



HLC Accreditation 2016-2017

Evidence Document

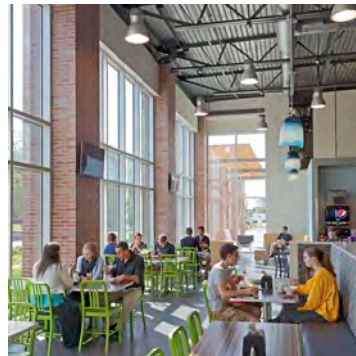
Student Affairs

Housing and Residence Life

Annual Report 2015-2016

Additional information:

15-16 ANNUAL REPORT



**WICHITA STATE
UNIVERSITY**

HOUSING AND RESIDENCE LIFE

Living Learning Communities

Housing and Residence Life provided a 'home away from home' to approximately 1,000 WSU students during the 2015-16 academic year. This is approximately 7% of the university's student population. The institution has a goal to grow the university's on-campus population significantly over the next 10 years, and HRL is excited to be a part of this transformation to a residential college.

The 2015-16 academic year was one of HRL's busiest to date. Some significant milestones include:

- Year Two of Shocker Hall and Shocker Dining
- Closing of Fairmount Café (May 2016)
- Maximizing Camps and Conference revenue by hosting our largest numbers of interns to date with over 85 interns staying with us from Koch Industries, Spirit Aerosystems, and Textron Aviation
- First full-year of HRL's new Director, Scott Jensen, who began in July 2015
- Significant departmental restructuring, which included the creation of several positions: Associate Director for Business Operations, Residence Life Coordinator for Living Learning Communities, Marketing and Outreach Coordinator, and two Desk Managers
- Began the process of sending out an RFP for a new dining contract on campus. The current dining contract expires during the summer of 2017.
- A market study was conducted by Brailsford and Dunlavey to test the support of a new residential facility on campus.

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

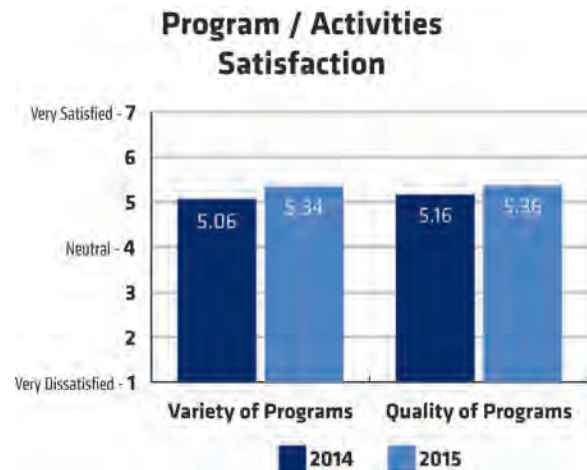
Residence Life

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 1,000 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.

- 96 students applied to be RAs and 22 students applied to be PALs, making this year's selection process one of our most competitive yet!

- The 2 Residence Life Coordinators and the Associate Director adjudicated 72 conduct cases for the academic year.
- The RAs completed a total of 169 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, Shocker Hall Activity Council (SHAC) and Fairmount Towers Activity Council (FTAC), organized a total of 30 programs including events like a painting party, a trip to a haunted house, the SHAC Escape Room, and several holiday and community service events.
- The PALs also had great success with their programming efforts within each Living Learning Community. Below is a breakdown of their programs and attendance for 2015-16:



Living Learning Community	Number of Members	Number of Programs	Average Attendance	Percentage of Attendance
Business	29	19	9	31%
Civic Leadership	14	24	4.9	35%
DiverseCity	18	21	6.8	38%
Education	13	19	4.6	35%
Engineering	65	22	17.2	26%
Fine Arts	38	18	11.5	30%
Fraternity & Sorority	25	19	7.9	32%
Health Professions	33	35	12.1	37%
Honors	43	20	12.8	30%
Recreation & Wellness	30	20	11.3	31%
Total	308	217	9.8	32%

Facilities

HRL's Facilities team increased productivity during the past year all while managing several staff vacancies.

- Our facilities crew received and processed an average of 15 work orders per work day during the last fiscal year - July 2015 through June 2016.
- A total of 3,882 work orders were received and completed from July 2015 to June 2016. These work orders include requests from vendors, staff and students and range from cleaning rooms to changing light bulbs to plumbing to large scale construction projects.
 - Fairmount Towers: 1,629 work orders (42%)
 - Fairmount Café work orders: 177 work orders (5%)
 - Shocker Hall: 1,644 work orders (42%)
 - Shocker Dining: 432 work orders (11%)
 - Heating & Air Conditioning work orders: 330 (9%)
 - Water leaks, plumbing work orders: 556 (14%)
 - Light bulbs, lighting, electrical work orders: 355 (9%)

Resident survey results showed increased satisfaction with both facilities and staff from last year, with a 2% increase in satisfaction with the cleanliness of floors, communities, bathrooms, dining areas and public spaces and a 10% increase in satisfaction with the timeliness of repairs.

Other facilities highlights for 2015-16 include:

- Finishing off a large scale Wi-Fi access point project in Shocker Hall greatly improving student satisfaction with internet connectivity by 57% from last year's survey!
- The Housing Shuttle has become a dependable service that our residents use to go to Walmart, Dillon's and Towne East Mall
- A single stream recycling program has been introduced to Fairmount Towers in June of 2016 and Shocker Hall is set to begin in August 2016. Residents and staff will begin to recycle much of the items that would otherwise end up in a Kansas landfill.
- Taking over responsibility for landscaping and grounds work around HRL facilities from Physical Plant.
- Attended the Massco Custodial Olympics and finished in the top 5. Next year we bring home the CUP!

Business Operations

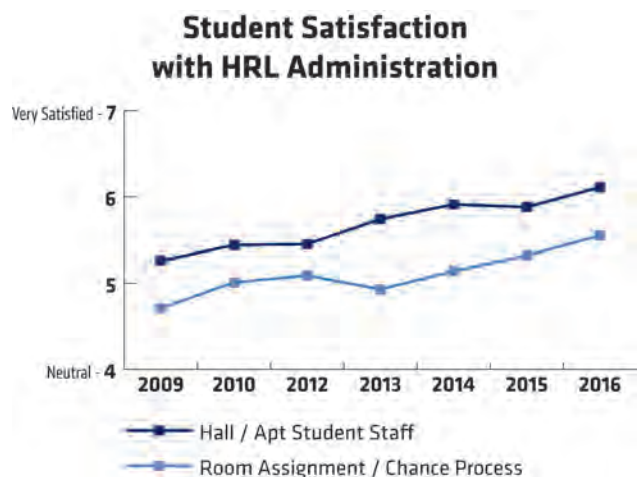
HRL's Administrative team stays very busy handling the details and 'behind the scenes' side of housing.

The Administrative side of HRL is busy answering phone calls and emails from prospective residents, parents, current residents, and other community members. Many students come to one of our two information desks to speak in person to a receptionist or another member of the HRL staff. A great deal of time is spent managing our Housing self-select process, processing change requests, auditing application and housing assignment information, verifying billing, and setting up rates and systems in RMS, our Housing management software. An emphasis is placed on training and communication, so our office team partakes in several university trainings every semester, and meets regularly to touch base on projects, updates, and share information. The office employees strive to serve each customer they come into contact with in a knowledgeable, efficient, and courteous fashion.

The 2015-16 Academic year by the numbers:

- Room Change Forms processed: 88
- Meal plan Change Forms processed: 161
- Contract Cancellations processed: 370
- Appeals of cancellation fees either presented to the committee or directly to HRL administration: 111
- Exemption requests processed: 974

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.

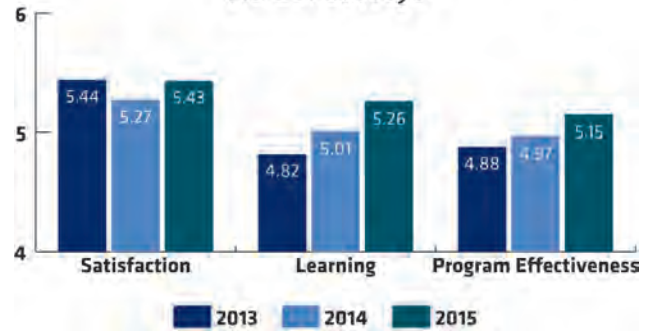


HRL currently employs 28 full-time staff members and 79 student employees. Many of our student workers hold multiple positions within the department. The ability to ‘earn while you learn’ is an important strategy for our students within Housing. The student positions within HRL include:

- Facilities Student Worker
- Desk Assistant
- Mail Clerk
- Administrative Assistant for RLC
- Student Office Worker
- Resident Assistant
- Peer Academic Leader
- Graphic Design Intern

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 continued to increase each year, as seen through our annual EBI Survey.

Overall Evaluation Of HRL Program Via Ebi Surveys



Conclusion

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 mission statement of ‘providing exemplary service to students by creating a safe and secure environment that promotes academic success.’

