Mission/Purpose
The mission of Housing and Residential Life is to provide a learning environment conducive to personal growth and academic success. Housing and Residential Life is committed to providing reasonably priced living accommodations which are clean, well-maintained, safe and comfortable. Through residence hall policies and programs, Housing creates an environment that fosters learning while supporting the personal growth and development of students. By involving students within their residence hall, the members of the Housing staff also help residents to develop a sense of community and tolerance for others.

I. Goals and Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

A. Goal: Raise student retention
Raise student retention and graduation rates through enhanced academic support and student counseling and improved quality of residential life and extracurricular experience.

1. Objective: Residence halls will be clean
Residence halls will be clean

   a. Measure: Student rooms will be clean upon checkin
   Residents completing the Quality of Life Survey will indicate that their rooms were clean when they checked into the residence halls.

   Source of Evidence: Client satisfaction survey (student, faculty)

   1. Achievement Target:
   75% of students completing the QLS will indicate that their rooms were clean when they checked into the residence hall.

   2. Findings (2010-2011) - Achievement Target: Met
   87% of the residents who completed the Quality of Life Survey indicated that their residence hall rooms were clean when they moved on campus.

   b. Measure: Housekeeping maintains clean community areas
   Residents completing the Quality of Life Survey will indicate that housekeeping maintain clean community areas.

   Source of Evidence: Service Quality

   1. Achievement Target:
   70% of students completing the QLS will indicate that housekeeping maintains clean community areas

   2. Findings (2010-2011) - Achievement Target: Met
   91% 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).
3. **Action Plan:**
   **Hall Directors will conduct weekly inspections.**
   Hall Directors will conduct weekly inspections of their residence halls to insure that housekeepers are properly cleaning the common areas within the building. If they find areas that need attention, they will inform the housekeepers. If this does not result in improvement, they will notify the Assistant Director of Housing.

   - **Established in Cycle:** 2009-2010
   - **Implementation Status:** Finished
   - **Priority:** High
   - **Implementation Description:** Hall directors will inspect their buildings.
   - **Completion Date:** 08/01/2011
   - **Responsible Person/Group:** Hall directors, housekeepers and Assistant Director of Housing

2. **Objective:** Repairs in the residence halls will be made in a timely manner
   Repairs in the residence halls will be made in a timely manner

   a. **Measure:** Maintenance is provided in a timely manner.
      Residents completing the Quality of Life Survey will indicate that maintenance is provided in a timely manner.

      - **Source of Evidence:** Service Quality

   1. **Achievement Target:**
      70% of students participating in the QLS will indicate that repairs were made in a reasonable amount of time.

   2. **Findings (2010-2011) - Achievement Target: Met**
      78% of the residents who complete the Quality of Life Survey (QLS) indicated that the maintenance staff replaced burned out lights within a reasonable amount of time. 88% of the residents who complete the Quality of Life Survey (QLS) indicated that the plumbing problems were corrected within a reasonable amount of time. 75% of the residents who complete the Quality of Life Survey (QLS) indicated that the air conditioning problems were corrected in a reasonable amount of time. 80% of the residents who complete the Quality of Life Survey (QLS) indicated that other maintenance concerns were corrected in a reasonable amount of time.

3. **Action Plan:**
   **Housing staff will track repairs.**
   All maintenance requests will be recorded on a spreadsheet. Hall directors will check on the completion status of maintenance requests for their building on an on-going basis. Repairs that have not been completed in timely manner will be reported again. The Assistant Director of Housing will expedite requests that have been delayed.

   - **Established in Cycle:** 2009-2010
   - **Implementation Status:** Finished
   - **Priority:** High
   - **Implementation Description:** The Housing staff will monitor repairs needs on an on-going basis.
   - **Completion Date:** 08/01/2011
   - **Responsible Person/Group:** Hall directors, graduate assistant, Assistant Director of Housing
Director of Housing.

3. **Objective: Residence halls will be well maintained**
   Residence halls will be well maintained
   
a. **Measure: Condition of university furniture will be satisfactory to residents**
   Residents completing the QLS will indicate satisfaction with the condition of the University furniture in their room.

   Source of Evidence: Service Quality

   1. **Achievement Target:**
      At least 70% of the residents who complete the QLS will indicate that they are satisfied with the condition of the University furniture in their room.

   2. **Findings (2010-2011) - Achievement Target: Met**
      72% of the residents who complete the Quality of Life Survey (QLS) indicated that they were satisfied with the condition of the University furniture in their room.

   b. **Measure: Walls in rooms are in good condition**
   Residents completing the QLS will indicate that the walls in their rooms are in good condition and do not need to be painted.

   Source of Evidence: Service Quality

   1. **Achievement Target:**
      70% will indicate that the walls in their rooms are in good condition and do not need to be painted.

   2. **Findings (2010-2011) - Achievement Target: Met**
      86% of the residents who completed the Quality of Life Survey (QLS) indicated that the walls in their rooms are in good condition and do not need to be painted.

4. **Objective: Residence halls are comfortable**
   Residence halls are comfortable

   a. **Measure: Temperature levels of residence halls are comfortable**
   Residents completing the QLS will indicate that the temperature level in their residence hall is comfortable.

   Source of Evidence: Service Quality

   1. **Achievement Target:**
      70% of residents will indicate temperature levels were comfortable

   2. **Findings (2010-2011) - Achievement Target: Met**
      72% of the residents who completed the QLS indicated that the temperature level in their residence hall was comfortable.

5. **Objective: Residence halls will be safe**
   Residence halls will be safe

   a. **Measure: Residents will feel safe in the residence halls**
Residents completing the QLS will indicate that they feel safe in the residence halls.

Source of Evidence: Service Quality

1. **Achievement Target:**
   80% of students will indicate that they feel safe in the residence halls

2. **Findings (2010-2011) - Achievement Target: Met**
   92% of the residents who completed the QLS indicated that they feel safe in their residence hall.

b. **Measure: Residents' personal belongings are secure when left in the residence halls**
   Residents completing the QLS will indicate that they feel that their personal belongings are secure when left in the residence halls.

Source of Evidence: Service Quality

1. **Achievement Target:**
   80% of residents will indicate that they feel that their personal belongings are secure when left in the residence halls

2. **Findings (2010-2011) - Achievement Target: Met**
   91% of the residents who completed the QLS indicated that they felt that their personal belongings were secure when left in the residence hall.

6. **Objective: Residence halls will be conducive to learning.**
   Residence halls will be conducive to learning.

   a. **Measure: Atmosphere in residence halls conducive to studying**
   The residents that complete the QLS will indicate that the atmosphere in residence halls is conducive to studying.

   Source of Evidence: Service Quality

   1. **Achievement Target:**
      70% of students that complete the QLS survey will indicate that the atmosphere is conducive to studying.

   2. **Findings (2010-2011) - Achievement Target: Met**
      77% of the residents who completed the QLS indicated that the atmosphere in their residence hall was conducive to studying.

3. **Action Plan:**
   **Build a new residence hall to replace Spieth, Selden and Sisk.**
   **Established in Cycle:** 2010-2011
   **Implementation Status:** In-Progress
   **Priority:** High
   **Implementation Description:** Build a new residence hall to replace Spieth, Selden and Sisk.
   **Completion Date:** 07/31/2012
   **Responsible Person/Group:** Director of Campus Life and Housing, Director of Purchasing, Director of Physical Plant
II. Other Plans for Improvement
A. Replace all old mattresses and desk chairs.
   Replace all old mattresses and desk chairs.
   
   Established in Cycle: 2009-2010
   Implementation Status: In-Progress
   Priority: High
   Implementation Description: Replace all old mattresses and desk chairs.
   Completion Date: 07/31/2012
   Responsible Person/Group: Director of Campus Life and Housing, Director of Purchasing
   Additional Resources Requested: 400 New Mattresses: $40,000 400 New Desk Chairs: $56,000
   Budget Amount Requested: $96,000.00
   Implementation Notes:
   9/9/2011 Funding was limited this year. Some mattresses and chairs were replaced from stock but additional replacements were delayed until 2011-12 school year, due to limited funding.

III. Analysis Answers
A. What specific strengths did your assessments show? (Strengths)
   Housekeeping and maintenance services have improved substantially since the previous year. We continue to do a good job preparing the residence halls for Check-In. We also provide a safe and secure environment for our residents.

B. What specific weaknesses or challenges did your assessments show? (Weaknesses)
   None. All objectives were met.

C. What plans were implemented?
   Construction on a new residence hall has been begun.

D. What plans were not implemented?
   Although some of the old mattresses and chairs were replaced on campus, we have not been able to replace as many as desired, due to budgetary limitations.

E. How will assessment results be used for continuous improvement?
   Although all of our objectives were met, the the level of satisfaction with university furniture is only slightly higher than the stated objective. The quality of residence hall furniture will continue to be monitored and new furniture will be purchased, as funding permits.

IV. Annual Reports
A. Key Achievements
   1. Expanded Hoover Apartments by 96 beds with the opening of 24 new apartments.
   2. Expanded residential life programming in the residence halls.

B. Staff Achievements
   1. The Director of Housing attended the Association of College and University Housing Officers International (ACUHO-I) national conference.
   2. The Assistant Director of Housing served as the committee chairperson for Graduate Student Concerns within the Southeastern Association of Housing Officers (SEAHO).