

'The UWL Way'

Assistant Res Life Director relishes campus camaraderie

The request of rooms for 70 White House staff members was unusual, admits Troy Richter. But his staff's response wasn't.

The Assistant Director of Residence Life is used to getting residence halls ready for high school students and coaches each June shortly after the academic year ends. But Richter and his staff had only 19 hours to prepare rooms for staffers prepping for President Barack Obama's visit in July 2015.

"They were very happy with the arrangements despite it being the first time White House staff were housed in a campus residence hall," says Richter. At the end of their stay, Richter was summoned by Secret Service for a toast of thanks. "It was such a rewarding experience to see the behind-the-scenes of what goes on with a presidential visit," he says.

Richter says stays like these, and in particular, the annual WIAA State High School Track & Field Meet, give visitors a glimpse as to why he returned to UWL and has stayed for 22 years. "Every year I'm amazed how we can roll out the red carpet for 2,500 athletes, coaches and volunteers," he says. "We're able to offer them a glimpse of the excellence and sense of

care received by our students during an academic year."

Richter calls that special camaraderie "The UWL Way," something he hasn't found on other campuses. "It's the care we give to our students and the care we extend to our

colleagues," Richter explains. "It's how we go above and beyond our job descriptions to make sure students get a positive UWL experience."

Richter, who earned a UWL bachelor's degree in 1989, has held six positions on campus.

Working directly with students gives him the most satisfaction.

"The best part has always been working with students," he says. "I enjoy the fun interaction I'm able to have. There's a high energy level there and it's rewarding to be a part of it."

Richter and his family know firsthand the thoughtfulness of colleagues. When his son was unexpectedly hospitalized at the age of 4, colleagues from

across campus came to their aid. "We didn't have to make meals for almost three months," he recalls. "I've been so blessed with amazing colleagues, supportive supervisors and wonderful mentors." -Brad Quarberg, University Communications



The Troy Richter file

- **22 years on campus. Assistant Director of Residence Life-Operations since 2012. Previously, Senior Academic Services Coordinator with the College of Liberal Studies/School of Education; Instructor of "Understanding Human Differences"; University Centers Program Advisor; Upward Bound Program Advisor; Residence Hall Director.**
- **Off campus: Residence Life at UW-Platteville, UW-Stevens Point; West Salem High School teacher.**
- **Campus service: Strategic Planning Steering Committee; Joint Planning and Budget Committee; Academic Staff Council.**
- **Community service: River City Youth Hockey; Shelby Youth Baseball; Habitat for Humanity; Onalaska High School Day of Diversity.**
- **Service-learning trips: New Orleans (Katrina) and Negril, Jamaica.**
- **BS in history and broadfield social studies, UWL, 1989; MS in Education, UW-Platteville.**
- **Fun Fact: Master of ceremonies for the Campus Child Center Oktoberfest Parade for 12 years.**