The department of Housing and Residence Life (HRL) had a very successful year, providing a high quality living learning experience to approximately 1,100 WSU students. This is our highest occupancy in over five years and we are excited to be posting strong numbers for the upcoming 2017-18 academic year as well. Not only has our occupancy increased, but our student satisfaction ratings are at an all-time high as well. As our newly created mission statement articulates, we are committed to continuing to provide students with a safe and inclusive community that promotes personal and academic success.

The 2016-17 academic year included some major changes for Housing and Residence Life. Some significant milestones include:

- Strategic planning that culminated in the creation of new Mission, Vision, and Values statements
- Implementation of a new housing management software, StarRez
- Revision of the Living Learning Communities Program: introduction of 4 new LLCs and deletion of 3 prior LLCs which included the restructuring of the LLC student staff to include 4 Thematic Resident Assistants, in addition to the 6 Peer Academic Leaders, who would oversee certain LLCs not directly tied to an academic college.
- Worked through the bidding process for a new dining contract on campus. The current dining contract expired June 30, 2017 and the committee selected a new dining services provider, Chartwells, to begin on July 1st.
- The Flats at WSU, a privately owned apartment complex, was constructed on the Innovation Campus. HRL was tasked with managing the facility initially, and after much discussion, is now leasing the facility as well.

In addition, each of our internal department units had a banner year with many accomplishments to celebrate. The following is information about our three areas: Facilities, Residence Life, and Business Operations.

The 2016-17 academic year included some major changes for Housing and Residence Life. Some significant milestones include:

- Strategic planning that culminated in the creation of new Mission, Vision, and Values statements
- Implementation of a new housing management software, StarRez
- Revision of the Living Learning Communities Program: introduction of 4 new LLCs and deletion of 3 prior LLCs which included the restructuring of the LLC student staff to include 4 Thematic Resident Assistants, in addition to the 6 Peer Academic Leaders, who would oversee certain LLCs not directly tied to an academic college.
- Worked through the bidding process for a new dining contract on campus. The current dining contract expired June 30, 2017 and the committee selected a new dining services provider, Chartwells, to begin on July 1st.
- The Flats at WSU, a privately owned apartment complex, was constructed on the Innovation Campus. HRL was tasked with managing the facility initially, and after much discussion, is now leasing the facility as well.

In addition, each of our internal department units had a banner year with many accomplishments to celebrate. The following is information about our three areas: Facilities, Residence Life, and Business Operations.
Business Operations

HRL’s Administrative team stayed very busy handling the details and ‘behind the scenes’ side of housing.

Not only have the Business Operations team had their days filled with the typical phone calls and emails from prospective students and their parents, or by current residents and the WSU or Wichita community at large; they undertook the task of changing housing software to manage these day-to-day functions. Late in June of 2016, HRL began exploring the opportunity to switch to a new housing software by connecting with other offices about what impact this change could have on these other areas.

With all parties on board, HRL began the implementation process in early September to change the existing housing software from Residential Management Systems (RMS/Mercury) to StarRez. This implementation has been a continuous process throughout the academic year, and residents for the 2017-2018 academic year were the first to participate in the new application and room self-selection process, which provided a more robust platform for roommate matching and Living Learning Community application questions.

The Business Operations team has also been adding 3 new professional staff members this spring who are serving in our Front Desk/Reception roles. These positions ensure that our department continues to provide excellent customer service to the many groups that we serve, as well as create ample communication chains throughout our staff.

The 2016-2017 Academic year by the numbers:

- Room Change Forms processed: 162
- Meal plan Change Forms processed: 175
- Contract Cancellations processed: 480
- Appeals of cancellation fees either presented to the committee or directly to HRL administration: 30
- Exemption requests processed: 940

These numbers show just how much work is being done by our office staff, but quantity isn’t all that matters. HRL is happy to report that the quality of a student’s experience with the office staff is very high as well. This can be seen through our assessment data, which specifically measured students’ satisfaction with the office’s room assignment and room change processes.

HRL currently employs 28 full-time staff members and 79 student employees. Many of our student workers hold multiple positions within the department, such as serving as an RA and working the information desk. The ability to ‘earn while you learn’ is an important strategy for success among our students in Housing.

We are proud to be one of the largest employers of students on campus, and pride ourselves on the high quality of work they produce and how they help to enhance our department’s productivity and customer service to the residents. Residents’ satisfaction with our student staff has been one of our strongest rankings year after year, as seen through our annual EBI Survey.
Residence Life

HRL’s Residence Life Team had an eventful year with successful programs and high levels of student engagement within the halls.

The Residence Life team is tasked with supporting, developing, and engaging all 1,100 residents that are living in Shocker Hall and Fairmount Towers. This includes programming, conduct, Living Learning Communities, roommate conflicts, and resident complaints/issues. A large portion of time is spent selecting, training, supervising, and developing the Resident Assistant (RA) and Peer Academic Leader (PAL) student staff that serve as leaders and policy enforcers within the buildings. Bi-weekly one-on-one meetings are held with each of these 38 student staff members and weekly staff meetings are held by each staff team.

- 88 students applied for our student leader positions of RA and/or PAL. We joined our selection process this year to make it one process for our student leader positions.
- The 3 Residence Life Coordinators, Assistant Residence Life Coordinator and the Associate Director adjudicated 193 conduct cases for the academic year.
- The RAs completed a total of 195 programs, which were a mix of educational programs and social gatherings. RAs collaborated with offices such as the Counseling and Testing Center, Student Involvement, UPD, Student Health, Campus Recreation, and the Career Development Center.
- The Activity Councils, SHAC and FTAC, organized a total of 25 programs including events like a painting party, a trip to Laser Quest, the SHAC Escape Room, and several holiday and community service events.

HRL’s Residence Life Team had an eventful year with successful programs and high levels of student engagement within the halls.

- 88 students applied for our student leader positions of RA and/or PAL. We joined our selection process this year to make it one process for our student leader positions.
- The 3 Residence Life Coordinators, Assistant Residence Life Coordinator and the Associate Director adjudicated 193 conduct cases for the academic year.
- The RAs completed a total of 195 programs, which were a mix of educational programs and social gatherings. RAs collaborated with offices such as the Counseling and Testing Center, Student Involvement, UPD, Student Health, Campus Recreation, and the Career Development Center.
- The Activity Councils, SHAC and FTAC, organized a total of 25 programs including events like a painting party, a trip to Laser Quest, the SHAC Escape Room, and several holiday and community service events.

Satisfaction: Hall/Apt Student Staff

- 7 Very satisfied
- 6 Moderately satisfied
- 5 Slightly satisfied
- 4 Neutral
- 3 Slightly dissatisfied
- 2 Moderately dissatisfied
- 1 Very dissatisfied

HRL’s Residence Life Team had an eventful year with successful programs and high levels of student engagement within the halls.
Facilities

It was another productive year for the HRL Facilities Team!

Our facilities team consists of 3 maintenance technicians, 8 full-time custodians, 3 supervisors and 15-20 part-time student workers. Together with the rest of the Housing & Residence Life team, we try and keep the facilities clean and our residents comfortable. The 2016-17 academic year presented a lot of opportunities for growth and change in both Shocker Hall and Fairmount Towers. A total of 5,119 work orders were received and completed during the last fiscal year – 1,237 work orders more than what were completed during the previous fiscal year. The increase in the total number can be explained by the increased occupancy in both housing complexes.

<table>
<thead>
<tr>
<th>AREA</th>
<th>WORK ORDER TOTAL</th>
<th>% OF TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fairmount Towers</td>
<td>2616</td>
<td>51%</td>
</tr>
<tr>
<td>Shocker Hall</td>
<td>2120</td>
<td>41%</td>
</tr>
<tr>
<td>Shocker Hall Dining</td>
<td>383</td>
<td>7%</td>
</tr>
</tbody>
</table>

This comes out to an average of 19 work orders per work day during the last year. These work orders include requests from students and staff that range in scope from changing lightbulbs to larger scale construction and repair projects.

Over the past year, we have seen increased satisfaction with both building facilities and our facilities staff. This included a rise in the satisfaction with the cleanliness of floors, communities, bathrooms, dining areas, and public spaces. Despite having an increase in the occupancy level in both Shocker Hall and Fairmount Towers, student satisfaction with the timeliness of repairs remained unchanged from the previous year.

Internet connectivity in Fairmount Towers became an issue as students are connecting more devices every year. Most Wichita State students are connecting at least one phone, a tablet, a laptop or desktop, and a streaming device to the secure network, making it hard for the existing infrastructure to support. Our department has worked with WSU Information Technology to secure equipment and set up to improve student satisfaction for the upcoming school year.

New programs introduced during the 2016-2017 academic year include…

- Single stream recycling was introduced to the residence halls in September of 2016 and we have processed over 40,000 lbs of recyclable goods that would have otherwise ended up in a Kansas landfill.
- Our Shocker Hall custodial team introduced a new “Team Clean” concept that has reduced the time it takes to clean all common areas in Shocker Hall including the Groundhouse and Shocker Dining.
- The HRL Shuttle continues to provide campus residents dependable service with increased trips to Dillon’s, Walmart and the Towne East Mall. During the academic year, service ran three days a week and saw an average of 100 residents each of those days.
- With the closing of the Fairmount Café, a new lounge place, newly dubbed the “Wheat Retreat”, was created by building a wall to separate the kitchen and serving space (now used for much needed storage) from the lounge space. This area was more accessible to students who used it throughout the academic year for large gatherings and sometimes a quiet place to study.

Upcoming & “still-in-progress” projects...

- A new sound and paging system is set to be installed in Shocker Dining prior to 2017-18 academic year. This will allow great opportunities for programming and to add ambience to the dining experience.
- HRL has purchased equipment to upgrade the Wi-fi capability in Fairmount Towers for the upcoming 2017-18 academic year. This will elevate the connectivity of the WSU Secure Network via wireless device from “Usable” to “Excellent.”

WE LOVE FEEDBACK!

Resident satisfaction survey results help the Facilities area make decisions about services to provide and where to focus our efforts. As we are always striving to provide excellent service, the more information we are able to obtain about what students want and need, the better!
In conclusion, Housing and Residence Life has continued to see significant improvement each year in the levels of satisfaction experienced by our residents. We are proud of the direction our department is heading and hope to continue creating positive student experiences within our residence halls. We believe that we are truly living out our values of engagement, inclusion, collaboration, excellence, and integrity.