



Office of Residence Life 2016-17 Annual Report

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Mission of Residence Life (Newly adapted July 31, 2017)

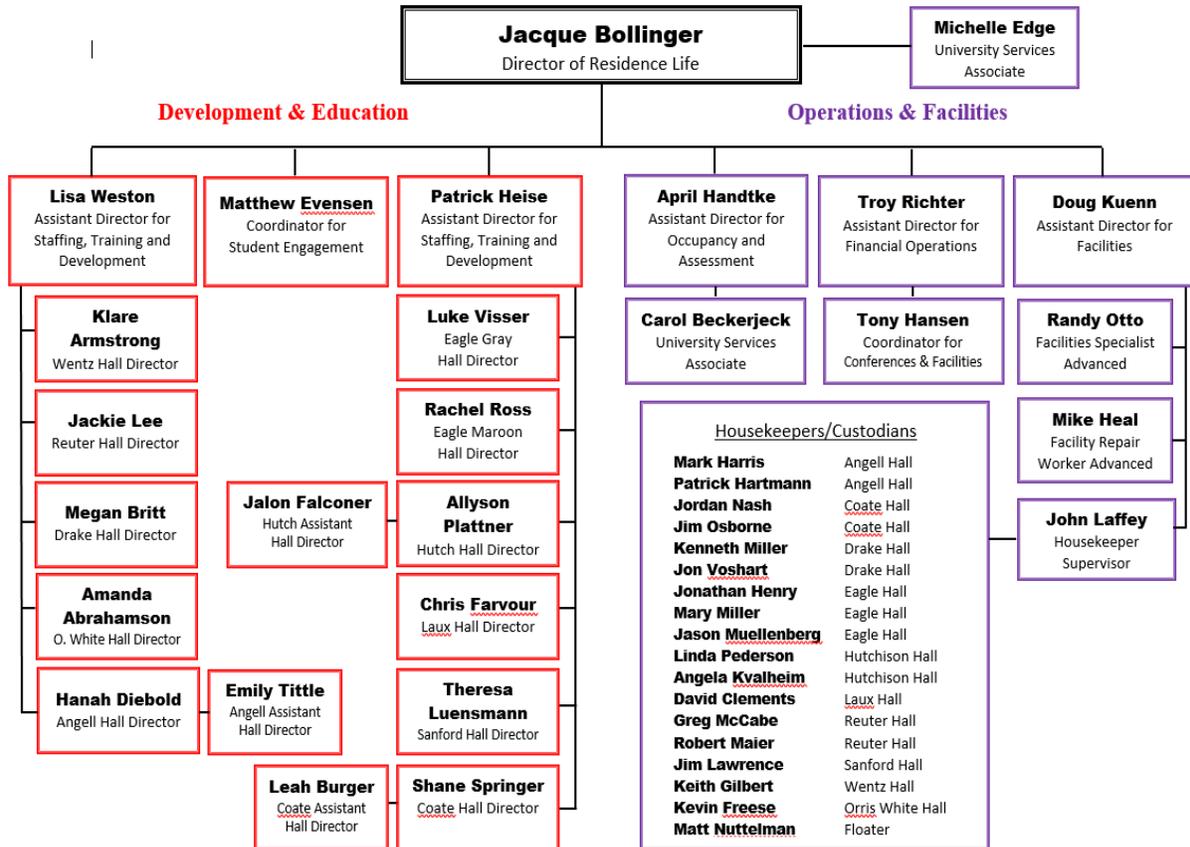
We develop living environments to enhance the academic mission of UWL through creating inclusive communities, supporting experiential learning, and building meaningful relationships. We are student-centered, we care, and we have fun!

Guiding Principles

- We enthusiastically believe living on campus enhances each student's college experience.
- Students are our central focus and student input guides our decision making.
- Inclusivity is intertwined throughout our work and we continue to educate, while improving our cultural competence.
- Ensuring clean and visually appealing residence halls with timely response to repairs and facility improvements is a foundational component in meeting our students' needs.
- We demonstrate responsible fiscal management and good stewardship of student monies.
- Our ability to support students is enhanced by our collaborative partnerships with professionals from across campus.
- We strive for radical hospitality. We work hard to provide outstanding service to our students during the academic year and our conference guests in the summer.
- Our processes and systems of service are organized, efficient, and effective.
- Our staff, in all positions, add value to our department. They are respected, their identities are embraced, and they are empowered to be creative, and therefore flourish, in their positions.

Cover Photo: **The Office of Residence Life Tradition. The old and new of ORL.** *Front Row (left to right:) Pat Mertens; Ruth Kurinsky, former Assistant Director of Residence Life; April Handtke, Assistant Director of Residence Life for Assessment & Marketing; Lisa Weston, Assistant Director of Residence for Staffing, Training and Development. Back Row (left to right): Lane Jacobsen; Patrick Heise, Assistant Director of Residence for Staffing, Training and Development; Doug Keunn, Assistant Director of Residence Life for Facilities, Ruth Vanderploog; Nick Nicklaus, former Director of Residence Life; Dick Koehler, former Director of Residence Life; Jacque Bollinger, current Director of Residence Life; Troy Richter, Assistant Director of Residence Life for Financial Operations.*

Office of Residence Life Organizational Chart





From The Director of Residence Life – Jacque Bollinger



2016-17 has been a year of transition for the Office of Residence Life. After 19 years as the Director of Residence Life, Dr. Nick Nicklaus retired and I took over as Director on July, 2017. It was my goal to respect what Dr. Nick had built, but to also move the department forward and create change where needed. This Annual Report will outline our progress and change through the lens of the Residence Life Leadership Team. I believe this poem accurately describes where we have been this year:

"Time of Parenthesis" We are living in the TIME OF PARENTHESIS, the time between eras. It is as though we have bracketed off the present from the past and the future, for we are neither here nor there... We have done the human thing: We are clinging to the known past in fear of the unknown future...Although the time between eras is uncertain, it is a great and yeasty time, filled with opportunity. If we can learn to make uncertainty our friend, we can achieve much more than in stable eras. In stable eras, everything has a name and everything knows its place, and we can leverage very little. But in the time of parenthesis we have extraordinary leverage and influence - individually, professionally and institutionally - if we can only get a clear sense, a clear conception, a clear vision of the road ahead. My god, what a fantastic time to be alive.

--John Naisbett

Highlights from the Year

- **Leadership Team Structure** - We had a vacant Assistant Director position for the entire academic year. Rather than fill the position immediately, we took time to look at our department and our leadership team to assess if our present structure met the needs of our department. The Leadership Team worked together to create a new structure that we thought better addressed our needs and stayed within our budget limitations. Two Coordinator positions were created from the salaries of the former Assistant Director position and four former graduate positions. The Coordinator for Conferences and Facilities was created to provide support to Doug Keunn, John Laffey and Troy Richter. It is our hope this position will help build our conference operation and also restructure our Assistant Housekeeper Program in a manner that will provide better support to the custodians. The Coordinator of Student Engagement position was created to serve as a visionary and

facilitator in the diversity and inclusion efforts of the department. This position will also focus on student engagement and leadership and incorporate the concepts of inclusions and diversity within that structure. It is also the hope that this position will hold our entire department accountable to honor inclusion and diversity in all parts of our department.

- **Occupancy and Budget Concerns** – We began using Star Rez fully as our occupancy management system. That came with many growing pains and a few faux pas as a department.
 - Reuter Hall sign-up was held earlier than in the past. We moved it to October to try to increase the occupancy of that building and have less cancellations. We will need to assess if that worked or not.
 - We attempted to allow freshmen to choose their own residence hall space this year. This did not work. In our first attempt we had a technical glitch and we had to reschedule our sign-up. On our 2nd attempt we encountered a problem with single students signing up for full rooms which limited the space for those who had roommates. Forty-five minutes of the process went well, but we then had to shut it down. We auto assigned those who had not already received a room. If we decide to try this again, we will need to rethink the whole process.
 - We still wonder if Eagle should be an environment for freshmen students. We believe we can fill this building with upper class students. We also believe there would be some value in all freshmen having the same experience (traditional hall).
 - We have purchased new software packages for Star Rez that should assist Carol in making the sign-up processes easier for her. They are Portal X and Data Subscriptions.
 - Also there was a struggle in determining who should be the “go to” person for occupancy.
- **No new residence hall. Future of renovation** – The new residence hall that has been proposed was not approved by the state legislature. This has significant impact on our occupancy and our future renovation plans. Also, the inability to be able to bond additional projects significantly impairs our ability to renovate our older buildings that are very much in need of update and renovation. We would like to explore Private/Public partnerships, however, the UW System is discouraging of this practice.
- **New Mission / Guiding Principles / Strategic Goals** – With new leadership it was decided that our department also needed to review its mission and guiding principles. A new mission statement and guiding principles were instituted in July that we believe better reflect who we are and where we are going as a department. We have also begun the process of developing Strategic Goals that align with the University’s Strategic goals. I was grateful to come into a leadership team that was ripe for change and was willing to look inward and assess its effectiveness. I encountered little to no resistance as I asked the team to look at things through an assessment lense.
- **Living Learning Communities** – When I arrived we had several Living Learning Communities (LLC) that were struggling programmatically and from an occupancy standpoint. The LLC’s depended heavily upon the Hall Director for success and were not connected with Academic

programs within the University. Technically, they were “Interest Communities” and not Living Learning Communities. We decided to put those LLC’s “on hold” until we could do more research and find an effective way to connect them more fully to the academic programs within the University. One LLC, The Outdoor Adventure LLC was allowed to remain as it is fully connected through the Recreation Center and is able to maintain it’s occupancy. It more fully operates as an LLC in that the Rec Center determines the programming and curriculum for the community. This is the goal of future LLC’s.... programs that are maintained by the experts and supported by the Office of Residence Life.

- **System Audit** – We underwent a UW-System Audit of our financial and maintenance practices. The results are under a separate report.



From The Assistant Director of Occupancy – April Handtke



Residence Hall Association

- **RHAC evolves into The Student Embassy!**

RHAC was encouraged to evaluate their purpose and goals moving forward knowing that their mission statement at minimum was out of date, also the changing hall governance structures. There were also challenges with retaining membership in the organization and concerns regarding the time demands of the various positions. A thorough process was undertaken spring semester involving resident, representative and staff input, investigating other university structures and EBI data. The GPS group who coordinated these efforts forwarded three proposals to the general RHAC board for consideration. One structure was similar to the existing structure, one changed the structure substantially and the third dissolved RHAC for a new structure. The students decided on a total restructure, a bold step that we support. The new organization is The Student Embassy and has the motto ‘Your Voice, Your interest, Your Way’. There are three emphases with the new organization- securing student voice, encouraging student involvement and promoting opportunities for leadership development through Conference attendance.
- **White Board Resolution**

RHAC’s Specific Issues Committee was tasked with reviewing and recommending future use for personal White boards based on concerns that had been raised regarding bias incident

postings from previous years. They developed a Qualtrics survey that was completed by over 1300 on campus residents. The overwhelming feedback was to continue to allow use of personal Whiteboards. The data showed all groups, including underrepresented groups supported this recommendation. The group that was most open to banning white board use was student staff members who often were the individuals who had to deal with issues that arose. It was helpful too that the Committee reviewing and recommending to RHAC was a diverse group itself multi-culturally. There was strong opinion and differing opinions on the committee and the challenging debate ended up serving as a developmental exercise for the committee. In the end it was proposed to RHAC and then adopted by them to allow white boards but ban personal markers from being hung by the board to discourage random inappropriate entries on boards. This recommendation was forwarded to the leadership team for their consideration. *Note: The final decision from the Leadership Team was not to ban white boards but to highly restrict the materials students can use to hang items on their door. This has essentially not allowed white boards to be hung.*

■ **We are hosting GLACURH!**

Last summer the NCC, Emily Faivre, sought support from the Leadership team to bid to host GLACURH for fall 2017. She secured that support and put together a great bid team. They presented their bid in Milwaukee at the annual GLACURH Conference and won GLACURH will be hosted at UW LaCrosse November 18-20th.

Conduct

■ **Policy violation numbers were fairly consistent with past years.**

The three primary type of violations that occurred also remained the same- underage alcohol use, drug use (largely marijuana) and excessive noise. Below are the total number of violations based on incidents and students. We continued to employ educational sanctions to address violations. We also work closely with Student Life in conduct matters both for consistency of sanctioning and determining jurisdiction. It was determined this year that all cases that occur outside the hall will be heard by the Student Life Office.

# of alcohol law violations	# high risk alcohol use violations	# drug law violations	# of excessive Noise violations
306	35	59	262

■ **Total Number of incidents for the fiscal year 2016/17 by hall**

Location	Total Incidents
Angell Hall	69
Coate Hall	61
Drake Hall	34
Eagle Hall Gray	25
Eagle Hall Maroon	16
Hutchison Hall	109
Laux Hall	55
Reuter Hall	15
Sanford Hall	26
Wentz Hall	36
White Hall	18

Occupancy and Assignments

This was the third year working with the StarRez, our housing software program. Our second year we were down one support position so were unable to implement some of the changes we hoped to. This year with addition support we were able to pursue some of newest software goals. We shifted our technical support to Information Technology instead of an internal position last summer and moved forward with plans to get the final piece of the program implemented that we had not yet, the billing piece. Below is a list of accomplishments this year made possible by our operations and with the assistance in many cases of Information Technology.

- Purchased StarRez Data Subscriptions module
- Purchased StarRez Conference module
- Determined to change to the updated portal module Portal X
- Moved room sign up for Reuter Hall for returners to fall
- Created a new committee and process for reviewing contract release request
- Created a new committee and process for reviewing accessible housing requests
- Centralized room changes at semester
- Thoroughly edited the portal application for new students
- Rewrote the 2017-18 student housing contract
- Started rewriting the 2018-19 academic and summer contract
- Reviewed and determined process for projecting future fiscal years occupancy numbers
- Worked to allow student staff members to have single rooms

- Reviewed all exception housing charges
- Implemented date dependent housing configuration for all bookings
- Learned more of the application functions for day to day operations
- Guaranteed housing for transfer students as a practice
- Allowed new students to select their own rooms (with limited success)
- Started a new transfer living community
- Worked toward implementing automated billing (hope to have in place fall 2017)
- Clarified and streamlined classifications for StarRez moving forward
- Created help views for student sign up
- Worked to simplify waiting lists



From Assistant Directors of Residence Life for Staffing, Training and Development – Patrick Heise & Lisa Weston



Residence Hall Student Staffing

Student Staff in Halls

- Total Number : About 355-375
- Student Staff: 113 Total, 103 Resident Assistants, 10 Desk Coordinators (10 of these staff are also Senior Staff)
- Desk Assistants: About 150 Total
- Assistant Housekeepers: 40-60 Total
- Administrative Assistants: 8
- Summer Assistant Housekeepers/Work Crew: 31
- Summer Assistants: 10
- ORL Student Assistants: 3

Selection Highlights (information about the candidate pool)

- 2 RAs will start their 4th year as RAs in January 2018
- Most diverse pool of candidates in recent years
- Removed 11 students due to GPA being lower than 2.5
- 1 Student Staff hired had a spring semester GPA lower than 2.5 resulting in her dismissal for 2017-2018 (This is usually 4-7 students with lower than 2.5 GPA resulting in probation or rescinding of job offer.)
- 56 Returning Staff Applications
- 160 New Staff Applications
- Hired 113 Student Staff

Student Staff Training

- Online Training (D2L) during summer
- 1 Week in August, including: Staff Camp
- Staff Class for new Staff During Fall
- Team Retreats in January
- Topics covered in all of these times include: Specific Desk Coordinator Responsibilities, Advising Skills for Senior Staff, Community development, Leadership, Supporting students' emotional and mental health need, Student Safety & Title IX, Emergency response, policy enforcement, Identity and Social Justice, Campus Partners, facilities concerns

Interesting Statistics from EBI

- Overall satisfaction of student staff remains our highest rated item: 6.27 (1-7 scale)
- Satisfaction of hall programming is in "good" category: 5.50
- Overall Sense of community is in "excellent" category: 5.89

Residence Hall Professional Staff

- 8 Returning Hall Directors
- 3 New Hall Directors
- 25 total years of experience

PRO Staff Training Highlights

- Pro Staff Training and Development
Topics Included:
 - FLSA
 - Inclusive Negligence Discussion
 - Budget Development
 - Speed Mentoring
 - Recruiting/Hiring/Retaining A Diverse Staff
 - Cultural Competence
 - Using EBI / Skyfactor
- Encouraged attendance at campus opportunities like Social Justice Week, Teach-Ins, etc.
- Supported attendance at UMR, NASPA, WCPA, WPC
- Creating Professional Development plans for 2017-18

Professional Staff Selection

- Attended OPE with 1 confirmed opening
- Hired 2 new Hall Directors (1 from OPE, 1 from phone interview) .

Special Assignment Teams

- Leadership Development Special Assignment: Shane Springer, Megan Bitt, Amanda Abrahamson;
 - Leadership Development monthly series for core team leaders in each hall
 - Revised composition of Core Teams
 - Provided training and support for leadership development
- Student Staff Selection: Colin Burns-Gilbert, Luke Visser, Hanah Diebold
 - Recruited 216 students to apply for student staff
 - Resulted in hiring a diverse pool of qualified students
 - Explored adding a workshop component to staff selection process
 - Refined the benchmark Knowledge, Skills, and Abilities needed to be a Student Staff member
 - Adjusted the selection decision schedule to select returning staff during Winter Break
- Facilities: Jackie Lee
 - Launched TMA implementation in all halls
 - Participated in hiring of full time custodians
 - Edited floor plans for accuracy
 - Created Diversity and Inclusion training plan for Full Time Housekeepers

- SEEDS: Allyson Plattner
- Summer Conferences: Sam Pierce

Community Development Model 2016-17

Using researched theories presented in *Campus Housing Management: Residence Life & Education*, the Community Development Model is shaped after the “Six I’s of Community Building” (Minor, 1999; Schroeder & Mable, 1994). Introduction, Interactions, Involvement, Investment, Influence, and Identity are meant to be sequential in design.

Under each “I” one or two **Objectives** and associated **Goals** have been outlined as the purpose behind the work Student Staff members do. The Objectives and Goals are consistent for every residence hall, every Student Staff member, and every community or desk team. The **Tools** to accomplish the Objectives and Goals will fluctuate based on the needs of the community.

Introduction

New members are welcomed to the community. Community stories, traditions, historical standards, expectations, and norms are shared. Rituals of orientation take place. Various ways to become more active members of the community are identified.

1. Objective: Students will know and understand expectations of living on campus and in their community.
 - Goal: Share Policies
 - Tool: First floor meeting
 - Goal: Share Community Opportunities
 - Tool: First email welcome from RAs/HD/DC
 - Goal: Establish expectations for a safe and inclusive living environment
 - Tool: ATP

Interactions

A wide variety of activities frequently take place which foster new and/or strengthen pre-existing relationships in the community. Many opportunities for interpersonal bonding also occur naturally and intentionally.

2. Objective: Students will be aware of what life is like for college students at UWL, is aware of resources and opportunities, and knows how to be engaged on campus.
 - Goal: Leadership Opportunities are promoted
 - Tool: Hall Council (or equivalent) meeting and purpose established
 - Goal: Timely distribution of relevant campus information
 - Tool: Daily “What’s happening” on white board near RA room
 - Goal: Act as a connection piece between students and other campus entities

- Tool: Involvement Fair and Sample the City
- Goal: Provide 24-7 support to students when others on campus cannot be available
 - Tool: University Police Social Rounds

3. Objective: Students will embrace the breadth of those they are working with, including cultivating and maintaining relationships.

- Goal: Connections between students
 - Tool: ANY SOCIAL EVENT
- Goal: Connections between staff and students
 - Tool: Wing/House/Floor Dinners
- Goal: Create a space where individuality is embraced
 - Tool: Partner with SEEDS

Involvement

Members begin to see they can have an impact on each other and that their individual actions can affect the community. Cultural norms begin to form for the community. Holding a formal role in the community translates to some level of authority and responsibility within the community. Community begins to face conflicts and tries to deal with them in general terms.

4. Objective: Students will look for ways to help others and to be active community members.

- Goal: Connection to something on campus (in or out of residence life)
 - Tool: SIGs
- Goal: Hall Leadership is Determined
 - Tool: “Assign” fun titles to those who naturally hold a leadership role in the community (i.e. Noise Enforcer, Social Coordinator, Study Tip Guru, Volunteer Coordinator, Study Queen)

Investment

Community members begin to see themselves as a community that is different from other communities. Some members will be able to see times when the welfare of the community may supersede the needs of an individual. Effective conflict resolution techniques for community concerns are identified and used.

5. Objective: Students will develop civic responsibility.

- Goal: Ownership and care of physical living environment.
 - Tool: Community Expectation Agreement
 - Tool: Clean Bathroom Competition
- Goal: Investment in bettering the physical living environment.
 - Tool: Mural Creation
- Goal: Students will become involved in the La Crosse or surrounding community.
 - Tool: Ugetconnected promotion

6. Objective: Students will develop community identity

- Goal: Community Pride
- Tool: Cube wars/competitions
- Goal: Peer Accountability and Recognition
- Tool: Bystander/upstander/Ally Trainings

Influence

Community members want to have control of, or at least input into, things that affect their community. Member actively reflects on what improvements could be made which would benefit the community. Community members have a strong sense of accomplishment.

7. Objective: Students will use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

- Goal: Students use resources (including staff) to help identify problems and seek solutions.
 - Tool: “Life Skills” program
- Goal: Use of Appropriate Student Voice
 - Tool: Voter Registration Info
- Goal: Community Expectations and Support for an Academic Focused Environment
 - Tool: “Productive Thursdays”

8. Objective: Students will learn to lead healthy lives and deal with stress; they will maintain health and wellness.

- Goal: Awareness of indicators of stress and stress relief
 - Tool: Promo Zen Dens
- Goal: Awareness of the impact of drugs/alcohol as well as alternatives to use.
 - Tool: Partner with Peer Health Educators
- Goal: Ability to evaluate personal health/wellness and set goals to improve health.
 - Tool: REC Night - Try something new challenge (Rock wall, ping pong, etc.)

Identity

Community members are able to clearly articulate what their community is and what being a member of the community means. A person’s identity within the community plays a significant role in their personal self- identity.

Identity is interwoven into many areas of this community development plan. It will be up to the Hall Director if they choose to dive more into Identity Development. In addition, 1-1’s between RAs and Residents help shape identity conversations with particular goals in mind.



From the Assistant Director for Facilities – Doug Kuenn



Our ability to maintain safe, clean and comfortable living space for the students living in our residence halls is still and always will be one of our most important goals

Doug Kuenn, John Laffey, Randy Otto, Mike Heal, the custodial team, the assistant housekeepers and the student crew have worked hard this year to oversee those efforts. In a 24/7 operation this work remains continuous.

Accomplishments:

■ Facility Projects 2016/17:

Angell: Replace ceiling tile and carpet in rooms 4A, 4B,
Install cabinetry in room 4B

Abate tile/mastic in 25

Drake: Repair hallway ceiling

Hutch: Install cabinetry in room 25

Replace 3 couches in Leadership Study

Replaced gas water heater

Laux: Replace 8 cracked sinks and faucets

Reuter: Replace Living Room Furniture and mattress

Sanford: Replace NW Exterior door and frame

Replace HD apt carpeting

Wentz: Replace Coffeehouse furniture

Replace 300 mattresses

White: Replace basement oven from HD apartment and replaced HD oven

All Traditional Halls:

Replaced 100 basement ceiling tiles

Replaced \$10,000 in broken sidewalk

■ Safety Training for Residence Life Facility Staff:

■ Custodians: Asbestos Awareness, Blood borne Pathogens, Culture of Early Reporting,

■ Personnel Protective Equipment - eye/hand, fire extinguisher, ladder safety, preventing back injury, and hazard communication.

■ Maintenance: Confined Space Entry, Culture of Early Reporting, What If, Basic Rigging Principles Part 1 and 2

- Summer Student Staff: Safe clothing/shoes, ear-buds, cell-phones, ergonomics, Safety Data Sheets, chemical safety, ladder safety, blood borne pathogens, accident reporting, electrical safety, equipment usage, signage.
- Initiated TMA Pilot test semester one and moved to full implementation 1/17
- Submitted Green Fund Requests for 19 Angell/Coate Hall drinking fountains/hydration stations which was not accepted, LED light conversion for all Eagle stairwells, and electronic sensors in traditional halls for Fiscal 18 which was accepted.
- Saved almost 13 million gallons of water/year due to green funded shower head installation into all of our halls.
- Nominated Randy Otto for UW-L Staff Excellence Award and he won
- Initiated addition of Conference and Facility Coordinator Position
- Summer 2017 Student Facility Staff Applicants/Interviews: 43
- Summer 2017 Student Facility Staff Hired: 30

Challenges:

- 4 Custodial vacancies: 1 resignation, 1 retirement, 1 permanent disability, and 1 medical (FMLA) leave. Managing these areas has taken a lot of time for our custodial supervisor and assistant director for facilities. We had these openings for over half of the year and covered the positions with our own staff, temporary staff, student workers, our custodial supervisor and the assistant director for facilities.

Future Consideration:

- Plan for Randy's Retirement – Capturing Institutional Knowledge, Planning Celebration
- Facilities Social Justice Training Initiative with lead work by Jackie Lee
 - Session #1 Philosophy – We are all educators, Strategic Plan, What is inclusive excellence? What do you want to learn? Why this matters/how you help great an inclusive environment, Assess current competency levels via anonymous survey
 - Session #2 - Identity wheel
 - Session #3 - Intent vs. Impact
 - Session #4 - Language & micro-aggressions
 - Session #5 - Privilege and oppression
 - Session #6 – Pronouns
 - Session #7 - Working with international students
 - Session #8 - Hate/bias reporting
 - Session #9 - Accessibility Emotional support animals
 - Session #10 - Inclusive Negligence video
 - Session #11 - Mental health

- Plan/submit Green Fund Requests for Angell/Coate Hall drinking fountains/hydration stations, LED light conversion for Eagle, and other ideas for Fiscal 18.



From The Assistant Director for Financial Operations and Conferences – Troy Richter



■ CONFERENCES

Summer 2016 and June 2017

Overview

- Revenue was down for summer 2016 with smaller numbers for athletic camps. Total summer revenue including summer residents and conferences was approximately \$220K
- We had an excellent staff of summer assistants under the direction of Sam Pierce
- New conferences included 4H Camp and Anoka Ramsey Upward Bound
- Lost conferences included a couple athletic camps and Special Olympics cancelled

Accomplishments

- Fall 2016 required to discontinue using Intelligent Panda. Negotiated with Star Rez the purchase of the conference module. Purchase approval was held up until ORL could accomplish some tasks to prove that we were fully using Star Rez capabilities. Approval granted in April 2017. Erin Hein from IT worked mightily in May to get Star Rez configured for both WIAA and Future Problem Solvers International.
- Spring 2017 approval to hire a Coordinator for Conferences and Facilities to start summer 2017, successful hiring process completed in June
- Pre-assigned all WIAA reservations (approximately 2500) in Star Rez utilizing registration information from a Qualtrics Survey
- Evaluations sent to coaches regarding new process.
- Hosted the 2017 International Conference for Future Problem Solvers
- Pre-assigned all reservations (approximately 2000) in Star Rez for FPSI
- Gross revenue for the Future Problems Solvers conference was over \$160,000

Issues

- Many camps cancelations, mostly athletic camps
- Issues with the implementation of Star Rez (need to have more time to configure it correctly)
- Overwhelmed during May and June of 2016 due to the back to back large conferences (WIAA and FPSI)
- Sam Pierce was hired by Admissions in May, Klare Armstrong appointed to work with conferences for summer 2017
- Bias incident with wrestlers towards students in the Upward Bound program

2017-18 Initiatives

- The new Coordinator for Conferences and Facilities, Tony Hansen, will be able to devote more time to the year round task of growing conference revenue, expanding the number of conferences, improve marketing, and providing more services.
- Klare Armstrong will return for a second year in her role which will assist Tony with the above tasks
- We will host the NCAA Division III National Track Meet on Memorial Day weekend, followed by the WIAA State Track Meet the following week, and followed by the Future Problem Solvers conference.
- We will fully implement Star Rez for all reservations, billing, etc.
- Work with Athletics to create more opportunities for sustainable camp numbers

BUDGET

Overview

- The ORL budget continues to be an extremely complex budget that requires more attention. Our FY17 budget was \$13M
- Budget process begins in October with Leadership Team members getting instructions and information regarding previous fiscal year. Budgets are submitted to Troy Richter and reviewed by both Jacque Bollinger.
- Great partnership with Kristin Stanley, Budget Director in the creation and finalization of the budget
- Denial of new residence hall requires us to review renovation plans. We need to take action NOW for planning due to the renovations being funded through All Agency Projects.

Accomplishments

- Continued the work of separating budgets for greater accountability

- Successfully worked with the Leadership Team and professional staff to explore ways to manage a \$400K revenue shortfall due to the over projection of occupancy.
- Properly earmarked \$1.4M to be directed for future renovations and refurbishing of the 8 traditional halls. We were able to meet this target even with our revenue shortfall.
- Increased the Leadership Team's understanding of the overall budget
- Provided guidance in the restructure plan that enabled ORL to hire two new coordinators by eliminating four graduate assistant positions
- Received a "satisfactory, with opportunity for improvement" rating from the UW System Office of Internal Audit with responses due in August 2017

Issues

- Had to deal with large revenue shortfall due to over projection of occupancy
- Increased network costs lead to a large room rate increase for FY18
- Lack of planning for renovations and/or future building
- Need for more time to monitor the budget via WISDM
- Need to gain a better understanding of occupancy management

2017-18 Initiatives

- Work even more closely with Leadership Team members to actively monitor and manage budgets and expenditures
- Restart planning for residence hall renovations working with key campus partners
- Train both new coordinators on our budgetary processes
- Implement responses to the UW System Audit
- Seek additional staffing support for work related to budgets and operations

Additional Statistics from our Skyfactor (EBI Survey)

- Safety: · Residents with under-represented IDs feel as safe in their hall and in their room as majority residents ·
- Residents who ID as non-binary and/or non-heterosexual do not feel safe walking on campus but do feel safe in their residence hall Extended Housing ·
- Extended Housing Statistics:
 - When asked "Regarding your on-campus housing experience, to what degree are you satisfied with your on-campus housing experience this year?," 78% of respondents living in a quad room indicated Satisfied-Extremely Satisfied. (Of students living in traditional double rooms, 76% responded the same way.) ·
 - When asked about overall Roommate Satisfaction, including ability to sleep and study, 94% of respondents living in a quad room, reported high levels of satisfaction. (Of students living in traditional double rooms, 92% responded the same way.) ·
 - When asked "Regarding your on-campus housing experience, to what degree are you satisfied with your on-campus housing experience this year?," 80% of respondents living in a three-person double room indicated Satisfied-Extremely Satisfied. (Of student living in traditional double rooms, 76% responded the same way.) ·
 - When asked about overall Roommate Satisfaction, including ability to sleep and study, 88% of respondents living in three-person double room reported high levels of satisfaction. (Of students living in traditional double rooms, 92% responded the same way.)
- Who is most satisfied? 1. Students who participate in hall activities: 6.38 satisfaction (mean) 2. Students who live in a suite: 6.36 satisfaction 3. Students who are involved in the hall or on campus 6.02 satisfaction 4. Students who work 31-40 hours outside of class time: 5.98 satisfaction
- Who is least satisfied? 1. Students who work more than 40 hours/week: 3.44 2. Students who consume alcohol everyday: 3.77 3. Students who are not involved or connected to the university: 4.60 4. Students who never attend hall events: 4.85