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MISSION STATEMENT

MISSION
Provide dynamic student-focused learning communities that support development and academic success in clean, safe and sustainable facilities that meet the needs of the campus community.

VISION
Be a premier residential life program that embodies the highest standards of campus housing.

VALUES
The Department of Residential Life is a community that operates based on values--those principles, standards, and qualities we believe are the bedrock for service to the campus community. These values are common to all personnel within the Department of Residential Life and represent the essence of our professionalism. Our actions are a clear reflection of the following values.

• COMMUNITY – Create spaces for residents to be connected, comfortable and empowered through a transformational experience
• COURAGE – Exhibit confidence and tenacity to make bold decisions despite challenges or difficulties and accept full responsibility for the outcomes
• INCLUSIVITY – Establish a respectful community that seeks multiple perspectives and embraces individual difference
• INTEGRITY – Abide by the highest standards of our profession to instill trust with community members by creating an environment of mutual respect, openness, and truthfulness
• STEWARDSHIP – Utilize resources responsibly and creatively to benefit present and future members of the community
• TEAMWORK – Collaborate to achieve common goals through communication, commitment, and support.
GOALS

LEARNING
Strengthen and further integrate living and learning components in residential communities

• This is the center of the Residential Life mission. Living/Learning Communities have defined and will continue to define the Department. Since the opening of the first Residential College in 2000, the residential college program has earned the recognition of the University for meeting the standards for academic performance (retention and graduation rates) of first-year students. To ensure continued success, the goal will be to continue to develop, nurture, and assess our successes and especially failures to advance living/learning communities. Res Life will continue to offer traditional spaces, and will strengthen living/learning components in the traditional halls and apartments to continue to improve student performance. This process must continue to advance communication skills, critical thinking, sense of community and social responsibility to enhance undergraduate student learning.

COMMUNICATION
Communicate the value of our people, programs, facilities, and services to our stakeholders

• Residential Life will continue to polish and grow its marketing and communication processes. In a competitive environment, Res Life can be a key player in achieving the University’s enrollment goal of 32,000 students. The Department must be more proactive in telling the stories about its excellent people and programs. The Res Life supervisory staff must be aggressive in nominating people and programs for awards and not shy away from publishing our story.

SUSTAINABILITY
Promote stewardship of resources within our community in support of global environmental sustainability

• While Residential Life has engaged in recycling and other efforts in supporting environmental goals, the staff needs to take more initiative in providing a sustainable environment within the Department. More aggressive education and emphasis on modifying the behavior of our residents is needed to make sustainable practices a part of their daily behavior. Res Life will also focus on building new sustainable facilities and optimize sustainable activities for existing facilities and processes. Although the Department has been an active participant in sustainability programs, the goal must be to do more.
DEVELOPMENT
Seek creative alternatives for funding and support of residential programs and services

- With budgets shrinking and costs growing, Res Life must work to develop a viable private funding flow in support of the Mission Statement. Initial steps have been taken, but the staff must make more of an effort towards formally creating an endowment program that can make our living/learning programs available despite the economic means of a student.

IMPROVEMENT
Use assessment, evaluation, and implementation for continuous improvement of our people, programs, facilities, and services.

- To be a great organization, Residential Life must always look for ways to improve its processes and services. The status quo should never be the norm. While change for change’s sake is not good, the Department needs to always be open to ways to better itself. Part of the journey must be a viable assessment program. Assessment can facilitate improvement by identifying the programs or processes that succeed and those that do not. Assessment has to be a key part of the journey towards continuous improvement. Res Life is a service organization and must always work to provide the best possible services to its customers: students, staff, faculty, and parents.

- While the Housing Master Plan has been operationalized, it is a living document that requires constant maintenance to adjust to Res Life’s changing environment. The overall plan includes both annual small capital outlay projects (to meet facility standards) and capital outlay projects for new construction and renovation. The Department has reached a milestone where over 50 percent of our single student housing is new or renovated in the last ten years, but still has 15 years before the last renovation will be completed.

- Graduate students are one of the primary groups targeted for growth to reach the 32,000 enrollment goal. Achieving this goal will require a significant increase in the quality of housing offered to graduate students. This will not be solely a Residential Life effort, but will require a focused effort with senior leadership across the University to realize the need without placing the burden solely on the shoulders of the undergraduate students.

Steve Waller
Assistant Vice President
Residential Life & Housing
STRATEGIC PLAN

LEARNING
Strengthen and further integrate Living-Learning components in residential communities.

Performance Indicators
- 1st to 2nd year retention rate to LSU for students living on campus
  ▪ Increase to 86.5%
- Expand the Living-Learning Program
  ▪ Increase to 60% of first-year students living on campus
- Overall Learning Experience
  ▪ Increase mean to 5.50 or better for Factor 19, Overall Learning Experience, on a one to seven point scale as measured by the Skyfactor Benchmarks Assessment resident survey

Strategies
- Strengthen the level of diversity education and inclusivity in our residential communities
- Improve staff structure, policies, and processes to enhance learning in residential communities
- Ensure co-curricular content includes one aspect of the University’s Quality Enhancement Plan’s foci (Communication, Critical Thinking, and Sense of Community and Social Responsibility)
- Develop living and learning programs that foster student success and enhance retention
- Creatively repurpose existing space usage to support the living learning environment through all communities (added in 2015).

COMMUNICATION
Communicate the value of our people, programs, facilities, and services to our stakeholders.

Performance Indicators
- Number of staff serving in elected or appointed leadership roles in professional organizations
  ▪ Have at least 5 staff members serving
- Number of staff serving as volunteers on professional organization committees
  ▪ Have at least 9 staff members serving
- Number of publications and professional presentations
  ▪ Have at least 13 publications and/or professional presentations selected by state, regional, and national organizations

Strategies
- Establish renewed online presence to “Tell Our Story” to parents, current and prospective students, prospective staff, alumni, and other universities
- Develop a staff presence external to LSU via professional involvement and publications
SUSTAINABILITY

Promote stewardship of resources within our community in support of global environmental sustainability.

Performance Indicators
- Utility Consumption
  - Decrease metered utilities by 15% from the FY 2010 baseline
- Recycling
  - Increase amount of recycled materials by 50% from FY 2010 baseline

Strategies
- Support University and Departmental Green practices through education, leadership, and processes
- Design and build sustainable facilities
- Increase use of recycled products, sustainable practices, and recycling efforts to reduce waste stream
- Increase overall education through signage and programs (added in 2015)

DEVELOPMENT

Seek creative alternatives for funding and support of residential programs and services.

Performance Indicators
- Increased Revenue (non-rent)
  - Double conference revenue from a 2010 baseline
  - Increase non-rent revenue from a 2010 baseline by 25%
- Value of Foundation and Agency Accounts
  - Establish a $2,700,000 scholarship endowment for need based award in the residential college program
- Number of beds developed via Public/Private Partnership
  - Establish a 1,000 bed community for graduate and undergraduate students

Strategies
- Create systems for the generation of funds through targeted sources (grants, residential alumni, businesses, etc.)
- Collaborate with University units to assess the full scope of needs and explore creative options for short term housing accommodations (summer conferences, year round conferences, visiting faculty, interns, and University staff)
IMPROVEMENT

Use assessment, evaluation, and implementation for continuous improvement of our people, programs, facilities, and services.

Performance Indicator

- Program Effectiveness: Full Residence Experience
  - Increase mean to 5.50 or better for Factor 20, Overall Program Effectiveness, on a one to seven point scale as measured by the Skyfactor Benchmarks Assessment resident survey
- Overall Resident Satisfaction
  - Increase mean to 5.50 or better for Factor 18, Overall Satisfaction, on a one to seven-point scale as measured by the Skyfactor Benchmarks Assessment resident survey
- Percentage of first-year students housed on campus
  - Increase to 85%, based on University goal of a freshman class of 5,500 students
- Percentage of single student housing that is new or renovated
  - Increase to 70% by 2020, in accordance with the Housing Master Plan

Strategies

- Enhance security and safety within Residential Communities
- Improve staffing patterns, development and training to enhance staff effectiveness
- Develop processes and procedures that optimize control, management, and use of resources
- Implement Housing Master Plan
- Evaluate internal and external customer service practices to establish best in class standards
- Increase department focus on the student experience (added in 2015)
APPENDIX A: 2010 – 2012 OPERATIONAL PLAN

Published April 30, 2010

Updated November 2011

Updated November 2012
LEARNING
Strengthen and further integrate living and learning components in residential communities.

STRATEGY: Strengthen the level of diversity education and inclusivity in our residential communities.

ACTION: Develop a Departmental Bias Protocol and Education Plan

Responsible: Residence Education Team with leadership directed by the Social Justice Committee.

Assessment: Submission of plan, EBI survey data, and Incident Reports.

2011 Update: Social Justice & Service committee collaboration with the Multicultural Student Leadership Conference for 3rd year; working on a bias-related incident reporting protocol and a live-in staff dependent/partner policy; exploring further roommate training and education needs. Also exploring other minority group involvement such as partnering with NASA on the Pow Wow.

2012 Update: Re-evaluated and determined that Bias response needs are being met through The Advocate/Symplicity. Education plan is developed by the Social Justice and Service Committee who continued the Multicultural Student Leadership Conference, the Tunnel of Oppression, and various other educational programs related to diversity. Res Life Pride initiative to support LGBT students is in place. COMPLETE

STRATEGY: Improve staff structure, policies, and processes to enhance learning in residential communities

ACTION: Create a Resident Assistant / Resident Welcome One-on-One initiative.

Responsible: Residence Life Coordinators; Academic Programs Coordinator.

Assessment: Written proposal to the Associate Director for Residence Education and EBI survey data.

2011 Update: RAs completed their Connections meetings with residents and presented sociograms to peers and supervisors; next step is homegrown assessment through Student Voice. Currently finalizing expanded Connections program with 4 meetings and Assessment.

2012 Update: The Connections program has been finalized and undergone permanent revisions to now include 3 phases. All Assessment is through Student Voice, and approximately 86% of residential students participated in the program. COMPLETE

ACTION: Research, structure, implement, and assess a comprehensive
Faculty-in-Residence program.

**Responsible:** Associate Director; Academic Programs Coordinator; Faculty Director.

**Assessment:** Written documents from the Associate Director and Academic Programs Coordinator to the Director.

**2011 Update:** Beginning initial research and design of program.

**2012 Update:** Faculty-in-residence program has been researched and designed including goals, job description, and selection process to be implemented in Spring 2013 for Fall 2013. Currently the project is being finalized for submission to obtain Provost approval.

**STRATEGY:** Ensure co-curricular content includes one aspect of the University’s Quality Enhancement Plan’s foci (Communication, Critical Thinking, and Sense of Community and Social Responsibility).

**ACTION:** Modify co-curricular content to include one aspect of the QEP foci are in 50% of learning objectives.

**Responsible:** Residence Life Coordinators; Assistant Directors.

**Assessment:** Annual report of co-curriculum content from the Residence Life Coordinators to the Assistant Directors.

**2011 Update:** Streamlined learning outcomes; in first year of pure learning outcome-based curriculums in our communities; all tracking now occurs online through Student Voice; next step is marketing learning outcomes. RLCs are currently finishing this year’s curriculums for fall.

**2012 Update:** COMPLETE

**STRATEGY:** Develop living and learning programs that foster student success and enhance retention.

**ACTION:** Pilot a Sophomore Gold program in East Campus Apartments

**Responsible:** Associate Director, Assistant Director: Student Success and Assessment Initiatives, East Campus Apartments RLC

**Assessment:** Enrollment numbers in Sophomore Gold program and written documents from program initiatives

**2011 Update:** Pilot program online with 28 participants in East Campus Apartments. Assessment is ongoing.

**2012 Update:** Continuing in ECA; COMPLETE
ACTION: Open Global Connections Residential College for fall 2012

Responsible: Associate Director, Assistant Director, RLC, Faculty Director, and Faculty Rector

Assessment: Enrollment numbers in Global Connections program and written documents from program initiatives

2011 Update: Initial meetings with faculty and staff ongoing as is curriculum preparation. Related facilities are on schedule as well.

2012 Update: COMPLETE

ACTION: Implement a comprehensive initiative which specifically targets out-of-state students to further develop and succeed academically and socially.

Responsible: Associate Director, Assistant Directors, Communications staff, RLCs

Assessment: Increased out of state assignments and enrollment

2011 Update: Intentional collaboration with the First-Year Experience office through the Bengals Beyond the Bayou program series; Connections program will connect out of state students with RAs to build community.

2012 Update: Intentional collaboration with the First-Year Experience office through the Bengals Beyond the Bayou program series and integrated the program with the #Live Gold campaign; Connections program continues to connect out of state students with RAs to build community.
COMMUNICATIONS
Communicate the value of our people, programs, facilities, and services to our stakeholders.

STRATEGY: Establish renewed online presence to “Tell Our Story” to parents, current and prospective students, prospective staff, alumni, and other universities.

ACTION: Refine Residence Educations online presence for staff and external customers

Responsible: Residence Education Team; Communications Team.

Assessment: External recognition and Student Voice survey data

2011 Update: In progress. Residence Education has met with website overhaul committee and has provided input on what new pages are needed to increase presence to stakeholders. As sample pages come out, Res Ed will review and make recommendations.

2012 Update: New website to be online January 2013. Plug-in, widgets, and text are currently being placed on the site. Communications is working with Res Ed on overall content and function of the Res Ed page section of new site.

ACTION: Upgrade the Residential Life website to improve the ease of navigation, provide a more stakeholder-friendly grouping of functions, services, and information, and provide a flexible and adaptive platform that can accommodate new and existing new media applications

Responsible: Communications Team; Operations Team

Assessment: Launch of new website and evaluation with Google Analytics

2011 Update: In progress. Draft templates have been provided by graphic designer and CUR, and committee/director are reviewing. Content revision plan is underway to review and update all pages, and create new pages. Photographs of all buildings and members to be scheduled. The majority of the work will be with content revision, with a spring 2012 completion/launch

2012 Update: In progress, working with Operations, ITS and CUR toward a January 2013 completion.

ACTION: Develop and implement a comprehensive marketing strategy, including print, web, and video that effectively communicates defined key messages about living on campus to our various audiences

Responsible: Associate Director – Communications & Development
Assessment: Approval and launch of new marketing strategy

2011 Update: In progress. Communications team has developed a skeletal framework for the new marketing strategy. It will focus intently on promoting Residential Colleges Program, traditional learning communities, and the overall benefits of living on campus. Plan will more fully incorporate Love Purple Live Gold initiative, and revamping of the Tour Info Table presentation and materials, recruiting table presentations, the Axis TV system, new technological tools, videos, and ads to local and student media outlets.

2012 Update: In progress, working internally and with CUR toward a plan in place for use for the 2014-15 academic year.

STRATEGY: Develop a staff presence external to LSU via professional involvement and publications

ACTION: Continue involvement as volunteers in professional organizations

Responsible: Director, Associate Directors, and Business Manager

Assessment: Annually count number of staff serving as volunteers in professional organizations.

2011 Update: The target is for at least nine staff members to serve annually as volunteers/members of committees, task forces, boards, working groups in state, regional, and national organizations. For 2010-11 there were eight volunteers.

2012 Update: The target is for at least nine staff members to serve annually as volunteers/members of committees, task forces, boards, working groups in state, regional, and national organizations. For 2011-12 there were eight volunteers.

ACTION: Submit publications and propose presentations for professional organizations

Responsible: Director, Associate Directors, and Business Manager

Assessment: Annually count the number of publications published and presentations given

2011 Update: The target is to have at least 13 publication and/or professional presentations selected by state, regional, and national organizations. For 2010-11, there were 25 presentations and publications.
2012 Update: The target is to have at least 13 publication and/or professional presentations selected by state, regional, and national organizations. For 2011-12, there were 12 presentations and seven publications.
SUSTAINABILITY
Promote stewardship of resources within our community in support of global environmental sustainability.

STRATEGY: Support University and Departmental Green practices through education, leadership positions, and processes.

ACTION: Create a Sustainability Committee

Responsible: Residence Education team; Residence Hall Association; Communications; Facilities.

Assessment: EBI and/or Student Voice assessment of residents’ awareness of and participation in green initiatives.

2011 Update: Developed a Committee whose sole function is to develop sustainability initiatives and chair leadership position. Live Green online Pledge, collaboration with University sustainability committee, collaboration on Unplugged program. Connections program connects RAs with discussing sustainability with residents. Facilities is combing all the existing inventory used for recycling including data, programs, and tools for a baseline document. We are actively enrolling in the Recycle Mania program through the University and the recycle facebook page.

2012 Update: Facilities: Approved funding for initiating the building assessment for utility metering.
- Working with the sustainability committee to create signage and programs for recycling inside the buildings.
- Working with the contractors to record any recycled material from construction projects in progress.

Education: The Sustainability committee had an outstanding year including Green Bandits, the Mock Green Room, the use of social media for communication, involvement and awareness, pledge to live green, purchasing the green bags, and moving UNPLUG from a local competition to a national one.

Communications: Supported Res Ed in UNPLUG, and above Sustainability committee with print, digital and social media communication pieces to promote.

ACTION: Create paperless electronic check-in and check-out process for opening and closing of the residence halls and apartments

Responsible: Associate Directors, Res Ed Team, and Operations Team
Assessment: Confirmation of Service

2011 Update: In progress; requesting approval to purchase new housing database. Request includes hardware to manage electronic check-in and check-out.

2012 Update: In progress; requesting approval to purchase new housing database. Request includes hardware to manage electronic check-in and check-out.

**ACTION:** Install digital meters and a dashboard system in residential communities for consumption awareness of utilities

**Responsible:** Director, Associate Director- Facilities, University Sustainability office, Facility Development, Facility Services

**Assessment:** Installation of meters and recording of Departmental utilities usage through the University energy management and control system and reporting of utility usage on dashboards in residential communities.

2011 Update: In progress, monitors installed in communities and contracted with an engineering firm for building assessment and making a proposal for implementation of meters and dashboard system.

2012 Update: Approved funding for initiating the building assessment for utility metering. Collaborating Facility Services in creating a dashboard program for reporting metering data.

**STRATEGY: Design and build sustainable facilities.**

**ACTION:** Construct the New Residence Hall project to LEED standards

**Responsible:** Director, Associate Director-Facilities, Facility Development, State Facilities Planning and Control.

**Assessment:** LEED Certificate of completed building.

2011 Update: In progress and approval stage. Got approval for LEED certification from the state. Pressing forward through the Capital Outlay process.

2012 Update: Continue to work on the new Hart site project to reach a Silver LEED status

**ACTION:** Develop a LEED certification program for existing facilities.

**Responsible:** Director, Associate Director-Facilities, Assistant Director-Facilities, Facility Services, Facility Development.
Assessment: Program plan and evaluations of each building for application of certificate. Submission of plans to Director.

2011 Update: Currently working with Facilities and the Sustainability director to assess existing systems. Working on the process of how to commission the agent for certification of existing systems through the state process.

2012 Update: Working mainly on improving systems to become more energy efficient since the State of Louisiana does not recognize LEED as an official meter of green systems.

**STRATEGY:** Increase use of recycled products, sustainable practices, and recycling efforts to reduce waste stream.

**ACTION:** Increasing recycling collection sites, reporting tools, and programs.

**Responsible:** Associate Director-Facilities, Facility Services, Communications, Residence Education.

**Assessment:** Measurement of recycled materials.

2011 Update: Establishing baselines for sustainability committee and reviewing with Facility Services recycling program chair. Currently increasing recycling collection to include other items for the coming year. Exploring options of successful programs in other areas that will increase our efforts.

2012 Update: Continue to work with Contractors and Architects to recycle job material and send recorded numbers (Facilities). Working with external groups on collection of room furnishings for charity organizations (Communications). Use of Axis TV reducing the number of paper flyers posted needed in halls and apts. Further reduced percentage number of information pieces on info tables during Move-In day.

**ACTION:** Develop and implement a program that collects unwanted furnishings and belongings from students during end-of-year move-out to donate to charitable organizations.

**Responsible:** Departmental and University Sustainability committee, Assistant Director- Facilities

**Assessment:** Recording of recycled material and its distribution
2011 Update: Worked on Tigers for Tide with Campus Life this year. Additionally, individual communities participated in pilot initiatives (ECA, Miller). Currently assessing the desirability of pursuing this endeavor. Discussed at the Sustainability committee but tabled until established basic ideas because of manpower and approvals.

2012 Update: Worked with Residence Education in manning this project with collection help and distribution if needed. Currently working with the sustainability committee to increase service and promotion.
DEVELOPMENT
Seek creative alternatives for funding and support of residential programs and services.

STRATEGY: Create systems for the generation of funds through targeted sources (grants, residential alumni, businesses, etc.)

ACTION: Explore creative approaches in collaboration with key stakeholders in an effort to increase affordable housing options for graduate students.

Responsible: Residence Education Team; Communications.

Assessment: Confirmation of commitment from targeted sources.

2011 Update: The Office of Facility Development is in the process of selecting an architectural firm to develop a master plan for the Nicholson Gateway. This will lead to recommendations for the development of the area and the replacement of Nicholson and Ed Gay housing.

2012 Update: Nicholson Development Group, in conjunction with AECOM, created a Master Plan for the mixed-use development on the Nicholson Corridor. Res Life Communications and Operations (Graduate & Family AD) developed a Communications Plan for the Nicholson Development Project to keep residents informed. CUR created a Nicholson Project website on the LSU site for public access.

ACTION: Develop and implement a business plan for the Residential College Scholarship Fund that establishes a foundation account to provide funds to students to offset the additional rent assessed for enrolling in a residential college.

Responsible: Associate Director – Communications & Development

Assessment: Approval by LSU Foundation and implementation of business plan.

2011 Update: In progress. The first draft of the Residential College Scholarship Endowment Business Plan was written, and director, communications, and AD Operations met with the LSU Foundation representative. Foundation comments were incorporated into the business plan and approved by Director. Current draft was submitted to LSU Foundation for review, changes and implementation.

2012 Update: Incorporated LSU Foundation President comments into business plan, putting into brochure format, then submit to Foundation for approval. Working with Student Life Development Team on having RC Scholarship Program part of SL development opportunity on SL website
**STRATEGY:** Collaborate with University units to assess the full scope of needs and explore creative options for short term housing accommodations (summer conferences, year round conferences, visiting faculty, interns, and University staff).

**ACTION:** Establish a position for coordination of conferences and off campus housing services.

**Responsible:** Associate Director-Operations and Director working with FAS and Provost's Office.

**Assessment:** Submission of position description and hiring plan.

**2011 Update:** Complete, position filled

**ACTION:** Reopen Kirby Smith Hall and transition to a conference housing facility.

**Responsible:** Associate and Assistant Directors for Facilities

**Assessment:** Program proposal, funding for facility upgrades, and opening of facility

**2011 Update:** Completed $1 million on facility upgrades and furniture purchases for opening the first seven floors for fall 2011.

**2012 Update:** Currently working on taking 8-11 floors back over for full time students.
IMPROVEMENT

Use assessment, evaluation, and implementation for continuous improvement of our people, programs, facilities, and services.

**STRATEGY: Enhance security and safety within Residential Communities**

**ACTION: Installation of cameras in residential communities**

**Responsible:** Director, Associate Director-Facilities, Associate Director-Residence Education

**Assessment:** Submission of plan, visual checks, Tracking of Incident Reports. (security and/or vandalism related)

**2011 Update:** Reviewed wish list from Residence Education, LSUPD, and Facility needs. Developed a location map, cost estimate and budget proposal to implement and complete in 2011 – 2012 budget year for $450,000 total cost using cameras.

**2012 Update:** Currently working to increase surveillance camera present in all residence halls.

**ACTION: Installation of automatic fire sprinkler and alarm systems**

**Responsible:** Director, Associate Director-Facilities, Assistant Director- Facilities, Facility Development, State Fire Marshall

**Assessment:** Percentage of single student beds with new alarm/automatic fire sprinkler systems

**2011 Update:** Began life safety upgrades in 2001 and will complete all buildings per fire marshal requirement by fall of 2012. Currently, 95% of facilities are complete. Last building is scheduled to be completed by August 5, 2012. **COMPLETE**

**2012 Update:** Worked and completed the final hall, Acadian Hall, so that all of the halls are completely sprinkled with fire protection.

**STRATEGY: Improve staffing patterns, development and training to enhance staff effectiveness.**

**ACTION: Evaluation of modifications of Residence Education staffing structures and position responsibilities.**

**Responsible:** Associate Director for Residence Education; Committee Chairs.

**Assessment:** Submission of written plan to Director.
2011 Update: In progress; working to assess staffing changes after full implementation in the 09-10 year.

2012 Update: All Residence Education employee contracts have been updated and revised. RA compensation has been reduced.

**ACTION:** Create an intentional and formal development series for all Residence Education staff (and entire Department/Division if beneficial).

**Responsible:** Associate Director of Residence Education, Assistant Director of Training and Leadership Development

**Assessment:** Annual report of in-services, webinars, brownbag lunch series, etc.

2011 Update: Operationalized as primary goal of Training & Development Committees. Resident Assistant professional development timeline and curriculum complete; to be implemented throughout 2011-2012 with graduate and professional development to follow.

2012 Update: Currently implementing a round table series for Graduate staff. Developing a RA master certification plan for returning RA staff. Implementing for 2012-2013 a topic based approach for Resident Assistant development series that focuses on stewardship, community, ethics, integrity, and courage.

**STRATEGY:** Develop processes and procedures that optimize control, management, and use of resources.

**ACTION:** Replace housing management/assignment system

**Responsible:** Operations and Business areas

**Assessment:** Development and Completion of series each year.

2011 Update: Currently finalizing an RFP to solicit bids and select a program.

2012 Update: Currently finalizing an RFP to solicit bids and select a program.

**ACTION:** Develop an automated inventory process for housekeeping and maintenance supplies.

**Responsible:** Associate Director- Facilities, Assistant Director- Facilities, Facilities Coordinator, Departmental ITS analyst

**Assessment:** Implementation of the program, purchase of the equipment for management, as well as automated reports recording progress of inventory.
2011 Update: In progress of reinventing the inventory database. Working with ITS on Maximo functional issues for a successful program. Started with physically itemizing and establishing product standards within storerooms both halls and maintenance warehouse.

2012 Update: Ready to implement the inventory distribution. At this time we are testing software and procedures on one community. The item inventory is completed and labeled for tracking purposes.

ACTION: Deploy notebook computers for maintenance and custodian operations

Responsible: Associate Director- Facilities, Assistant Director- Facilities, Facilities Coordinator, Departmental ITS

Assessment: Distribution of equipment and training of employees for daily utilization

2011 Update: In progress, with the beginning of the distribution for the maintenance employees.

2012 Update: Completed, assessing for custodial operations

ACTION: Implement a web-based Self Service Work Request System for students

Responsible: Associate Director- Facilities, Assistant Director- Facilities, Facilities Coordinator, Departmental ITS

Assessment: Program utilized by students within the system

2011 Update: In progress; requesting approval to purchase new housing database. Request includes a one-stop-shop function for students to place work orders.

2012 Update: In progress; requesting approval to purchase new housing database. Request includes a one-stop-shop function for students to place work orders.

STRATEGY: Implement Housing Master Plan

ACTION: Complete the construction of the Residential College One, Phase 2 (North Hall and Faculty in Residence building).

Responsible: Associate Director-Facilities, Assistant Director-Facilities, Maintenance Superintendent.

Assessment: Evolving organizational charts in line with renovations, certificate of completion, quality control forms, customer service surveys, and completion of both Custodial and Maintenance Manuals.

2011 Update: In progress 30% complete as of July 1, 2011.
2012 Update: COMPLETE

**ACTION:** Complete renovation of the Laville Honors College

**Responsible:** Director, Associate Director- Facilities, Assistant Director- Facilities, OFS: Facility Design and Construction, State Office of Facility Planning and Control

**Assessment:** Opening of building for fall 2012

2011 Update: In progress, approximately 44% complete as of July 6, 2011.

2012 Update: COMPLETE

**ACTION:** Complete the design and renovation of Annie Boyd Hall

**Responsible:** Director, Associate Director- Facilities, Assistant Director- Facilities, OFS: Facility Design and Construction, State Office of Facility Planning and Control

**Assessment:** Opening of building for fall 2013


2012 Update: In progress, construction in early stages

**ACTION:** Initiate the design of 660 new beds via the New Residence Hall project.

**Responsible:** Director, Associate Director- Facilities, Assistant Director- Facilities, OFS: Facility Design and Construction, State Office of Facility Planning and Control

**Assessment:** Opening of buildings for Fall 2015

2011 Update: In progress of schematic designs and LEED certification requirements.

2012 Update: Complete. Waiting on revenue bond sale to begin construction.

**STRATEGY:** Evaluate internal and external customer service practices to establish best class standards.

**ACTION:** Assess the need to create a year-round Call Center for the Department of Residential Life.

**Responsible:** Associate Director for Operations, Policy and Process Manager
Assessment: Plan submitted to Director

2011 Update: Needs assessment, budget review and evaluation of space requirements to be completed in fall 2011

2012 Update: Currently call center coverage has been increased to high volume periods immediately following spring break. Further evaluation will be completed pending the completed plan for a welcome center.

**ACTION:** Establish an internal/external review process of the Department on a seven year cycle.

**Responsible:** Director

**Assessment:** Completion of internal and external reviews

2011 Update: Developing a plan for an internal assessment in 2012 in support of University Review and Assessment Committee instructions.

2012 Update: Internal review completed via University Review and Assessment Committee Process.
APPENDIX B: 2013 – 2015 OPERATIONAL PLAN

Published January 25, 2013

Updated October 15, 2013

Updated July 2014

Updated October 2015
LEARNING
Strengthen and further integrate living and learning components in residential communities.

STRATEGY: Strengthen the level of diversity education and inclusivity in our residential communities.

ACTION: Establish outreach opportunities for the residents of Family and Graduate Housing (resident population over 75% International, representing 35+ countries) to engage culturally, academically and socially with the undergraduate on-campus resident population.

Responsible: Directors, Associate Directors, and Assistant Directors for Communications & Administration and Residence Life & Education

Assessment: Submission of plan.

2013 Update: In progress; conversations between Residential Life & Education and a Family/Graduate Housing has resulted in a Family/Graduate team member sitting on the Residential Life & Educations Social Justice/Diversity committee. Additionally, a Family/Graduate resident is using the strategy as class project for his Master's program.

2014 Update: In progress; conversations with Residential Life & Education pending, Family/Graduate team member sitting on Social Justice/Diversity committee as of Oct 13. Family/Graduate resident using strategy as class project for Master's program to be finished in Dec 14.

2015 Update: Operationalized with Family/Graduate team member sitting on Social Justice/Diversity committee. Complete

STRATEGY: Improve staff structure, policies, and processes to enhance learning in residential communities

ACTION: Research, structure, implement, and assess a comprehensive Faculty-in-Residence program.

Responsible: Director of Residential Life & Education, Faculty Director for Residential College Program, and Associate Director for Student Success & Assessment.

Assessment: Written documents from the Associate Director and Academic Programs Coordinator to the Director.

2011 Update: Beginning initial research and design of program.

2012 Update: Faculty-in-residence program has been research and designed including goals, job description, and selection process to be implemented in Spring 2013 with a start date of Fall 2013. Currently
the project is being finalized for submission to obtain Provost approval.

2013 Update: Faculty-in-Residence (FIR) have been selected and are engaged in the first year of the program. Early assessment focus group indicates positive outcomes and engagement with the residential communities. Additionally, FIR are developing programs and engaged in BEACON outreach to students. Complete.

STRATEGY: Develop living and learning programs that foster student success and enhance retention.

ACTION: Finalize the development and implementation of the Residence Education Curriculum Program.

Responsible: Residential Life & Education Team

Assessment: Submission of plan, EBI survey data, and Supplemental Assessments.

2013 Update: The purchase of BEACON has changed the implementation of curriculum. Currently we are re-assessing the direction of the curriculum and attending a national institute this fall to help shape our direction.

2014 Update: We have implemented a new Residence Education Curriculum for programmatic efforts in the halls. It is known as TIGER TRAX and focuses on different areas based on months (TIGER during the Fall semester- Transitions, Involvement, Goal Setting, Exploration, Reflection, and TRAXs for the Spring semester which focus on Take Charge, Retention, Achievement, and eXit) In addition, it emphasizes on PAWS (Personal Responsibility, Academic Responsibility, Wellness Responsibility, and Social Justice Responsibility)

2015 Update: Currently we have shifted our focus to PAWS (Personal Responsibility, Academic Responsibility, Wellness Responsibility, and Social Justice Responsibility). In addition, we have a curriculum work group with the charge of creating a “streamlined and less complex community development model; including focus on personal interaction and large scale programming” with an end timeline of 2017.

ACTION: Implement a comprehensive initiative which specifically targets out-of-state students to further develop and succeed academically and socially.
Responsible: Associate and Assistant Directors for Residential Life & Education, and RLCs

Assessment: Increased retention and engagement of out of state assignments

2011 Update: Intentional collaboration with the First-Year Experience office through the Bengals Beyond the Bayou program series; Connections program will connect out of state students with RAs to build community.

2012 Update: Intentional collaboration with the First-Year Experience office through the Bengals Beyond the Bayou program series and integrated the program with the #Live Gold campaign; Connections program continues to connect out of state students with RAs to build community.

2013 Update: Continued collaboration with the First-Year Experience office through the Bengals Beyond the Bayou program series and integrated the program with the #Live Gold campaign; Connections program continues to connect out of state students with RAs to build community: introduced the BEACON Program this fall.

2014 Update: This year we continued to work with Bengal Beyond the Bayou and have the RAs to reach out to the students by bringing them to these programs. We also included them in training. Complete

ACTION: Explore the interest of colleges to partner in new Residential College ventures.

Responsible: Executive Director, Faculty Director for Residential Colleges

Assessment: Establishment of new Residential colleges

2013 Update: Discussions have started with the colleges of Human Science & Education, Art & Design, and Music and Dramatic Arts.


COMMUNICATIONS
Communicate the value of our people, programs, facilities, and services to our stakeholders.

STRATEGY: Establish renewed online presence to “Tell Our Story” to parents, current and prospective students, prospective staff, alumni, and other universities.

ACTION: Refine Residence Educations online presence for staff and external customers

Responsible: Communications Team with assistance from Residential Life & Education.

Assessment: External recognition and Student Voice survey data

2011 Update: In progress. Residence Education has met with website overhaul committee and has provided input on what new pages are needed to increase presence to stakeholders. As sample pages come out, Res Ed will review and make recommendations.

2012 Update: New website to be online June 2013. Plug-in, widgets, and text are currently being placed on the site. Communications is working with Res Ed on overall content and function of the Res Ed page section of new site.


2014 Update: In progress. Expanding presence, adding pictures, would like to work with Res Ed to establish calendar of events for community events.

2015 Update: Added staff info to each hall page, added social media directory, added calendar of events on home page. Ongoing steps: adding staff photos and getting Res Ed to help populate calendar of events.

Complete

ACTION: Upgrade the Residential Life website to improve the ease of navigation, provide a more stakeholder-friendly grouping of functions, services, and information, and provide a flexible and adaptive platform that can accommodate new and existing new media applications

Responsible: Communications Team; Information Systems & Security Team

Assessment: Launch of new website and evaluation with Google Analytics

2011 Update: In progress. Draft templates have been provided by graphic designer and CUR, and committee/director are reviewing. Content revision plan is underway to review and update all pages, and create new pages.
Photographs of all buildings and members to be scheduled. The majority of the work will be with content revision, with a spring 2012 completion/launch.

2012 Update: In progress, working with Operations, ITS and CUR toward a June 2013 completion.


2014 Update: Website content and organization overhaul in progress. Focusing on highest traffic pages first.

2015 Update: Will upgrade again in 1.5-2 years when we move to the Omni platform once Admissions moves to it. Complete

**ACTION:** Develop and implement a comprehensive marketing strategy, including print, web, and video that effectively communicates defined key messages about living on campus to our various audiences.

**Responsible:** Associate Director – Communications & Development

**Assessment:** Approval and launch of new marketing strategy

2011 Update: In progress. Communications team has developed a skeletal framework for the new marketing strategy. It will focus intently on promoting Residential Colleges Program, traditional learning communities, and the overall benefits of living on campus. Plan will more fully incorporate Love Purple Live Gold initiative, and revamping of the Tour Info Table presentation and materials, recruiting table presentations, the Axis TV system, new technological tools, videos, and ads to local and student media outlets.

2012 Update: In progress, working internally and with CUR toward a plan in place for use for the 2014-15 academic year.

2013 Update: Written plan in progress; Final draft complete in December 2013; Review and update plan through April 2014 for implementation in summer 2014 for beginning of fall 2015 recruitment cycle.

2014 Update: Draft in progress for summer approval for fall 2015 recruitment cycle implementation.

2015 Update: Launched #myLSUhome. Complete
ACTION: Utilize Residential Life Communications tools to educate students and staff about Facilities operations and reporting of Facilities concerns.

**Responsible:** Housing and Information Systems & Security Teams

**Assessment:** Increased Facilities presence and updates on Residential Life website.

**2013 Update:** In progress. Meeting held with Housing senior staff on expanding their presence on the new WordPress website. Many of the changes will be integrated with StarRez implementation to expand ‘facilities’ information.

**2014 Update:** Continue to work with Communications to create a facilities informational page on the website.

**2015 Update:** Working with Communications to create a facilities informational page on the website. Utilized AXIS TV and social media to combat repeated mechanical issues caused by misuse of the facilities. Next step: Highlighting facilities in the new blog.

ACTION: Develop a satisfaction survey for students to complete post work order completion.

**Responsible:** Director, Associate, and Assistant Directors for Housing.

**Assessment:** Implementation of a brief survey in addition to EBI assessment delivered electronically or via QR code to students.

**2013 Update:** In progress. Developed a Survey Monkey survey for student feedback upon completion of a work order as an interim solution pending StarRez implementation.

**2014 Update:** With the current Maximo CMMS there is a survey monkey that goes out with all completed work orders. Complete

**2015 Update:** Residential Life & Educations applied the information gathered from survey in Res Ed staff training sessions.

ACTION: Develop a Sales & Show Suite in Annie Boyd Hall to serve as a year-round dedicated suite-bath showroom, and a multi-media sales room to display all residential communities. Show & Sales suite to be used by daily campus tours and daily residence hall tours

**Responsible:** Director of Housing, Assistant Director of Communication, and Information Systems & Security Team
Assessment: Completion of suite.

2013 Update: Dedicated suite secured in Annie Boyd Hall and installation is in progress, fully operational suite will ready by end of 2013.

2014 Update: Sales & show suite is operational in Annie Boyd Hall. Complete.

ACTION: Develop and contract new Res Life video for use on website and daily tours, and creation of virtual tours for all residence halls and apartments.

Responsible: Associate Director of Communications & Development

Assessment: Approval and completion of videos

2013 Update: All communities have tour videos completed in house, except ECA. East Campus Apartments video was completed in November. Miller, Herget, and Blake Hall are the oldest and will be updated in spring 2014/summer 2014.

2014 Update: Miller, Herget, and Blake Hall videos were updated in spring 2014/summer 2014.

2015 Update: Cypress filmed Fall 2015; New Res Life recruitment video script in progress StratComm with plan to launch with opening of President’s House.

STRATEGY: Develop a staff presence external to LSU via professional involvement and publications

ACTION: Continue involvement as volunteers in professional organizations

Responsible: Executive Director, Directors

Assessment: Annually count number of staff serving as volunteers in professional organizations.

2011 Update: The target is for at least five staff members to serve annually as volunteers/members of committees, task forces, boards, working groups in state, regional, and national organizations. For 2010-11 there were eight volunteers.

2012 Update: The target is for at least nine staff members to serve annually as volunteers/members of committees, task forces, boards, working groups in state, regional, and national organizations. For 2011-12 there were eight volunteers.
2013 Update: Nine staff members served in elected or appointed positions and eight staff members served as volunteers in international, national, regional and local organizations, NASPA, ACUHO-I, ACPA, SEAHO, LACUSPA, LAHO, etc.

2014 Update: Seven staff members served in elected or appointed positions and eight staff members served as volunteers in international, national, regional and local organizations: NASPA, ACUHO-I, ACPA, SEAHO, LACUSPA, LAHO, etc.

2015 Update: Eleven staff members served in elected or appointed positions and fifteen staff members served as volunteers in international, national, regional and local organizations: NASPA, ACUHO-I, SEAHO, IFMA, APPA, IIDA, etc.

**ACTION:** Submit publications and propose presentations for professional organizations

**Responsible:** Executive Director, Directors

**Assessment:** Annually count the number of publications published and presentations given

2011 Update: The target is to have at least 13 publication and/or professional presentations selected by state, regional, and national organizations. For 2010-11, there were 25 presentations and publications.

2012 Update: For 2011-2012, there were 19 presentations and publications. Publications increased by 40% to seven.

2013 Update: For 2012-2013, there were 20 presentations and publications. Publications increased to eight.

2014 Update: For 2013-2014, there were 22 presentations and publications. Three publications and 19 presentations.

2015 Update: For 2014-2015, there were 18 presentations and publications. Four publications and 14 presentations.
SUSTAINABILITY
Promote stewardship of resources within our community in support of global environmental sustainability.

**STRATEGY:** Support University and Departmental Green practices through education, leadership positions, and processes.

**ACTION:** Create a Sustainability Committee

**Responsible:** Residential Life & Education team, Residence Hall Association, Communication & Administration, Housing

**Assessment:** EBI and/or Student Voice assessment of residents’ awareness of and participation in green initiatives.

**2011 Update:** Developed a Committee whose sole function is to develop sustainability initiatives and chair leadership position. Live Green online Pledge, collaboration with University sustainability committee, collaboration on Unplugged program. Connections program connects RAs with discussing sustainability with residents. Facilities is combing all the existing inventory used for recycling including data, programs, and tools for a baseline document. We are actively enrolling in the Recycle Mania program through the University and the recycle facebook page.

**2012 Update:** **Facilities:** Approved funding for initiating the building assessment for utility metering.
- Working with the sustainability committee to create signage and programs for recycling inside the buildings.
- Working with the contractors to record any recycled material from construction projects in progress.

**Education:** The Sustainability committee had an outstanding year including Green Bandits, the Mock Green Room, the use of social media for communication, involvement and awareness, pledge to live green, purchasing the green bags, and moving UNPLUG from a local competition to a national one.

**Communications:** Supported Res Ed in UNPLUG, and above Sustainability committee with print, digital and social media communication pieces to promote.

**2013 Update:** We have strengthened our alliance with campus sustainability and continued with Residential Life sustainability committee programs such as the live green pledge and Unplug to educate residential populations and reduce consumption and waste.
2014 Update: Committee established and working strongly with the University office of Sustainability and other organizations both locally, globally and campus wide. Complete

**ACTION:** Create paperless electronic check-in and check-out process for opening and closing of the residence halls and apartments

**Responsible:** Directors, Residential Life & Education team, Communication & Administration team

**Assessment:** Confirmation of Service

**2011 Update:** In progress; requesting approval to purchase new housing database. Request includes hardware to manage electronic check-in and check-out.

**2012 Update:** In progress; requesting approval to purchase new housing database. Request includes hardware to manage electronic check-in and check-out.

**2013 Update:** Contract signed in September 2013 with StarRez to replace existing legacy Housing Management System and implementation is scheduled for spring 2014. The new software will be able to provide the capability.

**2014 Update:** StarRez to be implemented Spring 2015. Working with provider to develop an electronic check-in and check-out via iPads.

**2015 Update:** Database information submitted by residential life & education delayed by rescheduled StarRez implementation. Additionally, StarRez was unable to accommodate hardware purchase.

**ACTION:** Install digital meters and a dashboard system in residential communities for consumption awareness of utilities

**Responsible:** Director of Housing, Assistant Director for Construction, University Sustainability office, OFS: Planning Design and Construction

**Assessment:** Installation of meters and recording of Departmental utilities usage through the University energy management and control system and reporting of utility usage on dashboards in residential communities.

**2011 Update:** In progress, monitors installed in communities and contracted with an engineering firm for building assessment and making a proposal for implementation of meters and dashboard system.
2012 Update: Approved funding for initiating the building assessment for utility metering. Collaborating Facility Services in creating a dashboard program for reporting metering data.

2013 Update: Received evaluation and complete recommendation from engineering firm. Housing staff is now working with Facility Services to develop an implementation plan.

2014 Update: Work continues with Facility Services to install steam meters for phase 1.

2015 Update: In progress, with the new Utilities Director in Facilities we are exploring and planning to implement two buildings for a trial basis.

STRATEGY: Design and build sustainable facilities.

Action: Construct the New Residence Hall project to LEED standards

Responsible: Director of Housing, Assistant Director for Construction, OFS: Facility Design and Construction, and State Office of Facility Planning and Control

Assessment: LEED Certificate of completed building.

2011 Update: In progress and approval stage. Got approval for LEED certification from the state. Pressing forward through the Capital Outlay process.

2012 Update: Continue to work on the new Hart site project to reach a Silver LEED status

2013 Update: Began construction 2013

2014 Update: Continual progress towards completion of Cypress Hall for fall 2015. Bond sale is to start to allow construction to start on Spruce Hall for summer 2015.


ACTION: Develop a LEED certification program for existing facilities.

Responsible: Director of Housing, Assistant Director for Construction, OFS: Planning Design and Construction

Assessment: Program plan and evaluations of each building for application of certificate. Submission of plans to Executive Director.
2011 Update: Currently working with Facilities and the Sustainability director to assess existing systems. Working on the process of how to commission the agent for certification of existing systems through the state process.

2012 Update: Working mainly on improving systems to become more energy efficient since the State of Louisiana does not recognize LEED as an official meter of green systems.

2013 Update: Reevaluating certificate program. Decision to seek certification or just continue to document efficient upgrades.

2014 Update: Working with other campus organizations to teach a new implementation that supports environmental friendly issues

2015 Update: Continue working with other campus organizations to teach a new implementation that supports environmental friendly issues. Because Louisiana adopted the ASHRAE standards we will recommend to eliminate this Action. Complete

**STRATEGY:** Increase use of recycled products, sustainable practices, and recycling efforts to reduce waste stream.

**ACTION:** Increasing recycling collection sites, reporting tools, and programs.

**Responsible:** Director of Housing, Office of Facility Services, Assistant Director for Communications, Residential Life & Education team

**Assessment:** Measurement of recycled materials.

2011 Update: Establishing baselines for sustainability committee and reviewing with Facility Services recycling program chair. Currently increasing recycling collection to include other items for the coming year. Exploring options of successful programs in other areas that will increase our efforts.

2012 Update: Continue to work with Contractors and Architects to recycle job material and send recorded numbers (Facilities). Working with external groups on collection of room furnishings for charity organizations (Communications).

2013 Update: Working on in house training and programs to make students and staff more aware of sustainable efforts and encourage recycling goods. Adding containers for recycling/disposal of batteries and light bulbs.

2014 Update: Working with Facilities to collect accurate numbers for recycling from the contracted waste management team.
**2015 Update:** Improved accuracy of collection numbers. In 2014-2015 we recycled 289.15 tons of materials, for a 33% increase from 2013-2014. We are working with construction projects to continue to collect recycling numbers where available. Added water bottle fillers in 5 communities to encourage off reusable water bottles.

**ACTION:** Develop and implement a program that collects unwanted furnishings and belongings from students during end-of-year move-out to donate to charitable organizations.

**Responsible:** Departmental and University Sustainability committee, Associate Director for Housing Operations

**Assessment:** Recording of recycled material and its distribution

**2011 Update:** Worked on Tigers for Tide with Campus Life this year. Additionally, individual communities participated in pilot initiatives (ECA, Miller). Currently assessing the desirability of pursuing this endeavor. Discussed at the Sustainability committee but tabled until established basic ideas because of manpower and approvals.

**2012 Update:** Worked with Residential Life & Education in manning this project with collection help and distribution if needed. Currently working with the sustainability committee to increase service and promotion.

**2013 Update:** Obtained approval and established drop-off/ collection points for residents to donate their unwanted items at the end of the spring semester with two local charities. **Complete.**
DEVELOPMENT
Seek creative alternatives for funding and support of residential programs and services.

**STRATEGY:** Create systems for the generation of funds through targeted sources (grants, residential alumni, businesses, etc.)

**ACTION:** Explore creative approaches in collaboration with key stakeholders in an effort to increase affordable housing options for graduate students.

**Responsible:** Residential Life Management Team

**Assessment:** Confirmation of commitment from targeted sources.

**2011 Update:** The Office of Facility Development is in the process of selecting an architectural firm to develop a master plan for the Nicholson Gateway. This will lead to recommendations for the development of the area and the replacement of Nicholson and Ed Gay housing.

**2012 Update:** Nicholson Development Group, in conjunction with AECOM, created a Master Plan for the mixed-use development on the Nicholson Corridor. Res Life Communications and Operations (Graduate & Family AD) developed a Communications Plan for the Nicholson Development Project to keep residents informed. CUR created a Nicholson Project website on the LSU site for public access.

**2013 Update:** LSU Board of Supervisors approved Nicholson Gateway Master plan at February meeting. Submitted a recommendation to CFO for implementation of master plan.

**2014 Update:** Working with CFO to obtain Board of Supervisors approval to move forward with development.

**2015 Update:** Approval received to move forward with the Nicholson Gateway Project. The LSU Property Foundations has obtained the services for Brailsford & Dunlevay to act a Project Manager to develop an RFQ/FRP for the project in the fall.

**ACTION:** Develop and implement a business plan for the Residential College Fund that establishes a foundation account to provide funds to students to offset the supplemental rent assessed for enrolling in a residential college.

**Responsible:** Associate Director for Communications & Development

**Assessment:** Approval by LSU Foundation and implementation of business plan.

**2011 Update:** In progress. The first draft of the Residential College Scholarship Endowment Business Plan was written, and director, communications,
and AD Operations met with the LSU Foundation representative. Foundation comments were incorporated into the business plan and approved by Director. Current draft was submitted to LSU Foundation for review, changes and implementation.

**2012 Update:** Incorporated LSU Foundation President comments into business plan, putting into brochure format, then submit to Foundation for approval. Working with Student Life Development Team on having RC Program part of SL development opportunity on SL website

**2013 Update:** Business plan reviewed and approved by LSU Executive Director, Institutional Advancement, and Vice Chancellor SL&E. Foundation accounts in progress, met with Foundation controller. Waiting on a meeting with Foundation Senior VP for Development.

**2014 Update:** Business plan reviewed and approved; waiting for next steps with SLE Development Director.

**2015 Update:** New SLE DEV director adding Res Life to lists to target; Finalizing one sheeter for Res College Fund and working with SLE Development office on business in-kind donations.

**STRATEGY:** Collaborate with University units to assess the full scope of needs and explore creative options for short term housing accommodations (summer conferences, year round conferences, visiting faculty, interns, and University staff).

**ACTION:** Reopen Kirby Smith Hall.

**Responsible:** Director of Housing, Director of Communications and Administration, Contracts and Conference Manager

**Assessment:** Program proposal, funding for facility upgrades, and opening of facility

**2011 Update:** Completed $1 million on facility upgrades and furniture purchases for opening the first seven floors for fall 2011.

**2012 Update:** Currently working on taking 8-11 floors back over for full time students.

**2013 Update:** Upgrades to the 8th through 10th floors completed and returned to inventory for fall 2013.

**2014 Update:** Upgrades to 11th through 14th floors are in design for student and short-term faculty/staff/student housing.
2015 Update: Upgrades to 11th floor complete. Upgrades to 12th - 14th floors are in design for student and short-term faculty/staff/student housing currently on the drafting board in Facilities.
IMPROVEMENT

Use assessment, evaluation, and implementation for continuous improvement of our people, programs, facilities, and services.

**STRATEGY: Enhance security and safety within Residential Communities**

**ACTION: Installation of cameras in residential communities**

**Responsible:** Director of Housing, Director-Residential Life & Education

**Assessment:** Submission of plan, visual checks, Tracking of Incident Reports. (security and/or vandalism related)

**2011 Update:** Reviewed wish list from Residence Education, LSUPD, and Facility needs. Developed a location map, cost estimate and budget proposal to implement and complete in 2011 – 2012 budget year for $450,000 total cost using cameras.

**2012 Update:** Currently working to increase surveillance camera present in all residence halls.

**2013 Update:** Increased cameras by 25 with a strong plan to add an additional 15 before the end of the year

**2014 Update:** 95% complete on installing required cameras per building. Installing card readers for every elevator.

**2015 Update:** We included cameras in the new Cypress Hall, Westshore house and addition of 2 cameras in Kirby Smith. **Complete**

**STRATEGY: Improve staffing patterns, development and training to enhance staff effectiveness.**

**ACTION:** Evaluation of modifications of Residence Education staffing structures and position responsibilities.

**Responsible:** Director of Residential Life & Education; Assistant Director for Staffing & Organizational Development.

**Assessment:** Submission of written plan to Executive Director.

**2011 Update:** In progress; working to assess staffing changes after full implementation in the 09-10 year.

**2012 Update:** Residence Education employee contracts have been updated and revised. RA compensation has been reduced.
2013 Update: Residential Life & Education positions are continuously evaluated and reviewed for responsibilities and compensation. Additional positions have been created and compensation for RLCs has been increased at the base level. All employee descriptions and agreements are being reviewed and will be reconstructed to match central HR standards by the end of the Fall semester.

2014 Update: All employee descriptions and agreements have been reviewed and completed to new HR standards. Complete.

ACTION: Research a Master RA Program, potential benefits to RA position, and implement if determined to be successful.

Responsible: Residential Life & Education Assistant Director For Training & Leadership with support from Committees and Graduate Assistant.

Assessment: EBI resident satisfaction data for residents overseen by Master RA; RLC, GRD, and RA satisfaction with the process and performance of those engaged in the process.

2013 Update: Residential Life & Education are currently reviewing this option in the student staff training committee led by the Assistant Director for Training & Leadership.

2014 Update: Review is still on-going.

2015 Update: Team determined this was not feasible, beneficial, or necessary given the implementation of competencies. Complete

ACTION: Expand and enhance the quality of the video training program to include additional topics and Desk Assistant training.

Responsible: Residential Life & Education Assistant Director for Training & Leadership with support from Committees and Graduate Assistant.

Assessment: Performance of staff who participated in the video training assessed by supervisors on an ongoing basis.

2013 Update: Residential Life & Education are currently reviewing this option in the student staff training committee led by the Assistant Director for Training & Leadership. Additionally, the GA for Training & Leadership is conducting a doctoral study to determine the benefits of video training at the Desk Assistant Level.

2014 Update: After extensive review, it was determined that video training was not the best option. Complete
ACTION: Develop Information Security training for Residential Life and Student Life and Enrollment staff

Responsible: Director Communications & Administration, Associate Director of Information Systems & Security Manager, and ISS staff

Assessment: Submission of written plan to Executive Director.


ACTION: Create and implement training strategies for Residential Life staff regarding Facilities processes and policies.

Responsible: Housing team; Residential Life & Education team.

Assessment: Delivery of comprehensive and interactive training sessions for Residential Life & Education and Housing Custodial and Maintenance staff; implementation of a work order reporting checklist at each community front desk.


ACTION: Assess current Facilities staffing structures and position responsibilities to identify need for additional staff and/or restructure of existing positions.

Responsible: Director, Associate Director, Assistant Director for Housing.

Assessment: Recommendations on staffing structure changes presented to the Executive Director.

2013 Update: Developing position descriptions for new management and classified staff positions
**2014 Update:** Review of professional staffing was completed and position advertised. Review of maintenance organization pending hire of new Assistant Director for Maintenance.

**2015 Update:** In progress. Conducting research on current Housing staff work load and peer institution Housing staffing structures to determine future staffing direction for Housing unit, Currently, we are putting job descriptions for (2) HVAC technicians and a Logistics Coordinator.

**ACTION:** Assess current Communication and Administration staffing structures and position responsibilities to identify need for additional staff and/or restructure of existing positions.

**Responsible:** Director for Communication and Administration

**Assessment:** Recommendations on staffing structure changes presented to the Executive Director.

**2013 Update:** Restructure in Assignments is in progress. Currently working with Associate Director of Information & Security Services for proposed restructuring of staff. Conference Services assessing summer restructure implemented for 2013.

**2014 Update:** Information & Security Services restructuring was completed with the re-organization, creation of two new positions and hiring new staff. Review was completed of 2013 Conference Services restructure with no changes. Continue to review the communications and customer service staffing needs.

**2015 Update:** Currently Communications and Administrative Services is reviewing our current structures in Assignment and Communications area. A new position description has been submitted for the Assignments leader position.

**STRATEGY:** Develop processes and procedures that optimize control, management, and use of resources.

**ACTION:** Replace housing management/assignment system

**Responsible:** Communication & Administration and Financial & Human Resource Services teams

**Assessment:** Development and completion of series each year.

**2011 Update:** Currently finalizing an RFP to solicit bids and select a program.

**2012 Update:** Currently finalizing an RFP to solicit bids and select a program.
2013 Update: Contract signed September 2013 with StarRez to be implemented Fall 2013 / Spring 2014.

2014 Update: StarRez to be implemented Fall 2014. Contract signed September 2013. Complete

ACTION: Develop an automated inventory process for housekeeping and maintenance supplies.

Responsible: Director of Housing, Associate Director of Housing Operations, Assistant Director of Construction, Facilities Coordinator, Departmental ISS analyst

Assessment: Implementation of the program, purchase of the equipment for management, as well as automated reports recording progress of inventory.

2011 Update: In progress of reinventing the inventory database. Working with ISS on Maximo functional issues for a successful program. Started with physically itemizing and establishing product standards within storerooms both halls and maintenance warehouse.

2012 Update: Ready to implement the inventory distribution. At this time we are testing software and procedures on one community. The item inventory is completed and labeled for tracking purposes.

2013 Update: Waiting on Facility Service decision regarding Computer Maintenance Management System (CMMS) replacement for the campus. Residential Life, Housing has implemented the inventory process with the custodial staff and moving to a full reorganization for the maintenance area. The purchase of inventory management handhelds is pending CMMS decision.

2014 Update: The automated inventory process is 75% complete for Housekeeping and 55% for Maintenance. The challenge to meet the goal is updating the Maximo operating system and implementing the new bar coding system.

2015 Update: In progress, the process has been delayed by the implementation of new university inventory management system and awaiting the purchase of tablets for bar coding and the upgrade to Maximo mobile
ACTION: Deploy notebook computers for maintenance and custodian operations

Responsible: Director of Housing, Housing team, Information Systems and Security team

Assessment: Distribution of equipment and training of employees for daily utilization

2011 Update: In progress, with the beginning of the distribution for the maintenance employees.

2012 Update: Completed maintenance distribution, assessing for custodial operations

2013 Update: Custodial supervisors have been provided iPads. COMPLETE

ACTION: Implement a web-based Self Service Work Request System for students

Responsible: Director of Housing, Housing team, Information Systems and Security team

Assessment: Program utilized by students within the system

2011 Update: In progress; requesting approval to purchase new housing database. Request includes a one-stop-shop function for students to place work orders.

2012 Update: In progress; requesting approval to purchase new housing database. Request includes a one-stop-shop function for students to place work orders.

2013 Update: Contract signed September 2013 with StarRez to be implemented Fall 2013 / Spring 2014.

2014 Update: In progress with Star Res and potentially through a new CMMS program for facilities.

2015 Update: In progress with Star Res and potentially through a new CMMS program for facilities.

ACTION: Examine the possibilities of creating a one stop shop concept for summer conference groups

Responsible: Director of Communication & Administration, Conference and Contract Manager

Assessment: Report submitted with proposal or findings to Director
2013 Update: Revisit, possibly reword to focus on shared publicity piece instead

**ACTION:** Examine current contracts to streamline and provide online accessibility.

**Responsible:** Conference and Contract Manager, Policy and Process Manager, Assignments Manager

**Assessment:** Submission of proposal for changes to Associate Director of Operations and/or Director

2013 Update: Assemble group in spring 2014 to determine plan after staff becomes more familiar with StarRez Housing Management System.

2014 Update: Contracts were reviewed and included in new StarRez platform and web site. **Complete**

**ACTION:** Centralize and unify desk processes and procedures to deliver consistent and optimum service delivery to all residents on campus.

**Responsible:** Residential Life & Education team

**Assessment:** Resident satisfaction, Desk Assistant productivity measures.

2013 Update: Residential Life & Education has completed this goal and all desk are centrally staffed with oversight from a GA for desk operations. **COMPLETE**

**ACTION:** Create resource rooms for RA’s for programming, bulletin board, and other creative supplies to maximize service delivery.

**Responsible:** Residential Life & Education team with support from Housing and Information Systems and Security.

**Assessment:** RLC assessment of work products produced, Usage data on resource rooms, RA satisfaction assessment.

2013 Update: Residential Life & Education has completed this goal and two distinct resource rooms are currently in place for staff use. **COMPLETE**

**ACTION:** Revise emergency protocols and develop consistent protocols in area for maximum service delivery.

**Responsible:** Residential Life & Education Associate & Assistant Directors with support from Director.
Assessment: Approval through Executive Director with feedback from several levels of the organization. Assess implementation through testing of responses during real life crisis situations and “table top” exercises.

2013 Update: Residential Life & Education has completed this goal and final edits from internal departments outside Residential Life & Education are being completed. **COMPLETE**

**STRATEGY: Implement Housing Master Plan**

**ACTION: Complete the design and renovation of Annie Boyd Hall**

**Responsible:** Executive Director, Director of Housing, Assistant Director for Construction, OFS: Facility Design and Construction, and State Office of Facility Planning and Control

**Assessment:** Opening of building for fall 2013


2012 Update: In progress, construction in early stages

2013 Update: Renovation completed and hall returned to inventory for fall 2013. **COMPLETE**

**ACTION: Initiate the design of 660 new beds via the New Residence Hall project.**

**Responsible:** Executive Director, Director of Housing, Assistant Director for Construction, OFS: Facility Design and Construction, and State Office of Facility Planning and Control

**Assessment:** Opening of phase one for fall 2015 and phase 2 for fall 2017

2011 Update: In progress of schematic designs and LEED certification requirements.

2012 Update: Waiting for sale of revenue bonds to begin construction in 2013 of first building.

2013 Update: Phase one under construction and phase two is in design.

2014 Update: In progress with a completion of Cypress Hall for fall 2015 (341 beds) and start of construction for Spruce Hall (421 beds) for summer 2015.

**ACTION:** Initiate the design and renovation of Evangeline Hall

**Responsible:** Executive Director, Director of Housing, Assistant Director for Construction, OFS: Facility Design and Construction, and State Office of Facility Planning and Control

**Assessment:** Opening of building for fall 2017

**2013 Update:** Architect selected and design initiated.

**2014 Update:** Design on tract for start of construction in summer of 2015.

**2015 Update:** Construction delayed until summer 2016.

**ACTION:** Complete the 10-year review/update of the Comprehensive Housing Master Plan

**Responsible:** Executive Director, Director of Housing, Assistant Director for Construction, OFS: Facility Design and Construction

**Assessment:** Published update to the Comprehensive Housing Master Plan

**2013 Update:** Architect selected and review begun.

**2014 Update:** Housing Unit Plan update for 2020 – 2040 published. Complete

**ACTION:** Construct new family apartments to replace Ed Gay Apartments

**Responsible:** Executive Director, Director of Housing, Assistant Director for Construction, OFS: Facility Design and Construction, and State Office of Facility Planning and Control

**Assessment:** Opening of complex for fall 2018

**2013 Update:** Capital Outlay request submitted, approved by BOS and BOR. Waiting legislative action.

**2014 Update:** Legislative approval received and architect selected for the project.

**2015 Update:** Program review completed, but project put on hold due to withdrawal of 2015 Revenue Bond sale, site conflicts, and budget constraints
ACTION: Construct New Greek House

Responsible: Executive Director, Director of Housing, Assistant Director for Construction, OFS: Facility Design and Construction, and State Office of Facility Planning and Control

Assessment: Opening of building for fall 2016

2013 Update: Capital Outlay request approved by legislature, waiting for scheduling of Architect Selection Board.

2014 Update: Architect selected and design in progress for start of construction in spring of 2015.

2015 Update: Currently in construction with completion in spring 2016.

ACTION: Renovate the LSU Press building for use as a Greek house

Responsible: Executive Director, Director of Housing, Assistant Director for Construction, OFS: Facility Design and Construction, and State Office of Facility Planning and Control

Assessment: Opening of complex for fall 2015

2013 Update: 959 request approved, waiting for scheduling of Architect Selection Board.

2014 Update: Architect selected and design completed, contract awarded with construction start in November, and completion planned by July 2015.


ACTION: Submit Capital Outlay package for the renovation of Highland and Louise Garig halls

Responsible: Executive Director, Director of Housing, Assistant Director for Construction, OFS: Facility Design and Construction, and State Office of Facility Planning and Control

Assessment: Opening of complex for fall 2019

2013 Update: Project will be included in 2014 call for Capital Outlay projects.

STRATEGY: Evaluate internal and external customer service practices to establish best class standards.

ACTION: Establish an internal/external review process of the Department on a seven year cycle.
Responsible: Executive Director

Assessment: Completion of internal and external reviews

2011 Update: Developing a plan for an internal assessment in 2012 in support of University Review and Assessment Committee instructions.

2012 Update: Internal review completed via University Review and Assessment Committee Process.


2014 Update: External review completed by outside consultant. Complete

ACTION: Establish Departmental Customer Service Standards

Responsible: Customer Service Task Force (Communication & Administration)

Assessment: Submission of proposal to Director for review.

2013 Update: Plan approved in spring 2013; group to reassemble in fall 2013 after follow up with Executive Director.

2014 Update: Ongoing

2015 Update: Customer Service Committee chaired by Communications Assistant Director. Several strategies and action items have been identified, and are being prioritized on feasibility and impact.
LEARNING

Strengthen and further integrate living and learning components in residential communities.

**STRATEGY:** Strengthen the level of diversity education and inclusivity in our residential communities.

**ACTION:** Expansion of Inclusive Communication throughout the residential facilities

Responsible: Director and Facilities Coordinator for Housing

Assessment: Submission of plan and implementation

**STRATEGY:** Improve staff structure, policies, and processes to enhance learning in residential communities

**STRATEGY:** Develop living and learning programs that foster student success and enhance retention.

**ACTION:** Finalize the development and implementation of the Residence Education Curriculum Program.

Responsible: Residential Life & Education Team.

Assessment: Submission of plan, EBI survey data, and Supplemental Assessments.

2013 Update: The purchase of BEACON has changed the implementation of curriculum. Currently we are re-assessing the direction of the curriculum and attending a national institute this fall to help shape our direction.

2014 Update: We have implemented a new Residence Education Curriculum for programmatic efforts in the halls. It is known as TIGER TRAX and focuses on different areas based on months (TIGER during the Fall semester- Transitions, Involvement, Goal Setting, Exploration, Reflection, and TRAXs for the Spring semester which focus on Take Charge, Retention, Achievement, and eXit) In addition, it emphasizes on PAWS (Personal Responsibility, Academic Responsibility, Wellness Responsibility, and Social Justice Responsibility)

2015 Update: Currently we have shifted our focus to PAWS (Personal Responsibility, Academic Responsibility, Wellness Responsibility, and Social Justice Responsibility). In addition, we have a curriculum work group with the charge of creating a “streamlined and less complex community development model; including focus on personal interaction and large scale programming” with an end timeline of 2017.
**ACTION:** Explore the interest of colleges to partner in new Residential College ventures.

Responsible: Executive Director, Faculty Director for Residential Colleges

Assessment: Establishment of new Residential colleges


**STRATEGY:** To creatively repurpose existing space usage to support the living learning environment through all communities.

**ACTION:** Expansion of Study Spaces, Classrooms, and multipurpose student spaces within Residential Communities.

Responsible: Director, Associate Director, Assistant Directors and Coordinators for Housing

Assessment: Opening of new study spaces in Residential Communities

2015 Update: Addition of 4 study rooms in Pentagon complex, 2 new seminar rooms in Highland Hall and Cypress Hall; additional dance/ workout studio in Cypress Hall.
COMMUNICATIONS

*Communicate the value of our people, programs, facilities, and services to our stakeholders.*

**STRATEGY:** Establish renewed online presence to “Tell Our Story” to parents, current and prospective students, prospective staff, alumni, and other universities.

**ACTION:** Utilize Residential Life Communications tools to educate students, staff, and external customers about Facilities operations.

Responsible: Housing and Information Systems & Security Teams.

Assessment: Increased Facilities presence and updates on Residential Life website.

2013 Update: In progress. Meeting held with Housing senior staff on expanding their presence on the new WordPress website. Many of the changes will be integrated with StarRez implementation to expand ‘facilities’ information.

2014 Update: Continue to work with Communications to create a facilities informational page on the website.

2015 Update: Working with Communications to create a facilities informational page on the website. Utilized AXIS TV and social media to combat repeated mechanical issues caused by misuse of the facilities. Next step: Highlighting facilities in the new blog.

**ACTION:** Develop and contract new Res Life video for use on website and daily tours, and creation of virtual tours for all residence halls and apartments.

Responsible: Associate Director of Communications & Development

Assessment: Approval and completion of videos

2013 Update: All communities have tour videos completed in house, except ECA. East Campus Apartments video was completed in November. Miller, Herget, and Blake Hall are the oldest and will be updated in spring 2014/summer 2014.

2014 Update: Miller, Herget, and Blake Hall videos were updated in spring 2014/summer 2014.

2015 Update: Cypress filmed Fall 2015; New Res Life recruitment video script in progress StratComm with plan to launch with opening of President’s House
STRATEGY: Develop a staff presence external to LSU via professional involvement and publications

ACTION: Continue involvement as volunteers in professional organizations

Responsible: Executive Director, Directors
Assessment: Annually count number of staff serving as volunteers in professional organizations.

2011 Update: The target is for at least five staff members to serve annually as volunteers/members of committees, task forces, boards, working groups in state, regional, and national organizations. For 2010-11 there were eight volunteers.

2012 Update: The target is for at least nine staff members to serve annually as volunteers/members of committees, task forces, boards, working groups in state, regional, and national organizations. For 2011-12 there were eight volunteers.

2013 Update: Nine staff members served in elected or appointed positions and nine staff members served as volunteers in international, national, regional and local organizations, NASPA, ACUHO-I, ACPA, SEAHO, LACUSPA, LAHO, etc.

2014 Update: Seven staff members served in elected or appointed positions and eight staff members served as volunteers in international, national, regional and local organizations: NASPA, ACUHO-I, ACPA, SEAHO, LACUSPA, LAHO, etc.

2015 Update: Eleven staff members served in elected or appointed positions and fifteen staff members served as volunteers in international, national, regional and local organizations: NASPA, ACUHO-I, SEAHO, IFMA, APPA, IIDA, etc.

ACTION: Submit publications and propose presentations for professional organizations

Responsible: Executive Director, Directors
Assessment: Annually count the number of publications published and presentations given

2011 Update: The target is to have at least 13 publication and/or professional presentations selected by state, regional, and national organizations. For 2010-11, there were 25 presentations and publications.
2012 Update: For 2011-2012, there were 19 presentations and publications. Publications increased by 40% to seven.

2013 Update: For 2012-2013, there were 20 presentations and publications. Publications increased to eight.

2014 Update: For 2013-2014, there were 22 presentations and publications. Three publications and 19 presentations.

2015 Update: For 2014-2015, there were 19 presentations and publications. Four publications and 15 presentations.

SUSTAINABILITY
Promote stewardship of resources within our community in support of global environmental sustainability.

STRATEGY: Support University and Departmental Green practices through education, leadership positions, and processes.

ACTION: Create paperless electronic check-in and check-out process for opening and closing of the residence halls and apartments

Responsible: Directors, Residential Life & Education team, Communication & Administration team

Assessment: Confirmation of Service

2011 Update: In progress; requesting approval to purchase new housing database. Request includes hardware to manage electronic check-in and check-out.

2012 Update: In progress; requesting approval to purchase new housing database. Request includes hardware to manage electronic check-in and check-out.

2013 Update: Contract signed in September 2013 with StarRez to replace existing legacy Housing Management System and implementation is scheduled for spring 2014. The new software will be able to provide the capability.


2015 Update: Database information submitted by residential life & education delayed by rescheduled StarRez implementation. Additionally, StarRez was unable to accommodate hardware purchase.
**ACTION:** Install digital meters and a dashboard system in residential communities for consumption awareness of utilities

**Responsible:** Director of Housing, Assistant Director for Construction, University Sustainability office, OFS: Planning Design and Construction

**Assessment:** Installation of meters and recording of Departmental utilities usage through the University energy management and control system and reporting of utility usage on dashboards in residential communities.

**2011 Update:** In progress, monitors installed in communities and contracted with an engineering firm for building assessment and making a proposal for implementation of meters and dashboard system.

**2012 Update:** Approved funding for initiating the building assessment for utility metering. Housing staff is collaborating with Facility Services in creating a dashboard program for reporting metering data.

**2013 Update:** Received evaluation and complete recommendation from engineering firm. Housing staff is now working with Facility Services to develop an implementation plan.

**2014 Update:** Work continues with Facility Services to install steam meters for phase 1.

**2015 Update:** In progress, with the new Utilities Director in Facilities we are exploring and planning to implement two buildings for a trial basis.

**STRATEGY:** Design and build sustainable facilities.

**ACTION:** Construct all New Residence Hall projects to incorporate portions of the state adopted ASHRAE standards

**Responsible:** Director of Housing, Assistant Director for Construction, OFS: Planning Design and Construction

**Assessment:** Program plan and evaluations of each building for application of certificate. Submission of plans to Executive Director.

**2011 Update:** Currently working with Facilities and the Sustainability director to assess existing systems. Working on the process of how to commission the agent for certification of existing systems through the state process.

**2012 Update:** Working mainly on improving systems to become more energy efficient since the State of Louisiana does not recognize LEED as an official meter of green systems.
2013 Update: Reevaluating certificate program. Decision to seek certification or just continue to document efficient upgrades.

2014 Update: Working with other campus organizations to teach a new implementation that supports environmental friendly issues.

2015 Update: Cypress Hall construction complete and facility opened in August 2015, LEED Certification application in progress. Spruce Hall construction deferred to 2016.

**STRATEGY: Increase use of recycled products, sustainable practices, and recycling efforts to reduce waste stream.**

**ACTION:** Increasing recycling collection sites, reporting tools, and programs.

**Responsible:** Director of Housing, Office of Facility Services, Assistant Director for Communications, Residential Life & Education team

**Assessment:** Measurement of recycled materials.

2011 Update: Establishing baselines for sustainability committee and reviewing with Facility Services recycling program chair. Currently increasing recycling collection to include other items for the coming year. Exploring options of successful programs in other areas that will increase our efforts.

2012 Update: Continue to work with Contractors and Architects to recycle job material and send recorded numbers (Facilities). Working with external groups on collection of room furnishings for charity organizations (Communications).

2013 Update: Working on in house training and programs to make students and staff more aware of sustainable efforts and encourage recycling goods. Adding containers for recycling/disposal of batteries and light bulbs.

2014 Update: Working with Facilities to collect accurate numbers for recycling from the contracted waste management team.

2015 Update: Improved accuracy of collection numbers. In 2014-2015 we recycled 289.15 tons of materials, for a 33% increase from 2013-2014. We are working with construction projects to continue to collect recycling numbers where available. Added water bottle fillers in 5 communities to encourage off reusable water bottles.
**STRATEGY: Increase overall education through signage and programs**

**ACTION:** Install digital meters and a dashboard system in residential communities for consumption awareness of utilities and educational tools for external customers

Responsible: Director of Housing, Assistant Director for Construction, University Sustainability office, OFS: Planning Design and Construction

Assessment: Installation of meters and recording of Departmental utilities usage through the University energy management and control system and reporting of utility usage on dashboards in residential communities.

2011 Update: In progress, monitors installed in communities and contracted with an engineering firm for building assessment and making a proposal for implementation of meters and dashboard system.

2012 Update: Approved funding for initiating the building assessment for utility metering. Housing staff is collaborating with Facility Services in creating a dashboard program for reporting metering data.

2013 Update: Received evaluation and complete recommendation from engineering firm. Housing staff is now working with Facility Services to develop an implementation plan.

2014 Update: Work continues with Facility Services to install steam meters for phase 1.

2015 Update: In progress, with the new Utilities Director in Facilities we are exploring and planning to implement two buildings for a trial basis.

**DEVELOPMENT**

*Seek creative alternatives for funding and support of residential programs and services.*

**STRATEGY: Create systems for the generation of funds through targeted sources (grants, residential alumni, businesses, etc.)**

**ACTION:** Explore creative approaches in collaboration with key stakeholders in an effort to increase affordable housing options for graduate students.

Responsible: Residential Life Management Team.

Assessment: Confirmation of commitment from targeted sources.

2011 Update: The Office of Facility Development is in the process of selecting an architectural firm to develop a master plan for the Nicholson Gateway.
This will lead to recommendations for the development of the area and the replacement of Nicholson and Ed Gay housing.

2012 Update: Nicholson Development Group, in conjunction with AECOM, created a Master Plan for the mixed-use development on the Nicholson Corridor. Res Life Communications and Operations (Graduate & Family AD) developed a Communications Plan for the Nicholson Development Project to keep residents informed. CUR created a Nicholson Project website on the LSU site for public access.

2013 Update: LSU Board of Supervisors approved Nicholson Gateway Master plan at February meeting. Submitted a recommendation to CFO for implementation of master plan.

2014 Update: Working with CFO to obtain Board of Supervisors approval to move forward with development.

2015 Update: Approval received to move forward with the Nicholson Gateway Project. The LSU Property Foundations has obtained the services for Brailsford & Dunlevay to act a Project Manager to develop an RFQ/FRP for the project in the fall.

**ACTION:** Develop and implement a business plan for the Residential College Fund that establishes a foundation account to provide funds to students to offset the supplemental rent assessed for enrolling in a residential college.

Responsible: Associate Director for Communications & Development

Assessment: Approval by LSU Foundation and implementation of business plan.

2011 Update: In progress. The first draft of the Residential College Scholarship Endowment Business Plan was written, and director, communications, and AD Operations met with the LSU Foundation representative. Foundation comments were incorporated into the business plan and approved by Director. Current draft was submitted to LSU Foundation for review, changes and implementation.

2012 Update: Incorporated LSU Foundation President comments into business plan, putting into brochure format, then submit to Foundation for approval. Working with Student Life Development Team on having RC Program part of SL development opportunity on SL website.

2013 Update: Business plan reviewed and approved by LSU Executive Director, Institutional Advancement, and Vice Chancellor SL&E. Foundation accounts in progress, met with Foundation controller. Awaiting on a meeting with Foundation Senior VP for Development.

2014 Update: Business plan reviewed and approved; waiting for next steps with SLE Development Director.
2015 Update: New SLE DEV director adding Res Life to lists to target; Finalizing one-sheeters for Res College Fund and working with SLE Development office on business in-kind donations

**ACTION:** Explore creative approaches in collaboration with key stakeholders in an effort to increase energy savings programs and sustainable practices.

**Responsible:** Housing and Facility Services

**Assessment:** Confirmation of commitment from targeted sources.

**STRATEGY:** Collaborate with University units to assess the full scope of needs and explore creative options for short term housing accommodations (summer conferences, year round conferences, visiting faculty, interns, and University staff).

**ACTION:** Reopen Kirby Smith Hall.

**Responsible:** Director of Housing, Director of Communications and Administration, Contracts and Conference Manager

**Assessment:** Program proposal, funding for facility upgrades, and opening of facility

2011 Update: Completed $1 million on facility upgrades and furniture purchases for opening the first seven floors for fall 2011.

2012 Update: Currently working on taking 8-11 floors back over for full time students.

2013 Update: Upgrades to the 8th through 10th floors completed and returned to inventory for fall 2013.

2014 Update: Upgrades to 11th through 14th floors are in design for student and short-term faculty/staff/student housing.

2015 Update: Upgrades to 11th floor complete. Upgrades to 12th - 14th floors are in design for student and short-term faculty/staff/student housing currently on the drafting board in Facilities.
IMPROVEMENT
Use assessment, evaluation, and implementation for continuous improvement of our people, programs, facilities, and services.

STRATEGY: Enhance security and safety within Residential Communities

ACTION: Install wireless card access locks on apartment doors in East and West Campus Apartments.

Responsible: Housing team
Assessment: Installation of locks

STRATEGY: Improve staffing patterns, development and training to enhance staff effectiveness.

ACTION: Create and implement an extensive training program to assist maintenance and custodial employee in achieving technical certifications and growth.

Responsible: Housing team;
Assessment: Delivery of comprehensive and interactive training sessions for Residential Life

ACTION: Create and implement training strategies for Residential Life staff regarding Facilities processes and policies.

Responsible: Housing team; Residential Life & Education team.
Assessment: Delivery of comprehensive and interactive training sessions for Residential Life & Education and Housing Custodial and Maintenance staff; implementation of a work order reporting checklist at each community front desk.


ACTION: Assess current Facilities staffing structures and position responsibilities to identify need for additional staff and/or restructure of existing positions.

Responsible: Director, Associate Director, Assistant Director for Housing.

Assessment: Recommendations on staffing structure changes presented to the Director.

2013 Update: Developing position descriptions for new management and classified staff positions

2014 Update: Review of professional staffing was completed and position advertised. Review of maintenance organization pending hire of new Assistant Director for Maintenance.

2015 Update: In progress. Conducting research on current Housing staff work load and peer institution Housing staffing structures to determine future staffing direction for Housing unit. Currently, we are putting job descriptions for (2) HVAC technicians and a Logistics Coordinator.

ACTION: Assess current Communication and Administration staffing structures and position responsibilities to identify need for additional staff and/or restructure of existing positions.

Responsible: Director for Communication and Administration

Assessment: Recommendations on staffing structure changes presented to the Executive Director.

2013 Update: Restructure in Assignments is in progress. Currently working with Associate Director of Information & Security Services for proposed restructuring of staff. Conference Services assessing summer restructure implemented for 2013.

2014 Update: Information & Security Services restructuring was completed with the re-organization, creation of two new positions and hiring new staff. Review was completed of 2013 Conference Services restructure with no changes. Continue to review the communications and customer service staffing needs.

2015 Update: Currently Communications and Administrative Services is reviewing our current structures in Assignment and Communications area. A new position description has been submitted for the Assignments leader position.

ACTION: Assess current Residential Life & Education staffing structures and position responsibilities to identify need for additional staff and/or restructure of existing positions.
Responsible: Assistant Director for Staffing & Organizational Development; Director of Residential Life & Education

Assessment: Recommendations on staffing structure changes presented to the Executive Director.

**STRATEGY:** Develop processes and procedures that optimize control, management, and use of resources.

**ACTION:** Develop an automated inventory process for housekeeping and maintenance supplies.

- **Responsible:** Director of Housing, Associate Director of Housing Operations, Assistant Director of Construction, Facilities Coordinator, Departmental ISS analyst
- **Assessment:** Implementation of the program, purchase of the equipment for management, as well as automated reports recording progress of inventory.
- **2011 Update:** In progress of reinventing the inventory database. Working with ISS on Maximo functional issues for a successful program. Started with physically itemizing and establishing product standards within storerooms both halls and maintenance warehouse.
- **2012 Update:** Ready to implement the inventory distribution. At this time we are testing software and procedures on one community. The item inventory is completed and labeled for tracking purposes.
- **2013 Update:** Waiting on Facility Service decision regarding Computer Maintenance Management System (CMMS) replacement for the campus. Residential Life, Housing has implemented the inventory process with the custodial staff and moving to a full reorganization for the maintenance area. The purchase of inventory management handhelds is pending CMMS decision.
- **2014 Update:** The automated inventory process is 75% complete for Housekeeping and 55% for Maintenance. The challenge to meet the goal is updating the Maximo operating system and implementing the new bar coding system.
- **2015 Update:** In progress; The process has been delayed by the implementation of new university inventory management system and awaiting the purchase of tablets for bar coding and the upgrade to Maximo mobile

**ACTION:** Implement a web-based Self Service Work Request System for students

- **Responsible:** Director of Housing, Housing team, Information Systems and Security team
Assessment: Program utilized by students within the system

2011 Update: In progress; requesting approval to purchase new housing database. Request includes a one-stop-shop function for students to place work orders.

2012 Update: In progress; requesting approval to purchase new housing database. Request includes a one-stop-shop function for students to place work orders.

2013 Update: Contract signed September 2013 with StarRez to be implemented Fall 2013 / Spring 2014.

2014 Update: In progress with Star Res and potentially through a new CMMS program for facilities.

2015 Update: In progress with Star Res and potentially through a new CMMS program for facilities.

**ACTION:** Develop a quality assurance and accountability program for all University and Departmental contracts

Responsible: Director of Housing and Housing team

Assessment: Determine the need of contracts and effectiveness

**STRATEGY:** Implement Housing Master Plan

**ACTION:** Construct 660 new beds via the New Residence Hall project.

Responsible: Executive Director, Director of Housing, Assistant Director for Construction, OFS: Facility Design and Construction, and State Office of Facility Planning and Control

Assessment: Opening of phase one for fall 2015 and phase 2 for fall 2017

2013 Update: Phase one under construction and phase two is in design.

2014 Update: In progress with a completion of Cypress Hall for fall 2015 (341 beds) and start of construction for Spruce Hall (421 beds) for summer 2015.

**ACTION: Complete Renovation of Evangeline Hall**

**Responsible:** Executive Director, Director of Housing, Assistant Director for Construction, OFS: Facility Design and Construction, and State Office of Facility Planning and Control

**Assessment:** Opening of building for fall 2017

**2013 Update:** Architect selected and design initiated.

**2014 Update:** Design on tract for start of construction in summer of 2015.

**2015 Update:** Construction delayed until 2016 due to withdrawal of 2015 Revenue Bond sale

**ACTION: Construct new family apartments to replace Ed Gay Apartments.**

**Responsible:** Executive Director, Director of Housing, Assistant Director for Construction, OFS: Facility Design and Construction, and State Office of Facility Planning and Control

**Assessment:** Opening of complex

**2013 Update:** Capital Outlay request submitted, approved by BOS and BOR. Waiting legislative action.

**2014 Update:** Legislative approval received and architect selected for the project.

**2015 Update:** Program review completed, but project put on hold due to withdrawal of 2015 Revenue Bond sale, site conflicts, and budget constraints.

**ACTION: Construct New Greek House.**

**Responsible:** Executive Director, Director of Housing, Assistant Director for Construction, OFS: Facility Design and Construction, and State Office of Facility Planning and Control

**Assessment:** Opening of building for fall 2016

**2013 Update:** Capital Outlay request approved by legislature, waiting for scheduling of Architect Selection Board.

**2014 Update:** Architect selected and design in progress for start of construction in spring of 2015.

**2015 Update:** Currently in construction with completion in spring 2016.
ACTION: Initiate design to renovate Highland Hall

Responsible: Executive Director, Director of Housing, Assistant Director for Construction, OFS: Facility Design and Construction, and State Office of Facility Planning and Control

Assessment: Opening of building for fall 2020

ACTION: Initiate design to renovate Louise Garig Hall

Responsible: Executive Director, Director of Housing, Assistant Director for Construction, OFS: Facility Design and Construction, and State Office of Facility Planning and Control

Assessment: Opening of building for fall 2020

STRATEGY: Evaluate internal and external customer service practices to establish best class standards.

ACTION: Establish Departmental Customer Service Standards

Responsible: Customer Service Task Force (Communication & Administration)

Assessment: Submission of proposal to Director for review

2013 Update: Plan approved in spring 2013; group to reassemble in fall 2013 after follow up with Executive Director

2014 Update: Ongoing

2015 Update: Customer Service Committee chaired by Communications Assist. Director. Several strategies and action items have been identified, and are being prioritized on feasibly and impact.

STRATEGY: Increase departmental focus on the student experience.

ACTION: Review and define the role and scope of the Residence Life Coordinator and Graduate Residence Director positions to increase their flexibility and focus on community engagement and student development.

Responsible: Residential Life and Education Leadership Team.

Assessment: Review of position descriptions, increase in student affinity programming, development of support systems for administrative tasks.
ACTION: Review and define the role and scope of the Resident Assistant position to further develop and enhance the leadership experience and service delivery.

Responsible: Residential Life and Education Team. RA Experience Strategic Workgroup

Assessment: Review of position descriptions, increased accountability, enhanced recruitment strategies and numbers, RA exit surveys.

ACTION: Develop continued safety programming that meets the needs of students and productively engages with campus partners.

Responsible: Residential Life and Education Leadership Team, Policy Review and Safety Committee

Assessment: Development of marketing related to community access, awareness and programming to Title IX, enhance student understanding of shared responsibility, continued development of key policy, implementation of consistent safety programming.

ACTION: Develop and support programming that creates civic minded students.

Responsible: Residential Life and Education Team, Social Justice Training Work Group, Sustainability Committee, Social Justice Committee

Assessment: Increase community involvement in Geaux Big Baton Rouge and Dance Marathon at LSU, Increase student involvement in sustainability programming (Unplug, Pledge to Live Green, etc), continue enhancing community involvement in service and philanthropy programming.

ACTION: Enhance community engagement and student leadership opportunities within Residential Communities.

Responsible: Associate Director for Student Success and Assessment, Assistant Director for Training and Leadership, Graduate Assistant for Leadership, Affinity Building work group, LLC work group, In Community Staff

Assessment: Increase involvement in RHA and Community Council programs and leadership positions, increase resident interactions through implementation of community development model, creation of affinity building “signature programs” for each community, utilization of existing campus partnerships, increase recognition through utilization of the OTM program.