

Department of Residence Life and Housing Administrative Activities Review August 2018

I. Basic Facts and Description of Residence Life and Housing

MISSION

The Department of Residence Life and Housing (RLH) creates a living-learning environment for students at The University of Akron that is the foundation of student success.

VISION/ASPIRATIONAL GOAL

We envision an on campus living-learning environments that supports a 90% fall to fall retention rate for first year on-campus students.

CORE VALUES

- **Community Development:** Build relationships among residents and housing staff through programming that meets the developmental needs of students.
- **Leadership Development:** Provide experiential opportunities for residents to build the necessary skills to become campus and community leaders.
- **Engagement Opportunities:** Encourage residents to become involved in the co-curricular experience.
- **Individualized Support:** Serve the residential community with superior one-on-one customer service.

SHORT TERM GOALS

The bulk of RLH's short term goals revolve around assisting the University in its overall retention efforts. Specifically, the following goals are in place for FY19:

- By week three of each semester all residence halls students will receive a phone call or in person conversation by a residence hall staff member asking how things are going and if they need assistance.
- Every residence hall student will receive intentional communication (phone call, notes under doors, signs on the front doors/service desk, social media outreach, texts) at crucial dates of retention/engagement (ex. Add/drop dates, payment due dates, etc.)
- Continue intentional parent communication/engagement plan. The engagement plan will include three touch points each semester, one of which will be residence hall opening.
- Student engagement/sense of belonging: Track student program attendance. Follow up with students who are not attending programs to see how they are doing.

LONG TERM GOALS

In the long term, RLH will have to continue to strive to generate enough revenue and suppress expenses in order to begin building back a quality financial reserve. Many buildings are in need of large maintenance projects and/or are due for new furniture, and these reserve funds will assist with this. Specifically, RLH plans to:

- Beginning for Fall 2019 cohort, increase residence hall rates by minimally 2-3% annually as part of the tuition guarantee program for first year students.
- Assess furniture needs in all residence halls and create a plan that includes a regular replacement cycle.
- Work with PFOC to determine necessary large scale building upgrades that will be needed in the next 10 years.

SERVICES

The primary services provided by RLH are:

- Clean, well maintained residence halls
- Safe and secure residence halls
- Efficient and fair contract management and billing
- Attractive prospective student marketing and open houses
- Provide programs and activities that support the diverse needs of residence hall students

Clean, well maintained residence halls

Strategies to achieve this service	During fall and spring Residence Life Coordinators and Resident Assistants patrol buildings and report work orders to PFOC. They also pass along information to PFOC from students. During the summer this is done by summer conference staff.
Critical Partners	PFOC maintenance and custodial.
Customers/End Users	Resident students and residence hall guests <ul style="list-style-type: none"> • 10 buildings • Capacity is 2,888 beds
Key Performance Analysis	EBI Resident Satisfaction and Benchmarking Survey – executed annually in the fall, specifically the facilities factor for this primary service. The questions that make up this factor include – How satisfied are you with: <ul style="list-style-type: none"> • Cleanliness of your floor/community/public spaces • The cleaning staff • The timeliness of repairs • Cleanliness of bathroom Results of EBI on Facilities factor can be found in Appendix A.
Brief Assessment	Based on longitudinal and benchmarked analysis of the facilities factor, our custodial services area is doing a wonderful job in keeping our residential facilities looking nice. However, based on the “timeliness of repairs” question, we are falling short on providing the best service in this area to our resident students.

Safe and secure residence halls

Strategies to achieve this service	<ul style="list-style-type: none"> • Residence Life Coordinators are on call 24/7/365 for crisis and emergency response. • Resident Assistants are on duty every night in each residence hall • 24/7 Service Desks
Critical Partners	UAPD, Lock shop, Parking services
Customers/End Users	Resident students and residence hall guests <ul style="list-style-type: none"> • 10 buildings

Key Performance Analysis	<ul style="list-style-type: none"> • Capacity is 2,888 beds <p>EBI Resident Satisfaction and Benchmarking Survey – executed annually in the fall, specifically the safety and security factor for this primary service.</p> <p>The questions that make up this factor include – How satisfied are you with:</p> <ul style="list-style-type: none"> • Security of possession in your room • How safe you feel in room • How safe you feel in residence hall • How safe you feel walking on campus at night. <p>Results of EBI on Safety and Security factor can be found in Appendix B.</p>
Brief Assessment	<p>While safety and security is the highest ranking factor among all the factors analyzed for the 2017/2018 academic year, safety and security continues to rate poorly against other institution benchmarks. Specifically, resident students are very concerned about their safety walking across campus at night.</p>

Efficient and fair contract management and billing

Strategies to achieve this service	<ul style="list-style-type: none"> • Maintenance of online housing contract • Room assignment process • Room change process • Cancellation process
Critical Partners	Student Accounts and IT (PeopleSoft and CashNet)
Customers/End Users	<ul style="list-style-type: none"> • Over 3000 students annually submit/interact with the residential contract process. • Over 500 room change requests annually
Key Performance Analysis	<p>EBI Resident Satisfaction and Benchmarking Survey – executed annually in the fall, specifically the room assignment process factor and the room change factor for this primary service.</p> <p>The questions that make up the room assignment process factor include – Regarding your original room assignment/allocation (i.e your first housing assignment for the current academic year), how satisfied were you with your:</p> <ul style="list-style-type: none"> • Residence/hall building • Room type (i.e single, double, suite) • Quality of choices (ie. Housing style, location, amenities) • Ease of the process • Roommate(s) <p>Results of EBI on Room Assignment Process factor can be found in Appendix C.</p> <p>The questions that make up the room change factor include – Regarding your room change, how satisfied were you with your new:</p> <ul style="list-style-type: none"> • Residence/hall building • Room type (i.e single, double, suite) • Quality of choices (ie. Housing style, location, amenities) • Ease of the process • Roommate(s) <p>Results of EBI on Room Assignment Process factor can be found in Appendix D.</p>

Brief Assessment	Based on the results of the EBI survey for both of these factors it is clear that students are very satisfied with the quality of our residence hall offerings, however, RLH needs to do a better job of making the room selection and room change process easier for students to navigate.
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Provide programs and activities that support the diverse needs of residence hall students

Strategies to achieve this service	<ul style="list-style-type: none"> • Move-in and Welcome weekend activities • Living –Learning Community programs • Co-curricular Programs and Activities programs • Residential Education programs • Retention programs
Critical Partners	Purchasing, Accounts Payable
Customers/End Users	Resident students, however, some of our programs are open to the entire campus to attend
Key Performance Analysis	<p>Attendance information for co-curricular programs. Data can be found in Appendix E.</p> <p>EBI Resident Satisfaction and Benchmarking Survey – executed annually in the fall, specifically the hall and apartment programming factor and the LLC connections and support factor for this primary service.</p> <p>The questions that make up the hall and apartment programming factor include – How satisfied are you with program/activities sponsored by your hall/apartment building regarding:</p> <ul style="list-style-type: none"> • Quality of programs • Variety of programs • Social/educational/cultural programs • Athletic/recreational activities <p>Results of EBI on Hall and Apartment programming factor can be found in Appendix F.</p> <p>The questions that make up the LLC connections and support factor include – As a result of your living-learning community, are you better able to:</p> <ul style="list-style-type: none"> • Connect with fellow students within your living-learning community • Be academically successful • Form effective study groups • Connect with faculty/instructors <p>Results of EBI on the LLC connections and support factor can be found in Appendix G.</p> <p>Fall to spring and fall to fall retention rates. Data can be found in Appendix H.</p>
Brief Assessment	<p>2017/18 saw a decline in average program attendance and in satisfaction with both hall/apartment programming and LLC connections and support. Anecdotally it is believed that this was caused by low staff levels (which has been remedied for 2018/19) and several transitions within our staff. Hall programming will be an area of focus moving forward.</p> <p>While resident students continue to be retained at a higher rate than commuting students, resident students have lost ground in the last few years. It is hopeful that</p>

	with continued retention efforts and a more stable university atmosphere that retention rates will improve.
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Attractive prospective student marketing and open houses

Strategies to achieve this service	<ul style="list-style-type: none"> • Prospective student brochure • RLH website • reslife@uakron.edu email management • Participation in admissions events and RLH open houses
Critical Partners	Admissions, University Communications and Marketing
Customers/End Users	Prospective students and families
Key Performance Analysis	Open House data, see charts in Appendix I
Brief Assessment	While open house attendance can be impacted by weather on the open house day, with the exception of the March event, attendance has remained fairly consistent. The March event has been declining in attendance the last several years.

RESOURCES

Residence Life and Housing is a self-funded traditional auxiliary. At this time, RLH has an ideal staffing level as compared to the number of buildings to be managed (10), the number of student staff/compensated student leaders to supervise (approximately 200), and the capacity of resident students within our facilities (2888) and this will be our greatest strength moving forward. The challenge with RLH is that revenue is directly reliant on the size of each year's incoming first year class, as the majority of on campus students are first year students.

Personnel

- The organizational chart can be found in Appendix J.
- The chart showing where RLH fits into the overall university structure can be found in Appendix K.
- A chart providing a short description of the key functions of each position type within RLH can be found in Appendix L.

Financials

The financial summary can be found in Appendix M

Revenue

The primary driver of revenue for RLH is student room rent. Therefore, revenues have trended with occupancy, as shown in Appendix M. Minor impacts on revenue are summer conference and summer school revenue and in some previous years RLH has received general fund dollars in the amount of \$600,000 to off-set the debt payment for the Honors Complex for the academic wing. A comparison of occupancy to revenues can be found in Appendix M.

Operating Costs

Two line items on the five year comparison that stand out as having marked changes over the last five years are the personnel lines and supplies and services lines for the maintenance accounts. In 2015/16 RLH maintenance and custodial merged with PFOC. Prior to the merger all maintenance and

custodial personnel charges were logged in the maintenance accounts and after the merger PFOC accounts for these expenses in the supplies and services charge back through these same maintenance accounts so it is possible, when looking at just those maintenance accounts, to compare actual costs pre and post-merger. A cost savings to RLH has been realized as a result of the merger, see chart in Appendix M.

Debt remains the largest burden to the RLH budget, accounting for roughly 55% of operating costs annually, see Appendix M for chart.

Equipment

- **Vehicles:** RLH owns a mini-van, box truck, and two golf carts. The mini-van is used for picking up entertainers at the airport and conference travel for students on occasion. The mini-van is old will soon need replaced. The box truck is used largely by summer conference staff as well as Residence Hall Program Board tech crew when setting up equipment for shows. Major repairs to the interior of the box truck were completed summer 2018 and should keep this vehicle running for a few more years. The golf carts are heavily used by summer conference staff and for resident student move-in, but are also frequently borrowed by other campus departments such as Parking Services. These two golf carts are showing their age and sometimes difficult to start, replacement will need to occur in the next 2 years.

Technology

- **Mercury, Residential Management System:** This is the software that powers the housing application and all functions related to student occupancy. It is a purchased product and we pay an annual service fee for use.
- **Maxient, Student Conduct Software:** This is the software that powers all student conduct processes, Title IX, CARE team, and Zip-Assist cases on campus. RLH uses it for housing student conduct cases as well as tracking fire alarms and health and welfare cases. RLH pays a portion of the annual service fee for this product.
- **OrgSync, Student Organization Software:** While this software is primarily maintained by Student Life, RLH purchased an “umbrella portal” in the system. This allows RLH to manage many of its processes online that it would not otherwise be able to do such as resident assistant selection, electronic employee file maintenance, and various forms for students to submit, etc.

Space

The total capacity for resident students across ten residence halls is 2888. In addition to student rooms, each residence hall has study and social lounge space as well as other common spaces such as laundry rooms, computer labs, etc. In each residence hall there is office space for the Residence Life Coordinator staff as well as at least one staff apartment. The main RLH office that contains most of the department staff's offices and meeting spaces is located on the first floor of Ritchie Residence Hall.

RLH maintains the following buildings:

- Bulger Residence Hall
- Exchange Street Residence Hall
- Honors Complex
- Orr Residence Hall
- Ritchie Residence Hall

- Quaker Square Residence Hall
- Sisler-McFawn Residence Hall
- South Residence Hall
- Spicer Residence Hall
- Spanton Residence Hall

II. Future Plans for Residence Life and Housing

Potential Changes

- For the most part RLH has held housing rates flat for the past four years. For FY20 RLH will be putting forward a recommendation to the Board of Trustees annually to raise the housing rates for incoming first year students as part of the Akron Guarantee program. At this time, a 2-3% annual average increase for incoming first year students will be likely. This plan will provide additional revenue that can begin to be used to make furnishing upgrades that are desperately needed.
- A continued emphasis on university retention of residential students will continue to be the overarching programmatic focus for RLH. In addition, RLH will continue to seek ways to make the contract and billing process easier for students to navigate.

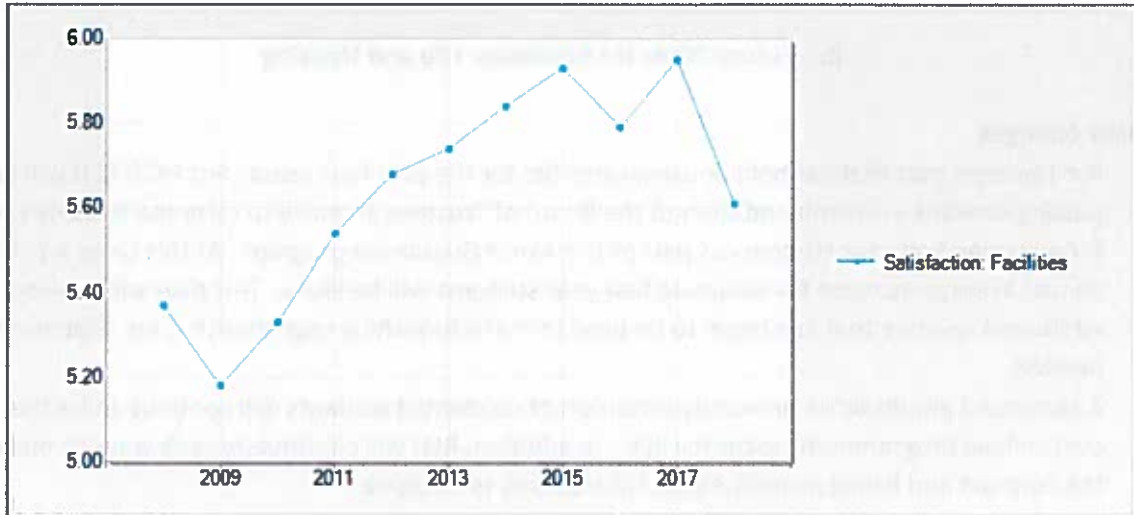
Trends

- As more and more students are arriving on campus identifying as transgendered, RLH will need to continue to look for innovative ways to ensure these students are welcomed into our community and that we are providing residential facilities that meet their needs.
- More and more students are requesting emotional support animals, RLH in conjunction with the Office of Accessibility will need to continue to monitor national guidelines and ensure that RLH is able to support all students appropriately in these situations.

Appendix A

EBI Resident Satisfaction and Benchmarking Survey Facilities Factor

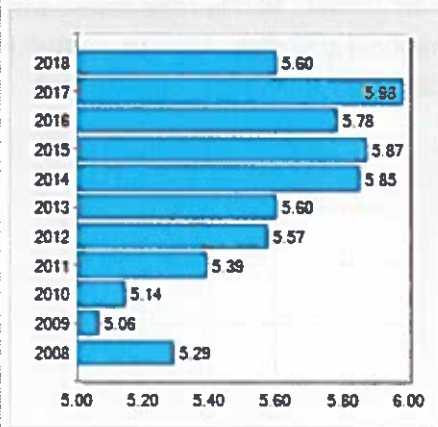
Factor Trend



Questions included in the Factor

Q044. Hall/Apt. Environment - How satisfied are you with: Cleanliness of your floor/community/public spaces

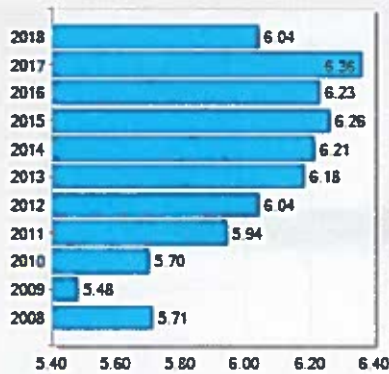
Scale: (1) Very dissatisfied, (2) Moderately dissatisfied, (3) Slightly dissatisfied, (4) Neutral, (5) Slightly satisfied, (6) Moderately satisfied, (7) Very satisfied, Not applicable



	N	Mean	Difference	Std Dev
2018	931	5.60	0.00	1.60
2017	876	5.98	-0.38	1.41
		Mean	Difference	
2016		5.78	-0.18	
2015		5.87	-0.27	
2014		5.85	-0.25	
2013		5.60	0.00	
2012		5.57	0.03	
2011		5.39	0.21	
2010		5.14	0.46	
2009		5.06	0.54	
2008		5.29	0.31	

Q045. Hall/Apt. Environment - How satisfied are you with: The cleaning staff

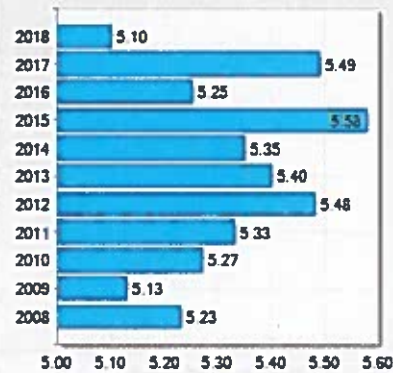
Scale: (1) Very dissatisfied, (2) Moderately dissatisfied, (3) Slightly dissatisfied, (4) Neutral, (5) Slightly satisfied, (6) Moderately satisfied, (7) Very satisfied. Not applicable



	N	Mean	Difference	Std Dev
2018	898	6.04	0.00	1.41
2017	861	6.36	-0.32	1.12
		Mean	Difference	
2016		6.23	-0.19	
2015		6.26	-0.22	
2014		6.21	-0.17	
2013		6.18	-0.14	
2012		6.04	0.00	
2011		5.94	0.10	
2010		5.70	0.34	
2009		5.48	0.56	
2008		5.71	0.33	

Q046. Hall/Apt. Environment - How satisfied are you with: The timeliness of repairs

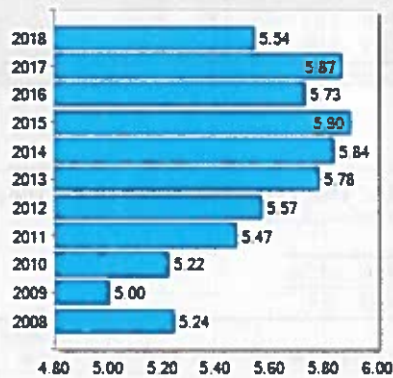
Scale: (1) Very dissatisfied, (2) Moderately dissatisfied, (3) Slightly dissatisfied, (4) Neutral, (5) Slightly satisfied, (6) Moderately satisfied, (7) Very satisfied. Not applicable



	N	Mean	Difference	Std Dev
2018	784	5.10	0.00	1.88
2017	764	5.49	-0.39	1.65
		Mean	Difference	
2016		5.25	-0.15	
2015		5.58	-0.48	
2014		5.35	-0.25	
2013		5.40	-0.30	
2012		5.48	-0.38	
2011		5.33	-0.23	
2010		5.27	-0.17	
2009		5.13	-0.03	
2008		5.23	-0.13	

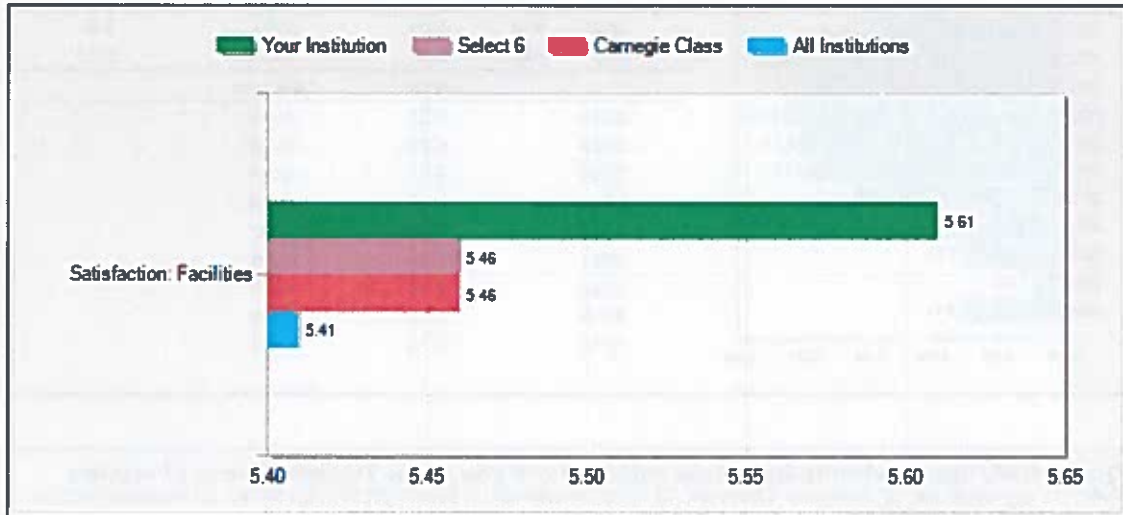
Q048. Hall/Apt. Environment - How satisfied are you with: Cleanliness of bathroom facilities

Scale: (1) Very dissatisfied, (2) Moderately dissatisfied, (3) Slightly dissatisfied, (4) Neutral, (5) Slightly satisfied, (6) Moderately satisfied, (7) Very satisfied. Not applicable



	N	Mean	Difference	Std Dev
2018	765	5.54	0.00	1.62
2017	719	5.87	-0.33	1.46
		Mean	Difference	
2016		5.73	-0.19	
2015		5.90	-0.36	
2014		5.84	-0.30	
2013		5.78	-0.24	
2012		5.57	-0.03	
2011		5.47	0.07	
2010		5.22	0.32	
2009		5.00	0.54	
2008		5.24	0.30	

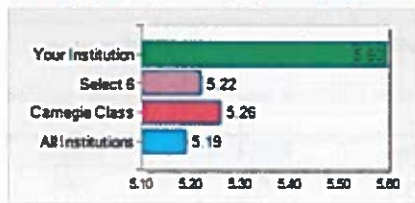
2017-2018 Facilities Factor as Compared to Peer Institutions who took the survey.



Select 6 included:

- Central Michigan University
- Eastern Michigan University
- Ohio University
- University of Cincinnati
- Walsh University
- Youngstown State University

Q044. Hall/Apt. Environment - How satisfied are you with: Cleanliness of your floor/community/public spaces Scale: (1) Very dissatisfied, (2) Moderately dissatisfied, (3) Slightly dissatisfied, (4) Neutral, (5) Slightly satisfied, (6) Moderately satisfied, (7) Very satisfied, Not applicable



	N	Mean	Std Dev				
Your Institution	931	5.60	1.60				
				N	Mean	Std Dev	Min
				Select 6	8711	5.22	1.78
				Carnegie Class	41537	5.26	1.77
				All Institutions	239789	5.19	1.79
							Max
							5.60
							5.90
							6.14
							Difference
							0.38
							0.34
							0.41
							Statistical Level

Q045. Hall/Apt. Environment - How satisfied are you with: The cleaning staff Scale: (1) Very dissatisfied, (2) Moderately dissatisfied, (3) Slightly dissatisfied, (4) Neutral, (5) Slightly satisfied, (6) Moderately satisfied, (7) Very satisfied, Not applicable



	N	Mean	Std Dev				
Your Institution	898	6.04	1.41				
				N	Mean	Std Dev	Min
				Select 6	8466	5.90	1.58
				Carnegie Class	39983	6.04	1.47
				All Institutions	231048	5.96	1.51
							Max
							6.21
							6.60
							6.60
							Difference
							0.14
							0.00
							0.08
							Statistical Level

Q046. Hall/Apt. Environment - How satisfied are you with: The timeliness of repairs

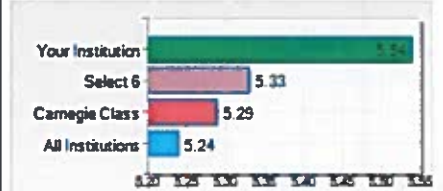
Scale: (1) Very dissatisfied, (2) Moderately dissatisfied, (3) Slightly dissatisfied, (4) Neutral, (5) Slightly satisfied, (6) Moderately satisfied, (7) Very satisfied. Not applicable



	N	Mean	Std Dev				
Your Institution	784	5.10	1.87				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	8066	5.37	1.79	4.51	5.78	-0.27	
Carnegie Class	38447	5.23	1.83	4.12	5.91	-0.13	
All Institutions	221431	5.24	1.82	3.24	6.16	-0.14	

Q048. Hall/Apt. Environment - How satisfied are you with: Cleanliness of bathroom facilities

Scale: (1) Very dissatisfied, (2) Moderately dissatisfied, (3) Slightly dissatisfied, (4) Neutral, (5) Slightly satisfied, (6) Moderately satisfied, (7) Very satisfied. Not applicable

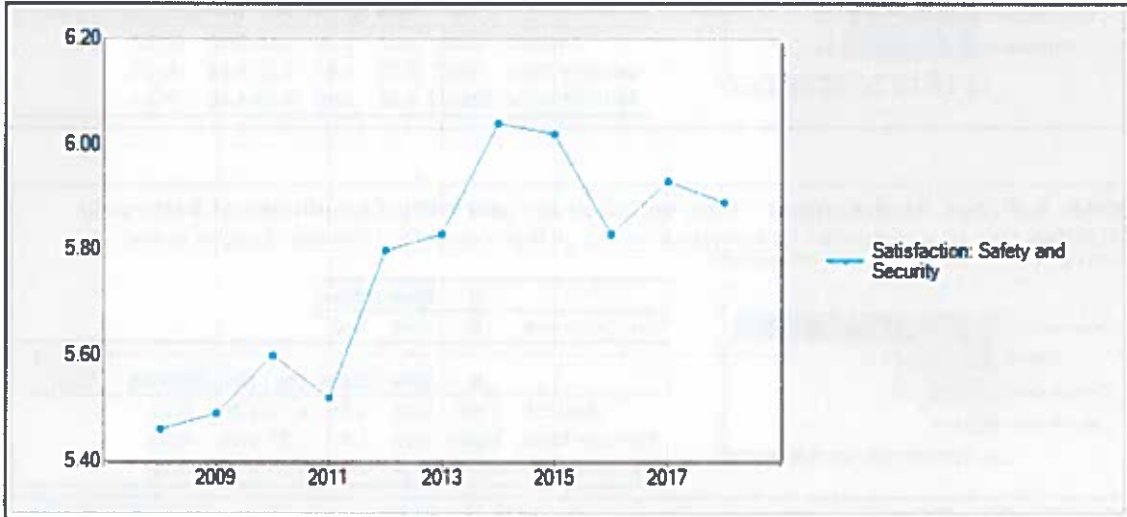


	N	Mean	Std Dev				
Your Institution	765	5.54	1.62				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	8188	5.33	1.75	4.70	5.80	0.21	
Carnegie Class	38248	5.29	1.78	4.07	5.99	0.25	
All Institutions	225666	5.24	1.79	3.15	6.31	0.30	

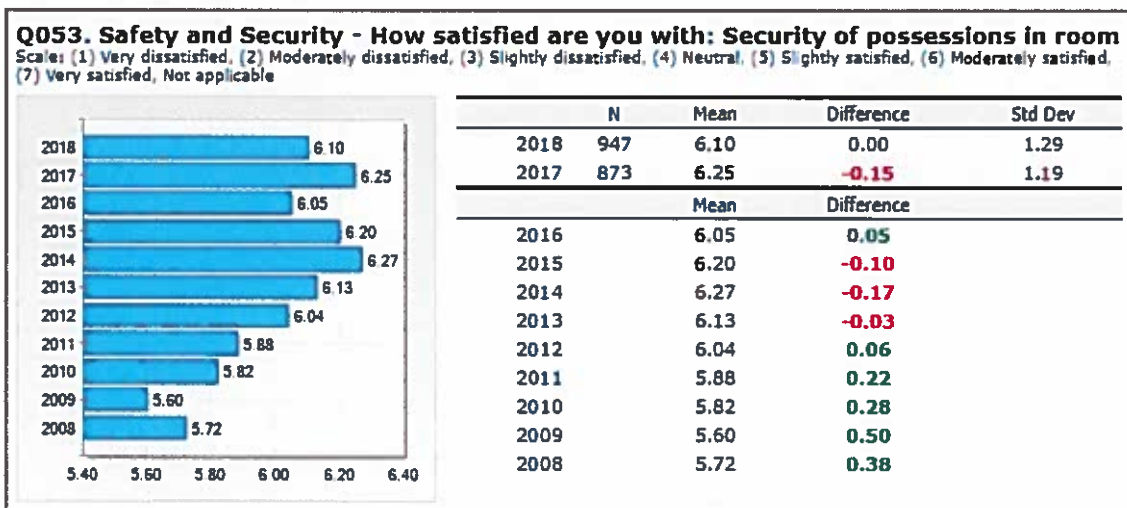
Appendix B

EBI Resident Satisfaction and Benchmarking Survey Safety and Security Factor

Factor Trend

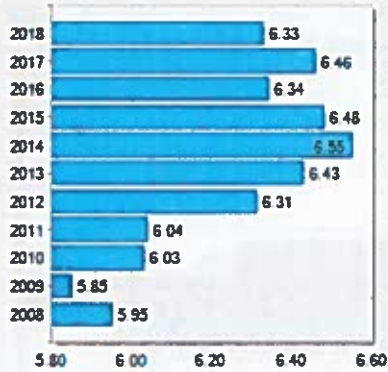


Questions included in the Factor



Q054. Safety and Security - How satisfied are you with: How safe you feel in room

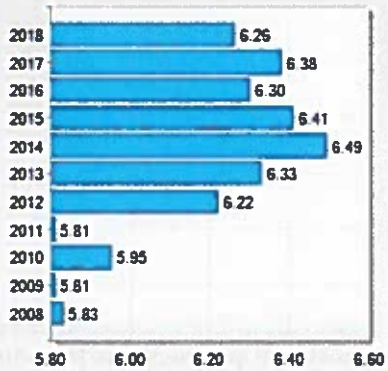
Scale: (1) Very dissatisfied, (2) Moderately dissatisfied, (3) Slightly dissatisfied, (4) Neutral, (5) Slightly satisfied, (6) Moderately satisfied, (7) Very satisfied. Not applicable



	N	Mean	Difference	Std Dev
2018	932	6.33	0.00	1.13
2017	874	6.46	-0.13	0.99
		Mean	Difference	
2016		6.34	-0.01	
2015		6.48	-0.15	
2014		6.55	-0.22	
2013		6.43	-0.10	
2012		6.31	0.02	
2011		6.04	0.29	
2010		6.03	0.30	
2009		5.85	0.48	
2008		5.95	0.38	

Q055. Safety and Security - How satisfied are you with: How safe you feel in residence hall

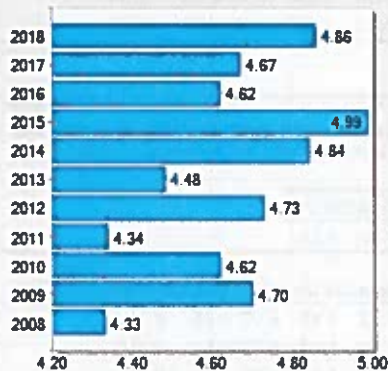
Scale: (1) Very dissatisfied, (2) Moderately dissatisfied, (3) Slightly dissatisfied, (4) Neutral, (5) Slightly satisfied, (6) Moderately satisfied, (7) Very satisfied. Not applicable



	N	Mean	Difference	Std Dev
2018	938	6.26	0.00	1.14
2017	874	6.38	-0.12	1.03
		Mean	Difference	
2016		6.30	-0.04	
2015		6.41	-0.15	
2014		6.49	-0.23	
2013		6.33	-0.07	
2012		6.22	0.04	
2011		5.81	0.45	
2010		5.95	0.31	
2009		5.81	0.45	
2008		5.83	0.43	

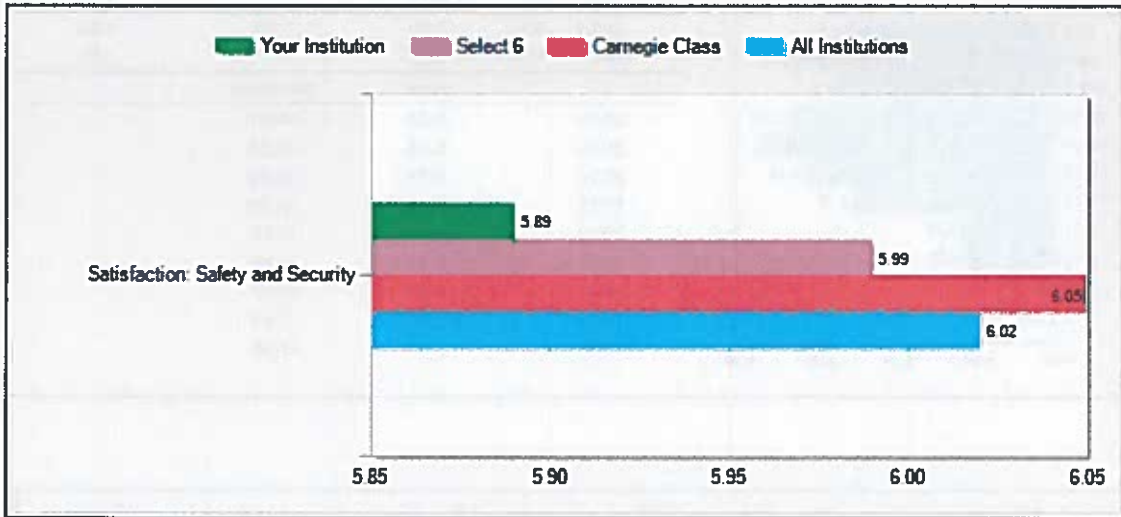
Q056. Safety and Security - How satisfied are you with: How safe you feel walking on campus at night

Scale: (1) Very dissatisfied, (2) Moderately dissatisfied, (3) Slightly dissatisfied, (4) Neutral, (5) Slightly satisfied, (6) Moderately satisfied, (7) Very satisfied. Not applicable



	N	Mean	Difference	Std Dev
2018	940	4.86	0.00	1.76
2017	876	4.67	0.19	1.81
		Mean	Difference	
2016		4.62	0.24	
2015		4.99	-0.13	
2014		4.84	0.02	
2013		4.48	0.38	
2012		4.73	0.13	
2011		4.34	0.52	
2010		4.62	0.24	
2009		4.70	0.16	
2008		4.33	0.53	

2017-2018 Facilities Factor as Compared to Peer Institutions who took the survey.



Select 6 included:

- Central Michigan University
- Eastern Michigan University
- Ohio University
- University of Cincinnati
- Walsh University
- Youngstown State University

Q053. Safety and Security - How satisfied are you with: Security of possessions in room

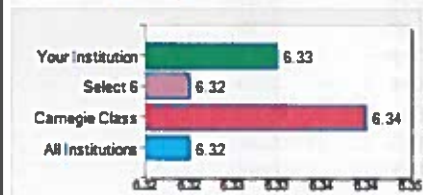
Scale: (1) Very dissatisfied, (2) Moderately dissatisfied, (3) Slightly dissatisfied, (4) Neutral, (5) Slightly satisfied, (6) Moderately satisfied, (7) Very satisfied, Not applicable



	N	Mean	Std Dev				
Your Institution	947	6.10	1.29				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	8632	6.12	1.30	5.88	6.29	-0.02	
Carnegie Class	41409	6.14	1.29	5.44	6.43	-0.04	
All Institutions	238783	6.13	1.29	5.25	6.56	-0.03	

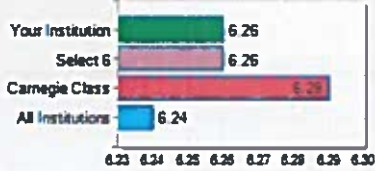
Q054. Safety and Security - How satisfied are you with: How safe you feel in room

Scale: (1) Very dissatisfied, (2) Moderately dissatisfied, (3) Slightly dissatisfied, (4) Neutral, (5) Slightly satisfied, (6) Moderately satisfied, (7) Very satisfied, Not applicable



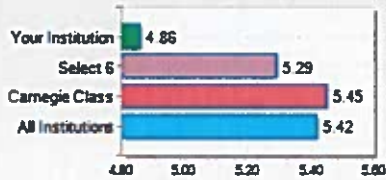
	N	Mean	Std Dev				
Your Institution	932	6.33	1.13				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	8702	6.32	1.15	6.07	6.45	0.01	
Carnegie Class	41619	6.34	1.14	5.77	6.61	-0.01	
All Institutions	239878	6.32	1.15	5.56	6.70	0.01	

Q055. Safety and Security - How satisfied are you with: How safe you feel in residence hall Scale: (1) Very dissatisfied, (2) Moderately dissatisfied, (3) Slightly dissatisfied, (4) Neutral, (5) Slightly satisfied, (6) Moderately satisfied, (7) Very satisfied, Not applicable



	N	Mean	Std Dev				Statistical Level
Your Institution	938	6.26	1.14				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	8695	6.26	1.16	5.91	6.41	0.00	
Carnegie Class	40403	6.29	1.15	5.53	6.58	-0.03	
All Institutions	238986	6.24	1.18	5.36	6.71	0.02	

Q056. Safety and Security - How satisfied are you with: How safe you feel walking on campus at night Scale: (1) Very dissatisfied, (2) Moderately dissatisfied, (3) Slightly dissatisfied, (4) Neutral, (5) Slightly satisfied, (6) Moderately satisfied, (7) Very satisfied, Not applicable

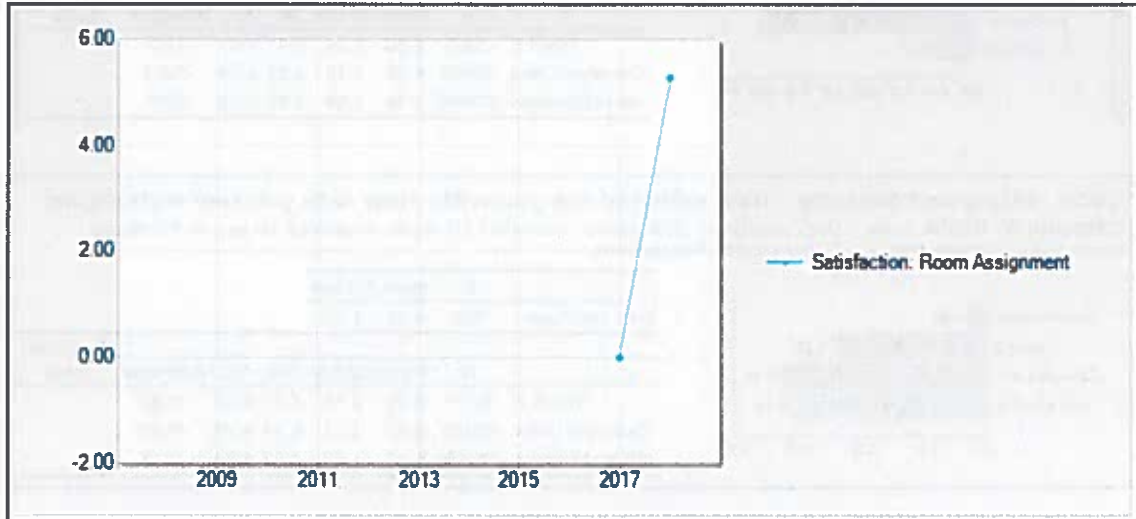


	N	Mean	Std Dev				Statistical Level
Your Institution	940	4.86	1.76				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	8707	5.29	1.66	4.77	6.10	-0.43	
Carnegie Class	40465	5.45	1.61	4.57	6.39	-0.59	
All Institutions	239356	5.42	1.62	2.52	6.58	-0.56	



Appendix C
EBI Resident Satisfaction and Benchmarking Survey
Room Assignment Factor

Factor Trend



The questions that compose this factor are new for 2017/18

Questions included in the Factor

Q067. Assignment/Allocation Process - Regarding your original room assignment/allocation (i.e., your first housing assignment for the current academic year), how satisfied were you with the: Ease of the process
 Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable

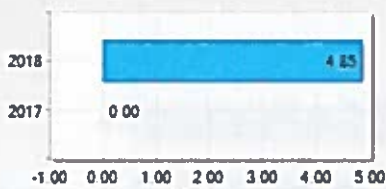
	N	Mean	Difference	Std Dev
2018	884	5.01	0.00	1.58
2017	1024	0.00	5.01	0.00
		Mean	Difference	

Q068. Assignment/Allocation Process - Regarding your original room assignment/allocation (i.e., your first housing assignment for the current academic year), how satisfied were you with the: Quality of choices (i.e., housing style, location, amenities)
 Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable

	N	Mean	Difference	Std Dev
2018	871	5.23	0.00	1.49
2017	1024	0.00	5.23	0.00
		Mean	Difference	

Q069. Assignment/Allocation Satisfaction - Regarding your original room assignment/allocation (i.e., your first housing assignment for the current academic year), how satisfied were you with your: Roommate(s)

Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Difference	Std Dev
2018	809	4.85	0.00	2.09
2017	1024	0.00	4.85	0.00
		Mean	Difference	

Q070. Assignment/Allocation Satisfaction - Regarding your original room assignment/allocation (i.e., your first housing assignment for the current academic year), how satisfied were you with your: Room type (i.e., single, double, suite)

Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Difference	Std Dev
2018	873	5.51	0.00	1.62
2017	1024	0.00	5.51	0.00
		Mean	Difference	

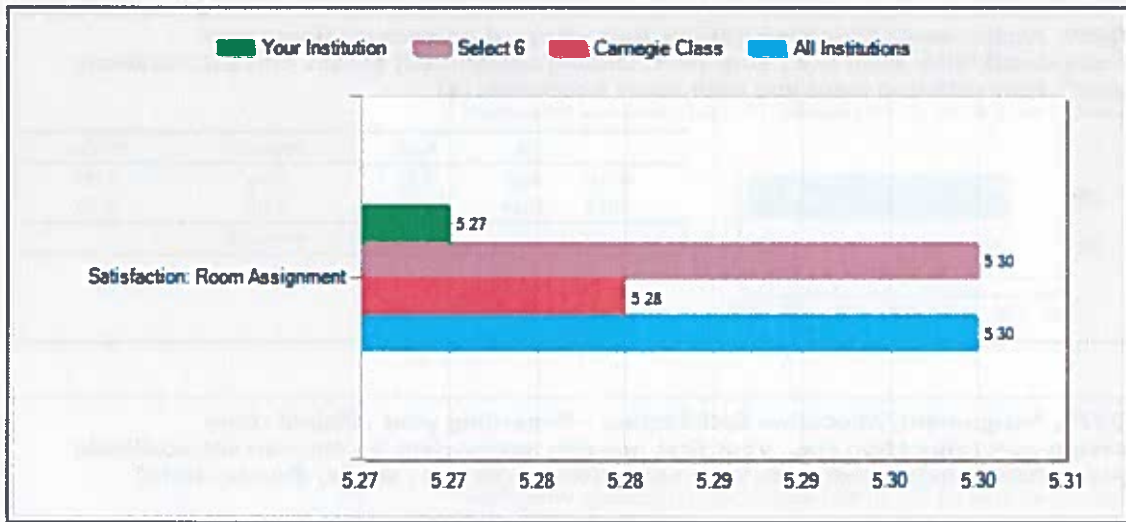
Q071. Assignment/Allocation Satisfaction - Regarding your original room assignment/allocation (i.e., your first housing assignment for the current academic year), how satisfied were you with your: Residence hall/building

Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Difference	Std Dev
2018	872	5.71	0.00	1.58
2017	1024	0.00	5.71	0.00
		Mean	Difference	

2017-2018 Facilities Factor as Compared to Peer Institutions who took the survey.



Select 6 included:

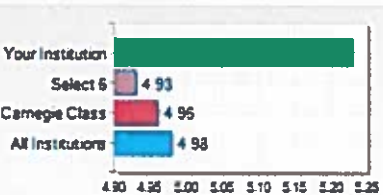
- Central Michigan University
- Eastern Michigan University
- Ohio University
- University of Cincinnati
- Walsh University
- Youngstown State University

Q067. Assignment/Allocation Process - Regarding your original room assignment/allocation (i.e., your first housing assignment for the current academic year), how satisfied were you with the: Ease of the process (2nd Predictor of Overall Program Effectiveness) Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



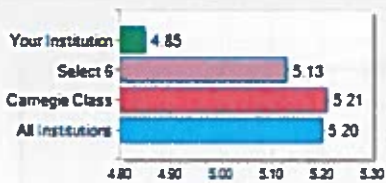
	N	Mean	Std Dev							
Your Institution	884	5.01	1.58							
				N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	8329	5.12	1.65	4.62	5.56	-0.11				
Carnegie Class	38753	5.14	1.62	4.58	5.66	-0.13				
All Institutions	227994	5.18	1.59	3.87	6.27	-0.17				

Q068. Assignment/Allocation Process - Regarding your original room assignment/allocation (i.e., your first housing assignment for the current academic year), how satisfied were you with the: Quality of choices (i.e., housing style, location, amenities) (2nd Predictor of Overall Program Effectiveness) Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



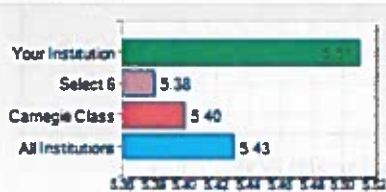
	N	Mean	Std Dev							
Your Institution	871	5.23	1.49							
				N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	5321	4.93	1.62	4.61	5.23	0.30				
Carnegie Class	25865	4.96	1.65	4.34	5.50	0.27				
All Institutions	165902	4.98	1.63	3.28	6.07	0.25				

Q069. Assignment/Allocation Satisfaction - Regarding your original room assignment/allocation (i.e., your first housing assignment for the current academic year), how satisfied were you with your: Roommate(s) (2nd Predictor of Overall Program Effectiveness) Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



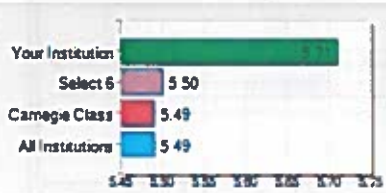
	N	Mean	Std Dev				
Your Institution	809	4.85	2.09				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	5257	5.13	1.97	4.69	5.35	-0.28	
Carnegie Class	27565	5.21	2.00	4.72	5.84	-0.36	
All Institutions	159516	5.20	1.97	4.24	5.84	-0.35	

Q070. Assignment/Allocation Satisfaction - Regarding your original room assignment/allocation (i.e., your first housing assignment for the current academic year), how satisfied were you with your: Room type (i.e., single, double, suite) (2nd Predictor of Overall Program Effectiveness) Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev				
Your Institution	873	5.51	1.62				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	5427	5.38	1.65	5.18	5.52	0.13	
Carnegie Class	28729	5.40	1.70	4.85	5.90	0.11	
All Institutions	169966	5.43	1.67	4.07	6.18	0.08	

Q071. Assignment/Allocation Satisfaction - Regarding your original room assignment/allocation (i.e., your first housing assignment for the current academic year), how satisfied were you with your: Residence hall/building (2nd Predictor of Overall Program Effectiveness) Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable

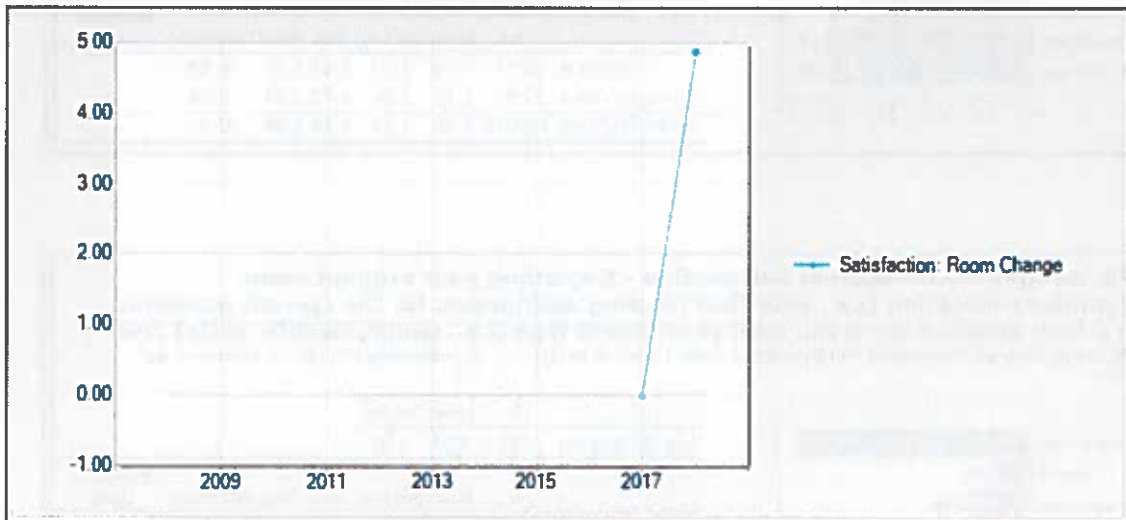


	N	Mean	Std Dev				
Your Institution	872	5.71	1.58				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	5414	5.50	1.61	5.35	5.71	0.21	
Carnegie Class	28630	5.49	1.67	4.79	6.14	0.22	
All Institutions	170588	5.49	1.64	4.10	6.40	0.22	

Appendix D

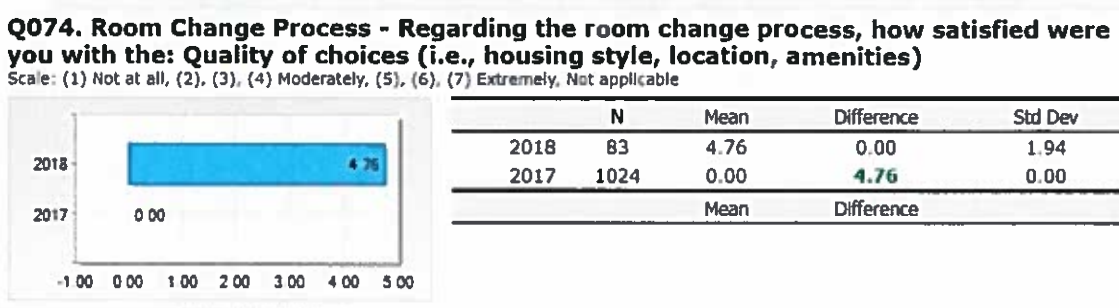
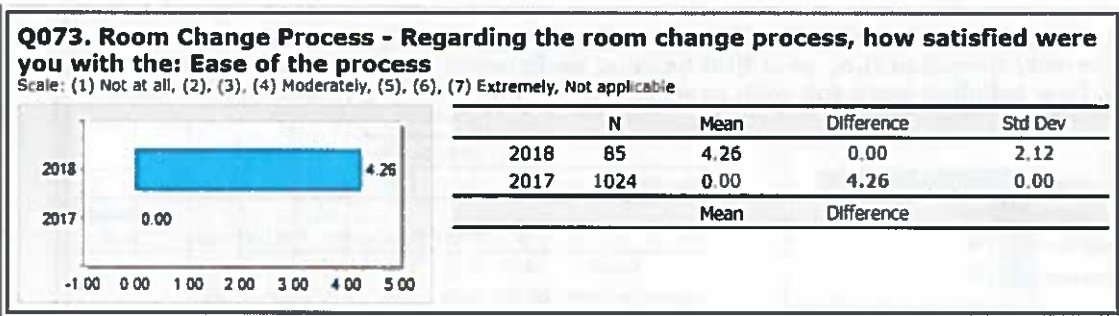
EBI Resident Satisfaction and Benchmarking Survey Room Change Factor

Factor Trend



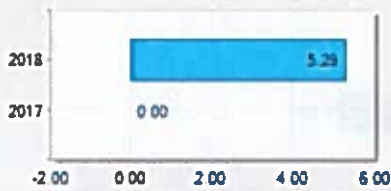
The questions that compose this factor are new for 2017/18

Questions included in the Factor



Q075. Room Change Satisfaction - Regarding your room change, how satisfied were you with your new: Roommate(s)

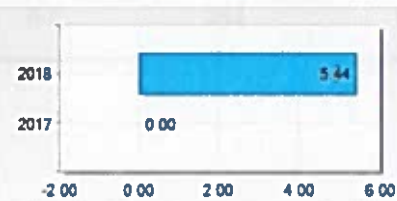
Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Difference	Std Dev
2018	58	5.29	0.00	1.95
2017	1024	0.00	5.29	0.00
		Mean	Difference	

Q076. Room Change Satisfaction - Regarding your room change, how satisfied were you with your new: Room type (i.e., single, double, suite)

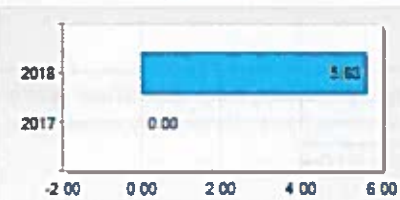
Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Difference	Std Dev
2018	61	5.44	0.00	1.76
2017	1024	0.00	5.44	0.00
		Mean	Difference	

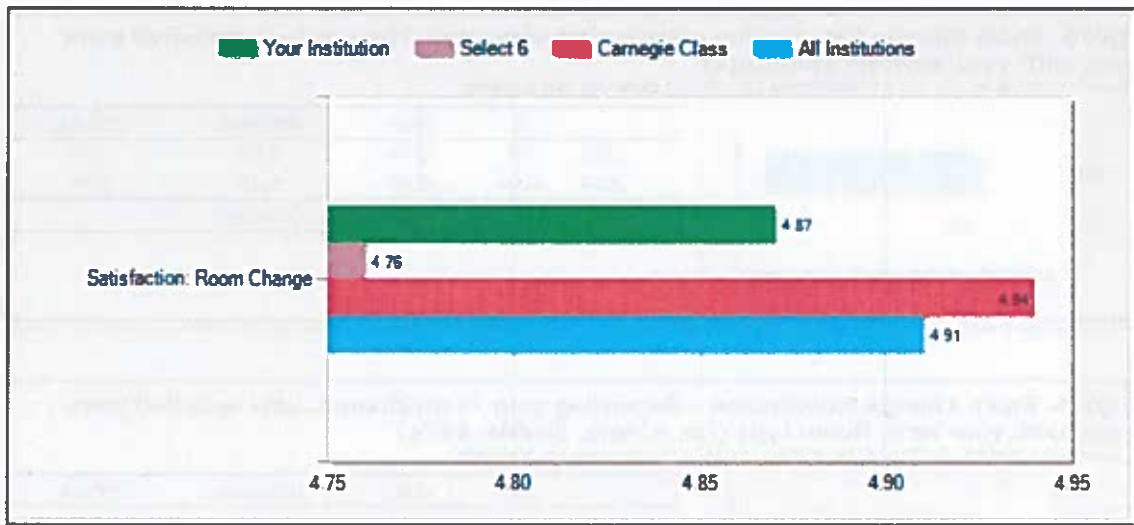
Q077. Room Change Satisfaction - Regarding your room change, how satisfied were you with your new: Residence hall/building

Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Difference	Std Dev
2018	60	5.63	0.00	1.66
2017	1024	0.00	5.63	0.00
		Mean	Difference	

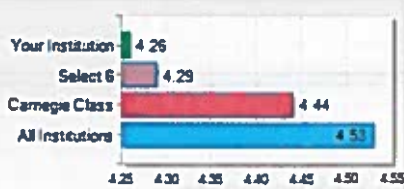
2017-2018 Facilities Factor as Compared to Peer Institutions who took the survey.



Select 6 included:

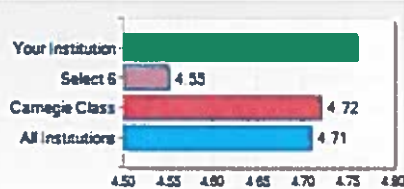
- Central Michigan University
- Eastern Michigan University
- Ohio University
- University of Cincinnati
- Walsh University
- Youngstown State University

Q073. Room Change Process - Regarding the room change process, how satisfied were you with the: Ease of the process Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Your Institution	85	4.26	2.10				
Select 6	398	4.29	2.34	3.91	4.97	-0.03	
Carnegie Class	2308	4.44	2.20	3.11	5.39	-0.18	
All Institutions	13672	4.53	2.17	3.00	6.22	-0.27	

Q074. Room Change Process - Regarding the room change process, how satisfied were you with the: Quality of choices (i.e., housing style, location, amenities) Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Your Institution	83	4.76	1.93				
Select 6	380	4.55	2.08	4.00	4.94	0.21	
Carnegie Class	2224	4.72	2.03	3.78	5.68	0.04	
All Institutions	13094	4.71	2.03	3.13	6.10	0.05	

Q075. Room Change Satisfaction - Regarding your room change, how satisfied were you with your new: Roommate(s) Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev				Statistical Level
Your Institution	58	5.29	1.93				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	308	5.45	1.92	4.65	5.73	-0.16	
Carnegie Class	1785	5.48	1.96	4.55	6.15	-0.19	
All Institutions	10314	5.40	1.99	3.86	6.47	-0.11	

Q076. Room Change Satisfaction - Regarding your room change, how satisfied were you with your new: Room type (i.e., single, double, suite) Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable



	N	Mean	Std Dev				Statistical Level
Your Institution	61	5.44	1.74				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	318	5.40	1.76	5.07	5.65	0.04	
Carnegie Class	1994	5.55	1.80	4.41	6.24	-0.11	
All Institutions	11518	5.50	1.81	4.00	6.88	-0.06	

Q077. Room Change Satisfaction - Regarding your room change, how satisfied were you with your new: Residence hall/building Scale: (1) Not at all, (2), (3), (4) Moderately, (5), (6), (7) Extremely, Not applicable

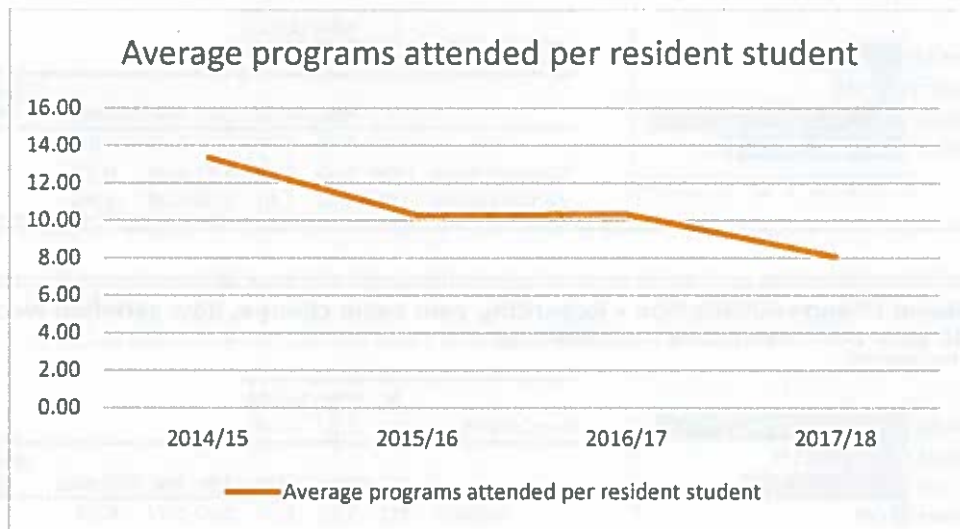


	N	Mean	Std Dev				Statistical Level
Your Institution	60	5.63	1.64				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	321	5.54	1.74	5.07	5.77	0.09	
Carnegie Class	1959	5.58	1.78	4.52	6.24	0.05	
All Institutions	11401	5.49	1.81	3.92	6.87	0.14	

Appendix E

Co-Curricular Programs and Activities Participation Data

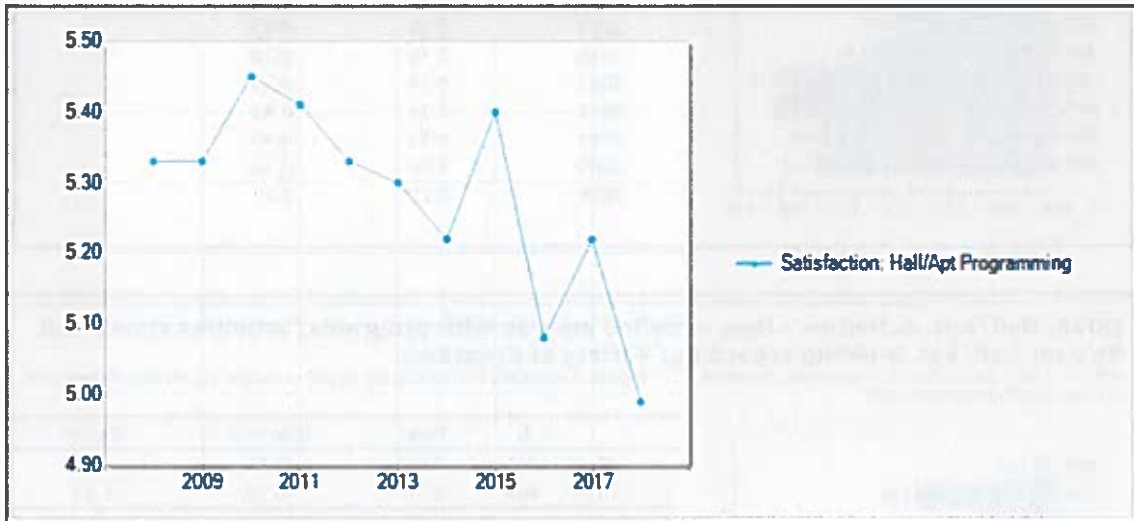
	2014/15	2015/16	2016/17	2017/18
Average Occupancy	2557	2633	2303	2547
Number of Programs	130	131	146	134
Attendance	34195	27063	23810	20523
Average programs attended per resident student	13.38	10.28	10.34	8.06



Appendix F

EBI Resident Satisfaction and Benchmarking Survey Hall/Apartment Programming Factor

Factor Trend



Questions included in the Factor

Q034. Hall/Apt. Activities - How satisfied are you with programs/activities sponsored by your hall/apt. building regarding: Social/educational/cultural programs

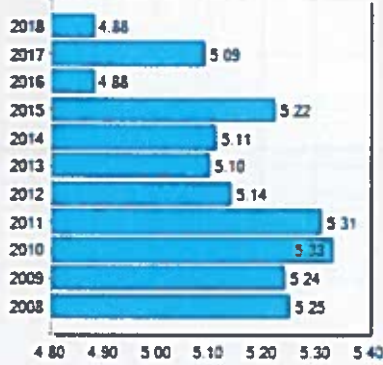
Scale: (1) Very dissatisfied, (2) Moderately dissatisfied, (3) Slightly dissatisfied, (4) Neutral, (5) Slightly satisfied, (6) Moderately satisfied, (7) Very satisfied, Not applicable



	N	Mean	Difference	Std Dev
2018	836	4.94	0.00	1.54
2017	795	5.18	-0.24	1.51
		Mean	Difference	
2016		5.09	-0.15	
2015		5.36	-0.42	
2014		5.24	-0.30	
2013		5.37	-0.43	
2012		5.42	-0.48	
2011		5.41	-0.47	
2010		5.45	-0.51	
2009		5.29	-0.35	
2008		5.33	-0.39	

Q035. Hall/Apt. Activities - How satisfied are you with programs/activities sponsored by your hall/apt. building regarding: Athletic/recreational activities

Scale: (1) Very dissatisfied, (2) Moderately dissatisfied, (3) Slightly dissatisfied, (4) Neutral, (5) Slightly satisfied, (6) Moderately satisfied, (7) Very satisfied, Not applicable



	N	Mean	Difference	Std Dev
2018	796	4.88	0.00	1.56
2017	760	5.09	-0.21	1.56
		Mean	Difference	
2016		4.88	0.00	
2015		5.22	-0.34	
2014		5.11	-0.23	
2013		5.10	-0.22	
2012		5.14	-0.26	
2011		5.31	-0.43	
2010		5.33	-0.45	
2009		5.24	-0.36	
2008		5.25	-0.37	

Q036. Hall/Apt. Activities - How satisfied are you with programs/activities sponsored by your hall/apt. building regarding: Variety of programs

Scale: (1) Very dissatisfied, (2) Moderately dissatisfied, (3) Slightly dissatisfied, (4) Neutral, (5) Slightly satisfied, (6) Moderately satisfied, (7) Very satisfied, Not applicable



	N	Mean	Difference	Std Dev
2018	843	5.04	0.00	1.53
2017	803	5.26	-0.22	1.54
		Mean	Difference	
2016		5.14	-0.10	
2015		5.48	-0.44	
2014		5.26	-0.22	
2013		5.35	-0.31	
2012		5.41	-0.37	
2011		5.45	-0.41	
2010		5.51	-0.47	
2009		5.40	-0.36	
2008		5.36	-0.32	

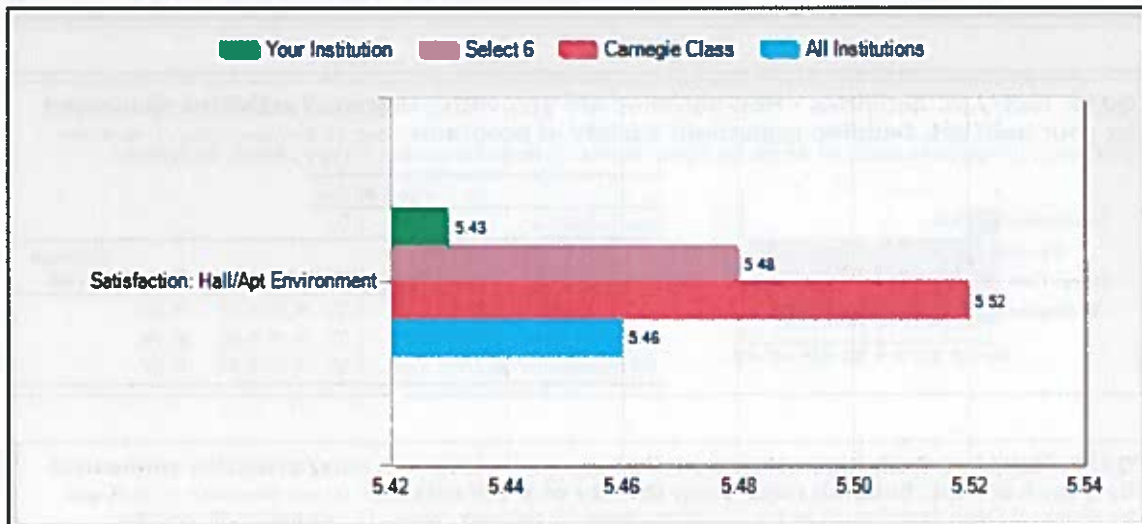
Q037. Hall/Apt. Activities - How satisfied are you with programs/activities sponsored by your hall/apt. building regarding: Quality of programs

Scale: (1) Very dissatisfied, (2) Moderately dissatisfied, (3) Slightly dissatisfied, (4) Neutral, (5) Slightly satisfied, (6) Moderately satisfied, (7) Very satisfied, Not applicable



	N	Mean	Difference	Std Dev
2018	833	5.09	0.00	1.50
2017	796	5.35	-0.26	1.45
		Mean	Difference	
2016		5.16	-0.07	
2015		5.49	-0.40	
2014		5.27	-0.18	
2013		5.37	-0.28	
2012		5.37	-0.28	
2011		5.46	-0.37	
2010		5.49	-0.40	
2009		5.37	-0.28	
2008		5.36	-0.27	

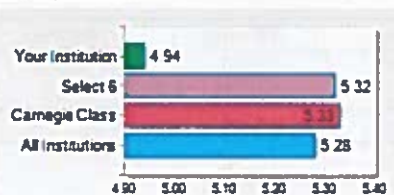
2017-2018 Facilities Factor as Compared to Peer Institutions who took the survey.



Select 6 included:

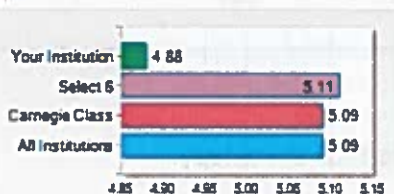
- Central Michigan University
- Eastern Michigan University
- Ohio University
- University of Cincinnati
- Walsh University
- Youngstown State University

Q034. Hall/Apt. Activities - How satisfied are you with programs/activities sponsored by your hall/apt. building regarding: Social/educational/cultural programs Scale: (1) Very dissatisfied, (2) Moderately dissatisfied, (3) Slightly dissatisfied, (4) Neutral, (5) Slightly satisfied, (6) Moderately satisfied, (7) Very satisfied, Not applicable



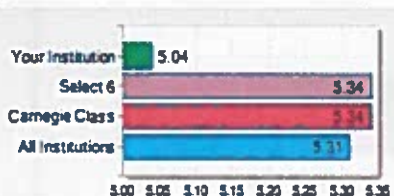
	N	Mean	Std Dev				Statistical Level
Your Institution	836	4.94	1.54				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	8003	5.32	1.50	4.92	5.66	-0.38	
Carnegie Class	38248	5.33	1.49	4.63	5.76	-0.39	
All Institutions	221131	5.28	1.51	4.36	5.93	-0.34	

Q035. Hall/Apt. Activities - How satisfied are you with programs/activities sponsored by your hall/apt. building regarding: Athletic/recreational activities Scale: (1) Very dissatisfied, (2) Moderately dissatisfied, (3) Slightly dissatisfied, (4) Neutral, (5) Slightly satisfied, (6) Moderately satisfied, (7) Very satisfied, Not applicable



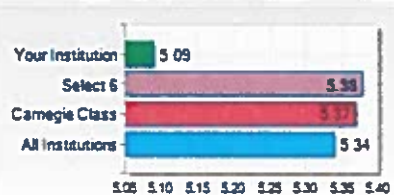
	N	Mean	Std Dev				Statistical Level
Your Institution	796	4.88	1.56				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	7718	5.11	1.57	4.58	5.48	-0.23	
Carnegie Class	36512	5.09	1.58	4.19	5.54	-0.21	
All Institutions	209234	5.09	1.58	4.16	5.99	-0.21	

Q036. Hall/Apt. Activities - How satisfied are you with programs/activities sponsored by your hall/apt. building regarding: Variety of programs Scale: (1) Very dissatisfied, (2) Moderately dissatisfied, (3) Slightly dissatisfied, (4) Neutral, (5) Slightly satisfied, (6) Moderately satisfied, (7) Very satisfied, Not applicable



	N	Mean	Std Dev				Statistical Level
Your Institution	843	5.04	1.53				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	8037	5.34	1.52	4.93	5.67	-0.30	
Carnegie Class	38611	5.34	1.53	4.59	5.80	-0.30	
All Institutions	223247	5.31	1.53	4.25	5.94	-0.27	

Q037. Hall/Apt. Activities - How satisfied are you with programs/activities sponsored by your hall/apt. building regarding: Quality of programs Scale: (1) Very dissatisfied, (2) Moderately dissatisfied, (3) Slightly dissatisfied, (4) Neutral, (5) Slightly satisfied, (6) Moderately satisfied, (7) Very satisfied, Not applicable

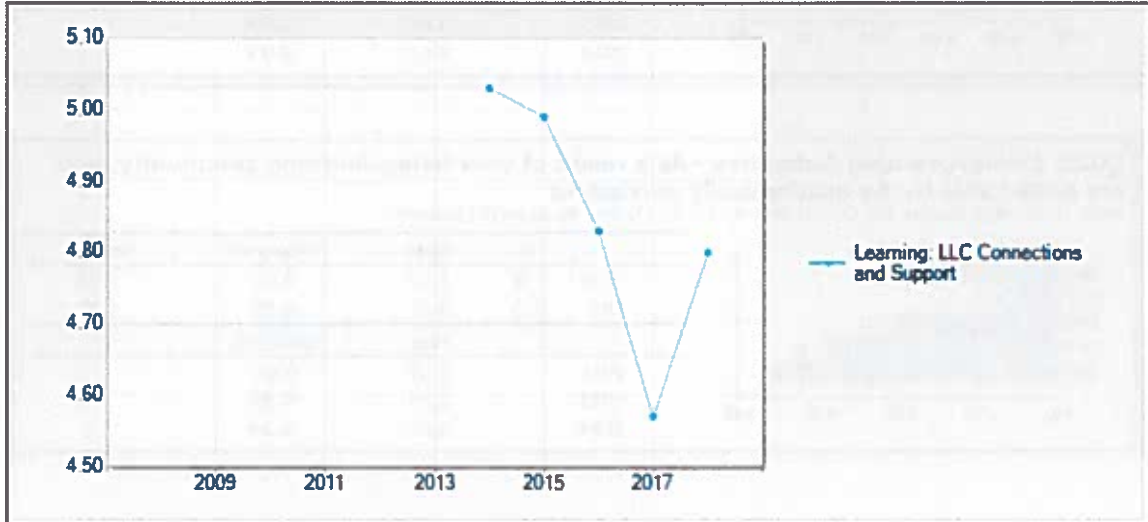


	N	Mean	Std Dev				Statistical Level
Your Institution	833	5.09	1.50				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	7985	5.38	1.49	4.94	5.70	-0.29	
Carnegie Class	38201	5.37	1.49	4.72	5.83	-0.28	
All Institutions	220908	5.34	1.50	4.32	6.00	-0.25	

Appendix G

EBI Resident Satisfaction and Benchmarking Survey LLC Connections and Support Factor

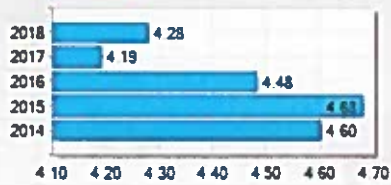
Factor Trend



Questions included in the Factor

Q019. Living-Learning Outcomes - As a result of your living-learning community, you are better able to: Connect with faculty/instructors

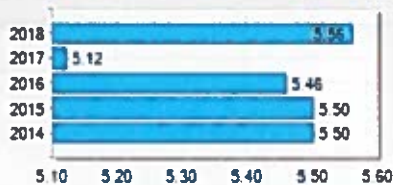
Scale: (1) Strongly disagree, (2), (3), (4) Neutral, (5), (6), (7) Strongly agree, Not applicable



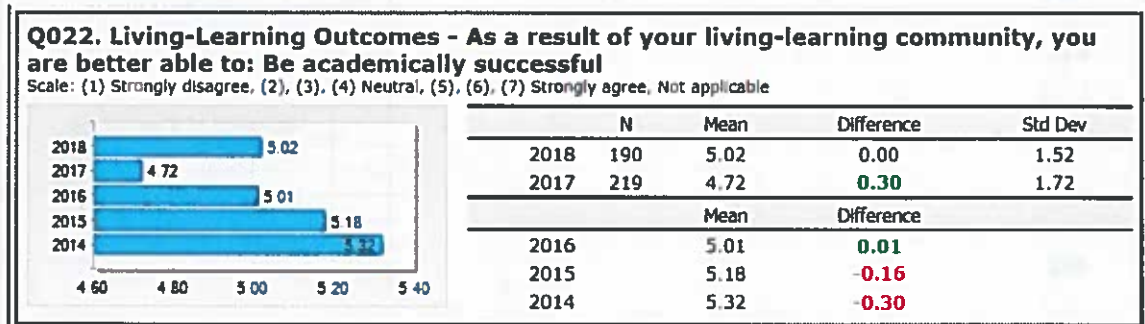
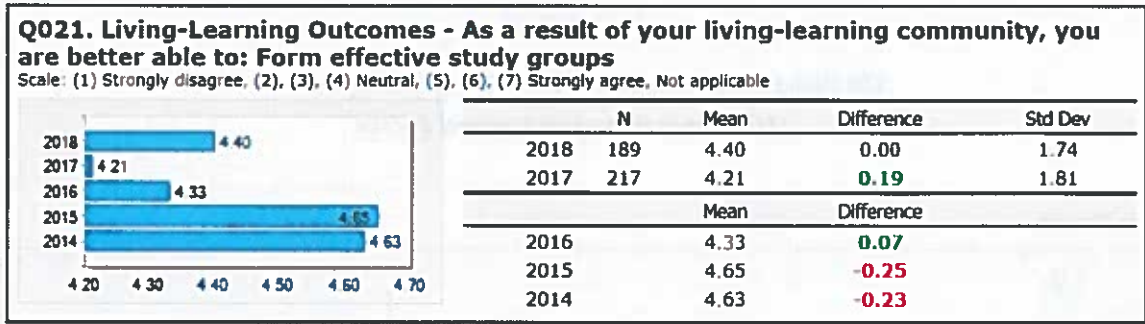
	N	Mean	Difference	Std Dev
2018	187	4.28	0.00	1.65
2017	214	4.19	0.09	1.87
		Mean	Difference	
2016		4.48	-0.20	
2015		4.68	-0.40	
2014		4.60	-0.32	

Q020. Living-Learning Outcomes - As a result of your living-learning community, you are better able to: Connect with fellow students within your living-learning community

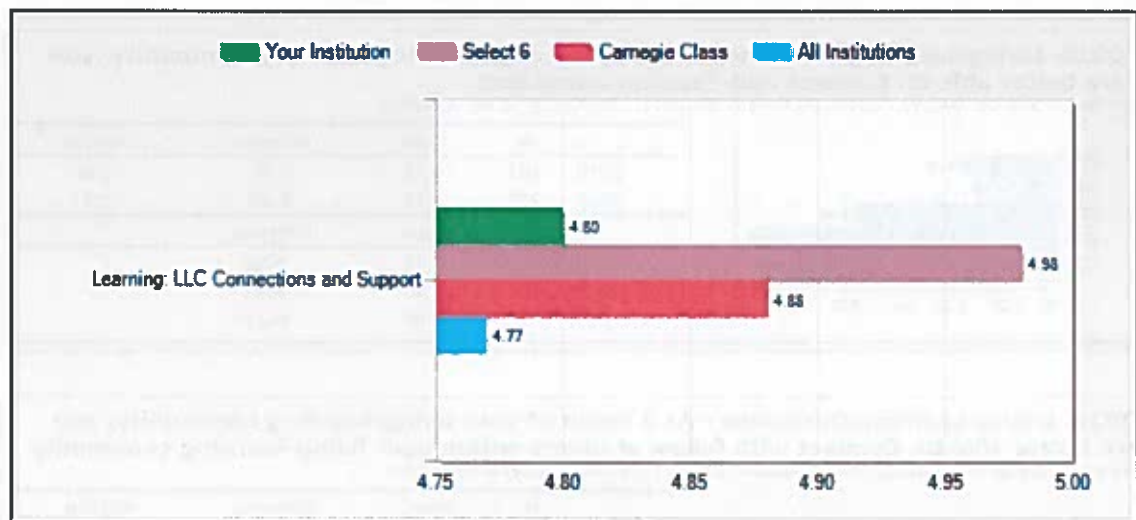
Scale: (1) Strongly disagree, (2), (3), (4) Neutral, (5), (6), (7) Strongly agree, Not applicable



	N	Mean	Difference	Std Dev
2018	186	5.56	0.00	1.78
2017	219	5.12	0.44	1.86
		Mean	Difference	
2016		5.46	0.10	
2015		5.50	0.06	
2014		5.50	0.06	



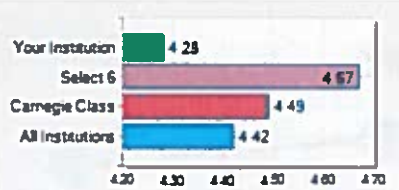
2017-2018 Facilities Factor as Compared to Peer Institutions who took the survey.



Select 6 included:

- Central Michigan University
- Eastern Michigan University
- Ohio University
- University of Cincinnati
- Walsh University
- Youngstown State University

Q019. Living-Learning Outcomes - As a result of your living-learning community, you are better able to: Connect with faculty/instructors Scale: (1) Strongly disagree, (2), (3), (4) Neutral, (5), (6), (7) Strongly agree, Not applicable



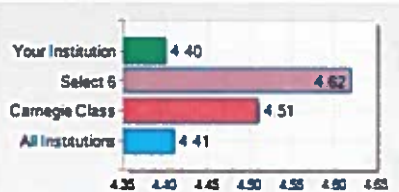
	N	Mean	Std Dev				
Your Institution	187	4.28	1.64				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	1105	4.67	1.73	3.83	5.01	-0.39	
Carnegie Class	3600	4.49	1.78	3.43	5.50	-0.21	
All Institutions	21656	4.42	1.76	2.54	7.00	-0.14	

Q020. Living-Learning Outcomes - As a result of your living-learning community, you are better able to: Connect with fellow students within your living-learning community Scale: (1) Strongly disagree, (2), (3), (4) Neutral, (5), (6), (7) Strongly agree, Not applicable



	N	Mean	Std Dev				
Your Institution	186	5.56	1.78				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	1092	5.52	1.70	4.78	5.69	0.04	
Carnegie Class	3594	5.45	1.75	4.24	6.27	0.11	
All Institutions	21744	5.33	1.75	3.50	7.00	0.23	

Q021. Living-Learning Outcomes - As a result of your living-learning community, you are better able to: Form effective study groups Scale: (1) Strongly disagree, (2), (3), (4) Neutral, (5), (6), (7) Strongly agree, Not applicable



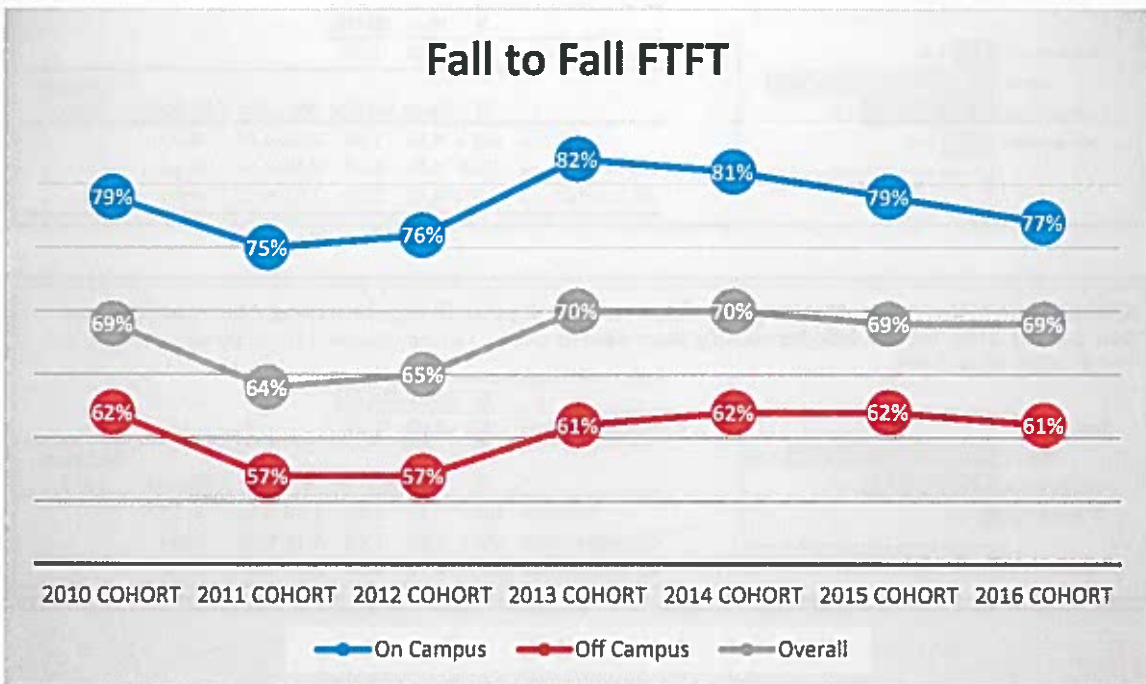
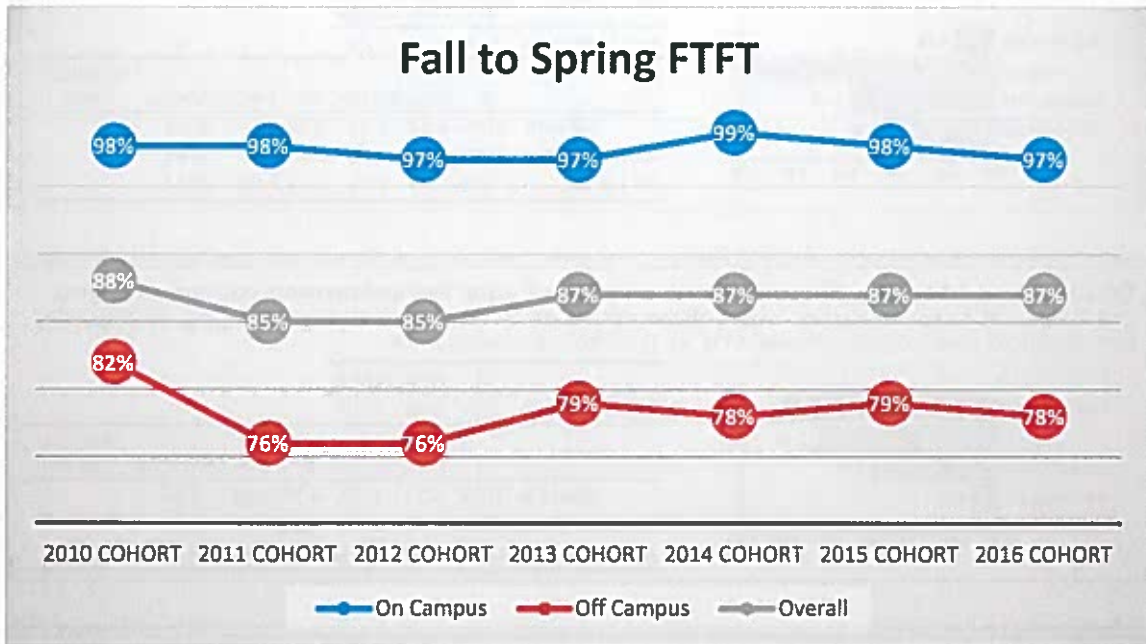
	N	Mean	Std Dev				
Your Institution	189	4.40	1.74				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	1083	4.62	1.84	3.51	4.86	-0.22	
Carnegie Class	3533	4.51	1.83	3.69	5.59	-0.11	
All Institutions	21304	4.41	1.81	2.55	6.50	-0.01	

Q022. Living-Learning Outcomes - As a result of your living-learning community, you are better able to: Be academically successful Scale: (1) Strongly disagree, (2), (3), (4) Neutral, (5), (6), (7) Strongly agree, Not applicable



	N	Mean	Std Dev				
Your Institution	190	5.02	1.51				
	N	Mean	Std Dev	Min	Max	Difference	Statistical Level
Select 6	1095	5.15	1.60	4.58	5.34	-0.13	
Carnegie Class	3581	5.06	1.62	4.14	6.09	-0.04	
All Institutions	21593	4.92	1.64	3.27	7.00	0.10	

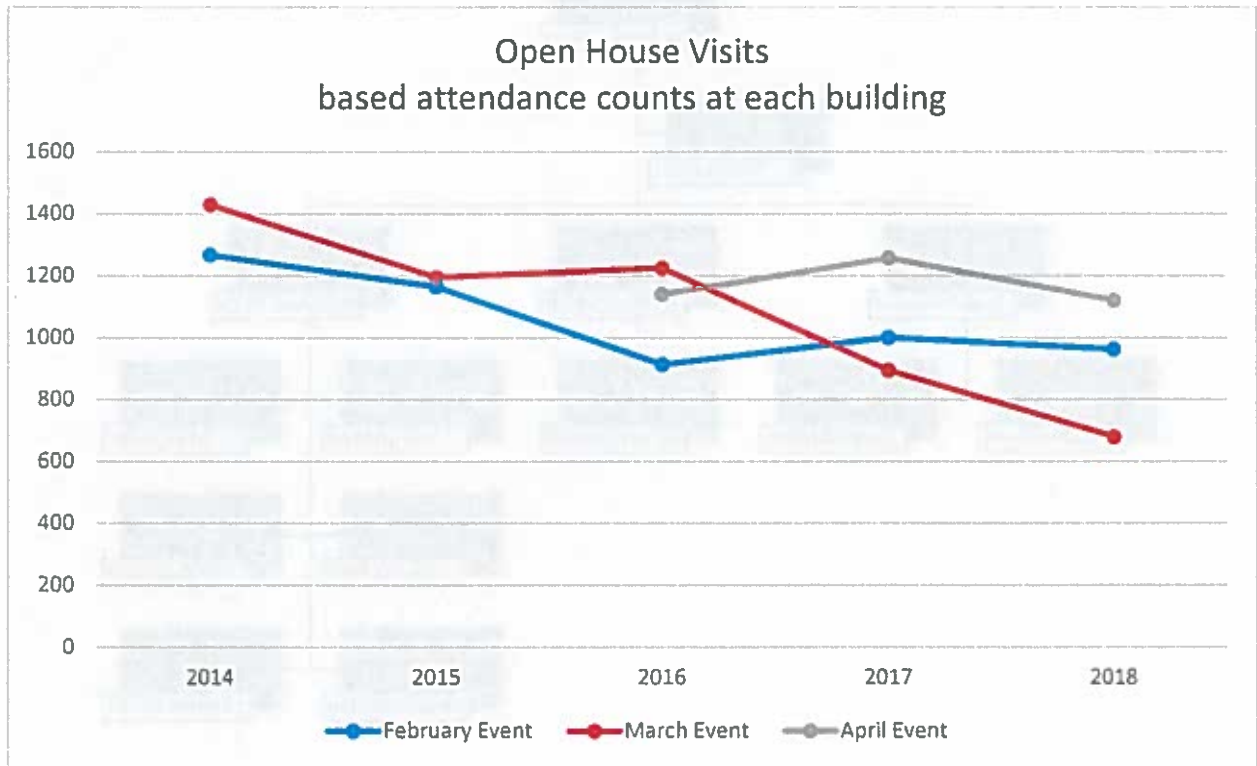
**Appendix H
Retention Data**



*Data obtained from EY Dashboard. Fall 2017 cohort data not yet available.

Appendix I

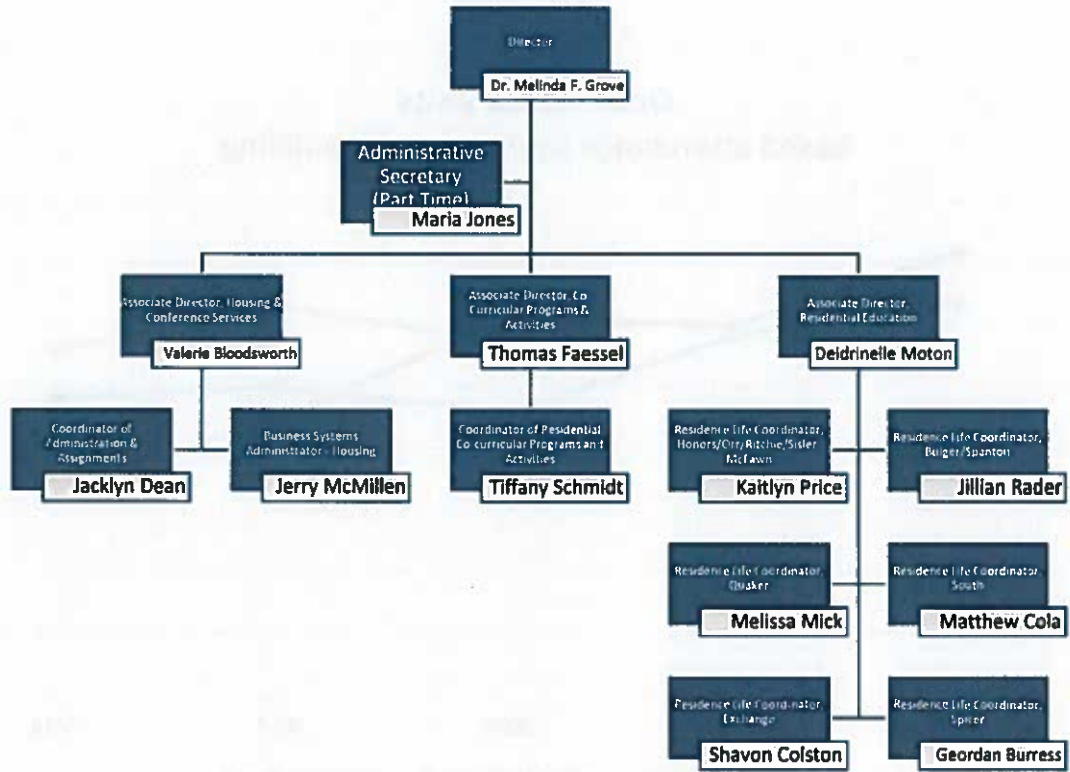
Open House Attendance Data



**Note weather also typically has a large impact on open house attendance.*

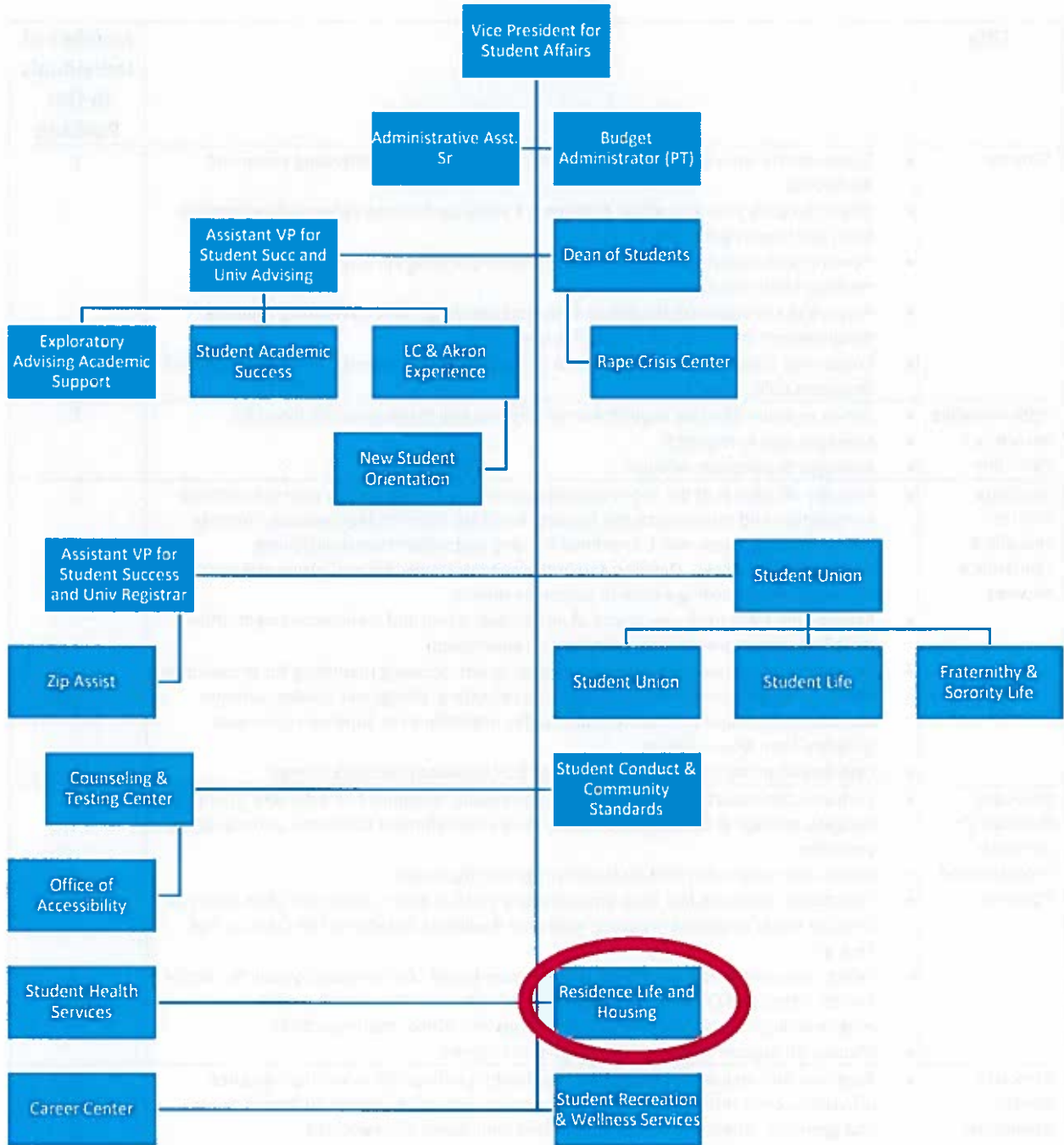
Appendix J

Department of Residence Life and Housing Organization Chart



Appendix K

How Residence Life and Housing Fits into the University Structure



Appendix L

Key Functions of RLH Personnel

Title	Key Functions	Number of Individuals in this Position
Director	<ul style="list-style-type: none"> • Supervise the work activities of department personnel while providing vision and leadership • Direct the daily activities of the department while performing various administrative tasks and planning functions • Develop and evaluate the department's master planning initiatives that pertain to residence hall renovations. • Prepare the department budget and monitor spending while developing revenue enhancement strategies and expenditure controls. • Create and direct programs, services and activities which support the diverse needs of residence halls students. 	1
Administrative Secretary – Part Time	<ul style="list-style-type: none"> • Serves as administrative support for the director and three associate directors • Manages supply requests • Manages department vehicles 	1
Associate Director, Housing & Conference Services	<ul style="list-style-type: none"> • Manage all aspects of the room selection process. Manage and/or oversee contract cancellation and release process, housing wait lists, room change periods, summer school housing, break and transitional housing and registration/hold/billing verification processes. Develop and implement strategies for optimizing effectiveness, efficiency and providing excellent customer service. • Manage the front desk operations of all Residence Hall and main department office including recruitment, hiring, training, and supervision • Manage the summer conference housing program including marketing for prospective clients, preparing contracts for clients, and recruiting, hiring, and training summer student staff. Responsible for the day to day operations the summer conference program from May – August • Update and maintain housing software as RLH business processes change 	1
Associate Director, Co-curricular Programs and Activities	<ul style="list-style-type: none"> • Perform administrative duties including developing residence hall activities, operating budgets, managing expenditures, negotiating entertainment contracts, and managing personnel. • Advise and assist other RLH staff with programming needs • Coordinate residence hall programs activities and hall governments for 2888 students. Oversee major programs including Welcome Weekend, Residence Life Cinema, Hall Fest, etc. • Select, advise and train Residence Hall Program Board. Committees to include: Major Events, Music and Comedy, Technical and Publicity. Teach leadership and programming skills during summer workshops and officer training school • Manage all aspects of the Emerging Leaders Program 	1
Associate Director, Residential Education	<ul style="list-style-type: none"> • Supervise and advise Residence Life Coordinators with problem solving, resource provisions, crisis intervention and collaboration with other University Departments and agencies. Direct the handling of parent complaints and concerns • Provide staff development and training including teaching, staff in-service training, fall training program, etc. Revise various residence life and housing publications. • Coordinate the student conduct systems for residence hall student population including policy enforcement and student conduct process. Serve as a resource for students, parents and community members addressing residential concerns • Coordinate the staff recruitment process and the selection of candidates 	1

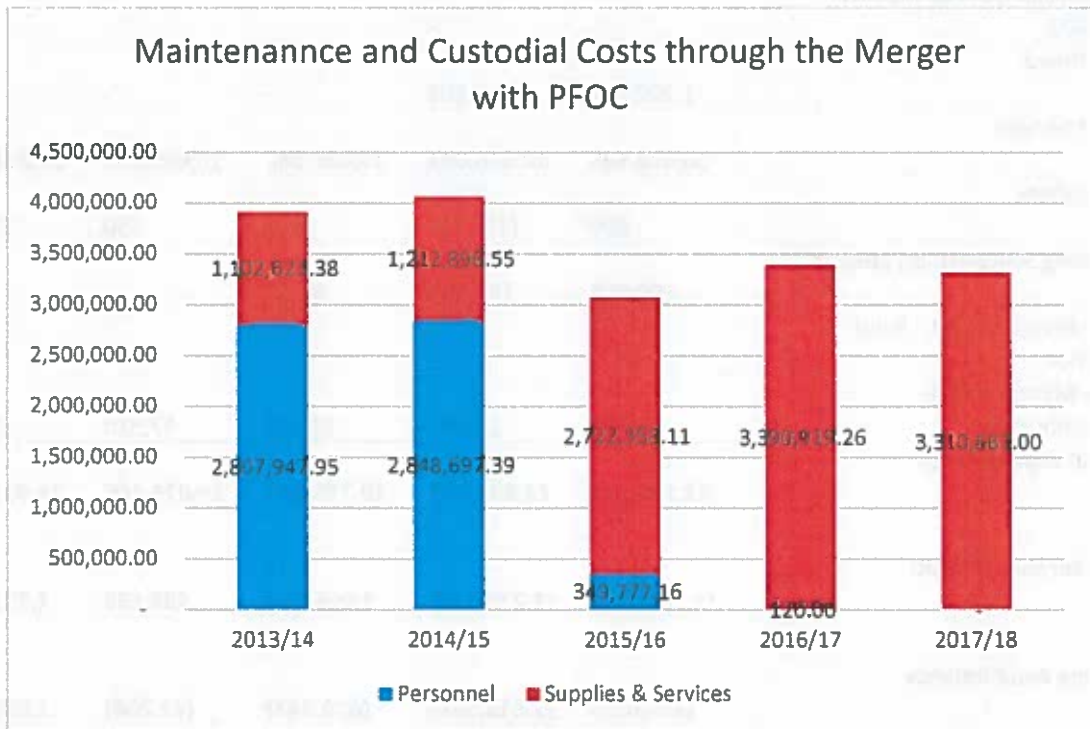
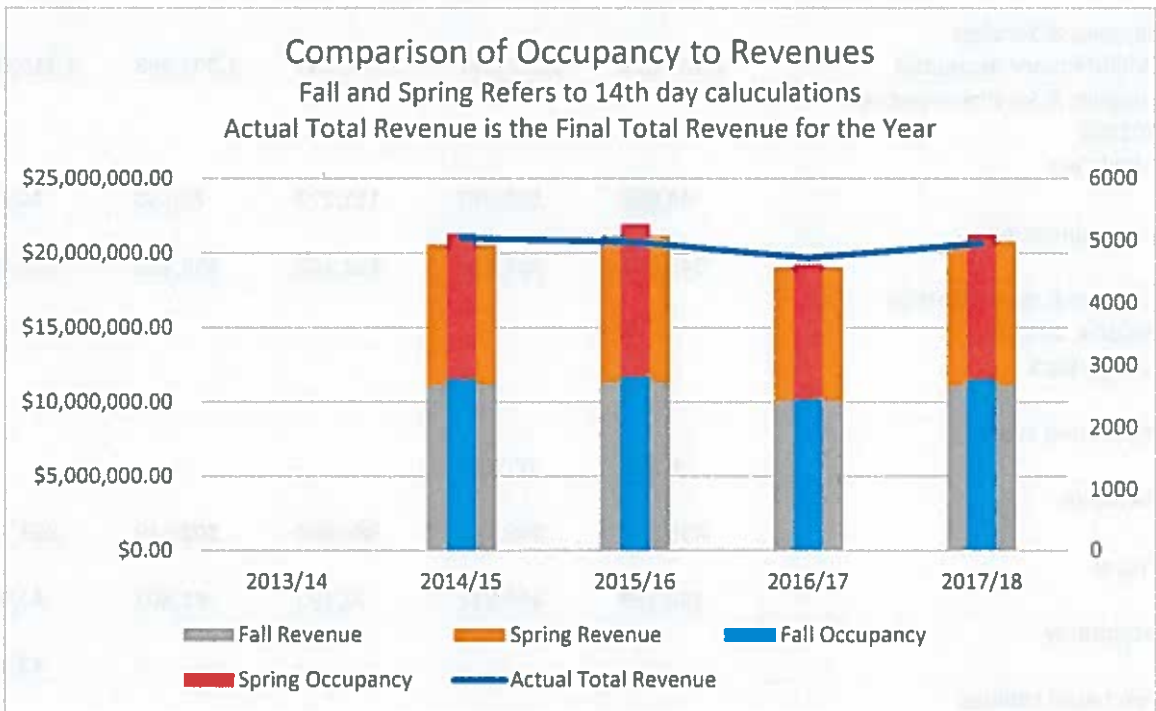
Title	Key Functions	Number of Individuals in this Position
Coordinator, Administration & Assignments	<ul style="list-style-type: none"> • Coordinate and oversee the online housing agreement and room selection process. Accurately update student accounts to reflect credits/charges. Reassign students as situations arise. Verify student contract compliance (full-time enrollment, academic dismissals, student conduct dismissals, etc.) • Coordinate the assignment of duties and responsibilities for the students working the department front desk • Respond to student and/or employee inquires and resolve problems 	1
Coordinator, Residential Co-curricular Programs & Activities	<ul style="list-style-type: none"> • Advise Residence Hall Council • Advise National Residence Hall Honorary • Maintain Electronic Billboards in RLH • Incorporate performer contracts, and riders into standard university agreements, obtain signatures from appropriate parties, work with purchasing department. 	1
Coordinator, Residence Life	<ul style="list-style-type: none"> • Oversee the administration of one or more residence halls including management of building operations and supervision of students and staff • Provide individualized support for students and supervision of the student staff • Manage student conduct and health and welfare cases pertaining to students and provide resolutions to problems when necessary. Respond to crisis situations within assigned residence hall(s) and the entire residence hall system as a member of the rotating crisis response team. • Conduct collateral assignments for the department 	6
Business Systems Administrator - Housing	<ul style="list-style-type: none"> • Assist in the design/redesign, development and implementation of business processes within the housing unit to most efficiently utilize the housing software and meet industry best practices. • Propose solutions for business process evaluation, analysis and re-design. • Act as a liaison between housing and technical support (internal and external to the university) to properly implement system upgrades and test new functionality. • Develop queries and reports within the housing software to support business processes 	1

Appendix M

Residence Life and Housing Financial Summary

	Actual				Preliminary
	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
Beginning Fund Balance	943,121	(337,055)	(1,615,584)	(610,347)	(27,208)
Revenues					
Gifts, Grants, & Contracts	250	300	300	-	200
Sales & Services	-	-	-	-	-
Sales & Services - Activities Fees	312,399	306,355	269,291	209,719	230,306
Sales & Services - Summer Room Rent	367,081	346,638	308,876	291,218	248,146
Sales & Services - Fall/Spring Room Rent	18,933,537	19,264,850	19,819,795	18,280,173	19,834,891
Sales & Services - Retail Income	83,136	84,836	-	-	-
Sales & Services - Welcome Weekend Fees	262,989	215,000	190,000	168,492	100,606
Other - Miscellaneous Income	49,288	134,367	132,023	87,550	165,333
Non Mand Transfer-In from General Fund	811,100	600,000	-	610,647	2,880
Non Mand Transfers-In Encumbrance	33,955	25,272	10,801	10,447	45,630
Total Revenues	20,853,735	20,977,618	20,731,085	19,658,245	20,627,993
Operating Expenditures					
Administration	522,600	545,252	332,873	386,100	435,697
Full-Time Staff	2,027,846	2,185,408	360,974	250,649	207,883
Part-Time Staff	92,550	43,095	42,658	13,560	15,157
Staff Overtime	127,513	120,556	47,420	34,957	23,203
Graduate Assistants	109,995	114,930	117,741	87,987	37,892
Student Assistants	946,619	947,115	763,247	567,938	545,850
Fringe Benefits	1,339,527	1,258,124	454,763	354,403	340,471
Supplies & Services (General Accounts)	714,797	546,138	564,655	609,452	561,796

Supplies & Services (Maintenance Accounts)	1,102,623	1,212,897	2,722,358	3,393,963	3,310,663
Supplies & Services-Inactive 301202	-	-	-	-	2
Artist Fees	44,886	126,075	111,277	72,350	74,710
Communications	548,060	506,019	452,162	453,156	452,467
Communications-Inactive 300104, 301201	84	-	-	-	2
Charge Back	-	-	-	-	-
Plant Fund Expense	8,266	(8,266)	-	-	-
RA Meals-	436,934	389,431	388,660	302,619	353,210
Travel	130,229	174,932	72,191	81,801	40,941
Hospitality	-	-	-	-	42,455
Purchased Utilities	1,948,070	2,091,410	2,245,485	1,752,750	1,756,651
Purchased Utilities-Inactive 301202	-	-	-	-	2
Overhead	1,200,521	1,221,101	-	-	-
Debt Service	10,636,595	10,630,044	11,029,587	10,665,161	10,658,774
Cost Share	600	(15,100)	600	350	51,734
Housing Scholarships/Student Aid	169,665	156,184	8,750	-	-
Non-Mand Trf-Out - Fund Balance	-	-	-	-	-
Non-Mand Trf-Out - Encumbrance	25,932	10,801	10,447	47,910	5,520
Total Expenditures	22,133,911	22,256,147	19,725,848	19,075,106	18,915,080
Net Surplus (Deficit)	(1,280,176)	(1,278,529)	1,005,237	583,139	1,712,913
Ending Fund Balance	(337,055)	(1,615,584)	(610,347)	(27,208)	1,685,705



Residence Life & Housing FY2017 Budget Request & Overview



