

CAMPUS HEALTH CLINIC / CAMPUS LIFE AND EVENTS SERVICES
CHARTWELLS DINING SERVICE / GREEK LIFE
OFFICE OF MILITARY & VETERANS SERVICES / RECREATION SERVICES
REDHAWK FOOD PANTRY / SOUTHEAST BOOKSTORE
STUDENT GOVERNMENT / TEXTBOOK RENTAL

Fiscal Year 2017 & 2018 Annual Report
Associate Vice President for Student Life

TABLE OF CONTENTS

Campus Health Clinic	4
<i>Mumps Incident</i>	5
Campus Life and Events Services	6
<i>Speaker Series</i>	7
<i>Student Life and Leadership Awards</i>	10
Chartwells	13
Greek Life	14
<i>5 Star Program</i>	16
<i>Greek Week Awards</i>	18
Office of Military and Veterans Services	22
Recreation Services.....	25
Residence Life	30
<i>Occupancy</i>	33
<i>Learning Communities</i>	37
Southeast Bookstore.....	42
Student Government	46
Textbook Rental	48
<i>Redhawk Food Pantry</i>	50

Associate Vice President Year in Review

The Office of Student Success and Auxiliary Services, renamed in 2017 as the Office of Student Life works with a variety of different offices to provides a

multitude of services and programs to the Southeast Missouri State University community.

During 2014-2015 academic year a variety of program initiatives, including changes to Camps Redhawk, buy moving into the Office of Campus Life and Event Services. In addition, we expanded the STEM on Campus Boy Scout of America.

One major staffing change within my area was the departure of the Director of Greek Life. In August of 2017, the Director left and I elected to assume all his responsibilities, rather than search for a new position. The Director position would later be eliminated as part of a budget savings for the Enrollment Management and Student Success division.

I look forward to the coming academic year and remain thankful for the students, staff, and programs that I am fortunate to work with.

A handwritten signature in black ink, appearing to read "Bruce Skinner", is written over a light gray rectangular background.

Bruce Skinner, Ed.D, CASP

Associate Vice President for Student Life



Campus Health Clinic

Beginning in 2008 the University and Southeast Missouri Hospital (now Southeast HEALTH) partnered to provide health services to students and employees of the University. The clinic provides primary medical care to the students, faculty, and staff via



Registered Nurses, Licensed Practical Nurses and Advanced Practice Nurse Practitioners. Services include health treatment such as physical exams, laboratory services, immunizations, and allergy shots, medical procedures, prescription services, special equipment needs (ice packs/crutches); well women exams and assessment and treatment for any illness/injuries.

The Clinic operates as an appointment and walk-in service center. Students and employees can have the services provided billed to insurance, the Clinic is required to accept the University's health care insurance provider, can self-pay or have their balance assessed against their student/employee account.

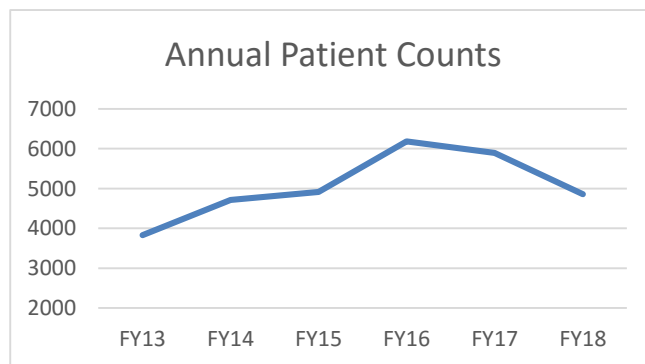
Contract Details

- All employees and materials to provide health services are provided by Southeast HEALTH.
- The University permits all charges not covered by insurance or self-pay to be charged against a student or employee's account.
- Students are not required to have health insurance or show ability to pay in order to receive medical services.
- The University guarantees to cover losses at the Clinic up to \$145,000 annually. Any loss above \$145,000 is shared equally. Any profit from the Clinic's operation is shared equally.
 - Operating loss FY18, \$173,685
 - Operating loss FY17, \$90,999
 - Operating loss FY16, \$132,812

Usage

Patient counts for the past three years:

- FY18, 4,858
- FY17, 5,894
- FY16, 6,182



Mumps Outbreak

Background

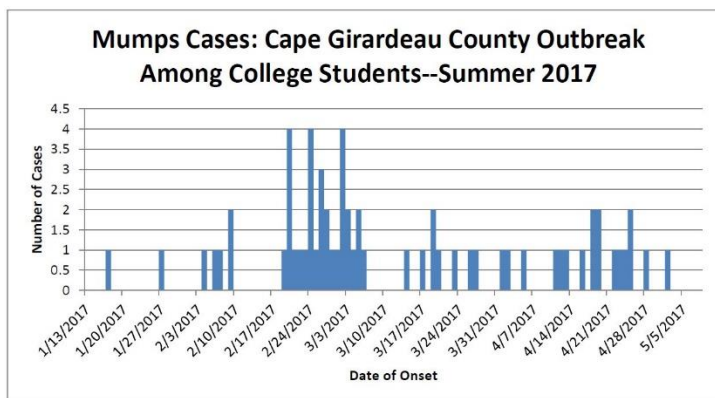
On December 20, 2016, an email was sent to Southeast students regarding two (2) unconfirmed reports of mumps in students that lived on campus. The email was sent out of an abundance of caution due to other college campuses experiencing outbreaks in Missouri, including a major outbreak at the University of Missouri. Neither report could be substantiated; however communication between the university and the Cape Girardeau Public Health Center (CGPHC) ensued to determine preventative actions steps to avert a potential outbreak on campus. The first case of mumps was reported to CGPHC on February 14, 2017. No clear connection to any other college could be confirmed for this case. This individual had classic symptoms of mumps, parotitis, with a positive lab result. Over the next couple of weeks several more confirmed and probable cases were reported to the CGPHC.

CGCHD worked with the university health clinic staff to assess and refer students appropriately for mumps testing. Additionally, broadcast faxes were sent to local providers to make them aware of the situation and to facilitate case finding. Health information and risk factors for students was collected at both the CGCHD and the university health clinic and cross-referenced to be certain all cases were captured. At minimum weekly calls were made between the university and CGPHC staff, with daily calls occurring during the peak of the outbreak. Furthermore, in-person meetings occurred throughout the outbreak to ensure a unified message was being provided to local providers and area media outlets. The CGCHD also produced a weekly report to share with public health partners to keep all informed about the situation.

Results

A total of 63 cases were included for analyses that met either the Probable or Confirmed case definition. Onset dates ranged from 1/27/2017 through 5/2/2017 with the peak of the outbreak occurring in the month of February. There were a total of 29 (46%) females and 34 (55%) males included in the outbreak. All cases had parotitis with only two (2) cases developing the complication of orchitis.

Of the 63 cases reported at least 38% were found to be associated with either a Greek community at the university or had known contact with someone affiliated with a Greek community. Several were also found to be associated with a sports team as well. The vaccination coverage for the cases was found to be 65% that had at least one dose of MMR with many having the recommended 2 doses. Third dose vaccination was offered to students at the university. The CGPHC administered a total of 573 doses of MMR during the outbreak and the university health center administered 297.



Campus Life and Event Services has responsibility for the co-curricular educational experience of all Southeast Missouri State University students. This responsibility includes programs for leadership development, social engagement, community service, social justice topics, and leadership for the student organizations.



Campus Life & Event Services creates programs, facilities, and services that provide opportunities that foster engagement, growth, and development of students as well as connections to the campus and the community.

- The Director of Campus Life serves as the adviser for Student Government
- The Coordinator for Student Programming serves as the adviser for the Student Activities Council
- The Coordinator for Leadership Development serves as the adviser to the Emerging Leader and President's Leadership Academy programs

- Camp Redhawk
- Martin Luther King Committee
- LGBT Resource Center (relocated FY18)
- Student Life and Leadership Awards
- Speaker Series
- President's Leadership Academy
- Southeast Serves
- Family Weekend
- Homecoming
- Emerging Leaders
- Friday Night Leadership Series
- Involvement Ambassadors

Opening Week The kick off of the academic year allowed for many opportunities to engage our students.

- Move-In Bash 1006 (FY17) 1000 (FY18) students
- Ice Cream Pig-out and Daniel Martin 1755 (FY17) 1823 (FY18) students
-

• Involvement Fair	500 students and 87 organizations (FY17) 550 students and 96 organizations (FY18)
• Service project	35 (FY17) 37 (FY18) students
• Dec Your Dorm	175 (FY17) 200 (FY18) students
• Begin to Lead	35 (FY17) 20 (FY18) students

- LGBTQ+ Meet and Greet 15 (FY17) 40 (FY18) students
- Welcome Back Movie-*Hidden Figures* 157 (FY17) and 162 (FY18) students

Family Weekend The annual event was held on September 29-October 1, 2017 with the majority of events happening on Saturday, September 30. A few new components to Family Weekend were activities hosted at the library including a scavenger hunt and a tour of the Rare Book Room, international displays in the University Center that included trivia and the Chemical Society making dry ice cream.



Homecoming The theme for Homecoming was *Dreams Come True at Southeast* (Disney theme) and was hosted on October 14, 2017. The week of events included Field Day and Spirit Rally, the Talent Show, the selection and coronation of Man and Woman of the Year, Yard Art, online competitions (included a new category-Students' Choice Award) and the parade.

Speaker Series The University Speaker Series is an annual event showcasing men and women from the forefront of their respected fields. These leaders in political and social issues will offer their compelling stories to the campus community at Southeast, inspiring visionary ideas for tomorrow's leaders. Tickets are provided at no cost to students and employees and general public tickets are \$10. The work on the series begins late in the fall semester and with date and contract details negotiated during the spring. The finalized schedule is typically set in mid-summer.



FY18

- Dr. Michio Kaku 1800 attendees (SEclipse Day)
- Venus Williams 675 attendees
- Dr. Freeman Hrabowski 850 attendees (MLK Speaker)
- Laura Bush 1869 attendees

FY17

- John O' Leary 2000 (New Student Convocation)
- Btron Pitts 275 attendees (Patriot Day)
- Van Jones & Kayleigh McEnany 702 (CNN Debate)
- Captain Scott Kelly 152 attendees
- Mary France Berry unknown (MLK Speaker)
- Shawn Johnson 74 attendees

The funding for the Speaker Series comes from a dedicated student fee. This fee was developed with Student Government and they supported the assessment of this fee to support the program. The fee is based on credit hours each semester. At the end of FY18, the Speaker Series has

\$411,177 in funds on hand. At the end of the FY18 fiscal year, the Speaker Series took a different direction. With the reallocation of some of these fees by Student Government, an additional \$150,000 in funds are projected to be collected during FY19.

Community Service Volunteerism and service have become a major focus for Campus Life & Event Services. Highlights of the program were:

- Southeast Serves Week (April 5-8, 2018) consisted of 11 projects, 101 volunteers, and 189 volunteer service hours
- Volunteer Fair-On, August 29, 2018, 21 agencies participated and 150 students signed up to volunteer through local agencies
- Monthly service projects were hosted by Campus Life including Fancy That! Dress sale, Safe Trick-or-Treat and a day trip to Kid Smart in St. Louis.
- SE Serves program and Alternative Spring Break conducted fundraisers through Culvers, Textbook Rental, Wings Etc., Isle Casino, and Walmart to alleviate departmental and participant cost.
- Alternative Spring Break trip in March 2018 for seven students to Hattiesburg, Mississippi to work on a Habitat for Humanity build.



Involvement Ambassadors The Involvement Ambassador program offered students one on one peer counseling sessions to help customize engagement and involvement opportunities for students. The graduate assistant and 6 Involvement Ambassadors meet with 106 students, presented 37 programs and worked with 32 student organizations.



LGBT Initiatives Students and the LGBT Advisory Committee determined that awareness, programming, and a resource center would benefit our LGBT community. Therefore, the LGBT Resource Center was created this year. This year's efforts include:

- Safe Zone trained over 150 faculty, staff and students and has 100 listed allies
- The LGBT Resource Center in the Center for Student Involvement is staffed by one graduate assistant and 5 student peer mentors approximately 35 hours a week
- Hosted an LGBT Picnic during Opening Week and had 325 attendees



- Awareness programming-October programming included four programs and four Safe Zone sessions
- During the 2017-2018 academic year the LGBT resource center was moved from the Office of Campus Life and Events Services to the Dean of Student office.

Camp Redhawk Camp Redhawk is a summer leadership camp designed for new students preparing to enter their first semester at Southeast Missouri State University. The program offers an introduction to campus life and traditions, immersion into school spirit, and a chance for campers to meet other students.

Campus Leadership Program

Students are provided a continuum of opportunities for leadership development. The program begins with Camp Redhawk the summer before a student attends Southeast and culminates in the President's Leadership Academy and/or the Center for Strategic and International Studies (CSIS).



Program	Participation year	FY17 & FY18
<i>Camp Redhawk</i>	Summer before classes	243 (FY17) participants 240 (FY18) participants
<i>First Year Leadership Programs FYLP</i>	First semester	36 (FY17) and 54 (FY18) participants graduated
<i>Emerging Leaders</i>	2 nd semester or Sophomore year	35 (FY17) participated/ 33 graduated 39 (FY18) participated/ 35 completed
<i>Presidents Leadership Academy</i>	Junior or Senior year	16 (FY17) participated 16 (FY18) participated



Student Life and Leadership Awards

The Student Life and Leadership Awards program was established to honor students, student organizations, and University professionals who support the intellectual, professional, personal, social, and cultural needs of the community.

President's Spirit of Southeast Award

FY18: Jose Alpizar, Breiona Catching, Lucy Freitag, Dylan Kennedy, Hailee Long, Peyton Mogley, Juan Salas, Abbie Scrogum

FY17: Zac Howard, Harman Malhi, Karen Muramatsu, Tripti Shakya, Brittney Swicionis

Provost Award

FY18: Jacquelyn Bruno, Ashley Thornton, Jose Alpizar, Andrew Crutcher, Sarah Monteiro, Eric Elliott, Lane Hill

FY17: Sara Doll, Kelli Bouknecht, Alexis Engelhart, Bailey Kralemann, Vince Bartola, Karen Muramatsu

Experiential Learning Award

FY18: Ally Schanz, Paige Porter, Savannah Thompson, Danielle Frolos, Jayde Farmer, Kelli Balch, Priscilla Beffa, Megan Cannovo, Nicole Blackburn, Ana Frein, Haley James, Jessica Lambert, Ashley Stuck, Jessica Strunk, Mason Martel, Tristen J. Gagan, Phoenix D. Horrell, Wyatt W. Kidd, Zeb Langeweg, Alex M. Phillips, Tyler D. Robinson

FY17: Madison Herrboldt, Patrick Colosimo, Bobbie Dampier, Brett Kazandjian, Harman Malhi, Kayla Ray, Madison Thorpe, Megan Drennan

Civic Engagement Award

FY18: Debbie Lee-Distefano, Geraldine Prophete, Chris Wubbena

FY17: Kirsten LaMantia, Peyton Mogley, Joseph Taylor, Martha Taylor

First-Year Student Award

FY18: Morgan Kaplan, Clay Wittig

FY17: Dominick Gillette, Gabe Harman, Justin Ovalle

Outstanding Student Organization Award

FY18: Secular Student Alliance, Redhawk Health Educators

Outstanding Advisor Award

FY17: Jennifer Rhodes, Dr. Dana Schwieger

University Contributor Award

FY18: Francesca Bucci, Dominick Gillette, George Gohn, Sandy Hinkle, Shannon Kobal, Roshell Tauro

FY17: Rane Belling, Jessica Strunk, Dr. Bobbie Palmer, Valdis Zalite

Student Life Achievement Recognition Award

FY18: Clint Ashner, Sherwin Christian, Xavier Payne

FY17: Bruce Gentry, Yasodh Jayathilake, Dylan Kennedy, Mahala Landeros, Samantha Lowman, Peyton Mogley

Student Activities Council Student Activities Council (SAC) is the largest, most diverse student programming organization on campus. SAC plans and facilitates a variety of educational, social, cultural, and recreational activities for the campus community. This year they hosted 35 events and six of those events were co-sponsorships with other student organizations or departments.



Student Organizations This year we had 176 (FY18) and 170 (FY17) registered student organizations with 50 of those registering early in the previous spring semester.

Fiscal Summary

	FY17	FY18
<i>Revenue</i>		
ID Cards	\$22,675	\$24,796
GA Fee Waiver/stipend transfer	\$17,692	\$31,851
Univ Ctr Info Desk Revolving	\$175	\$125
Coin Op Sales Taxable	\$135	\$166
Fees (Bond Fee Income)	\$267,000	\$267,000
Other Rentals (Bank)	\$19,500	\$20,500
Rental Income	\$5,179	\$7,138
Food Service Commission	\$268,899	\$193,293
Interest Income	\$5,938	\$3,493
Res Life Commission	\$60,000	\$60,000
Rent - University	\$273,900	\$273,900
Rent - Bookstore	\$60,752	\$60,752
Campus Life Support ORL/SRC	\$101,257	\$103,846
Redbucks	\$507,052	
Total	\$1,610,153	\$1,046,860
<i>Expenses</i>		
Student Labor	\$59,144	\$67,063
Faculty Staff Labor	\$517,182	\$474,879
Operating Expenditures	\$31,337	\$18,838
Equipment	\$2,200	\$584
Graduate Asst. Fees Fee Waiver	\$3,598	\$14,651

Transfer (bond utility conversion)	\$25,000	\$25,000
Greek Life	\$66,000	\$66,000
Transfer Expense-VP Aux Support	\$1,500	\$1,500
Renovations Repayment	\$39,665	\$39,000
Deferred Maintenance	\$40,000	\$40,000
Facility Renewal	\$228,000	\$23,000
Other transfers	\$17,508	\$24,993
ID Cards	\$10,243	\$6,731
General Maintenance	\$41,421	\$37,099
Custodial Services	\$28,939	\$24,709
Kitchen Maintenance	\$63,515	\$143,575
Furniture Equip	\$57,414	\$46,045
Information Desk	\$266	\$567
Redbucks	\$507,454	
Total	\$1,740,387	\$1,054,234
Net Revenue/Expense	(\$130,234)	(\$7,374)

For fiscal year 2018 Redbuck purchase processing was moved from the Office of Campus Life and Events Services to Chartwells. Based on this change the revenue and expenses for Redbucks no longer show as part of the department's budget.

Fund Balance

	<i>Revenue</i>	<i>Expenses</i>	<i>Net</i>	<i>Fund Balance</i>
FY18	\$1,046,860	\$1,054,234	(\$7,374)	\$197,798
FY17	\$1,610,153	\$1,740,387	(\$130,234)	\$205,172

Events Services

The Campus Life and Events Service Office coordinates most reservations across the main campus.

- A total of 13,264 reservations in FY 17 were requested, 56% of these were in the UC.
- A total of 12,658 reservations in FY 18 were requested, 56% of these were in the UC.

Chartwells Educational Dining Services



Chartwells has been the campus dining partner for almost 20 years and the University and Chartwells, in FY19 extended our partnership through 2031. The partnership has been beneficial to the University both in terms of our dining program and through partnerships to renovate and expand our dining facilities.

Usage Summary

- FY18 total meals served on campus, 1,008,199
- FY17 total meals served on campus, 1,031,495
- FY16 total meals served on campus, 945,236

Contract Details

	FY17	FY18	Change
Meal Plan Guarantee	2,900	2,900	-150 meal plans
Meal Days	226	226	Unchanged
Commission Guarantee	\$234,000	\$234,000	\$16,000 1 st year increase +10k each year
Actual Meal Plan Average	2,936	3,017	
Value Exchange	Breakfast \$4.61 Lunch \$7.04 Dinner/Brunch \$7.04	Breakfast \$4.77 Lunch \$7.29 Dinner/Brunch \$7.29	Unchanged
Catering Allowance	\$35,000 per year	\$35,000 per year	\$10,000 year increase
Rate increase	3.5%	3.5%	\$3,000 increase

Dining Venues

- Towers Café @ Towers Complex, cafeteria style
- Rowdy's @ Towers Complex, food court style
- Kaldi's @ Scully, coffee venue
- St. Vincent's Common @ Dobbins Center, food court style
- Redhawks Market @ University Center, food court style
- Panda Express @ University Center
- Starbucks @ University Center, full service Starbucks
- Houck's Place @ Merick Hall, food court style
- Subway @ Scully, full service Subway

Greek Life

The Greek Life system at Southeast is comprised of many chapters, which are part of one of three governing councils. The membership of these chapters range from 4 members to over 120 members and provide for a Greek community of well over 1,400 members.



Mission

We endeavor to provide an outside the classroom experience that will assist in fostering the growth of student leaders to have a positive impact on the campus, local, and global community.

Vision

The vision of the Greek Life Office at Southeast Missouri State University is to improve the quality of student life by enabling members of the Greek community through advising, educational programs, and collaborating with stakeholders on and off campus. We understand that our Greek organizations serve as diverse communities and that diversity strengthens the overall Greek community.



Student Participation in Greek Life

As an overall percentage students, in Southeast fraternities and sororities made up approximately 18% of the student body on the Cape Girardeau campus.

From fall 2015 through fall 2017 the Greek system grew by just over 15%.

Fall 2017 membership, 1,529
Fall 2016 membership, 1,336
Fall 2015 membership, 1,299



Year Ending Chapter Numbers

End of semester rosters are based on those members where grades were reported. Chapters with “Not Present” listed are those that were not a chartered chapter at the time or were not permitted to be active on campus during that time period based on a suspension from the campus.



<i>Chapter</i>	<i>FY18 Chapter Size</i>	<i>FY17 Chapter Size</i>	<i>FY16 Chapter Size</i>
Alpha Chi Omega	106	86	99
Alpha Delta Pi	123	115	107
Alpha Phi	105	82	Not present
Alpha Phi Alpha	3	5	6
Alpha Xi Delta	115	110	97
Delta Chi	38	51	57
Delta Delta Delta	124	110	106
Delta Sigma Theta	8	9	16
Gamma Phi Beta	114	105	100
Iota Phi Theta	0	0	0
Lambda Chi Alpha	82	64	67
Omega Psi Phi	1	6	0
Phi Beta Sigma	5	Not present	Not present
Phi Delta Theta	59	40	40
Pi Kappa Alpha	91	85	68
Sigma Chi	87	81	80
Sigma Gamma Rho	7	4	6
Sigma Nu	75	53	52
Sigma Phi Epsilon	80	73	72
Sigma Sigma Sigma	118	96	110
Sigma Tau Gamma	32	32	39
Tau Kappa Epsilon	61	40	38
Theta Xi	21	25	24
Zeta Phi Beta	5	5	11
Total	1,460	1,277	1,195

Five Star Program (began FY18)

The Five Star Chapter Program, which includes the past Greek Accreditation program, focuses on the actions chapters take and the structure they have in place to support their organization. The Five Star Chapter Program provides organizations the opportunity to be recognized with “star standing” in five key areas of chapter operations 1) Academic Success, 2) Chapter Management, 3) Membership Development and Education, 4) Civic and Community Engagement, and 5) Harm Reduction/Risk Management.



Evaluation

The submitted materials are reviewed by a panel of faculty and professional staff at Southeast Missouri State University or invited professionals with experience in Greek Life and/or who work with student organizations at a college or university. Each submission is reviewed by three panelists and the average of the three scores will be the score for each item/section. Reviewers are asked to provide written feedback in relation to their score. Any dispute between panelists will be resolved by the Office of Greek Life.

Star standing in each of the areas is based upon a set of pertinent criteria. The star standings will be determined by the following point value:

- Five Star Chapters - Chapters attaining 90% or more of possible points
- Four Star Chapters – Chapters attaining 70% - 89% of possible points
- Three Star Chapters – Chapters attaining 55% - 69% of possible points
- Two Star Chapters – Chapters attaining 41% - 54% of possible points
- One Star Chapters – Chapters attaining 26% – 40% of possible points
- Chapter Non-Conforming - Chapters scoring less than 25% of the eligible points or failing to submit any information for the Five Star Chapter Program

5 Star Award (FY18)

The following 5 Star Award program awards were presented in FY18. Additional detail on each award and star ranking for each chapter can be found on the Greek life website (semo.edu/greeklife)

- University Five Star Sorority of the Year; Delta Delta Delta
- University Five Star Fraternity of the Year; Sigma Phi Epsilon
- Sorority Harm Reduction Award; Gamma Phi Beta
- Fraternity Harm Reduction Award; Phi Delta Theta
- Sorority Chapter Management Award; Delta Delta Delta
- Fraternity Chapter Management Award; Sigma Nu

- Sorority Membership Development & Education Award; Delta Delta Delta
- Fraternity Membership Development & Education Award; Sigma Nu
- Sorority Academic Achievement Award; Delta Delta Delta
- Fraternity Academic Achievement Award; Phi Delta Theta
- Sorority Civic and Campus Engagement Award; Sigma Sigma Sigma
- Fraternity Civic and Campus Engagement Award; Sigma Phi Epsilon

Accreditation (used in FY17)

Beginning in 2012 the University and Greek students launched a “Greek Assessment and Accreditation” process. The process uses criteria that were previously used for chapter awards and expectations from the governing councils for each chapter. Each chapter submits their accreditation folder via an online portfolio and these materials are used to determine chapter awards and determine a chapter’s accreditation status. A chapter may miss



only two out of the twenty the criteria in order to be accredited and may miss three and be “provisionally accredited.” Chapters failing to meet at least seventeen of the twenty accreditation criteria or who fail to submit their accreditation materials are identified as “not accredited.”

Interfraternity Council	National Panhellenic Conference	National Pan-Hellenic Council
<ul style="list-style-type: none"> • Delta Chi; NA • Lambda Chi Alpha; AC • Phi Delta Theta; AC • Pi Kappa Alpha; NA • Sigma Chi; AC • Sigma Nu; NA • Sigma Phi Epsilon; NA • Sigma Tau Gamma; AC • Tau Kappa Alpha; AC • Theta Xi; NA 	<ul style="list-style-type: none"> • Alpha Chi Omega; AC • Alpha Delta Pi; AC • Alpha Phi; PA • Alpha Xi Delta; AC • Delta Delta Delta; AC • Gamma Phi Beta; AC • Sigma Sigma Sigma; AC <p>AC= Accredited for the fall 2016/spring 2017 academic year NA= Not accredited for the fall 2016/spring 2017 academic year PA= Provisionally accredited</p>	<ul style="list-style-type: none"> • Alpha Phi Alpha; NA • Delta Sigma Theta; NA • Iota Phi Theta; NA • Sigma Gamma Rho; NA • Zeta Phi Beta; NA

FY17 Accreditation Awards of Distinction

Academic Achievement

Alpha Xi Delta

Philanthropy & Community Service

Sigma Sigma Sigma

Risk Management

Alpha Chi Omega

Chapter Operations & Management

Delta Delta Delta

Recruitment & Sustainability

Alpha Chi Omega

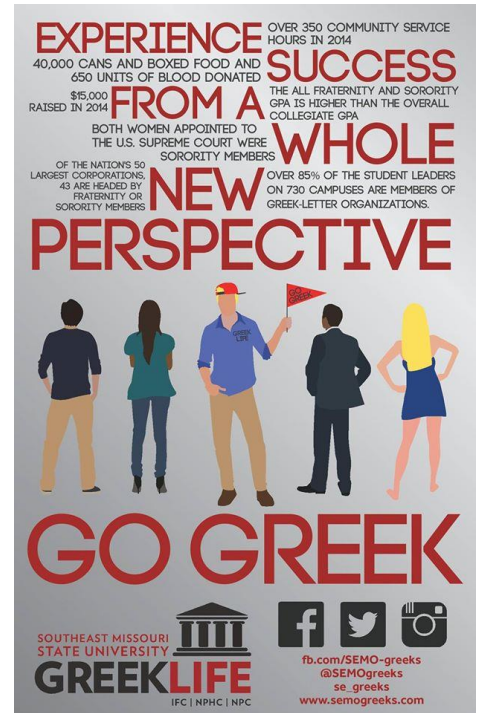
Stakeholder Relationships

Alpha Delta Pi

Greek Chapter of the Year

Sorority, Delta Delta Delta

Fraternity, Sigma Phi Epsilon



Greek Week

Each spring the Greek community comes together for a mix of competition, celebration, and philanthropy. Greek Week is an opportunity to shed the stereotype that some have of Greek Life and showcase the work they do to impact the community.

Greek Week kicked off on April 14 – April 22, 2018 (April 1-9, 2017) with the Greek Community assisting the Southeast Missouri Special Olympics. A Walk-A-Mile in her shoes event raises awareness for sexual assault prevention against women and a canned food drive with the Redhawk Food Pantry & Salvation Army were all part of the first few days of events. The week ended with Greek Games and the traditional Greek Sign Event.

Greek Week & Greek Awards

	<i>Spring 2017 (FY17)</i>	<i>Spring 2018 (FY18)</i>
Overall Greek Week		
<i>1st Place</i>	Alpha Delta Pi, Phi Delta Theta, & Sigma Tau Gamma	Alpha Xi Delta & Sigma Phi Epsilon
<i>2nd Place</i>	Alpha Xi Delta & Tau Kappa Epsilon	Alpha Chi Omega & Phi Delta Theta
<i>3rd Place</i>	Gamma Phi Beta & Pi Kappa Alpha	Alpha Delta Pi & Lambda Chi Alpha

<i>Greek Sing</i>		
<i>1st Place</i>	Alpha Delta Pi, Phi Delta Theta, & Sigma Tau Gamma	Alpha Xi Delta & Sigma Phi Epsilon
<i>2nd Place</i>	Alpha Xi Delta & Tau Kappa Epsilon	Alpha Chi Omega & Phi Delta Theta
<i>3rd Place</i>	Gamma Phi Beta & Pi Kappa Alpha	Delta Delta Delta & Sigma Nu
<i>GW Director</i>	Jill Schmitt, Delta Delta Delta	Kim Baich, Alpha Delta Pi
Greek Awards (chosen by Order of Omega)		
<i>President of the Year:</i>	Angela Backer, Sigma Sigma Sigma	Emily Fuhler, Gamma Phi Beta
<i>President of the Year:</i>	Keyon Pitts, Tau Kappa Epsilon	Zack Koeller, Phi Delta Theta
<i>Professor of the Year:</i>	Information unavailable	Dr. Hamner Hill, Political Science, Philosophy & Religion
<i>Man of the Year:</i>	Brandon Robbers, Lambda Chi Alpha	Brian Lamb, Lambda Chi Alpha
<i>Woman of the Year:</i>	Jill Schmitt, Delta Delta Delta	Emma Hoover, Alpha Chi Omega
<i>New Member of the Year</i>	Blake Henson, Lambda Chi Alpha	Justin Jacobs, Sigma Nu
<i>New Member of the Year</i>	Teresa Stephens, Sigma Sigma Sigma	Rebecca Purcell, Sigma Sigma Sigma
<i>Sophomore of the Year:</i>	Luke LeGrand, Lambda Chi Alpha	Dominic Gillette, Tau Kappa Epsilon
<i>Sophomore of the Year:</i>	Shannon Kobal, Sigma Sigma Sigma	Megan Butts, Gamma Phi Beta
<i>Junior of the Year:</i>	Joseph Foster, Lambda Chi Alpha	Jake Scott, Sigma Phi Epsilon
<i>Junior of the Year:</i>	Ashely Long, Sigma Sigma Sigma	Kendra Reichling, Sigma Sigma Sigma
<i>Community Service Award:</i>	Juan Salas, Lambda Chi Alpha	Xander Goffinet, Phi Delta Theta
<i>Community Service Award:</i>	Lauren Eplye, Gamma Phi Beta	Makayla Hewitt, Alpha Xi Delta
<i>Unsung Hero:</i>	James Grosh, Phi Delta Theta	Alex Kreikemeier, Tau Kappa Epsilon
<i>Unsung Hero:</i>	Kayla Drew, Sigma Sigma Sigma	Jordan Fallert, Alpha Chi Omega
<i>Advisor of the Year:</i>	Information unavailable	Dr. Chuck McAllister, Lambda Chi Alpha
<i>Advisor of the Year:</i>	Information unavailable	Julie Vinson, Delta Delta Delta



Fiscal Summary	FY17	FY18
<i>Expenses</i>		
Student Labor	\$3,487	\$11,873
Faculty Staff Labor	\$94,039	\$22,938
Equipment		
Operating Expenditures	\$11,175	\$11,799
Graduate Asst. Fee Waiver	\$13,393	\$13,330
Carry over	\$845	\$3,002

Housing

Greek organizations currently have three organized housing options:

1. Greek Area: Built in the mid-1960's, there are five traditional dormitory buildings that are home to six sororities and five fraternities. Some chapters have been in the same building since the area opened in the 1960's. Others have moved in and out of the area over the past decades.
2. Off Campus Houses: There are an unknown number of houses that are occupied by members of Greek chapters. Off campus houses are privately owned rental houses which rent to members of the same chapter.
3. Greek Village/Court: Opening in fall 2016 provides four new houses for approximately 110 Greek students. These houses are limited to sophomore and above students. These houses will be managed via a lease agreement between the housing corporation and the University.

Chapter Grades (all chapter term gpa)

Chapter	Fall 2016	Spring 2017	Fall 2017	Spring 2018
<i>Alpha Chi Omega</i>	3.32	3.41	3.27	3.46
<i>Alpha Delta Pi</i>	3.37	3.46	3.46	3.49
<i>Alpha Phi</i>	2.89	2.96	2.99	3.17
<i>Alpha Phi Alpha</i>	1.83	2.21	2.48	2.00

<i>Alpha Xi Delta</i>	3.42	3.48	3.42	3.52
<i>Delta Chi</i>	2.52	2.96	2.76	2.95
<i>Delta Delta Delta</i>	3.33	3.41	3.47	3.55
<i>Delta Sigma Theta</i>	2.75	3.10	2.98	2.80
<i>Gamma Phi Beta</i>	3.23	3.29	3.30	3.44
<i>Iota Phi Theta</i>	N/A	N/A	N/A	N/A
<i>Lambda Chi Alpha</i>	3.22	3.17	3.22	3.30
<i>Omega Psi Phi</i>	N/A	2.24	3.27	3.00
<i>Phi Beta Sigma</i>	N/A	N/A	N/A	3.04
<i>Phi Delta Theta</i>	3.09	3.33	3.19	3.09
<i>Pi Kappa Alpha</i>	2.76	2.84	2.73	2.85
<i>Sigma Chi</i>	2.99	3.10	3.02	3.08
<i>Sigma Gamma Rho</i>	2.65	2.93	3.12	2.85
<i>Sigma Nu</i>	2.74	2.83	3.06	2.87
<i>Sigma Phi Epsilon</i>	3.11	3.06	3.18	3.01
<i>Sigma Sigma Sigma</i>	3.14	3.33	3.25	3.39
<i>Sigma Tau Gamma</i>	2.61	2.70	2.69	2.56
<i>Tau Kappa Epsilon</i>	2.84	2.98	2.93	3.14
<i>Theta Xi</i>	2.55	2.56	2.80	3.05
<i>Zeta Phi Beta</i>	2.88	3.15	3.10	2.41



Office of Military and Veterans Services

Opened in 2012 the Office of Military and Veterans Services (OMVS) provides, via military-affiliated staff members, resources, information, and support to Veterans, military personnel, and their dependents. The OMVS also assist in recruitment, enrollment, and retention of military affiliated student population.



Mission

The Office of Military and Veterans Services (OMVS) provides targeted support and services to all military and Veteran students, as well as their dependents, with the goal of having the students attain academic and personal success. The OMVS assists students with access and completion of student processes such as admissions, financial aid, billing, military education benefits, registration, referrals, and networking opportunities. In addition, the OMVS advocates for our military-affiliated population and hosts events, workshops, and training for staff, faculty, and students, in order for the community to gain a better understanding of, and provide better services to, this unique population.

Services offered by the OMVS:

- Education benefits counseling and processing (specific to military affiliated population)
 - Federal and State Tuition Assistance
 - VA Educational Assistance
 - Scholarship and Free Application for Federal Student Aid (FAFSA)
- Personalized assistance.
 - Application processes
 - Military Transcript Evaluations
 - Transition Assistance
 - Housing referrals (on and off campus)
 - Networking with the community and fellow Veterans
 - Counseling, Disability, and Employment referrals
- Endowed Scholarship Administration (military affiliated population)
- Support of the Student Veterans Organization (SVO)
 - Provides a dedicated space and office for the SVO; sponsors SVO events and professional development



Student Interactions

Fiscal Year	18 (17-18)	17 (16-17)
VA educational benefits processed	735	641
Tuition Assistance processed	182	150

Usage Summary

- Military Student Population
 - Self-Reported Military and Veterans: 446 (FY18)
 - Spouses and Dependents: 771 (FY18)
 - Veterans Awards Degrees: 47 (FY18)
- OMVS Outreach a combined total of approximately 100,000
 - 8,267 (FY18) outreach
 - 1,460 (FY18) Walk-in Office Visits
 - Installation Visits
 - Scott Air Force Base, Illinois

Programs and Accomplishments

FY18

- Continued membership and participation in organizations (i.e., Missouri Multi-State Collaborative on Military Credit Steering Committee, MO Dept. of Higher Education, MO Dept. of Mental Health workgroup, Joining Community Forces, NASPA, Veterans Assistance Council, Missouri Council on Military Credit, Military Connect for Nursing, etc.) in order to best serve our student Veteran population
- Continued to assist students and the Registrar's Office with in-depth military transcript evaluation and credit articulation
 - Represented Southeast on new Military Connect Nursing for State of MO
- Executed several engagement activities, to include breakfasts, Homecoming festivities, voting encouragement party, Veterans Luncheon, midterm snack breaks, lunches, obstacle/ropes course, family pool party, and support the Student Veterans Organization
 - Took over Patriot Day from Campus Life & executed first Heroes Challenge
 - Collaborated to coordinate Rocky Sickmann presentation at both VFW and Vet Luncheon
- Participated in the Women's Empowerment Luncheon as a vendor
- Assisted local agencies to provide shelter and resources for homeless Veterans
- Assisted student Veterans and their families with referrals and obtaining gainful employment through external agencies (Social Security Administration, MO Career Center, Snap-On)
- Partnered with Farmer's Bureau for Suits for Soldiers initiative to provide business attire to military-affiliated student and Veteran community population. Received and redistributed over 200 pieces



FY17

- Continued membership and participation in organizations (i.e., Missouri Multi-State Collaborative on Military Credit Steering Committee, MO Dept. of Higher Education, MO Dept. of Mental Health workgroup, Joining Community Forces, NASPA, Veterans Assistance Council, Missouri Council on Military Credit, etc.) in order to best serve our student Veteran population
- Participated in the education/career fair sponsored by Hiring Our Heroes (HOH) at Scott AFB and continued outreach efforts at Scott AFB
- Attended the NASPA Veterans Conference, in order to increase networking relationships, get updated on pertinent upcoming policy changes, and learn of resources or procedures we could offer our military-affiliated student population
- Executed several engagement activities, to include breakfasts, Homecoming festivities, voting encouragement party, Veterans Luncheon, midterm snack breaks, lunches, obstacle/ropes course, family pool party, and support the Student Veterans Organization
- Partnered with organizations (SVO, VFW, American Legion, Marines Corps League, SEMO Vet Corps, United Way, First Call for Help, etc.) for community fund-raising efforts for Veteran projects and initiatives
- Provided Military-Affiliated Student Training (MAST) to faculty/staff during Divisional Training session
- Collaborated with MO Career Center and Southeast's Career Services to have a Veteran-specific counselor in office at least once per week for employment/career assistance
- Assist student Veterans and their families with referrals and obtaining gainful employment through external agencies (Social Security Administration, University of Tennessee-Memphis, MO Career Center)
- Assist with the recruiting efforts of area Veterans for the Missouri Veterans History Project, a historical account of Veterans' stories sponsored by the U.S. Library of Congress and the State Historical Society of Missouri.
- Founding member of Cape Girardeau Recruiting Company's Community Outreach Council

Fiscal Summary

Expenses

	FY17	FY18
Student Labor	1,276.00	1,480.94
Professional Staff Labor	118,073.71	108,063.93
Operations	14,667.48	7,483.20
Equipment	765.22	
Total	134,782.41	117,028.07
Carry over	9,968.10	12,777.16

Recreation Services

Recreation Services provides a variety of services and programs for students and recreation services members. Programs include organized fitness and wellness classes, personal training, intermural programs, club sports, and community events.



Mission

Recreation Services at Southeast Missouri State University is dedicated to providing quality facilities, innovative programs and services that meet the diverse recreational needs of the University community. We strive to enhance the quality of life, increase socialization and encourage lifelong wellness.

Facilities

- Student Recreation Services; primary recreation facility; Multiple basketball/volleyball courts, cardio equipment, weights, racquetball courts, indoor track, climbing wall, fitness/dance studios and administrative offices
- Student Aquatic Center; lap pool, leisure pool, hot tub, zip line, and aquatic climbing wall
- Student Recreation Services – South; cardio equipment, free weights, and martial arts room
- Intermural Fields; 2 softball/soccer fields, 2 sand volleyball courts, 1 football/soccer field; 4 tennis courts
- Challenge Course; low and high ropes challenge course
- Parker Hall Dasher board Court; hosts a variety of indoor sports such as soccer, hockey, and intermural



Club Sports and Intermural

Club Sports

For FY18 there were 18 club sports, serving 398 students

Archery
Fencing

Baseball
Floor Hockey

Bass Anglers
Golf

Equestrian
Lacrosse

Rock Climbing
Soccer (women)
Volleyball (Co-Rec)

Running
Student Sports Club
Volleyball (women)

Rugby
Tennis

Soccer (men)
Ultimate Frisbee

Intramurals

For FY 18 there were xx Intermural leagues, serving 4,809 students, including floor hockey, soccer, and sand volleyball.

Class	FY18 total	FY17 total	FY18 % female	FY17 % female
Freshmen	1,644	1,310	32.2%	23.3%
Sophomore	1,224	1,346	35.8%	20.5%
Junior	933	1,227	18.4%	30.2%
Senior	922	1,257	17.8%	12.4%
Total	4,809	5,334	27.4%	21.7%

Fitness and Wellness Programs for 2018

- Group fitness class offerings including Pilates, various types of Yoga, Zumba, Real Ryder, Turbokick, Aerial classes, TRX Training, Barre, Muay Thai, and more...
 - 3,423 participants for Spring 2018
 - 3,401 participants for Fall 2018
- Personal training; Eight student personal trainers working with a variety of clients throughout the semester who pay for these services
 - We usually have anywhere from 15-25 clients working with trainers during the school year
- Student Health Fair/Prevention Convention in the Spring 2018; provides information on various health and wellness topics and services for students – typically we have between 200-250 students participate
- Employees wellness screening; hosts and helps coordinate employee wellness fair (325-375 employees participate)
- Incentive Programs
 - Sweat Equity – point program for faculty/staff for earning discounts on memberships for doing various health and fitness activities
 - Wellness Warriors – a wellness point system offered to all University community to earn
 - Build A Better You – a personal training and nutrition program for a people interested in changing their health and fitness behaviors. We work closely with the Dietetics and Exercise Science/Health Promotion programs
- Peer Education; 14 Certified Peer Educators who are Southeast students that give interactive program presentations to various student groups as well as health/wellness tabling events held at different locations around campus

- Alcohol Responsibility, Sex in the UC Ballroom, Stress Busters, Ask/Listen/Refer, etc...
- Professional Development Programs
 - Personal Training Class (Spring 2018)
 - Group Fitness Class (Fall 2018)
- Special Events (Fitness/Wellness emphasis) offered to students throughout the school year
 - Redhawk Warrior Night
 - Back to School Splash Bash
 - All Out Fitness Challenge
 - Battleship Royale



Usage Summary

Total students/members usage of the SRC, not including visitors for campus events such as commencement or move in day, for the period of July 2016 – June 2018.

	<u>FY 17</u>	<u>FY 18</u>
July	6,879	6,944
August	16,652	15,982
September	23,896	21,410
October	23,996	23,798
November	19,239	19,079
December	13,705	11,312
January	24,083	22,042
February	28,769	25,453
March	25,096	19,605
April	20,561	20,845
May	10,943	7,845
June	7,163	4,739
Totals	116,615	100,529



Student Aquatic Center (Duplicated)

<u>FY 17</u>	<u>FY 18</u>	
Students	6,291	5693
Members	4,075	3,710
Community	1,550	2,224
Jackson H.S.	2,207	2,214
Athletics	313	285
Wknd Parties	3,381	2,448
Special Events	19,171	17,718
Totals	36,988	34,292

Membership Summary

FY 2017							
	Full	All Inclusive	SAQ	Limited	Monthly Full	Monthly All Inclusive	Totals
University Affiliate	99	138	46	18	37	23	361
Alumni	20	32	35	2	16	10	115
Community	8	18	23	4	19	8	80
Totals	127	188	104	24	72	41	556
FY 2018							
	Full	All Inclusive	SAQ	Limited	Monthly Full	Monthly All Inclusive	Totals
University Affiliate	131	220	67	40	69	38	565
Alumni	35	21	41	9	12	5	123
Community	8	15	42	7	24	5	101
Totals	174	256	150	56	105	48	789

Fiscal Summary

	FY17	FY18
<i>Revenue</i>		
General fees	\$2,459,040.60	\$2,438,238.36
Camps revenue	\$36,807.57	\$44,332.23
Fees (IM, memberships, etc.)	\$148,760.27	\$129,661.61
Non-taxable sales	\$39,225.46	\$34,769.13
Taxable rental income	\$60,130.02	\$55,181.45
Non-taxable facility rental	\$3,775.00	\$1,475.00
Interest earned	\$19,529.53	\$32,970.94
Miscellaneous Income		
Intra campus charges	\$2,340.00	\$6,930.00
Camps & conferences	\$34,939.01	\$39,241.00
Transfer-University Support	\$145,000.00	\$125,000.00
Total	\$2,949,547.46	\$2,907,799.72
<i>Expenses</i>		
Student Labor	\$419,131.84	\$370,037.90
Professional Staff Labor	\$641,587.46	\$612,424.75
Operations	\$266,407.51	\$238,483.91
Graduate assistant fee waiver	\$33,812.50	\$21,775.75
Equipment	\$57,230.20	\$2,993.00
Utilities	\$260,000.00	\$260,000.00
Capital expenditures	(\$405,396.64)	\$18,221.00
Debt service	\$829,743.82	\$922,712.43
SRC N Roof Replacement Loan payment	\$10,000.00	\$10,000.00
Overhead transfer expense		
Campus Life transfer	\$8,149.00	\$8,223.00
EM & SS transfer	\$32,450.00	\$32,450.00
Athletic facility usage transfer		
Other transfers	\$5,000.00	
Club Sports	\$11,465.97	\$5,727.43
Total	\$2,169,581.66	\$2,503,049.17
Reserve Contribution	\$779,965.80	\$404,750.55

Fund Balance

	<i>Revenue</i>	<i>Expenses</i>	<i>Net</i>	<i>Fund Balance</i>
FY18	\$2,907,800	\$2,503,049	\$404,751	\$1,769,811
FY17	\$2,949,547	\$2,169,582	\$779,966	\$1,365,060

Office of Residence Life

The University provides a variety of on campus living options. These options include traditional dormitories, the oldest Cheney Hall dating back to the late 1930's to the suite style Dobbins Center which opened in 2014.

Mission

We endeavor to provide a residential experience which supports student success.

Vision

We recognize the unique role of college students as future leaders in our society and community. In support of this role, our residential programs and services enhance the development of college students through the integration of the classroom and co-curricular educational experiences.

We recognize students as members of diverse communities who each possess individual needs and goals.

To support student's needs and goals, we foster opportunities for personal development through individualized interactions between students, staff, and family members.



FY18 Recap

Due to successful recruitment efforts, Cheney Hall was opened in Fall 2017 to accommodate 42 overflow students who could not be housed elsewhere in the system. Students were informed prior to arriving on campus that they would be placed in temporary overflow housing in Cheney and would be the first students we moved into other spaces on campus as they opened during the semester. By December, less than 10 students remained in Cheney and were moved into spaces opening for the spring semester. Once all residents had been moved from the building, Cheney was again taken offline and unavailable for occupancy.



Additional safety and security measures were implemented in several residence halls. Door viewers were installed in the room and lounge doors in Myers, Towers East, and Towers South. Additionally, the doors at all student rooms, lounges and on the exteriors in all four Towers were recorded. This gave us the opportunity to key the lounge doors in Towers East and South to

work with the student's room keys. This will allow us issue only one keys to the student and begin working towards utilizing keycards for the exterior entrances of the four Towers.

As the office continues to strive to assist our students with their academic and personal development, the creation of additional learning communities and overall programming throughout our housing system will remain a focus area. The Harrison College of Business learning community opened with over 20 residents and had many successful events over the year. A group of eight faculty and staff from across the University attended the National Summer Institute on Learning Communities held at The Evergreen State College in Olympia, Washington in July 2017. Members attended sessions and worked to develop a multi-year plan for the growth and development of learning communities at Southeast.



FY17 Recap

Keycard entrances were installed in Henderson, Myers, Towers East, Towers North and Vandiver Halls. Students will eventually be able to access their building with a keycard but will still need to utilize a traditional key to gain access into their individual student rooms. This change provides greater control over access into the building, while also saving the office money by removing the need to change exterior locks over the break periods.

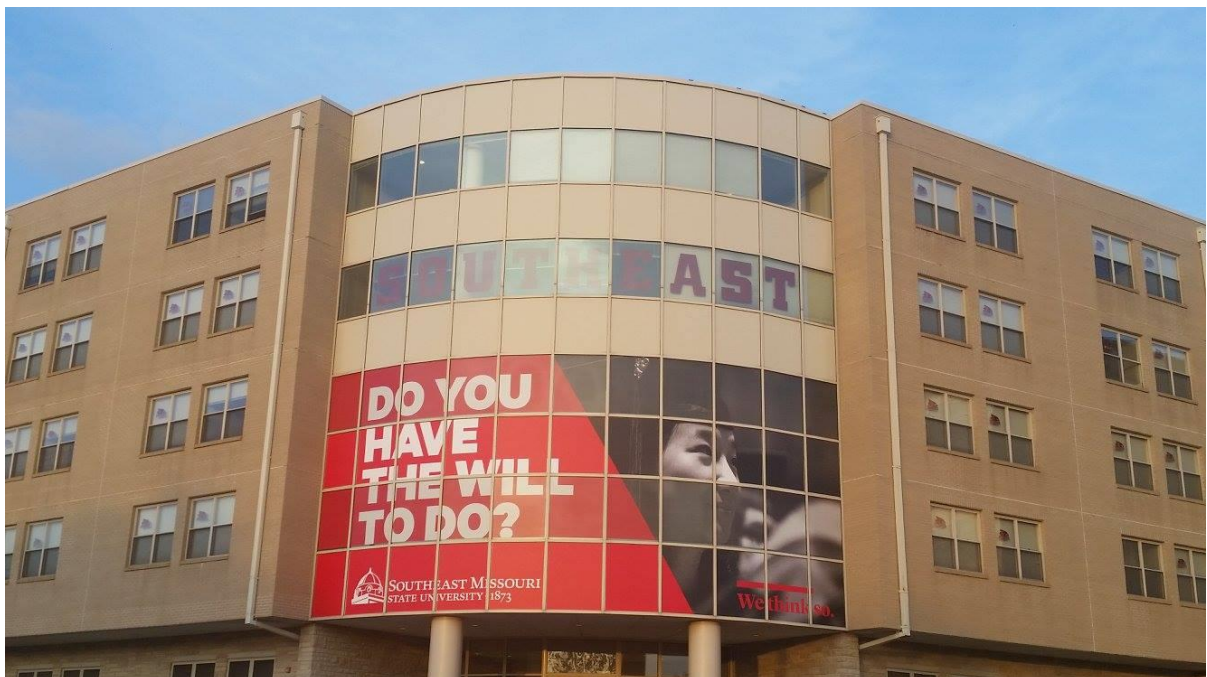
An unexpected electrical outage in Dearmont Hall in August 2016 required us to close B wing and reduce the occupancy in C wing for the fall semester. A new transformer, electrical panels, and new wiring from panels to hallways and student rooms need to be installed in B & C wings. Residents of the two wings were moved into vacant spaces in Dearmont and other halls on campus. Some students elected to take on roommates for a reduced cost. Several students requested to move off campus and be released from their housing obligations. Dearmont opened in August with 189 residents, closed in December with 126 residents, and reopened in spring with 169 residents after the work was completed.



To avoid similar electrical issues happening in the Towers Complex an electrical upgrade was completed in Summer 2017. The upgrade required the complete shut-down of the Towers Complex and all four Tower buildings. The Office of Residence Life relocated to the 1st floor of LaFerla Hall for the summer. At the same time the electrical work was being completed, a new roof was installed on the Towers Complex to address leaks occurring in the Towers Cafeteria.

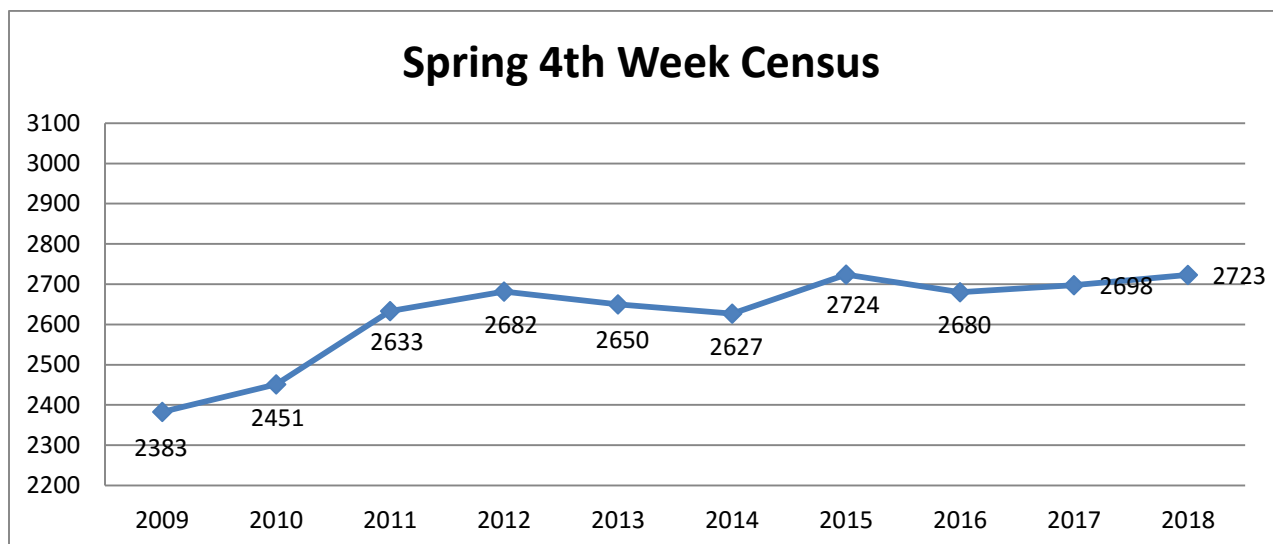
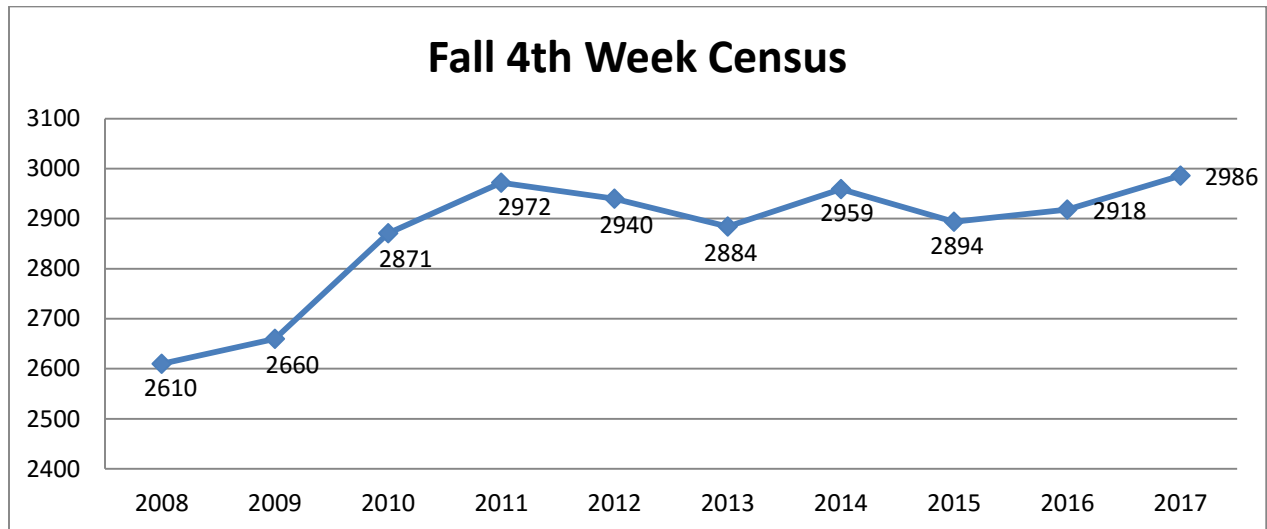
The cost for break periods (Fall/Thanksgiving, Winter, and Spring) was incorporated into the housing rates for the academic year. By adding \$30 to the room rate, students were allowed to remain in their assigned rooms during the break periods at no additional cost. Students were still asked to register with the office, so we could identify students remaining in the halls during the break during emergencies.

As the office continues to strive to assist our students with their academic and personal development, the creation of additional learning communities and overall programming throughout our housing system remains a focus area. Staff worked with faculty in the Harrison College of Business to develop a business community for Fall 2017. First-year students will be taking two courses together (UI 100 and AD101) in the fall semester and living together on one wing of LaFerla Hall. The faculty liaison is responsible for coordinating programs involving faculty from many areas within the Harrison College of Business to provide students with an opportunity to connect with faculty members before entering into the college as sophomores or juniors.



Occupancy Summary

The Residence Halls opened in fall 2016 with 2,948 and in fall 2017 with 3,067 calling the residence halls their home. For the spring semester, 2016 the halls opened with 2,743 and in the spring of 2017 they opened with 2,741 students.



Average Annual Actual Occupancy and Board

	FY11	FY12	FY13	FY14	FY15	FY16	FY17	FY18
Board Plans	2,858	2,891	2,876	3,028	3,048	2,896	2,936	3,017
Shared Rooms	2,765	2,821	2,797	2,753	2,839	2,785	2,803	2,850
Private Rooms	75	18	20	106	73	72	57	47
Opening Day Occupancy	2,942	3,053	3,006	2,939	3,040	2,940	2,946	3,067

Fiscal Summary

	<i>Revenue</i>	<i>Expenses</i>	<i>Net</i>	<i>Fund Balance</i>
FY18	\$27,064,194	\$26,278,727	\$785,466	\$2,687,685
FY17	\$25,652,567	\$26,232,210	(\$579,643)	\$1,902,219
FY16	\$25,674,806	\$26,530,370	(\$855,564)	\$2,481,862
FY15	\$25,182,991	\$24,789,674	\$393,317	\$3,337,426
FY14	\$24,273,255	\$25,494,394	(\$1,221,139)	\$2,944,110
FY13	\$22,557,593	\$21,298,190	\$1,259,403	\$4,165,249
FY12	\$21,925,745	\$23,750,035	(\$1,824,291)	\$2,905,846
FY11	\$23,951,360	\$22,379,985	\$1,571,374	\$4,730,137
FY10	\$19,157,763	\$20,010,826	(\$853,063)	\$3,158,762

	FY17	FY18
<i>Revenue</i>		
Housing contracts	\$15,773,490	\$16,320,856
Board contracts, commission	\$8,171,005	\$8,729,350
Cancellation fees, buyout	\$149,250	\$174,300
Summer-operations, contracts	\$108,742	\$100,529
Vending Services	\$85,978	\$85,444
Leased properties	\$320,809	\$615,499
RHA, cable TV and technology fees	\$420,433	\$427,487
Interest earned	\$117,825	\$158,818
Miscellaneous revenue	\$168,480	\$260,688
Total	\$25,316,011	\$26,872,970
<i>Expenses</i>		
Residence Life operations, programming	\$1,124,457	\$1,069,437
Residence Life utilities (inc ORL labor)	\$1,545,712	\$1,649,589
Residence Hall operations	\$1,213,536	\$1,259,264
Housing maintenance, custodial services	\$2,117,452	\$1,903,269
Overhead support	\$1,345,000	\$1,662,200
Food service contract	\$6,966,898	\$7,374,699
Vending services, card access	\$130,546	\$163,435
Hall council	\$84,240	\$85,635
Residence Life scholarships	\$671,530	\$565,000
Summer operations	\$56,979	\$40,709
Cable TV	\$102,162	\$110,424
Service contracts	\$164,058	\$158,487
Debt service/retirement	\$7,387,723	\$8,272,111

Facility renewal	\$2,406,891	\$1,265,990
Miscellaneous expenses	\$578,470	\$507,254
Total	\$25,895,654	\$26,087,504
Net	-\$579,643	\$785,466

Room and Board Rate Increases

	<i>Room</i>	<i>Board</i>
FY18	1.97%	3.50%
FY17	1.51%	3.51%
FY16	0.50%	0.00%
FY15	0.00%	4.00%
FY14	2.65%	3.50%
FY13	2.40%	5.00%
FY12	3.40%	4.25%
FY11	2.90%	3.10%
FY10	4.00%	6.00%

Recent Residence Hall Facility Changes, FY17 & FY18

- Greek Village/Court opened, 2016 & 2017
- Cheney Hall closed

Programming Accomplishments

Move-In Day

The University and the Office of Residence Life have developed a special move-in process exclusively for new students. A “one-stop shop” has been developed at the Student Recreation Center - North for new student move-in day. There, students find a centralized hall check-in process and a wide range of staff and services available to assist them with their needs. In addition to completing medical information, receiving a free t-shirt, and picking up their room key, students are able to:



- Meet some of the Residence Life professional and student staff
- Register a vehicle and receive a parking permit
- Meet staff from various University departments and receive information about the services they provide
- Visit displays by local businesses and learn about services and products on site

After check-in, students are directed to their respective residence hall to move-in. To provide students with additional assistance moving in, large crews of student volunteers are present to greet them at their residence hall and help them move everything from their car to their room.

- **(FY17) 1,100 and (FY18) 1,200** residents checked in on “Move-In Day”
- **1000+** student volunteers from various campus organizations helped facilitate the process

	2017	2016	2015	2014	2013
6am-7am	86	123	92	138	123
7am-8am	122	154	135	154	149
8am-9am	163	214	168	204	275
9am-10am	200	228	187	226	290
10am-11am	256	217	205	242	179
11am-Noon	152	166	93	70	70
Noon-1pm	126	112	87		8
1pm-2pm	31	25	22		
Total	1136	1239	989	1034	1094

Carpe Diem

FY17

This annual program, held during the fall in the Student Recreation Center, is a cultural event designed to showcase the cultural diversity here at Southeast. Carpe Diem ('Seize the Day') is the message that brings people together for a celebration of diversity while setting aside differences at Southeast. This is not just an evening of fun and entertainment, but is also a very enriching and educating experience for friends and family. The event highlights native performances (e.g., singing, dancing, artistic expression, etc.) by Southeast students and other local/regional talent.



More than **700** members of the Southeast family came out to enjoy Carpe Diem. Authentic food, expressive art (henna tattooing and crafts) and dancing were just some of the things offered at this year's event. Much of Carpe Diem's success was due to the work of resident assistants and our international student community. Performances were provided that included offerings from around the globe. The expanded bazaar allowed more students to represent their country and provide attendees with information on their culture, dress, and food.

FY18

The annual Carpe Diem event was discontinued by the Office of Residence Life this year. The event was taken on by the Office of International and Education Services. Funds originally identified for this event were used towards other efforts.

CaSEMO

Beginning in FY17 the annual CaSEMO event was discontinued. Renovations to the Towers Cafeteria would have required a redesign of the program and the office decided to use those funds towards other efforts.

Themed/Learning Communities

FY17

The Themed/Learning Community Program at Southeast Missouri State University is designed to enhance the academic success and residential experience of our on-campus students. This is accomplished through building a community in which they are surrounded by students with similar academic interests and career goals, conducting specialized programming that is designed by staff and faculty from specific academic areas and providing access to resources that will aid in classroom success.

The Office of Residence Life, in conjunction with alumni donors and our many academic partners, offered the following themed/learning community experiences during the **2016-2017** academic year:

- Agriculture/Environmental Science themed community
 - 23 first-year and upper-class residents
 - Housed on one wing in LaFerla Hall
- Cybersecurity/Computer Science/Engineering themed community
 - 30 first-year and upper-class residents
 - Housed on one wing in LaFerla Hall
- Future Medical Professionals themed community
 - 28 first-year and upper-class residents
 - Housed on one wing in LaFerla Hall
- Harrison College of Business learning community
 - 22 first-year students
 - Housed on one wing in LaFerla Hall
- Honors learning community
 - 60 first-year and upper-class residents
 - Housed on two wings (one floor) in LaFerla Hall
- Military/Veterans community
 - 6 first-year and upper-class residents
 - Housed on one floor in Henderson Hall
- Tomorrow's Teachers (education majors) learning community
 - 26 first-year residents
 - Housed on one wing in LaFerla Hall
- Transfer community
 - 10 residents
 - Housed in residence halls across campus
- Visual and Performing Arts (VPA) learning community
 - 45 first-year and upper-class residents
 - Housed at the Dobbins Center

FY18

The Office of Residence Life, in conjunction with alumni donors and our many academic partners, offered the following themed/learning community experiences during the **2017-2018** academic year:

- Agriculture/Environmental Science themed community
 - 28 first-year and upper-class residents
 - Housed on one wing in LaFerla Hall
- Business
 - 26 first-year students
 - Housed on one wing in LaFerla Hall
- Cybersecurity/Computer Science/Engineering themed community
 - 31 first-year and upper-class residents
 - Housed on one wing in LaFerla Hall
- Future Medical Professionals themed community
 - 32 first-year and upper-class residents
 - Housed on one wing in LaFerla Hall
- Honors learning community
 - 55 first-year and upper-class residents
 - Housed on two wings (one floor) in LaFerla
- Military/Veterans community
 - 4 first-year and upper-class residents
 - Housed in Vandiver Hall
- Pet Friendly community
 - 5 first-year and upper-class students
 - Housed in Myers Hall
- Tomorrow's Teachers learning community
 - 23 first-year residents
 - Housed on one wing in LaFerla Hall
- Transfer community
 - 10 students
 - Housed in residence halls across campus
- Visual and Performing Arts (VPA) learning community
 - 81 first-year and upper-class residents
 - Housed at the Dobbins Center

Student Leadership

The Residence Hall Association (RHA) The Residence Hall Association (RHA) is the governing body students living in the residence halls. RHA provides a voice for students as well as activities throughout the year. This year's events included the annual RHA Campfire, Bingo, and a Disney Trivia Night.



RHA's purpose is to:

- To provide a unified voice for students residing in the University housing facilities.
- To ensure student involvement in the University and Residence Life policy-making process.
- To encourage and facilitate inter-hall cooperation.
- To discuss and promote the issues of students in the residence halls.
- To provide a means for improving physical, educational, social, and cultural standards of living in the residence halls.

The RHA general body is comprised of an Executive Board and representatives from each of the residence halls. One representative is selected for every 75 residents in the residence hall. RHA general body meetings occur each week and are open to all residence hall residents.

FY18 Budget Overview:

Carry over from FY17: \$ 36,407.50

Fee Transfers:

- Fall 2017:
 - RHA Fee: \$21,797.80
 - OCM Linens Commission: \$3,317.10
- Spring 2018:
 - RHA Fee: \$16,882.60

FY17 Budget Overview

Carry over from FY16: \$24,481.03

Fee Transfers:

- Fall 2016:
 - RHA Fee: \$21,301.40
 - OCM Linens Commission: \$3,820.33
 - NACURH Refund: \$391.22
 - OCM Data Storage Commission: \$460.87
- Spring 2017:
 - RHA Fee: \$19,695

Carry forward into FY18: \$36,408



National Residence Hall Honorary (NRHH) is the premiere honorary supported by the leading international organization advocating for the interests and welfare of residence hall students, while also providing opportunities for their personal growth and development. NRHH strives to provide recognition for individuals who have contributed to the advancement of college and university housing. NRHH membership is limited to the top 1% of students living in the residence halls at Southeast Missouri State University.



Rho Alpha Sigma Alpha Sigma.

Rho Alpha Sigma is a national Resident Assistant honor society. The Alpha Epsilon chapter at Southeast Missouri State University exists to recognize the outstanding efforts of Resident Assistants on our campus. Each year, up to 10% of the total Resident Assistant population on campus may be selected for induction into Rho

Resident Assistant Accomplishments

Resident Assistants, commonly known on campus as RAs, are a diverse group of well-qualified student staff available in each residence hall. RAs work closely with residents to facilitate the academic, personal and social success of every student in the residence halls. Their position requires them to be a mediator, programmer, counselor, custodian, and mentor to some degree. Most importantly these individuals are expected to be successful students and leaders on campus.

Resident Assistants participated in an online training program, similar to an online class, over the summer, which provided them with basic information related to their position, in preparation for face-to-face training in the fall. The online training involves studying power point presentations and case studies and responding with a quiz, essay or forum post prior to returning to campus in August. Much of the studied materials are tangible or administrative items that are reviewed in the face-to-face training portion. Face-to-face training is focused on putting RAs in real life scenarios they will see in their jobs throughout the year. We focus on teambuilding and emotional intelligence while playing out mock scenarios to give RAs a chance to physically witness and participate in handling crisis situations. Spring 2018 RA training focused on assisting new RAs with job requirements and refresher sessions for returning RAs.

FY18 RA Selection

Nearly 175 applications were received for the 100 Resident Assistant positions available for the 2018-2019 academic year.

- 58 returning Resident Assistant applications
- 116 eligible new Resident Assistant applications
- 35 individuals offered Alternate positions

In addition to the RA position, 4 Chapter Assistants were hired for the Greek Village houses leased by the House Corporations of Pi Kappa Alpha, Sigma Chi, Sigma Nu and Sigma Phi Epsilon.

In fall 2017 a process was held to hire a number of new Resident Assistants for the Spring 2018 semester. This was due to a number of staff graduating, leaving to complete student teaching responsibilities, etc. There were **38 applicants** for the **9 positions**.

RA Academic Success

- 8 Resident Assistants with 4.00 cumulative grade point averages Fall 2017.
- 3 returning Resident Assistants with 4.00 cumulative grade point averages for Spring 2018.
- 36 Resident Assistants with 4.00 Fall 2017 semester grade point averages.
- 34 returning Resident Assistants with 4.00 Spring 2018 semester grade point averages.
- 28 Resident Assistants graduated in May 2018.

Southeast Bookstore

In July 2013 the University and Follett began a partnership to provide bookstore, textbook, and related services to the campus community.



As part of the transition three of the previous employees from the bookstore were retained, including the current Bookstore Manager. The Bookstore is currently staffed by four full-time, one part-time, and five student employees. As part of the transition to Follett the Bookstore was renovated and there was an increased focus on apparel and online course materials.

FY17 & FY 18 Recap

The Bookstore implemented IncludED for the fall 2013 semester. The IncludED program ensures student success by integrating with Moodle to automatically deliver digital access course materials to students. The IncludED program has grown from the initial 5 courses to 26 in Fall 2018 and we are looking to include at least 2 more courses in Fall 2019.

Southeast Bookstore is committed to a Hassle Free Shopping experience for our customers. To support the Hassle Free Shopping experience, the bookstore implemented the Shop by Author program in the Spring 2018 semester. The Bookstore also implemented digital integration meaning most access codes are sold through the register and the code is emailed to students. Apple products are now offered at Southeast Bookstore. Several programs require students to have a MacBook or iPad and the Bookstore offers these products so the students can use their financial aid to help cover the cost.

Mission

The mission of Southeast Bookstore is to enhance and support the educational mission of Southeast Missouri State University by providing essential and affordable educational resources and supplies, quality emblematic and branded merchandise and much more.

Vision

We will achieve our mission by providing:

- A knowledgeable team of dedicated employees
- A respect for our diverse customers
- A clean, safe and accessible establishment for all customers and employees
- A cost effective business with high-quality merchandise at reasonable prices
- A positive working relationship with Southeast Missouri State University and the University Community
- Exceptional customer service



Contract Details

- The agreement auto-renews each year unless either party gives 120 day notice
- The University receives 7.5% of gross revenue up to \$4,000,000 and 9.5% for \$4,000,001 and \$6,000,000. Commission is paid monthly
- Students are permitted to use a “student charge” up to \$500 per semester. These are applied to their student account for purchases at the Bookstore
- The renovation costs are amortized over five years and were approximately \$500,000 in value
- University employees receive a 10% discount on purchases and on the “First Friday” of each month the Bookstore offers a 25% discount on all clothing for any customer
- The Bookstore provides \$5,000 annually for textbook scholarships



Fiscal Summary

Follett’s fiscal year runs April 1 to March 31.

College bookstore sales have been falling over the last 5 years and Southeast Bookstore sales reflect that trend.

- Fiscal Year 16 sales \$1,896,842
- Fiscal Year 17 sales \$1,485,970
- Fiscal Year 18 sales \$1,484,535

<i>Sales</i>	<i>FY14</i>	<i>FY15</i>	<i>FY16</i>	<i>FY17</i>	<i>FY18</i>
Used Text	\$64,445	\$77,689	\$56,430	\$52,237	\$57,217
New Text	\$636,261	\$875,964	\$775,122	\$381,601	\$383,182
Digital Text	\$71,153	\$64,224	\$87,893	\$134,557	\$113,413
Gen Books/ Non-emblem	\$47,766	\$50,969	\$56,511	\$48,373	\$40,095
Supplies	\$87,467	\$100,865	\$97,705	\$85,378	\$90,525
Apparel	\$400,481	\$549,395	\$531,070	\$508,231	\$475,366
Gifts	\$53,679	\$76,045	\$71,706	\$75,927	\$72,439
Convenience & Graduation	\$29,320	\$42,770	\$45,106	\$39,999	\$34,505
Technology	\$73,239	\$116,842	\$104,055	\$74,508	\$150,175
Book Rental	\$51,737	\$67,852	\$71,244	\$85,159	\$67,621
Total	\$1,515,548	\$2,022,615	\$1,896,842	\$1,485,9710	\$1,484,535

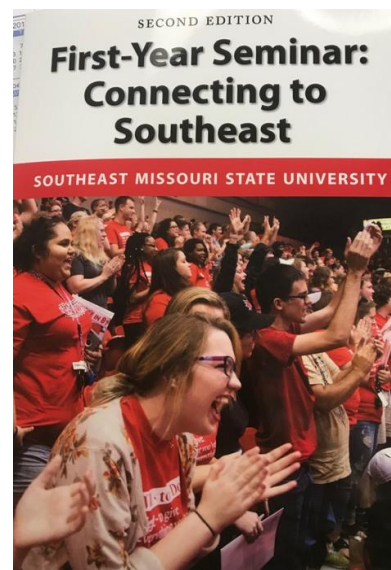
Usage Summary

- Southeast Bookstore buys back textbooks every day; In FY16 the Bookstore returned \$14702.25, FY17 returned \$10,868.34 and FY18 had \$21885.34 in buybacks.
- The Bookstore rental program saves students an average of 40% over the price of a new text. FY16 had 4164 rental books, FY17 6185 and FY18 had 5262.

- The Bookstore processed 1796 online orders in FY16 for a sales total of \$156,503, FY17 saw 1595 orders totaling \$124,572 and FY18 had 3600 orders totaling \$153,227.

Online Course Materials

The Bookstore provides three types of academic online resources; online access codes, digital textbooks, and IncludedED. Students purchase an online access code and this provides them the login information to access course materials, often related to a textbook, for their course. IncludedED electronic course materials provide similar online context, however, the logistics are different. IncludedED materials are built into the University Moodle course management software and all students in the class have the cost for these materials built into the rate they pay for the class. IncludedED allows for course materials to be ready on the first day or class, allows for financial aid to cover the cost of online course materials and are less expensive than each student buying a separate access code to access course materials. Digital textbooks are, typically, a PDF file accessible from any device. The digital textbooks may be rental or purchase and usually offer a cost savings to the student.



Presence on Campus

The Bookstore is engaged at various campus events and committees including:

- | | |
|---|--|
| • Kiosk at home football games | • Kiosk at Saturday basketball games |
| • Admissions Tour coupons for 20% off | • Athletics Sponsor |
| • OER Advisory Group | • Author Events/book signing |
| • Partner with Textbook Rental for textbook adoptions | • Bi Annual Faculty and Staff Appreciation event |
| • First Step Info to Go Fair | • New Faculty & Staff Orientation |
| • Move In Day Fair | • Reading Across America events |

Program Accomplishments FY17 & FY18

The Bookstore has worked to become involved in campus activities such as the Welcome Back Picnic, First Step, and author visits/book signings. The staff is always looking for new ways to partner with and support the University and hope to become even more involved with the campus.

The switch to Shop by Author means textbooks are shelved alphabetically by author. Textbooks were previously shelved by course which created confusion when books were adopted for multiple courses. Students no longer need to know the course/section they are enrolled in. They can look up all of their required course materials using their student ID. This Follett program is available through the online store, a standalone website and the in store tablet.

The space gained with this move has been used for course required supplies such as chemistry coats and goggles, dance attire, chef coats, and nursing supplies.

The Bookstore worked with the math department to switch the online homework program from Pearson to Lumen. This switch saved each student \$100 for a total student savings of \$140,000 for Fall 2018.

Student Government

Student Government (SG) is composed of Executive, Legislative, and Judicial branches. The Executive include the SG President, Vice President, and Treasurer. The Student Government Senate is selected each year in a campus wide election by colleges. Colleges are allocated seats based on the enrollment of each college and students from each college stand for election each spring to represent their college at Student Government. There are additional seats in the Senate for first-year students and for ambassadors. There are currently ambassadors to athletics, the Residence Hall Association, International Student Association, Student Activity Council, and the Student Regent.



Fiscal Summary

Student Government is funded through a per hour credit hour charge of \$1.62 in FY17 and \$1.52 in FY18 in support of need based student aid. In addition they reallocated \$0.20 cents per credit hour from the Student Special Events Fee to support need based aid.

- Total student fee monies colleges in FY18 \$379,212
- Total student fee monies collected FY17, \$406,379
- Fund balance at the end of FY18, \$343,334
- Fund balance at the end of FY17, \$301,724

	FY17	FY18
Revenues Received	\$406,379	\$379,212

Expenses and Transfers:

Student Labor	\$14,521	\$13,203
Staff	\$87,391	\$87,804
Operations	\$60,993	\$35,286
Equipment	\$2,760	\$584
Student Organizations	\$24,854	\$18,179
Club Sports support	\$17,500	\$17,500
Discretionary	\$35,809	\$24,477
Graduate Fee		
Reimbursement	\$9,466	\$7,936
Student Activities Council	\$123,313	\$114,590
Homecoming	\$13,387	\$7,988
W.I.N.G.S. support	\$17,000	\$7,500
Music License Fee	\$2,442	\$2,556
Undergraduate Research	\$10,000	
Total Expenses & Transfers:	\$419,436	\$337,603

Programs and Accomplishments

FY18

- Faculty Shoutouts were created for weekly recognition of outstanding faculty members
- Passed a resolution for a general fee increase of \$5.40 next year with 40 cents coming from a reallocation of current fees going to support the Speaker Series.
- A new picnic table was purchased for the River Campus.
- Funding for SE Link was supported and continued for an additional two years.
- Support for campus-wide programming such as SEclipse Day and tailgating continued.
- Continued with “diversity” programming with the Unboxed Initiative.

FY17

- It was a year of listening to their constituents. This feedback was gathered through student surveys, SEMO Speaks Now booths on campus and traveling to all the regional campuses to meet with those student populations.
- The Senior Senator position was created, the non-voting representative position was created and new officer job descriptions were written to refocus SG’s work.
- Tailgating was an initiative: seven tents were purchased with \$200 provided to each sponsoring organization. The School Spirit theme continued into basket all season with lots of giveaways.

Resolutions passed:

- \$28,000 to have lights installed at the sand volleyball court at Parker Field.
- \$10,000 to be contributed annually to the Provost Office to fund undergraduate student research initiatives.
- \$20,000 to purchase one of the River Campus shuttles to be used by WINGS, including purchasing a new tracker for it.
- Reallocated 20 cents per credit hour from the Student Special Events Fee and 10 cents per credit hour from the SG annual budget to support Need Based Student Aid.

Textbook Rental

The University has for more than three decades offered a University textbook rental program. The textbook program operates as an auxiliary with students in many courses renting their books. In the spring of 2018, the Board of Regents approved an increase to the rental fee to \$35.00 per course (\$36.31 with tax) to begin in the fall 2018 semester, the last increase was in 2012. The price increase will still provide the availability of a convenient, economic benefit to their educational dreams. To support the rental program faculty must agree to use the same text for a course and they must commit to using this text for at least two years.



FY Recap

Looking back, it has been a very exciting and important time for us at Textbook Rental. Starting with the opening of the Redhawk Food Pantry in March 2017, the need for a pantry was found to be a necessity for our students after a survey was conducted by Southeast Student Government at the start of the fall 2017 semester. They discovered that 15% of our Southeast Missouri State University students found themselves without an adequate food supply at least four times during the fall semester. The National College and University Food Bank Association reports that “Nationally, 20% of college students report of having a food insecurity while in college”. By the end of the FY18, we had 210 clients visit the pantry, and with each semester we have seen an increase in clients, donations, and the desire to volunteer.

Last but not least, Laurie Taylor decided to retire after 29 years as the Manager of Textbook Rental at the end of August 2018, and on September 1st, 2018 Jane Kurree was promoted to the position of Manager. The change of leadership will not change the values or mission of the Textbook Rental department. We will continue to provide superior customer service and continually search for ways to keep costs down to help reduce the expenses of gaining a college education by renting their textbooks at a low and fair price. I am proud of the hard work and time that Cindy Balsmann and our student workers put in to make this an exceptional year, and excited to see what we can do together in the future to make this department even better.

Mission

Textbook Rental strives to support Southeast Missouri State University by providing students, faculty, staff, and the University Community superior service and quality products at fair prices through innovative and efficient operations.

We believe it is critical to the mission of the University for our Department to:

1. Provide the right textbooks and course materials, in the right quantity and in a timely manner for all courses offered by the University.
2. Provide significant employment opportunities for students enrolled at the University.
3. Support the various programs offered by individual University units through scholarship support, internships and donations.
4. Provide the student body a unique opportunity to save money by offering rental textbooks, with a portion of the proceeds going to the Southeast Scholarship Fund.

Usage Summary

There are textbooks for 1,278 courses available, with some courses using the same text, with an inventory on hand at the end of FY18 of 41,675 textbooks, an increase of 8% from FY17. The replacement value of these texts is estimated at \$4,002,033.24, an increase of 6% from FY17.

- 68,054 textbooks were rented for FY17
- 64,790 textbooks were rented for FY18
 - Showing a decrease of 5%, the result of an increase in digital course materials being required and the unavailability of physical textbooks from certain publishers.

Students have the option to purchase their rented textbook, minus their rental fee. Students who do not return textbooks by the due date are charged the full replacement cost of the textbook and the original rental fee. Students also can take advantage of our late fee period the Tuesday through Friday after finals week for a \$25 late fee per book. On average less than .9% of textbooks are not returned. Most first and second year texts are available as a rental and courses with sufficient enrollment at the junior, senior, and graduate student level are also available for rent. However, not all textbooks are available for rent, primarily because of price lower than our rental fee or the format of the text. Textbook Rental also provides textbooks for courses taught at the regional campuses, dual credit, and online courses.



Fiscal Summary

	FY17	FY18
<i>Revenue</i>		
Fines	\$18,225	\$25,899
Nontaxable Sales	\$78,508	\$82,441
Textbook Taxable Sales	\$296,074	\$243,329
Taxable Rental Income	\$1,572,822	\$1,481,220
Nontaxable Rentals	\$64,047	\$53,600
Total	\$2,029,677	\$1,886,490
<i>Expenses</i>		
Textbook Rental Revolving	\$1,147,226	\$1,220,830
Inventory Adjustment	\$319,853	\$33,062
Total Labor	\$173,030	\$175,393
Textbook Rental Operations	\$14,843	\$12,926
Textbook Rental Equipment	\$2,662	\$264
Bad Debt	\$5,000	\$5,000
Overhead Support	\$300,000	\$300,000

Auxiliary Service Support	\$40,000	\$40,000
Other transfers	\$40,000	
Total	\$2,042,615	\$1,787,476
Net Revenue/Expense	(\$12,938)	\$99,013

Fund Balance

	<i>Revenue</i>	<i>Expenses</i>	<i>Net</i>	<i>Fund Balance</i>	<i>Inventory Balance</i>	<i>FB less inventory</i>
FY18	\$1,886,490	\$1,787,476	\$99,013	\$2,520,309	\$1,072,214	\$1,448,095
FY17	\$2,029,677	\$2,042,615	(\$12,938)	\$2,421,296	\$1,105,277	\$1,316,019

Programs and Accomplishments

Redhawk Food Pantry

On March 20, 2017, the Redhawk Food Pantry officially opened their door for the first time. The pantry is located inside Textbook Rental, they are available: Monday through Friday, 12:00pm-4:00 pm. The pantry is staffed with one Student Manager and student volunteers. The pantry is supported entirely by donations and strives to provide supplemental food assistance for those who find themselves struggling with food insecurities within the University community. The pantry not only provides food for its clients, but it is also a valuable resource to educate the University community on the current issues of food insecurity amongst their peers. All the progress and success would not have been possible without the support of University employees, student organizations, local churches, businesses, and alumni. During the spring 2018 Greek Week food drive, they filled the pantry beyond expectations, the extra food was donated to local food pantries and shared with Regional Campuses. At the end of FY18, the food pantry received a donation by an anonymous donor to be used for a freezer to provide additional food choices. We are very pleased by the overwhelming support for the Redhawk Food Pantry, and we are looking for ways to improve the customer service and to have a better understanding of who is using the pantry, how we can serve them better and if the distribution of food is fair.

Late Fee Policy Change

A significant change took place to our late fee return date policy. Starting for the spring 2018 book returns, we extended the time students are allowed to return textbooks after they have missed the due date and we did not increase the late fee, it will remain at \$25 per book. In the past it was only the Tuesday and Wednesday after the due date, now it is for the whole week after finals.

Email Verify Reminder

We also implemented an email that reminds students to check their textbook account to ensure all textbooks that were checked out for the semester was returned and checked in. This extra step to reach out to students is another way we make sure students have the needed information

to ensure all textbooks are returned on time and the opportunity to return a textbook if they would have forgotten to return.

While it is too early to see any significant change in returns regarding these changes, I can say we only had 3 requested appeals and all were accepted, due to their reasons and that the textbook is still in current inventory.