DELTA STATE UNIVERSITY: NON-ACADEMIC ANNUAL REPORT
for Calendar Year 2004-05

I. Unit Title: Housing and Residence Life

Unit Administrator: Elsie Lynn Ervin

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

II. Data and information for department:

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<th>2001</th>
<th>2002</th>
<th>2003</th>
<th>2004</th>
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<td>#new and returning applications (7-15-05 room report)</td>
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<td>1167</td>
<td>1066</td>
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<td>Residents for:</td>
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<td>Fall (9-15-04 room report)</td>
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<td>Spring (2-1-05 room report)</td>
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<td>Summer (1st and 2nd terms combined)</td>
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III. Personnel:

Director                      Elsie Lynn Ervin
Assistant Director            Julie Jackson
Coordinator                   Gregory Drake-resigned-Sept. '04
                                DeAndre House-hired-Jan. '05
Senior Secretary             Mary Jane Ervin
Senior Clerk                 Florence Lucas
Custodial Manager             Irene Johnson
19 Custodians
Graduate Assistant           Jeremy Pittman
Office Assistant             Sharon Lucas
Residence Hall Directors      Kandice Tankston Cain-Tatum
                                Keith Ann Carter Fugler-Hammett
                                Meg Jones Lawler-Harkins
                                Nakikke Wallace Cleveland
                                Jessica Johnson Ward
                                Kristen Pyron Brumby-Castle
                                Kevin Abel Whittington-Williams
                                Xavier Jones Bond-Carpenter
                                Jamarcus Harbin Court of Governors
                                Kenneth Johnson New Men
Assistant Hall Directors       Page Logan Lawler-Harkins
                                Shani VanDer Merwe Brumby-Castle
                                Jeremy Pittman Whittington-Williams
                                Jaja Nebo Court of Governors
                                Eric Wright New Men

54 Resident Assistants
50 Desk Assistants
Noteworthy activities and accomplishments:

- Residence Hall Director Nakikke Wallace received the Dr. Wayne Blanett Student Services Award at the Hall of Fame Banquet.

- Residence Hall Directors Kristen Pyron and Kenneth Johnson and Resident Assistant Ashley Taylor were initiated into Omicron Delta Kappa.

- Resident Assistant Darby Lamb was selected to serve as the President of the Interfraternity Council, the governing body of the IFC fraternities.

- Resident Assistant Sy Runnels served as the 2005 Orientation Team Student Director.

- Senior Clerk Florence Lucas completed her Master of Education degree in May 2005.

- Graduate Assistant Jeremy Pittman completed his Master of Business Administration degree in May 2005.

- DeAndre House joined our staff in January 2005 as the Coordinator of Housing and Residence Life and is a member of the Staff Council Projects Committee.

- Mary Jane Ervin, Senior Secretary, serves as the Chair of the DSU Courtesy Committee and is a member of the Staff Technology Group.

- Julie Jackson is serving as the Chair of the Web Oversight Committee and is a member of the Student Engagement Champions Steering Committee, an Assessment Champions member, and a Staff Technology Group member.

- Julie was recently chosen to be the Faculty Secretary for Omicron Delta Kappa for the coming year.

- Elsie Lynn Ervin served as the Chair-Elect of the Administrative Staff Council and represented DSU at the Mississippi Association of Staff Council Officers monthly meetings several times during the year.

- 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 Salaries and Benefits Committee.

- Julie Jackson and Elsie Lynn Ervin attended the MACSAP (Mississippi Association of College Student Affairs Professionals) Conference at Millsaps College in Jackson, Mississippi with other DSU Student Affairs representatives.

- Julie Jackson and Elsie Lynn Ervin represented Delta State University at the Southeastern Association of Housing Officers Conference in Jacksonville, Florida.

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

- Elsie Lynn Ervin attended the Mississippi Association of Housing Officers annual conference in Philadelphia, Mississippi, with three Residence Hall Directors: Jamarcus Harbin, Kenneth Johnson, and Jeremy Pittman. The Hall Directors not only presented an outstanding program titled "Customer Service for Housing Professionals—the DSU Way", but also won the Case Study competition for the conference.

- Jeremy Pittman, Assistant Hall Director, and Ashley Taylor, Resident Assistant, each presented a program at the First Annual DSU Research Week—Let Us Present.

- New Program Implementations:
  - Housing and Residence Life residency requirement was begun in the fall semester 2004.
- Housing and Residence Life door access system for the Okra Kard installed on three residence halls: Cain-Tatum, Fugler-Hamnett, and Whittington-Williams.

- Residence Hall Renovations
  - Completed the renovation of Whittington-Williams Hall including an asbestos abatement.
  - Completion is underway for the lengthy renovation of the Court of Governors with expectant occupancy in January 2006.

**New position(s) requested, with justification:**

None

**Recommended change of status**

(such as promotion/change in title/change in responsibilities):

None
IV. Department Goals for 2004-2005

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:
   > The renovation for Clark and Longino has begun but will not be completed until November 2005. New doors, hardware, locking mechanisms, and wiring for Okra Kard door access is in the process of being installed.

   > 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 which included the wiring of three residence halls for card readers for door access (Whittington-Williams, Cain-Tatum, and Fugler-Hammett) was completed in Fall 2004.

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 implemented with 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 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.
(Department Goals for 2004-2005 continued)

A. **Goal #2:**
   > Continue the renovation project on Clark and Longino Halls of 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.
     > Replace all windows in the Court of Governors (Brewer, Clark, Longino, and Noel).
     > Install stair treads on all interior staircases.
     > Renovate the Pavilion to include a computerized study room with pay for print, visitation reception area, and a wrap-around deck.
     > Install a sand volleyball court in the courtyard.
     > Install a pitched roof on the attached apartment of Brewer Hall and upgrade plumbing and make minor kitchen repairs.

D. **Evaluation Procedure(s):**
   > A series of meetings would be held between 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 during the Fall semester with residents occupying in January.

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 received approval for funding the third phase of the renovation project and work began in February.
(Department Goals for 2004-2005 continued)

F. **Use of Evaluation Results:**
   
   > Housing and Residence will continue to monitor the progress of the renovation of the Court of Governors.
   
   > 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.
   
   > Housing and Residence Life will continue to work with other university officials to complete the renovation of the Pavilion at the Court of Governors, including the installation of a computerized study room.
   
   > Housing and Residence Life will continue to work with other university officials for the replacement of mattresses, chairs, desks, chests, beds, wardrobes, and lobby furniture throughout the Court of Governors.
(Department Goals for 2004-2005 continued)

A. **Goal # 3:**
   > 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, 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.

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.
(Department Goals for 2004-2005 continued)

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

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 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 the proposed new policies and services of Housing and Residence Life, 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.

E. **Actual Results of Evaluation:**
   > The survey was not implemented during this school year due to a number of changes in campus policies that also affect Housing and Residence Life.
   
   > Due to incomplete implementation of campus policies, Housing and Residence Life decided 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 # 5:**
   > Create study/computer rooms in the residence halls where they are not pre-existing 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.

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 service that will give students the technology and environment to support their academic requirements.

   > To provide a listing of residence hall students who volunteer to serve as academic tutors in the residence hall.

   > To provide a service that is convenient and comfortable to our residents and their guests.

D. **Evaluation Procedure(s):**
   > Housing staff will survey all residence halls for possible locations for computerized study rooms.

   > Housing staff will consult with the Office of Information Technology to determine the number of computers needed for each residence hall.

   > A cost analysis will be submitted to the Vice President for Student Affairs for approval.

   > Housing staff will consult with the academic support lab director for recommendations of potential academic tutors.

E. **Actual Results of Evaluation:**
   > A room or suite has been designated in each residence hall to serve as a computerized study room.

   > A proposal for 89 computers has been approved by the Vice President for Student Affairs.

   > The Office of Information Technology has ordered the computers and is in the process of installing the proper wiring for each study room, and the Physical Plant is installing the necessary electrical panels.

   > Prior to the beginning of the Fall semester the academic support lab director will be consulted for recommendations of potential academic tutors.
F. **Use of Evaluation Results:**

> In the Fall 2005 a room or suite, depending on the style of the building, will be opened as a computerized room with pay for print for use by residents.

> Housing and Residence Life will continue to evaluate the use of the study rooms and additional services to compliment the residents’ academic pursuits.
Student Learning Outcome Assessment Plan

Assessment Unit: Housing and Residence Life

A. Student Outcome # 1:
Demonstrate safe practices and precautionary behaviors.

B. Assessment Tools and Methods

Measure One: Incident reports from Housing staff and the Police department
Measure Two: Use/misuse of card access system
Measure Three: Participation in safety programs

C. Data Collection and Analysis

Data Collection Procedure:
- A monthly discipline report is compiled listing the student violations that have occurred during the month.
- The Okra Kard system allows us to produce a report for the use/misuse of the card access system.
- A residence hall program report is compiled each semester that provides the program types and the number of participants at each program.

Analysis Procedure:
- The total number of reports will be compared with the total number of reports from the previous year(s) with the exception of the Okra Kard (implemented Fall 2004).

D. Results of Evaluation

Findings: Programming efforts were 45% for the academic year. Okra Kard data reported 42% of the total activity (November – May) was reported as misuse, which may be administrative error or student error. Student violations decreased by 30% from the academic year of 03-04 to 04-05.

E. Use of Evaluation Results

Response: Student staff will be better trained to assist students in practicing safe behavior through improved programming, proper use of the Okra Kard system, and improved awareness of the university’s standards.

F. Assessment Team Members

Members: Elsie Lynn Ervin, DeAndre House, Julie Jackson, Meg Jones, Jeremy Pittman, Kristen Pyron
Student Learning Outcome Assessment Plan

Assessment Unit: Housing and Residence Life

A. Student Outcome # 2:
Display respect for diverse groups of students.

B. Assessment Tools and Methods

Measure One: Incident reports from Housing staff and the Police department
Measure Two: Participation in diversity programs

C. Data Collection and Analysis

Data Collection Procedure:
- A monthly discipline report is compiled listing the student violations that have occurred during the month.
- A residence hall program report is compiled each semester that provides the program types and the number of participants at each program.

Analysis Procedure:
- The total number of reports will be compared with the total number of reports from the previous year(s).

D. Results of Evaluation

Findings: Programming efforts were 45% for the academic year. Student violations decreased by 30% from the academic year of 03-04 to 04-05.

Recommendation 1: We recommend that the 2005-2006 Student Handbook include a regulation that is similar in nature to: “Students are responsible for displaying respect toward diverse populations”.

E. Use of Evaluation Results

Response: Student staff will help to educate students in being respectful while in diverse situations through improved diversity programming, and improved awareness of the university’s standards.

F. Assessment Team Members

Members: Elsie Lynn Ervin, DeAndre House, Julie Jackson, Meg Jones, Jeremy Pittman, Kristen Pyron
Student Learning Outcome Assessment Plan

Assessment Unit: Housing and Residence Life

A. Student Outcome # 3:
   Participate in the procedures required.

B. Assessment Tools and Methods

   Measure One: Number of students applied, checked in/out and transferred each semester
   Measure Two: Number of room deposits and fees collected using Student Business Services data
   Measure Three: Attendance record of students at residence hall programs

C. Data Collection and Analysis

   Data Collection Procedure:
   - A room report is compiled bi-weekly providing the number of students who have applied to live and who currently live in the residence halls.
   - A record is kept indicating the number of students who check-in and transfer each semester; and the number of new student deposits.
   - A residence hall program report is compiled each semester providing program types and number of participants.

   Analysis Procedure:
   - Compare the numbers compiled from this year with the previous year(s).

D. Results of Evaluation

   Findings: Students who checked in properly increased by 2% from 03-04 to 04-05. Students transferring properly increased by 20% from 03-04 to 04-05. Students who applied properly increased by 8% from 03-04 to 04-05. Programming efforts were 45% for the academic year, with an average participation of 39.

E. Use of Evaluation Results

   Response: Although we realize numbers are increasing, our staff should continue to educate students in adhering to the proper procedures for student housing.

F. Assessment Team Members

   Members: Elsie Lynn Ervin, DeAndre House, Julie Jackson, Meg Jones, Jeremy Pittman, Kristen Pyron
New Department Goals for 2005-2006

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

**Goal 2:** Establish a residence hall renovation schedule for future renovation and seek administrative approval.

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

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

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

**Goal 6:** Develop a community service plan targeting the Cleveland community.

**Goal 7:** Continue to pursue approval for a prepayment versus a deposit policy for room reservations.
VI. 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.
VII. Community Activities & Services

> Elsie Lynn Ervin 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 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.

> 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 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.

> 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.

VIII. Office Location

108 Bailey Hall
Delta State University
Cleveland, MS 38733

Phone 662-846-4151
Fax 662-846-4136
Email housing@deltastate.edu
PLANNING WORKSHEET: STRATEGIES

Unit Completing this Worksheet: Housing and Residence Life

Person to Contact for Additional Information: Elsie Lynn Ervin

GOAL 1: Enhanced academic programs will ensure that graduates are well prepared for successful careers and ready to contribute to the civic life of their communities.

GOAL 2: Students will enroll in greater numbers and a larger percentage will persist to graduation.

Strategy 1: Create and implement a tracking process beginning with the initial contact point and ending with graduation; two years for comparison; RESOURCES.

Strategy 2: Establish a residence hall renovation schedule in order to create more desirable campus living conditions; minimum one year for establishing and receiving administrative approval; RESOURCES.

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.

Strategy 1: Conduct a session(s) to inform the university community of conference and camp policies and procedures; one year.

GOAL 4: Donors and other friends of Delta State University, along with the general public, will become more aware and more supportive of the institution.

GOAL 5: The citizens of the region will benefit from increases in university outreach, service, and partnership initiatives.

Strategy 1: Develop a community service plan targeting the Cleveland community; one year.