

Annual Report 2006 - 2007

Part 1

Section A

Unit Information

Unit:

Office of Housing & Residence Life

Mission Statement:

Our Mission is to provide students with a successful on-campus living/learning residential experience. We accomplish this by:

- Providing clean, safe, well-maintained, and affordable facilities;
- Developing a community that feels like home and promotes respect for diversity and a sense of trust;
- Managing a responsible student-centered business operation that provides efficient & effective services;
- Providing services that respond to residents' needs and concerns; and
- Promoting the holistic living/learning experience that embraces personal growth and development, provides social interaction, and resources and support for achieving academic goals.

Section B

Unit Goals within Last Year's (2005-2006) Report

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2006-2007 goal best align?

Goal 2: The Student Community
Goal 3: Co-Curricular & Athletic Programming

Unit Goal

Goal for 2006-2007

Goal #1. Prepare for the planned growth of the on-campus residential program.

What actions have you taken to achieve this goal?

At an early point in this planning cycle, a commitment was made to continue with construction of additional on-campus residential facilities. In addition to working closely with the development team in designing the physical layout of the next facility, the OHRL drafted a description of the programs and services which will be offered to students who reside there. This program description outlines the programmatic focus of the building (first-time-in-college students), staffing, services, and amenities, and proposes areas of collaboration with other University units.

In addition, the OHRL drafted a staffing plan for the unit covering anticipated staffing needs from 2008 through 2012. The plan is currently in draft form and while it will serve only as a guide for future growth of the unit, will be further developed to address a number of contingencies.

Both of the actions discussed here will be ready for review by the VPSA by May 1.

What measures have you taken towards assessment of this goal?

To date, progress toward completion is evidenced by the draft documents. In the future, the quality of these plans will be measured by the (1) satisfaction level of the students who reside in the new facility; (2) occupancy levels; and (3) the ability to secure new staff positions in a timely manner.

Describe the progress you have made toward attaining this goal including the anticipated completion date.

The specific actions completed to date are outlined above. The program description document will be used from this point forward in making decisions regarding the operation of the facility. The staffing plan will be used in the budget development process, staff recruitment efforts, and staff training.

Accomplishing this goal in full will require a great deal of attention for several years to come considering that the unit will experience significant growth over the next 10 years. Consideration will be given to maintaining this goal for next year with a focus on action plans that advance us to the next stage of planning.

Describe how the results of assessments have been used to improve student learning or your department's activities.

Plans for establishing additional programs and services as well as staffing changes will be routinely reviewed and evaluated with adjustments being made as deemed necessary. In addition, this work will inform future program development by carrying forward that which is effective and finding creative alternatives to that which does not meet our mission.

Strategic Plan Goal

Unit Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2006-2007 goal best align?

Goal for 2006-2007

Goal 8: Ongoing Quality Improvement

Goal #2: Improve fundamental business operations of the unit.

What actions have you taken to achieve this goal?

The majority of business operations for the unit stem from the contractual agreement for on-campus accommodations between a student and the unit. This contract was extensively revised early in this planning cycle and put into use September 1. The business practices associated with contract administration have also been revised, approved, and implemented.

What measures have you taken towards assessment of this goal?

The contract covers the 2007-2008 academic year so the full value of the revisions have not yet been realized. The impact of these changes, presumed to be positive, cannot be fully evaluated until closer to the end of the contract period (April 2008).

Describe the progress you have made toward attaining this goal including the anticipated completion date.

The goal as stated has been accomplished. Evaluation of the changes will continue and further adjustments will be made as deemed necessary to subsequent academic year contracts.

Describe how the results of assessments have been used to improve student learning or your department's activities.

The primary purpose for revising the contract was to increase efficiency of the unit and reduce complaints and confusion associated with contract stipulations. Again, a complete evaluation of the impact of the changes will not be known until the conclusion of the contract period.

Strategic Plan Goal

Unit Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2006-2007 goal best align?

Goal for 2006-2007

Goal 5: State of the Art Infrastructure
Goal 8: Ongoing Quality Improvement

Goal #3: Improve the physical condition of the residential facilities.

What actions have you taken to achieve this goal?

In order to meet this goal, three specific action plans were identified:

- A. Explore revisions to the current custodial contract.
- B. Augment the maintenance staff in an effort to improve response time and communication regarding work orders submitted by residents.
- C. Evaluate the current work order system.

Progress on each action plan is outlined below:

- A. The current custodial contract was reviewed by the unit's maintenance superintendent and was determined to meet the needs of the unit with one exception, the portion of the contract which covered floor and upholstery cleaning. The superintendent collaborated with the Purchasing Department to obtain a release from the current contract for this type of work and wrote a RFP that represented the quality of work desired. This process for identifying a vendor that meets the requirements of the RFP is underway.
- B. One additional maintenance position was added to the unit during this planning cycle.
- C. The current work order system was evaluated and it was determined that a more robust system is needed in order to manage, monitor, and evaluate this process. The OHRL recently received approval to purchase a new assignments system which includes a work order module. This module will meet the requirements for improving this process.

What measures have you taken towards assessment of this goal?

The impact of the new contract for floor and upholstery cleaning and the new work order system cannot yet be evaluated. The maintenance superintendent will evaluate the new contract following the summer term, the time during which the majority of the contracted work will be completed. The new work order system will be implemented by December 2007 and will provide the opportunity to measure our success in responding to work orders.

The additional maintenance position has allowed the maintenance team to address the backlog of work orders and consequently, the team can now respond to most requests within 48 hours. The OHRL will receive feedback from current residents about maintenance services via the Quality of Residential Life Survey (QRLS) to be administered in March 15-20.

Describe the progress you have made toward attaining this goal including the anticipated completion date.

The goal as stated has been completed. Evaluation of the new contract and work order system will be conducted once these processes are in place.

Describe how the results of assessments have been used to improve student learning or your department's activities.

Again, a full assessment of these changes will occur during the next planning cycle. Results from the QRLS will guide other changes in maintenance staffing and/or processes if deemed necessary.

Strategic Plan Goal

Unit Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2006-2007 goal best align?

Goal for 2006-2007

Goal 3: Co-Curricular & Athletic Programming
Goal 2: The Student Community

Goal #4: Enhance the residential environment in a manner that better supports students' interpersonal and academic success.

What actions have you taken to achieve this goal?

In order to meet this goal, three action plans were identified:

- A. Institute a requirement that Resident Assistants facilitate an academic success program each semester.
- B. Enhance roommate mediation services.
- C. Initiate year one of a three-year program focusing on civility in the residential community.

Progress on each action plan is outlined below:

- A. Resident Assistants are charged with the responsibility to host activities for students that provide an array of opportunities for learning and social interaction. Typically, RAs are provided a framework or list of type of activities they must follow so that these opportunities are diverse and meet a variety of student issues. During this planning cycle, the University's 10 learning outcomes were used as the framework for activities offered to students. By hosting activities that targeted these learning outcomes, RAs presented opportunities for students that directly supported the institutional mission.
- B. No action was taken on developing roommate mediation services beyond what has traditionally been offered to residents.
- C. Early in this planning cycle, the OHRL was moved from the Division of Administrative Services to the newly formed Division of Student Affairs. In Fall, the Division of Student Affairs made the decision to launch a new initiative pertaining to campus community which will, over time, likely incorporate many of the plans outlined in the three-year program developed by the OHRL. Consequently, it was decided the OHRL would put its plan on hold until its connection to the Divisional plan could be determined.

What measures have you taken towards assessment of this goal?

Resident Assistants collect satisfaction feedback from students who participate in the activities they host; these evaluations are tallied and reported as part of the OHRL's overall assessment plan. Also, each RA is evaluated each semester by his/her direct supervisor; the extent to which he/she met requirements pertaining to activities for students is included in this evaluation. Finally, the Quality of Residential Life Survey, scheduled to be administered March 15-20, will provide feedback from students on the activities hosted by RAs.

Describe the progress you have made toward attaining this goal including the anticipated completion date.

Progress on this goal is presented above. The OHRL will support the Division of Student Affairs initiative on campus community; specific contributions have not yet been determined. However, a focus on roommate conflict mediation may very well be a major action plan in support of this initiative in that it is philosophically consistent with that effort and remains a need within the residential community.

Describe how the results of assessments have been used to improve student learning or your department's activities.

The OHRL will evaluate the value of using the University's 10 learning goals as a framework for offering activities to students and determine whether to continue this practice.

Section C

Program or Service Specific Assessments

What program or service specific assessment occurred in the current academic year?

A. The Quality of Residence Life Survey

The QRLS was revised to address feedback from last year's respondents as well as concerns about the utility of some of the data collected. The survey is scheduled to be administered March 15-20. Results are expected in early to mid-April.

B. Analysis of Work Order Turn Around Time

Evaluating the work order system was identified as a goal during this planning cycle because of the difficulties experienced in obtaining and analyzing data pertaining to this process. The result of the evaluation was to take advantage of the purchase of a new housing assignments system which also includes a work order module. By around December 2007, the current work order system will be abandoned; the new system will allow for tracking and measuring work order response time.

C. Occupancy Reports

These reports were generated on a regular basis. The average occupancy for the academic year within this planning cycle is 95.5%.

D. Collections Reports

These reports were generated on a regular basis and indicated that the OHRL is meeting the established benchmark regarding collections (98%).

E. Student Program Evaluations

These evaluations have been conducted on an on-going basis but the results have not yet been summarized for this academic year.

How were the results of the assessment used to improve programs or services?

As was done last year, the results of the QRLS will be used as a starting point for goals for the next planning cycle. Occupancy and Collections Reports provide comparison data useful in decision making and planning. Results from the Student Program Evaluations will be used determining whether the requirements of Resident Assistants should be adjusted (see Goal #4A).

Section D

Unit Contribution or President's Performance Measures

Please review the [President's Performance Measures for 2006-2007](#). Did your unit contribute to any specific performance goals for the President? (If so, please indicate whether the measure set was attained and to what degree.)

Part 2

Section A

Unit Goals for Coming Year (2007-2008)

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2007-2008 goal best align?

Unit Goal

Goal for 2007-2008

Goal 5 (State of the Art Infrastructure) ; Goal 3 (Co-curricular and Athletic Programming)

To complete planning and preparations for the opening of the 2008 residential facility.

What action(s) will you undertake to achieve the goal?

- a. Continue OHRL participation in the biweekly construction meetings & related meetings.
- b. Complete the FFE planning, selection, and purchasing process.
- c. Complete the FYE program planning.
- d. Complete the recruitment, selection, and prepare for training of staff assigned to the facility.
- e. Revise/adjust all business practices, policies, procedures, and forms to accommodate the addition of the new facility.
- f. Revise the primary marketing materials to reflect the addition of the new facility.

By what means will you assess goal achievement?

When completed, all of the action items listed above will be reflected in written documents or reports. This material will serve as evidence that the goal was completed.

How will you know if you have successfully attained each goal?

The facility will accommodate student residents with all amenities and services in place on or before August 10, 2008, and it will be filled to capacity. Students who reside in this facility will evaluate it via the Quality of Residential Life Survey in Spring 2009.

How will the results of the above assessments be used to improve student learning or services?

This additional facility will accommodate 408 more students in on-campus facilities. This increased capacity will assist in meeting the current demands for on-campus housing. In addition, this new facility will be the first housing facility focused specifically for first year students. This program focus will assist in supporting and developing these students in ways that research has shown to increase retention. (BRIAN FISHER: Don't know if you want to talk about how this is the real start of a new initiative that can lead to other things i.e. involvement, academic connections and perhaps most pertinent, retention of students)

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2007-2008 goal best align?

Goal 5 (State of the Art Infrastructure)

Unit Goal

Goal for 2007-2008

To successfully complete the conversion from BANNER to RMS as the primary housing information management system.

What action(s) will you undertake to achieve the goal?

- a. Complete installation process including interfaces.
- b. Implement student web component for current students
- c. Revision of communications plan using RMS.
- d. Redesign of current business processes to better utilize the functionality of the new system
- e. Complete staff training.
- f. Convert returning student signup process to a completely online process
- g. Provide new applicants with the opportunity to apply for housing online

By what means will you assess goal achievement?

The transition to the RMS system (and abandonment of BANNER) for assignments and other related processes will serve as evidence of goal achievement.

How will you know if you have successfully attained each goal?

Use of the new system (RMS) for making room assignments as of Spring 2008 and each semester thereafter; use of this system to produce all housing charges/credits; use of this system at the exclusion of other methods for submitting and managing work orders.

How will the results of the above assessments be used to improve student learning or services?

RMS is a more robust, flexible, and efficient system for managing accommodations information. The primary reason for this conversion was that it presented an opportunity to process assignment information more efficiently and with better communication to residents. It will provide residents more timely information and specifically for returning students, the opportunity to participate in on-line room selection.

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2007-2008 goal best align?

Goal 8 (Ongoing Quality Improvement)

To establish an occupancy management plan that reflects the University's enrollment growth plan and supports its mission and strategic directives.

Unit Goal

Goal for 2007-2008

What action(s) will you undertake to achieve the goal?

- a. Convene a meeting of key offices to discuss the enrollment growth plan.
- b. With input from other University units, set target numbers for spaces allocated to special groups (athletes; scholarship recipients; international students; special program participants).
- c. Establish a plan for space allocation to continuing students, special groups, and new applicants.
- d. Develop ancillary programs and processes based on the plan (returning student room selection; FTIC and transfer orientation programs; overflow housing).

By what means will you assess goal achievement?

Completion of this goal will be evidenced by a document outlining the occupancy management plan for the 2008-2009 academic year.

How will you know if you have successfully attained each goal?

Occupancy rates will equal or exceed capacity for 2007-2008.

How will the results of the above assessments be used to improve student learning or services?

It is critical that the available on-campus accommodations be allocated in a way that is deemed fair and supportive of the University's goals. An occupancy management plan based on the University's goals will guide the OHRL in establishing procedures that will ultimately support the institution. In turn, the OHRL will use the plan in communicating with residents and prospective students that will assist them in making decisions regarding on-campus accommodations.

What additional resources have you requested and received a commitment for during 2007-2008 from your area VP or the President that is based on your analysis of assessment data for 2006-2007?

None

Section C

Assessment Plans

What assessments are you planning to conduct during 2007-2008?

- A. The Quality of Residence Life Survey
- B. Analysis of Work Order Turn Around Time
- C. Occupancy Reports
- D. Collections Reports
- E. Student Program Evaluations

Section D

Coming Year - Strategic Plan Contributions