



HLC Accreditation 2020-2021

Evidence Document

Student Affairs

Housing and Residence Life

Annual Report 2019-2020

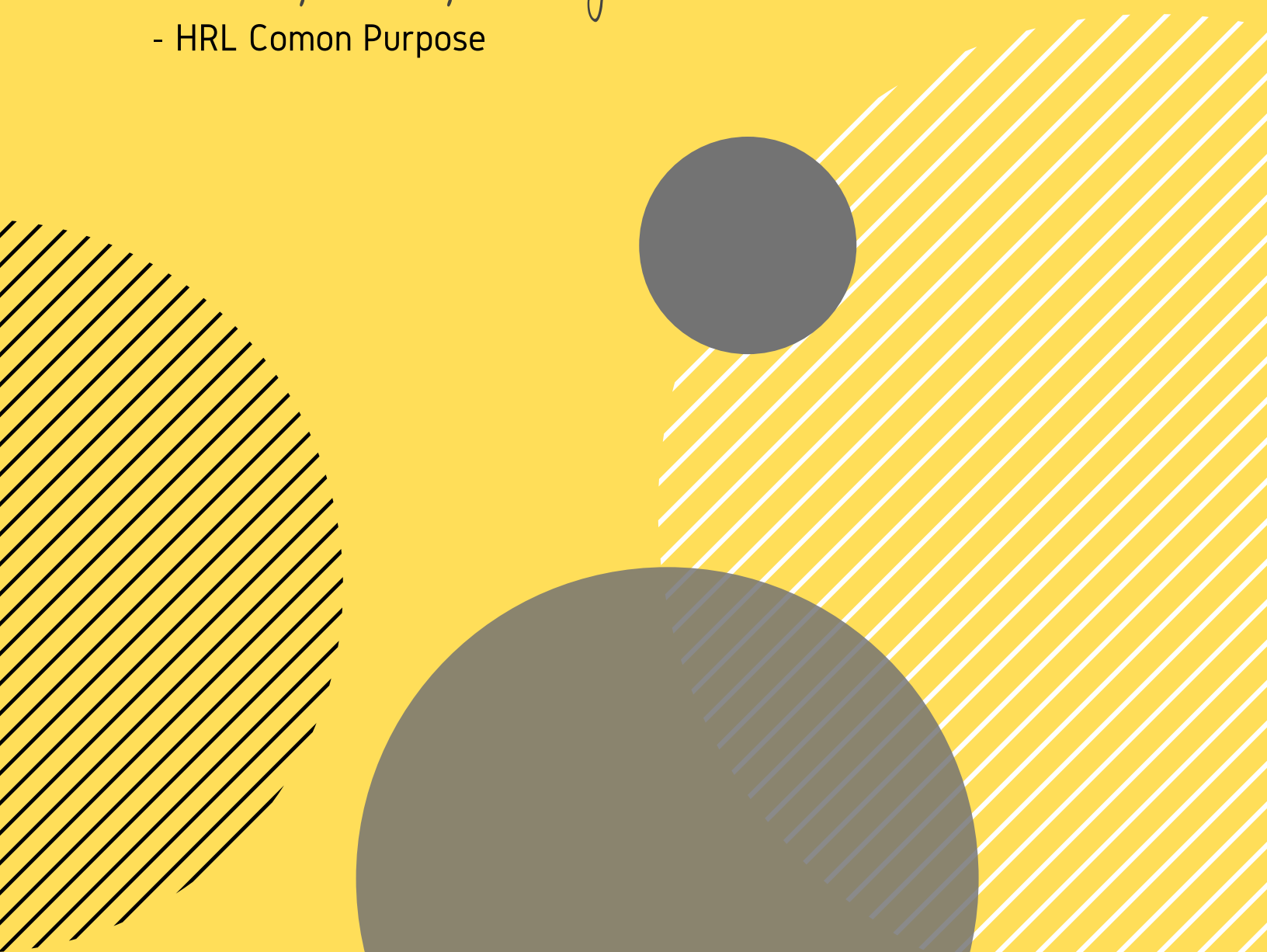
Additional information:

HOUSING AND RESIDENCE LIFE

ANNUAL REPORT 2019 - 2020

"Creating a home where Shockers
can live, learn, and grow."

- HRL Comon Purpose



FROM THE DIRECTOR'S DESK

The 2019-2020 year started out very optimistically. After finishing another successful summer guest housing season, we opened the fall semester with our highest occupancy ever for the 3rd consecutive year. We were also able to open The Suites, our new 220 bed facility adjacent to The Flats on Innovation campus. All three areas of housing, Facilities, Operations, and Residence Life, all got off to a great start and everything was looking great for our staff and students. In late fall, we began the planning process for an office renovation on the first floor of A Building in Shocker Hall. The plan was to add 10 new office spaces and upgrade the existing Residence Life and Student Conduct and Community Standards suites. These offices would have allowed for a facilities suite, an expanded Residence Life suite, and a space to house some of the CARE Team. We also planned to add at least one new staff member to our HRL team. Overall, the Fall 2020 outlook was very positive, with our application numbers trending in a manner that would lead us to record-setting numbers once again.



As it did with the rest of the world, things changed in March as the United States saw the spread of the COVID-19 virus. A subsequent shutdown in the US and a move to online-only classes at WSU brought on an immediate change of plans and many alterations moving forward. While we did allow some students to stay on campus if they had nowhere else to go, we asked everyone else to return home for the remainder of the Spring 2020 semester. We refunded almost 3 million dollars of housing and dining fees to students. We also saw people begin to cancel for Fall 2020. In May of 2020, we made the difficult decision to move forward with a Reduction in Force (RIF) for the upcoming year. Our Associate Director for Residence Life, Computer Software Coordinator, and Marketing and Outreach Coordinator were all informed that we had to let them go for budget concerns. Additionally, we put our office renovation on the shelf for a future year when funds would better allow.

All of Spring 2020 was not bad, however. We did learn that WSU would proceed with the purchase of both The Flats and The Suites. That move would ensure that we would have those buildings in our control and our annual payments would decrease by over a half million dollars. We also welcomed back two of our former custodial team members to an already strong team.

All in all, the year showed great resilience by our staff as we adjusted to the many challenges thrown our way by the pandemic. We continued to find ways to serve our students in a positive way so that their experience at WSU was the best it could be. While we know 2020-2021 will bring many new hurdles, I look forward to facing them with our great crew.

- Scott Jensen, Associate Dean of Students, Director of Housing and Residence Life



BUSINESS OPERATIONS

The Business Operations staff had a very busy year. Between keeping up with the regular and anticipated growth of student numbers, and all of the change that happened with COVID-19, they took all of it in great stride. There were 2,117 applications received, of which 1,936 of them signed the housing contract. There were 120 new signed contracts for the Spring Only of 2020 term. During the 2019-2020 academic term, there were 62 room change requests, 51 single room requests, and 79 meal plan change requests.

In March of 2020, when COVID-19 struck the United States, Housing and Residence Life made the difficult decision to close down the residence halls in order to ensure the health and safety of the students. There were 280 requests to stay during the shutdown time. There were 214 of those 280 that were approved. We had four different reasons for why someone would be approved to stay during shutdown. They were: if the student was an international student (95), if the student was immunocompromised or high risk for contracting COVID-19 (2), if a family member of the student was immunocompromised or high risk (15), or if they had other extenuating circumstances (they were from a high risk area, they were one of our student staff members, they worked for NIAR, etc. (102). There were 66 students who were denied to stay during shutdown.

Since health and safety is our primary goal for the students, sending most of the residents home caused a lot of budget implications. We issued \$2,657,834.57 back to students. Of that, \$1,725,664.60 was for room space and \$932,169.97 was for meals. As of June 2020, there was a savings on utilities that amounted to \$52,609.64.

RESIDENCE LIFE



The Residence Life side of the HRL department also had a successful year considering the difficult times with the pandemic. We opened a brand new residence hall that held 220 more students than we had capacity for the previous year. The Resident Assistants (RA) and Community Development Specialists (CDS) teams put on 145 floor programs and 18 building wide programs throughout the entire year with the goal of connecting every student. We were able to send groups of students to two different conferences that increased their leadership abilities and personal and professional development. We even were able to send a group of 10 students on an international trip to Italy. We were able to efficiently, effectively, and positively communicate with the residents about moving out early when COVID-19 happened, and we know they are thankful for that.

Questions for ACUHO-I Standards/Ethical Principles for College/Univ Housing Professionals, Updated April 2017: II. Functional Areas: Business/Management - b. Personnel



The photo to the left are the results from this years Resident Satisfaction Survey regarding student staff members within Housing and Residence Life. These tremendous result speak to the dedicated training, resources, and support that these staff members get from the HRL department in general and their professional staff supervisors.

FACILITIES



Though COVID-19 disrupted the school year, the facilities team was able to accomplish a great deal during the 2019-2020 academic year. The total number of work orders received were 3,788 with an average of 1 day or less for completion. We were able to install AED cabinets in the lobby of all three residence halls. Every hallway space in the Flats got repainted for the first time since it opened. Space was taken advantage of in Shocker Hall to create 5 more storage rooms by putting in walls and doors. The extra time this spring and summer without residents here allowed us to completely refurbish all rooms in Shocker Hall. This included painting all 800 bed spaces for the first time since it opened, removing the furniture and extracting all carpets, as well as other usual summer room turnaround. There were several hand sanitizer stations added at the entries of each building. We also prioritized health and safety by purchasing and putting into service an electrostatic disinfectant sprayer.

The photo to the right are the results from this years Resident Satisfaction Survey regarding student satisfaction with HRL's facilities. These fabulous results speak to how dedicated, hard working, thoughtful, and efficient our custodial and maintenance staff are.



FUTURE PLANS

This past year has been a year of reflection, planning, and movement. Our desire to create a positive and productive work environment throughout our department is where we are headed moving forward. People from all areas of the department got the opportunity to sit in on several planning meetings to create Service Standards and a Common Purpose. The hope is that all employees in our department, professional and student staff, will lead their work with these in mind. By having everyone in the department on the same page, we can increase customer satisfaction, customer loyalty, employee engagement, and leadership excellence. There are extensive trainings and leadership opportunities for all employees within HRL to make this happen.

SERVICE STANDARDS

SAFETY

COURTESY

CONNECTION

EFFICIENCY

COMMON PURPOSE

Providing a home where you can live, learn, and grow.

CONCLUSION

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, and are excited to integrate our Common Purpose and Service Standards into our daily work.



