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 polices 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. Student Learning Outcomes/Objectives, with Any Associations and Related Measures, 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. Outcome: Residents will develop independence
By living in a residence hall community, students will develop independence.

a. Measure: Residents will learn to be independent
The residents that complete the Quality of Life Survey (QLS) will indicate that by living on campus, they have learned to be independent.

1. Achievement Target:
70% of the students that complete the QLS will indicate that by living on campus, they have learned to be independent.

2. Findings (2011-2012) - Target: Met
89% of the students that complete the QLS indicated that by living on campus, they have learned to be independent.

2. Outcome: Residents will learn to resolve conflict
By living in a residence hall community, students will learn to resolve relationship conflict.

a. Measure: Residents will learn to resolve conflict
The residents that complete the QLS will indicate that by living on campus, they have learned to resolve relationship conflict.

1. Achievement Target:
70% of the residents that complete the QLS will indicate that by living on campus, they have learned to resolve relationship conflict (with roommates, apartments mates and/or other members of the residence hall).
2. Findings (2011-2012) - Target: Met
86% of the residents that complete the QLS indicated that by living on campus, they have learned to resolve relationship conflict (with roommates, apartments mates and/or other members of the residence hall).

II. Other Outcomes/Objectives, with Related Measures, Targets, Findings, and Action Plans

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.

      1. Achievement Target:
      70% of students completing the QLS will indicate clean rooms at checkin

      2. Findings (2011-2012) - Target: Met
      88% 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.

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

      2. Findings (2011-2012) - Target: Met
      87% 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).

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.
   Maintenance is provided in a timely manner.

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

      2. Findings (2011-2012) - Target: Met
      74% 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. 77% of the residents who complete the Quality
of Life Survey (QLS) indicated that the plumbing problems were corrected within a reasonable amount of time. 76% 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. 72% 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. 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.

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 (2011-2012) - Target: Met
   83% 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.

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 (2011-2012) - Target: Met
   85% 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.

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

2. Findings (2011-2012) - 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.

1. Achievement Target:
70% of students will indicate that they feel safe in the residence halls.

2. Findings (2011-2012) - Target: Met
89% 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.

1. Achievement Target:
70% of residents will indicate that they feel that their personal belongings are secure when left in the residence halls.

2. Findings (2011-2012) - Target: Met
95% 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.

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

2. Findings (2011-2012) - Target: Not Met
Only 68% of the residents who completed the QLS indicated that the atmosphere in their residence hall was conducive to studying.

3. Action Plan:
a. Build a new residence hall to replace Spieth, Selden and Sisk.
Build a new residence hall to replace Spieth, Selden and Sisk.
Established in Cycle: 2010-2011
Implementation Status: Finished
Priority: High
Implementation Description: Build a new residence hall to replace
b. Improve academic environment of residence halls.
The academic environment of the residence halls will be improved. Staff training of resident assistants will stress the importance of establishing and maintaining an environment conducive to studying. Hall directors will conduct walk-through inspections of their residence hall each week night after 8 p.m. to confirm that RAs are enforcing the noise policy.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High
Implementation Description: The Assistant Director of Housing will discuss ways to maintain an academic environment in the residence halls during staff training. Hall directors will conduct inspections of the residence halls to insure that an academic envornoment in maintained.
Projected Completion Date: 06/02/2013
Responsible Person/Group: Assistant Director of Housing Hall Directors RAs

III. 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: Planned
   Priority: High
   Implementation Description: Purchase new mattresses and desk-chairs.
   Projected Completion Date: 07/14/2012
   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 (recurring)

B. Create graduate hall director positions.
   Since the University has added a masters degree concentration in college student affairs, Housing should upgrade the hall directorships to graduate assistantships. 
   Established in Cycle: 2011-2012
   Implementation Status: Planned
   Priority: High
   Implementation Description: Create graduate assistantships for hall directors.
   Projected Completion Date: 02/14/2013
   Responsible Person/Group: Director of Housing, Assistant Director of Housing
   Additional Resources Requested: Stickney Stipend Increase: $10,000. Reed
Stipend Increase: $10,000. Patterson and Hoover Stipend Increase: $10,000.

Budget Amount Requested: $30,000.00 (recurring)

C. Hire a full-time hall director for the new residence hall.
Hire a full-time hall director for the new residence hall.
Established in Cycle: 2011-2012
Implementation Status: Finished
Priority: High
Implementation Description: Hire a full-time hall director for the new residence hall.
Projected Completion Date: 04/30/2012
Responsible Person/Group: Director of Campus Life and Housing, Assistant Director of Housing.
Additional Resources Requested: Salary = $27,000 Benefits = $9,000
Budget Amount Requested: $36,000.00 (recurring)

D. Refurbish Stickney Hall rooms.
Refurbish the rooms at Stickney Hall with new furniture.
Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High
Implementation Description: Refurbish Stickney Hall rooms.
Projected Completion Date: 07/14/2013
Responsible Person/Group: Director of Campus Life and Housing, Director of Purchasing.
Additional Resources Requested: Furniture: $250,000
Budget Amount Requested: $250,000.00 (recurring)

IV. Analysis Questions and Analysis Answers

A. What specific strengths did your assessments show? (Strengths)
Housing continues to provide safe, clean and well-maintained residence halls for the students of UWA. Providing a safe and secure environment within the residence halls is critical. Assessment shows that 89% of the residents surveyed feel safe and 95% of the residents surveyed feel their personal property is secure. This year, learning outcomes were developed. While Housing has always provided an opportunity for "learning outside the classroom", this is the first time that actual learning outcomes were assessed. 89% of the residents surveyed believe they have developed independence by living in the residence halls. 86% of the residents surveyed believe that living on campus has helped them to learn to resolve conflict.

B. What specific weaknesses or challenges did your assessments show? (Weaknesses)
While providing an environment conducive to learning within the residence halls is a very important objective of UWA Housing, the objective was not met. Narrative information provided by residents that answered the survey questions indicated that the residence halls, especially the freshmen areas, are too loud during the evenings.

C. What plans were implemented?
A student affairs professional with a masters degree and three years of full-time experience was hired as the Residence Life Coordinator (full-time hall director) for Gilbert Hall. Gilbert Hall is on track to open on August 16, 2012. Spieth, Selden and Sisk will be used for pre-season housing, for students that must arrive on campus early. Spieth, Selden and Sisk will be closed on August 16, 2012.

D. What plans were not implemented?
Funding was limited, so additional mattresses and chairs were not purchased this year. However, since Spieth, Selden and Sisk are being closed after July 2012, the best mattresses and chairs from these buildings will be used to replace older mattresses and chairs in Stickney, Reed and Hoover (Phase 1). The graduate program in College Student Development has been in transition, so the plan to recruit graduate students from the program were put off until 2013.

E. How will assessment results be used for continuous improvement?
The assessment results indicated that Housing needs to improve the educational environment of the residence halls. The Assistant Director of Housing will discuss ways to maintain an academic environment in the residence halls during staff training. Hall directors, and the Residence Life Coordinator in Gilbert Hall, will conduct inspections of the residence halls to insure that an academic environment is maintained. While all of the other objectives were met, the satisfaction level with repairs was lower than expected. For this reason, communication with residents regarding the status of repairs will be improved so that repair needs are not overlooked.

V. Annual Report Section Responses

A. Key Achievements
Gilbert Hall, the new freshman residence hall, will open on August 16, 2012. A full-time student affairs professional with a master's degree has been hired to oversee the residence hall.

B. Staff Achievements
Angela Ward, Assistant Director of Housing, was elected to serve as the Alabama State Representative to the Southeastern Association of Housing Officers. At the annual state of Alabama RA conference on October 1, 2011, Angela Ward's program was selected as the "Best Presentation" during the conference.

C. Public/Community Service
Luther Gremmels, Director of Campus Life and Housing, served as a member of the Board of Directors for the Sumter County Fine Arts Council.
## ANNUAL PLAN

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<thead>
<tr>
<th>Item</th>
<th>Approved</th>
<th>Remarks</th>
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<tbody>
<tr>
<td><strong>Goals</strong></td>
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<tr>
<td>Goals are broad statements describing what the unit wants to accomplish. Goals relate to both the unit's mission and the University's mission. The goal(s) is stated as the University goal(s) a unit is attempting to meet.</td>
<td>YES</td>
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<tr>
<td><strong>Outcomes/Objectives</strong></td>
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<td>Outcomes and objectives are statements that describe in some detail what the unit plans to accomplish. Outcomes/objectives are associated with all applicable goals, strategic plans, standards, and institutional priorities.</td>
<td>YES</td>
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<tr>
<td>Objectives are active-verb descriptions of specific points or tasks the unit will accomplish or reach. Outcomes are active-verb descriptions of a desired end result related to student learning and the unit’s mission.</td>
<td>YES</td>
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<td><strong>Measures</strong></td>
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<td>Measures are statements to judge success in achieving the stated outcome or objective. Measures contain information on the type of evidence and assessment tool that a unit will use to verify if stated outcome/objective has been met.</td>
<td>YES</td>
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<td><strong>Achievement Targets</strong></td>
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<td>Achievement targets are the thresholds that the measures must meet for the unit to determine that it has been successful in meeting its specified outcomes/objectives. Achievement targets are measurable statements.</td>
<td>YES</td>
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### SELF-STUDY

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<thead>
<tr>
<th>Item</th>
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<tr>
<td><strong>Findings</strong></td>
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<tr>
<td>Findings are indications whether an outcome/objective was met or not. Findings are put into the system under each achievement target. Findings include an interpretation of results, possible uses of results, reflection on problems encountered, indicated improvements/changes and strengths or weakness.</td>
<td>YES</td>
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<td>NO</td>
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<td><strong>Action Plans</strong></td>
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<td>Action plans are detailed plans created by the unit to meet an outcome/objective that was only partially met or not met or to make improvement to those outcomes/objectives that were met but still need some strengthening. The plan includes a projected completion date, implementation description, responsible person(s)/group, resources required, and budget amount (if applicable).</td>
<td>YES</td>
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<td>Action plans created in previous cycles have been updated with implementation notes.</td>
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<tr>
<td><strong>Annual Report</strong></td>
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<tr>
<td>The Annual Report section contains information on key achievements, faculty and/or staff achievements, and community/public.</td>
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<tr>
<td><strong>Analysis Report</strong></td>
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<td>The unit has reflected on and created narratives for each of the following areas: specific strengths and progress made on outcomes/objectives, specific weaknesses or challenges, plans that were and were not implemented, and how assessment results will be used for continuous improvement.</td>
<td>YES</td>
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**Approved by:** [Signature]

**Date:** 7-27-12

**Received by OIE:** [Signature]

**Date:** 8-10-12