DELTA STATE UNIVERSITY: ANNUAL REPORT
for the Previous Year
and Budget Request FY 2001

I. Unit Title: Campus Laundry

Unit Administrator: Nealy Robinson

II. Data and information for department:

<table>
<thead>
<tr>
<th></th>
<th>Bundles Washed</th>
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<tbody>
<tr>
<td>1999-2000</td>
<td>17,296</td>
</tr>
<tr>
<td>1998-1999</td>
<td>10,337</td>
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</tbody>
</table>

In February of 1999, there was a system established in order to determine and gather the following information:

- Dorm Students: 1058 bundles
- Commuter Students: 130 bundles
- Faculty and Staff: 965 bundles

III. Personnel:

There are 21 employees, compared to last year’s 22, at the campus laundry; therefore increasing productivity with less people.

Noteworthy activities and accomplishments:

1. An automatic soap dispenser has been installed on each washer, which has proven to do the following:
   a. cut washing time from 45 minutes per load to 28 minutes per load,
   b. save water,
   c. save wear and tear on the machines,
   d. save bleach,
   e. eliminate the need for laundry sour, and
   f. save electricity.

2. The air compressor has been moved.
(3) The room which formally held the air compressor has been transformed into a break room, providing efficient use of the space in the building.

(4) Safety training materials have been requested from the library to help form a safety training program.

New position(s) requested, with justification:

Possibility of employing work-study students and/or other part-time help to make up for any positions unfilled or needed. This could increase the productivity while maintaining the high standards of quality being met at the present time.

Recommended change of status:

(N/A)
IV. Department Goals for 2000-2001

GOAL 1:

Apply window tinting to the East and West sides of the laundry building to make the building as comfortable as possible by reflecting the heat which is a factor in the workplace today.

INSTITUTIONAL 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. (Institutional Goal #17)

EXPECTED RESULTS:

Tinting the windows should help increase productivity during the very hot months (the temperature reaches as high as 120 degrees inside the building at certain times of the day). Since one of our main concerns is the welfare and safety of our employees, these high temperatures are a very vital issue in our workplace.

It should also be beneficial in protecting the label-making computer. The heat is extremely harmful to the computer system.

EVALUATION PROCEDURES:

(N/A)

ACTUAL RESULTS OF EVALUATION:

(Not Applicable)

USE OF EVALUATION RESULTS:

The results of this change will be taken into account during the next evaluation period.
GOAL 2:

To create and dedicate a memorial garden in honor of students, faculty, and staff of Delta State University who have deceased. A possible location is between the laundry and the chapel.

The Student Government Association has agreed to co-sponsor this memorial garden, provided that I, Nealy Robinson, oversee the caretaking of said garden.

INSTITUTIONAL GOAL WHICH WAS SUPPORTED BY THIS GOAL:

Beautify the campus (University Goals for 2000-2001, J.)

EXPECTED RESULTS:

To give the relatives and friends of those who have passed away while attending DSU or while employed at DSU a place to reflect and remember their loved ones.

EVALUATION PROCEDURES:

(N/A)

ACTUAL RESULTS OF EVALUATION:

(N/A)

USE OF EVALUATION RESULTS:

(N/A)
GOAL 3:

To change the I.D. procedure for labeling the clothing items of dorm students.

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. (Institutional Goal #17)

EXPECTED RESULTS:

To increase security measures in the labeling of clothing. The new system would only include the following information on the identification tag: first initial, last initial, and the last four digits of the student’s social security number.

EVALUATION PROCEDURES:

With the increasing rate of theft of social security numbers, this system will possibly prevent such a thing from happening.

ACTUAL RESULTS OF EVALUATION:

After using this system for a short while, we have had no problems or kinks so far.

USE OF EVALUATION RESULTS:

(N/A)
GOAL 4:
To purchase a new shirt bust for the laundry services, with funds coming from Auxiliary Repair and Replacement Funds.

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. (Institutional Goal #1)

EXPECTED RESULTS:
Increased productivity, as well as improved appearance of the students’ clothes.

EVALUATION PROCEDURES:
The rate of shirts pressed should increase significantly.

ACTUAL RESULTS OF EVALUATION:
(N/A)

USE OF EVALUATION RESULTS:
(N/A)
GOAL 5:
To conduct a student satisfaction survey.

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. (Institutional Goal #17)

EXPECTED RESULTS:
To gather information about the students’ needs, wants, and/or changes to better serve the students and customers of the laundry service. To give them a chance to voice any changes they feel would improve our services.

EVALUATION PROCEDURES:
The Institutional Research Center has agreed to conduct the survey of 100 customers.

ACTUAL RESULTS OF EVALUATION:
(N/A)

USE OF EVALUATION RESULTS:
The results of the survey will be taken into account during the next evaluation period.
THE Delta State University LAUNDRY

The DSU Laundry provides its excellent services to dorm students, commuting students, faculty and staff, active and retired. We operate with 21 personnel, one of which is perhaps the oldest worker on the Delta State Campus. Mrs. Odelier J. Morgan has worked for the University since 1958.

On average, we iron and starch 225-250 shirts and 175-200 pairs of pants per day. This does not include all the other shirts and pants which are not ironed and other articles of laundry. We process an average of 30 lots of clothing per week, which consists of 630 bundles of clothes (21 bundles = one lot). Within their one bundle washed each week, the male students are each allowed 56 pieces of clothing and the females are each allowed 55.

Our hours are from 6:00 a.m.-4:00 p.m. Monday through Friday during the fall and spring terms. During the summer terms, we are open Monday through Thursday, 6:00 a.m.-4:00 p.m.

There are three check-in stations where customers may leave their bundles. Each piece of clothing is then counted and checked for stains, tears, missing buttons, broken zippers, etc... Then, each article is tagged with the customer’s identification label, which is processed on the label-making computer in the I.D. station. They are then separated into loads: starch, no starch, whites, and colors (Just like doing laundry at home). Any articles which need to be treated for stains are sent over to the spotter station. Here, stains are treated prior to washing.

One person is designated as the washing operator. He or she loads the laundry into one of the washing machines. We have three 85-pound, two 80-pound, and one 35-pound washers. We also have one small washer for any articles which may need to be re-washed.
After the clothes have been washed, they are put into one of the two extractors. These machines remove the excess water from the clothes. We have one 40-inch and one 22-inch extractor.

The clothes are then moved into one of our four steam-heated, 120 pound capacity dryers. After dried, they are moved into one of the pressers. We have one steam-heated flat presser for table clothes, napkins, and any other flat articles. We have four pants pressing stations, each of which contain four presses. We have one shirt bust press, one cuff and collar press, and one sleeve press. All of our shirt pressing machines are steam-heated. We have one blouse pressing station which is made up of four presses. Also, there is one touch up station for shirts and blouses.

Next, the dorm students’ laundry is sent to one of the two folding areas. Dorm students’ clothes are folded and wrapped in brown paper to cut down on space and on the cost and time of hanging them. Here, the clothes are collected and folded, covered with kraft paper, and returned to the pick-up bins ready to be picked up by the students. The laundry which belongs to commuters, faculty, and staff is sent to the hanging area. Here, the clothes are separated, hung in alphabetical order according to the identification label and put on the racks for pick-up.

At the Delta State Laundry, we service the following departments on campus on a regular basis:

*The Mill* - tablecloths, napkins, uniforms

*Housing* - mop heads, uniforms, rags

*Cafeteria* - tablecloths, uniforms, napkins

*B.P.A.C.* - tablecloths

*Telecommunications* - uniforms

*Physical Plant* - uniforms

*Physical Sciences* - tablecloths
Alumni Foundation - tablecloths

Family & Consumer Sciences - tablecloths, napkins

Health Services - Bedspreads, sheets, pillowcases, towels, face towels, blankets

President’s Office (Cassity Hall) - sheets, pillowcases, comforters, bath towels, face towels, dish towels

Swimming pool - travel uniforms
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<th>Prior Year</th>
<th>Phase 1: Adj Budg</th>
<th>Phase 2: Change</th>
<th>Phase 3: Apprvd</th>
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Justification:
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<th>PRIOR YEAR</th>
<th>PHASE 1: ADJ/ED</th>
<th>PHASE 2: CHANGE</th>
<th>PHASE 3: APPROV</th>
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**PROGRAM TOTAL:**

**FUND TOTAL:**

**ORGANIZATION TOTAL:**