I. Mission Statement

The H. L. Nowell Union is designed to enhance the co-curricular education of the student body. The Union, in conjunction with the Union Program Council, Student Government Association, student organizations, and other university departments, provides diverse programs and services to the entire university community as well as off-campus groups and organizations. The Union is a program meeting the daily needs of the university community. Through programs and services the Student Development Union Office promotes cultural, intellectual and social development, while enhancing understanding and fellowship among the faculty, staff, and student body by providing informal association outside the classroom.

II. Organizational Chart

```
  Vice President of Student Affairs
    Dr. Wayne Blansett

  SGA President
    Josh West

  Union Director
    Linda Ross

  Senior Secretary/Facilities
    Coordinator
    Leigh Smith

  Student Director of Union
    Louis Rocconi

  3 Union Custodians
    Gerald, Hattie, Tammy

  2 Weekend Workers
    * Students

  * 8 Student Workers
```

* Names of student workers may change each semester or year.
III. Departmental Goals for 2003-2004
(All University Goals identified below are on pages 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 guest.

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

B. Expected Results:
- The cleanliness of the facility will be maintained.
- Common areas and meeting areas will be maintained in such a manner that optimal use will be encouraged.
- Offices and meeting space will be appropriately maintained.
- Staff will maintain a courteous and helpful attitude.
- Potential hazards will be sought out and eliminated.
- Environmentals will be appropriately controlled.
- Constituent usage needs will be studied and appropriately addressed.

C. Evaluation Procedure(s):
- Informal feedback is sought and offered by individuals housed in the Union.
- Informal feedback is sought and offered by facility constituents.
- A formal written evaluation accompanies facility use forms

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

E. Use of Evaluation Results:
- Constituents housed in the Union are informed of the heating and air limitations in the Union or problems are reported to the physical plant.
- Storage concerns will continue to be studied and will be addressed as space becomes available.
- Sensitivity to the needs of users remains a priority.
- Plans are in the process to make the Union readily accessible to the physically challenged as a study of this issue continues.
Goal #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.

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

B. Expected Results:
- Restrooms will be renovated in order to be more readily accessible for physically challenged users.
- Minor repairs will be made to the Union as needed in order to maintain the building.
- The switch problems with the lighting system in 302A will be addressed.
- The President's Suite will be renovated/redecorated to enhance its appearance.
- Booths in the 1st floor lobby will be reupholstered.
- Blinds in the Sunset Room will be replaced.

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:
- The restrooms have not been renovated to make them more accessible for the physically challenged users due to budget restraints.
- Upkeep of the Union has occurred through minor repairs.
- The switch problems with 302A lighting system have not been corrected.
- The President's Suite has not been redecorated/renovated. Booths in the 1st floor lobby have not been reupholstered due to university food services being outsourced.
- New mini blinds were purchased for the Sunset Room.

E. Use of Evaluation Results:
- Renovations to make the Union more accessible to the physically challenged are in the plans for the near future due to possible grant money being received by the University.
- Minor repairs in the Union are on going.
- Methods of correcting the switch problems with 302 lighting system will continue to be pursued.
- As funds become available, plans for renovating/redecorating the President's Suite will move forward.
- The upholstery of the booths in the 1st floor lobby will be addressed as the new food service provider (Aramark) takes over.
• Discussions on Union changes and renovations once several offices move to Kent Wyatt Hall are ongoing.

Goal #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.

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.
• Regular activities will be planned based on the assessed needs and interests of the students.
• Successful regular programming (i.e. movies, hypnotist, etc.) will be continued.
• A student programming board and a student pageant board will be selected to plan and expedite entertainment events and pageants.
• The UPC will continue to sponsor annual special events (i.e. Welcome Week, Springfest).
• 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):
• Surveys on students' programming/entertainment interest were completed by random groups of students.
• 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:
• Having the same advisor and being housed in the same office complex has strengthened the UPC and SGA working relationship even more.
• Programs conducted were successful based on participant numbers and verbal feedback received after programs.
• Annual special events (e.g., Welcome Week, Springfest) were successfully held, along with other successful traditional events.
• Twenty-five students were selected to serve on the Union Program Council by application process, with five students serving as committee chairmen.
• 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 by application process to serve on the University Pageant Board.
• Miss Delta State University Pageant and the Most Beautiful Pageant were successfully produced.
• Miss Delta State University is completing preparation for the Miss Mississippi Pageant.

E. Use of Evaluation Results:
• The UPC and SGA will continue to be housed in the same office complex and work together with the UPC assuming all programming responsibilities.
• Continuing efforts will be made to evaluate student interest and needs in programming.
• Traditionally successful programs will continue to be planned and expedited.
• Additional alternate locations for programs will be sought.
• Selection of program board (UPC), University Pageant Board, and chairmen of both 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 #4
Maintain the university web calendar, keeping the calendar updated with all scheduled events; therefore, improving communication concerning activities/events on campus.

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

B. Expected Results:
• University facility reservations will be entered on university web calendar through banner keeping the web calendar updated.
• Campus activities information will be provided on the university web calendar.
• The weekly university calendar along with monthly and annual reports will be printed from web calendar program.
C. Evaluation Procedure(s):
   - Web calendar is viewed to see if it is providing all calendar/reservation information.
   - Informal feedback is sought as to the usefulness of the web calendar.

D. Actual Results of Evaluation:
   - Facility reservations are being entered onto the university web calendar.
   - Since the banner program is not user friendly, it is time consuming trying to maintain an updated web calendar.
   - Individuals are still unaware that they can look up university events, and print calendar reservation forms on the web calendar.
   - The web calendar still does not have the ability to generate reports and the weekly calendar.

E. Use of Evaluation Results:
   - Other facility reservation programs are being studied, in an effort to find a program that is more user friendly and more efficiently meets the needs of the university.
   - Efforts toward increasing awareness of the existence of the university web calendar and educating individuals on its use will continue.

Goal #5
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:
   - Maintain friendly and helpful working relationship with facility constituents.
   - Communicate use expectations to potential constituents in a timely manner.
   - Process forms promptly and enter into web calendar.
   - Meet users set-up needs as resources allow.
   - Contact third parties (i.e. Food Services, Physical Plant, Technology Learning Center, etc.)
   - 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 facility reservation space continues to create additional challenges.
- Processing reservation forms takes more time due to the fact that the Banner program has many steps.
- 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:
- As offices move to the new Kent Wyatt Hall rooms will become available to convert back to meeting rooms.
- Reservation programs that will more efficiently meet the university facility booking needs continue to be studied.
- Efforts will continue to better serve constituents by providing efficient processing and communication.

Goal #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.

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

B. Expected Results:
- Up-to-date 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 site.

D. Actual Results:
- There are still areas of the Student Development Union Office web site that needs to be updated and areas that information needs to be placed on line.

E. Use of Evaluation Results:
- Efforts are being made to find a individual to keep the Student Development Union Office web page updated and to place remaining areas on line.
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 redesigned, but the final printing has not taken place.

E. Use of Evaluation Results:
- After offices' relocation to the new Kent Wyatt Hall is completed and changes in the Union and Student Development Union Office are made, the final revision to the Union brochure will be made and the brochure will be printed.

Goal #8
Continually update the 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:
- An up-to-date database of active organizations will be maintained.
- New organizations will be encouraged to seek recognition.
- Organizational lists with contact information will be made available on the Student Development Union Office web site.
- 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 and gathering new 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.
   - A current list of campus organizations with contact information is available on the Student Development Union Office web site.
   - Encouraging involvement of students outside the classroom remains a priority.
   - Two organizations are in the chartering process and students continue to periodically make inquiries about new organizations.
   - The Student Organizations Handbook did not need revisions this year, but it was not reprinted or placed on the web site.

E. Use of Evaluation Results:
   - The database will continually be updated.
   - Assistance with campus organization recognition procedures will continue.
   - The student organization list will continue to be updated on the Student Development Union Office web site.
   - The Student Organization Handbook will continue to be reviewed for updates, printed and place on the Student Development Union Office web site.
Department Goals for 2004-2005

1. 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.

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

3. Maintain the university web calendar, keeping the calendar updated with all scheduled events; therefore, improving communication concerning activities/events on campus while meeting the set-up and facility needs of facility use constituents.

4. Through the Union Program Council (UPC), Student Government Association (SGA), 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.

5. Continually update and maintain the Student Development Union Office web page, providing individuals with current information on the services offered in the Student Development Union Office.

6. Continually update the Student Organizations List and Student Organizations Handbook and post on Student Development Union Office web site.
IV. Major Responsibilities (top 5)

Linda Ross, Union Director
- Directly responsible for the operation, maintenance and security of 84,498 sq. ft. H. L. Nowell Union with $75,771.00 inventory.
- Serves as advisor and resource person to the Student Director of the Union, Union Program Council and Student Government Association.
- Directly responsible for making budgetary expenditures decisions and supervising Student Development Union Office budget, programming budget, university pageants budget and Foundation account, Student Government Association budgets, totaling over $250,897.00 annually.
- Executive Director of Miss Delta State University Pageant and DSU Most Beautiful Pageant.
- Supervise Facility Coordinator and make decision/judgment calls concerning facility use.

Leigh Smith, Senior Secretary/Facility Coordinator
- Coordinates all university facility reservations and make decisions/judgment calls concerning facility use.
- Maintains university web calendar.
- Manages Student Development Union Office, Programming, Student Government Association, SGA Activities fund, GST, and orientation budgets.
- Supervises approximately 10 student workers.
- Interacts with students, faculty, staff and general public addressing questions relating to various areas of the Student Development Union Office, student activities and university calendar, in addition to clerical duties.

V. Activities & Services

A. Department Data:

<table>
<thead>
<tr>
<th></th>
<th>2000-01</th>
<th>2001-02</th>
<th>2002-03</th>
<th>2003-04 (thru May)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total # Union Users</td>
<td>51,556</td>
<td>51,105</td>
<td>51,505</td>
<td>46,010</td>
</tr>
<tr>
<td>Total # of Meetings</td>
<td>1,015</td>
<td>896</td>
<td>1,134</td>
<td>1,066</td>
</tr>
<tr>
<td></td>
<td>2000-01</td>
<td>2001-02</td>
<td>2002-03</td>
<td>2003-04 (thru May)</td>
</tr>
<tr>
<td>--------------------------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Total # of University</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Facility Users</td>
<td>217,850</td>
<td>175,079</td>
<td>187,397</td>
<td>212,007</td>
</tr>
<tr>
<td>Total # of Meetings</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>In University Facilities</td>
<td>2,149</td>
<td>2,018</td>
<td>2,263</td>
<td>2,492</td>
</tr>
</tbody>
</table>

We currently have 109 active registered student organizations on campus. Two groups are in the process of becoming officially recognized.

The Union Program Council, under the direction of the Student Director of the Union and advisement of the Union Director, programmed approximately 32 events including Welcome Week and Springfest. A total of over 8,000 students attended these events.

The Student Government Association, under the direction of the SGA Cabinet and advisement of the Union Director, had another active year sponsoring many different types of events. In addition to three campus wide elections the SGA also sponsored homecoming activities, Fall Homecoming Banquet, The Most Beautiful Pageant and Miss Delta State University Pageant, voter registrations, campus clean-ups, multi-cultural events, Inaugural events, cook-outs for athletic events, and promotion of athletic events to name a few. The SGA was active in legislative affairs, once again sponsoring the annual Brown Bag Luncheon in Jackson. Forty-two students made the trip to the Capital and had the opportunity to spend one on one time with twenty-one legislators.

**B. Personnel:**

There is one full-time professional, one full-time secretary, SGA President and the Student Director of the Union in the Student Development Union Office. The Student Development Union Office employs one international student who supervises the Union on weekends. There are 4 students employees who supervise the Union at night and 4 daytime clerical student workers.
Recommended Change of Status:
- We are recommending that the Senior Secretary's classification and title be changed to Senior Secretary/Facilities Coordinator.
- Since the Senior Secretary has assumed additional responsibilities of the University Calendar, we feel that the position should be reclassified and the title changed.

Noteworthy Activities:
- The Director of the Union and Student Director of the Union attended the South Regional Conference for the National Association for Campus Activities in Chattanooga, TN.
- Linda Ross served on the National Association for Campus Activities South Regional Conference Committee.
- The Director of the Union, Linda Ross, attended the National Convention of the Association of College Unions International in Arlington, VA.
- Linda Ross served as President of the Miss Mississippi Pageant Local Directors' Association.

VI. Office Location
Located at the south end of the Quadrangle, as the nucleus of the campus, the campus, the H. L. Nowell Union, houses university support services, bookstore, post office, food services, meeting rooms, and offers a wide-range of activities. The Student Development Union Office is located in Room 200 of the H. L. Nowell Union.
VII. Budget & Budget Request

Unit Budget Plan

<table>
<thead>
<tr>
<th>Account Number</th>
<th>Current Budget</th>
<th>New Budget Request</th>
<th>Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>62801 Regular Student Emp</td>
<td>2,720.00</td>
<td>2,720.00</td>
<td>9</td>
</tr>
<tr>
<td>7400 Travel</td>
<td>1,150.00</td>
<td>1,150.00</td>
<td>5</td>
</tr>
<tr>
<td>75130 Scholarships</td>
<td>6,898.00</td>
<td>6,898.00</td>
<td>2</td>
</tr>
<tr>
<td>75210 Postage</td>
<td>500.00</td>
<td>500.00</td>
<td>7</td>
</tr>
<tr>
<td>75230 Telephone, Long Dis</td>
<td>910.00</td>
<td>910.00</td>
<td>6</td>
</tr>
<tr>
<td>75410 Advertising</td>
<td>300.00</td>
<td>300.00</td>
<td>11</td>
</tr>
<tr>
<td>75530 Rental (office)</td>
<td>1,800.00</td>
<td>1,800.00</td>
<td>8</td>
</tr>
<tr>
<td>75590 Other Rental</td>
<td>9,000.00</td>
<td>9,000.00</td>
<td>4</td>
</tr>
<tr>
<td>75791 Other Professional Fees &amp; Services</td>
<td>14,670.00</td>
<td>14,670.00</td>
<td>3</td>
</tr>
<tr>
<td>75820 Dues</td>
<td>210.00</td>
<td>210.00</td>
<td>10</td>
</tr>
<tr>
<td>75840 Subscriptions</td>
<td>112.00</td>
<td>112.00</td>
<td>12</td>
</tr>
<tr>
<td>7600 Commodities</td>
<td>3,000.00</td>
<td>3,000.00</td>
<td>1</td>
</tr>
</tbody>
</table>

Justification: Level Budgeting
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

- 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
H. L. NOWELL UNION
REPAIR & RENOVATION

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

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

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

• Renovate Union after offices relocate in new building.

• 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