OFFICE OF RESIDENCE LIFE 2012-13 ANNUAL REPORT

Submitted June, 2013 by Dr. Nick Nicklaus, Director of Residence Life

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Mission Statement
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Financial Summary
Occupancy
Facilities
RLIS
ORL Focus Groups
ORL Committees
STAFF PHONE LISTING
2012-13 ACADEMIC YEAR, SEMESTER 1

CENTRAL STAFF
Nick Nicklaus, Director
Chris Diedeman, Asst Director – Ldrshp/Edu
April Handke, Asst Director – Area Coord
Patrick Heise, Asst Director – Area Coord
Doug Kuenn, Asst Director – Facilities
Troy Richter, Asst Director – Operations
Gary Heilmann, Housekeeping Supervisor
Randi Otto, Facilities & Maintenance
Carol Beckerjeck, Univ Services Associate
Deb Miller, Univ Services Associate
Amanda Schultz, Office Assistant

Randy Otto, Facilities  & Maintenance
Doug Kuenn, Asst Director
Patrick Heise, Asst Director
April Handke, Asst Director – Area Coord

ANGELL HALL (15)
HD Aaron Pabst 375-8081
AHD Sarah Weiler 375-2147
Front Desk 375-2100
DC 108A Eva Meyer 375-2108
Duty Cell 498-9690
439A Molly Amelise 375-2438
130A Rebecca Canales 375-2130
302A Karley Clayton 375-2302
339A Stephanie Cuevas* 375-2338
330A Soran Dorji 375-2330
402A Sadee Eastlick 375-2402
138A Benjamin Kirchner 375-2138
430A Jeremy Leis* 375-2430
230A Tyler Lotfahl 375-2230
102A Kayla Nielsen 375-2102
202A Cali Vien* 375-2202
230A Ann Zedginizke 375-2238

COATE HALL (15)
HD Lisa Jenkins 375-8083
AHD Colin Burns-Gilbert 375-4140
Front Desk 375-4100
DC 111A Kaitlyn Hanko 375-4111
Duty Cell 498-9762
431A Jeffrey Benike 375-4431
103A Jill Blanchard 375-4103
403A Anna Christensen* 375-4403
147A Boyd “BJ” Decker 375-4147
303A Mary Hankins 375-4303
231A Luke Kefalas 375-4231
131A Carissa Krug 375-4131
203A Chelsea Lundquist 375-4203
439A Peri Rank* 375-4439
331A Rob Warren 375-4331
230A Sarah Zahrudin 375-4239
339A Rachel Ross* 375-4339

DRAKE HALL (10)
HD Sara Timhaars 375-8084
Front Desk 375-2200
DC 218A Kendra Wells 375-2178
Duty Cell 498-7963
421A Betty Collins* 375-2367
212A Lydia Hayes 375-2254
213A Alex Joens 375-2195
313A Drake Kessel* 375-2278
113A Andrew Kugler** 375-2164
413A Spencer Menholz 375-2359
321A Rebekah Phillips 375-2286
121A Kathryn Skora 375-2172

EAGLE HALL - GRAY (10)
HD Spencer Long 375-8082
Front Desk 375-2700
Duty Cell 498-7961
308B A Michael Borst 375-2732
308A A Mary Coats** 375-2733
508B A Justin Helmkuamp 375-2736

EAGLE HALL - MAROON (11)
HD Amanda Filz 375-8089
Front Desk 375-2700
DC 124B A Gina Schultz 375-2719
Duty Cell 498-7967
424A A Austin Baar 375-2726
322B A Max Dallman** 375-2733
324A A Carley Groeskrud 375-2724
222B A Ryan Kacynski 375-2721
422B A Hayley Knesnak 375-2725
124A A Ashley Maltland* 375-2720
524A A Kari Meyer 375-2728
522B A Brandon Holtof 375-2727
224A A Alissa Ward* 375-2722

HUTCHISON HALL (15)
HD Maryke Taube 375-8085
AHD Jenna Fremstad 375-2548
Front Desk 375-2500
DC 210B Caitlin Malin 375-2623
Duty Cell 498-7964
446A Jessica DeBruyne 375-2846
246A Tricia Fredrickson 375-2646
110A Nicole Johnson 375-2510
310A Kara Kergin* 375-2582
142A Mackerzie King* 375-2542
318A Tenzin Kunor 375-2718
116A Taylor Marino 375-2518
419A Philippe Mestas* 375-2818
410A Lindsay Robertson* 375-2810
346A Kiernan Schelman 375-2746
216A Amanda Smith 375-2618
210A Katie Svitavsky 375-2610

LAUX HALL (10)
HD Ariel Powers-Schaub 375-8086
Front Desk 375-2400
DC 315A Tyler Gregory 375-2483
Duty Cell 498-7965
210A Angela Brenn 375-2463
110A Collin Bruner 375-2389
426A Dana Chellman* 375-2583
123A Jordan Goldberg** 375-2398
328A Nathaniel Kamenaat 375-2553
410A Katie Kleistnaak* 375-2569
226A Elizabeth Paplow 375-2478
310A John Smith 375-2494

REUTER HALL (12)
HD Will Harmon 375-8087
AHD Kim Soumar 375-2658
AHD office 378-6990
Front Desk 378-2600
DC 105A Johnny Moscoso Vargas 378-2660
Duty Cell (8 p.m.-7 a.m.) 379-2916
318A Jason Chambers 378-2672
111B Kelly Collins 378-2653
318B Katie Heiling* 379-2956
513A Anastasia Janovce 378-2794
511B Michelle Lane 378-2786
313A Allison McDonald 378-2693
210A Hannah Mountford* 378-2674
413A Luke Hans 378-2763
411B Melissa “Misty” Curlier 378-2765

SANFORD HALL (10)
HD Joe Lasley 375-8088
Front Desk 375-2800
DC 318B Emily Albrecht 375-2797
Duty Cell 498-7966
210A Richard Bohm 378-2877
118A Lori Clarke 375-2856
309A Kyle Corbett 375-2809
117A Phoucha Lor 375-2855
403A Griffin MacDonald* 378-2393
210A Rachel Madison 375-2886
318A Hannah Mixdorf** 378-2918
418A Amearah Sadik 375-2948

WENTZ HALL (10)
HD Adam Prescott 378-8556
Front Desk 378-4200
DC 309A Jeffrey Rosenwinkel* 375-4165
Duty Cell 498-7968
410A Sarah Gagnon* 378-4258
110A Steven Girard** 378-4276
123A Connor Glassen 375-4087
210A Angela Gorter* 378-4122
428A Brianna Hubbard 378-4271
228A Mari Lenz* 378-4162
328A Austin Werla 375-4192

WHITE HALL (10)
HD Amanda Hoymann 378-8557
Front Desk 378-2500
DC 106B Zachary Minisch* 375-4364
Duty Cell 498-7969
207A Amanda Abrahamsson** 378-4365
222A Lindsay Klepski 378-4376
422A Molly Krosborg 378-4452
121A Jacob Lacey 378-4353
307A Lucas Schneider 378-4393
407A Katlin Schmitt 378-4471
106A Lucas Feit 378-4290
328A Kong-Pheng Thao 378-4460

Rhac/Nrh Office (608) 785-8107
Coate Advising Center (608) 785-8988

* Returners ** Senior Staff 1/22/2013

Graduate Assistants
Carrie Bero
Tiffany Koeshall
Trent Mortimer

Residence Life Information Services (RLIS)
Andrew Bachs
Andrew Hanrahan
Benjamin Walters
Brandon Horko
Cameron Ari
Jordon Hamrel
Zackery Ericsson

Work Cell Phones
Gary Heilmann
Doug Kuenn
Randi Otto
Janet Lien
RLIS “Duty Cell”
Weekend HD “Duty Cell”
### CENTRAL STAFF
- Nick Nicklaus, Director
- Chris Dziekan, Asst Director – Ldrshp/Edu
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- Patrick Heise, Asst Director – Area Coord
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- Randy Otto, Facilities & Maintenance
- Carol Beckerjeck, Univ Services Associate
- Deb Miller, Univ Services Associate
- Amanda Schultz, Office Assistant

### CENTRAL STAFF PHONE LISTING

#### ANGELL HALL (15)
- **HD Aaron Pabst**
- **AHD Sarah Weiler**
- **Front Desk**
- **DC 108A Eva Meyer**
- **Duty Cell**
- **438A Molly Arnetle**
- **130A Rebecca Candies**
- **302A Karley Clayton**
- **338A Stephanie Cuevas**
- **330A Sonam Dorj**
- **138A Benjamin Kirchner**
- **430A Jeremy Les**
- **230A Tyler Lotdahl**
- **102A Kayla Nielsen**
- **202A Calli Viren**
- **238A Ann Zegedzintze**

#### COATE HALL (15)
- **HD Lisa Jolinsky**
- **AHD Colin Burns-Gilbert**
- **Front Desk**
- **DC 111A Kaitlyn Hanko**
- **Duty Cell**
- **431A Jeffrey Benike**
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- **231A Luke Klefstad**
- **131A Carissal Krug**
- **203A Chelsea Lundquist**
- **439A Peri Rank**
- **331A Rob Warren**
- **299A Sarah Zahrudni**
- **339A Rachel Ross**

#### DRAKE HALL (10)
- **HD Sara Tienhaara**
- **Front Desk**
- **DC 218A Kendra Wells**
- **Duty Cell**
- **421A Betsy Collins**
- **221A Lydia Hayes**
- **215A Alex Joens**
- **313A Drake Kessler**
- **113A Andrew Kugel**
- **413A Spencer Meinholz**
- **321A Rebekah Phillips**
- **121A Kathryn Skora**

#### EAGLE HALL - GRAY (10)
- **HD Spencer Long**
- **Front Desk**
- **Duty Cell**
- **308A B Michael Borst**
- **308A Mary Cohen**

#### EAGLE HALL - MAROON (11)
- **HD Amanda Filliz**
- **Front Desk**
- **DC 124A A Gina Schultz**
- **Duty Cell**
- **424A Austin Bear**
- **322B A Max Dallman**
- **324A A Carley Grosskreutz**
- **222B A Ryan Kavinsky**
- **422B A Hayley Kresnak**
- **124A A Ashley Melland**
- **524A A Kari Meyer**
- **522B A Brandon Holtorf**
- **224A A Alissa Ward**

#### HUTCHISON HALL (15)
- **HD Maryke Taute**
- **AHD Jenna Fremstad**
- **Front Desk**
- **DC 210B Caitlin Malin**
- **Duty Cell**
- **446A Jessica DeBruyne**
- **246A Tricia Fredrickson**
- **110A Nicole Johnson**
- **310A Kara Kerigan**
- **142A Marenzie King**
- **203A Tonzin Kunor**
- **118A Taylor Marino**
- **418A Phillip Wied**
- **410A Lindsay Roberts**
- **346A Kiernan Schelman**
- **210A Amanda Smith**
- **210A Kallie Swivlever**

#### LAUX HALL (10)
- **HD Ariel Powers-Schaub**
- **Front Desk**
- **DC 315A Tyler Gregory**
- **Duty Cell**
- **210A Angela Brenn**
- **110A Collin Bruner**
- **428A Dana Chemlman**
- **123A Jordan Goldberg**
- **325A Nathaniel Kamena**
- **410A Katie Kloetiska**
- **228A Elizabeth Paplow**
- **310A John Smith**

#### REETER HALL(12)
- **HD Will Harmon**
- **AHD Kim Soumar**
- **AHD office**
- **Front Desk**
- **DC 103A Johnny Moscoso Vergas**
- **Duty Cell (9 a.m.-7 p.m.)**
- **213A Jason Chambers**
- **11B Kelly Collins**
- **311B Katie Helberg**
- **513A Anastacia Janover**
- **511B Michelle Lane**
- **313A Allison McDonald**
- **211B Hannah Mountford**
- **413A Luke Hans**
- **411B Melisa "Missy" Curler**

#### SANFORD HALL (10)
- **HD Joe Lasley**
- **Front Desk**
- **DC 318B Emily Albrecht**
- **Duty Cell**
- **209A Eric Bohm**
- **118A Lori Clarke**
- **309A Kyle Corbett**
- **117A Pachoua Lor**
- **409A Griffith MacDonald**
- **218A Rachel Madison**
- **315A Hannah Mixdorf**
- **415A Annersah Sadi**

#### WENTZ HALL(10)
- **HD Adam Prescott**
- **Front Desk**
- **DC/RA 310A Jeffrey Rosemeink**
- **Duty Cell**
- **410A Sarah Gagnon**
- **110A Steven Girard**
- **123A Connor Glassen**
- **210A Angela Gorrier**
- **429A Brianna Hudoba**
- **229A Mari Lenz**
- **329A Austin Werla**

#### WHITE HALL (10)
- **HD Amanda Hoylman**
- **Front Desk**
- **DC 100B Zachary Minnich**
- **Duty Cell**
- **420A Amanda Abrahamson**
- **220A Lindsay Kelinson**
- **422A Molly Koseberg**
- **121A Jacob Lacey**
- **307A Lucas Schneider**
- **407A Kaitlin Schmidt**
- **106A Lucas Felt**
- **329A Kong-Pheng Thao**

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* Retuners ** Senior Staff 1/24/2013*
MISSION STATEMENT

RESIDENCE LIFE MISSION STATEMENT
The University of Wisconsin-La Crosse Residence Life Program is an integral component of the University’s educational mission. We provide reasonably priced and well-maintained living/learning environments which are designed to foster learning, community, personal growth, responsibility, respect, leadership, and citizenship.

RESIDENCE LIFE DIVERSITY STATEMENT
The Residence Life program is committed to creating living/learning environments that help all students feel welcome and included. This means that we are dedicated to fostering an inclusive environment for students of all racial/ethnic, cultural, sexual orientation, gender identity/expression, ability/disability, and religious backgrounds. We understand that learning to live in a Residence Hall community setting that is diverse can be a new and challenging experience and we strive to offer a variety of programs and services where all students can engage in understanding and interacting with others who are different than themselves. Our Residence Life staff, student leaders, and residents work together to ensure that these values are reflected throughout the Residence Halls. We work in concert with various departments across the campus to enhance compliance with these values. Some of these offices are:

- International Education (www.uwlax.edu/oie)
- Office of Multicultural Student Services (www.uwlax.edu/omss)
- Disability Resource Services (www.uwlax.edu/drs)
- The Pride Center (www.uwlax.edu/pridecenter/)
- Campus Climate Office (www.uwlax.edu/campusclimate)

Based on my gender identity, is university housing for me?

We understand that when your gender identity/expression is not readily reflected when giving a preference for where you would like to live, it is difficult to determine what would be optimal for you. Residence Life staff are committed to assisting you to determine how our program can work for you. Please contact the Director of Residence Life (608) 785-8075, or by clicking below prior to your contract due date to discuss options.

Residence Life

Differently gendered and transgender students are also encouraged to contact the Pride Center which is devoted to serving students and the university community regarding gay, lesbian, bisexual, transgender, queer or questioning students, and their allies (GLBTQQA). This center is a primary campus resource and advocacy office for GLBTQQA students and works closely with other campus offices striving to provide a safe atmosphere and accommodations for transgender students. (Statement adopted from the University of Wisconsin Madison Housing Department)

ORL MANTRA for 2012-13

THIS I BELIEVE...A “WICKED” THOUGHT OF THE WEEK
GOALS FOR THE OFFICE OF RESIDENCE LIFE (ORL) FOR 2012-13

Using our mission statement as the basis upon which to build our departmental goals and after review of departmental goals from previous years, the following foci were developed in accordance with our student centered approach:

1. Engage in a master plan process including envisioning another new residence hall.
2. Plan for personnel changes
3. Assess the impact on over-crowding in our residence halls.
4. Refine our summer program in conjunction with Continuing Education and the University at large as well as our internal operational structure.
5. Engage in inclusive excellence throughout our program.

Several major factors impacted the addressing the above. These were: (1) budget; (2) addressing over-crowding issues (parent concerns, roommate issues, moves, etc.); (3) having 3 new hall directors; 6 new graduate assistants; and preparing for a new central staff member; and (4) several significant bias incidents which occurred on campus and in the halls.

To involve students in maintaining a fiscally sound budget for 2012-13 and develop a budget for 2013-14 which will not only meet our current needs, but establish a reserve level which will address the growth needs of our department.

You are referred to our financial report for specifics relative to this issue. Our debt obligations are now over $3.7 million which is over 33% of our budget. Given the state and institutional budgetary situations, ORL is facing additional opportunities to demands to cover university fiscal obligations. While we understand the need to pay our fair share, it remains unfair for the 3200 students in the residence halls to pay for services which are used by ALL students.

Through the good work of the staff in residence life and through the Residence Hall Association, we were able to present a FY 14 budget which has no increase for those residing in a traditional halls and just over 1% increase for those living in Eagle and Reuter Halls. While this is indeed good, we will need to increase our rates for FY 15 to accommodate several new future initiatives

Another negative impact is the lack of an enrollment management plan. Despite increasing our occupancy by 500 beds, we experienced an overflow situation for 2012-13 and it is projected that we will be even more overcrowded for 2013-14. I am pleased that an enrollment planning committee has been formed and that I served on the Associate Vice Chancellor for Enrollment Management search and screen committee.

We remain above occupancy projections which is good for our bottom line and we continue to work with continuing education to enhance our summer conference offerings. With the addition of a new central staff member, these summer conference collaborations have been put in place and it seems promising for the future of our summer program. In addition, with two halls being air conditioned, more summer camps conferences can be accommodated.
One of the items which continues to be deferred is the development of a master plan for the eight traditional halls. While a program statement has been submitted as a place holder at the state level, more detailed conversations need to take place as a 10 year plan is developed and subsequently implemented.

To monitor and assess the impact of our over-crowded housing situation on the academic progress of our residents.

We continue to fund weekend/alcohol alternative initiatives in our halls above the $15,000 figure. This includes academic initiatives in addition to additional all campus weekend (TH-Su) programming. These events have proven to be innovative, fun filled, and highly participatory.

Our three FYE halls (Coate, Laux, and White) remain successful and are popular. Our collaboration with Academic Advising remains strong and we fund three academic staff members, Lori Anderson and two graduate students and provide each with an office. In addition, for 2013-14, two other academic advisor graduate students will be charged with providing academic focused endeavors in the 7 other traditional halls.

While additional assessment needs to be made, there was no difference in student satisfaction with the residence halls when we compared those students living in an overflow (study or 3 person double) situation to those in regular room assignments. The one exception is lack of privacy. We have developed a strategy to implement freshmen “houses” in Eagle and all rooms in these environments will be 3 person doubles.

All halls continue to implement an academic enhancement plan and we have modified our support for academics in our halls through having Academic Resources Mentors (ARMs) for only the FYE halls but there are leadership positions on each of the hall councils of the non-FYE halls which focused on academic initiatives.

Plan for personnel changes.

Personnel changes continue to impact our program. This year we had 3 new hall directors, 6 new graduate students, several changes in our housekeeper ranks, and the addition of another new central staff member. These changes have presented us with challenges and numerous opportunities to reflect and assess our operation. Numerous changes/modifications have been made as we revised manuals, procedures, and our operation.

Having 9 new prostaff (40% of our operation but coupled with a large number of hall directors with only one year of experience) challenged us to be more specific in training and the “ORL way”. While frustrating at times, we had the opportunity to assess and modify how we do things and explain policies and procedures.

We have revised the Living On Handbook, modified and streamlined policies/procedures, and begun “big rock” discussions on our operational structure and pillars.

Redefine our summer program.

We have made good progress in establishing contact with staff in Continuing Education (CE) as we move forward in our attempt to provide housing for camps/conferences that will be here during the summer. We have re-structured our summer prostaff responsibilities and two hall directors are working in conjunction with Doug Kuenn regarding summer facility projects/tasks. In addition, we have hired another facilities specialist. The increase in summer camps/conferences has yet to materialize but we continue to partner with CE. Having two new buildings that are air conditioned will help in this endeavor. This goal will continue in the future.
Further, we have provided office space for our hall directors in the central office rather than having them work in isolation in their halls. This has proven to be fruitful as we plan fall training, identify projects/goals for 2013-14, and increased communication among the prostaff.

Engage in inclusive excellence throughout our program.

Much training was presented to prostaff, student staff, and student leaders on the concept of inclusive excellence. A gender-neutral policy has been improved and this living option is available in Reuter Hall effective fall 2013.

A new program, Residence Life Inclusive Excellence scholarships, was implemented and the recipients engaged in training, mentoring, and involvement in both ORL and campus activities. Under the direction of Carrie Bero, significant progress has been made.

We have better clarified our ties to various diversity offices (Campus Climate, OMSS, Pride Center, OIE). By establishing a liaison with Matt Evenson (Campus Climate), communication and understandings are better articulated. Our work with the Hate Response team and the further development/refinement of our hate response protocol has been effective.

Hall Director Pet Policy

While this was not a departmental goal, the prostaff pet policy was revised and permits dogs. Five hall directors have dogs and this has proven to be incident free, the quality of life for our hall director staff has increased, and the dog has become the hall mascot and many residents volunteer to take the dog for a walk.

FINANCIAL SUMMARY
Submitted by Troy Richter

This report has been prepared after being employed in the Office of Residence Life for just over one year. This report will contain specific financial data to provide an accurate appraisal of the current budgetary picture and some commentary regarding the focus of my position. I learned a lot by going through my first budget approval process in November 2013.

The Office of Residence Life (ORL) began FY13 with a cash balance of $3,383,546.95. Current FY 13 expenses are $11,921,498 with current revenues of $12,601,702. This provides an estimated Operating Net of $680,205.

Some anomalies for FY 13 are noted below:

- Century Link Cable bill of approximately $150,000 that was due to a billing error. The number of sites was not increased from the previous summer. Therefore during FY 12, we were not billed properly. It took Century Link from May 2012 to January 2013 to provide correct billing.
- New water heaters in Hutch ($76K) and Sanford ($125K).
- Campus Lighting ($62K)
- Chiller Plant Study ($33K)
- Central Utilities ($368)
- For FY13, no overflow occupancy was factored into the budget. Therefore our revenue was higher than projected. We have added overflow occupancy for the FY14 budget.
DEBT SERVICE
Debt service is approximately 32% of our budget. As we prepare for the possible construction of another new residence hall and potential traditional hall renovations, we must be mindful of the impact debt service has on our overall budget.

DEFERRED MAINTENENCE
We are in our second year of having a Deferred Maintenance account to seek an accurate picture of what we spent on projects and repairs. There was a projected budget of $574,000. At the time of this report, $314,000 was charged to this account. There is an additional $278,000 in encumbrances. Moving forward, this account will provide budget insight and let us understand what amount of our budget is going to projects beyond the preventative maintenance that is required for buildings which are almost 50 years old. This too is a concern as a master plan will need to be created to deal with not only the aging buildings, but also the demands of students living in them.

CHARGEBACKS
Chargebacks in the areas of IT, Auxiliary, and Central Utility have seen a slight decrease in FY13. ORL incurs chargebacks for Common Systems, PeopleSoft and municipal expenses. These chargebacks are summarized below:

- Common Systems $290,222
- PeopleSoft $87,023
- Protective Services $51,000
- Safety Loss Prevention $9521
- UW System Assessment $6037
- Work Center $280
- WISMART $6431
- OSER $15,889
- Insurance Property $67,861
- Insurance Liability $19,014
- Insurance Workers Comp $37,964
- Auxiliary Chargeback $270,247
- Municipal Services $126,297
- IT Network $553,573

There has been concerned expressed regarding Physical Plant billing. Some of these concerns include late billing, inaccurate charges, and charges for preventative maintenance that didn’t occur. Some of these concerns have been dealt with and we are seeing an improvement in the timeliness of billing. It is important to maintain a strong relationship while still expecting fair, accurate and timely billing. I suggest that we work with Doug Kuenn, Randy Otto and the Physical Plant staff to deal with these concerns.

ROOM RATES
Room rates for FY14 were not changed for the traditional halls. Eagle Hall doubles increased 1.12% and Eagle and Reuter singles were increased by 1.52%. Housing costs remain affordable and on campus housing is very popular.

OCCUPANCY/OVERFLOW/EXTENDED HOUSING
We dealt with overflow housing again in FY13. Extended housing will be expanded in FY 13 with the placing of extra students in extended housing in Eagle Hall. The extended housing in Eagle Hall was met with very
favorable reviews. We are expanding the extended housing in Eagle Hall for FY 14. Occupancy at this level is both a blessing and a curse. Our extra expenses include extra furniture to house overflow students in Eagle Hall, replacing old furniture in the study lounges, and refunds for triples ($300/student) and a $25 laundry credit.

SUMMER CAMPS/CONFERENCES
Eagle Hall is housing approximately 85% of the camps and conferences this summer, which may put additional strain on the building, but it has been met with rave reviews by camps. With Eagle and Reuter Halls having air conditioning, we are in the position to increase our summer conference program. This is an excellent source of income that should be explored while looking at staffing and facilities issues tied to an increased summer program. We were very busy early this year with the NCAA Division III National Championships and with the WIAA State Track Meet being one week earlier this year. Our camps have remained pretty consistent this summer. New camps of NWEI, WAEE and Varsity Cheer were added. We have not received any updates from Continuing Education regarding the possibility of Future Problem Solvers.

LAUNDRY CONTRACT
We had a successful bid process for a 5 year contract for providing laundry services. The contract was awarded to Mac Gray Campus Solutions. Mac Gray has been our laundry partner for the previous 7 years. Our commission percentage increases from 67% to 70.6% with the new 5 year contract. At the time of this report, the transition of the old machines to the new machines is going very smooth. We have taken this opportunity to update our laundry rooms (lighting, plumbing, paint and flooring).

OCCUPANCY:
As in the past, our occupancy rate exceeded projections. Our current designed capacity is 3180. Even with the opening of Eagle Hall, due to an increase in first year student enrollment (1915 target), we had to again place students in 3 person doubles, housed students the guest rooms in Angell and Coate, and placed five students in the studies in Sanford, Laux, and Wentz.

Our actual number of revenue generating occupants, as reported to UW system, for Fall was 3363. Spring numbers no longer are reported to UW system but we still housed students in studies and in three person doubles but we still had over 100% occupancy. We will need to create our own numbers for the spring semester in the future.

We were very successful in accommodating all international student applicants and addressing the needs of those students living in an over-crowded situation.

FACILITIES
We hired the following 3 personnel: Mike Heal, Facility Repair Worker Advanced - June 3, 2013; John Laffey, Eagle Hall Custodial Lead - December 3, 2012; and Mark Harris, Angell Hall Custodian, September 10, 2012.

Our relationship with physical plant remains strong which is a tribute to Doug Kuenn.
We planned and facilitated facility and housekeeper training sessions for Student Staff, Hall Directors, Custodians, and summer student workers.

Below is a sampling of the facility projects completed this past fiscal year.

Facilities Project List – 2012-13

**Angell**
- Install new hydration station on 1A and 1C drinking fountain.
- Replace TV/Mount in lobby.
- Replace carpet, install mirrors on walls in room 1
- Install 46” TV in room 1
- Install 3 square tables with 12 chairs in room 2
- Remove electric panel in room 2. 6/18-22
- Remove wall carpet, thin coat, and paint in room 2
- Regrout tile in HD bathroom
- Replace linoleum in HD kitchen (cuts)
- Remove flushtanks from all restrooms

**Coate**
- Install new hydration station on 1A and 1C drinking fountain
- Replace lobby TV/Mount
- Replace residential carpet in AHD apartment living room bedroom (room 139)
- Replace carpet in Coffee house (room 1). Abate; carpet
- Abate lobby carpet
- Replace lobby and 1st floor carpet
- Landscaping - replace shrubs by front entryway.
- Remove flushtanks in 1C

**Drake**
- Install new hydration station on 1B drinking fountain
- Replace lobby TV/Mount
- Replace 3 square and 4 round tables – Insurance
- Replace 28 Table chairs – Insurance
- 3 – 1 Seat lounge chairs – Insurance
- 4 – 2 Seat Couches (Setee) – Insurance
- 6 – 3 Seat Couches – Insurance
- 4 Coffee Tables – Insurance
- 2 - 30” x 48 “Tables – Insurance
- 2 – Refrigerator/Freezer – Insurance
- 1 – Stove – Insurance
- Replace carpet in the basement lounge, rms 15, 22, 23, 24, 24A) – Insurance TCI
- Remove room 18 (game room) sizel and thin coat/paint - Insurance TCI
- Install new storage shelving 42” x 7’ x 6 (or 8’)
- Remove Flush tanks and install new plumbing – Basement A and B bathrooms
- Remove flushtanks from all restrooms
- Replace 3A and 1B shower pan
- Add main disconnects to floor el. Panels – Insurance
Enlarge Floor El. Panels for future expansion – Insurance – Kish
Replace IT wiring, etc – Insurance – Kish
Replace basement doors and fire door for electrical room – Insurance – TCI
Replace Basement Toilet Partitions (Desert Beige) – Insurance
Install new 100 amp panel for Panel EX (life/safety by front desk) – Insurance
Relocate new El. Panel EX to basement electric room – Insurance
Install new 100 amp panel for Panel 4 (HD panel in 1st floor hallway) – Insurance
Increase panel size for wing panels – Insurance
Provide main breakers for wing panels – Insurance
Provide carbon monoxide detections (room smokes) – Insurance
Upgrade Data, phone and cable TV – Insurance
Upgrade BAS system to Digital (DDC control system – Insurance

**Hutch**
Redo Mortar work between rooms 113-114
Paint wall by 113-114
Paint over The Who mural
Replace TV/Mount in lobby
Replace Front Lobby Carpet. Abate; carpet
Replace Draperies. WC demo install
Replace 1B shower pan.
Replace water heater with Instantaneous Water Heater

**Laux**
Replace HD apt floor linoleum
Replace tile in the laundry room (partially done)
Replace toilet partitions (1-3 floors)
Replace toilet partitions (4th floor)
Auger both 1st floor men's urinal pipes
Replace HD Couch, Love Seat, and coffee table
Install cabinetry in leadership study
Replace TV/Mount in lobby

**Reuter**
Install new hydration station on 1st floor drinking fountain
Install Corner guards in the suites.
Replace Suite Filters
Clean HD laundry duct
Replace Ceramic Floor tile in lobby and VCT in Stairwell 3 Entry
Install Bike racks by stairwell 3 and 4 (East Front Door and SE door)
Replace Sheetrock near 512

**Sanford**
Install new hydration station on 1st floor drinking fountain
Move lobby furniture to leadership study
Replace New Carpet in front lobby, 1st and 3rd floor hallways
Replace Carpet in Leadership Study (Rm 8). Abate; carpet
Remove the computer counter top and install cabinetry in the Leadership Study (Rm 8)
Install new: 2 loveseats, 3’ x 5’ Table, and 10 stackable chairs - (Rm 8)
Relocate: 1 lounge chair, 1 loveseat, and 1 couch from front lobby to (Rm 8)
Install new: 1 lounge chair, 2 loveseats, 1 couch, and 1 coffee table (Front Lobby)
Replace bathroom sink strainers

Wentz:
Install new hydration station on 1st floor drinking fountain
Replace TV/Mount in lobby
Remove Sauna and create storage area
Close off sauna to shower door and add a door to the kitchen
Install small, reinforced window in metal lobby fire door (for safety!)
Replace basement table chairs
Basement storage rooms:
  Move air conditioners out of Wentz (from trunk storage), Move linens from HD storage area to trunk storage, Remove TV from HD storage unit, Check water/mold in HD storage area
Replace couch, loveseat, and coffee table in HD Apt

White
Replace TV/Mount in lobby
Install new hydration station on 1st floor drinking fountain
Replace coffee table in Hall Director Apartment
Remove old cable TV box and wiring on West wall (next to entrance) in HD Apt
Patch/paint West Wall in HD Apt
Reorganize storage rooms (Trunk/Hall Storage room #21, Equipment Room #M25)
Organizing of storage rooms (summer camps/conference equipment moved to Storage room Remove green, metal cabinetry from Equipment Room #M25)

RESIDENCE LIFE INFORMATION SERVICES (RLIS)

Room sign Up Projects
- Facebook Roommate Finder has been visually remodeled. Also it has been sectioned off for use by application date to allow for those who would be potentially housed in extended housing to only consider students as roommates who have a similar status.
- Collaboratively, ResLife began to consider the feasibility/advantages of packaged housing assignment software as an alternative to our current RoomSignUp software.
- The Eagle Hall room sign up process was updated. The hand done lottery system was replaced by an online process that is similar to the traditional halls.
- A number of enhancements were made to the existing RoomSignUp system,
  - Including changes to Returner applications, cut-off dates for applications, room assignments, basic reports, and confirmation e-mails.
  - Changes were made within our databases to reference Eagle Hall as a traditional hall rather than Eagle (new).
- Applicants to the Living Learning Communities can now be sorted by expression of preference and order of application, resulting in a vastly improved assignment process.
- RLIS collaborated with PeopleSoft in order to resolve various issues with RoomSignUp and the exchange of sensitive data between the university’s systems and theirs.
- Revamped the meal plan signup system for students signing up for housing
- Created a system from scratch to email students all housing information instead of sending them packets of information, saving paper, time and money.
- Created a system to send email reminders to students who have signed up for housing but not paid their deposit, or paid their deposit but not signed up for housing.
- New reports were generated through the room sign up program to aid in-hall staff in their work.

Other Software Development
- An entirely new system, Intelligent Panda, was created for use with NCAA and WIAA reservations and management.
- Work was begun on the planning for an entirely new Program Manager database for use by RA’s and Hall Directors in order to easily track the events and other creative happenings within the residence halls.
- Development of a new DVD Checkout site was started, with the aim to improve the user experience and create a more aesthetic interface in response to user input.
- The StaffList++ web application was completed for the management of StaffList table without requiring access to cumbersome and overly-complex SQL software and queries, allowing for a rapid modification of permissions and users.
- Update and improvements were made to the BASICS database in order to allow for improved record-keeping and a simplified user experience.
- The outdated documentation system was replaced by a new Google-based Wiki website. In addition, a revision of old and unnecessary pages was completed, along with a significant amount of new documentation.
- In order to simplify the die-cut process for RA’s and other staff, a quick and easy CharacterCount++ program was created to allow users to see the variety and number of characters needed for their bulletin boards and other projects.

Website projects
- A new ResLife Alumni website was considered and a great deal of planning and design was accomplished.
- A number of miscellaneous updates were applied to the ResLife website, including important news and information, parent and student resources, images, PDFs and a variety of other useful links and pages.

Server projects
- Working with Nathan Weissenberger of the ITS Networking department, the migration of RLIS’s applications from the current web server to a new 2012 SQL Server Cluster Environment was initiated.
- Moving all ResLife websites to use the secure HTTPS system.

Hardware and Software Support
- A variety of miscellaneous hardware/software issues affecting hall staff and students were addressed in a timely and professional manner.
- The hardware and software inventory was entirely reassessed, while simultaneously coordinating with ITS to surplus and decommission a large amount of obsolete and unused hardware.
- A review of lab use within the residence halls occurred and was utilized in cutting back the number of machines ordered for each facility as they were updated this year.
COMMITTEES:

The committee structure within ORL is integral to the functioning of the department.

HALL DIRECTOR SEARCH AND SCREEN COMMITTEE

Committee:
Patrick Heise, Assistant Director of Residence Life (Chair)
Doug Kuenn, Assistant Director of Residence Life
Troy Richter, Assistant Director of Residence Life
Jenna Fremstad, Hutch Assistant Hall Director
Amanda Hoylman, White Hall Director
Meg Schilling, Resident Assistant
Lisa Jicinsky, Coate Hall Director

Initiatives and accomplishments for 2012-2013

- Attended both the NASPA Placement Exchange and the Oshkosh Placement Exchange in hopes of expanding and diversifying our recruitment efforts.
- Received and reviewed 102 applications.
- Interviewed 32 candidates at TPE, 32 candidates at OPE and 4 Phone Interviews.
- Conducted 6 on campus interviews.
- Our work resulted in hiring 3 qualified candidates for our open positions and did not have to invite another round of finalists to campus.
- We were efficient and held to an aggressive timeline through the process.
- Throughout the process we prioritized effective and complete communication with all candidates about their status in our hiring process and personalized contact points with our candidate pool.
- Enhanced the Hall Director Recruitment Website off of the Residence Life home page.
- Designed a Hall Director Recruitment view book.
- Enhanced a marketing theme that has been utilized for 3 years at the Oshkosh Placement Exchange. We get a tremendous amount of positive feedback on our theme and it has become our brand.
- Reviewed and updated the Hall Director position description by gathering feedback from all professional staff.
- Reviewed and enhanced all marketing materials used in the search.
- Reviewed and improved upon formalized questions for all interviews and professional references. We also communicated 3 search committee interview questions in advance to campus finalists. This resulted in more complete and thorough responses from candidates in these 3 topical areas for us to be able to more thoroughly assess them as a candidate. This process was unanimously endorsed to continue in future searches.
- Added a step in the process of doing “off list” or “unindicated references” which was a very useful tool in getting candid feedback and was used in determining campus finalists.
- We also communicated well with Human Resources, Affirmative Action and our Dean of Students throughout our process.
• Throughout the process the committee displayed tremendous professionalism and was very detail oriented to represent UW-La Crosse and the Office of Residence Life in an exemplary fashion.
• Upon completion of the process we thoroughly reviewed and assessed the entire process as a search committee and while collectively we are very pleased with the entire process we also have identified things that we will adjust moving forward with future Hall Director searches.
LEADERSHIP EDUCATION ACADEMICS AND DIVERSITY (L.E.A.D.) COMMITTEE

Committee Co-Chairs: Spencer Long and Chris Dziekan

Committee Members: Will Harmon, Ariel Powers-Schaub, Colin Burns-Gilbert, Carrie Bero and Tiffany Koeshall

Committee Mission:
The Leadership, Education, Academics and Diversity (L.E.A.D.) Committee serves to support and continually challenge students and staff to educate them in the areas of academics, leadership, sustainability and diversity. The committee accomplishes these objectives through ongoing training, programming, the allocation of resources, student advisement and discussion.

Committee Charges:
L.E.A.D. coordinates executive officer training at the beginning of the fall and spring semesters. It also works with students on the Leadership Development Committee, the Broadening Horizons Diversity Committee and the Greener Living Sustainability Committee. A final charge of the group is to provide advisement to the student Academic Coordinators in the eight non-FYE halls.

Accomplishments of Committee:

General-
- Welcomed three new committee members
- **New This Year:** Planned and implemented a three-day fall pre-school Executive Officer Training for approximately 55 non-FYE hall leaders
- **New This Year:** Planned and implemented a three evening training program for approximately 55 FYE hall leaders
- Planned and implemented an overnight Fall Leadership Development retreat for approximately 110 hall leaders at Camp Pepin
- Planned and implemented a two-day spring training for approximately 110 hall leaders which included a Community Service component
- Created and presented numerous leadership development sessions during executive officer training, the fall leadership conference, etc.

Leadership Development Committee-
- Coordinated the Fall Leadership Conference which was attended by approximately 350 students and featured Angie Lee as the keynote speaker. The theme was Fifty Shades of Leadership.
- Coordinated the Spring Break Leadership Trip attended by 27 students and 2 advisors. The trip was called Appalaxin’ to Appalachian.

Broadening Horizons Committee-
- Sponsored a beginning of the year social between the members of the Diversity Organizations Coalition and the hall executive officers to begin to create some relationships.
- Sponsored an Anti-Bullying panel to discuss the issue of bullying.
- Co-sponsored Dr. Jane Fernandes’ visit to campus.
- Planned Self-Appreciation Day (a program about having a healthy body image).
- Participated in the campus-wide Boxes and Walls program by creating a White Privilege room.
- Created a survey to assess the type of experiences the Broadening Horizons’ members were having on the committee.
**Academic Coordinator Program**

- Advised 8 Academic Coordinators (ACs) and assisted them in their efforts to provide academic programming in the non-FYE halls.
- Assisted the group in sponsoring two campus-wide programs: “Escaping Wonderland” (a study skills program) and “The Academic Carnival.”
- Worked with the 8 volunteer ACs to create hall specific academic programming.
- Continued the Murphy Librarian Liaison program.
- Helped hall residents navigate academic processes like class registration, using WINGS, connecting with academic advisors, etc.

**Greener Living Committee**

- Hosted a Marsh Walk program to examine the effects of pollution on a local eco-system.
- Visited the La Crosse Waste Water Treatment plant to learn about how we get our fresh water and how to conserve this natural resource.
- Sponsored a Salvation Army on-campus Dump-It or Donate-It program.
- Created a green residence hall room certification program.

**PROFESSIONAL STAFF TRAINING AND DEVELOPMENT (PSTD) COMMITTEE**

Membership this year included Maryke Taute- Co-Chair, April Handtke- Co-Chair, Adam Prescott and Trent Montimer

- PSTD reviewed the learning outcomes of our committee
- PSTD made significant edits to the EOY Report format.
- PSTD developed Mid Year Training
  - We reviewed evaluation data from last year and made appropriate changes to training based on that data.
- PSTD developed Fall 2013 New Hall Director Training
- PSTD developed Fall 2013 Professional Staff Training
  - We reviewed evaluation data from last year and made appropriate changes to training based on that data.
  - We reviewed data and made a change of retreat locations
  - We added a day trip (in/around) our retreat to learn more about Mental Health in Residence Life.
- Events hosted by committee for professional staff:
  - Fall Semester Celebration in December
  - EOY Celebration in May
- Developments the committee provided for Professional Staff:
  - Case Study Day facilitated by PSTD
  - Diversity Awareness Training Conversation with Campus Partners
  - Reflections during Professional Staff Meetings by Trent Mortimer
  - Spirituality by Dr. Nick Nicklaus
STUDENT STAFF SELECTION COMMITTEE

Amanda Filtz, Sara Tienhaara, Amanda Hoylman, Sarah Weiler and Troy Richter

The application numbers for 2012-13 were:

**New Applicants**
- 162 initial applicants (including 7 study abroad candidates)
- 16 cut for grades
- 5 cut for application quality
- 6 withdrew from the process
**135 interviewable candidates**
2 applicants declined RA offers

**Returning Applicants**
- 46 initial applicants
- 2 withdrew from the process
- 2 were not re-hired
- 42 were offered positions
- 3-declined their positions
39 hired returners

Previous year’s initial application numbers (as opposed to 12-13’s 208)…
2010-11: 44 Returner, 157 New=207
2011-12: 47 Returner, 190 New=237

**Recommendations for 2013-14 Process**

**Recruiting**
- Foundational work built with OMSS/CC
- Recruit DCs better-explaining position, work with Business Department to market this opportunity to co-supervise

**Publicity**
- Have SSTE help with publicity, info nights, assist with New Staff interviews
- Visual graphic helpful (tweeter bird)
- Liked table tents, Centennial board, 2 phases of posters, 2 phases of e-mails, hall council announcements
- Application should go live before info session again
- Liked that majority of info session participants did their research and looked at application & position description
- Shoulder tap letters-eliminate? Too formal, who’s the Director??
- Postcards to hand out: student staff loved, HDs confused about them?
- Give postcards to campus partners to should tap candidates
- YouTube video (2-3 minutes: testimonials, fun of position)

**Application**
- Add student id to application
- Application box to check (work on wordsmithing): “If you are not a first year student, would you be interested in being a part of a mid-year/semester process during the current year?”
- One master list of candidates that gets updated

**Info Session**
- SSSTE go to hall councils, market position
- Screen shots of the process, add visuals
- Tuesday time? Since we have the media site does that reach more people who couldn’t attend an info night?
- Eagle location convenient, stick to two sessions
- Make more engaging next year? Students wanted a bit more fun, 1 on 1 relationships
  - More of a gathering type space? Social area?

**Add Mid-Year Hire Process**
- Could generate new pool
- 1 person coordinates Mid-Year Hire Process timeline and brings all affected HDs into process?
- Start with any known vacancies in late November/December, tie in with Study Abroad Process, then any vacancies due to academics in January have pool identified
- ID Mid-Year Hire deadline, coordinate with Study Abroad deadline (December 1)
- Interviews will be before finals

**Study Abroad Process**
- Good timing, only issue was grades that dropped some individuals out of the process

**January**
- Coordinate a session emphasizing the expectation of returners reapplying, professional development as to applying, interviewing and then turning down an offer
- Used senior staff to address students this past year, had positive impact on those considering reapplying

**Discussion Day**
- More examples of what to say/not to say

**Returner Student Staff Interviews**
- Ability to see more returners
  - All in one auditorium, 30 second “presentation” all pro staff see?
  - Use less Senior Staff, more effective use of their time “shuttling”
- Senior staff only question: split into two questions or slim to one.

**New Student Staff Interviews**
- Add training session for student staff helpers pre-interview
- Add impression component to student staff helper note page don’t emphasize verbatim
- Make sure to make graduate student involvement clear
  - AHDs assisting their HD?
- Add a “conversation” starting question/activity to each round (like OPE first Q, flashcard activity); reduce formal questions to 2-3?
Pro Staff Feedback on Interview Questions:
1) Round 4 question 3, about confronting a joke. It seems awkwardly placed, right after talking about hall council. I'm not sure where it would fit better, and it is an important question. Maybe round 3, with the other job-related questions.
2) Something for the interview fatigue on Day 3. Day 3 seemed to get rough.
3) Coffee and maybe some tea downstairs (thanks to Patrick who brought down the machine after day 1)
4) Automatic involvement of the GAs rather than having them sign up.
5) Changing "her or him" to "Them" in question 3 of round 3.
6) Round four, DC question - It can be interpreted as "Think about all the responsibilities that fall into a DC position. How would you prioritize THOSE responsibilities." That is hard to answer since they don't know about all the responsibilities. I think what we are asking about is overall balance, right? Can we change it to ask that more specifically?
7) Round four, Question 4 - I'm not sure what we are looking for here. We got some interesting answers and it's probably fine as is. But I might propose we edit it to "What does an effective staff member look like?" It's hard because we are using the word "effective" and I'm not sure what we mean.
8) In the 3rd round of new staff applicant questions, there was nothing about the job. So, it was difficult to know if the candidate understood the role or not.
9) Senior staff only question: split into two questions or slim to one.
10) Round 1 question 3 and round 2 question 4 are very close in language. Most candidates provided extremely similar answers. Maybe reword to make the distinction more clear.

Selection Day
- Emphasizing flexibility with HD selections

Orientation
- Contact HR to schedule payroll paperwork sessions to be held outside of Orientation Night?
- Send e-mail reminder to bring payroll documentation prior to Spring Break

Summer Process Timeline-Applications
- Send out survey to identify candidates (1’s & 2’s) from current pool who are still interested in 13-14 position
- Have Pro Staff re-rank candidates from current pool
- Applications open May 1-June 1
- Troy and HDs will coordinate a process of interviews as appropriate over June-August (see summer timeline document)
- Google Doc will track who has been interviewed, scores

STUDENT STAFF TRAINING AND DEVELOPMENT (SSTD) COMMITTEE

Committee:
Patrick Heise, Assistant Director of Residence Life (Co-Chair)
Lisa Jicinsky, Coate Hall Director (Co-Chair)
Aaron Pabst, Angell Hall Director
Jenna Fremstad, Hutch Assistant Hall Director
Kim Soumar, Reuter Assistant Hall Director
Student Sub Committee: Student Staff Training and Events Committee

Charge:
The Student Staff Training and Development committee serves to teach student staff skills to effectively perform their job and prepare them for being a Resident Assistant, Desk Coordinator or Senior Staff. We strive to provide opportunities for staff to learn from other institutions while sharing knowledge and skills with others through student conferences. We aim to provide skill sets that reach beyond their positions and benefit them in life and work.

Initiatives and accomplishments for 2012-2013

LEARNING OUTCOMES

- A great deal of time was spent on writing, editing, and using learning outcomes to guide our work as a committee. The committee feels strongly about their use as a framework for other work that accompanies Student Staff Training.
- The Student Staff Job Description was re-written to match, exactly, the SSTD learning outcomes.
- For the first time, there was a uniform Student Staff Evaluation, based on the job description. In following years, the evaluation will be based upon the Learning Outcomes which now are represented in the Job Description.
- These outcomes can/will also be used to assess our training effectiveness and preparedness of our Student Staff.

TRAINING

- A significant effort was made to create more in-hall team time.
- Student Staff will be able to start their roles with early arrivals to their building instead of move-in day, based on the lighter second week schedule.
- We have a new proposal/plan for helping the student staff become acquainted with the Counseling Center and learn general helping skills instead of situation specific knowledge. This new plan will address some emotional stress and the feelings of being overwhelmed staff have experienced in the past.
- We have kept some staples of training, which have been highly valued and regarded in the training. These core items are: StrengthsQuest, Staff Camp with Teambuilding rotations, La Crosse Queen cruise to kick off training, Behind Closed Doors, and collaborating with LEAD to ensure Staff and Exec Training do not conflict.
- Behind Closed Doors involved partners from across campus as the “actors.” This allowed staff teams to do rotations together. We also were able to connect student staff to various other professionals on campus. It received positive feedback and will be continued with a few alterations.
- Desk Coordinator and Senior Staff Training were conducted prior to the rest of student staff arriving. We will enhance this with asking Senior Staff to arrive 2 days earlier in the fall.
- The Resource Fair will make a significant change in that it will be morphed into resource “commercials” aimed specifically at the needs of Student Staff.
- Our partnership with Campus Climate continues to be a strength of training and will be embedded into various parts of Fall Training.
- Winter Training continues to be reduced in time as a large number of students were abroad or in class. The committee will continue to attempt to provide guidance and professional development in small amounts while encouraging a lot of in-hall team time.
• Our committee initiated a discussion that developed into a new start date for the student staff contract. This allowed us to develop summer training D2L modules to enhance the preparedness of student staff when they return to campus.

CONFERENCES
• SSTD coordinated staff delegations to the University of Northern Iowa RA Conference and the State RA Conference at UW-Stout. These provided very valuable learning opportunities for 44 of our student staff who appreciated the chance to meet other staff, share information, and learn about how other campuses work.

SOCIALS
• Family Weekend Brunch – We successfully held the staff family weekend brunch for staff and family members. Even after a great event, SSTD resolved to no longer continue this event but instead to make other efforts to involve families in the recognition of our Student Staff.

• End of Year Student Staff Social - The end of the year social was held at the Eco Park. The focus of the event was celebratory in nature and allowed staff to informally interact in a social setting as well as hear from our Director of Residence Life provide some closing thoughts on the year.

STUDENT STAFF ORIENTATION NIGHT
• SSTD organized 2 Student Staff Orientation Nights for the first time.
• The first night was for all hired student staff and Pro-Staff. This was similar to past Orientation nights.
• The second night was for newly hired student staff only. It provided an opportunity to ask questions of the Senior Staff, take a clicker evaluation of their current knowledge, and learn about various resources available to student staff. It was very valuable for SSTD and will likely continue in the future.

STUDENT LEADERSHIP/GOVERNANCE

Various training and leadership growth opportunities have been mentioned via the G&D committee reports. Much of the training and developmental experiences occurred in the individual halls.

Residence Hall Association Council...

RHAC Executive Officers
President
Kayla Sobotta
Vice President - Administration and Operations
Andrea Wendt
Vice President – University Affairs
Katie Kowalke
Secretary
Taylor Handrow
Treasurer
Sarah Lang
National Communications Coordinator
Sarah O’Brien
Senator
Jordan Fay
Senator
Bridget Kisting
PR Coordinator
Madison Hager
NRHH/RHAC Liaison
Alex Joers (Fall)  Ali Ward (Spring)
Residence Hall Association Council (RHAC) had a very productive and successful year. What follows is a brief listing of their accomplishments:

- The executive board held a summer business meeting in July 2012 in Eagle Hall.
- During Executive Officer Training, RHAC hosted the annual Mystery Dinner. The theme (picked to support the New Student Orientation theme) was “The EPIC Mystery Dinner.”
- RHAC held several successful fundraisers throughout the year including carpet sales, linen sales and grub tubs.
- The group donated $2,000 worth of incentives to encourage students to take the UW-L Campus Climate survey.
- RHAC assisted with the “Get Out the Vote” efforts on campus.
- RHAC planned two leadership retreats for the RHAC representatives that focused on parliamentary procedure, what a representative really is, how to present information to the residents in the halls, how to respect people and their diverse backgrounds, etc.
- The Activities and Relations Committee (ARC) planned four major events throughout the year. They planned Kraze Daze (a wacky Olympics held in October), the Winter Formal (a non-alcoholic event held at the La Crosse Center which was attended by 850+ students), a campus-wide Talent Show and the Residence Life Awards Night (a recognition event held in early May).
- Specific Issues (SI) Education hosted two educational programs. One was a program about making healthy decisions in college and the second was a program on drug and alcohol awareness.
- Specific Issues (SI) Research took a trip in the fall to UW-Stout and a trip in the spring to UW-Platteville. The focus in the fall was on sustainability and the focus in the spring was on campus smoking policies.
- Each representative served on a campus-wide committee including but not limited to the Dining Services Committee, SAPA, the Leadership Development Committee, the Broadening Horizons Diversity Committee, New Student Orientation, etc.
- The execs planned two successful blood drives (one each semester).
- The president (Kayla Sobotta) toured each of the eleven residence halls with Chancellor Joe Gow.
- The group worked with Sodexo to address student issues and concerns regarding the new food service contract.
- The group sent 50+ students to various state, regional and national leadership conferences.
- RHAC worked on getting information out to all the halls about the Nobacco ‘13 campaign.
- Finally, the organization provided the halls with $5,000 in program aid.
As you can see, the group was very active and focused on student advocacy, programming and service.

CAROL BASSUENER CHAPTER NATIONAL RESIDENCE HALL HONORARY (NRHH)

Executive Officers 2012-2013

<table>
<thead>
<tr>
<th>Position</th>
<th>President</th>
<th>Vice President</th>
<th>Secretary</th>
<th>Treasurer</th>
<th>Service Coordinator</th>
<th>OTM Coordinator</th>
<th>NRHH/RHAC Liaison</th>
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<tbody>
<tr>
<td></td>
<td>Jordan Goldberg (Fall)</td>
<td>Kelly Beall</td>
<td>Tristina Davis (Fall)</td>
<td>Griff MacDonald (Fall)</td>
<td>Betsy Collins</td>
<td>Hannah Mixdorf</td>
<td>Alex Joers (Fall)</td>
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<tr>
<td></td>
<td>Anna Holbrook (Spring)</td>
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<td>Alex Joers (Spring)</td>
<td>Sara Peters (Spring)</td>
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<td>(Spring)</td>
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Chapter Members 2012-2013

<table>
<thead>
<tr>
<th>Chapter Members 2012-2013</th>
<th>*Continuing Member for 2013-2014</th>
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<tbody>
<tr>
<td>Amanda Abrahamson</td>
<td>Kayla Sobotta*</td>
</tr>
<tr>
<td>Angie Brenn*</td>
<td>Kelly Collins</td>
</tr>
<tr>
<td>Anna Holbrook</td>
<td>Kendra Wells</td>
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<tr>
<td>Kelly Beall*</td>
<td>Bridget Kisting*</td>
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<tr>
<td>Betsy Collins*</td>
<td>Lori Clarke*</td>
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<tr>
<td>Chelsea Lundquist*</td>
<td>Lucas Schneider</td>
</tr>
<tr>
<td>Kyle Corbett</td>
<td>Luke Hams*</td>
</tr>
<tr>
<td>Alex Joers*</td>
<td>Luke Klefstad*</td>
</tr>
<tr>
<td>Jordan Goldberg</td>
<td>Griff MacDonald</td>
</tr>
<tr>
<td>Katie Schmitt*</td>
<td>Hannah Mixdorf</td>
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<tr>
<td>Kaitlyn Luperchio</td>
<td>Sara Peters</td>
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Advisors

Tiffany Koeshall, Central Office Graduate Assistant
Patrick Heise, Assistant Director of Residence Life

Honorary Members (Selected by the Chapter)

Mary Coan, RA, Eagle Gray Hall
Carol Beckerjeck, Office of Residence Life
Andrea Higgins, University Centers

New Inductees for 2013-2014

<table>
<thead>
<tr>
<th>New Inductees for 2013-2014</th>
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<tbody>
<tr>
<td>Ameerah Sadi</td>
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<tr>
<td>Andrea Wendt</td>
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<tr>
<td>Austin Baar</td>
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<tr>
<td>Barbara Haggerty</td>
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</tbody>
</table>
Executive Members 2013-2014

President: Luke Hams
Vice President: Angie Brenn
Communications Coordinator: Andrea Wendt
Secretary: Taylor Handrow
Treasurer: Jason Chambers
Service Coordinator: Carissa Krug
OTM Coordinator: Kelly Beall
NRHH/RHAC Liaison: Mitch Kennedy

NRHH Service Hours

382.5 volunteer hours were served this year at the following places:
- YMCA Maple Leaf Run
- River Watch
- Big Muddy Run
- Deep Roots Organic Farm
- Nearly Naked Mile- Laux Hall
- WAFER
- St Bethany Joseph’s
- New Horizon’s Shelter and Outreach
- RHAC Winter Formal
- Children's Museum
- RHAC Blood Drive
- NCUR
- La Crosse Annual Multiple Sclerosis Walk
- Jade Cafe is where NRHH did a fundraiser and donated the money to New Horizons

Campus Recognition

The following areas/people were recognized by NRHH for proudly serving students at UW-L:

Fall 2012
- NRHH members gave a coffee mug to a professor who impacted their academic career
- Campus Activities Board
- Pride Center

Spring 2013
- Campus Police
- Student Senate Members

Additional Initiatives for 2012-13

- Residence Life student staff members, hall executive officers, assistant house keepers, house keepers, desk assistants, Residence Life Information Systems, and professional staff were recognized this semester on a special day with a shirt, designed by NRHH.
NRHH members volunteered at bed loft distribution and collection day with the Bedloft company used in the past. NRHH makes a commission rate off of the rental program, which provides a majority of the funding NRHH uses.

NRHH had a spring semester retreat at Patrick’s house for chapter members to bond. Many showed up for the event and participated in a scavenger hunt, ending at ColdStone Creamery for a treat.

Many constitutional updates were made along with legislation to more accurately reflect the executive member positions. The OTM Coordinator position was updated along with new legislation to create a separate Vice President position. The chapter participated in a “Parli Pro ice cream” activity to become more familiar with parliamentary procedures and members were given a “cheat-sheet” sheet at the end for future reference.

Induction took place Sunday, April 28, 2013 at The Radisson Hotel. NRHH members were present along with new inductees and honorary members and their guests. Due to the location change from years past and dinner being served, family members and prostaff members were not invited to attend. Alex Joers and Kaitlyn Luperchio were awarded the Carol Bassuener scholarship of $250 each. There were 6 applicants. Sarah Mehring was given the Ruth Kurinsky award.

UW-L bid to host WURHA 2014 at WURHA 2013 at Carthage College in Kenosha, Wisconsin against UW-Green Bay. UW-L’s bid was selected as the winner and WURHA 2014 will indeed be hosted in La Crosse. Communications Coordinator Kelly Beall created a bid and awards guide for future chapters to have as a reference and resource.

A handy OTM PowerPoint was made by OTM Coordinator Hannah Mixdorf that was showed at hall councils depicting just what an OTM award is. NRHH received two regional OTM awards.

NRHH created a google site for chapter members to view the chapter meeting minutes, executive meeting meetings, view forms, and see committee updates. Transition materials are also being posted on the site for new executive members.

As always, NRHH worked on continuing the positive image created for the organization and strived to create more awareness on campus, not just within the residence halls.