Unit Report
Housing
Northwest Mississippi Community College
January 2006
Housing Unit Review

I. Unit Mission
Unit Purpose Statement:
The Purpose of the Housing Program is to provide high quality, reasonably secure and well maintained housing facilities for students engaged in study at Northwest. The Housing program is designed with the primary purpose of creating an environment conducive to the learning process.

II. Unit Goals
The goals of the Housing unit are:
1. Provide clean and well-maintained facilities for our students to reside;
2. Provide an environment within the halls that is conducive to the learning process;
3. Assist students in the transition to college life;
4. Educate students regarding issues of personal concern;
5. Provide housing opportunities for faculty and staff members of Northwest;
6. Provide efficient and prudent management of our physical and financial resources;
   and
7. Build a sense of community and mutual respect among residents.

III. Evaluations of the Unit and Use of Results Forms
Evaluation of the Housing Unit 2004-2005 was administered Spring semester 2005 by placing survey forms in all nine residence halls and forms in the Housing Office. The evaluation form and the corresponding use of results from are included at the end of this report.

IV. Annual Plan to Improve
The annual assessment reports for the unit's Plan to Improve for the last three years are included at the end of this report.
V. Analysis of Unit Strengths, Weaknesses, Opportunities, Threats

**Unit Strengths:**
A great strength for the Housing Unit at the College is the full support of the Vice President of Student Affairs, Dan Smith; the President, past and present; and the Board of Directors of the College in recognizing the need for adequate and well maintained residence halls on the Northwest Campus; as well as the need for additional housing to encumber the growth of the College's enrollment each year.

**Unit Weaknesses:**
A weakness in the Housing Unit is the need for additional security cameras around the parameter of the residence halls and in the parking lots. There is also a need for new CCTV security systems in Bobo and Taylor residence halls. Another weakness is the need of a universal fire alarm system for Benton, DeSoto and Tallahatchie Halls.

**Unit Opportunities:**
Future opportunities for the unit include the weaknesses listed in this report. By adding and updating the security systems and a universal fire alarm system in the residence halls, a safer environment would be created for the students who live there. Also, by renovating the eight former non-traditional student apartments, an additional thirty-two beds would be created to house students.

**Unit Threats:**
No threats to the Housing Unit have been recognized by the Director.
VI. SACS Principles Compliance Survey

SACS PRINCIPLES COMPLIANCE SURVEY FOR SERVICE UNITS

Institutional Effectiveness:
1. Are research-based evaluation processes used for assessing the service unit?

YES  NO____

If yes, list all survey instruments and other processes used by the unit for evaluating effectiveness.

Housing Services survey forms are placed in each residence hall and in the Housing Office each Spring Semester. The Planning and Research department calculates and returns the results for evaluation.

2. Do the use of evaluation processes result in continuing improvement in the unit?

YES  NO____

If yes, describe some of the recent improvements that have come about in response to needs identified through evaluation processes.

1. Walls were painted and new carpet was installed in Tallahatchie Hall Summer 2005.
2. A newly constructed 160 bed co-ed residence hall, Marshall Hall, was opened Spring 2004.
3. Panola Hall was extensively renovated and reopened Fall 2004.
4. Card access door systems were introduced in Quitman and Gainey Halls to upgrade security. New systems were put in place at Taylor and Bobo Halls Spring 2004.
5. The closure of Tate Hall, a substandard temporary housing facility, Spring 2003
6. Changes in room assignment priorities were implemented Fall 2003.

Does the unit identify expected outcomes for its services; assess whether it achieves these outcomes; and provide evidence of improvement based on analysis of those results?

YES  NO____

Provide copies of the unit’s “Plan to Improve” four column model for the last 4 cycles.

3. If an outcome is not achieved, are documented modifications or improvements made in the unit?

YES  NO____

Financial Support:
4. Is financial support available to support the scope of services offered through the unit?

YES  NO____

5. Does the institution operate and maintain physical facilities that are adequate to serve the needs of this unit?

YES  NO____

6. Are the physical facilities for this unit accessible to disabled students?
7. Is the budget information accessible on-line to the unit supervisor?

YES  NO

Mission:
8. Does the unit have a defined mission statement?

YES  NO

If yes, provide mission statement below.

The purpose of the Housing program is to provide high quality, reasonably secure and well maintained housing facilities for students engaged in study at Northwest. The Housing program is designed with the primary purpose of creating an environment conducive to the learning process.

9. Is the unit’s mission related to the College’s Statement of Mission?

YES  NO

What part of the institution’s mission does the unit effectively fulfill? (Refer to applicable phrases in the College’s mission statement)

The Office of Housing supports the College’s overall goal of affording students opportunities for educational experiences, particularly in terms of providing quality educational support services and efficient use of physical resources.

Staff:
10. Does the unit have qualified staff with the experience, competence, and capacity to fulfill the mission of the unit?

YES  NO  N/A

Provide a roster of administrative officers and staff with their qualifications.

Carol Barmer                         0.50 years experience as Residence Hall Supervisor
Martha Barnett                      7 years experience as Residence Hall Supervisor
D'Shaunta Catchings          9 years experience as Residence Hall Supervisor
Tyrone Catchings              12 years experience as Residence Hall Supervisor
Charlotte Cooke                 16 years experience as Director of Housing
Marshall Lea Creecy            9 years experience as Residence Hall Supervisor
Darral Frazier                      11 years experience as Residence Hall Supervisor
Rebecca Moore                     8.5 years experience as Residence Hall Supervisor
Jackie Thulin                      13 years experience as Residence Hall Supervisor
Rhonda Quay West             0.25 years experience as Residence Hall Supervisor
Minnie Williams                    13 years experience as Residence Hall Supervisor
Ardina Wilson                      1.50 years experience as Residence Hall Supervisor

11. Does the unit have a staff member charged with the responsibility for supervision and coordination of the unit?
Name of the supervisor: Charlotte Cooke

12. Is the number of administrator/staff members employed for the unit adequate to support the unit effectively?

YES  X  NO

Security:

13. Are administrators and staff members in this unit careful in protecting the security, confidentiality, and integrity of student/staff records?

YES  X  NO  N/A

If yes, provide a brief description of measures taken by the unit to insure the protection of privacy of its customers and the unit's adherence to FERPA guidelines.

The residence hall students' records are locked in a filing cabinet or closet located in the residence hall office. Students do not have access to these files. Housing staff's personal files are locked in the desk of the Director of Housing. No information is given out without written permission of the student or staff.

14. Does the institution take reasonable steps to provide a healthy, safe, and secure environment for this service unit?

YES  X  NO

SACS PRINCIPLES COMPLIANCE SURVEY

ANY ITEMS ANSWERED WITH A NEGATIVE RESPONSE INDICATE THAT THE INSTITUTION IS OUT OF COMPLIANCE AND MUST BE ACCOMPANIED WITH A WRITTEN PLAN FOR COMPLIANCE ON THE ISSUE.

Provide discussion below for any question that was assigned a “no” answer on the Principles Compliance Survey, and then provide a plan of improvement for each of those questions in the space below. Indicate the question number, your discussion, and the plan of action.

There is not a question that was assigned a “no” answer.
VII. Unit Improvements Resulting from the Planning Process

As a result of the Planning Process, there have been many improvements to the Housing Unit. In the Fall Semester 2002, a grade point requirement was implemented for campus residents to encourage students to make progress towards their educational goals. Also a new Professional Development Program was adopted for all student affairs staff members to enhance their growth as professionals, to continuously update job skills, and to expose staff members to new ideas, trends and technologies in the field of higher education. All staff members are required to complete a minimum of fifteen hours of professional development each academic year.

Improvements that have upgraded housing facilities or added beds began Fall 2003 with the closure of Tate Hall, a substandard temporary housing facility. Construction of additional housing was completed and opened Spring 2004, providing 160 additional beds. To fulfill a separate goal regarding facility upgrades, Panola Hall was extensively renovated to better meet needs of students and was reopened Fall 2004. These upgrades and additions increased the housing capacity by 148 beds, helping to decrease our waiting list for residence hall beds each semester. These changes made a total residence hall capacity of 1063 students.

The safety and security of our students is very important to the Northwest staff. When Panola Hall was renovated, a gated security fence was installed and card access was implemented to enter each suite. Bobo and Taylor Halls already had card access into the residence hall but the systems were upgraded Spring 2004. Fall 2004, card access door systems were introduced in Quitman and Gainey Halls to upgrade security. This has resulted in less non-student traffic in these halls resulting in a safer environment.

The Housing Unit receives much support from Dan Smith, Vice President of Student Affairs, the College Planning Council, the President and the Board of Trustees, to provide high quality, reasonably secure and well maintained housing facilities for students engaged in study at Northwest.
III. Personal Information Sheets for Key Staff Members

PERSONAL INFORMATION SHEET

Please complete this form in order to certify preparation for the upcoming Service Review. This information sheet will be filed with the Unit’s Service Report.

Name: Charlotte Cooke

Unit: Student Affairs / Housing  Date: Spring, 2006

Position held: Director of Housing

Job Duties: Supervise eleven residence hall supervisors in nine residence halls; assist with residence hall room assignments and changes; assist with discipline sanctions; assist with general office duties as necessary.

1. I have worked at Northwest Mississippi Community College for 26 years.
2. I have worked in my current position at Northwest for 16 years.
3. I have a total of 37 years of work experience.
4. List prior positions held with job duties and number of years experience in each.
   
   • Northwest Mississippi Community College Fiscal Affairs Office – Accountant – general accounting procedures - 5 years
   • Northwest Mississippi Community College Fiscal Affairs Office – Accounts Payable Clerk – received and paid invoices – 2 years
   • Northwest Mississippi Community College Fiscal Affairs Office – Accounts Receivable Clerk – collected and receipted monies owed to the College – 1 year
   • Northwest Mississippi Community College Registrar’s Office – Clerk – general office work – 2 years
   • MPI, Inc. – Customer Service Representative – received orders to be shipped, scheduled shipping dates, assisted customer’s with problems – 2 years
   • R. R. Donnelly – Human Resources Assistant – duties as directed by the Human Resources Director – 2 years
   • Tate County Tax Collector’s Office – clerk – received and receipted county and city taxes – 2 years
   • Chromcraft, Inc. – Human Resources Insurance Clerk – filed insurance claim forms for 600 employees – 5 years

Highest degree held: I currently hold: (choose one of the following)

A. No formal degree  Study at Northwest Mississippi Community College

Civic Interests/Professional Affiliations:
Member United Methodist Church
Former troop co-leader of Girl Scouts of America
Former member SACUBO (Southern Association of College and University Business Officers)

NWCC Committee Assignments:
“Campus Housing Needs” committee – Spring, 2002
“Black History Month” committee - Spring, 2002 and Spring, 2003
Sacs “Physical Resources” subcommittee - Fall, 1995
Former member of NWCC Credit Union Board

Charlotte Cook
Signature of Employee
1/30/2006
Date

IX. Budget Summaries

Budget Summaries
2005-2006

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printing &amp; Reproduction</td>
<td>500</td>
</tr>
<tr>
<td>Repairs &amp; Maintenance</td>
<td>5,500</td>
</tr>
<tr>
<td>Electricity</td>
<td>195,000</td>
</tr>
<tr>
<td>Gas</td>
<td>35,000</td>
</tr>
<tr>
<td>Water</td>
<td>18,000</td>
</tr>
<tr>
<td>Other Contractual Services</td>
<td>15,500</td>
</tr>
<tr>
<td>Office Materials &amp; Supplies</td>
<td>9,000</td>
</tr>
<tr>
<td>Building Materials &amp; Supplies</td>
<td>38,000</td>
</tr>
<tr>
<td>Other Materials &amp; Supplies</td>
<td>10,000</td>
</tr>
<tr>
<td>Sales Tax</td>
<td>3,000</td>
</tr>
<tr>
<td>Office Furniture &amp; Equipment</td>
<td>10,500</td>
</tr>
<tr>
<td>Transfer to Unrestricted Fund</td>
<td>345,677</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>685,677</strong></td>
</tr>
</tbody>
</table>
Northwest Mississippi Community College

Evaluation Follow-up Form

The following form is to be completed and signed by the appropriate service unit supervisor after reviewing the results of the unit’s evaluation and after a discussion with co-workers on needed changes identified in the evaluation process. The completion of this form is meant to stimulate reflection about the purpose of the unit and to encourage the best use of results of these evaluations. A copy of this form will be sent to the appropriate Vice-President and filed with the unit’s Service Review forms.

Service Unit: Housing

Date of Review of Evaluations: Spring, 2005

The unit’s strong points as identified by the evaluation are:

The students surveyed Spring, 2005, had a 93% good and excellent response in their overall experience with the Housing Office.

Opportunities for improvement identified by the evaluation are:

An opportunity for improvement in the Housing Unit would be to make cosmetic changes to the residence halls in need. The interior of Quitman and Gainey Halls needs to be painted. Benton Hall and Tallahatchie Hall need new carpet and walls painted.

Goals for growth or specific activities to be undertaken and/or completed before the next evaluation are:

- paint interior and new carpet for the Halls in need
- update CCTV security systems in Bobo Hall and Taylor Hall
- add CCTV security systems around the parameter of the residence halls and in the residence hall parking lots
- renovate and occupy thirty-two additional beds in the eight former non-traditional apartments
- place a universal fire alarm system at Benton, DeSoto, and Tallahatchie Halls

Having met together and discussed this Evaluation Follow-up, we feel that the identified goals and specific activities adequately address opportunities for improvement and constitute evidence of attempted growth.

Signatures:

Supervisor: Charlotte Cooke

Co-workers in unit: Carol Barmer, Martha Barnett, D’Shaunta Catchings, Tyrone Catchings, Marshall Lea Creecy, Derral Frazier, Rebecca Moore, Jackie Thulin, Rhonda Quay West, Minnie Williams, Ardina Wilson
### Student Affairs

#### Planning Unit: Housing

<table>
<thead>
<tr>
<th>Unit/Program Intended Outcome Objectives</th>
<th>Strategy/Procedure To Achieve Outcome Activity</th>
<th>Assessment/Evaluation Results</th>
<th>Use of Results Improvement</th>
</tr>
</thead>
</table>
| 1. Process student request for housing, room changes, and cancellations. | 1a. Process applications and make room assignments using established priorities.  
1b. Process cancellations and room change requests.  
1c. Monitor feedback, errors, praise and complaints. | 1a. Approximately 1,128 applications processed, 10 applications checked for accuracy, processing.  
1b. Approximately 619 cancellations, room change requests processed.  
1c. Requests received regarding clearer information about out-of-state requests. | 1c. Statement added to Bulletin. |
| 2. Recruit, select, train and provide overall supervision to residence hall supervisor staff. | 2a. Employ 1 new residence hall supervisor; train, and supervise staff.  
Staff evaluation will be positive regarding supervision issues.  
3a. Process work orders.  
3b. Recommend changes and upgrades to facilities during budget process.  
3c. Perform weekly room inspections and note deficiencies.  
3d. 85% of residence students will be satisfied with living environment. | 2a. Day staff training held. Staff building assignments reshuffled due to new/closed facilities.  
3a. All work orders processed.  
3b. Recommendations made.  
3c. Inspections completed. | 3b. Panola Hall being renovated due to feedback; cable T.V. system upgraded, and added door access system in Quitman and Gainey. |
<table>
<thead>
<tr>
<th>Unit/Program Intended Outcome Objective</th>
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</thead>
<tbody>
<tr>
<td>4. Assist students in the transition to college life.</td>
<td>4a. Enforce behavioral rules and regulations. 4b. Enforce behavioral rules and regulations. 4c. 85% of students will be satisfied with housing services. Monitor specific feedback.</td>
<td>4a. Multiple meetings held in all buildings. 4b. Approximately 490 violation responded to. 4c. Noise violations -- feedback received in certain halls.</td>
<td>4c. Floor meetings held regarding noise.</td>
</tr>
<tr>
<td>5. Educate and advise students regarding issues of personal concern.</td>
<td>5a. Meet with students regarding personal concerns, make referrals to other offices as appropriate.</td>
<td>5. Staff met with numerous students; referrals made to counseling center, Parkwood Hospital, and other medical providers.</td>
<td>5. Mediation sessions in DeSoto. Stoves provided in all new houses</td>
</tr>
<tr>
<td>6. Provide housing opportunities for faculty and staff members.</td>
<td>6a. Manage seven single family homes owned by College. Monitor feedback.</td>
<td>6. Completed</td>
<td></td>
</tr>
</tbody>
</table>
### Unit/Program Intended Outcome Objective

8. Enforce residence hall rules and regulations and assist in providing reasonably secure environment for students.

9. Increase capacity of residence hall system.

### Strategy/Procedure To Achieve Outcome Activity

8a. Issue campus appearance tickets to students who violate rules and regulations. Monitor number and variety of violations.

9a. Re-open Panola Hall in Fall 2004 with 84 beds.

9b. Begin phasing out 8 non-traditional student apartments and converting to a residence hall complex, creating 32 additional beds.

### Assessment/Evaluation Results

### Use of Results Improvement

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**Planning Unit: Housing**
### Student Affairs

**Planning Unit:** Housing

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</table>
| 1. Process student requests for housing, room changes, and cancellations. | 1a. Process applications and make room assignments using established priorities.  
1b. Process cancellations and room change requests.  
1c. Monitor feedback, errors, praise and complaints | 1a. Approximately 1,128 applications processed, 10 applications checked for accuracy, processing  
1b. Approximately 619 cancellations, room change requests processed.  
1c. Requests received regarding clearer information about out-of-state requests. | 1c. Statement added to college bulletin. |
| 2. Recruit, select, train and provide overall supervision to residence hall supervisor staff. | 2a. Recruit and supervise staff. Staff evaluation will be positive regarding supervision issues. | 2a. Day staff training held. Staff building assignments reshuffled due to new/closed facilities. | 3b. Panola Hall being renovated due to feedback; cable TV system upgraded, and added door access system in Quitman and Gainey. |
| 3. Provide clean and well-maintained facilities. | 3a. Process work orders.  
3b. Recommend changes and upgrades to facilities during budget process.  
3c. Perform weekly room inspections and note deficiencies.  
3d. 85% of residence students will be satisfied with living environment. | 3a. All work orders processed.  
3b. Recommendations made.  
3c. Inspections completed. | |
<table>
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<tbody>
<tr>
<td>4. Assist students in the transition to college life.</td>
<td>4a. Hold building and/or floor meetings. 4b. Enforce behavioral rules and regulations. 4c. 85% of students will be satisfied with housing services. Monitor specific feedback.</td>
<td>4a. Multiple meetings held in all buildings. 4b. Approximately 490 violations responded to. 4c. Noise violations – feedback received in certain halls.</td>
<td>4c. Floor meetings held regarding noise. Mediation sessions in DeSoto Hall.</td>
</tr>
<tr>
<td>5. Educate and advise students regarding issues of personal concern.</td>
<td>5. Meet with students regarding personal concerns, make referrals to other offices as appropriate.</td>
<td>5. Staff met with numerous students; referrals made to counseling center, Parkwood Hospital, and other medical providers.</td>
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## Unit/Program Intended Outcome Objective

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<tbody>
<tr>
<td>7. Build a sense of community and mutual respect among students.</td>
<td>7a. Sponsor community building programs at homecoming and during certain holidays.</td>
<td>7a. Homecoming decorating contest held.</td>
<td>7a. New developmental programs implemented.</td>
</tr>
<tr>
<td></td>
<td>7b. Mediate disputes among students and enforce behavioral expectations. Monitor feedback</td>
<td>7b. Monitored</td>
<td></td>
</tr>
<tr>
<td>8. Enforce residence hall rules and regulations and assist in providing reasonably secure environment for students.</td>
<td>8. Issue campus appearance tickets to students who violate rules and regulations. Monitor number and variety of violations.</td>
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</table>
**Planning Unit: Housing Office**

**UNIT PURPOSE STATEMENT:** The Housing Office provides high quality, reasonably secure and well maintained residential facilities for students engaged in study at Northwest. The Housing Staff works to create an environment that is conducive to personal growth and the learning process.

**RELATIONSHIP TO NWCC PURPOSE AND COLLEGE WIDE STRATEGIC GOALS:** Supply appropriate physical environment for learning and appropriate student support services.

<table>
<thead>
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<th>Unit/Program Intended Outcome Objectives</th>
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</tr>
</thead>
</table>
| 1. Process student requests for housing, room changes and cancellations. | 1a. Process applications and make room assignments using established assignment priorities.  
1b. Process cancellations and room change requests. | 1a. New priority process implemented. 1100 applications processed.  
1b. 100% processed. | 1a. Out-of-state complaints reduced. |
| 2. Recruit, select, train and provide overall supervision to residence hall supervisor staff. | 2a. Recruit and supervise staff. | 2a. Training program implemented for second year. | 2a. New Professional Development program adopted. |
| 3. Provide clean and well-maintained facilities. | 3a. Process work orders.  
3b. Recommend changes and upgrades to facilities during budget process.  
3c. Perform weekly room inspections and note deficiencies. | 3a. 100% processed.  
3b. 34 all -room inspections per residence hall completed during year. 100% deficiencies submitted. | 3b. New window screens to abate trash budgeted for FY’03 for Quitman Hall. Panola Hall renovation proposal submitted. Tate Hall closed. New residence hall approved and under construction. Trash receptacles added at each residence hall. |
### Unit/Program Intended Outcome Objective

4. Assist students in the transition to college life.

5. Educate and advise students regarding issues of personal concern.

6. Provide housing opportunities for faculty and staff members.

7. Build a sense of community and mutual respect among students.

8. Enforce residence hall rules and regulations and assist in providing reasonably secure environment for students.

### Strategy/Procedure To Achieve Outcome Activity

<p>| | |</p>
<table>
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<tbody>
<tr>
<td>4.a.</td>
<td>Hold building and/or floor meetings.</td>
</tr>
<tr>
<td>4.b.</td>
<td>Enforce behavioral rules and regulations.</td>
</tr>
<tr>
<td>5.a.</td>
<td>Meet with students regarding personal concerns, make referrals to other offices as appropriate.</td>
</tr>
<tr>
<td>6.a.</td>
<td>Manage seven single family homes owned by College.</td>
</tr>
<tr>
<td>7.a.</td>
<td>Sponsor community building programs at homecoming, and during certain holidays.</td>
</tr>
<tr>
<td>7.b.</td>
<td>Mediate disputes among students and enforce behavioral expectations.</td>
</tr>
<tr>
<td>8.a.</td>
<td>Issue campus appearance tickets to students who violate rules and regulations.</td>
</tr>
</tbody>
</table>

### Assessment/Evaluation Results

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<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>4.a.</td>
<td>Minimum of 3 hall meetings held per semester.</td>
</tr>
<tr>
<td>4.b.</td>
<td>100% enforcement. (see 8a).</td>
</tr>
<tr>
<td>5.a.</td>
<td>Staff works with students and makes referrals to Counseling Center, Career Centers, Disabilities Counselor, and hospitals.</td>
</tr>
<tr>
<td>6.a.</td>
<td>100% occupancy.</td>
</tr>
<tr>
<td>7.a.</td>
<td>Homecoming and Christmas programs held.</td>
</tr>
<tr>
<td>7.b.</td>
<td>Approximately 25 meetings held by each central office person and hall supervisors each semester.</td>
</tr>
<tr>
<td>8.a.</td>
<td>531 citations issued in and around residence halls.</td>
</tr>
</tbody>
</table>

### Use of Results Improvement

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>4.a.</td>
<td>Scheduled “Pajama Party” program to discuss personal responsibilities, social concerns, etc.</td>
</tr>
<tr>
<td>6.a.</td>
<td>One house closed due to maintenance concerns.</td>
</tr>
<tr>
<td>7.a.</td>
<td>Food donation planned for Thanksgiving.</td>
</tr>
</tbody>
</table>