has received approval for funding the third phase of the renovation project.
F. Use of Evaluation Results:

> Although the second phase of the renovation project has been completed for two of the four wings of the Court of Governors, there are other serious needs in Clark and Longino Halls of this complex in order to bring it up to the standard of our other residence halls.

> Housing and Residence Life will continue to work with other university officials toward the long-range goal of complete renovation of the Court of Governors which will include Clark and Longino Halls.

> Housing and Residence Life continues to see the need for a complete renovation of the Pavilion at the Court of Governors.

> Housing and Residence Life will continue to work with other university officials for replacement of mattresses, chairs, lobby furniture, and rubber stair treads throughout the Court of Governors.
(Department Goals for 2003-2004 continued)

A. **Goal # 3:**
   > Modify the flat rate for room fees to a graduated rate scale based on the style of accommodations.

B. **Institutional Goal which was supported by this goal:**
   > Provide the resources, facilities, and the physical environment which contribute to the intellectual, cultural, ethical, physical, and social growth and development of the student and of the surrounding community.

C. **Expected Results:**
   > To make the room fees more equitable for the resident in relation to the age and style of accommodations of the building.

D. **Evaluation Procedure(s):**
   > Seek administrative approval for a graduated rate scale for residence hall rooms.

   > Residents reserve rooms according to their individual preferences for charges and style of accommodations when available.

E. **Actual Results of Evaluation:**
   > Administrative approval has been granted for modifying the flat rate for room fees to a graduated rate scale based on the style of accommodations.

F. **Use of Evaluation Results:**
   > Housing and Residence Life will charge residents according to the rate set for the individual buildings.

   > Housing and Residence Life will continue to monitor the change in room rates in order to keep them aligned with the accommodations.
(Department Goals for 2003-2004 continued)

A. **Goal # 4:**
   > Provide in-service training for the student, custodial, office and professional staff in our department.

B. **Institutional Goal which was supported by this goal:**
   > Provide opportunities for the professional and personal development of staff.

C. **Expected Results:**
   > To create a more knowledgeable staff with a higher level of confidence and professionalism in serving our customers.

D. **Evaluation Procedure(s):**
   > After a meeting of the Housing and Residence Life staff to discuss their individual needs, we will seek training sessions, workshops, or programs that will best serve our needs.

E. **Actual Results of Evaluation:**
   > Residence Hall Directors, Assistant Hall Directors, and Resident Assistants attended training sessions applicable to their job responsibilities prior to the fall semester, a spring semester team building workshop, as well as weekly meetings with the professional staff.

   > Custodial staff participated in a floor care workshop, a chemical safety program, and an equipment usage demonstration.

   > Secretaries have attended Banner update training, as well as the Administrative Staff Council staff development program on team building. They also attended a workshop for Microsoft Publisher.

   > Director, Assistant Director, and Coordinator attended the Administrative Staff Council staff development program on team building.

   > Professional and student staff attended a drug informational program conducted by the Cleveland Police Department to heighten our awareness of the possibilities of methamphetamines.

   > Director participated in Customer Service Training and will become a member of a focus group that will determine the course for training all staff in the art of serving our university customers.

F. **Use of Evaluation Results:**
   > Student staff performed their responsibilities as a team with confidence and professionalism.

   > Custodial staff has become better aware of the dangers associated with their usage of chemicals in the performance of their duties.
(Department Goals for 2003-2004 continued)

> Both professional and office staff have become much more aware that our residents are not just students, but our customers.
A. **Goal # 5:**
   > Survey our residents to assess their satisfaction with Housing & Residence Life services.

B. **Institutional Goal which was supported by this goal:**
   > Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
   > A staff with an increased awareness of student’s perceptions of Housing and Residence Life.
   
   > The knowledge of how to better meet the needs of our residents, both now and in the future.

D. **Evaluation Procedure(s):**
   > After a series of meetings with various groups of the Housing and Residence staff and developing a list of the information we would like to retrieve from the residents, a meeting with Institutional Research would be scheduled to discuss their help with the formation of the survey.
   
   > Institutional Research would then formalize the survey for distribution with the completed surveys to be returned to them for tabulation.
   
   > Results would be available to Housing and Residence Life for study and future plans for the department.

E. **Actual Results of Evaluation:**
   > The survey was not implemented during this school year due to a number of changes in policy and a feeling that the survey would be more beneficial in the year(s) to come.

F. **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 during the 2004-2005 terms.
A. **Goal #6:**
   > Continue to pursue approval for a prepayment versus a deposit policy for room reservations.

B. **Institutional Goal which was supported by this goal:**
   > Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
   > To have students who are more committed to their request for Housing by making a prepayment that will apply to the overall costs of room, meals and laundry.

   > To provide a service that is more efficient by eliminating the room deposit account and consolidating all Housing fees into one student account. Charges for damages and fines for violating policies will also be assessed to the same account.

   > To eliminate the forfeiture and repayment of deposits.

D. **Evaluation Procedure(s):**
   > Housing and Residence Life has surveyed a number of institutions who have implemented this process and consider it a success.

   > The Housing and Residence Life staff, as well as the Bursar’s Office staff, has agreed that this would be an increase in efficiency in the bookkeeping of any student’s account

   > The residence hall students would become more financially responsible for their student accounts.

E. **Actual Results of Evaluation:**
   > Administrative approval has not been granted at this time due to budgetary concerns.

F. **Use of Evaluation Results:**
   > Housing and Residence Life will continue to pursue approval for a prepayment versus a deposit policy.
New Department Goals for 2004-2005

Goal 1: Continue the project of replacing all outside residence hall doors, door hardware, panic devices, and security mechanisms.

Goal 2: Continue the renovation project on Clark and Longino halls of the Court of Governors.

Goal 3: Continue to pursue approval for a prepayment versus a deposit policy for room reservations.

Goal 4: Survey our residents to assess their satisfaction with the new policies for Housing and Residence Life.

Goal 5: Create study/computer rooms in the residence where they are not preexisting and provide academic tutoring in the residence halls—both of these in an effort to make housing more a part of the living/learning community.
IV. Major responsibilities

A. Operate and manage 10 smoke-free residence halls for a capacity of over 1500 residents, 2 student family housing complexes with 75 apartments and a laundromat, and a faculty-staff housing complex with 8 apartments, with a staff of 3 professional staff members, 2 secretarial/clerical members, 1 custodial manager, 19 custodians, 9 residence hall directors, 6 assistant hall directors, 54 resident assistants, 50 desk assistants, 1 graduate assistant, and 1 college work study student who are all selected, trained, and supervised by Housing and Residence Life.

B. Process housing applications for residence halls and apartments, make room and apartment assignments, manage the check-in/check-out, room transfer and private room procedures, as well as other duties necessary for orderly management of our office for all of our staff and as a department of the Division of Student Affairs.

C. Manage and supervise the Housing and Residence Life budgets and initially authorize all spending from such budgets including purchase requisitions, work orders for the Physical Plant, assist in planning and supervise all housing construction projects and residence hall or apartment renovations.

D. Provide the best customer service and public relations possible by assisting with recruiting whenever possible, serve as contacts and advisors for students/student organizations, parents, faculty, other staff, vendors, offer special housing accommodations when needed, and coordinate housing for conferences and camps throughout the summer months.

E. Serve as judicial officers for the Vice President for Student Affairs for all housing infractions and other infractions assigned by the Vice President for Student Affairs.
V. Activities and Services

**DSU noteworthy activities and accomplishments:**

- Greg Drake and Julie Jackson attended the annual conference for the Mississippi Association of Housing Officers in Hattiesburg, where Greg Drake was elected State Treasurer.
- Elsie Lynn Ervin served on the Incentives and Recognition Committee of the Administrative Staff Council.
- Greg Drake serves on the Staff Development Committee of the Administrative Staff Council.
- Mary Jane Ervin and Julie Jackson serve on the Banner Advisory Committee.
- Julie Jackson serves as the editor of the Student Affairs Newsletter Committee.
- Elsie Lynn Ervin served as the State Advisor to the Southeastern Panhellenic Conference for 2004.
- For SACS Accreditation: Elsie Lynn Ervin served as the Student Affairs representative on the Library and Student Services committee, and Julie Jackson served on the Quality Enhancement Plan Committee.
- Julie Jackson serves on the Student Engagement Champions Steering Committee, Facilities Use Committee, and the Garbage Review Team.
- Elsie Lynn Ervin serves on the University Emergency Response Team.
- Elsie Lynn Ervin and Julie Jackson represented Delta State University at the Southeastern Association of Housing Officers’ Conference at Hilton Head, South Carolina.
- Elsie Lynn Ervin serves on the All Campus Card Task Force and subcommittees of Vendor Selection and the Meal Plan Options.
- In May 2004, Greg Drake was awarded the Master of Business Administration Degree at Delta State University.
- Mary Jane Ervin serves as the Chairperson of the DSU Courtesy Committee.
- Greg Drake advised the Pan Hellenic Council concerning the monetary donation to Dr. Hilpert’s inaugural fundraiser.
- Elsie Lynn Ervin was asked to present her twenty year memories of Delta State University at the 2004 Retirement Reception.
Community Activities & Services

- Elsie Lynn Ervin is a member of the Cleveland Exchange Club, the Cleveland Kappa Delta Alumnae Association, and the Delta State University Faculty Wives Club, and the DSU Alumni Association Life Member from Bolivar County.
- Julie Jackson is a member of the Chancel Choir of the First United Methodist Church, as well as the Handbell Choir. She also serves as the Children’s Handbell Leader.
- Greg Drake participated in the Relay for Life Walk-a-thon and served freely as a tutor for DSU students.
- Mary Jane Ervin is a member and president of the American Legion Auxiliary where she serves the I Can Cope Group and the under-privileged children 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.
- Florence Lucas is a member of the P.T.S.O. for East Side High School in Cleveland and is a volunteer for the Relay for Life.
VI. **Office Location**

108 Bailey Hall  
Delta State University  
Cleveland, MS 38733

Phone  662-846-4151  
Fax  662-846-4136  
Email  [housing@deltastate.edu](mailto:housing@deltastate.edu)
VII. Budget & Budget Requests

(Attached)