Vision
Student Housing aspires to create innovative, diverse, and academically supportive campus living communities that transform student lives and empower students to be engaged leaders as they navigate their college experience and transition to life beyond graduation.

Mission
Ole Miss pride and success starts with living on campus. Residential communities at the University of Mississippi support the academic mission of the University, providing transformative opportunities and connections inside and outside the classroom. Student Housing cultivates interactions that inspire students to become exemplary leaders and life-long learners enriched with University spirit and a sense of belonging.
Goal 1

ENHANCE THE STUDENT EXPERIENCE AND STUDENT LEARNING THROUGH PROVIDING OPPORTUNITIES TO STUDENTS THAT FOSTER BELONGING, CONNECTIONS, PRIDE, INTERACTIONS WITH FACULTY, AND STUDENT SUCCESS.

Outcome 1.1: Create partnerships with Academic Affairs to increase faculty involvement.
- Identified Faculty will participate in planning current and future living learning communities. 2024
- Faculty members will participate in hall programming and events. 2023
- Faculty will be invited to participate on Department search committees. Ongoing
- Evaluate the implementation of a Faculty Friend Program. 2025
- Meet with the deans of each College to gather feedback regarding living-learning communities and partnering with Student Housing. 2020

Outcome 1.2: Enhance the academic and educational impact of the Residential Curriculum.
- Implement in-hall tutoring, instruction and study groups annually. 2023
- Create concert events, career events, in-hall discussions, and invite business speakers & alumni to Student Housing Events. Ongoing
- Create events and activities that focus on diversity and inclusion. Ongoing
- Implement and assess learning outcomes associated with living in a diverse, global society. 2022
- Collaborate with the Center for Inclusion to create diversity and inclusion activities for students living on campus such as civil rights trips, dine with diversity, etc. 2022
- Create and implement methods to track programming data monthly. 2021
- Collect student learning and satisfaction data regarding living on campus. Annually
- Meet with assessment/student success vendors to discuss partnering on future assessment initiatives. 2024
Goal 1

Continued

ENHANCE THE STUDENT EXPERIENCE AND STUDENT LEARNING THROUGH PROVIDING OPPORTUNITIES TO STUDENTS THAT FOSTER BELONGING, CONNECTIONS, PRIDE, INTERACTIONS WITH FACULTY, AND STUDENT SUCCESS.

Outcome 1.3: Implement High Impact Practices, strategies for learning that have been widely tested and supported and linking to increased retention, degree completion, and satisfaction rates, within Student Housing.
- Identify and implement new Leaving Learning Communities for upper-class students. 2024
- Evaluate implementing a Sophomore Year Experience. 2025
- Include additional Service-Learning opportunities in the Residential Curriculum. 2023
- Include Diversity and Global Learning experiences in the Residential Curriculum. 2023

Outcome 1.4: Implement activities that promote residence hall pride and traditions.
- Each residential community will create an annual event that focuses on hall pride and traditions. 2023

Outcome 1.5: Create a committee to evaluate costs, timeline, and factors involved in implementing an academic resource center for students. 2025

Outcome 1.6: Implement alternative dispute resolution methods.
- Student Housing will increase participation in mediations, conflict coaching, restorative justice circles, and shuttle diplomacy. 2022
Goal 2
IMPROVE EXISTING FACILITIES IN ORDER TO ENHANCE THE STUDENT RESIDENTIAL EXPERIENCE, MAKE STUDENT HOUSING COMPETITIVE WITH OFF-CAMPUS LIVING, AND ADDRESS RENOVATIONS AND NEW CONSTRUCTION

Outcome 2.1: Improve and enhance residence halls and apartments.
- Make aesthetic improvements to study rooms and public spaces in traditional residence halls. 2024
- Create a deferred maintenance plan to identify and plan housing improvements. 2021
- Enhance the appearance of Campus Walk Apartments through landscaping, painting, power-washing, etc. 2021
- Evaluate creating gaming, exercise, and meeting spaces, installing art, and pictures in the residence halls. 2025

Outcome 2.2: Partner with Facilities Planning to conduct an assessment of existing campus housing and recommendations for future housing, including apartments, suite-style halls, etc.
- Use results to develop and update the existing deferred maintenance plan. 2021
- Develop future housing options to meet student needs. 2026
- Create a proforma to evaluate costs for new housing facilities. 2025
- Evaluate factors in removing Brown Hall from the housing inventory. 2025
- Facilitate conversations with off-campus properties that have approached UM regarding purchasing a property. 2026

Outcome 2.3: Address student misperceptions around mold and mildew in traditional residence halls.
- Develop a plan to address the ceilings in Crosby Hall. 2024
- Facilitate mold testing each summer in Crosby, Martin, and Stockard halls. Annually
- Review air testing findings annually with Department Staff. Annually
- Create a section on the Student Housing website with educational information regarding mold prevention. 2022
- Publish air test results on the website. Annually
- Benchmark SEC institutions and practices to gather information and practices. 2021
Goal 3
IMPLEMENT STRATEGIES TO INCREASE DEPARTMENT OCCUPANCY AND REVENUE

Outcome 3.1: Increase the percentage of upper-class students living on campus.
- Create incentives for rising sophomores to live on campus for their second year. 2022
- Identify and review Department policies that result in students choosing to move off campus. 2023
- Create marketing strategies that address the misperception that only first-year students live on campus. 2021
- Evaluate impacts associated with implementing a sophomore live-on requirement. 2025

Outcome 3.2: Market the campus living experience to rising upper-class students using the theme, "Live Ole Miss."
- Create student videos discussing the benefits and advantages of on-campus living. 2021
- Create communications and messaging to send to parents, current residential students, and commuter students. 2022
- Utilize social media and venues to market living on campus. Ongoing
- Submit messaging each semester to be included in Student Affairs newsletters. Annually
- Update the Student Housing website to be more user-friendly and navigable. 2021
- Utilize campus-wide news venues, press coverage, social media, and other outlets to advertise Department events and accomplishments. Ongoing
Goal 3

IMPLEMENT STRATEGIES TO INCREASE DEPARTMENT OCCUPANCY AND REVENUE

Outcome 3.3: Create a plan with Residential College faculty and staff to identify issues and challenges impacting Luckyday Residential College and Residential College South.

- Create a committee of campus stakeholders to meet monthly. 2020, Ongoing
- Create marketing information for each residential college. 2021
- Faculty-in-Residence and Student Housing team members will collaborate on all aspects of the residential colleges including staff recruitment, student leadership, students of concern, etc. 2020, Ongoing
- Meet with Fraternity and Sorority Life and Dining Services to discuss meal plan options, quality, and costs. 2023
- Create and implement strategies to increase overall occupancy. 2021, Ongoing
- Identify courses that can be offered in Luckyday and Residential College South. 2022
- Explore opportunities to partner with the Writing Center. 2022

Outcome 3.4: Identify strategies to retain more students from fall to spring semester.

- Track percentage of students leaving campus housing after the Fall semester. Annually
- Gather and evaluate information from students as to why they leaving campus housing. Ongoing

Outcome 3.5: Increase Department revenue by 3-5 percent annually.

- Increase the number of camps, conferences annually. 2024
- Create cost/benefit analysis for increasing the Housing Application fee. 2024
- Identify and implement cost reductions in the FY 2021 budget. 2020/Annually
- Evaluate the implementation of an LLC programming fee. 2024
Goal 4

EVALUATE STAFFING, PAY STRUCTURES, AND LEARNING OPPORTUNITIES TO REMAIN COMPETITIVE, ATTRACT, ENGAGE AND RETAIN A DIVERSE WORKFORCE, DRIVE EMPLOYEE EXCELLENCE, AND ENSURE AN EXCEPTIONAL EMPLOYEE EXPERIENCE.

Outcome 4.1: Evaluate Student Housing as an organization, including staffing, resources, best practices, policies, pay structures, budget, student-to-staff ratio, etc.
- Collaborate with Human Resources to review responsibilities and salary ranges of all position descriptions. 2022
- Research, identify and implement ACUHO-I best practices. Ongoing
- Review and update Student Housing policies and processes. 2022
- Evaluate the possibility of facilitating an external review of Student Housing. 2025
- Evaluate the apartments and amenities of live-in staff members. 2024
- Identify disparities in Community Assistant and Graduate Assistant compensation. 2022
- Convert the Community Coordinator position to exempt status beginning FY 2021. 2020

Outcome 4.2: Explore strategies to recruit and retain maintenance staff.
- Evaluate existing pay ranges to ensure equitable and competitive compensation. 2021
- Evaluate the Facilities organizational structure and reporting lines. 2021
- Create activities that encourage interactions and community building between residents, Sodexo, and Maintenance teams. 2023
- Provide training and development opportunities to staff members. Ongoing

Outcome 4.3: Review and update Department documents.
- Update the Student Housing Employee Handbook. 2022
- Provide Department procedures written or electronically to all staff. 2022
- Place the Employee Handbook on the OneDrive. 2021
- Create a Department policy manual. 2022
Goal 4

Outcome 4.4: Examine existing 24-hour front desk staffing model.
- Benchmark Peer Institutions to gather desk staffing information. 2020
- Evaluate options to reduce hours at front desks in order to reduce costs. 2022
- Gather costs associated with contracting a vendor to provide desk staffing. 2020

Outcome 4.5: Cultivate a workplace culture where employees contribute their best work to advance their personal success and the goals of Student Housing.
- Each supervisor will review professional goals with their direct reports. Ongoing
- A survey will be sent annually to evaluate employee engagement, job satisfaction, work/life balance, and learning and advancement opportunities. 2022
- Data and feedback from the employee survey will be reviewed in order to incorporate into Department policies and initiatives. 2022/Ongoing
- Create Department events for Student Housing employees to gather, celebrate individuals, and recognize employee accomplishments. 2022
Goal 5

INCORPORATE SUSTAINABILITY INTO ALL ASPECTS STUDENT HOUSING THAT EQUIPS STUDENTS AND STAFF TO USE THIS KNOWLEDGE TO MAKE AN IMPACT ON THEIR ENVIRONMENT.

Outcome 5.1: Create opportunities and awareness focused on recycling initiatives.

- Partner with the Office of Sustainability to identify strategies for the collection, measurement, and transport of recyclable materials. **2024**
- Reduce paper usage of Student Housing staff by 5 percent. **2025**
- Increase the percentage of recycled products by 5 percent. **2026**
- Increase the percentage of exterior recycling containers by 5 percent. **2024**
- Recycling bins will be provided to individual student rooms and offices. **2025**
- Recycling opportunities will be provided for students during Fall Move-in. **2022**
- Create communications that provide information on recycling initiatives. **2024**
- Partner with Associated Student Body to identify recycling initiatives. **2024**
Goal 5
Continued

INCORPORATE SUSTAINABILITY INTO ALL ASPECTS STUDENT HOUSING THAT EQUIPS STUDENTS AND STAFF TO USE THIS KNOWLEDGE TO MAKE AN IMPACT ON THEIR ENVIRONMENT.

Outcome 5.2: Create and implement a Department sustainability plan to institutionalize sustainability into all aspects of Student Housing.
  - A committee of campus stakeholders will be created to identify Department sustainability foci. 2023
  - "Town and gown" relationships will be created to enhance sustainability efforts. 2024
  - A Department budget will be created to support sustainability initiatives. 2023
  - Sustainability best practices will be incorporated into Student Housing initiatives. 2024
  - Identify and implement one sustainability initiative every two years to pilot that can be replicated by other University Departments. 2024
  - At least 25 percent of all cleaning products purchased will be sustainable. 2024
  - Sustainability concepts will be incorporated into new building designs, construction, and renovations. 2026
  - Utility usage will decrease by 3-5 percent annually. 2026
  - Progress on sustainability will be shared annually with Department Staff. 2023
  - SUG information will be benchmarked to inform Department practices. Annually
Goal 5
Continued

INCORPORATE SUSTAINABILITY INTO ALL ASPECTS STUDENT HOUSING THAT EQUIPS STUDENTS AND STAFF TO USE THIS KNOWLEDGE TO MAKE AN IMPACT ON THEIR ENVIRONMENT.

Outcome 5.3: Educate students about becoming advocates for sustainable living and minimizing their impact on the environment.

- Encourage students through messaging and interactions to reduce utility usage. 2024
- Utility usage data will be shared with students each semester. 2024
- Energy conversation signage will be posted in each residential community. 2024
- Implement a power-usage challenge annually in each residential area to reduce energy usage. 2024
- Students will participate in creating sustainability initiatives through the Eco-Rep position, Department Committees, hall events, and other methods. 2023
- Provide resources through messaging, emails, bulletin boards, and advocacy for students to get involved in civic engagement opportunities. 2023
- Move the Eco-Rep position from the Office of Sustainability to Student Housing. 2023
- Each residential staff will discuss and promote sustainability in their residential community through staff meetings, 1:1s, and events. 2023
Goal 6

DEVELOP INITIATIVES AND LEVELS OF UNDERSTANDING BY CONTINUOUSLY FOSTERING AN ENVIRONMENT THAT SUPPORTS AND ADVANCES STUDENT AND STAFF LEARNING, DEVELOPMENT, AND SUCCESS AROUND DIVERSITY AND INCLUSION.

Outcome 6.1: Role-model and promote diversity and inclusion at all levels of the Department to foster environments of inclusive excellence.

- Implement Department initiatives, programs, and events that support the University Diversity Plan. 2024
- Student Housing will utilize and sustain campus partnerships to support the University Diversity Plan. 2023
- Underrepresented students, staff, and faculty will be invited to participate in Department search committees. Ongoing
- Partner with Diversity and Community Engagement to review and adjust marketing materials to reflect inclusive language and practices. 2021
- Share information annually with the Division of Student Affairs regarding Student Housing diversity goals and assessment results. 2023
- Provide information to Student Housing staff, faculty, and students that discusses the positive impact of diversity on student learning and success. 2023
- Results from the UM Campus Climate Study and perceptions will be reviewed and incorporated into Department Planning efforts. 2022

Outcome 6.2: Recruit, retain, and support a diverse Student Housing staff.

- Hiring strategies will be implemented to recruit staff from underrepresented groups. Ongoing
- Position announcements will be advertised in HigherEdJobs, DiversityJobs, and other relevant job boards focused on the recruitment of underrepresented populations. Ongoing
- Career development opportunities, including participation in training, conferences, campus events, and contributions to the University and Department, will be supported. Ongoing
- Collaborate with the Center for Inclusion and Cross-Cultural Engagement & Diversity & Community Engagement to provide diversity training opportunities to Department staff. 2022
Outcome 6.3: Develop initiatives to increase the retention and graduation rates of underrepresented students living on campus.

- The percentage of underrepresented students participating in High Impact Practices such as living-learning communities, first-year experiences, community service, etc. will be tracked and analyzed. **2024**
- Journals, articles, and other research will be reviewed to identify and implement co-curricular initiatives that support the retention and graduation of underrepresented students. **2024**
- Student leadership opportunities such as the Residence Hall Association, the Community Assistant position, and CA Council will be marketed to underrepresented students. **Ongoing**
- Data will be collected, in collaboration with the Office of Institutional Research, Effectiveness, and Planning (IREP), including retention rates, graduation rates, and other key performance of on- and off-campus students. **Annually**