LAUNDRY
I. **Unit Title:** Campus Laundry

**Unit Administrator:** Nealy Robinson

II. **Data and Information for department:**

<table>
<thead>
<tr>
<th>Total Bundles washed</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000-2001</td>
</tr>
<tr>
<td>17,623*</td>
</tr>
<tr>
<td>1999-2000</td>
</tr>
<tr>
<td>17,296</td>
</tr>
</tbody>
</table>

*Itemized sub-totals:

<table>
<thead>
<tr>
<th>Description</th>
<th>Bundles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dorm Students</td>
<td>13,364</td>
</tr>
<tr>
<td>Commuter Students</td>
<td>1,717</td>
</tr>
<tr>
<td>Faculty and Staff</td>
<td>2,542</td>
</tr>
</tbody>
</table>

III. **Personnel:**

There are 19 employees, compared to last year’s 21, at the campus laundry, therefore increasing productivity with less people.

IV. **Noteworthy activities and accomplishments:**

Odealer Morgan, born on June 8, 1926, is Delta State’s oldest employee. She has been employed by DSU since 1958, and she received her 45-year pin on April 27, 2001. She has been featured in Delta Currents, and The Delta Statement. In March of 2001, Ms. Morgan was chosen as Employee of the Month.

V. **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.

VI. **Recommended change of status:**

(N/A)
VII. Results of 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:

This goal was put on "standby" as a result of budget cuts.

USE OF EVALUATION RESULTS:

(N/A)
GOAL 2:
To create and dedicate a memorial garden in honor of students, faculty, and staff of Delta State University who are now 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 care-taking of said garden.

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

EXPECTED RESULTS:
This garden will 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:
This goal was put on “standby” as a result of budget cuts.

USE OF EVALUATION RESULTS:
(N/A)
GOAL 3:
   To change the identification procedure for labeling the clothing items of
dorm students.

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:
   To increase security measures in the labeling of clothing. The new
system only includes 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
prevents the laundry being responsible for such a thing happening.

ACTUAL RESULTS OF EVALUATION:
   The system has now been in place for one year, and we have experienced
only positive results. There have been no complaints in regards to the change in
the system.

USE OF EVALUATION RESULTS:
   We will continue to use this identification system to label laundry items.
GOAL 4:
To purchase a new shirt bust for the laundry services, with funds coming from Auxiliary Repair and Replacement Funds.

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:
Increased productivity, as well as improved appearance of student’s clothes.

EVALUATION PROCEDURES:
The rate of shirts pressed should be increased significantly.

ACTUAL RESULTS OF EVALUATION:
This goal was put on “standby” as a result of budget cuts.

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

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:
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:
To date, results have not been received.

USE OF EVALUATION RESULTS:
The results of the survey will be taken into consideration during the next evaluation period.
VIII. Department Goals for 2001-2002

GOAL 1:
Install a video surveillance system installed to increase security and productivity.

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:
The surveillance system provides security and promotes a safe, productive working atmosphere by (1) preventing break-in and theft, (2) providing security for laundry employees, and (3) recording transactions during working hours.

EVALUATION PROCEDURES:
(N/A)

ACTUAL RESULTS OF EVALUATION:
(N/A)

USE OF EVALUATION RESULTS:
Since the system was installed October 27, 2000, the results of this change will be taken into account during the next evaluation period, after the system has been in place for one year.
GOAL 2:
The boiler will be cut back to “low fire” at 2:00 p.m. each day, on the weekends, and on holidays.

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:
Reducing the fire on the boiler will save energy, as well as general wear and tear on the system. Cutting the boiler back also lowers the temperature in the building.

EVALUATION PROCEDURES:
Energy costs should be reduced somewhat.

ACTUAL RESULTS OF EVALUATION:
(N/A)

USE OF EVALUATION RESULTS:
The results of this change will be taken into account during the next evaluation period.