

Annual Report 2007 - 2008

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 (2006-2007) Report

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) ;
Goal 3 (Co-curricular and Athletic Programming)

Unit Goal

Goal for 2007-2008

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

What actions have you taken to achieve this goal?

1. Attended all development & coordination meetings (on-going).
2. Developed and implemented a process for identifying FF&E vendors; selected all FF&E items; prepared all paperwork for processing orders.
3. Developed First Year Residence Experience (FYRE) program description.
4. Developed PDs for new positions; to date, have recruited and selected most of the staff positions.
5. Created all marketing materials pertaining to new facility.
6. Hosted an informational session for the University community that included a tour of the building.
7. Revamped or revised processes, practices, forms, and procedures in order to accommodate the new facility and incorporate these additional beds.

What measures have you taken towards assessment of this goal?

All of the actions listed above have been tracked for completion. As this project has progressed, we have solicited feedback from multiple sources regarding the building architecture, the FYRE program plan, and operational plans. At this point in time, there are two key indicators of our success with the actions noted above: (1) all aspects of the building including the structure itself and internal amenities are on schedule; and (2) the number of requests to reside in this building currently exceeds capacity.

The FYRE program description includes a detailed assessment plan which will focus on the value of this program in supporting the academic success of the residents. This assessment plan will be implemented during the 2008-2009 academic year.

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

Progress toward attaining this goal has been excellent; there are no indications that this goal will not be completed by the anticipated completion date of August 1.

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

As we have progressed through the design and development phases and as we have addressed the operational plan, we have identified issues and have made changes so as to better serve the students and staff who will use the facility. We have also used feedback from other sources to either make adjustments in the plans for this first facility or incorporated them into the program for the second residential facility currently in design. The "assessment" will continue into the first year of operation; as additional information emerges, we will use it to modify future facilities.

Strategic Plan Goal

Unit Goal

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

Goal for 2007-2008

Goal 5 (State of the Art Infrastructure)

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

What actions have you taken to achieve this goal?

1. Completed installation of RMS program.
2. Completed the creation and installation of required interfaces (which allow for communication with the University SIS Banner).
3. Completed cut-over from previous system to RMS.
4. Completed the development of the student web aspect of program.
5. Converted the returning student sign-up process to on-line to allow more options and greater flexibility to students in selecting room and roommates.
6. Completed staff training.
7. Room assignments for Spring 2008 were completed using new system.
8. Redesigned the unit's communications plan (timelines; documents; etc) to capitalize on the system's capabilities.
9. Transitioned the automated work order system from the previous system to RMS.
10. Completed a large number of automated reports for use in business operations.

What measures have you taken towards assessment of this goal?

There are several indicators that this implementation was successful:

1. The interfaces, which allow for successful communication with Banner, have functioned flawlessly.
2. At no time, did we experience any interruption in our ability to complete operational tasks or to serve constituents.
3. All processes (room assignments; returning student sign-up; work order transition) occurred on time and without any interruption of service or loss of data.
4. Benefits of the system's reporting capabilities have already been realized in terms of staff efficiency and strategic decision-making due to the availability of information.

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

To date, all aspects of this goal have been completed with the exception of the on-line application for in-coming students. This process will be addressed in the coming months with an anticipated completion date of October 1 (2008). Some anticipated complications associated with this action item may delay completion.

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

The impetus for setting this goal was improved services to students and greater efficiency in managing the assignments process. Other benefits also existed and are being realized as we move through our business cycle.

Strategic Plan Goal

Unit Goal

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

Goal for 2007-2008

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.

What actions have you taken to achieve this goal?

The OHRL Occupancy Management Advisory Committee was formed in September 2007 and convened throughout the Fall 2007 semester. Representation on this committee included the Admissions Office, the OHRL, Student Government, and the Resident Housing Association. This Committee reviewed all aspects of occupancy management including historical data, trends in demand for on-campus accommodations, contract stipulations, allocation of bed spaces for special groups, and philosophical issues including how the on-campus housing operation can support the University's mission.

What measures have you taken towards assessment of this goal?

The Committee was chaired by Dr. Brian Fisher, Associate Director. Dr. Fisher convened the group on a regular basis through the Fall 2007 semester and provided data and information to the group to guide discussions and recommendations. In late December 2007, the Committee submitted to the Director a report outlining their activities as well as a list of recommendations for allocating on-campus bed spaces. The recommendations were accepted and the plan was implemented immediately.

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

This goal has been achieved. The Committee's report serves as evidence of completion.

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

Occupancy management is an on-going and critical aspect of the on-campus housing operation. It can be challenging considering the number of variables that must be considered. Further, the fact that FGCU as well as the on-campus housing operation have grown in size fairly consistently over the past 8 years has created a situation in which occupancy management is especially difficult. Forming this committee was beneficial in that the occupancy management process is now better understood by key stakeholders. The recommendations reflect the collective opinion of the members and their recommendations affirmed previous decisions and practices employed by the OHRL.

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
- B. Analysis of Work Order Turn Around Time
- C. Occupancy Reports
- D. Collections Reports
- E. Student Program Evaluations

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

- A. The QRLS - This survey was conducted in March 2007. Results have been received and reviewed and were used in identifying goals for 2008-2009. In addition, data collected via this survey will be incorporated into the summer (2008) orientation programs for students and parents and considered as we develop the 2008-2009 Resident Assistant training curriculum.
- B. Analysis of W/O Turn Around - This assessment was not completed during this planning cycle. The implementation of the RMS system included a conversion of the on-line work order system. This conversion occurred in late January and we are currently working on the processes and reports necessary to measure turn around time.
- C. Occupancy Reports - Data from occupancy reports informed decision making throughout this planning cycle and will continue to be beneficial in the future when considered in a historical context.
- D. Collections Reports - Data from these reports are used in assessing the effectiveness of current business practices pertaining to billing and collections. These reports have revealed a high degree of effectiveness with our current practices but will be useful tools in comparing the effectiveness of new practices we employ in the future.
- E. Student Program Evaluations - This data is used by the residence life team in measuring the effectiveness of activities as reported by the participants. Programs with high ratings are suggested to staff during training and supervision meetings as good examples of effective programs.

Section D

Unit Contribution or President's Performance Measures

Please review the [President's Performance Measures for 2007-2008](#). 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.)

Regarding Goal V - State of the Art Infrastructure: The Office of Housing & Residence Life has been directly involved in the design and development of South Village including the central energy plant, the dining/auxiliary building, and the first residence hall (Everglades Hall). Specific accomplishments are outlined in Section B (Goal 1) of this report.

Part 2

Section A

Unit Goals for Coming Year (2008-2009)

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 2008-2009

1. Implement the First Year Residential Experience (FYRE) program in Everglades Hall

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

1. Develop the necessary relationships with key university departments and work collaboratively in delivering services to students.
2. Develop and deliver specialized training for staff who work in Everglades Hall.
3. Implement the programming model developed for Everglades Hall.

By what means will you assess goal achievement?

1. Track the type and frequency of services provided to FYRE participants by other University units.
2. Evaluations by participants of programs/activities offered.
3. Surveys by participants to measure overall satisfaction of residential experience.
4. FYRE participant GPA.
5. FYRE participant Fall to Spring semester retention rate.

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

1. Other departments will agree to continue to offer services and work collaboratively with the OHRL.
2. The majority of students surveyed will report satisfaction with their residential experience.
3. The majority of students surveyed will rate programs/activities offered as "beneficial" or "a positive experience."
4. FYRE participant GPAs will be equal to or greater than the overall freshman class.
5. FYRE participant Fall to Spring retention rate will be equal to or greater than the overall freshman class.

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

To aid first year students in a successful transition from home to college, the FYRE program provides a wide range of support systems upon which student can draw, thereby increasing the likelihood of achieving academic and personal success. The results from the above assessment efforts will guide the OHRL in determining which services have been most impactful in the overall academic and personal development of the students.

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 2008-2009

2. In anticipation of additional on-campus bed spaces, prepare a 5 year staffing plan that supports the delivery of programs and services per the OHRL mission.

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

1. Determine service delivery demands as a result of additional bed spaces.
2. Determine the number and types of positions required to meet demands.
3. Map out reporting lines, specific position responsibilities, pay ranges, and ancillary needs such as office space.
4. Consult with Human Resources; make necessary adjustments.
5. Meet with VP and Executive Director for support and approval.
6. Establish several critical dates for evaluating the effectiveness of the new positions and revamping the plan as necessary.

By what means will you assess goal achievement?

Achievement of this goal will be evidenced by a written document outlining the 5-year staffing plan along with approval to proceed with year one. Evaluating and adjusting the plan will be address by:

- Holding discussions including the employee, supervisors, and select other staff to review assigned responsibilities, effectiveness of position, etc.
- Considering any changes in business practices or operational philosophy that would impact the subsequent years of the plan.

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

Identified positions will be approved and filled in a timely manner. One key indicator of success will be that the unit experiences no interruptions in operations (programs and/or services) due to inadequate personnel.

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

This staffing plan will serve as a road map regarding funding, recruitment, training, and resource allocation. Regular discussions and review of the staffing plan will ensure that adjustments are made that support the overall mission of the unit.

Strategic Plan Goal

Unit Goal

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

Goal for 2008-2009

3. In an effort to improve customer service, develop new procedures for the application process and fee collection for prospective residents.

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

1. Implement an online application for prospective residents
2. Enable prospective residents to pay their application fee online.
3. Provide an opportunity for new applicants to select their room assignment online.
4. Implement a payment plan process for students who wish to pay in installments versus paying the full amount.

By what means will you assess goal achievement?

Participation in each new process will be measured. Feedback regarding the new processes will be collected from both prospective applicants and department staff.

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

At least 50% of prospective applicants will participate in the online application process.

At least 50% of prospective applicants will participate in room selection online.

At least 25% of our residents will elect to use the payment plan for their preferred payment method.

100% Successful collection of revenue associated with payment plan fees.

Staff workload will be compared with year before using old methodologies versus new methods.

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

These new options will improve service to students as it will be simpler for them to complete the application processes. Students will also be empowered to self-select their own room. This is a service not previously provided to new applicants to housing. These new services should also reduce workloads for office staff in some capacities. This is critical since the OHRL is embarking on an accelerated growth period where housing capacity is expanding by 42% in the course of the next 18 months.

Strategic Plan Goal

Unit Goal

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

Goal for 2008-2009

4. Conduct an evaluation of special interest hall programs (other than FYRE).

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

1. Identify a Task Force charged with conducting the evaluation and preparing a report including recommendations to the OHRL.
2. Identify criteria to be used in the evaluation (i.e. resident satisfaction; request rates; occupancy; return rates; etc.)
3. Establish a timeline for each facet of the evaluation such that the goal is achieved with adequate time make all necessary adjustments for the 2009-2010 academic year.

By what means will you assess goal achievement?

Achievement of this goal will be evidenced by the existence of a report and adherence to the established timeline.

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

All special interest programs continued or initiated for the 09-10 academic year will be at 100% occupancy. Resident satisfaction levels will be equal to or exceed those of residents in other residence halls (to be measured in Spring 2010).

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

This evaluation will directly impact the decision making regarding continuing and/or initiating special interest halls within the on-campus housing operation. Well-designed and adequately supported special interest residence halls contribute to both retention and academic success of residents. Consequently, offering programs that can meet these goals will directly benefit the OHRL as well as and especially the University.

Section B Resources

What additional resources have you requested and received a commitment for during 2008-2009 from your area VP or the President that is based on your analysis of assessment data for 2007-2008?

Personnel and budget to support the operation of the new residence hall.

Section C

Assessment Plans

What assessments are you planning to conduct during 2008-2009?

- A. The Quality of Residence Life Survey (completed by residents)
- B. Analysis of Work Order Turn Around Time
- C. Occupancy Reports
- D. Collections Reports
- E. Activities Evaluations (completed by resident participants)
- F. Evaluation of Resident Assistant Training (by para-professional staff participants)

Section D

Coming Year - Strategic Plan Contributions

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