I. Student Development Union Office – H. L. Nowell Union
   Linda Ross, Union Director

II. Department Data:

<table>
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<th></th>
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<tbody>
<tr>
<td>Total # Union Users</td>
<td>49,818</td>
<td>51,556</td>
<td>51,105</td>
<td>42,921</td>
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<td>Total # of Meetings</td>
<td>1,026</td>
<td>1,015</td>
<td>896</td>
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<tbody>
<tr>
<td>Total # of University Facility Users</td>
<td>190,594</td>
<td>217,850</td>
<td>175,079</td>
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<td>Total # of Meetings in University Facilities</td>
<td>3,702</td>
<td>2,149</td>
<td>2,018</td>
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</table>

   We currently have 108 active registered student organizations on campus. Two groups are in the process of becoming officially recognized.

III. Personnel:

   There are 2 full-time professionals, 1 full-time secretary, and the Student Director of the Union in the Student Development Union Office. The Student Development Union Office employees 2 international students who supervise the Union on weekends. There are 4 student employees who supervise the Union at night and 4 daytime clerical student workers.

   Noteworthy activities:
   - The Director of the Union and the Student Union Director attended the South Regional Conference for the National Association for Campus Activities in Winston/Salem, NC.
   - Linda Ross served on the National Association for Campus Activities South Regional Conference Committee.
   - Linda Ross served as President of the Miss Mississippi Pageant Local Directors’ Association.
• Linda Ross, Jason Umfress and Chris Gurner attended the National Convention of the National Association for Campus Activities in Nashville, TN.
• Jason Umfress and members of the Interfraternity Council attended the Southeastern Interfraternity Conference in Atlanta, Georgia.
• Jason Umfress co-chaired the planning committee for the Mississippi Association of College Student Affairs Professionals Conference in Jackson, Mississippi.
• Jason Umfress and 15 orientation leaders attended the Southern Regional Orientation Workshop in Greensboro, NC and won second place in spirit.

New positions(s) requested, with justification:
• We are requesting a part-time secretary
• Justification is that the senior secretary has been given addition responsibilities; therefore, help is needed with basic clerical duties.

Recommended change of status:
• We are recommending that the Senior Secretary's classification and title be changed to Senior Secretary/University Calendar Coordinator.
• Since the Senior Secretary has assumed addition responsibilities of the University Calendar, we feel that the position should be reclassified and the title changed.

IV. Departmental Goals for 2002-2003

(All University Goals identified below are on pages 11 and 12 of the 2002-2004 Delta State University Bulletin and University Task Force Goals)

Goal #1:
Maintain a clean, pleasant and safe atmosphere in the Union while satisfying the daily needs of students, faculty, staff, administration, alumni and guests.

A. Institutional Goal(s) supported by this goal: 11, J

B. Expected Results:
• The cleanliness of the facility will be maintained.
• Staff will maintain a courteous and helpful attitude.
• Common areas and meeting areas will be maintained in such a manner that optimal use will be encouraged.
• Environmental will be appropriately controlled.
• Potential hazards will be sought out and eliminated.
• Offices and meeting space will be appropriately maintained.
• Constituent usage needs will be studied and appropriately addressed.
C. Evaluation Procedure(s):
   • Informal feedback is sought and offered by facility constituents.
   • Informal feedback is sought and offered by individuals housed in the Union.
   • A formal written evaluation accompanies facility use forms.

D. Actual Results of Evaluation:
   • Informal feedback from some individuals housed in the Union expressed limited concern about the regulating of the heat and air in the Union.
   • Feedback from the evaluation form remains positive.
   • Physically challenged constituents continue to encounter facility use problems.
   • Storage space continues to be lacking.

D. Use of Evaluation Results:
   • Sensitivity to the needs of users remains a priority.
   • Steps to make the Union readily accessible to the physically challenged continue to be studied.
   • Storage concerns will continue to be studied.
   • Constituents housed in the Union are informed of the heating and air limitations in the Union or problems are reported to the physical plant.

Goal #2:
Continue to repair and renovate Union in order to enhance its appearance and make it more accommodating to all users, including the physically challenged.

A. Institutional Goal(s) supported by this goal: 11, 12, J, P, R

B. Expected Results:
   • Minor repairs will be made to the Union as needed in order to maintain the building.
   • Restrooms will be renovated in order to be more readily accessible for physically challenged users.
   • The President's Suite will be renovated/redecorated to enhance its appearance.
   • The lighting system in 302A will be repaired or replaced in order to provide better lighting in the room.
C. Evaluation Procedure(s):
- Regular inspections of the Union are conducted.
- Informal feedback is sought and offered by facility constituents on the appearance and accommodations of the Union.
- A formal written evaluation accompanies all facility use forms.

D. Actual Results of Evaluation:
- Upkeep of the Union has occurred through minor repairs.
- The President’s Suite has not been redecorated/renovated.
- The ceiling in 302A was lowered and a new lighting system was installed.
- The restrooms have not been renovated to make them more accessible for the physically challenged users due to budget restraints.

C. Use of Evaluation Results:
- Additional renovations are being studied to make the facility more accessible to the physically challenged.
- Minor repairs in the Union are ongoing.
- Discussions are ongoing concerning Union changes and renovations once several offices now located in the Union move to the new Student Services Administration building.
- Redecorating plans of the President's Suite are in the process. (i.e. new carpet, upholstering furniture)

Goal #3:
Complete the incorporation of university facilities scheduling into the university computer system.

A. Institutional Goal(s) supported by this goal: 7, 11, F

B. Expected Results:
- University facility reservations will be entered on Banner.
- Campus activities information will be provided on web calendar.
- The weekly university calendar will be printed from web calendar program.
- The availability of campus facilities can be checked on web calendar.
- Monthly and annual reports will be printed from web calendar program.

C. Evaluation Procedure(s):
- Informal feedback is sought as to the usefulness of the web calendar.
- Web calendar is viewed to see if it is providing all calendar/reservation information.
D. Actual Results of Evaluation:
   - The university calendar has been activated on the web, therefore; allowing facility reservations to be entered into the University's Banner web calendar.
   - Through informal feedback, it appears that a minimum number of individuals are using the web calendar to check events, facility availability, and print calendar reservation forms.
   - The ability to generate reports and the weekly calendar through the web calendar is still being studied.

E. Use of Evaluation Results:
   - Efforts toward increasing awareness of the existence of the university web calendar and educating individuals on its use will continue.
   - Efforts to generate reports from the university web calendar are ongoing.

Goal #4:
To meet the set-up and facility usage needs of individuals/groups using university facilities.

A. Institutional Goal(s) supported by this goal: 7, 11, H, R

B. Expected Results:
   - Communicate use expectations to potential constituents in a timely manner.
   - Maintain friendly and helpful working relationship with facility constituents.
   - Process forms promptly and enter into web calendar.
   - Meet users set-up needs as resources allow.
   - Contact third parties (i.e. A.V., Food Services, Buildings & Grounds, etc.) when appropriate in a timely manner.
   - Address conflicts appropriately in a timely manner.

C. Evaluation Procedure(s):
   - A formal written evaluation, which addresses many of the expectations, accompanies facility use forms.
   - Informal feedback is sought and offered by facility constituents.
D. Actual Results of Evaluation:
  - The lack of space in the Union and in other facilities creates additional challenges.
  - Occasional conflicts are experienced, but continuing efforts are made to rectify problems.
  - Evaluations indicate that, overall, service expectations are being realized.

E. Use of Evaluation Results:
  - Efforts will continue to better serve constituents by providing efficient processing and communication.
  - As space in the Union is freed from office use, rooms in the Union will be converted back to meeting spaces.

Goal #5:
Maintain and continually update the Student Development Union Office web page, providing individuals with current information on the services offered in the Student Development Union Office.

A. Institutional Goal(s) supported by this goal: 10, 11, B, F

B. Expected Results:
  - Student Development Union Office web site will be converted to the same format and design as the University web page.
  - Current information pertaining to Student Development Union Office services will be made available on the web site.

C. Evaluation Procedure(s):
  - Informal verbal feedback is sought as to the helpfulness of the Student Development Union Office web page.

D. Actual Results:
  - The opening page of the Student Development Union Office web site has been converted to the same format as the University web page.
  - Parts of the web site have been updated, but there are areas that information still needs to be placed on line.
  - Web site was not extensively publicized as in the past.

E. Use of Evaluation Results:
  - Efforts are being made to find an individual to keep the Student Development Union Office web page updated and to place remaining areas on line.
  - Ways to publicize the Student Development Union Office web page continue to be sought.
Goal #6:
Through the Union Program Council (UPC) and the University Pageant Board, provide entertainment and/or activities that are of interest and service to our diverse population of students, faculty, and staff, while offering opportunities for student involvement in programming.

A. Institutional Goal(s) supported by this goal: 9, 11, P, R

B. Expected Results:
- The UPC and SGA will maintain a strong working relationship with the UPC assuming all programming responsibilities.
- A student programming board and a student pageant board will be selected to plan and expedite entertainment events and pageants.
- Successful regular programming (i.e. movies, hypnotist, etc.) will be continued.
- The UPC will continue sponsor annual special events (i.e. Welcome Week, Springfest).
- Regular activities will be planned based on the assessed needs and interests of the students.
- Programs will be held in alternate locations.
- Written evaluations of UPC events will be conducted.
- The Miss Delta State University Pageant and the Most Beautiful Pageant will be planned and produced.
- Miss Delta State University will be trained/prepared for the Miss Mississippi Pageant competition.

C. Evaluation Procedure(s):
- Potential programs were evaluated at conference prior to booking.
- The Union Program Council served as an evaluator of programs.
- Informal verbal feedback was sought and received from students participating in programming activities.

D. Actual Results of Evaluation:
- Programs conducted were successful based on participant numbers and verbal feedback received after programs.
- Twenty-eight students were selected to serve on the Union Program Council, with five students serving as committee chairmen.
- Annual special events (i.e. Welcome Week, Springfest) were successfully held, along with other traditional events.
- Written evaluations of events were not conducted.
- Usage fees by the BPAC and the lack of available space continue to be a concern for programming.
- Fifteen students were selected to serve on the Pageant Board.
- Miss Delta State University Pageant and the Most Beautiful Pageant were successfully produced.
• Miss Delta State University is currently preparing for the Miss Mississippi Pageant.

E. Use of Evaluation Results:
• Continuing efforts will be made to evaluate student interest and needs in programming.
• Selection of a program board (UPC) and chairmen through an application process will continue.
• Efforts to create a formal program evaluation form will be made.
• Traditionally successful programs will continue to be planned and expedited.
• Additional alternate locations for programs will be sought.
• Selection of the Pageant Board through an application process will continue.
• DSU pageants will continue to be produced.
• Delta State will continue to be represented in the Miss Mississippi Pageant.

Goal #7:
Revise Student Development Union Office brochure and reprint.

A. Institutional Goal(s) supported by this goal: 7, B

B. Expected Results:
• A new brochure indicating services provided in the H. L. Nowell Union and Student Development Union Office will be designed, printed, and made available to Student Development Union Office constituents.

C. Evaluation Procedures(s):
• The printed brochure will be available through the Student Development Union Office.
• Informal verbal feedback is sought as to the helpfulness of the Student Development Union Office brochure.

D. Actual Results of Evaluation:
• The Student Development Union Office brochure was not revised or printed due to the fact that offices located in the Union will change, in addition to the responsibilities of the Student Development Union Office with the opening of the new Student Services Administration building.

E. Use of Evaluation Results:
• Efforts to create a new brochure will be made after changes in the Union take place.
Goal #8:
Update Student Organizations Handbook and post on Student Development Union Office web site.

A. Institutional Goal(s) supported by this goal: 9, 11, R

B. Expected Results:
- New organizations will be encouraged to seek recognition.
- An up-to-date database of active organizations will be maintained.
- Organizational lists with contact information will be made readily available.
- Extra-curricular involvement will be encouraged at all levels.
- Student organizations handbook will be updated, printed and posted on the Student Development Union Office web site.

C. Evaluation Procedure(s):
- Memorandums were sent to all student organizations confirming current information.
- Informal verbal evaluations are sought and offered to determine the level of service provided by the office.

D. Actual Results:
- The database has been updated.
- Encouraging involvement of students outside the classroom remains a priority.
- One organization was chartered this year and students continue to periodically make inquiries about new organizations.
- The Student Organizations Handbook has been updated and printed, but has not been posted on the Student Development Union Office web site due to time restraints of the person maintaining the web site.

E. Use of Evaluation Results:
- The database will continually be updated.
- Assessments of services will be on going.
- Assistance with recognition procedures will continue.
- The Student Organization Handbook will be continually updated and printed.
- The updated Student Organization Handbook will be posted on Student Development Union Office web site.
V. Unit Budget Plan

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Justification: Level Budgeting

Request to move $115.00 from #75230 Telephone Long Distance and $160.00 from #75410 Advertising to #75130 Scholarships. This will be a $275.00 increase in Scholarships, bringing the Student Director scholarship back up to a full scholarship.
UNION
EQUIPMENT REQUEST

- 20 tables for State Room- impact-resistant vacuum-formed plastic/internal hardwood frame-folding tables
  30” x 72” x 29”          $160.00 each          $3,200.00

- Upholster 1st Lobby Booths          $4,500.00

- Electric Blower          $125.00

- Mini Vac          $100.00

- Spotlight          approximately $500.00 - $1,500.00

- Union Paging System          approximately $1,000.00

- Security Camera System          Price Unknown
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H. L. NOWELL UNION
REPAIR & RENOVATION

- Paint, upholstery furniture, replace carpet and drapes in Union President's Suite.

- Reupholster booths in 1st floor lobby.

- Remodel restrooms to make them more accessible for the physically challenged.

- Replace/repair all locks on all outside doors of Union.

- When Loan Office located in Union 203 moves to the new building, cut door through to Union 203 from the Union Office, thus adding more office space to the Student Development Union Office.

- Renovate Union after offices relocate in new building.

- Replace blinds Sunset Room.

- Replace or repair light switches in Union State Room.

- Replace tile on 2nd and 3rd floor of Union and Scott Annex Hall.
STUDENT DEVELOPMENT UNION OFFICE
EQUIPMENT

- Computer Scanner  approx. $150.00

- Couch, Chair, Coffee Table & End Table for Union Office  Price Unknown

- TV - VCR Combo  $200.00
Department Goals for 2003-2004

1. Maintain a clean, pleasant and safe atmosphere in the Union while satisfying the daily needs of students, faculty, staff, administration, alumni and guests.

2. Continue to repair and renovate the Union in order to enhance its appearance and make it more accommodating to all users, including the physically challenged.

3. Through the Union Program Council (UPC) and the University Pageant Board provide entertainment and/or activities which are of interest and service to our diverse population of student, faculty, and staff, while offering opportunities for student involvement in programming.

4. Maintain the university web calendar, keeping the calendar updated with all scheduled events; therefore, improving communication concerning activities/events on campus.

5. Meet the set-up and facility usage needs of individuals/groups using University facilities.

6. Maintain and continually update the Student Development Union Office web page, providing individuals with current information on the services offered in the Student Development Union Office.

7. Design and conduct student and office surveys in order to better serve Union constituents.

8. Revise Student Development Union Office brochure and reprint.

9. Continually update the Student Organizations Handbook and post on Student Development Union Office web site.