## 2009-2010 ANNUAL REPORT TEMPLATE

**Department:**  **Residence Life and Dining Services**

1. Please document results of strategies from your 2009-2010 Planning Document using the following template:

<table>
<thead>
<tr>
<th>Goal</th>
<th>Strategies</th>
<th>Intended outcomes (those listed in the Planning Document)</th>
<th>Unintended/Other outcomes (not listed in the Planning Document)</th>
<th>Evidence of whether or not outcomes were achieved*</th>
<th>How will your assessment data shape this strategy in the future?</th>
<th>How did this strategy support the Strategic Plan? The Vision for Students?</th>
<th>If you did not undertake the strategy please explain</th>
</tr>
</thead>
</table>
| **Personal Development**  
1-Students will be exposed to diversity.  
2-Students will engage in community building activities both in the residence halls and in the greater University community.  
3-Students will learn to respect different resident’s races religious beliefs, and creeds, etc.  
4-Aid students in gaining hands-on experiences with skills needed in the real world | 1-Present diversity centered programs within the residence halls, including special focus on BHM, Hispanic History Month etc.  
2-Expose students to community outreach opportunities  
3- Host round table discussion programs that encourage open dialogue within a diverse population.  
4. Focus on programming real life skills within the residence halls. | Students will become active members within a community by developing relationships within a diverse population. | Department hosted 20 programs with a multicultural/diversity education theme. 147 resident students attended.  
Department hosted 11 volunteer/outreach programs with 77 resident students attending  
Only 1% of 783 resident students surveyed reported no interaction with residents different than themselves.  
44% reported an extremely high level of interaction.  
94% of the resident students surveyed reported that they moderately or extremely benefited from these diverse interactions. | The Department will maintain the current intensity of its programming efforts and continue to utilize the same programming model. | These strategies help promote and sustain an accessible, vibrant community that values diversity.  
These strategies support the vision by engaging students in a diverse world and helping building inclusive and interactive communities. |
### Academic Development

1. Help students become comfortable with creating their own goals and aspirations.
2. Improve students study habits and class attendance.
3. Help students discover their career goals/path.
4. Create opportunities for student interaction with faculty members.

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Continue the Academic Excellence Program within the residence halls.</td>
</tr>
<tr>
<td>2.</td>
<td>Have programs within the residence halls directed toward finding a major, and defining a career path.</td>
</tr>
<tr>
<td>3.</td>
<td>Work with Career Services, and Academic Counseling.</td>
</tr>
<tr>
<td>4.</td>
<td>Host additional faculty programs within the residence halls with student/faculty interaction.</td>
</tr>
</tbody>
</table>

Students will modify study habits to achieve their personal academic goals.

Of 135 students who completed the academic goals survey in the Fall and follow-up survey in the Spring, 78% reported that they achieved their academic goals. Of these 78%, there was an overwhelming positive response that “Living on Campus had a strong or slight impact on my studying”.

The Department will maintain the current intensity of its programming efforts and continue to emphasize academic and faculty programs. We will conduct the Academic Goals assessment one more year and then have our Learning Outcomes Assessment Committee review our assessment plan for 11-12.

### Community Development

1. Students will become familiar with the different avenues of support available to them.
2. Students will become aware of appropriate ways and avenues to relieve and deal with their stress and anger.

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<tr>
<td>1.</td>
<td>Have the resident Advisors complete with each resident a “Roommate Contract” that affirms positive behaviors.</td>
</tr>
<tr>
<td>2.</td>
<td>Host programs within the residence halls, in conjunction with Counseling Services.</td>
</tr>
<tr>
<td>3.</td>
<td>Help guide students toward other avenues to release stress, through things like intramurals and other organizations on campus.</td>
</tr>
</tbody>
</table>

Students will engage in relationships that encourage civil behavior.

Only 1% of 790 resident students surveyed said they did not respect other students. 98% said they moderately to extremely “respected other students in their living areas,” with ½ of those responses being “extremely.”

Residence Life reports see no increase or decrease in roommate conflicts.

Crime statistics on an annual basis saw a decrease in simple assault from 26 to 22 and thefts in the residence halls (Larceny) fell from 21 to 17.

The Department will maintain the current intensity of its programming efforts and continue to utilize the same programming model.

The Department will work to quickly resolve incidents that involve aggressive behavior by removing the offending students from housing.

The Department will continue to work with Police Services on safety enhancements to the residence halls.

This strategy helps students identify, develop and articulate competencies necessary to succeed in one’s chose field and supports the University goal of developing academic programming that increases student learning.

This strategy helps students to better understand and manage their self by helping develop integrity and personal responsibility.

It also helps fulfill the strategic goal of developing a safe and secure campus environment for all faculty, staff, students and visitors.
| Living Learning Community | 1-Identify and develop relationships with group liaisons to ensure timely communication of challenges within the LLC community or with faculty.  
2-Identify strategies to encourage resident participation and ownership of LLC component. | Effective and timely communication will strengthen understanding and encourage involvement from various faculties. Understanding the needs of residents will allow for effective program development and encourage resident involvement. Increasing resident and faculty involvement will aid in recruitment of new residents into the LLC. | All LLC spaces at Carpenter Complex are full at this time for Fall 2010. By working with advisors we were able to identify problems one Greek group was having filling spaces and we are working with them. | It will continue | LLCs and Greek Housing for women help establish a connection to the University of Memphis.  
These are residential options that enhance recruitment and retention |
| Theme Residence Hall Housing | Provide presentations on the benefits of living on themed housing floors during Orientation and other opportunities for recruitment | Students will recognize the benefit of living in themed housing and the role it can play in enhancing the live on experience and their academic success.  
Students will become active members in their community.  
Students will develop relationships with diverse populations.  
There will be an increase in the number of students living on themed housing floors. | 47 students requested to live on the Fine Arts floor in Richardson Towers which resulted in an increase of more than 40 students living in Theme housing for the Fall 2009. | The EBI will be conducted in February 2011 which will help us determine the programs effects on student development and engagement. This community was in existence at the time of the last EBI. | Housing designed around a common interest helps establish a connection to the University of Memphis and are residential options that may enhance recruitment and retention |
<table>
<thead>
<tr>
<th>Freshmen First Program</th>
<th>Honors and Emerging Leaders Floors</th>
<th>Resident Advisor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continue to recruit and encourage students to live on Freshman First Floors in Richardson Towers</td>
<td>Maintain, recruit and encourage students to live on Honors and Emerging Leaders floors in Richardson Towers</td>
<td>Assuring that the Resident Advisor candidate pools for Fall and Spring selection will have a demographic profile similar to the resident student population</td>
</tr>
<tr>
<td>1-Provide presentations on the benefits of living on FF during Orientation and other opportunities for recruitment. 2-Discuss and provide recent statistics on retention and increased GPA of the residents from FF floors during Orientation and other opportunities for recruitment.</td>
<td>During all recruiting opportunities, provide presentations on the benefits of living on the Honors and Emerging Leaders floors.</td>
<td>1-Profile current resident population. 2-Profile RA candidate populations for Spring 2009, and contract with current RA profiles. 3-Target student groups whose membership is comprised of</td>
</tr>
<tr>
<td>1-Students will be familiar with the value of living on the FF floor and the role it can play in their academic success. 2-Students will become active members of their community. 3-Students will develop relationships with diverse populations. 4-There will be an increase in the number of students living on the FF floors</td>
<td>1-Students will be able to identify the benefits of living on the Honors and Emerging Leaders floors. 2-Students will become active members of their community. 3-Students will develop relationships with diverse populations. 4-There will be an increase in the number of students living on the Honors and Emerging Leaders Floors</td>
<td>Final candidate pools, from which Resident Advisors are selected, will have a profile similar to the resident population (within 10%).</td>
</tr>
</tbody>
</table>
| Maintain a good partnership with Academic Affairs by having students who live on FF floors take ACAD 1100. Partner with the Bookstore for opening activities for FF to help create opportunities for our business partner to succeed. | Maintain and improve our relationship with the Honors program in an effort to ensure that spaces in the LLC are filled for Fall 2010. | Resident Advisor Ethnic Profile for Fall 2009 and Fall 2010:  
Fall 2009 African American – 60%, Caucasian – 38%, Other – 2%  
Fall 2010 African American – 48%, |
| The number of students living in FF housing increased by 3%  
More than 94% of Freshman resident students surveyed said that living on campus enhanced their ability to meet other people and live cooperatively. | We did not survey students to determine if they could identify the benefits of living on their specific floors. We did have an increase in the number of students living on the floors.  
98% of resident students said they moderately to extremely “respected other students in their living areas,” with ½ of those responses being “extremely.” | Strategy appeared successful and will be monitored |
| The Department will maintain the current intensity of its programming efforts and continue to utilize the same programming model. | The Department will maintain the current intensity of its programming efforts and continue to utilize the same programming model. | These strategies help promote and sustain an accessible, vibrant community that values diversity.  
These strategies support the vision by engaging students in a diverse world and helping building inclusive and interactive communities |
| These are residential options that enhance recruitment and retention | These are residential options that enhance recruitment and retention | These strategies help promote and sustain an accessible, vibrant community that values diversity.  
These strategies support the vision by engaging students in a diverse world and helping building inclusive and interactive communities |
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<tr>
<th><strong>Dining Services:</strong></th>
<th><strong>Caucasian – 46%, Other – 6%</strong></th>
<th><strong>interactive communities.</strong></th>
</tr>
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<tbody>
<tr>
<td>Implement 1st year of new dining contract.</td>
<td>1. Market new spending plan to maximize student knowledge and use of the product in partnership with the bookstore and vending contracts. 2. Develop, plan and implement the move in and installation of the new dining facilities in the UC. 3. Market and open new UC dining facilities. 4. Maximize sales in all dining facilities while meeting student and staff needs for good customer service and positive dining experiences.</td>
<td>1. Market RA position to those students.</td>
</tr>
<tr>
<td>1. Students will have minimal customer services issues as a result of the spending plan. 2. Concept implementation, move in and opening will meet all planned target dates. 3. Sales in UC facilities will exceed sales in Jones Hall during the spring semester. 4. Customer service will exceed prior year assessment with an increase in sales.</td>
<td>Increase the commission paid to the University.</td>
<td>Dining Dollars: 2009-2010 Collected DD Revenue = $3,514,417.20 Aramark Usage $2,222,089.94 or 63%. This does not include the 3% of DD revenue that was applied toward the cost of meal plants. Together is 66% or close to our estimate that Aramark would capture 65% of collected revenue. Concept implementation and move in occurred prior to the opening of the UC and sales figures far exceeded sales in Jones Hall during the spring semester by an average of $5 per day. With more than 1200 people participating in the annual Aramark Dining Services survey, mean score for overall experience for Fall and Spring increased by .22 and .07 respectively.</td>
</tr>
</tbody>
</table>
**Child Development Center:**
Obtain additional funding for operations through grants. Expand the CDC for the fall 2009

- Identify, write and submit grant proposals that meet operational and expansion needs
- Continue to work with Campus Planning and Physical Plant to expand the center’s use by 25 children per hour of operation

**PSAM grant (Provider Self-Assessment & Mentoring) was awarded in the amount of $2000.00 which helped with CDC operations.**

Future expansion at the current location will not be possible. As Residence Life investigates replacing Richardson Towers, the Department will need the Carpenter Apartment for live-in staff. Without this apartment any new construction will have to include new additional apartments which would drive up the cost of replacement housing with no additional revenue generated.

Cost for expansion were triple amount budgeted. The plan for expansion has been abandoned.

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*Evidence should include results from the assessment plan from your 2009-2010 Planning Document, along with any other data you would like to present - qualitative or quantitative (participation numbers, income generated, etc). If you did not complete the assessment plan outlined in your Planning Document, please explain. You should also include participant quotes here.*

2. Please include results from programs/services not included in your 2009-2010 Planning Document below:

<table>
<thead>
<tr>
<th>Program/Service</th>
<th>Intended Outcomes</th>
<th>Evidence of whether or not outcomes were achieved</th>
<th>How will your assessment data shape this program/service in the future?</th>
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3. Report any additional data that demonstrates how your department supports the persistence and graduation of students. Tables or charts are appreciated.

Fall 2008 to Fall 2009:

- Retention of first-time full-time freshmen = 76%
- Retention of freshmen in Living Learning Communities = 88%
4. What is your BHAG? List evidence that supports that you are making progress toward it.

*Be recognized as one of the safest urban campuses in the country.*

Total crimes in the residence halls by calendar year

![Total Crimes 2004-2009](chart.png)
Total crimes per building by calendar year

5. List any awards or other notable accomplishments by the department, individual staff or students:

   I have attached a series of complimentary emails and notes.

   Lavaire Lockhart – Employee of the Year 2009-2010

6. Photos suitable for publication should be placed in YOUR O Drive and notify Pat of the location.

   We do not have an O Drive in Residence Life but I have emailed Stephanie the photos.