## Annual Assessment Plan
(August 1-September 30)

### Department
Housing & Residential Life

### Division
Student Affairs

### Academic Year
2005 -2006

<table>
<thead>
<tr>
<th>University Goal</th>
<th>Objectives</th>
<th>Expected Results (Outcomes)</th>
<th>Assessment Instrument(s)/Procedures/Costs</th>
</tr>
</thead>
</table>
| The University will raise student success rates through improved student counseling and enhanced quality of residential life and extracurricular experience. | 1. The residence halls will be clean. | A. No more than 30% of the resident students who complete the Student Satisfaction Survey will indicate that they are dissatisfied with housekeeping services on campus.  
B. At least 70% of the residents who complete the Quality of Life Survey will indicate that their rooms were clean when they checked into the residence halls.  
C. At least 70% of the residents who complete the Quality of Life Survey will indicate that the housekeeping staff does a good job cleaning the community areas in their residence hall (community bathrooms, lobbies, hallways, stairwells and laundry rooms). | (1) **Student Satisfaction Survey**  
This is a survey consisting of a 5-point satisfaction scale. The survey is administered by the Office of Institutional Effectiveness. Its purpose is to measure student satisfaction with various components of the campus. All expenses related to the survey are covered by the Office of Institutional Effectiveness.  
(2) **Quality of Life Survey** - This survey was developed by the Director of Student Life and Housing. It is administered during the fall semester. Its purpose is to measure each resident’s level of satisfaction of the residence halls. The survey is distributed by e-mail to every resident who lives on campus during the fall. All related expenses are covered internally through the Housing Office. |

*Forward all forms to the dean by October 31 for review.*
Annual Assessment Plan  
(August 1-September 30)  
Department Housing & Residential Life  
Division Student Affairs  
Academic Year 2005 -2006

<table>
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<tr>
<th>University Goal</th>
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</table>
| The University will raise student success rates through improved student counseling and enhanced quality of residential life and extracurricular experience. | 2. Repairs in the residence halls will be made in a timely manner. | A. No more than 30% of the resident students who complete the Student Satisfaction Survey will indicate that they are dissatisfied with the responsiveness of the maintenance staff. B. At least 70% of the residents who complete the Quality of Life Survey will indicate that the maintenance staff replaces burned out lights within a reasonable amount of time. | (1) **Student Satisfaction Survey**  
This is a survey consisting of a 5-point satisfaction scale. The survey is administered by the Office of Institutional Effectiveness. Its purpose is to measure student satisfaction with various components of the campus. All expenses related to the survey are covered by the Office of Institutional Effectiveness.  
(2) **Quality of Life Survey** - This survey was developed by the Director of Student Life and Housing. It is administered during the fall semester. Its purpose is to measure each resident’s level of satisfaction of the residence halls. The survey is distributed by e-mail to every resident who lives on campus during the fall. All related expenses are covered internally through the Housing Office. |

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### University Goal

The University will raise student success rates through improved student counseling and enhanced quality of residential life and extracurricular experience.

<table>
<thead>
<tr>
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<th>Expected Results (Outcomes)</th>
<th>Assessment Instrument(s)/Procedures/Costs</th>
</tr>
</thead>
</table>
|                                                                                 | 3. The residence halls will be well maintained.                            | A. No more than 30% of the resident students who complete the Student Satisfaction Survey will indicate that they are dissatisfied with maintenance services on campus. | (1) **Student Satisfaction Survey**  
This is a survey consisting of a 5-point satisfaction scale. The survey is administered by the Office of Institutional Effectiveness. Its purpose is to measure student satisfaction with various components of the campus. All expenses related to the survey are covered by the Office of Institutional Effectiveness. |
|                                                                                 |                                                                            | B. At least 70% of the residents who complete the Quality of Life Survey will indicate that they are satisfied with the condition of the University furniture in their room. |                                                                                                       |
|                                                                                 |                                                                            | C. At least 70% of the residents who complete the Quality of Life Survey will indicate that the walls in their rooms are in good condition and do not need to be painted. | (2) **Quality of Life Survey**  
This survey was developed by the Director of Student Life and Housing. It is administered during the fall semester. Its purpose is to measure each resident’s level of satisfaction of the residence halls. The survey is distributed by e-mail to every resident who lives on campus during the fall. All related expenses are covered internally through the Housing Office. |

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### Annual Assessment Plan
(August 1-September 30)

**Department** Housing & Residential Life  
**Academic Year** 2005-2006

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<tr>
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<th>Expected Results (Outcomes)</th>
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</tr>
</thead>
<tbody>
<tr>
<td>The University will raise student success rates through improved student counseling and enhanced quality of residential life and extracurricular experience.</td>
<td>4. The residence halls will be comfortable.</td>
<td>A. At least 70% of the residents who complete the Quality of Life Survey will indicate that the temperature level in their residence hall is comfortable.</td>
<td>(1) <strong>Quality of Life Survey</strong> - This survey was developed by the Director of Student Life and Housing. It is administered during the fall semester. Its purpose is to measure each resident’s level of satisfaction of the residence halls. The survey is distributed by e-mail to every resident who lives on campus during the fall. All related expenses are covered internally through the Housing Office.</td>
</tr>
</tbody>
</table>
### University Goal

The University will raise student success rates through improved student counseling and enhanced quality of residential life and extracurricular experience.

### Objectives

5. The residence halls will be safe.

<table>
<thead>
<tr>
<th>Expected Results (Outcomes)</th>
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</tr>
</thead>
<tbody>
<tr>
<td>A. At least 70% of the residents who complete the Quality of Life Survey will indicate that they feel safe in the residence halls.</td>
<td>(1) Quality of Life Survey - This survey was developed by the Director of Student Life and Housing. It is administered during the fall semester. Its purpose is to measure each resident’s level of satisfaction of the residence halls. The survey is distributed by e-mail to every resident who lives on campus during the fall. All related expenses are covered internally through the Housing Office.</td>
</tr>
<tr>
<td>B. At least 70% of the residents who complete the Quality of Life Survey will indicate that they feel that their personal belongings are secure when left in the residence halls.</td>
<td></td>
</tr>
</tbody>
</table>

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### Annual Assessment Plan
(August 1-September 30)

**Department**: Housing & Residential Life  
**Division**: Student Affairs  
**Academic Year**: 2005 -2006

<table>
<thead>
<tr>
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</table>
| The University will raise student success rates through improved student counseling and enhanced quality of residential life and extracurricular experience. | 6. The residence halls will be conducive to learning. | A. At least 70% of the residents who complete the Quality of Life Survey will indicate that the atmosphere in their residence hall is conducive to studying.  
B. At least 70% of the residents who complete the Quality of Life Survey will indicate that their resident assistant does a good job enforcing the quiet hours policy. | (1) **Quality of Life Survey** - This survey was developed by the Director of Student Life and Housing. It is administered during the fall semester. Its purpose is to measure each resident’s level of satisfaction of the residence halls. The survey is distributed by e-mail to every resident who lives on campus during the fall. All related expenses are covered internally through the Housing Office. |

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The University will raise student success rates through improved student counseling and enhanced quality of residential life and extracurricular experience.

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</table>
| 7. The residence halls will support the personal growth and development of residents. | A. At least 70% of the residents who complete the Quality of Life Survey will indicate that living on campus added to their educational experience.  
B. At least 70% of the residents who complete the Quality of Life Survey will indicate that living on campus was beneficial during their transition to college. | (1) **Quality of Life Survey** - This survey was developed by the Director of Student Life and Housing. It is administered during the fall semester. Its purpose is to measure each resident’s level of satisfaction of the residence halls. The survey is distributed by e-mail to every resident who lives on campus during the fall. All related expenses are covered internally through the Housing Office. |

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### University Goal

**The University will raise student success rates through improved student counseling and enhanced quality of residential life and extracurricular experience.**

### Objectives

8. **Residents will develop a sense of community and tolerance for others within the residence halls.**

### Expected Results (Outcomes)

- **A.** At least 70% of the residents who complete the Quality of Life Survey will indicate that they have been able to get to know people different from themselves.
- **B.** At least 70% of the residents who complete the Quality of Life Survey will indicate that there is a strong sense of community in their living area.

### Assessment Instrument(s)/Procedures/Costs

1. **Quality of Life Survey** - This survey was developed by the Director of Student Life and Housing. It is administered during the fall semester. Its purpose is to measure each resident’s level of satisfaction of the residence halls. The survey is distributed by e-mail to every resident who lives on campus during the fall. All related expenses are covered internally through the Housing Office.

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<table>
<thead>
<tr>
<th>Objectives</th>
<th>Expected Outcome</th>
<th>Actual Outcome</th>
<th>Problems Encountered</th>
<th>Action Taken/Plan(s) For Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>9. The residence halls will be clean.</td>
<td>D. No more than 30% of the resident students who complete the Student Satisfaction Survey will indicate that they are dissatisfied with housekeeping services on campus.</td>
<td>1A. Only 11% of the resident students who completed the Student Satisfaction Survey indicated that they were dissatisfied with housekeeping services on campus.</td>
<td>1. None</td>
<td>1. Minimum standards were exceeded.</td>
</tr>
<tr>
<td></td>
<td>E. At least 70% of the residents who complete the Quality of Life Survey will indicate that their rooms were clean when they checked into the residence halls.</td>
<td>1B. 93% of the residents who completed the Quality of Life Survey indicated that their residence hall rooms were clean when they moved on campus.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>F. At least 70% of the residents who complete the Quality of Life Survey will indicate that the housekeeping staff does a good job cleaning the community areas in their residence hall (community bathrooms, lobbies, hallways, stairwells and laundry rooms).</td>
<td>1C. 90% of the residents who complete the Quality of Life Survey indicated that the housekeeping staff did a good job cleaning the community areas in their residence hall (community bathrooms, lobbies, hallways, stairwells and laundry rooms).</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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<tr>
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<th>Actual Outcome</th>
<th>Problems Encountered</th>
<th>Action Taken/Plan(s) For Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>10. Repairs in the residence halls will be made in a timely manner.</td>
<td>2A. No more than 30% of the resident students who complete the Student Satisfaction Survey will indicate that they are dissatisfied with the responsiveness of the maintenance staff.</td>
<td>2A. Only 27% of the resident students who completed the Student Satisfaction Survey indicated that they were dissatisfied with the responsiveness of the maintenance staff.</td>
<td>2. None</td>
<td>2. Minimum standards were exceeded.</td>
</tr>
<tr>
<td></td>
<td>2B. At least 70% of the residents who complete the Quality of Life Survey will indicate that the maintenance staff replaces burned out lights within a reasonable amount of time.</td>
<td>2B. 75% of the residents who complete the Quality of Life Survey indicated that the maintenance staff replaced burned out lights within a reasonable amount of time.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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<th>Actual Outcome</th>
<th>Problems Encountered</th>
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</table>
| 11. The residence halls will be well maintained.| 3A. No more than 30% of the resident students who complete the Student Satisfaction Survey will indicate that they are dissatisfied with maintenance services on campus.  
3B. At least 70% of the residents who complete the Quality of Life Survey will indicate that they are satisfied with the condition of the University furniture in their room.  
3C. At least 70% of the residents who complete the Quality of Life Survey will indicate that the walls in their rooms are in good condition and do not need to be painted. | 3A. Only 19% of the resident students who completed the Student Satisfaction Survey indicated that they were dissatisfied with maintenance services on campus.  
3B. Only 67% of the residents who completed the Quality of Life Survey indicated that they were satisfied with the condition of the University furniture in their room.  
3C. 82% of the residents who completed the Quality of Life Survey indicated that the walls in their rooms are in good condition and do not need to be painted. | 3B. Satisfaction was 3% less than the minimum standard.  
3. Minimum standards were met in all areas except for the condition of furniture in the residence hall rooms. Discussions with residents indicated that the major problems concerned old mattresses. New mattresses have been purchased, replacing many of the old mattresses. |
<table>
<thead>
<tr>
<th>Objectives</th>
<th>Expected Outcome</th>
<th>Actual Outcome</th>
<th>Problems Encountered</th>
<th>Action Taken/Plan(s) For Improvement</th>
</tr>
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<tbody>
<tr>
<td>12. The residence halls will be comfortable.</td>
<td>4A. At least 70% of the residents who complete the Quality of Life Survey will indicate that the temperature level in their residence hall is comfortable.</td>
<td>4A. Only 62% of the residents who completed the Quality of Life Survey indicated that the temperature level in their residence hall was comfortable.</td>
<td>4A. Satisfaction was 8% less than the minimum standard.</td>
<td>4. Resident assistants will conduct daily door-to-door analysis of temperature levels during the beginning of fall 2005 and again when the heat is turned on for the winter.</td>
</tr>
<tr>
<td>13. The residence halls will be safe.</td>
<td>5A. At least 70% of the residents who complete the Quality of Life Survey will indicate that they feel safe in the residence halls. 5B. At least 70% of the residents who complete the Quality of Life Survey will indicate that they feel that their personal belongings are secure when left in the residence halls.</td>
<td>5A. 88% of the residents who completed the Quality of Life Survey indicated that they feel safe in their residence hall. 5B. Only 86% of the residents who completed the Quality of Life Survey indicated that they felt that their personal belongings were secure when left in the residence halls.</td>
<td>5. None</td>
<td>5. Minimum standards were exceeded.</td>
</tr>
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<tr>
<td>14. The residence halls will be conducive to learning.</td>
<td>6A. At least 70% of the residents who complete the Quality of Life Survey will indicate that the atmosphere in their residence hall is conducive to studying.</td>
<td>6A. 74% of the residents who completed the Quality of Life Survey indicated that the atmosphere in their residence hall was conducive to studying.</td>
<td>6. None</td>
<td>8. Minimum standards were exceeded.</td>
</tr>
<tr>
<td></td>
<td>6B. At least 70% of the residents who complete the Quality of Life Survey will indicate that their resident assistant does a good job enforcing the quiet hours policy.</td>
<td>6B. 74% of the residents who completed the Quality of Life Survey indicated that their resident assistant did a good job enforcing the quiet hours policy.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15. The residence halls will support the personal growth and development of residents.</td>
<td>7A. At least 70% of the residents who complete the Quality of Life Survey will indicate that living on campus added to their educational experience.</td>
<td>7A. 87% of the residents who completed the Quality of Life Survey indicated that living on campus added to their educational experience.</td>
<td>7. None</td>
<td>7. Minimum standards were exceeded.</td>
</tr>
<tr>
<td></td>
<td>7B. At least 70% of the residents who complete the Quality of Life Survey will indicate that living on campus was beneficial during their transition to college.</td>
<td>7B. 90% of the residents who completed the Quality of Life Survey indicated that living on campus was beneficial during their transition to college.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Objectives</td>
<td>Expected Outcome</td>
<td>Actual Outcome</td>
<td>Problems Encountered</td>
<td>Action Taken/Plan(s) For Improvement</td>
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<tr>
<td>---------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------------</td>
<td>-------------------------------------</td>
</tr>
</tbody>
</table>
| 16. Residents will develop a sense of community and tolerance for others within the residence halls. | 8A. At least 70% of the residents who complete the Quality of Life Survey will indicate that they have been able to get to know people different from themselves.  
8B. At least 70% of the residents who complete the Quality of Life Survey will indicate that there is a strong sense of community in their living area. | 8A. 97% of the residents who completed the Quality of Life Survey indicated that they have been able to get to know people different from themselves.  
8B. 75% of the residents who completed the Quality of Life Survey indicated that there was a strong sense of community in their living area. | 8. None                                      | 8. Minimum standards were exceeded.          |

Forward all forms to the dean by October 31 for review.
Statement of Achievements

Department: Housing & Residential Life

Academic Year 2004 - 2005

Plans Implemented

1. Replace old mattresses and chairs in the residence halls.

2. Paint the hallways at Spieth Hall.

3. Paint the rooms at Spieth Hall (partially completed).

Plans Not Implemented

1. Hire full-time hall directors for Spieth and Selden Hall. (Funds not available).

Forward all forms to the dean by October 31 for review.
**SHORT-RANGE PLANS: FIRST YEAR**

Department: **Housing & Residential Life**

Year: **2006 - 2007**

<table>
<thead>
<tr>
<th>Plans</th>
<th>Strategies to Implement</th>
<th>Completion Date</th>
<th>Approved by IEC</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Improve the quality of resident assistants in the residence halls.</td>
<td>1A. Pay each resident assistant at least the federal minimum wage. Increase the budget for student employees in Housing and convert from a scholarship system to a bi-weekly payroll system.</td>
<td>October 1, 2006</td>
<td></td>
</tr>
</tbody>
</table>

Approved: ________________________      Approved: ________________________   Unit Head/Director           Dean/Vice President

*Forward all forms to the dean by October 31 for review.*
MEDIUM-RANGE PLANS: YEARS TWO AND THREE

Department: **Housing & Residential Life**

Academic Years: **2007 - 2009**

**Year Two**

(1) Renovate Patterson Apartments and convert the units to furnished traditional student housing.

**Year Three**

(1) Build a new residence hall complex and close Spieth Hall, Selden Hall and Sisk Hall.

(2) Hire a full-time hall director for the new residence hall complex.

Approved: ________________________      Approved: ________________________

Unit Head/Director           Dean/Vice President

*Forward all forms to the dean October 31 for review.*
### RESOURCES REQUIRED FOR PLANS (ONE-YEAR PLANS)

**Department:** Housing & Residential Life  
**Year:** 2006 - 2007

<table>
<thead>
<tr>
<th>PLANS (Refer to One-Year Plans)</th>
<th>HUMAN RESOURCES (Faculty, Staff, Consultants, etc.)</th>
<th>PHYSICAL RESOURCES (Supplies, Material, Equip., etc.)</th>
<th>OTHER RESOURCES (Printing, Postage, Telephone, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AVAILABLE</td>
<td>NEEDED</td>
<td>AVAILABLE</td>
<td>NEEDED</td>
</tr>
<tr>
<td>1. Improve the quality of resident assistants in the residence halls.</td>
<td>$0</td>
<td>$30,000</td>
<td>$0</td>
</tr>
</tbody>
</table>

**TOTAL RESOURCES NEEDED**  
- HUMAN: $0  
- PHYSICAL: $30,000  
- OTHER: $0  

**GRAND TOTAL OF RESOURCES NEEDED** (Human Resources + Physical Resources + Other Resources) $30,000

- AVAILABLE means budgeted in current year’s budget.
- In listing AVAILABLE HUMAN, PHYSICAL, AND OTHER RESOURCES, please place an asterisk (*) by any items funded from external sources such as federal, private, contractual, revenue generated, or other such sources external to the university.

Dean/Vice President: ___________________________  
Date: __________

*Forward all forms to the dean by October 31 for review.*
# RESOURCES REQUIRED FOR PLANS (TWO-YEAR PLANS)

**Department:** Housing & Residential Life  
**Year:** 2007 - 2008

<table>
<thead>
<tr>
<th>PLANS (Refer to One-Year Plans)</th>
<th>HUMAN RESOURCES (Faculty, Staff, Consultants, etc.)</th>
<th>PHYSICAL RESOURCES (Supplies, Material, Equip., etc.)</th>
<th>OTHER RESOURCES (Printing, Postage, Telephone, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>AVAILABLE</td>
<td>NEEDED</td>
<td>AVAILABLE</td>
</tr>
<tr>
<td>1. Renovate Patterson Apartments and convert the units to furnished traditional student housing.</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td><strong>TOTAL RESOURCES NEEDED</strong></td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
</tbody>
</table>

**GRAND TOTAL OF RESOURCES NEEDED** (Human Resources + Physical Resources + Other Resources) **$850,000**

AVAILABLE means budgeted in current year’s budget.  
In listing AVAILABLE HUMAN, PHYSICAL, AND OTHER RESOURCES, please place an asterisk (*) by any items funded from external sources such as federal, private, contractual, revenue generated, or other such sources external to the university.

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Dean/Vice President: ___________________________  
Date: __________

*Forward all forms to the dean by October 31 for review.*
# RESOURCES REQUIRED FOR PLANS (THREE-YEAR PLANS)

**Department:** Housing & Residential Life  
**Year:** 2008 - 2009

## Plans (Refer to One-Year Plans)

<table>
<thead>
<tr>
<th>Plans</th>
<th>Human Resources (Faculty, Staff, Consultants, etc.)</th>
<th>Physical Resources (Supplies, Material, Equip., etc.)</th>
<th>Other Resources (Printing, Postage, Telephone, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>AVAILABLE</td>
<td>NEEDED</td>
<td>AVAILABLE</td>
</tr>
<tr>
<td>1.</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>2.</td>
<td>$0</td>
<td>$39,000</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Total Resources Needed</strong></td>
<td>$0</td>
<td>$39,000</td>
<td>$0</td>
</tr>
</tbody>
</table>

**Grand Total of Resources Needed** (Human Resources + Physical Resources + Other Resources) $20,039,000

Available means budgeted in current year’s budget. In listing AVAILABLE HUMAN, PHYSICAL, AND OTHER RESOURCES, please place an asterisk (*) by any items funded from external sources such as federal, private, contractual, revenue generated, or other such sources external to the university.

Dean/Vice President: ____________________________  
Date: __________

*Forward all forms to the dean by October 31 for review.*
The University of West Alabama
Professional and Support Staffing Plan

Department: Housing & Residential Life        Academic Year: 2006-07

Please indicate how each of the following factors will affect staffing for the next academic year.

1. Results of Self-Study (How effective was your department in achieving the goals set during the past year?)

The goals were met in all of the areas, with the exception of factors that relate directly to the residence hall facilities. If Spieth and Selden Hall are going to continue to be used as residence halls, they need to be completely renovated, with new furnishings and new HVAC systems.

2. Assessment Plan (Is your staff adequate to achieve the results desired for the upcoming year?)

No, the staffing level is not adequate. Full-time hall directors are needed at Spieth and Selden.

3. Availability of current staff (How many of your current staff will be retiring, going on leaves of absences, returning from leaves of absences, etc.?)

No retirements or departures are anticipated though an outstanding graduate hall director, Cheu Mita, will be leaving after spring semester.

4. Availability of part-time help/work-study, etc.

Our staffing of student workers is adequate, however; funding needs to be increased so that we can attract better candidates for RA and DA positions. Resident assistants and desk assistants should be paid at least the federal minimum wage so that the staff members can be held to higher standards. It is becoming very difficult to recruit qualified applicants for the RA jobs since
resident assistants are paid less than $3.00 an hour for one of the most stressful jobs on campus.

5. Other factors affecting your staffing

Our graduate school does not offer a masters degree in College Student Personnel Work. This is the preferred degree for students interested in working in the field of Student Affairs. For this reason, we should use full-time hall directors that already have a masters degree.

Based on the factors described above, the following changes in professional and support staffing are requested for the upcoming academic year.

I am requesting that two professional staff positions be added to the area of Housing and Residential Life. One would serve as the Spieth Hall director and the other person would serve as the Selden Hall Director. In addition, I am requesting that the student employee budgets in the residence halls be increased so that Resident assistants and desk assistants can be paid the federal minimum wage.

__________________________  _______________________
           Department Head Signature                    Date