

WESTERN WYOMING COMMUNITY COLLEGE

Housing

Program Review Portfolio

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Section I

Overview of the Program

WWCC ON-CAMPUS HOUSING

- A. Program Description.
- B. Program Services.
- C. Program as it relates to *The Guiding Principles*.
- D. Program History.

A. Program Description - Providing comfortable, wholesome and pleasant living conditions, and an opportunity to make housing a positive educational experience, are among our most important goals. The on-campus living center plays an important part in the student's development at WWCC. Group living in a college setting is a social and broadly educative set of experiences. Interaction with people from other geographical areas, many of whom belong to other religions and races, broadens the student's perspective of life and its many component cultures. Further, the opportunity to compare one's own life style and values with those of other individuals and groups is a vital element in the maturation process of every student.

- B. Program Services provided by on-campus housing:
- Provides housing for full-time students during the academic year.
 - Provides housing for Students during the summer semester.
 - Provides short term housing for education based workshops and programs during the summer session.

C. Program as it relates to The Guiding Principle

Learning is Our Purpose- On-Campus Housing at Western Wyoming Community College is a living/learning center designed to provide personal growth that compliments the learning obtained in the traditional classroom.

Students are Our Focus – On-Campus Housing is an auxiliary service created to support the student customer’s number one goal, academic success.

Employees are our Most Important Resource – Western Wyoming Community College is fortunate to have on-campus housing employees who are loyal to the college and carry with them innate interpersonal skills. In addition, the college provides workshops designed to enhance these skill so to provide the best possible customer service to the resident customer.

Community is our Partner - Regularly WWCC On-Campus Housing donates it’s resources or makes facilities available at a reduced rate to support local events and agencies; events such as BOCES Astronomy Camps, legion Baseball tournaments and Rock Springs International Days.

Adapting to Change Defines Our Future – on-campus housing at Western Wyoming Community College began in 1976. Over 30+ years on-campus housing has had to adjust to the changing times. For example housing has had to change from merely “storing” students in the dorms to providing “Living /learning “residence halls. Technology and the computer age have come to college campuses and the residence halls have had to adjust accordingly. Student needs have changed and the residence halls have had to change as well.

Ethical Standards Guide Our Actions – The residence halls are a living / learning center. Honesty and Consistency are valued here. Residents and housing staff are not expected to be perfect but they are expected to handle their business with honesty and the residence hall staff is expected to enforce necessary rules and regulations in a manner consistent for all residents.

- D. Program History – On –Campus Housing at Western Wyoming Community College is a living/learning center designed to provide real life learning that compliments the learning obtained in the traditional classroom. On-Campus Housing is an auxiliary service created to support the student customer’s number one goal, academic success.

With a loan obtained from The farm Loan Board in the mid seventies, the board of trustees of Western Wyoming Community College made a commitment to provide on-campus living and constructed three

apartment buildings on campus. The buildings Snowy Range Hall, White Mt. Hall, and Teton Hall had a total capacity of 216 and were first occupied in the spring of 1977. The three original residence halls were built to house students and nothing more.

In 1985, in conjunction with a 60 million dollar campus facelift, a fourth residence hall was built to respond to enrollment increases and a demand for more on-campus housing. Rocky Mt. Hall I added an additional 72 beds to the on-campus living program. In addition, Rocky Mt. Hall I added another dimension to campus living by providing areas for gathering, interacting and general community building. Rocky Mt. Hall I made public television lounges, a computer room, and kitchenette facilities available to residents. These are places where residents could interact outside their contracted rooms. The construction of Rocky Mt. Hall I represented a change in philosophy regarding on-campus living on the part of the administration and the college community as a whole. No longer were the “dorms” perceived solely as a place to store students between classes; the “residence halls” were now accepted as a significant contributor to residence life and success at college.

With an on-campus capacity of 288, it was hoped that campus housing needs would be met, and they were for a number of years but by 1994 need was there again. The decision was made to go to the voters for a bond issue not only to build another residence hall but also to refurbish the college’s food service area. In the meantime, however, the college had a housing problem, and even if money were available, construction would take years. In response to the problem, the college purchased three townhouses located near the campus along College Drive. An agreement was made with The Townhouse Association. The College would own the facilities only until the residence hall was built and occupied and then the College would sell the property.

On December 13, 1994, the voters of Sweetwater County passed a 4.5 million dollar bond issue for the purpose of funding the building of a fifth residence hall and retrofitting the existing cafeteria area. Rocky Mt. Hall II, with an additional 96 beds opened its doors just in time for 1997-98 school- year, on August 21, 1997. The College sold the townhouse

properties soon thereafter as promised. Rocky Mt. II elevated the philosophy of community building to a whole new level. Not only were there TV lounges, there was a multi-purpose room known as the Rocky Mt. Commons which could be used as a meeting room, a class room or a room just to relax and watch a big screen television. There was also a modern kitchen area and a large public laundry complete with the best equipment including a change machine, detergent vending, and soft drink vending. Prior to the construction of Rocky Mt Hall II a storage room in Rocky Mt. Hall I was converted to a small four station computer lab. When Rocky Mt. Hall II was built a 19 station computer lab was added to the additional services provided. The old four station computer lab in Rocky Mt. Hall I was then converted to an exercise room. The double occupancy semi-private rooms in Rocky Mt. Hall II were also wired for Internet access. All the residence hall rooms would follow suit a few years later. Finally, as a service to residents, a resident assistant office / service desk area was made available and a restricted use elevator was provided for those unable to use stairs and for maintenance/custodial use.

Since 1997, the three original apartment buildings have been retrofitted. In addition Rocky Mt. Hall I has received substantial improvements. The outside of Snowy Range, White Mt. and Teton Halls have been outfitted with steel siding and the roofs have been re-shingled. All windows in the original apartments have been replaced. Also as briefly mentioned earlier, all residence hall rooms have Internet access.

In the decade from 1997 to 2007 housing occupancy rose gradually from about 340 to 430 and so did the need for additional on-campus housing. On May 2, 2006 the college unsuccessfully went out to the Sweetwater County Voters for a \$19.875 million bond issue that would have supported the building of a 120 bed facility but the voters of Sweetwater County resoundingly defeated the issue by a two to one margin. Nonetheless the college still needed housing so they decided to build a smaller residence hall consisting of just 48 single room beds. . On August 24, 2008 Wind River Hall was opened for business increasing the housing capacity to approximately 430. Funded partially by land sales and by a lease-revenue bond, the facility provides state of the art facilities for residents including air conditioning, internet access and single rooms.

While this facility was greatly appreciated it did not meet the need. On November 4, 2008 the College went out for a Mill Levy increase to build another \$16 million dollar residence hall that would accommodate an additional 72 beds, which would complete the initial 120 bed request in 2006, but again the voters denied the request by some 800 votes.

Requesting another lease-revenue bond would be out of the question due to lack of available funds. The College is currently investigating the possibility of a privatized arrangement. Currently we have already generated a significant waiting list for spring and for next fall. We hope to keep the loss of students to a minimum.

Section II

Identify Program Goals

1. Administer housing services that are beneficial to the student's academic, physical, emotional and social development.
2. Personalize the residence life processes to assist students to expand their acquaintance and knowledge of other persons or groups.
3. Structure productive, secure and pleasant environments.
4. Disseminate knowledge and encourage growth in those areas of human development normally not included in the formal curriculum. Such areas for example might be "Drugs and alcohol", "Eating Disorders", "Date Rape" and "Body Piercing".
5. Provide, via well-trained residence life staff, mature role model behaviors that are consistent with the objectives of higher education in a democratic society.
6. Serve other entities such as parents of students, faculty and staff of the college and the Sweetwater County Community. ****This goal was discovered during the process of writing this program review. It has therefore not been assessed.**

Section III

Assessment of Program Goals – WWCC housing Office Customer/Client Satisfaction Survey Results

The Western Wyoming Community College Housing Office, with the help of Dianna Renz, Learning Assessment Associate, conducted three surveys during the spring 2008 Semester using Survey Monkey technology. The three groups surveyed were current housing students (internal), parents of current housing students (external) and current WWCC faculty and Staff (internal).

For our purposes, questions related to the goals of this review will be evaluated with a 90% Criteria for Success. This will include the top two categories in a five-point Likert Scale.

Student Survey

Approximately 363 current housing students were contacted via e-mail to complete the housing review survey. Seventy-nine individuals, or about 22%, completed the survey. First it should be noted that the study sample was not scientifically selected. Completion of the survey was completely voluntary. Second, because of the tracking mechanisms in Survey Monkey , we are able to determine how many student responded to each question. One hundred students started the survey and 79 completed it (a 21% attrition rated). Keeping these factors in mind, the results discussed here are considered a representative sample of the population as a whole. Only those questions directly related to the Housing program goals were addressed in this section. Complete surveys and results are available in the Appendix.

Parents Survey

Parents of those students living in on-campus housing were contacted via postcard to complete the survey on Survey/Monkey. A link to the survey was included on the postcard with the option to request a paper copy. Ten parents (or 3%) responded to the survey, three of those requested paper copies. Like the students survey, the study sample was not scientifically selected and was complete voluntary.

Faculty /Staff Survey

Approximately 335 faculty and staff members were contacted via e-mail to complete the survey. One hundred thirty-eight individuals completed the survey, for a response rate of about 41%. The attrition rate for this group was 7%.

Student Survey Population

The WWCC Student Handbook states that housing is available for all full-time students (12 or more credits). Our survey found that the majority of the respondents were full-time though a small percentage (2%) have dropped some classes and are currently taking fewer than 12 credits. Slightly more than half (53%) take courses exclusively face- to-face while the other (47%) take a combination of online and face-to-face courses.

Housing program Review Goals and theSurvey

1. Administer housing services that are beneficial to the students' academic, physical, emotional and social development.

The first set of survey questions addressed housing service. Of the student survey group, 54% (or 67 students) use the services of the housing office two to five times per year. For purposes of the report, it is this group that was considered in the following analysis. For the parent and faculty/staff groups we used the entire sample.

The survey group rated the quality of the housing services in the following manner:

	Positive Responses		
	Students	Parents	Faculty/Staff
Employees treat students with courtesy/respect	95%	88%	90%
Employees answer questions accurately	96%	88%	90%
Services are provided in a timely manner	82%	75%	77%
Hours of operation are convenient	91%	100%	91%
Written communication is clear/easy to understand	91%	88%	73%
Rules/regulations are fairly and consistently enforced	71%	75%	51%

The whole group rated the importance of these services at or greater than 95%. Overall, the survey showed that the Housing Office provides quality services as detailed above. Only two areas did not meet the 90% criteria for all groups: Timely services and enforcement of rules/regulations. The responses seem to have a common thread - rule/regulation enforcement is perceived to be inconsistent and biased. Each group mentioned this as a problem.

(Housing Administrator Comments) - The survey results showed a good rating, however, not close to the 90% goal. More work needs to be done in this area.

2. Personalize the institutional processes and agencies to assist students to expand their acquaintance and knowledge of other person and groups

Students were asked to rate the housing application and meal plan processes on their ease of use. The following chart shows the responses:

	Positive Responses
	Students
The Housing Application process is easy to understand.	94%
The Housing Application process is easy to complete.	99%
Changing my housing or meal plan is easy to understand.	57%
Changing my housing or meal plan is easy to complete.	62%

As the chart shows, students are satisfied with the Housing Application process. The 90% goal was achieved. The marks were not so good, however, in the area of changing plans, specifically the meal plans. The student comments didn't address changing the plans so much as they were a general complaint about the cost and quality of the food.

(Housing Administrator Comments) – Western Wyoming Community College contracts with Sodexo Inc. to provide food services and catering to the residence hall area and the rest of the campus. Freshman and students not living in apartments are required to take a meal plan. Without this requirement we would not be able to contract with an outside agency and would therefore not be able to provide on-campus food services. All the

community colleges in Wyoming contract with Sodexo except Northwest College and our prices fall in the middle of the pack. Cafeteria food is bland for the most part and individuals who have to eat there regularly most assuredly would find the food to be boring. Sodexo tries to ‘spice’ things up by having steak nights and theme night centering around holidays and campus events but it’s hard to make everyone happy. Every effort is made to spice things up and to provide healthy and nutritious choices.

3. Structure productive, secure and pleasant environments.

Both students and parents were asked to rate the security, housekeeping and maintenance services offered by the Housing Office. They were also asked to rate the facilities available. Following are the results of that part of the survey:

	Positive Responses	
	Students	Parents
Residence Hall Security	84%	100%*
Residence Hall Housekeeping	92%	100%*
Residence Hall Maintenance	80%	88%
Residence Hall Computer Room	56%	100%*
Residence Hall Exercise Room	47%	100%*
Residence Hall Laundry Facilities	63%	86%
Residence Hall Room or Apartment	89%	75%
Residence Hall Common Areas	90%	100%*
Residence Hall Parking	38%	63%

Four categories fell below the 90% positive rating for both students and parents: maintenance, laundry facilities, room/apartment and parking.

(Housing Administrator Comments) – complaints on-campus toward maintenance are not so much directed toward the quality of the maintenance as they are toward the amount of time it takes to get the job done. The college has purchased some new software that will improve communication between housing and physical resources. Hopefully better communication will improve service. All laundry equipment in the residence hall area is leased from an outside vendor. This year the college has added a new service in conjunction with the

current laundry service called “free play”. Students pay a one- time fee each semester and are not required to use coins. Hopefully students will find this service will make doing laundry less of a hassle. Western Wyoming Community College has some of the finest on-campus living facilities in the Rocky Mt. west. There are ten housing options ranging from modest suit units to full apartments with double and single rooms. Parking has always been at a premium. There is actually plenty of parking but most of it is not located right in front of the individual’s building. The individual might have to walk a bit.

4. Disseminate knowledge and encourage growth in those areas of human development not included in the formal curriculum.

Students were asked how many organized housing activities they attended throughout the semester. Sixty-five percent of those responding said that they had attended one or more activities. When asked about the “Rocky Rubles” award system for attending those activities 68% were aware of the program.

(Housing Administrator Comments) – “Rocky Rubles” had its day. It was suggested at a time when attendance at RA educational programs was running very low. By giving individuals Rocky Ruble points when they attended a program attendance was significantly up for a while. Those that had accumulated the most points at the end of the semester won nice prizes like an I-pod or TV or a semester of free housing. Soon the novelty of this promotion wore off. It was replaced with a very simple idea that has been in place for two years and still seems to be going strong. The idea is holding an education event back to back with a fun social event. Simple but it seems to work.

5. Provide, via a well-trained residence life staff, more mature role model behaviors that are consistent with the objectives of higher education in a democratic society.

Students were asked a series of questions about the services provided by our Resident Assistants. Responses for all of the questions were below the 90% success criteria as shown below.

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(Housing Administrator Comments) – Training RAs (Resident Assistants) is always a work in progress. The College requires good academics and campus involvement and the housing office put interested individuals through a thorough interview process. Some RA teams are better than other usually because the chemistry is better. (Please forgive the personal comment) This years' RA team is one of the best this housing director has experienced in 34 years. All that can be expected of these people is that they do their best.

Section IV

Customers and Clients

Fulltime students and rarely part-time students, are our primary customer. Approximately 430 residents live in on-campus housing. This is approximately one third of the full time student population at the College. Because of the size of the College's service area, approximately 29,000 square miles, it is virtually impossible for all the College's constituency to commute. In addition, the college accommodates students from all over the United States and the world. The most recent monthly occupancy report shows the following breakdown in our residence halls:

- 20% - Sweetwater County
- 37% - other Wyoming
- 28% - Out of state
- 15% - International

Parents of College Students are as involved in their child's education as ever. The College welcomes and admires their involvement as long as they understand our primary customer is their son or daughter. As mentioned earlier we received a very low return rate on the surveys sent to parents so in the future we will have to come up with an incentive for parents to provide us feedback.

Faculty/staff and specifically those who are advisors are another major customer category for on-campus housing. Of the three surveys, the results from this survey was the most disturbing. Only 49% of those faculty and staff who advise say they have “Never” used the housing office. I think for the most part they appreciate the value of housing to the college community , however, they know very little about the services provided and the procedures used to run college housing.

(Housing Administrator Comments) - the event that currently draws faculty and staff into the housing area is “Official Housing Check-In Day that comes at the beginning of the fall semester. This is a wonderful event but is obviously not enough. Some other ideas are making sure all faculty and staff have a copy of the residence hall handbook which is a comprehensive look at on-campus housing which has evolved over time. Having an open house sometime in late September is another idea. Many schools have had success holding academic classes in the residence halls.

Section V

Regulations Compliance

Like most housing facilities in the area, on-campus housing at Western Wyoming Community College must conform to health and safety concerns as overseen by Rock Springs Planning and Zoning Commission and by local fire safety entities. Our residence halls are compliant.

Western Wyoming Community College is also an Affirmative Action/Equal Opportunity institution and as such, does not discriminate on the basis of race, color, national origin, sex, age, religion, disability status, disabled veteran, or veteran of the Vietnam, Gulf, or any other era in admission or access to, or treatment or employment in, its educational programs or activities.

Also in our dealings with students we are held to the utmost of privacy by FERPA (Family Education Rights to Privacy Act).

Section VI

Staff Development

What constitutes the “Housing Staff”? Many believe that custodial, maintenance and security operations are under the auspices of housing. They are not. These three groups work very closely together and are all under the Vice President for Administrative Services, however, Custodial Services, Maintenance Services and Protective Services are all responsible to their respective area supervisors in the Physical Resources Department while on-campus housing is directly responsible to the Vice President for Administrative Services.

Positions that fall under the Housing department are:

- The Director of Housing
- The housing and student activities office assistant
- P/T housing & Student Activities Clerical Aide
- 13 resident assistants

The Director of Housing – The director is a professional position and has the opportunity every year to attend various conferences such as ACUHO-I and the like. In recent years the director has been active with a regional association under ACUHO-I called AIMHO (The Association of Intermountain Housing Officers.)

(Housing Administrator Comments) – Working with and being a part of AIMHO has been one of the joys of the job, however, becoming more closely involved with the international organization ACUHO-I which is the parent organization of AIMHO would be greatly encouraged.

The housing and student activities office assistant - The assistant is a paraprofessional position. The position receives up grade training yearly in areas such as customer service, Colleague training; Blood Borne Pathogens and the like.

(Housing Administrator Comments) - More training is needed primarily in area of office management. There has been great improvement but not enough. Workshops designed to improve office skill would greatly improve the image of the WWCC Housing Office.

P/T housing & student activities clerical aide – The clerical aide has the same training available to him/her that is available to the assistant.

Resident Assistants – Resident Assistants are full-time students at Western Wyoming Community College who have gone through a rigorous selection process which includes academic success and campus involvement. Once selected the RA returns to school the following semester one week early to go through training which includes: conflict resolution training, fire safety training, team building etc. In addition RAs meet every Monday at 4pm to discuss matters of concern and periodically to undergo additional training.

An additional opportunity is also available, usually during October of the year, to attend a resident assistant conference (RAppin) at a local college or university to pick up some new ideas and to network. This conference is funded and sponsored by the regional professional housing association (AIMHO).

(Housing Administrator Comment) – The following questions need to be asked and answered by the incoming WWCC Housing Administrator:

- *Has the WWCC On-Campus Housing Complex grown to the point that it needs a live-in housing professional?*
- *Does WWCC ON-Campus Housing, which now serves one third of the full-time students at WWCC (430) need a larger office/service area?*
- *Does the Director of Housing and Student Activities need to be two professional positions?*
- *Does WWCC more on-campus housing?*
- *Should WWCC investigate the possibility of family housing? (The outgoing Director says “yes”.)*

Section VII

Facilities and Equipment

On-Campus housing at Western Wyoming Community College consists of six buildings with a capacity of about 435. Recently on November 4, 2008 an

attempt was made to convince the voters to approve a mill Levy increase for the purpose of building another residence hall. The attempt failed. It is believed that a seventh residence hall with a capacity of 72 would bring the overall capacity of on-campus housing to over 500 and stem the tide of recent waiting lists. Waiting lists in recent years it is believed have caused prospective students to either attend other schools or put off college altogether. The amount of funds provided through the community college formula and overseen by the community college commission depends on FTE (Full-Time Equivalency) or number of students. The college needs another residence hall.

WWCC Housing offers ten housing options in what are some of the best residence halls in the Rocky Mt. Region but with any facility that has been around for a number of years, repairs and replacements are needed. The administration at Western Wyoming Community College totally agree with the philosophy that the on-campus living experience compliments the education received in the classroom and they support whatever it takes to have a state of the art on-campus living complex.

At the present time the college boasts Internet access in every room and technically that is true but work still needs to be done so the service is there consistently. Lack of consistency causes lack of trust in the system. Internet access in the residence halls is still a work in progress.

Second probably to the need for a new residence hall is the need for additional camera security. The Campus Security Committee has been working for some time trying to make the campus environment safer. One way to do this is to place cameras in strategic locations. Currently the committee's recommendation to commence with phase one has passed Executive Council and is on its way to the Board of Trustees for final approval. Phase one has a price tag of about \$90,000 and will include the purchase and installation of cameras in the parking lots surrounding the residence hall areas. Moving on to other part of the campus will depend on funds available and the success of phase one.

Another suggestion is to air condition all the residence halls. Wind River Hall, the newest residence hall is the only residence hall of the six to be air conditioned. The residence halls are underutilized in the summer for a number of reasons but one of the biggest reasons is they are just not comfortable primarily in the months of July and August. More people may attend summer school if their housing was more comfortable and Industry may use our facilities

more if they could promise their people comfortable surroundings when they go through training. More business in the summers means more revenue for on-campus housing.

On-campus housing is a service operation. The heart and head of this operation is the Housing and Student activities office located in the main building. To handle an increase in housing enrollment, needed are additional staff and a larger office area. Half of this goal has been accomplished. A half time file clerk has been added to the staff. Unfortunately, when the new residence hall was voted down, so was the new offices. So now there is even less space to work with because there is an additional staff person. A larger working space is needed to deal with an increase in housing demand.

Section VIII

Printed Material and Web Site

Most of the previously printed housing material is currently on the web site. The main housing document which is the housing handbook is on the College's web site and available in hard copy. Every year the web site and the handbook are updated. The Program Revue Survey shows an 87% and 78% for the handbook and the web site respectively. These are not horrible ratings but again our goal was 90% so improvement is needed in both communication areas. It must be noted that the on-campus living handbook is also considered by of the housing lease and that is why some rules are explained in detail in the handbook. The following are some thoughts about improving the web site and the handbook:

On-Campus Living Handbook (A copy of this year's handbook is in the appendix)

- Constantly change pictures. Students like seeing themselves in the handbook.
- Make sure all information is current.

Housing Web Site (web site address – www.wvcc.wy.edu/housing/default.htm)

- Constantly change pictures.
- Consider the possibility of virtual tours of the residence halls and rooms.
- Include a web calculator so individuals can figure their charges.

Section IX

Recommendations from previous program review

(The previous program review was 2003)

- Improve relationship with Protective Services
- I believe the relationship between housing and protective services has improved greatly since 03. (Comments) - The two areas have trained each other. Protective Services are more student friendly and Residence Life are more aware of proper police procedure. Without Housing and Security working together the College would not now have a state of the art security camera system in the College's parking lots.
- Work with Physical Resources to improve residence hall maintenance service.
- There has been some improvement in this area but not enough.
- Work with the food service to better meet the needs of the residents.
- Very little progress has been made here.
- Re-write and update the on-campus housing operations manual.
- This is a work in progress.
- Prepare a proposal for future residence halls
- One residence hall has been built and two attempts for further building have been voted down by the residents of sweet water county. The need is still there but no new plan has come forward as of yet.
- Install sprinkler systems in the residence halls.
- This has been done.
- Install push button system in Rocky Mt. I to replace old key system.
- This has been done.
- Quiet study rooms
- This has been done.
- Build a family housing facility.

- **This has been discussed but there is no money available at this time.**
- Hire a part-time College Student Personnel (CSP) professional to live in the housing area.
- **There may be a better chance for this to happen after Western's housing capacity reaches 500.**
- Hold academic classes in the residence halls to help bridge the gap between academics and residence life.
- **This may happen eventually but not in the near future.**
- Attached the original three apartment buildings, creating community building areas and making it possible for one elevator to service all three.
- **Again, this may happen someday but with the lack of capital expenditure funds, not any time soon.**
- Build a new residence hall with true suite clusters so special interest housing can be made available to residents.
- **Wind River Hall makes this type of living option a possibility.**
- Have full-time protective services officers patrolling the residence hall area 24/7.
- **Patrolling is getting better but we are not yet to this point.**
- Have 24/7 service desk/ RA work room to accommodate residents.
- **We have this already with thirteen RAs living in the residence halls 24/7.**
- Add debit card use for vending machines, laundry machines, book store and food services
- **To tie a new system into our current system is not an easy task but this effort is still a work in progress.**
- Have single rooms available upon request.
- **Wind River Hall now provides single rooms within a pod.**

Section X

Strengths, Limitations and Opportunities

Strengths in the program over the past 3 years:

- The construction of Wind River Hall and the addition of an additional 48 beds.

- Increasing the RA staff from 11 to 13.
- Locking down the residence halls 24/7.
- Installation of a sprinkler system in all the residence halls.
- Installing hard wired smoke detectors.
- Improved RA training and improved candidates.
- Mostly filled to capacity over the past 10 years.
- Ten different housing options.
- A safe living environment.
- Internet access in all rooms.

Limitations in the program over the past 3 years:

- Not enough on-campus housing.
- Five of the six residence halls have no air conditioning. They are hard to live in in the summer months.
- Need more convenient parking.
- Need cameras in the residence halls and in the residence hall parking lots for improved safety.
- Internet access in all rooms but some is wireless and some is hard wired access. It would be better if every room had the same access instructions. Also in the new residence hall, Wind River Hall the access is spotty.
- Needs a better residence hall program operation, educational and social programs.
- The housing office needs more space.
- The Housing Operations Manual needs to be brought up to date prior to 2010.
- Many faculty and staff (advisors) are unfamiliar with on-campus housing.
- Room and Board are seen as one entity by students and food services is not well thought of at Western (Mitchells).
- Students perceive maintenance concerns to take a long time to be resolved.

Opportunities to improve:

- Look to find funding for an additional 72 bed residence hall. At the very least explore the possibility of building some privatized housing.
- Push for air conditioning in all the residence halls.

- Prepare and pave the undeveloped parking area east of the Presidents house.
- Continue to work with the campus safety committee to install cameras in the residence hall parking lots (Phase I) and in other areas in the residence halls (Phase II) and to continue on to the main campus (Phase III).
- Work with IT to make all the residence hall area wireless and easily accessed.
- Explore the possibility of hiring a part-time (1/2 time) College Student Personnel(CSP) professional to live-in the residence halls and be the on-campus housing authority during off-hours, weekends and holidays. In order to make the position appealing, another half-time position will be found to make the position full-time. This person would also advise RHA (Residence Hall Association) and would oversee residence hall social and educational programs.
- The new housing office was planned for in the construction of Phase II of Wind River Hall; however, with the defeat of the mill levy vote the new housing office has been put on hold.
- The Housing Director and the Housing and Student Activities assistant and I will set up regular meeting times to work on up grading the manual.
- Improve communication with faculty and staff regarding on-campus housing.
- Work with Sodexo to better market Mitchells and to correct obvious failings.
- Work with Physical Resources to improve the efficiency and the speed in handling work orders.

Section XI

ACTION PLAN FOR ON-CAMPUS HOUSING 2008-2010

(First Year 2008-2009)

<u>Task or Action</u>	<u>Purpose</u>	<u>Measure of Success</u>	<u>Who Is Responsible</u>
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Research funding for Schrader Expanding housing	Expand Housing	a list of	
Research Cost of Air Conditioning	for Housing Air conditioning	Residence Hall	possibilities
Research Cost of Parking lot	for Housing Parking	Submit Proposal to VP	Schrader
<u>Task or Action</u>	<u>Purpose</u>	<u>Measure of Success</u>	<u>who is Responsible</u>
Work with The Campus Safety Committee for cameras	To follow Through with Phase I of the Security Camera Project	Installed and Operational	Schrader
Work with IT for wireless	Provide wireless internet Through out Residence Halls	When completed	Schrader & Hart
Write Justification to Increase staff	½ time CSP Professional Housing live-in Position	When approved by VP and EC	Schrader
Explore current Possibilities for Housing Office	Larger location for housing Office	When plan is made	Schrader
Begin updating Operations manual	Housing OPERATIONS Manual	When manual is complete	Schrader & Carter
Write plan and Implement Phase I Of camera project	Educate faculty and staff Regarding	When Phase I is Complete	Schrader & Kelsey

**On-Campus
Housing**

Work with Sodexo	Improve Mitchell's Image	Periodic student surveys	Schrade & Vickie Bryan
Work with Physical Resources Brown	to improve speed of Response time For work orders	Student Surveys 80% positive Response	Schrade &

(Second Year 2009– 2010)

<u>Task or Action</u>	<u>Purpose</u>	<u>Measure of Success</u>	<u>Who is Responsible</u>
Narrow down Options	for a new submit to VP, residence hall	Schrade EC and Board	
Go to the Board Air conditioning	residence hall Air conditioning	Board approval	Schrade
Go to the Board parking	residence hall Additional Parking	Board approval	Schrade
Install and Evaluate	Phase I residence hall parking lot Cameras	Installed and successful. Move to phase II	Schrade & campus safety com.
Work with IT And Mike Hart	Wireless Internet to all 200 RH Rooms	No complaints regarding access directed toward College's system	Schrade & Hart
Submit to the Board For FY 2010	½ time professional Living in housing	Approved by Board	Schrade & Kelsey
Submit to VP & EC	New Housing	Approved by EC	Schrade &

<u>Task or Action</u>	<u>Office Purpose</u>	<u>Measure of Success</u>	<u>Kelsey who is Responsible</u>
Be at least half Done with manual	Up grade Housing Operations Manual	Half way done	Schrade & carter
Move to phase II cameras	To educate Faculty and Staff regarding Housing	Staff survey 90%	Schrade
Re-evaluate Marketing effort	To determine what's working And what's not	Customer survey 90%	Schrade & Bryan
Design a plan improve workorders	to increase Response rate	resident survey 90%	Schrade & Brown

(Third Year 2010 – 2011)

<u>Task or Action</u>	<u>Purpose</u>	<u>Measure of Success</u>	<u>who is Responsible</u>
Choose a funding Source, an architect And construction Company.	Begin Construction	Begin construction	Schrade & Kelsey
Install Air Conditioning	Residence Hall	Installed and Air conditioning running	Schrade & Kelsey
Go to Bid and start construction	Residence hall parking	Completion	Schrade & Kelsey
Re-visit	Residence Hall Wireless	No problems	Schrade & Hart

Hire ½ time CSP Professional	Safety and Supervision	Starts Summer 2010	Schrade
Move in to New office area Complete Operations Manual for Housing	larger operating area Ready to turn over to new director	Actually moving in Completed detailed manual	Schrade Schrade & Carter
Move to Phase III cameras	Survey faculty and staff to determine the need for more information	degree of success 50% reduction in crime	Schrade
Re-evaluate Marketing effort II	Determine the current perception of food services.	Survey 75%	Schrade & Bryan
Re-visit plan to Improve work order Completion rate	have we we improved?	Survey 80%	Schrade & Brown