



Annual Report

Department of Residence Life 2017-18

LET'S LIVE!

"I like living on campus. I think it has really helped me in making a new social network. I think that living on campus also helps with the transition from high school to living on your own because you are not truly all on your own yet. There are neighbors who are willing to help and there are people who are struggling with similar things that you are."

Student comment from Skyfactor data November 2017

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Mission Statement

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!

This Annual Report outlines how we have accomplished our mission and principles.

We determined that we could no longer wait until we built a new residence hall before we began renovating our older traditional residence halls as with each passing year they are becoming more and more outdated. We will begin renovating Laux Hall in spring 2019. This will be the first of yearly scheduled upgrades to our "traditional" halls for the next 8 years. Much of our attention was spent in developing an occupancy plan to address the reduction of beds in spring of 2019.



Jacque Bollinger
Director

Through a Leadership Team Staff restructure, two new Coordinator positions were created and Matt Evensen and Tony Hansen were hired to fill these positions. These two positions were a great addition to our Leadership Team and have allowed us to better meet our goals.

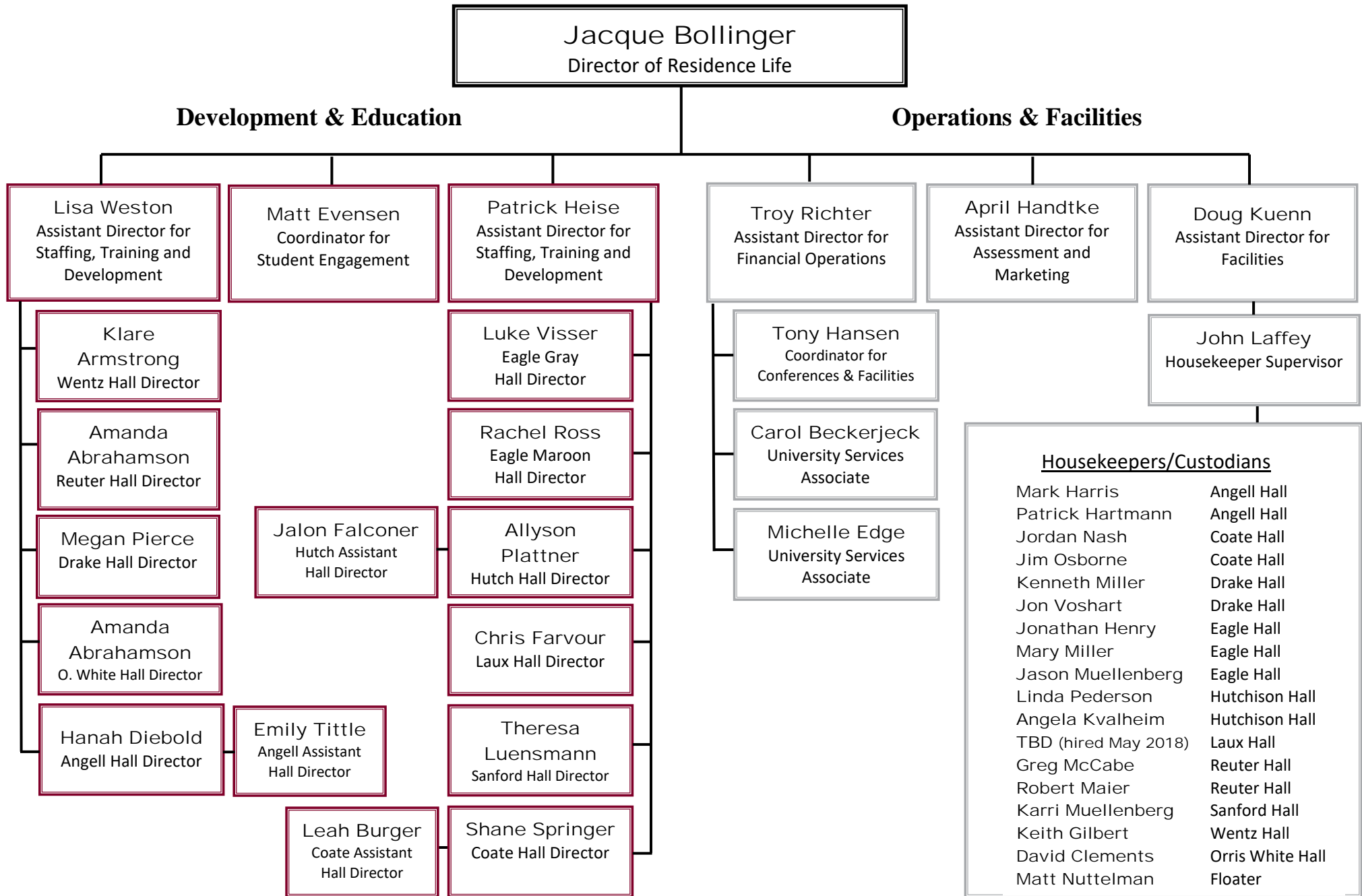
Much attention and effort was put toward how our department would address the Strategic Goals of the University. We were very intentional and purposeful in our goal setting to incorporate the four pillars of the University's Strategic Goals within our plans for the upcoming year. This annual report outlines our success in doing so.

July 5th will mark my two year anniversary as the Director of Residence Life at the University of Wisconsin - La Crosse and I am pleased with the direction in which Residence Life is headed for the future.

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 safe, 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 and develop student leaders 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.

Department of Residence Life Organizational Chart



Resources

Students have also been at the heart of the UWL Residence Life Department. Our commitment to create inclusive communities, support experiential learning, and build meaningful relationships is largely possible through the communities that exist in our halls. We **value our people** and their critical role in making this possible. **Student staff** are the facilitators of **community development** through relationship building, setting **community standards** and encouraging **well-being**. In addition to our staff, **technology** continues to be a bigger piece of the in hall experience. The following sections outline these efforts this past year.

Community Development

For the past 2 years, the Department of Residence Life has adapted the ‘Six I’s of Community Development’ as the goals we strive to achieve in each of our living communities.



Schroeder, C.C. (1993) Creating residence life programs with student development goals. In R.B. Winston Jr., S. Anchors, & Associates (Eds.), Student housing and residential life.



Accomplishments

-We conducted a pre-test, post-test assessment of the effectiveness of our Community Development Model. The following is self-reported and based on our intended outcomes of the community development model. We had 901 responses to our post-assessment (see charts on next page).

-Student Staff performance continues to be one of the top rated items of satisfaction from students in Skyfactor. On a 7 point scale the mean score is 6.17.

Challenges

-Jackie Lee left her Reuter Hall Director position in

early January. We considered many options and decided to ask Amanda Abrahamson to supervise the staff in both White and Reuter residence halls. We also hired Steve Abbott-Gaudynski as a temporary Hall Coordinator (former RA) for 20 hours/week to assist Amanda. Although not a perfect solution, Amanda did an outstanding job supervising two very demanding staff teams.

-Continued assessment and work needed and creating safe and comfortable environments for our underrepresented students as they report lower levels of satisfaction within residence hall communities.

-Continued work needed in communicating effectively with residence hall students in regard to engagement in campus and community activities and events.

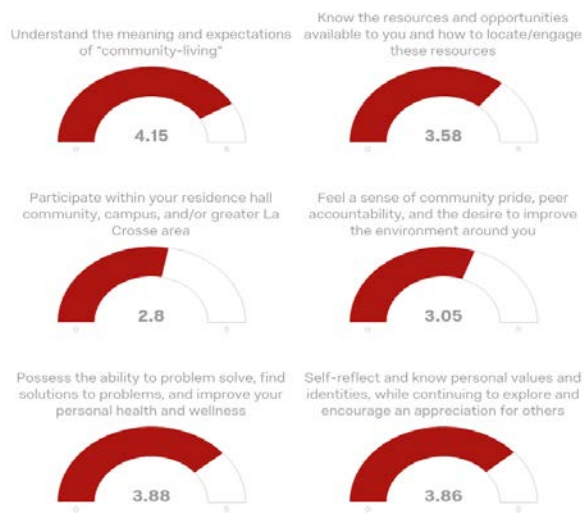
Initiatives for 2018-19

Tweak Community Development model based on assessment from this year.

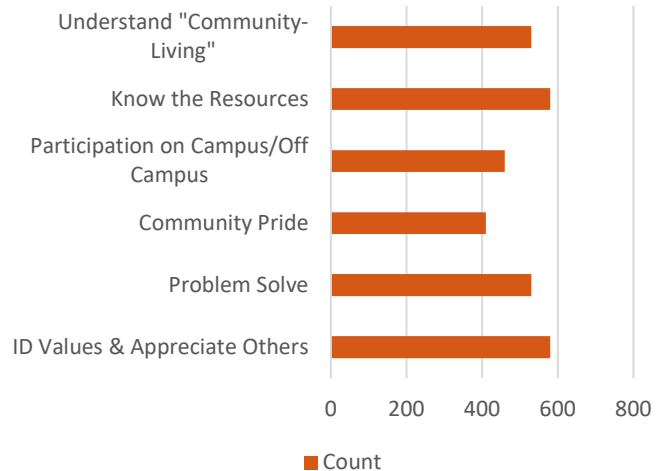
Launch the Community/House naming project to increase community identity in each residence hall.

Work with the Residence Life's Diversity and Inclusion Committee to address culture shift in residence halls that appeal more fully to underrepresented students.

How well do you...



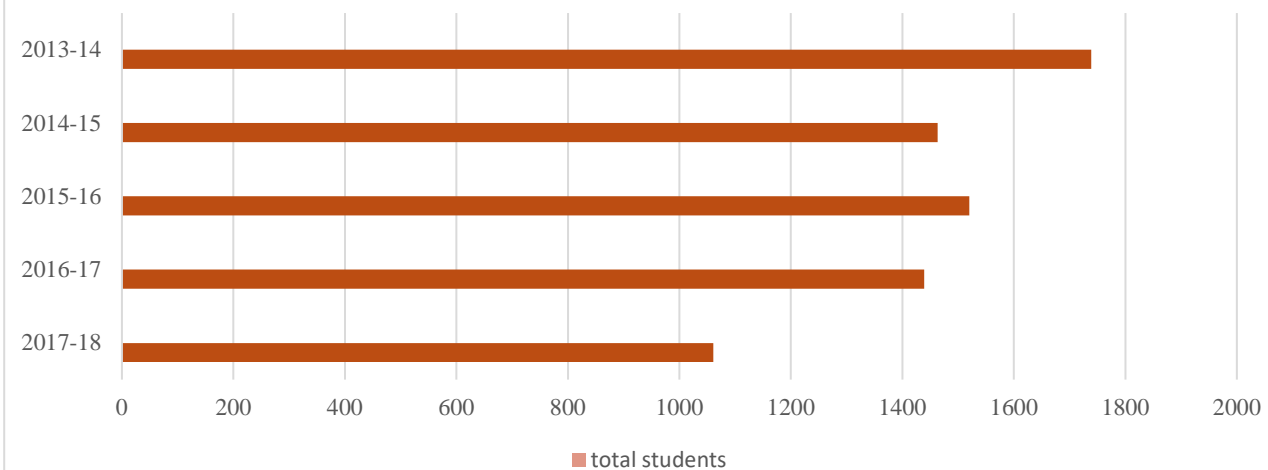
Since beginning of year, has any of the following INCREASED for you?



Student Conduct and Well Being

The Department of Residence Life generally handles any conduct matters that occur in the residence halls. Our approach is educational in nature, one that allows for self-reflection on the student's part. We also assist students who are in personal crisis whether emotionally or physically. We work closely with campus partners in addressing all of these matters.

Conduct/Emergency Cases by Academic Year



Accomplishments

-We had significantly lower conduct cases in the residence halls this year.

"I like that it gives me the freedom to do almost anything I want. I think it helps us as teenagers start to realize the responsibilities of being an adult."

Student comment from Skyfactor data November 2017

Challenges

-Conduct Sanctioning Limitations - With the current structure of sanctioning, driven by Student Life, we are limited in our ability to address student concerns in a way that fits the student's needs. Being heavily pressured to use "Think About It" for first time alcohol offenders and "BASICS" for second time offenders limits options dependent upon the situation. In addition, many of these same students are also taking a 'Diversion Class' through University Police. We do not know the impact or effectiveness of any of our sanctioning tools.

-Mental Health issues continue to be an ongoing challenge for professional and student staff. The partnership with UWL Counseling and Testing is helpful during the day. The use of the County Crisis Line after hours is improving. But we still feel a lack of communication with local hospitals and with the Crisis Help Line. Asking our professionals to guide those going through mental health crisis is taxing on them.

-Lack of Resources for Intoxicated Students - We continue to feel the pressure to care for students who are very intoxicated. Hospitals will not take them unless they are unresponsive. There is no police resource in the community for an intoxicated person to go and "sober up." So our University Police often ask a roommate or friend to take responsibility for the care of an intoxicated student. Our students are not equipped to do so but often feel pressured to say, "Yes."

Initiatives for 2018-19

A formal conduct assessment is currently being run to assess the student's experience through the conduct process which will aid us in our future work.

We are currently working to incorporate Restorative Justice principles into our conduct process. While we used this as a trial in a few halls in spring semester, we hope to now implement a Restorative Justice philosophy.

This will be the last year of our contract with Advocate for student conduct software. We hope to move to Maxient as we are the only UW system institution that is not currently using Maxient. It would offer many advantages to us.

Valuing Our People

In addition to our student staff, investment in our professional staff is a top priority for us. We work hard to listen and when possible adapt ideas that will enhance the department and value our professional staff. We also put a heavy emphasis on staff development opportunities.

Accomplishments

-Hall Directors were empowered to create change within our special assignment structure and designed a new system of committees to get work done in Residence Life and provide Hall Directors and Assistant Hall Directors with additional opportunities for enhancing their own development. This change was launched in May 2018.

-We brought 3 highly qualified diverse candidates to campus to interview for the Hall Director position. We were able to offer and get an acceptance from one of these candidates. We continue to review and improve our hiring practices. Our goal is to ensure the process is as inclusive and honoring to all identities as we can be.

-We saw a renewed collaboration under the Student Affairs Administration (SAA) leadership of Jorg Vianden with Residence Life. In coordinating our search process for 3 new Assistant

Hall Directors, our staff had frequent touchpoints with Jorg and the partnership is stronger than ever. SAA's Tori Svoboda also joined our interview team at the Oshkosh Placement Exchange further advancing connection between the two departments.

-We successfully hired all of our top choices for new Assistant Hall Directors.

Challenges

-The Hall Director special assignments system has been great for individual development but has restricted HD & AHD interaction and problem solving with their peers. We have moved to a committee structure to address this.

-We continue to struggle with the need to provide professional opportunities for Hall Directors but also protect work-life balance. How do the other areas of Residence Life (occupancy, budget, facilities, assessment, marketing, etc.) benefit from the use of Hall

Directors and Assistant Hall Directors?

Initiatives for 2018-19

We will be bringing in three new Assistant Hall Directors in August 2018. Based on feedback from our outgoing Assistant Hall Directors, we will need to do a better job of onboarding our graduate AHDs.

We anticipate a large turnover of Hall Directors in the upcoming year. We will need to start early to identify strategies for recruiting a more diverse pool.

We will have our most diverse professional staff coming into new positions than we have ever had. Our department will need to be conscious of our support efforts and be willing to change, adapt and build a new culture that fully supports the needs of underrepresented staff. We also will need to embrace challenges and be willing to take necessary steps.

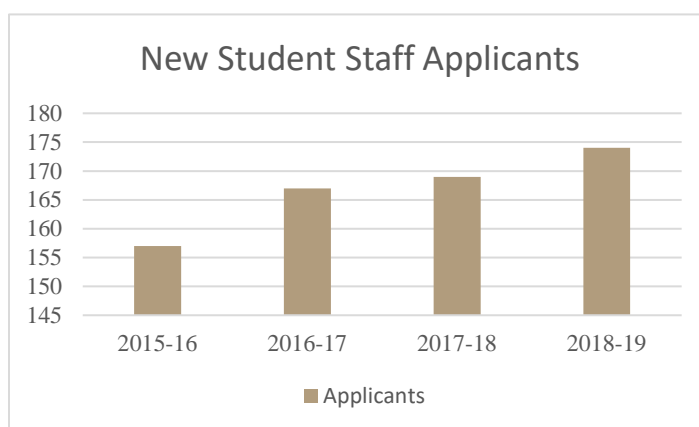


Student Staff Employment

Student employees continue to be a significant way we meet our residents' day to day needs. As one of the top student employers on campus we are perpetually in the process of hiring, training and evaluating student staff team members. Investing in our student staff experience is one of our ongoing missions. The diversity of the employment opportunities we offer students includes: Housekeeper Assistants, Desk Assistants, Summer Assistants, Work Crew, Resident Assistants, Desk Coordinators, and Senior Staff positions.

Accomplishments

-Interviews were conducted with 147 students that were candidates for Resident Assistant or Desk Coordinator positions. In conducting interviews, we deleted paper interview forms and instead typed interview comments directly on electronic interview sheets.



-In total 1,470 sheets of paper were saved through this change in our process.

-Increased the number of student staff applicants.

-The diversity of candidates in the pool was the highest among recent years.

-We are very excited to improve the quality of our student staff experience by offering them a single room.

-Student Staff Grade Point Averages

- Average GPA of Student Staff Fall 2017: 3.35
- Average GPA of Student Staff Spring 2018: 3.41
- Average Cumulative GPA of Student Staff after Fall 2017: 3.41
- Average Cumulative GPA of Student Staff

after Spring 2017: 3.41

- 11 of 113 Student Staff earned a 4.0 Fall 2017
- 13 of 113 Student Staff earned a 4.0 Spring 2018

Challenges

-We had a larger spring semester turnover of staff. We will need to assess and evaluate why.

-We need to analyze our pool of candidates to determine who we are not

bringing to the student staff role and why.

Initiatives for 2018-19

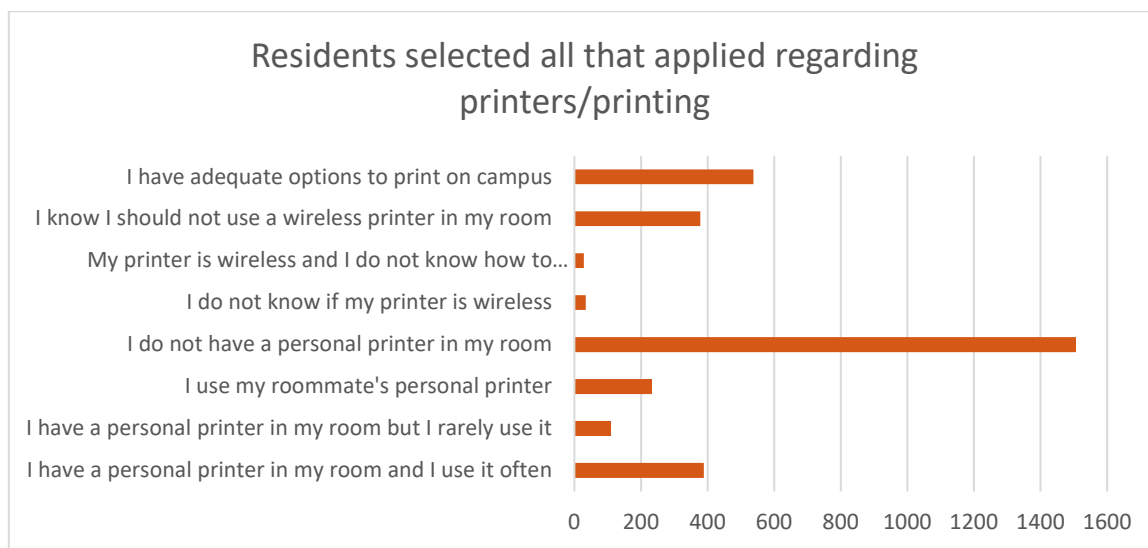
Make student employment in Residence Life a high impact practice for all positions.

Utilize the shared student staff meeting time for ongoing intentional training and development.

Continue to research and incorporate practices that will allow us to recruit a more diverse pool of candidates.

Technology

A significant portion of the Department of Residence Life budget is apportioned to technology, largely to provide internet access to students. We work closely with Information Technology on campus in partnership in meeting these and other technological department needs. We are continually reviewing our services to ensure we adapt to current trends.



Students' feedback regarding printing, Skyfactor Survey November 2017



Accomplishments

-We discontinued printing at residence hall front desks. Collaborated with Information Technology staff to assess the need for printing, budgetary implications for necessary upgrades, and availability of printing on campus for students. This decision was successful as we streamlined quality printing on campus for students and reduced residence hall printing headaches and improved desk staff morale.

-Upon learning that Information Technology was pulling the plug on our current Front Desk Manager (FDM) Operating System we pulled together and came up with a creative and effective

solution. We utilized the skills and vision of one of our current Desk Coordinators, Joey Fedor to develop an intuitive operating system to replace FDM by spring break.

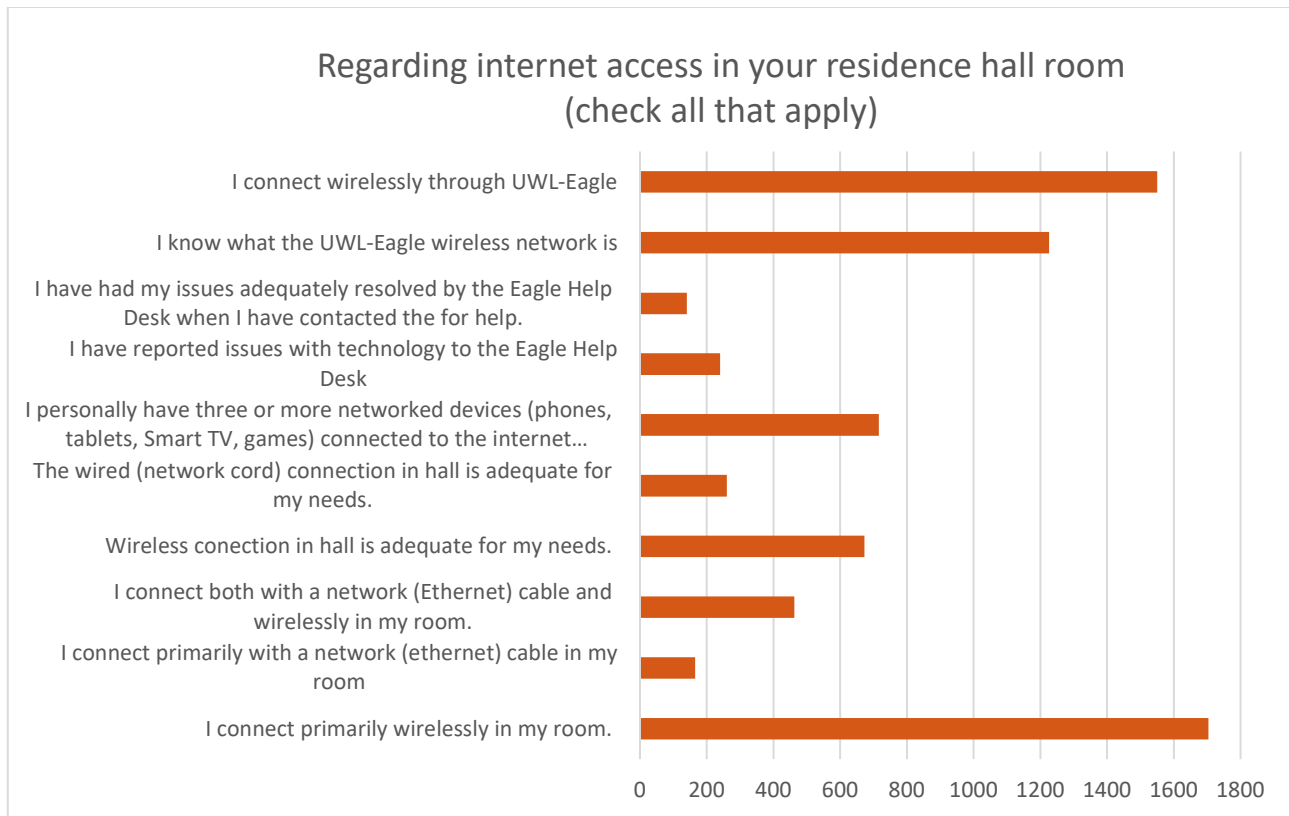
-We unlocked residence hall computer lab spaces for studying. We wanted to remove a barrier for students to gain access to additional study spaces in the residence halls. Previously students would need to check out a key at the front desk to gain access to the computer lab. Our change added 10 additional rooms in the residence halls for studying which was well received and there were no problems with computer equipment as a result.

-Discontinued alarming of residence hall side doors: We reevaluated a unique residence hall procedure that has existed at UWL for over 30 years. And through discussion found no added value in continuing to alarm the side doors in the residence halls between 10 p.m. and 7 a.m. Door alarm disruptions to residents were a large complaint and were eliminated. This reduced a time intensive task for our student staff and housekeepers. This did not impact student's satisfaction of residence hall safety. On Skyfactor, students rate the following question:

"How safe do you feel in your room?"

Students reported a mean of 6.48 out of a 7 point scale in fall of 2017. Previously they reported 6.49 in fall of 2016 and 6.48 in fall of 2015.

Skyfactor data November 2017



Internet access resident satisfaction, Skyfactor Survey November 2017

Challenges

-StarRez: We need to examine how each level of our professional staff should be using StarRez. Because of our limits on access, some folks are doing more work than they need to and others are not able to do the simple things they could. In addition, this system has many kinks that have yet to be worked out. Many of these issues are at the software developer level and our Hall Directors become frustrated often.

-Removal of Front Desk Manager (FDM) - Residence

Life has known that FDM would be going away eventually because there were no ITS staff to support it. In early summer 2017 we continued to ask ITS for help and their plans for replacing the program. There was no progress made (after many reminders). Fortunately one of our talented students created a solution during fall semester. He did all of the work to set us up for a replacement. We were told in January that we needed to be prepared for the change before spring break. This was very

difficult and less than ideal with limited assistance from ITS.

Initiatives for 2018-19

Fully launch the new Front Desk Management system with effective training and onboarding for Desk Coordinators and Desk Assistants.

Continue to work with ITS to improve student internet connection and speed.

Student Engagement

Student development continues to be a primary focus in Residence Life. This is evident in our ongoing departmental commitment to **diversity and inclusion** efforts and **leadership** initiatives including **Student Embassy** and **Core Teams**. We once again hosted the regional student housing conference in November 2017, the **Great Lakes Affiliate of College and University Residence Halls (GLACURH)**. We have also made very deliberate efforts to work smarter by collaborating with campus partners in each of these areas. Creating inclusive communities, supporting experiential learning, and building meaningful relationships for 3,500 students present some challenges. The scope of our work necessitates intentional communication, organization-wide coordination and investment in social justice and equity work, and organized marketing efforts to be successful.

Diversity and Inclusion



Accomplishments

-Welcomed Matt Evensen to our leadership team to ensure a clear focus of our diversity efforts. Though we added this position to guide our work in diversity and inclusion, it was with the knowledge that it is a full time job for our entire department.

-Created a Social Justice and Inclusion Committee aimed at focused efforts to create more equitable outcomes for students and staff. This year's work has provided a great foundation for continued growth in 2018-19.

-Brought in Dr. Adrienne Keene, a Native speaker, for Social Justice Week. She examines representations of Native peoples in popular culture, challenging misrepresentations, and creates new and innovative spaces for art and activism.

-Students Educating and Embracing Diversity (SEEDs) and Residence Life has strengthened their relationship and developed a more focused program development format that provides space for Hall Director and staff team development.

-Residence Life has continued its support of the Midwest Bisexual Lesbian Gay Transgender Ally College Conference (MBLGTACC) and White Privilege Conference (WPC) by sending a total of 20 students and 6 staff members as part of the UWL delegation to the conferences. Additionally, we delivered information sessions and debriefing opportunities for students following the conferences.

Challenges

-The size and scope of Residence Life makes it challenging to communicate effectively within the department and with campus partners.

-The results of satisfaction of our students of color and LGBTQ students are below other students on many factors related to community living experience as reported as part of the Skyfactor Survey. This is something we need to pursue in the new academic year.

-A major challenge we continue to grapple with is how students and staff show up for social justice and equity work.

-Reaching students with our marketing efforts for our events, development opportunities, and campus partner events.

Initiatives for 2018-19

Be intentional about recruitment and retention not only in jobs but engagement opportunities at all levels of the organization.

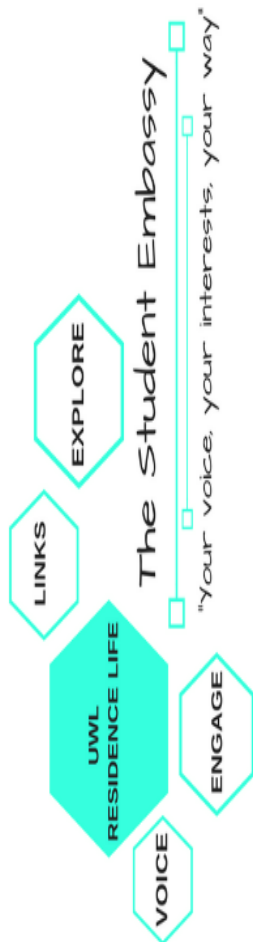
Social justice being a part of every learning and professional opportunity we have. This needs to be interwoven in all that we do.

Continue to align our departmental values and goals to how we do assessment.

Review our physical spaces in the residence halls. Areas include: gendered housing, gendered bathrooms, accessibility, etc.

Continue to work on Living Learning Communities that provide high impact safe spaces for students from marginalized identities.

Explore high impact practices, including faculty in residence, faculty recognition, service trips, community connections, additional living/learning partnerships.



The Student Embassy



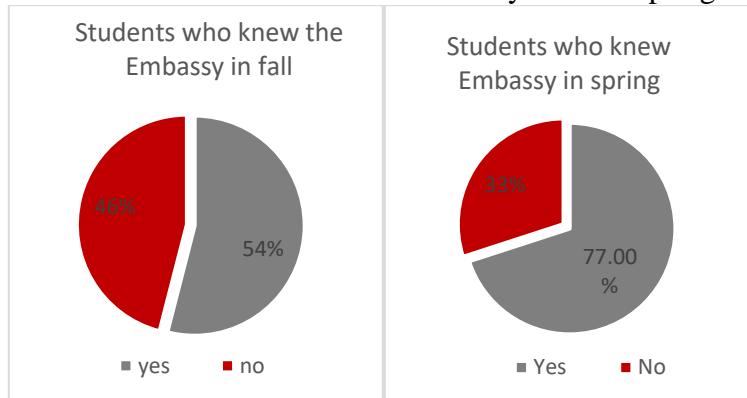
This past summer we began the transition from Residence Hall Association Council (RHAC) as an overall student governance and representative

model to a new contemporary UWL model - The Student Embassy. To replace such a long standing tradition took a great deal of work both in the design and implementation. Residence Life fully endorses this new model as it was student driven, well-conceived through proper research and vetting, and addressed the core concerns of today's students. Our hope is this model will serve the students well into the future by addressing ongoing concerns about waning interest in representation roles and limited student engagement.

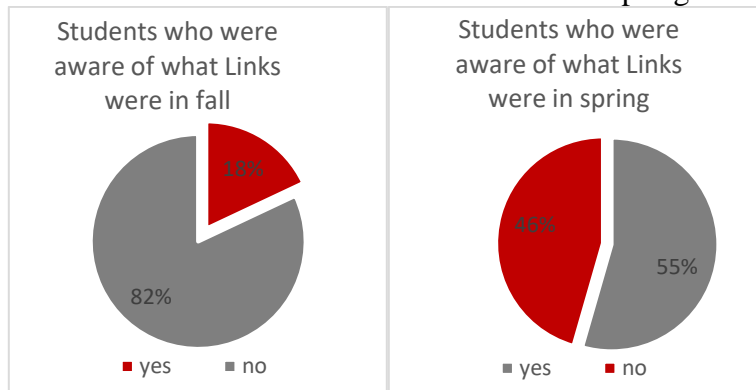
	Old Model- RHAC	New Model - The Student Embassy
Student Voice	2 student reps per hall	Potentially every student through polling and surveys
Programming	Relied on tradition and small group making determinations for all students	Individual students can form 'Links' of common interests and seek funding, supplies and promotion of their interest
Conferences	Attended traditional student leadership conferences - WURHA, GLACURH & NACURH	Flexibility to seek multiple opportunities for student learning through traditional and non-traditional conferences
Student Representation	22 elected student hall representatives & 7 traditional executive board members roles- President, Vice President, National Communication Coordinator, Two Student Senate Positions, Treasurer & Secretary	Interviewed and selected student representatives: Ambassadors, in uniquely tailored roles - Links Coordinator, Conference Coordinator, Student Representative, Technology Coordinator, Event Promotion Designer

Data related to the Embassy and goal attainment for the year. Awareness of the Embassy was a significant fall goal. At semester time, the Embassy determined they wished to increase all areas measured in the fall on the Skyfactor resident satisfaction survey by 5%. They more than met this goal as evidenced below on a view of these factors.

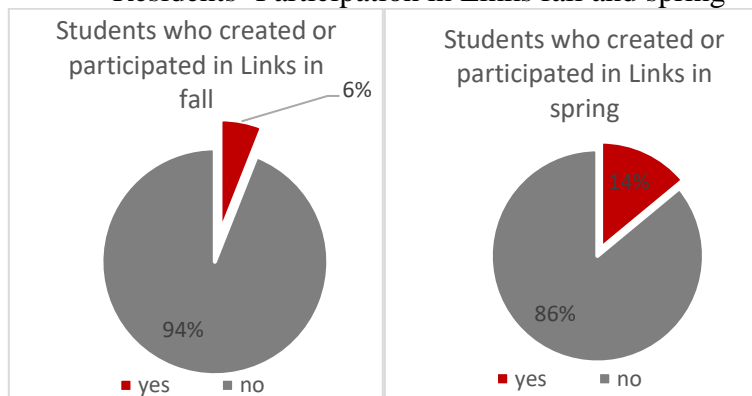
Resident Awareness of Embassy fall and spring



Resident Awareness of Links fall and spring



Residents' Participation in Links fall and spring



NOTE: We had lower response in the spring survey (747 respondents, compared to 2705 in fall) which affects our ability to compare this data accurately.



Accomplishments

-This new model allowed for the same end goals, just consisted of different methods to get there.

- Got the word out about the Embassy beginning even before the school year started (see pie charts on previous page).

- Meetings were shorter and largely project focused rather than procedural focused based on fewer individuals.

- New positions allowed for clear role definition as well as crossover on projects allowing for better teamwork.

- Initial success of the Link's program based on in-house, user friendly technology and requiring staff to start a Link at the beginning of the academic year.

- Student Voice was solicited in new ways, through surveying and table top conversations in hall.

-We shared our Skyfactor results with the Embassy so they could act on student feedback.

-Addressed long standing problem of filling and maintaining representative positions.

Challenges:

-Four of five new Ambassadors were first year students.

-Initial establishment of a new organization.

-Credibility with Student Association, because we deviated from a traditional governance path, concern as to whether or not this was truly a student decision and whether or not it would still allow for student voice since there would be no elections and no hall representatives. This resulted in two senate seat losses.

-Student formation of Link's has not taken off in the way that was hoped.

-We did not do as much surveying or other methods of collecting student voice as we had hoped in this initial year.

Initiatives for 2018-19

Successful transition of new Embassy members to include more training in August.

Inclusion of Embassy in more student staff training Initiatives (camp, large scale events, etc.).

Continued exploration of new and different ways to empower students and solicit their input and opinions.

Further build upon Links program.

Develop creative marketing of The Embassy and its purpose and goals.

Develop creative marketing of The Embassy and its purpose and goals.

Revise constitution.

Earn back representation on the Student Assembly.

Greater outreach to administration and faculty to educate them on purpose and goals of The Embassy.

Great Lakes Affiliate of College and University Residence Halls (GLACURH)



GLACURH Conference Team

November 15-17, 2018 our student leaders hosted the Great Lake Affiliate of College and University Residence Halls (GLACURH). This required an extensive bid starting a year-and-a-half before the conference was held.



Conference Highlights... 450 Conference attendees from Wisconsin, Michigan, Indiana, Illinois, and Ontario!

70 Programs Presented

14 Conference team members and 12 Conference advisors

1 amazing Keynote Speaker: Angie Lee

Countless memories made!

Leadership and Core Teams



Core Teams are comprised of hall leaders living within their community. While the recruitment and makeup of each team is done at the discretion of the HD/SS or HD/AHD team, all Core Teams have one unifying purpose: “Create interactions for your residence hall community.” Throughout the 2017-18 academic year additional development opportunities were provided for hall leaders.

Accomplishments

- The Core Team purpose statement, “Create interactions for your residence hall community” was created during the summer of 2017.

- Monthly developments covering time management, ally training, values exploration, social justice and inclusion and

recognition were provided for all Core Team members. These developments also gave Core Team members a chance to interact with other teams from across campus and connect with on-campus partners. On average 30-60 Core Team members were at each development.

- Monthly newsletters were published to extend the month’s development and continued the conversation.

- Resources for Core Team advisors were put together prior to the beginning of the academic year. These resources included tips for advising, as well as curated development ideas.

-Since no positions were required within Core Teams this year, the recruitment and structure of Core Teams were 100% up to the discretion of the HD/SS or HD/AHD team allowing more freedom and autonomy to each group.

-Other than new Senior Staff members stepping into their roles, we had no new advisors for Core Teams. This allowed advisors to better embrace and work within 100% autonomy of group structure.

-An assessment of Core Team leadership developments was conducted in December 2017. Overwhelmingly students felt the leadership developments proved to be helpful and they were a good balance of education and fun. Feedback was also gleaned to build off for next year.

Challenges

-Finding time to focus on leadership development and keep intentionality at the heart of the work was sometimes a challenge; planning a semester in advance was helpful in overcoming this, however.

-While we never required attendance at leadership developments, some students felt they had to be there, which caused some students to feel additional stress.

-We put together an initial meet-and-greet training/development for Core Team members. We have tried various formats for this training, and have yet to land on a training that we feel confident about.

-While many appreciated the freedom and flexibility to shape their Core Teams, this also presented challenges to new Senior Staff members who were asked to design and recruit a team with little to no set structure.

-Continuing to engage members throughout the year, as well as articulating why students should become involved in Core Team, is a continued challenge for some advisors.

Initiatives for 2018-19

Increase intentionality in how we connect with hall leaders.

Increase opportunities for engagement within residential communities – find additional ways students can become involved if they chose not to become members of Core Team.

Examine our current conference attendance – are we participating in conferences that best serve our students? How is information learned at conferences coming back to educate those at UWL?

Increase engagement with on-campus partners, as well as extend engagement opportunities through the La Crosse community.

Engage students through high impact educational practices.

Increase community-based service opportunities throughout the year.

Operations

The 2017-18 year was a busy and productive one with many accomplishments in the operation area. There was some restructuring of **occupancy** personnel and outer office supervision lines. With upcoming renovations of our traditional halls occupancy, **budget** had to be closely monitored to accommodate the changes in capacity. **Facilities** experienced major changes as we centralized our operations with Physical Plant. Changes in lines of responsibility also allowed us to expand our **marketing and assessment** efforts. Finally, our halls were in demand for **conferences** in May and June as we hosted 3 major groups in the space of 3 weeks - NCAA, State Track, Future Problem Solvers followed by hosting interested families in hall for START for the first time the following two weeks.



Summer Doesn't Slow Us Down

“You don’t have to pay for electricity, water etc. It’s close to campus, there are people there to help if you need it.”

Student comment from Skyfactor data November 2017

Occupancy

Accomplishments

-Under the direction of Tony Hansen and Dee Auxier, Portal X was implemented and used for the 2018-19 application and contract process.

-Increased the housing contract deposit to \$150.

-Implemented a contract cancellation process, including a “buy out” option.

-Utilized the Contract Cancellation Committee to make decisions on all cancellation requests.

-Utilized Housing Accommodations Committee to make decisions on all accommodation requests, including Emotional Support Animals.

-Fully utilized StarRez to create occupancy and application reports which allow us to better monitor occupancy.

-Made the decision to keep all residence halls open for Winter Break 2018-19.

-Updated summer and academic year housing contracts.

-Began updating all StarRez student correspondence templates with a dynamic text option to students so that students are consistently referred to by their preferred name.

Around

75%

of our residents select their own roommates

-786 returning students self-selected their housing assignment for all halls the 2018-19 academic year as part of the fall 2017 housing assignments process (see on next page which reflects the earlier timeline for all halls).

-1163 Roommate Pairing Groups were created by students within the UWL Housing Portal for the 2018-19 housing assignments process.

Challenges

-The planned closing of Laux Hall for renovation in January 2019 has required

us to limit the number of returner contracts.

-There is a fluctuating number of attrition at semester that makes the planning for the Laux Hall closing difficult.

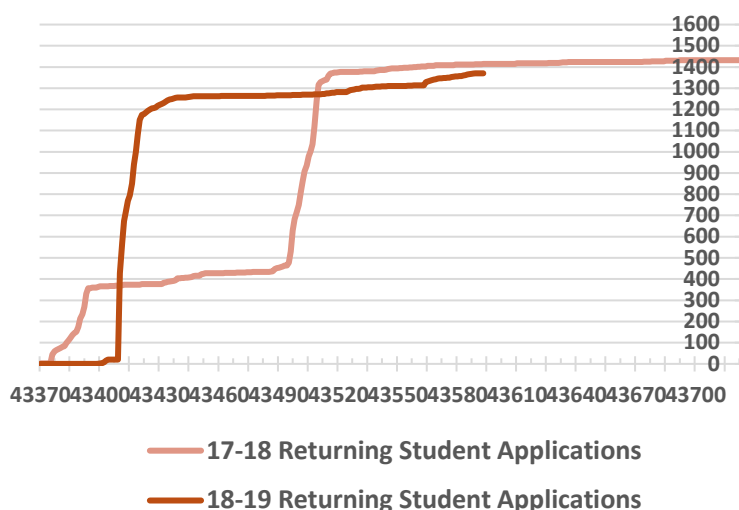
-Greater competition of newer off campus apartments.

-The housing contract and application process was continuously improved through the year. Despite additional instructional aids and reminders sent out to students, we continued to see issues with students fully completing housing applications and successfully navigating our roommate pairing process.

“My roommate, she has actually become my best friend and we just met on move in day...”

Student comment from Skyfactor data November 2017

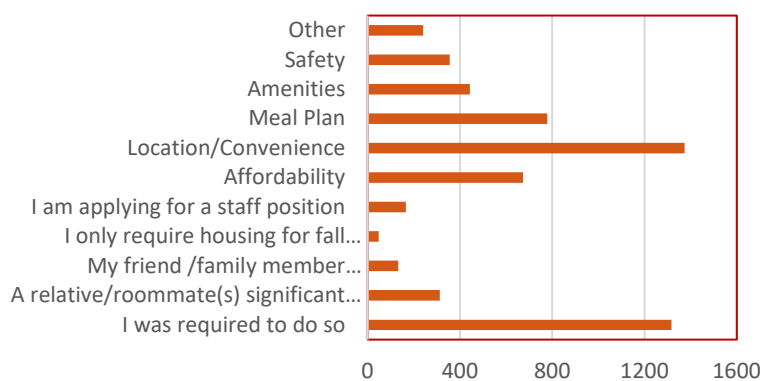
Returning Student Applications Progress 17-18 vs. 18-19 (as of May 8, 2018)



Reasons Students Identify for Living on Campus

Skyfactor Benchmark Assessment, 80% residence hall student response.

I chose to live on campus this year because... (select all that apply of the 11 options)



Initiatives for 2018-19

Work closely with the Admission Office staff to monitor trends with new, transfer, and international students.

Explore making Eagle Hall upper class only.

Plan for Living Learning Communities and determine effective placements.

Continue to utilize data to better predict occupancy.

Effectively utilize data subscriptions in StarRez to communicate with our residents and improve the automation of our StarRez communications.

Improve the variety and quality of our housing application information and support materials, including creation of instructional videos for students and parents.

Review and make adjustments to the way students request and obtain gender inclusive housing through our housing application and assignments processes.

Implement a timeslot-based housing sign-up process for new and returning students that will allow students to self-select their residence halls rooms while preventing a rush of users within the housing portal.

Budget

Accomplishments

-A rate increase of 4% was approved for 2017-18 to fund a proposed new residence hall and renovation of our 8 traditional halls. We are awaiting approval for a 2% rate increase for 2018-19.

-Ended FY 17 with an operating net that will be used for residence hall renovations. FY 18 will also end with an operating net.

“I like that it’s one charge for the semester and that I don’t have to worry about it throughout the academic year. I also feel like smaller spaces mean less to clean, and having a dining plan means I don’t have to worry about making my own meals.”

Student comment from Skyfactor data November 2017

-Successfully implemented all recommendations from the UW System Audit issued on March 23, 2017.

“Based on the corrective actions taken by management, additional testing performed, and documentation requested, the Office of Internal Audit considers our audit complete/closed” on April 23, 2018.

-Continued to work with the Leadership Team to better understand the ORL budgeted set departmental priorities for funding.

-Successfully worked with Jason Steiner in his new role as our Budget Office Analyst.

-Implemented the StarRez Pro Rate tool for all student billings.

2%
rate increase
for 2018-19

Challenges

-Lack of movement on approval of a new residence hall and proposed renovations leads to difficulty in budget preparation.

-Will need to monitor maintenance expenses related to ORL’s maintenance functions being moved to Facilities Planning, and Management.

-Need to encourage a full use of resources allocated to individual budgets.

Initiatives for 2018-19

Continue to complete monthly audits of all ORL accounts to better monitor expenses.

Explore ways for new revenue generation.

Investigate options for increased renovations in the traditional halls.

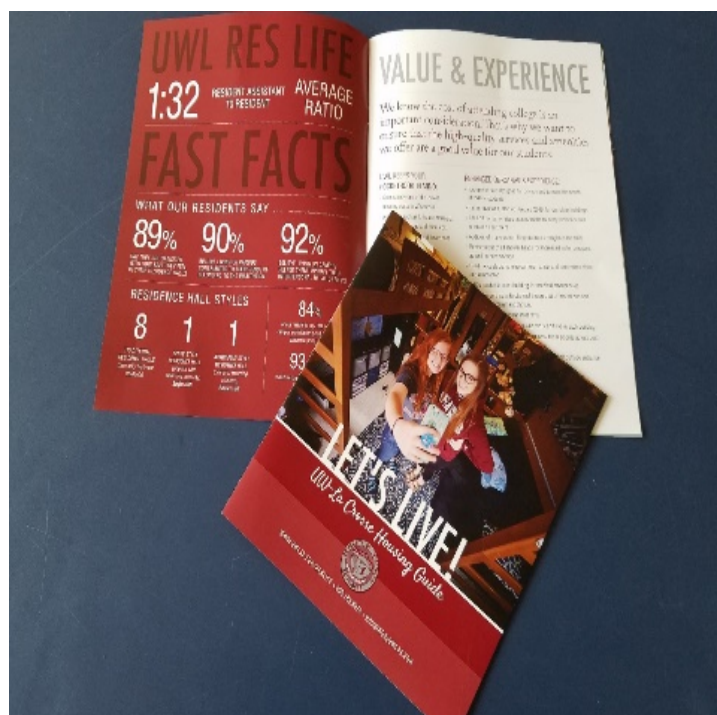
Work with Leadership Team to prioritize budget planning, especially as it relates to renovations.

Continue to complete monthly audits of all ORL accounts to better monitor expenses.



Marketing & Assessment

For the first time this year we had the luxury of having a professional staff member assigned to assessment and marketing for the department as part of their job responsibilities. Because of the demand for housing and limited space to house students, marketing has not been an emphasis for our program in recent years. The emphasis on marketing this year though has allowed us to tell our own story and help be a bigger piece of the UWL marketing effort. Assessment efforts this year have also involved greater outreach to our campus partners, including faculty, helping us work more efficiently. We have begun to map out a broader plan for assessment initiatives in Residence Life both short and long term.



Initiatives for 2018-19

We are exploring ways to refine our analysis process through additional campus resources including Economic classes and hiring an Intern for the office for this purpose.

We are considering completing a pre and post-test administration of Skyfactor in 2018-19 if the division decides to pursue the Skyfactor Suite. This will allow us to see if spring administration results in significant changes in responses.

Further assessment of under-represented students' experience in residence halls is an area Skyfactor clearly identified as needing work.

Accomplishments

-We published a housing view book in print and electronically on our webpage.



-In the past two years we have had a more intentional social media presence for our incoming and current residents.

-We have had a more deliberate partnership with Admissions in their events and publications.



-We have expanded our outreach to faculty to creatively align student projects and our departmental assessment needs.

-We have completed a deeper analysis of our Skyfactor benchmark assessment data allowing us to pinpoint areas we need to focus our attention on.

-We have provided division departments to ask their questions as part of our assessment.

-Worked more closely with campus partners and student governance, Student Embassy, academic departments and institutional research, to accomplish assessment goals.

-Partnered with our division departments to allow them the opportunity to ask questions as part of our

**88% of
all residence hall
students complete
our Skyfactor
Benchmark
Assessment**

assessment.

-We have proposed a divisional approach to assessment to tools and save costs to campus partners.

-Continued to expand marketing efforts on social media through regular postings on Instagram and Facebook.

Challenges

-Skyfactor is administered in fall semester annually. Though there are many advantages to this timing, it also leaves questions about what student responses would look like if they had more time on campus.

-Though our assessment efforts are sound, we can continue to work on effective analysis based on the volume of data available as well as goal setting around those findings.

-A number of questions need to be answered for us to move forward with a long term assessment plan - the division plan for assessment and whether or not the campus will purchase the Skyfactor Suite.

-Skyfactor's assessments of priorities is sometimes questioned by the department based on departmental goals.

Facilities

This has been a significant and challenging year regarding facilities in Residence Life. The transition from a departmental model (Residence Life Facilities) to a centralized model with Facilities Planning and Management (FPM) has required a great deal of effort for both departments. We continue to work together for a successful transition. We also transitioned as a department to a campus online work order platform, TMA. Finally, we lost some key long-term members of our facility team.

Completed Facility Projects

Abated 30 student room floor tiles and replaced with VCT

Abated White Hall mechanical room pipe insulation

Installed 13 unit ventilators

Replaced Hall Director air conditioning unit

Replaced Laux Hall smoke detectors

Replaced Reuter Hall mattresses

the centralized transition and build a unified team.

-Laux renovation moving forward. We had a chance to see the first draft of the plans in October. Hoping to go before the Building Commission in August with an implementation plan between January and August 2019.

-Preparation for summer conferences, NCAA Division III National track championships and WIAA state high school track meet occurring directly after closing halls.

-Increase project budget for summer 2018 by \$10,000.

Challenges

-With the recent switch to our centralized maintenance model at Facilities Planning and Management, there are transitional challenges related to communication and understanding one

another's processes and culture.

-Timeliness of work request completion has also been a challenge as compared to past years.

-The loss of a student crew in-house has resulted in increased cost as tasks they would have handled are now handled by contractors and Facilities Planning and Management staff/operations.

-Since FPM consolidation, chargebacks have increased 29.6%

** we do not yet have a full year's data though.*

-Turnover of key staff positions has hurt our productions, effectiveness and morale. We lost Randy Otto (34 years), Mike Heal (5 years), John Laffey (14 years), as well as three custodians.

Accomplishments

-Integration of Residence Life Facilities with Facilities Planning and Management (FPM).

-Integration to the campus work request platform, TMA.

-Conducting weekly meetings with FPM to aid in

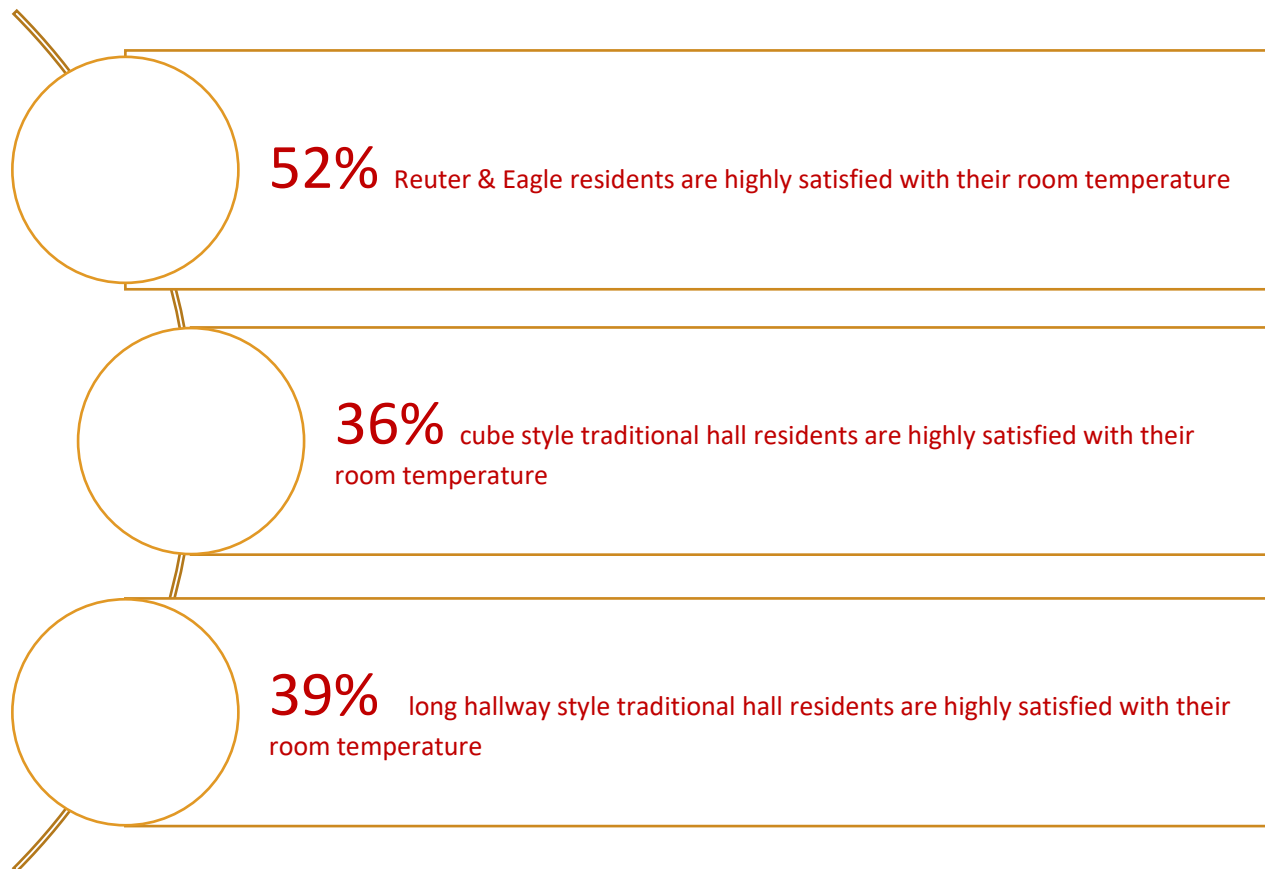
-Ongoing HVAC issues continue to be a challenge. Ideally, steam heat to student rooms should be replaced by hot water. It is quieter, easier to manage, and provides better heat control in student rooms. The current system continues to create a source of complaints by our students. A few repairs are being made this summer to the current system.

-We also had two Hutchison air handlers have their damper components malfunction in one building limiting fresh air and leading to mold issues.

-TMA challenges were centered around not having access to the query function (status of work requests).

-Determining what to include on the list of future

hall renovations with limited available dollars continues to be a challenge. Replacing HVAC is one of the items that is high on our wish list but has not yet been included in renovation plans. Students in Reuter and Eagle Halls, the newer buildings with temperature control in each room/apartment are significantly more satisfied with their room temperature.

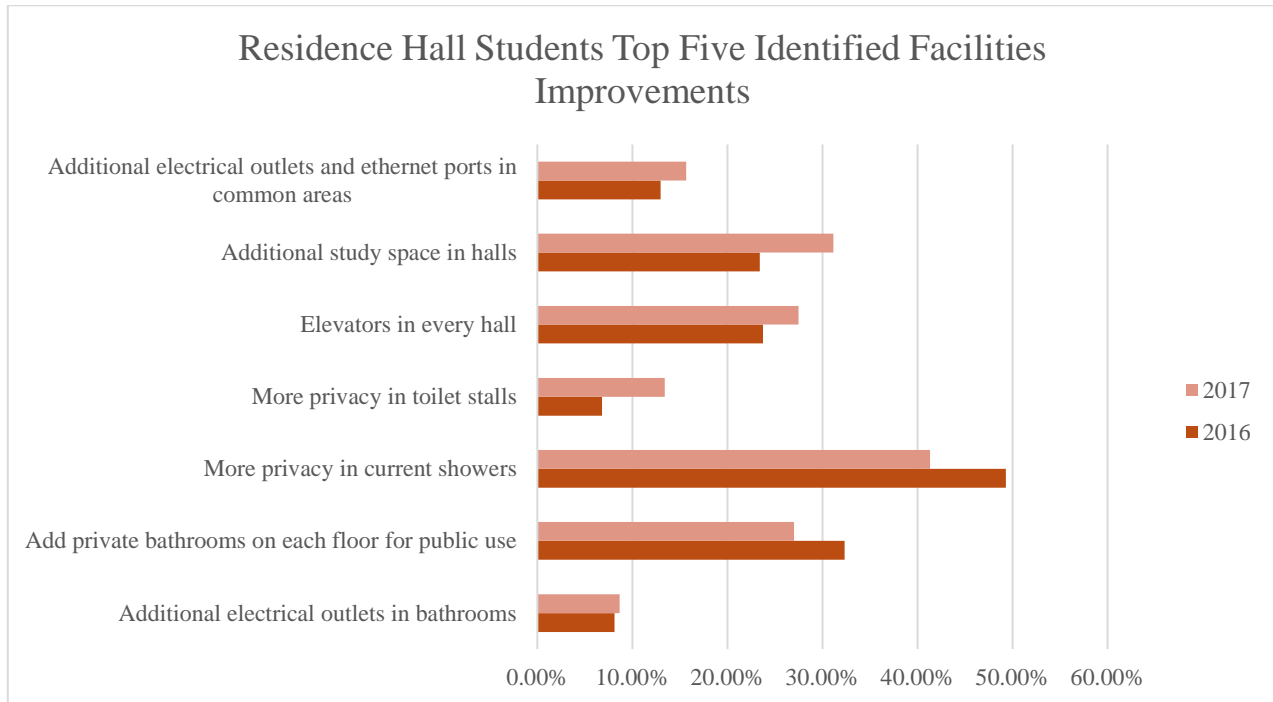


The chart below reflects the period of time students have lived in the halls knowing that the timing of the survey was before the heating season and so returning students would have a better overall perspective of temperature satisfaction.

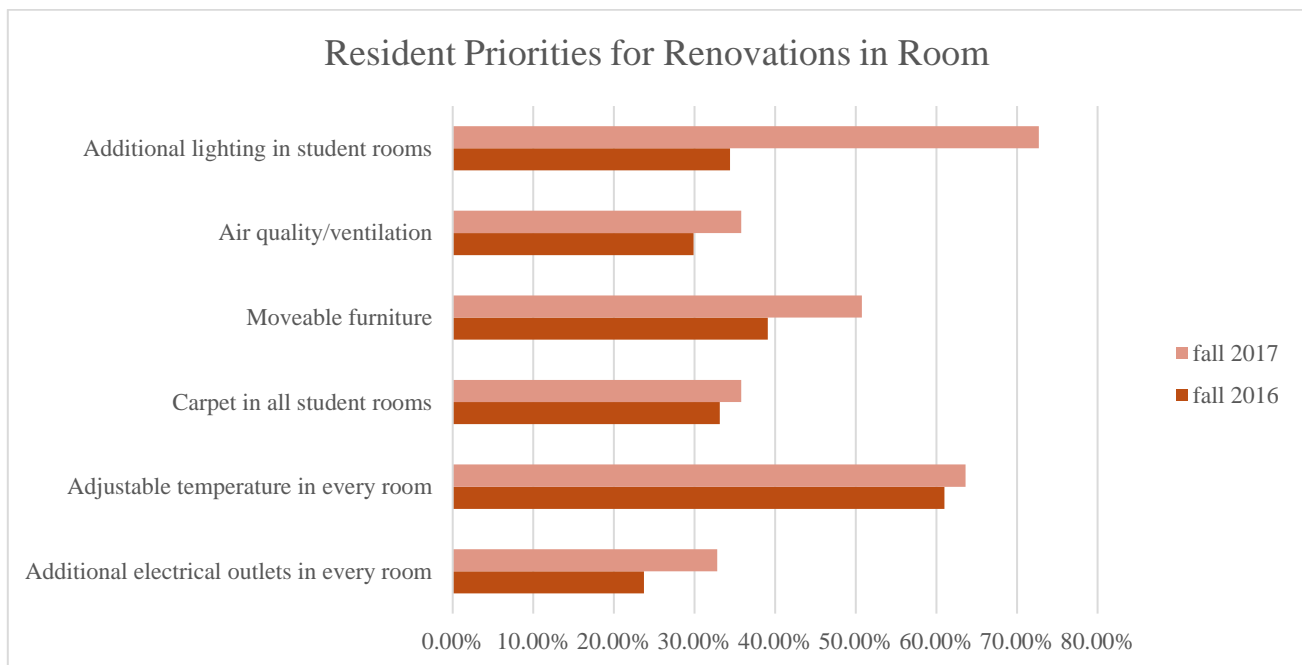
How satisfied are you with: Temperature in your room								
How many years have you lived in campus housing on this campus?	(1) Very dissatisfied	(2) Moderately dissatisfied	(3) Slightly dissatisfied	(4) Neutral	(5) Slightly satisfied	(6) Moderately satisfied	(7) Very satisfied	Mean Totals
Less than a year	138 (7.8%)	136 (7.7%)	266 (15.1%)	268 (15.2%)	285 (16.2%)	378 (21.5%)	290 (16.5%)	4.54 1761 (68.5%)
1 to less than 2 years	30 (5.5%)	26 (4.8%)	80 (14.6%)	69 (12.6%)	77 (14.1%)	109 (19.9%)	156 (28.5%)	4.99 547 (21.3%)
2 to less than 3 years	6 (3.7%)	7 (4.3%)	24 (14.8%)	25 (15.4%)	23 (14.2%)	33 (20.4%)	44 (27.2%)	5.02 162 (6.3%)
3 to less than 4 years	2 (2.6%)	3 (3.9%)	13 (16.9%)	7 (9.1%)	10 (13.0%)	21 (27.3%)	21 (27.3%)	5.17 77 (3.0%)
4 or more years	2 (8.3%)	2 (8.3%)	5 (20.8%)	2 (8.3%)	3 (12.5%)	3 (12.5%)	7 (29.2%)	4.62 24 (0.9%)
Totals	178 (6.9%)	174 (6.8%)	388 (15.1%)	371 (14.4%)	398 (15.5%)	544 (21.2%)	518 (20.1%)	N/A 2571 (100.0%)

Initiatives for 2018-19
Smooth transition with Laux Renovation.
Improve HVAC through replacement of pressure reducing valves, steam traps with focus on energy in Angell Hall.
Improve air quality through replacement of unit ventilators and replacing air handler damper controls.
Possible custodial supervision restructure needs to be explored.
Work to continue to increase project budget for summer to allow for greater improvements to things students can see (carpet, mattresses, furniture, etc.)
Work with the Student Embassy to create a post-heat season survey to distribute annually to help determine future HVAC upgrades.
Work to continue to improve communication and relationships between Residence Life and FPM.

With renovations in our future, we have sought student feedback as to what they desire. The two charts below provide student feedback from Skyfactor in the fall of 2016 and 2017 with close to 80% students responding to each survey.



The information on the charts above and below came from the Skyfactor surveys from fall 2016 & 2017. Note: the question(s) were asked differently in the two years, with different options and numbers students could select.



Conferences

Accomplishments

-Conference revenue increased over 70% from summer 2016, largely due to the hosting of the Future Problem Solvers International Conference in June 2017. We are hosting this conference again this summer and have bid for summer 2019.

-Have hosted the WIAA State Track Meet since 1990, housing approximately 2400 athletes, coaches, and volunteers each year. This is a wonderful partnership with UWL Athletics and WIAA.

-Hosted almost 30 teams for the NCAA Division III National Track Championships in May 2018.

-Attended meeting and events with the La Crosse County Convention and Visitors Bureau (Explore La Crosse) to seek out new conference opportunities.

-Hired Tony Hansen as Coordinator for Conferences and Facilities in July 2017.

-Klare Armstrong appointed to conferences assignment

in May 2017, led a team of 10 Summer Assistants. She will continue in this position for summer 2018.

-Fully implemented StarRez Conference Module for summer 2018.

-Increased pay rate for student workers for summer 2018.

-Created the Super Track Assistant position for students working from hall closing through the Future Problem Solvers International Conference.

Challenges

-Several cancellations of smaller camps and conferences, mainly youth sport camps during summer 2017.

70%
**Conference
revenue increase
from last summer**

-More difficulty in recruiting student workers. This is especially impactful during large conferences like the WIAA State Track Meet and Future Problem Solvers International.

Initiatives for 2018-19

Create stronger partnership with UWL Athletics to create more opportunities for improving camp opportunities.

Get more involved with Explore La Crosse to generate more conference opportunities.

Explore ways to generate more "Intern Housing" by reaching out to Mayo, Gundersen, Trane, etc.

Create a new website highlighting conference lodging at UWL and explore ways to market our residence halls to guests.

Pilot a guest housing opportunity for students and parents visiting campus for START registration in June.

Identify new ways to effectively recruit and retain temporary conference staff for the first month of the conference season.

Department Honors and Achievements

- Upper Midwest Region of ACUHO Social Justice Action Award: Megan Pierce for her work with the Multicultural Validation Program (MVP)
- Upper Midwest Region of ACUHO Support Staff Service Award: Carol Beckerjeck, November 2017
- Student Employee Supervisor of the Year: Amanda Abrahamson was both the UWL and State Winner!
- 6 Hall Directors are currently serving and contributing on professional committees within the Upper Midwest Region of the Association of College and University Residence Halls (UMR-ACUHO)
- Leah Burger, Jalon Falconer and Emily Tittle earned their Master's degrees; completing their coursework and gaining valuable experiential learning through their Assistant Hall Director positions the past 2 years
- SEEDs received NRHH's "Out of the Blue" award in the fall
- Divisions of Student Affairs and Diversity & Inclusion Outstanding Achievement Award: April Handtke
- Divisions of Student Affairs and Diversity & Inclusion Outstanding Achievement Award: Theresa Luensmann
- Divisions of Student Affairs and Diversity & Inclusion Outstanding Achievement for New University Staff Award: Michelle Edge
- Divisions of Student Affairs and Diversity & Inclusion Award for Special Contributions: Amanda Abrahamson
- Rachel Ross and Amanda Abrahamson published an article, 'Restorative Justice at UWL' in the Summer 2018 Perspectives UMR-ACUHO magazine
- Randy Otto retired after 34 years of working for the University
- April Handtke is retiring after 30 years working for the Department of Residence Life