

# ANNUAL ASSESSMENT REPORT AND STRATEGIC PLANNING UPDATE Year: 2006

**Area or Unit Name:** HOUSING AND RESIDENCE LIFE

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## Section 1. Goals and Accomplishments

**Goal 1:** Access and Diversity: Recruit, hire, and retain a more diverse student and professional staff to meet the needs of the diverse student body. Recruit and retain a diverse resident population.

- 51.9% of full-time department workforce is non-white ethnic origin. 23.83% of student workforce is reported as non-white ethnic origin. 21.50% of on campus students reported as non-white ethnic origin.
- Staffing structures in several areas of the department continue to change for improved efficiencies, and to meet the needs of students and the department.
- Our student staff recruitment and selection processes continue to be evaluated and modified to help encourage a diverse applicant pool.
- Marketing and Promotions for Student Affairs (MPSA) collaborated with several Student Affairs departments, as well as Institutional Research and Information Management, to accurately represent minority student populations on the Texas Tech campus in order to recruit and retain diverse resident and student populations. MPSA included images of diverse ethnic groups in 88 percent of its 173 projects/campaigns.
- A new pay proposal was submitted to help hire and retain a diverse Custodial Staff.
- The Residence Life Awareness committee put on several events to educate the both our on and off campus community about diversity awareness; Sleep Out for the Homeless, Martin Luther King Jr. Celebration, Tunnel of Oppression, and National Coming Out Day for our LGBTIQQA students.
- Ongoing training and development of staff on topics of diversity was conducted.
- Two ACUHO-I (Association of College and University Housing Officers – International) summer interns gained experienced throughout the department to take back to their home institutions.

**Goal 2:** Academic Excellence: Develop in collaboration with the University, community residential based programs and initiatives that support and advance the academic goals of our students.

- In support of the strategic priority of enriching the educational experience, our marketing staff collaborated with several Student Affairs departments to promote their respective educational programs, facilities and services by managing and producing 26 educationally-based projects/campaigns, each benefiting the university's residents.
- Students living on campus continue to perform better academically than off-campus counterparts. Fall 2006 freshman living on campus have an average GPA of 2.839 while off-campus freshman have an average GPA of 2.431. The Spring 2006 GPAs were 2.784 for on-campus freshmen and 2.491 for their off-campus counterparts.
- Added wireless Internet for Honors College residents in Gordon Hall.
- In fall 2006, the department moved from a programming model to an educational curriculum which is focused on specific learning outcomes and student learning. The curriculum is centered on a three pronged approach to consider various learning styles.
- Civility, Achievement, Engagement, Character and Independence were the defined learning outcomes for the department in the Fall of 2006. The outcomes were developed to focus learning initiatives and communicate to students, parents and stakeholders what is intended and expected of students to learn while living in the residence halls in order to develop responsible, caring, and confident life-long learners and citizens.
- In April of 2006, our Professing Excellence program recognized 10 faculty members. The faculty members were nominated by residence hall students for their innovative teaching in and outside the classroom.
- Lounge spaces in the Stangel/Murdough Complex were updated to provide space for learning community dialogue and programming.
- The College of Agricultural Sciences and Natural Resources Learning Community started in the fall of 2006 in Stangel/Murdough.
- Continued our partnership with the Division of Student Affairs to promote and program around "StrengthsQuest" with thousands of students to help build a strengths based campus.
- As managers of the freshman residency requirements, a new policy was implemented to change the university policy and exemption requirements to include students who have not completed 30 hours of college credit. Research continues to support our premise that living on campus has a positive effect on the GPAs and retention of our students.
- Recruiting and retention efforts include encouraging students to choose rooms within special Learning Communities.

**Goal 3:** Engagement: Create community service opportunities, programmatic events, and leadership development as major components of residence hall living.

- The Howdy Techsan program had over 65 students involved in 2006. The program included a leadership training day and monthly Howdy Techsan Roundups to provide on going contact and leadership development experiences. To support the future success of this program, RHA sponsored a summer intern to plan for the program.
- In support of the strategic priority of enriching the educational experience, MPSA collaborated with one Student Affairs department to promote its community service programs, facilities and services by managing and producing five community service-based projects/campaigns, each benefiting the university's residents.
- Housing & Residence Life staff participated in Adopt-a-Family for the 2006 holiday season. Gifts were collected and given to a single parent family with 3 small children. Forty seven gifts were purchased with donated funds for the children.
- The Residence Halls Association hosted the 2006 SWACURH Conference at Texas Tech University. It was the largest conference in several years for SWACURH. At the conference, Sara L. Rice from Texas Tech University, Community Advisor in Colman Hall, received the SWACURH Resident Assistant of the Year award. Additionally, at the No Frills SWACURH Conference, Loni Flores was awarded the Advisor of the Year and Rosa Phifer won the OCM & Distinguished Service Award.
- The Texas Tech Residence Hall Association was awarded the Building Blocks: Most Improved RHA from the National Association of College and University Residence Halls (NACURH) in May of 2006. This is a national award.
- Housing and Residence Life was recognized for it's fall 2005 SECC campaign.
- During fall training, student and professional staff, a total of 180 people, worked with service organizations throughout the city of Lubbock for a total of 720 hours of community service in one day.

**Goal 4:** Technology: Maximize the use of technology in the delivery of services and information to students living on campus.

- Implemented automated processes to manage staff access to servers, applications and computers based upon employment location and start and termination dates.
- Developed and created a new integrated web application, myhousing, which will provide multi functions including applications/renewals, exemptions, and orientation housing.
- The myhousing module for housing application/renewals allows current residents to select and renew contracts on-line during the renewal process in October 06.
- New students admitted for fall 2007 are able to select rooms and roommates on-line using the myhousing beginning in November 06. This provides students with the ability to choose specific room assignments prior to summer. A 6th month improvement on previous service.
- Implemented use of new exemption database module of myhousing which provides for tracking and reporting of exemption requests.

**Goal 5:** Partnerships: Build strategic partnerships within Student Affairs to maximize programming efforts and impact on students, while also inviting faculty to become more involved in campus life.

- We continued to work closely with Student Judicial Programs to fairly allocate judicial cases among residence hall staff judicial officers.
- Staff participated on numerous inter-departmental committees discussing student's needs and organizing events on behalf of Student Affairs: ART Meetings, Raider Welcome, Student Wellness, Summer Reading Program, Feed Your Body and Soul Week, Raider Assistance Program, University Day, Arbor Day, and others.
- Created stronger faculty connections with the Health Sciences and College of Agricultural and Natural Resources faculty.
- Staff continues to partner with Student Business Services, Financial Aid, IT and others through participation in committee meetings and discussions related to student accounts, billing, etc.
- Staff continues to work with other Student Affairs departments in the utilization of the new time/attendance system, TimeCentre.
- Staff continues to partner with Admissions and other departments related to freshman residency policy revisions and notifications, and recruitment.
- Staff served on search committees for Student Judicial Programs, the Center for Campus Life, the College of Education, and Parent Relations.
- Staff participated in Experience Texas Tech days as well as University Day.
- Utilized student staff to make personal connections with professors, increasing faculty participation in learning communities.
- Staff participated in regional (Admissions) receptions to recruit students to Tech.
- Continued to work with all areas of Student Affairs to promote the divisions StrengthQuest initiative and in support of being a strengths based division.

**Goal 6:** Human Resources: Maintain a quality work force and work environment that promotes education and service to students.

- We participated in National Housekeeper Appreciation Week
- Student and professional staff received training in the area of ethics, character and civility development to increase awareness of key ethical and civility issues in the workplace and in the student affairs profession.
- Staff committee to provide recognition, staff development, and team building activities sponsors quarterly and monthly events for staff.
- Staff participates in annual university events such as Arbor Day, Student Affairs Picnic, etc.
- Department sponsors annual Length of Service luncheon to recognize staff with 8 or more years of continuous service.

**Goal 7:** Tradition and Pride: Promote the traditions and spirit of Texas Tech University.

- We provided red and black uniform shirts to staff to wear on Spirit Fridays.
- The Residence Halls Association continues to sponsor and promote the popular Tech Tradition, Carol of Lights.
- In partnership with the ID office, the number of students attending home sporting events are tracked and promoted throughout the halls.
- Foam fingers were purchased for residence hall students and highlighted the departmental focus on civility.
- Staff assisted with the development and implementation of Raider Welcome.
- Recruiting efforts include informing new students of Texas Tech University traditions and encourage their participation in the traditions and pride of being a Red Raider.

**Goal 8:** Departmental Advancement and Accountability: Create a fund balance to better meet future needs. Establish scholarship fund to assist with housing costs of eligible students.

- Through management and controlled spending, added \$1,589,585 to the department fund balance for FY06.
- Residence Hall occupancy for fall 2006 increased by 3%.
- We awarded 22, \$1000 dollar scholarships, to upper class students living in the residence halls.
- Created a Student Staff Scholarship with \$50,000, which will generate funds for two \$1,000 scholarships for student staff.

**Goal 9:** Facilities: Ensure that we are providing safe and adequate housing for our students.

- Bledsoe/Gordon/Sneed Life Safety project was completed. B/G/S Life Safety sprinkled 880 beds in 237,336 sq. ft. at a cost of \$5,450,000. This project completes a \$24 million dollar Life Safety Project that covers all 6,748 beds in 1,709,578 sq. ft. with life/fire safety equipment.
- We continued to renovate numerous community bathrooms/showers, main lobbies, study areas, and other public spaces to better serve our students living in traditional residence halls.
- Rearranged the Housing office Receptionist area to provide two work stations to provide customer service to students, parents and others.
- Air conditioning was approved for installation in Bledsoe/Gordon/Sneed Complex, to be completed by August 2008.
- 655 new desks, dressers, and chairs were purchased for Bledsoe and Sneed Halls at a cost of \$422,585.
- Ten facility staff members attended the Big XII Housing Operations Conference in College Station, TX.
- Gordon Hall's lobby was updated with the assistance of the Honors College to enhance a social setting needed for honors students.

## **Section 2. Universal Quantitative Data**

**There are no Universal Quantitative Data for this area/unit.**

## **HOUSING AND RESIDENCE LIFE**

### **Area/Unit Specific Information**

#### **Section 3a. Quantitative Information**

There is No Area Specific Data in Calendar Year Section.

There is No Area Specific Data in Fall Section.

Fiscal Year		2000-2001	2001-2002	2002-2003	2003-2004	2004-2005	2005-2006
ACUHO-I/EBI Resident Satisfaction Survey							
Overall Satisfaction							
RA/Advisor			5.94	6.04	5.99	5.41	5.32
Information Provided By RA			5.95	6.06	6.02	5.59	5.46
Opportunities to Participate in Hall			5.34	5.47	5.41	5.00	4.75
Interact With Others In The Hall			5.63	5.63	5.66	5.40	5.28
Ability To Manage Time And Solve Problems			5.27	5.22	5.24	5.06	4.82
Understand Self/Develop Leadership Skills			5.35	5.35	5.39	5.15	4.96
Fellow Residents			5.33	5.31	5.34	5.05	4.94
Roommate(s)			5.65	5.71	5.90	5.41	5.46
Personal Space (Room) In The Hall			5.13	5.10	5.08	4.72	4.71
Floor Or Hall Facilities			5.13	5.10	5.21	5.07	4.93
Residence Hall Services			5.73	5.76	5.84	5.61	5.57
Room Assignment Or Change Process			5.36	5.32	5.35	5.07	4.97
Safety And Security			5.73	5.67	5.73	5.60	5.66
Dining Services			4.81	4.78	4.93	4.93	4.92
Overall Residence Hall Student Satisfaction			4.64	4.58	4.63	4.40	4.28
ACUHO-I/EBI Resident Assistant Satisfaction Survey							
Overall Results							
RA Selection Process			5.40	5.16	5.45	5.21	4.97
Clear Job Expectations Established			5.76	5.47	5.74	5.26	5.51
Training Provided Necessary Skills			5.35	4.95	5.27	5.02	5.04
Enhance Student Responsibility & Cooperation			5.82	5.68	5.71	5.63	5.79
Enhance Students Self Management And Values			5.43	5.44	5.41	5.34	5.54
Enhance Student Durg/Alcohol/Cultural Awareness			5.77	5.52	5.48	5.45	5.69
Supervision By Hall Director (Direct Supervisor)			5.88	5.60	5.71	4.64	5.245
RA Working/Living Conditions			5.49	5.25	5.36	5.00	5.22
Impact Of Inappropriate Behaviors On Students*			4.07	4.46	4.31	4.94	4.71
Lack Of Respect For Diversity Impacts Students*			5.75	5.63	5.96	6.29	6.03
Residence Hall Policies Assignments/Maintenance/Cleaning For Students			4.55	4.26	4.62	4.03	4.37
			5.17	4.74	4.84	4.56	4.62
Overall RA Satisfaction			5.43	5.22	5.21	4.70	5.13
Occupancy							
September Open Up			6104	5952	5965	5276	5642
January Open Up			5833	5421	5485	4978	5172

**Section 3b. Qualitative Information.**

There is no qualitative information for the current year.



#### **Section 4. Strategic Planning Update.**

**There is no strategic plan update for the current year.**

##### **Commentary:**

One of our greatest accomplishments for this year has been the addition of our five learning outcomes (civility, achievement, engagement, character and independence) for what we expect students to gain from the on-campus living experience at Texas Tech University. These outcomes have assisted us in aligning our mission, vision and values, as well as our facilities, services and programs to better meet the needs of our students.

##### **Implementation Plan:**

**There is no implementation plan for the current year.**