



HLC Accreditation 2020-2021

Evidence Document

Student Affairs

Housing and Residence Life

Annual Report 2018-2019

Additional information:

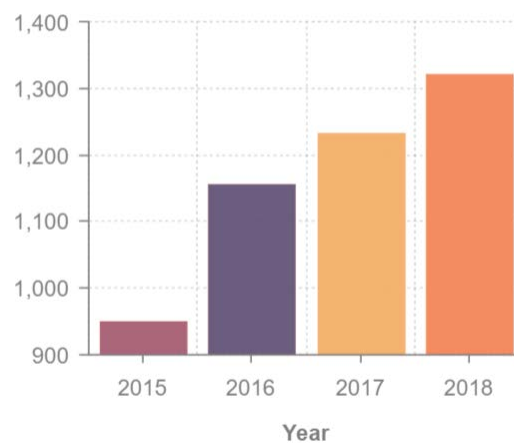


Annual Impact Report

Housing and Residence Life (HRL) experienced a very productive year, providing a high quality living learning experience to approximately 1,300 WSU students. This is our highest occupancy to date and we are excited to have already surpassed that number for the upcoming 2019-20 academic year. This sharp rise in demand for student housing has led to a rapid expansion of our housing inventory and a subtle shift in our occupancy management strategy. Despite the growing pains that accompany swift change, HRL has embraced the growth and navigated these challenges in a team-oriented and student-centered manner. As our mission statement articulates, we continue to be committed to providing students with a safe and inclusive community that promotes personal and academic success.

Residential Population

Date	Number of Students Living in Housing
9/1/2015	951
9/1/2016	1,157
9/1/2017	1,232
9/1/2018	1,321
9/1/2019 (Projected)	1,450



Some significant milestones during the 2018-19 academic year include:

- The Housing and Residence Life team moved in to its newly created office space in Shocker Hall. Previously located in Fairmount Towers and then The Flats, our team now has a permanent space to call home that is centrally located and convenient for students to visit.
- The Suites at WSU, HRL's newest residence hall, was developed, constructed, and opened on June 5, 2019. These suite-style units were created to meet a demand for more private bed spaces with laundry machines and kitchenettes in each room. This added an additional 226 bed spaces to our inventory.
- Two new staff positions were created and filled: Administrative Support for Residence Life and Coordinator for Housing Software Systems. These staff members have already created a great deal of value and addressed some staffing shortages in certain functional areas
- Residence Life created a new student staff position: the Community Development Specialist (CDS). Six student were hired in the position and were primarily responsible for hosting large-scale educational events each month. This proved to be a successful model and the position was maintained for this academic year.
- Residence Life completed the first year of the newly developed Residential Curriculum, which was designed to help students feel more connected to WSU and their studies.
- National Residence Hall Honorary (NRHH) returned for its first full year, and hosted several recognition initiatives for students and staff members.
- Residence Life sent delegations of student leaders to the Midwest Association of College and University Residence Halls (MACURH) Conference in Rolla, MO & National Association of College and Residence Halls (NACURH) in Baton Rouge, LA.
- Residence Life introduced a new style of student staff interviews resulting in a more equitable selection process for Resident Assistants, Community Development Specialists, and Desk Assistants.

- Staff attended national and regional professional development conferences such as NASPA, UMR-ACUHO, Goehring Academy, National Housing Training Institute, ASCA, and NCORE. Three members of the HRL leadership team presented at various conferences as well.






Housing by the Numbers:

- 48 Student Employees
- 425 Programs/Events Coordinated
- 2,674 Maintenance Requests completed with an average turnaround time of 1 day
- 139 Room Change Requests processed
- Returning Resident numbers continue to increase year over year.

2017-18	2018-19	2019-20
331	350	445

- Our student staff received the highest satisfaction ratings of all 21 factors surveyed in our annual ACUHO-I/Benchworks Resident Assessment for the third year in a row.

Top 5 Factors by Level of Satisfaction:

Factor	N	Std Dev	Mean
Factor 1. Satisfaction: Hall/Apt Student Staff	428	1.31	5.98 
Factor 8. Satisfaction: Safety and Security	429	1.19	5.83 
Factor 4. Satisfaction: Facilities	428	1.12	5.78 
Factor 9. Satisfaction: Roommates	342	1.44	5.67 
Factor 11. Satisfaction: Community Environment	402	1.40	5.64 

From the Director's Corner:

HRL continues to seek out ways to run our operations in the most efficient way possible while not cutting back on our high service standards to our customers. We have been able to operate in a manner that keeps our buildings well-maintained, provides diverse programs and services to our students, maintains appropriate staffing levels, and still slowly add some money each year to our reserves in order to bring them to best practice levels.

As we look to the future, we realize the current trends in our student population will necessitate increased housing. We are currently investigating a variety of options on campus in order to find the best solution for both the university and for students.

–Scott Jensen, Associate Dean of Students

In conclusion, Housing and Residence Life has continued to see significant improvements each year in the efficiency and effectiveness of our processes and programs. 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.