

Student Housing and Residential Life

Student Housing & Residential Life Mission Statement

Date last revised:

3/1/2013

Description:

We are a diverse community of students, staff, and faculty who foster student success in living-learning environments by building relationships, promoting engagement, and leading with an ethic of care.

End:

8/31/2019

Student Housing & Residential Life FY2019 Annual Report

Utilization Reports:

Please see the attached documents:

- Student Selection Graphs
- Conduct Numbers
- Student Housing & Residential Life Occupancy Chart
- Conference Services & Guest Housing
- Donations Chart

Advancement Opportunities (only if applies):

Fundraising/Grants/Scholarships, etc.

1. Established

i. Launched Give to the Quad Fundraising Project

1. Limestone Cubes and Mailbox doors from Quadrangle available by donation.

ii. Centralized donation asks for Move-In with the Development Committee

1. Development Committee Chair sits as an ad hoc member of the Opening Chairs Committee.

2. Initiated

i. Potential “house parties” hosted by alumni to raise interest in the Cougar Experience Scholarship and Give to the Quad.

3. Desired

i. Development of ongoing opportunities to partner with alumni and fundraise for specific department goals.

ii. Develop a grant and fundraising cycle that fits with the ebb and flow of the department and workloads of staff.

iii. Establish more corporate donor partnerships for opening.

Marketing Impact (only if applies):

Marketing Highlights

Established/On-going initiatives (branding, marketing, strategies, etc.)

-Redesigned the SHRL website to align with the University template, incorporate a more targeted navigation, showcase all professional staff, and provide updated information about the on-campus living experience.

-Created welcome videos with the residential life coordinators

New Things That Were Initiated (branding, marketing, strategies, etc.)

Social Media

-Implemented “Cougar Red Friday” Giveaways on social media in order to grow our social media following. In doing so we will be able to reach potential residents and show them who we are and what we offer, reach current residents, and make them aware of all the programming/ benefits we offer.

-Created a contest to allow our residents a chance to tour the football stadium before a game.

-Created a Housing FAQ using Instagram Stories to answer common questions the department has received online. The videos received an average of 364 views.

-Hosted the UH Real Rooms Challenge to invite residents submit photos of their decorated rooms to be entered to win a Target gift card. There were 23 submissions and 7,232 votes for the winners.

Photography and Videography

-Provided headshots twice during fall semester to residents and staff at Moody Towers and for all UH residents.

-Created four directional videos to inform residents of the new Move-In check-in location.

-Launched “In the Loop”, a weekly video series that features all of the events taking place in the six residential halls at the University of Houston. In addition to hall events, the news series highlights major campus events and opportunities for residents to get involved through the week. The purpose of the videos was to share with residents that there was always an exciting event to attend or opportunity to engage in throughout the school year. The videos received an average of 103 views per week on YouTube and were shared on the departments Facebook, Twitter and Instagram platforms.

-Launched Golf Cart Trivia was a fun and engaging post that showed a UH Student Housing and Residential Life staff member driving residents to their destinations on campus while asking them to respond to Housing trivia. The post was shared on Facebook, Twitter, and Instagram where it received 1500 views, 213 views, and 393 views, respectively.

Branding

-Implemented a name tag initiative for all students and professional staff to help our residents feel at ease when seeking help and improve our customer service throughout the department.

-Provided headshots twice during fall semester to residents and staff at Moody Towers and for all UH residents.

-Launched the #FindYourSpace Fall Housing Campaign to create a consistent brand identity to encourage newly admitted students to sign up for on-campus housing. We did this by using similar imagery, textures, content, and a new hashtag. The campaign included targeted emails to incoming students, social media posts, testimonials from current residents (resident assistants, transfer students and freshman).

Graphic Design

-Created birthday cards that have been given out at Moody Towers with the staff's photo on them to provide an opportunity to let the residents know that we care about them.

-Created Sympathy Cards to be given out at Moody Towers to provide an opportunity for staff members to give cards to residents whenever they think the student may need their spirits lifted.

-Created Fat Heads of the Moody RLCs to encourage the residents to stop by and to participate in the message that the RLC has for the day.

-Created holiday cards with a picture of the residents on them that were used to let friends and family members know that the student is doing okay. We had SPB take the pictures and print them out as well as mail them to the members family.

Partnerships and Collaborations

-Partnered with Athletics to increase awareness of Athletics events, increase school spirit, and provide information on how students can stay connected on-campus by placing cardboard cut outs of several of the athletes in the main lobbies of the halls

-Provided a training focused on tabling at the RA training and offer Marketing equipment (sound system, table cloths, give away items and table tents) to help our students promote themselves and their programs, increase participation and overall student engagement.

Provide accomplishments in marketing metrics (engagement, impact, reach, etc.)

Student Housing & Residential Life Website Metrics

Total number of website hits:

Users - 5, 960, 126

New Users - 5, 764, 223

Pageviews - 79, 895, 235

Top four states people visited the website from:

-Texas

-California

-New York

-Virginia

Increased the average number of minutes spent per website visit by 00:01:41
(from 00:01:21 to 00:03:02).

Student Housing & Residential Life Social Media Metrics

Follower Growth from September 1, 2018 – August 22, 2019.

Facebook: 4% increase in likes from 3,636 likes in September 2018 to 3794 likes on August 22, 2019

Twitter: A 6% increase in followers from 2179 in September 2018 to 2322 on August 22, 2019

Instagram: A 22% increase from 1,353 in September 2018 to 1,661 on August 22, 2019

SnapChat - No previous data // Currently 10 views per story

Student Housing & Residential Life Presentations

-Internal to UH:

Cougar Preview

- February 23

- April 20

About Housing – UH Orientation Team

-May 21

Orientation Presentations

-May 31

-June 4

-June 14

-June 21

-June 25

-June 28

-July 19

-July 26

-July 30

-August 2

-External to UH:

Presentation at Episcopal High School

-April 3

Staff Highlights: Personnel Updates (only if changes occurred):

Identify staff that have retired/departed/promoted

1. Regina Nixon, Program Manager 2, Retired in December 2018
2. Andrea Griffin, Financial Coordinator, Departed in April 2019
3. Michelle Kyzar, Program Manager 2, Departed in May 2019
4. Erica Pen Moore, Accountant II, Departed June 2019
5. Kate Lyn Broom, ACUHO-I Summer Conference Intern, Departed July 2019
6. Brittany Buchanan, ACUHO-I Summer Conference Intern, Departed July 2019
7. Megan Hill, ACUHO-I Summer Conference Intern, Departed July 2019
8. Melissa Rolland, Residential Life Coordinator, Departed July 2019
9. Julie Pascoe, Interim Program Manager, Departed August 2019
10. Susan Kimbrough, Associate Director for Residential Life, Departed August 2019
11. Justin Avera, Program Coordinator, Emergency and Risk Management, Departed August 2019

Identify new staff members

1. Elise Featherly, Marketing Coordinator, Started December 2018
2. Michelle Kyzar, Program Manager 2, Started January 2019
3. Kate Lyn Broom, ACUHO-I Summer Conference Intern, Started May 2019
4. Brittany Buchanan, ACUHO-I Summer Conference Intern, Started May 2019
5. Megan Hill, ACUHO-I Summer Conference Intern, Started May 2019
6. Julie Pascoe, Interim Program Manager, Started June 2019
7. Gillian Bautista, Financial Coordinator 2, Started July 2019
8. Megan Hill, Graduate Assistant for Outreach, Started July 2019

9. Monica Flores, Graduate Assistant for Leadership and Learning Programs, Started August 2019
10. Maryam Esmalifalak , Graduate Assistant for Leadership and Learning Programs, Started August 2019

Staff Highlights: Presentations, Involvement/Oversight and/or Awards and Recognition:

Description	Presentation/Award/Board Participation/Publication	Conference/Association/Awarding Entity	Staff Name(s)	Date awarded/hosted/published
Awards & Recognition Committee	Board Participation	ACUHO-I, National	Amy Fitzjarrald	2018-2019
Professional Development Committee	Board Participation	SWACUHO, Regional	Amy Fitzjarrald & Susan Kimbrough	2018-2019
Chair of Professional Development Committee	Board Participation	SWACUHO, Regional	Don Yackley	2018-2019
2020SWACUHO Conference Co-Chair	Board Participation	SWACUHO, Regional	Kenny Mauk	2018-2020
<i>"If you really knew me...you would Play Fair"</i>	Presentation	University of Oklahoma Residence Halls Association	George Hill	September 2018
<i>"86,400..Utalizing every second of your day"</i>	Presentation	University of Oklahoma Residence Halls Association	George Hill	September 2018
<i>"Social Contracts"</i>	Presentation	University of Oklahoma Residence Halls Association	George Hill	September 2018
"Phenomenal Friday"	Award	NASPA Women In Student Affairs Knowledge Community	Erica Pen	September 2018
Of The Month – Residence Life Professional	Award	University of Houston Chapter of National Residence Hall Honorary	Shemeka Phipps	August 2018
<i>"Staffing a Multimillion Dollar Conference Program"</i>	Presentation	2018 ACUHO-I Business Operations Conference	Mackenzie Wysong-Bentley & Leanica Adams	October 2018
SWACUHO-RA Conference "Most Spirited Award"	Award	SWACUHO, Regional	RA Delegation	October 2018
<i>Showcase: University of Houston</i>	Presentation	2018 ACUHO-I Academic Initiatives Conference	Stephanie Hignojo, Lin Crowson, Susan Kimbrough	October 2018
<i>Panel: Integrating Technology</i>	Presentation	2018 ACUHO-I Academic Initiatives Conference	Stephanie Hignojo	October 2018
Of The Month – Residence Life Professional	Award	University of Houston Chapter of National Residence Hall Honorary	Rosemary Aleman	September 2018
SWACUHO-U Cohort Coach	Presentation	SWACUHO-U New Professionals Workshop (Regional)	Susan Kimbrough	November 2018
2018 SWACUHO-U Participant	Award	SWACUHO, Regional	BriAnn Price & Cassandra Butcher	November 2018
ACUHO-I Program Review Committee	Board Participation	ACUHO-I, National	Alyssa Veteto	2018-2019

ACUHO-I STARS College	Faculty	ACUHO-I, National	Don Yackley	June 2019
Received scholarship to attend ACUHO-I Mid-Level Leadership Institute	Award	ACUHO-I, National	Mackenzie Wysong-Bentley	April 2019
2020 SWACUHO Conference Planning Committee	Board Participation	SWACUHO, Regional	Leanica Adams, Janelle Brown, Amy Fitzjarrald, Lin Crowson, Melissa Rolland, Mackenzie Wysong-Bentley, Stephanie Hignojos, Erica Pen, Alicia Whitmire, Jarell Miller, Don Yackley; Justin Avera	February 2019 – August 2019
<i>Building Community Through Your Conduct Sanctioning Process</i>	Presentation	SWACUHO, Regional	Doug Bell, PhD	February 2019
<i>Stand Up, Step Forward, and Sign Up: How to be an Amazing Volunteer</i>	Presentation	SWACUHO, Regional	Kenny Mauk & Don Yackley	February 2019
<i>Staffing a Multimillion Dollar Conference Program</i>	Presentation	2019 SWACUHO Annual Conference, Regional	Mackenzie Wysong-Bentley & Leanica Adams	February 2019
<i>NHTI: National Housing Training Institute</i>	Presentation	SWACUHO, Regional	Kenny Mauk (with David Cooper from TCU and Wendy Wells from UNT)	February 2019
<i>Building a Culture of Assessment</i>	Presentation	SWACUHO, Regional	Amy Fitzjarrald & Doug Bell, PhD	February 2019
New Professionals Case Study Judge	Board Participation	SWACUHO, Regional	Amy Fitzjarrald & Mackenzie Wysong-Bentley	February 2019
External Review Team	Board Participation	Texas A&M University, Corpus Christi Island (Regional)	Don Yackley	February 2019
ACUHO-I Mid-Level Institute	Participation	ACUHO-I (National)	Mackenzie Wysong-Bentley	April 2019
ACUHO-I National Housing Training Institute (NHTI)	Participation	ACUHO-I (National)	Amy Fitzjarrald	June 2019
NASPA Region III/SACSA New Professionals Institute	Participation	Regional	BriAnn Price	June 2019
Assessment Committee	Board Participation	Campus, DSAES	Doug Bell & Amy Fitzjarrald	2018-2019
“2019 Case Study Competition”	Publication	Regional, SWACUHO newsletter	Amy Fitzjarrald	May 2019
Cougar Spirit Award	Award	Campus, UH Division of Student Affairs and Enrollment Services	Sharon Pesquera	May 2019
Student Success Award	Award	Campus, UH Division of Student Affairs and Enrollment Services	Lin Crowson, Stephanie Hignojos, Amy Fitzjarrald	May 2019
ASCA Gehring Academy	Participation	National	Alyssa Veteto	July 2019
OTM Selection Committee	Board Participation	National, NACURH	Amy Fitzjarrald	2019-2020
Received scholarship to attend NHTI	Award	National, ACUHO-I	Amy Fitzjarrald	June 2019
“2019 SWACUHO-U Recruitment”	Publication	Regional, SWACUHO newsletter	Amy Fitzjarrald	July 2019
Strategic Plan Implementation Team	Board Participation	Campus, DSAES	Erica Pen; Lin Crowson	

InfraRed Committee	Board Participation	Campus, DSAES	Kandace Kendall	
Weeks of Welcome Committee	Board Participation	Campus, DSAES	Stephanie Hignojos	2018-2019
Family Weekend Committee	Board Participation	Campus, DSAES	Stephanie Hignojos	2018-2019
Cultural Taste of Houston	Board Participation	Campus, DSAES	Stephanie Hignojos	2018-2019
Meal Plan Petition Committee	Board Participation	Campus, DSAES	Regina Nixon	
Rec Sports Coordinator Search Committee	Board Participation	Campus, UH Campus Rec	Lin Crowson (Chair)	
Recognition Committee	Participation	Campus, SHRL department	Tiffany Dewberry; George Hill; Rhoda Arnes; Connie Lowe; Shemeka Phipps; Amy Fitzjarrald (Chair); Susan Kimbrough (Advisor)	2018-2019
Customer Service Champion	Board Participation	Campus, DSAES	Leanica Adams	2018-2019
Closing Committee	Participation	Campus, SHRL department	Justin Avera; Janelle Brown (Chair); Kenny Mauk (Advisor)	
Professional Development Committee	Participation	Campus, SHRL department	Kandace Kendall; Alyssa Veteto (Chair); Melissa Rolland; BriAnn Price; Kenny Mauk (Advisor); Alicia Whitmire	
Development Committee	Participation	Campus, SHRL department	Lin Crowson; Jeanette Miller (Chair); Stephanie Hignojos; Don Yackley (Advisor); Alexaundra Preston; Shemeka Phipps	
Strategic Plan Committee	Participation	Campus, SHRL department	Doug Bell (Chair); Leanica Adams; Aaron Crowe; Susan Kimbrough (Advisor); Erica Pen; Lynrd Smith	
Opening Chair	Participation	Campus, SHRL department	James Aguanno; Don Yackley (Advisor)	
Opening Co-Chair	Participation	Campus, SHRL department	Christopher Allen	
Opening Events	Participation	Campus, SHRL department	Alicia Gusman; Stephanie Hignojos (Chair); George Hill; Kandace Kendall; Alyssa Veteto	
Opening Hospitality & Staff Meals	Participation	Campus, SHRL department	Amy Fitzjarrald (Chair); Alicia Whitmire; Andrea Griffin; Janelle Brown	
Opening Parking & Security	Participation	Campus, SHRL department	Erika Lomas; Jarell Miller (Chair); Shannon Moore	
Opening Cougar Mover Crew Leaders & Volunteers	Participation	Campus, SHRL department	Rosemary Aleman; Shemeka Phipps (Chair); Melissa Rolland	
Opening Fall On-Site Check-In & Spring Check-In	Participation	Campus, SHRL department	Justin Avera; Courtney McElroy (Chair); Bernice Cantu; Sharon Pesquera	
Opening Off-Site	Participation	Campus, SHRL department	Connie Lowe; Leanica Adams (Chair); BriAnn Price; Erica Pen	
Opening Facilities	Participation	Campus, SHRL department	Mackenzie Wysong-Bentley (Chair)	
Teach for America Preparedness Committee	Participation	Campus, SHRL department	Mackenzie Wysong-Bentley; Kandace Kendall (Chair)	
Opening Marketing & Communications	Participation	Campus, SHRL department	Teeba Rose (Chair); Chloe Felton; Rhoda Arnes	

SHRL Recruitment & Selection Advisor	Participation	Campus, SHRL department	Courtney McElroy	
RA In-Service & Training Committee	Participation	Campus, SHRL department	Mark Vitek (Advisor); Christopher Allen (Chair)	2018-2019
Summer Student Staff Training Committee	Participation	Campus, SHRL department	Christopher Allen (Chair)	2018-2019
DSAES Marketing Communications Group	Participation	Campus, DSAES	Elise Featherly & Alexaundra Preston & Rhoda Arnes	2018-2019
DA Training Committee	Participation	Campus, SHRL department	Alicia Gusman, Connie Lowe	2018-2019
DA Recruitment Committee	Participation	Campus, SHRL department	Connie Lowe	2018-2019
DSAES Strategic Plan Writing Committee Member	Participation	Campus, DSAES	Alexsaundra Preston & Susan Kimbrough	2018-2019
Community Mentor Training Committee	Participation	Campus, SHRL department	Alyssa Veteto (Chair)	2018-2019
ASCA New Professionals Mentor	Participation	ASCA, National	Alyssa Veteto	2018-2019
DSAES Professional Development Committee	Participation	Campus, DSAES	Jarell Miller	2018-2019
ACUHO-I Case Management Task Force	Participation	ACUHO-I, National	Douglas Bell, PhD	2018-2019
DSAES Diversity & Inclusion	Participation	Campus, DSAES	Kenny Mauk	2018-2019
Student Staff Selection Committee	Participation	Campus, SHRL department	Shemeka Phipps; BriAnn Price (Chair)	2018-2019
Sustainability Committee	Participation	Campus, Office of Sustainability	George Hill	2018-2019
"Advising v. Supervising"	Presentation	SACSA, Regional	BriAnn Price	SACSA 2018
"Faculty in Residence" Roundtable	Presentation	ACUHO-I Annual Conference & Expo, International	Lin Crowson & Stephanie Hignojos	June 2019
"Collaboration is Key in Building a Scholarship Based Learning Community"	Presentation	ACUHO-I Annual Conference & Expo, International	Lin Crowson & Stephanie Hignojos	June 2019
"Utilizing Mercury for Staff Hiring"	Presentation	2018 RMS World	Leanica Adams	2018
Texas A&M University, Corpus Christi External Review Team	Board Participation	Regional	Don Yackley	2018

Staff Highlights: Intentional Staff engagement with students outside of job duties (only if applies):

Rhoda Arnes

- Center for Fraternity & Sorority Life Fraternal Excellence Program Interviewer

Aaron Crowe

- Center for Fraternity & Sorority Life Fraternal Excellence Program Interviewer

Amy Fitzjarrald

- National Residence Hall Honorary, Advisor
- Center for Fraternity & Sorority Life Fraternal Excellence Program Interviewer
- Beta Theta Pi Fraternity, Education Advisor

Stephanie Hignojos

- Residence Halls Association, Advisor
- Center for Fraternity & Sorority Life Fraternal Excellence Program Interviewer

George Hill

- Center for Fraternity & Sorority Life Fraternal Excellence Program Interviewer
- Center for Fraternity & Sorority Life Future Greek Leaders Academy Facilitator

Kandace Kendall

- Beta Theta Pi Fraternity, Diversity & Inclusion Advisor
- Center for Fraternity & Sorority Life Fraternal Excellence Program Interviewer

Shemeka Phipps

- Center for Fraternity & Sorority Life Future Greek Leaders Academy Facilitator
- Omega Psi Phi Fraternity Advisor

Outside DSAES Engagement: Collaborations and partnerships (only if applies):

SHRL Advisory Committee - includes representatives from Faculty Senate, Staff Council, and Student Government Association (SGA), RHA, and RA staff.

Residence Halls Association (RHA) - represents all students who live on campus. They provide representatives to University and department-wide committees and advisory boards. Goals include: maintain hall councils in all residence halls; increase focus on student-supported legislation; continue large-scale events for on-campus residents; support NRHH; improve programming among collaborations with resident advisors; and provide a strong presence at regional and national conferences and organizations.

National Residence Hall Honorary (NRHH) - advocates for the interests and welfare of residence hall students; provides opportunities for their personal growth and development; offers

opportunities for residents to engage in community service and service learning; and strives to provide recognition for individuals who have contributed to the advancement of university housing. They also provide representatives to University and department-wide committees and advisory boards.

Outside DSAES Engagement: Support other Advisory Boards or Committees (if applies):

Food Service Advisory Committee - Don Yackley

University of Houston Black Alumni Association - Janelle Brown, Vice President

University of Houston Sexual Violence Prevention & Education Committee - Susan Kimbrough (departed August 2019) & Lin Crowson & Stephanie Hignojs

University of Houston Institutional Compliance Committee - Susan Kimbrough (departed August 2019)

Cougar Card Advisory Committee - Leanica Adams & Kenny Mauk

Undergraduate Recruitment Board - Kenny Mauk

Parking & Transportation Scooter Working Group - Lin Crowson

Outside DSAES Engagement: Collaborations/Partnerships - not above (if applies):

- **Honors College** - Honors theme community
- **School of Theatre and Dance** - Theatre theme community
- **C.T. Bauer College of Business** - Business theme community
- **Cullen College of Engineering** - Engineering theme community
- **Conrad N. Hilton College of Hotel and Restaurant Management** - HRM theme community
- **College of Natural Sciences and Mathematics** - NSM theme community and NSM Pre-Health theme community
- **College of Liberal Arts & Social Sciences** - developing two new Living Learning Communities slated to open in the Quad in fall 2020
- **Academic Affairs** – Faculty-In-Residence program
- **School of Law** - Pre-law Pipeline
- **UH Advancement** - Quadrangle limestone fundraiser & Cougar Experience Scholarship
- **Cub Camp** - Early move-in
- **Spirit of Houston** - Early move-in
- **Parking & Transportation** - Scooter Working Group

Areas for Continuous Improvement:

Growth and Opportunities

- Address affordability for students with "development" initiatives

Critical Challenges and Solutions

- Maintaining occupancy and affordability with competing properties being developed near campus
 - significantly increased rates for residential student parking passes
 - inconsistent Greek life housing occupancy
- How Student Housing & Residential Life measures student success
- Unexpected major building problem; Cougar Village I facade issues due to building design and/or contractor issues
- Unforeseen major building damage; Bayou Oaks water intrusion damage assumed due to poor quality construction and/or design

Departmental Points of Pride:

Student Housing & Residential Life saw an increase in each of the 4-year, 5-year, and 6-year graduation rates of on-campus FTICs. In five years, the 4-year graduation rate increased 13.5%; in four years, the 5-year graduation rate increased 11.3%; and, in 3 years, the 6-year graduation rate increased 11.0% .

Cohort:	4-Year Grad Rates	5-Year Grad Rates	6-Year Grad Rates
Fall 2010	24.3%	42.7%	48.7%
Fall 2011	26.7% (+2.4%)	46.6% (+3.9%)	53.5% (+4.8%)
Fall 2012	30.9% (+6.6%)	52.4% (+9.7%)	59.7% (+11.0%)
Fall 2013	34.0% (+9.7%)	54.0% (+11.3%)	N/A
Fall 2014	37.8% (+13.5%)	N/A	N/A

**Numbers in parentheses indicate the increase since fall 2010 cohort.*

***FTIC is First-Time-In-College freshmen (came to college immediately following high school graduation).*

Residential freshmen, sophomore, junior, and senior students complete, on average, more credit hours than their commuter student counterparts. It has also been shown that there is a steady increase in the amount of hours that residential students take year to year.

	Freshmen	Sophomores	Juniors	Seniors
2011-2012	Residential: 23.29	Residential: 24.17	Residential: 24.27	Residential: 24.08
	Commuter: 20.39	Commuter: 20.17	Commuter: 22.86	Commuter: 19.42
2012-2013	Residential: 24.62	Residential: 25.1	Residential: 26.42	Residential: 24
	Commuter: 21.12	Commuter: 20.27	Commuter: 22.27	Commuter: 19.72
2013-2014	Residential: 25.11	Residential: 26	Residential: 26.24	Residential: 24.55
	Commuter: 22.18	Commuter: 21.04	Commuter: 22.19	Commuter: 19.59
2014-2015	Residential: 26.32	Residential: 26.28	Residential: 27.17	Residential: 27.74
	Commuter: 23.41	Commuter: 21.25	Commuter: 22.57	Commuter: 19.25
2015-2016	Residential: 26.35	Residential: 26.6	Residential: 26.96	Residential: 23.92
	Commuter: 22.56	Commuter: 21.57	Commuter: 23.67	Commuter: 20.15
2016-2017	Residential: 26.13	Residential: 26.93	Residential: 28.08	Residential: 24.67
	Commuter: 22.52	Commuter: 21.31	Commuter: 22.41	Commuter: 19.52
2017-2018	Residential: 26.13	Residential: 27.38	Residential: 28.24	Residential: 24.85
	Commuter: 22.76	Commuter: 22.0	Commuter: 23.1	Commuter: 19.84

The average GPA of all residential students increased from 2.98 (FY16) to 3.00 (FY17) to **3.02 (FY18)**.

	FY16	FY17	FY18
FTIC	2.90	2.91 (+.01)	2.90 (-.01)
Sophomore	2.95	2.97 (+.02)	3.03 (.06)
Junior	3.06	3.10 (+.04)	3.13 (+.03)
Senior	3.16	3.20 (+.04)	3.23 (+.03)

**Numbers in parentheses indicate the change from previous year.*

Student Housing & Residential Life on-campus FTICs graduate in four years at higher rates than the all-UH FTICs and commuter FTICs. This has been the case for five consecutive FTIC cohorts (fall 2010; fall 2011; fall 2012; fall 2013; fall 2014).

	SHRL FTICs	Commuter FTICs	All-UH FTICs
2010 Cohort	24.3%	21.2%	22.7%
2011 Cohort	26.7%	24.3%	25.2%
2012 Cohort	30.9%	27.7%	29.6%
2013 Cohort	34.0%	29.9%	31.9%
2014 Cohort	37.8%	32.8%	35.3%

Each fall, Student Housing & Residential Life distributes the Skyfactor Benchworks Satisfaction Survey. SHRL responses are compared to 6 peer institutions, “Select 6,” including other Texas public institutions and/or Urban 13 institutions. Student Housing & Residential Life ranked #1 out of 7 in Overall Satisfaction, Overall Learning, and Overall Program Effectiveness compared to our Select 6 peer institutions for 2018-2019.

In FY2018, the average GPA for Resident Advisors was 3.41, the average GPA for Residential Hall Staff (non-RA) was 3.20, and the average GPA for Summer Conference Assistants was 3.24. Student Housing & Residential Life is proud to support our student workers’ continued academic success and job skills.

Updated Student Housing and Residential Life Plan was completed.

The average number of minutes spent per SHRL website visit increased by 00:01:41 (from 00:01:21 to 00:03:02).

End:

8/31/2019

Student Housing & Residential Life Vision Statement**Description:**

Student Housing & Residential Life is the unrivaled experience in Student Success.

Date last revised:

8/1/2015

End:

8/31/2019

Goal #1: Student Success**Number:**

Goal #1

Description:

Student Success a. GPA i. Maintain a residential student GPA of 3.0 or higher In support of DSAES Initiative(s) Student Success b. Retention of residential students to UH i. Increase the one year, two year and three year retention rates of residential FTIC to the University In support of DSAES Initiative(s) Student Success c. Graduation rates i. Increase the residential student 4 year graduation rate for undergraduate students (Residential Fall 2017 = 34% / Commuters = 29.9%) In support of DSAES Initiative(s) Student Success ii. Establish initiatives to showcase that residential students take at least 15 applicable credit hours per semester or 30 credit hours per academic year. In support of DSAES Initiative(s) Student Success

Goal Status:

Accomplished

Status Narrative:**a. GPA**

- i. Maintain a residential student GPA of 3.0 or higher

Update: The FY18 all residential GPA increased from 3.0 in FY17 to 3.02 in FY18.

b. Retention of residential students to UH

- i. Increase the one year, two year, and three year retention rates of residential FTIC to the University

Update: Residential retention rates slightly decreased. The one year retention rate for residential FTICs was 86.2% in fall 2014, 86.5% in fall 2015, 86.2% in fall 2016, and 85.4% in fall 2017. The two year retention rate for residential FTICs was 74.5% in fall 2014, 73.1% in fall 2015, and 73.7% in fall 2016 (fall 2017 data is not yet available). The three year retention rate of residential FTICs was 67.3% in fall 2014 and 66.2% in fall 2015 (fall 2016 and fall 2017 data is not yet available).

c. Graduation rates

i. Increase the residential student 4 year graduation rate for undergraduate students (Residential Fall 2017 = 34% / Commuters = 29.9%)

Update: The fall 2018 4 year graduation rate for residential students was 37.8% (3.8% increase from fall 2017), while the 4 year graduation rate for commuters was 32.8%.

ii. Establish initiatives to showcase that residential students take at least 15 applicable credit hours per semester or 30 credit hours per academic year.

Update: SHRL developed a student success PowerPoint presentation that includes initiatives and success data. Additionally, Student Housing & Residential Life staff include student success highlights in all presentations. Finally, a credit hours infographic was created for digital signage display in the residence halls during the spring 2019 semester.

End:

8/31/2019

Goal #2: Student Satisfaction

Number:

Goal #2

Description:

Student Satisfaction a. Customer Service i. Create Customer Service Standard initiatives at residence hall front desks and main SHRL office desk In support of DSAES Initiative(s) Student Success, Division Community, and Resources b. Student Experience i. Maintain a mean score of 5.5 or higher on the Benchworks Survey Overall Satisfaction. In support of DSAES Initiative(s) Student Success ii. Benchworks survey response rates are 30% or higher. In support of DSAES Initiative(s) Student Success iii. Maintain or increase late night/weekend programming offerings In support of DSAES Initiative(s) Student Success and Partnerships iv. Marketing - Implement

life cycle approach: Create an annual communication that identifies monthly communication to current residents on important dates/deadline, activities, services, and benefits of living on campus and student success resources and stories. In support of DSAES Initiative(s) Student Success and Resources

Goal Status:

Partially accomplished

Status Narrative:

a. Customer Service

i. Create Customer Service Standard initiatives at residence hall front desks and main SHRL office desk

Update: Customer Service training was provided to Desk Assistants through annual training and service standards related to the DSAES Customer Service standard and FISH philosophy was exercised with student employees.

b. Student Experience

i. Maintain a mean score of 5.5 or higher on the Benchworks Survey Overall Satisfaction.

Update: The overall mean score for Satisfaction on the 2017-2018 Benchworks survey was 5.45, while the overall mean score for Satisfaction on the 2018-2019 Benchworks survey was 5.35. Student Housing & Residential Life staff are currently developing action plans for improving mean scores on factors which impact the overall satisfaction mean score.

ii. Benchworks response rates are 30% or higher.

Update: The fall 2017 Benchworks response rate was 20.43% of all Student Housing and Residential Life students. The fall 2018 Benchworks response rate was 20.47% of all Student Housing and Residential Life students. In spring 2019, Student Housing & Residential Life department leadership determined the Benchworks Satisfaction Survey will be sent every other fall (even years). Time between surveys, as well as marketing strategies, are being explored to increase the response rates for future surveys.

iii. Maintain or increase late night/weekend programming offerings

Update: In fall 2018, Student Housing & Residential Life offered 49 total late night/weekend programs. The Residence Hall Association had 7 week night programs, hall councils had 24 late night programs and 1 weekend program, Living Learning Communities had 6 late night programs and 1 weekend program, and the Faculty in Residence cohort hosted 10 weekend programs.

iv. Marketing - Implement life cycle approach: Create an annual communication that identifies monthly communication to current residents on important dates/deadline, activities, services, and benefits of living on campus and student success resources and stories.

Update: The SHRL marketing department initiated the monthly life-cycle emails to residents on Monday, August 19, 2019. After piloting the emails with newly admitted residents, the SHRL Marketing department developed a content calendar that includes monthly emails featuring housing events and news, In the Loop videos, and campus events and resources. The August email had a 71% open rate and the most-clicked content included information about UH Weeks of Welcome, the room transfer process, and how to get involved with RHA.

End:

8/31/2019

Goal #3: Community Development

Number:

Goal #3

Description:

Community Development a. Meaningful connections with and between students, faculty, and staff i. Update Residential Life programmatic model complete with learning outcomes and assessment strategy In support of DSAES Initiative(s) Student Success, Division Community, and Resources ii. Complete Faculty-In-Residence program review including 1. Review of program and expectations 2. Update Faculty-In-Residence contract 3. Onboarding plan 4. Ongoing model assessment plan In support of DSAES Initiative(s) Student Success, Division Community, Resources, and Partnerships b. Living Learning Programs i. Create and prepare learning communities for new residential area located on the site of the previous Quadrangle. In support of DSAES Initiative(s) Student Success, Division Community, Resources, and Partnerships c. Diversity and Inclusion i. Expand dialogue about diversity and inclusion along a more widened spectrum with all community members In support of DSAES Initiative(s) Student Success and Division Community

Goal Status:

Accomplished

Status Narrative:

a. meaningful connections

i. update residence life programming model with learning outcomes and assessment strategy

Update: Learning outcomes were developed in fall 2018 and were attached to the online programming proposal form for Resident Advisors to select from when developing a program.

ii. complete faculty in residence program review

Update:

1. Review of program and expectations: This is on-going. In fall 2018 we held a focus group with current FIR staff to go over proposed adjustments to the program and to get recommendations. Additionally, SHRL Residential Life Staff attended the ACUHO-I Living Learning Programs Conference in November 2018 where we connected with colleagues doing similar work which informed some of our recommendations.

2. Update FIR contract: Complete

3. On-boarding plan: This is complete for academic year 2018 but will need adjustments as our proposed recommendations get approved.

4. On-going model assessment plan: Completed. The FIR assessment plan includes: Application process assessment, program participation assessment for residents and FIRS, and exit assessments for departing FIRS.

b. living learning programs

i. create and prepare learning communities for new residential area located on site of previous Quadrangle

Update: The Quadrangle construction project experienced significant delays and will not be opening until fall 2020. SHRL is in discussion with various campus partners regarding potential learning communities for the new Quadrangle.

c. Diversity and Inclusion

i. expand dialogue about diversity & inclusion along a more widened spectrum with all community members

Update: Diversity and inclusion requirements have been added to the community development programming model, which was updated in fall 2018. RA training (140 RAs) related to diversity

& inclusion, included: RA In-Service on 10/24/2018 - Autism Spectrum Students (RAs learned how to identify, empathize, and serve students on the autism spectrum); RA Training on 1/10/2019 - Center for Diversity & Inclusion (engaged RAs toward increasing staff intercultural understanding and appreciation of UH's highly diverse student population); RA In-Service on 3/6/2019 - RA Ally Training (RAs were trained to possess a greater awareness of the issues that Lesbian, Gay, Bisexual, and Transgender people face); and, RA Training on 8/8/2019 - Center for Diversity & Inclusion (engaged RAs toward increasing staff intercultural understanding and appreciation of UH's highly diverse student population).

In addition, five programs were hosted in relation to diversity and inclusion within the residence halls. These included: Diversity Program (staff handed out pamphlets regarding diverse topics and hand in-depth discussions) - 80 residents attended; International Night (Learning Abroad educated students about the passport office and UH study abroad locations) - 70 residents attended; Election Night Watch Party (The Faculty In Residence hosted a program for students to openly dialogue about the country and various political views) - 53 residents attended; Hall Council Condom Sense (Hall Council hosted a program and invited campus partners from the LBGTQ Center and UH Wellness to answer students' questions about safe sex practices) - 35 residents attended; and, #CoogsAbroad Mixer (UH Learning Abroad answered questions about studying abroad and students mingled with Global Guides) - 61 residents attended.

End:

8/31/2019

Goal #4: Affordability

Number:

Goal #4

Description:

Affordability a. Fiscal Responsibility i. SHRL will develop notification standards for multiple areas to include: 1. When charges or credits are applied to a fee bill; 2. When adjustments are made to a student booking (room change); 3. To notify students of low or no enrollment; other areas as they relate to operations management. In support of DSAES Initiative(s) Student Success, and Resources. ii. Plan in future budget cycles year with smaller rate increases and/or no rate increase In support of DSAES Initiative(s) Student Success, Division Community, Resources, and Partnerships b. Development i. SHRL will study and determine if Conference Services and Guest Housing can increase the nightly rate of Guest Housing and Conference Services as a dedicated contribution toward the Cougar Experience Scholarship. In support of DSAES Initiative(s) Student Success, Resources, and Partnerships ii. Plan and execute a Quad Replacement fund raiser targeted to alumni and friends utilizing lime stone from the deconstructed buildings. Money to be used to support the cost of the courtyards in the new

facility. In support of DSAES Initiative(s) Student Success, Division Community, Resources, and Partnerships iii. Create at least two new tools to highlight SHRL Successes/Importance of Student Housing & Residential Life to student success for internal and external stakeholders. (example Info-graphic brochures) In support of DSAES Initiative(s) Student Success, Division Community, Resources, and Partnerships c. Operational Efficiencies i. SHRL will assess and document current operations as they related to health, safety, and emergency preparedness 1. SHRL to hire a Coordinator for Safety and Risk Management 2. Develop a plan for review, updating and training of SHRL emergency procedures over the next two years In support of DSAES Initiative(s) Student Success, Resources, and Partnerships ii. Assess staffing needs and create a proposed staffing plan for meeting staffing needs focused on fulfilling the SHRL mission while being fiscally responsible In support of DSAES Initiative(s) Student Success, Division Community, and Resources

Goal Status:

In progress

Status Narrative:

a. Fiscal Responsibility

i. SHRL will develop notification standards for multiple areas to include:

1. When charges or credits are applied to a fee bill;
2. When adjustments are made to a student booking (room change);
3. To notify students of low or no enrollment; other areas as they relate to operations management.

Update: Auto-generated messages are now being sent to students when a room assignment has been changed as well as when SHRL sends non-enrollment notifications out to students. This has led to success in managing occupancy and alerting students to be more aware of their housing status. The process of auto-generating messaging regarding billing has not yet launched.

ii. Plan in future budget cycles year with smaller rate increases and/or no rate increase

Update: Executive Director Don Yackley hosted a Student Housing & Residential Life town hall forum in the spring 2019 semester for students, faculty, and staff to discuss the housing rates. This forum allowed stakeholders to voice their opinions on current rates and/or proposed rate increases. SHRL has met with Business Services and projected a plan in which no rate increases will occur starting in 2024.

b. Development

i. SHRL will determine if Conference Services and Guest Housing can increase rates for the Cougar Experience Scholarship

Update: As of August 2018, SHRL has increased the nightly rates for all Guest Housing and Conference room types. At the conclusion of the fiscal year, 3% of the annual revenue will be diverted into a fund expressly for the Cougar Experience Scholarship. A documented process is complete and in the SHRL Operations Manual.

ii. Plan and execute a Quadrangle Replacement fundraiser targeted to alumni and friends utilizing limestone.

Update: As of July 2019, a fundraiser has been launched in collaboration with the UH Alumni staff, DSAES Development Officer, and UH Office of Advancement. Limestone cubes and Quadrangle mailbox doors are being sent to individuals who donate to SHRL. The money raised from this fundraiser will fund courtyards at The Quad; the courtyards will be named after the Quadrangle buildings and serve different functions for students living at The Quad. The first limestone cubes and mailbox doors were mailed out in mid-August 2019.

iii. Create at least two new tools to highlight SHRL successes/importance for internal/external stakeholders

Update: The marketing department developed an infographic which included student success data including changes in retention rates, GPA, graduation rates, and credit hours taken. SHRL is still developing a landing page on the SHRL website to highlight department data, explain annual measurement tools, and provide a space for quick facts about the department. The goal is to have the website completed by November 1, 2019.

c. Operational Efficiencies

i. SHRL will assess and document current operations as they relate to health, safety, and emergency preparedness

Update: Justin Avera, Risk & Emergency Management Coordinator, was hired in June 2018. Justin continues to review and write departmental procedures related to emergency situations, health, and safety. A Hurricane Preparedness protocol and plan was completed in October 2018. He continues to work on updating and documenting other various department guides and procedures through the upcoming year.

ii. Assess staffing needs and create a proposed staffing plan for meeting needs focused on fulfilling SHRL mission while being fiscally responsible

Update: A staffing needs assessment has been completed with new Assistant Director for Residential Life added and Associate Directors reclassified to Directors..

End:

8/31/2019

Goal #5: Physical Environment**Number:**

Goal #5

Description:

Physical Environment a. Sustainability b. Commitment to renovations, construction, maintenance of the built environment i. Complete the Moody Tower new construction program and timeline In support of DSAES Initiative(s) Student Success, Division Community, Resources, and Partnerships ii. Finalize a SHRL Deferred maintenance and project plan that is formally updated annually and utilizes updated Facilities Condition Reports every 5-9 years In support of DSAES Initiative(s) Student Success, Resources, and Partnerships

Goal Status:

In progress

Status Narrative:**a. Sustainability**

Update: Student Housing & Residential Life partnered with the UH Office of Sustainability to recycle 8,960 pounds of textile during move-out. Additionally, Student Housing & Residential Life partnered with their contracted laundry service provider to replace all washing machines in the residence halls, which reduced water usage.

b. Commitment to renovations, construction, maintenance of the built environment**i. Complete the Moody Tower new construction program and timeline**

Update: The Moody Towers program (with out construction) was presented to the Vice President for Student Affairs and Enrollment Services in July 2019.

ii. Finalize a SHRL deferred maintenance and project plan that is formally updated annually and utilizes updated Facilities Condition Reports every 5-9 years.

Update: The long delayed Facilities Condition Assessment reports were completed on all SHRL managed properties in late 2018. Reports are currently under review and with assistance from Facilities Planning and Construction, a draft deferred maintenance plan is slated to be completed is complete.

End:

8/31/2019

Assessment Activity #1: Student Conduct Learning Outcomes**Number:**

Assessment Activity #1

Learning Outcome/Assessment Activity Description:

Community Based Written Reflection 1. Able to demonstrate an ownership of their behavior 2. Able to articulate a connection between their influences/relationships to their behavior 3. Identify how their decision-making process may change in the future Ethical Decision Making 1. Able to articulate core values, and how these values guide decision making 2. Able to explain how personal decisions and behavior impact not only self, but also the University of Houston community 3. Identify the behavior they committed to engaging in the future 4. Identify the principals of decision making

Purpose of Assessment Activity:

The purpose of this assessment activity is to learn whether the student achieved the intended learning outcomes for each educational sanction.

Method of Assessment:

Data Analysis

Method of Assessment Description:

Community Based Written Reflection - A rubric will be completed by the Conduct Officer after the student submits the sanction for review.

Ethical Decision Making - A short survey (6 questions) will be administered at the end of the sanction

Frequency / Timeline of Assessment Activity:

Both of these assessments will be on-going throughout the year, as the sanctions are completed by students.

Results:

Ethical Decision Making Workshop:

For the fall, there were four total ethical decision making workshops presented. These workshops were led by the graduate assistant within the Dean of Students Office. Unfortunately, the questionnaire was only provided to one session of students who attended the Ethical Decision Making Workshop. The results of the assessment show that the students who attended the ethical decision making workshop were able to explore and process their core values (4.8/5 Strongly Agree). In addition student stated that they gained insight on how their core values affect their decision making (4.4/5 Moderately Agree) and the ability to use this process in future decisions (4.8/5 Strongly Agree).

Written Reflection:

For the fall, Housing hearing officers completed a rubric for students who were assigned and completed a written reflection. The rubric measure the following domains:

1. Responsibility: Does the student demonstrate on ownership of their behavior as it relates to the policy violation(s) committed.
2. Influences: As a result of engaging in this behavior, can the student draw a connection between their friend's influences/relationships to their behaviors.
3. Future Decisions: As a result of their engagement with the disciplinary process and through this reflection, the student is able to identify how their decision-making process may change in the future.
4. Writing Ability: Does the student employ the skills of a college-level writer? Proper spelling, use of grammar and punctuation?
5. Overall Content: Considering the paper overall, please evaluate the student's mastery of the required elements and synthesis of the assignment/topic.

Below are the results from the assessment for the fall 2018 semester

1. Responsibility - 16.3/20 – Moderate to High Awareness

2. Influence - 14.0/20 – Moderate to High Awareness
3. Future Decisions - 14.11/20 - Moderate to High Awareness
4. Writing Ability - 12.98/20 – Low to Moderate Ability
5. Overall Content -14.08/20 – Moderate to High Overall

Below are the results from the assessment for the spring 2019 semester

1. Responsibility - 16.52/20 – Moderate to High Awareness
2. Influence - 14.92/20 – Moderate to High Awareness
3. Future Decisions - 14.32/20 - Moderate to High Awareness
4. Writing Ability - 13.03/20 – Low to Moderate Ability
5. Overall Content -13.99/20 – Moderate to High Overall

Action to be taken as a result of the activity:

Ethical Decision Making:

- Strengthen learning activities presented during workshop
- Seek Residence Life Coordinators to facilitate workshops
- Offer less decision making workshops to include more student engagement

Written Reflection:

- Refine the writing prompt
- Add resources for improving writing in the prompt

End:

8/31/2019

**Assessment Activity #2: Residential Life Programming
Number:**

Assessment Activity #2

Learning Outcome/Assessment Activity Description:

By participating in Student Housing & Residential Life educational programming, residents will become more knowledgeable in the areas of Sexual Violence Prevention & Education, Bystander Intervention, and Alcohol/Other Drugs, which will empower them to make informed decisions.

Purpose of Assessment Activity:

The purpose of this assessment activity is to determine if the educational programs are effectively increasing student knowledge and changing risky behavior, as improvements to programmatic efforts may be necessary if knowledge comprehension is low.

Method of Assessment:

Pre/Post Test

Method of Assessment Description:

A pre-test will be created for each of the three programming types. The survey will be administered before the start of the program. A post-test will be created for each of the three programming types (Sexual Violence Prevention & Education, Bystander Intervention, and Alcohol/Other Drugs). The survey will be administered immediately at the end of the program. A second post-test will be sent to participants of the program at least one semester following the program to see if behavior changed and/or knowledge was retained.

Frequency / Timeline of Assessment Activity:

Pre-tests and one post-test will occur with each program throughout the semester. A second post-test will be sent one semester following the programs.

Results:

Information from the fall 2018 Sex Signals pre-test and post-test is attached. Results from both sessions show an increased understanding and awareness of definitions of consent.

Action to be taken as a result of the activity:

Action steps will be formulated at the end of the spring 2019 semester, once all fiscal year programming has been completed.

End:

8/31/2019

Assessment Activity #3: Resident Advisor Selection Evaluation

Number:

Assessment Activity #3

Learning Outcome/Assessment Activity Description:

To determine to what degree the students that participate in the Resident Advisor selection process feel supported and informed throughout the selection process.

Purpose of Assessment Activity:

The purpose of this assessment activity is to identify ways in which the Resident Advisor selection process can be improved.

Method of Assessment:

Survey

Method of Assessment Description:

PSIDs will be recorded for each student who participates in the process. A survey will be administered to every student (based on PSIDs collected) at the completion of the selection process.

Frequency / Timeline of Assessment Activity:

This will be a one-time survey at the completion of the Resident Advisor selection process. The selection process runs mid-fall semester through mid-spring semester.

Results:

Informational Session Survey

A survey was emailed to all individuals who attended a Resident Advisor information session, which was a required step to apply for the Resident Advisor position. The survey was sent to XXX number of students and was completed by 139 students (XX% response rate). The following questions were asked:

1. The RA Information Session was informative and I learned more about the RA position after attending the session.
2. I feel that the facilitator was knowledgeable about the RA position and addressed any questions I had about the position.
3. I feel more confident and prepared to apply for the RA position after attending the Informational Session.

97.8% of respondents either "strongly agreed" (58.99%) or "agreed" (38.84%) to Question #1.

97.8% of respondents either "strongly agreed" (68.34%) or "agreed" (29.49%) to Question #2.

95.17% of respondents either "strongly agreed" (65.46%) or "agreed" (29.71%) to Question #3.

Group Process Survey

A second survey was created and administered at the conclusion of the Resident Advisor group process interview portion. The following questions were asked:

1. I feel that I am better equipped to work with a team after participating in the interview process.
2. I feel more prepared for the RA position after participating in the RA group process.
3. The activities in the RA group process made me think more critically about managing multiple job responsibilities more effectively.

89% of respondents either "strongly agreed" (49%) or "agreed" (40%) to Question #1.

93% of respondents either "strongly agreed" (60%) or "agreed" (33%) to Question #2.

96% of respondents either "strongly agreed" (52%) or "agreed" (44%) to Question #3.

Action to be taken as a result of the activity:

Data collected from the surveys prove that students find the process informative and helpful in applying to be a Resident Advisor (RA). Informal data collection was also used in determining next steps for improving the RA application process.

Informational Session Action Items

- Provide applicants with a timeline of the hiring process, as many email questions were in regards to this question
- Provide applicants with a mock 20-hour week that would reflect their experience if hired
- Enter PSIDs from sessions into Mercury database
- Update the presentation to be more interactive and visually appealing, rather than simply being a PowerPoint

Group Process Action Items

- Provide RA candidates with the purpose of the Group Process
- Provide training to student staff on effectively scoring the Group Process (major gap in scores between professional staff and student staff scores)

No further assessment is needed on the RA hiring process as it relates to the Informational Session and Group Process. This project is informing small changes to make for the future student hiring cycles; therefore, a new assessment on communication during the recruitment and hiring process will be created. This project will be considered complete.

End:

8/31/2019

Community Mentor Training

Number:

SHRL Assessment #1

Learning Outcome/Assessment Activity Description:

August 2019 and January 2020 Community Mentor training schedules will be created with sessions/presentations that have learning outcomes based in the Scarlet Seals of Excellence Competency Areas: -Diversity: developing knowledge, skills, and activism that supports and understands cultures and community engagement -Leadership: developing a personal philosophy of leadership that includes the understanding of self, others, and community with responsibilities

inherent to community membership -Personal Development: understanding and developing who you are and how who you are intersects with others and groups -Thinking and Communication: developing skills and knowledge about how one thinks, solves problems, demonstrates creativity, and communicates Learn more about UH Scarlet Seals here: <http://www.uh.edu/scarletseals/>.

Purpose of Assessment Activity:

To gauge the effectiveness of the Community Mentor training sessions/presentations in helping Community Mentors successfully obtain the skills/knowledge described in the Scarlet Seals Learning Outcomes.

Supports Student Housing & Residential Life Goal #1: Student Staff Training

Method of Assessment:

Survey

Method of Assessment Description:

Community Mentors will self-assess their learning in the University of Houston Scarlet Seals of Excellence Competency Areas: Diversity; Leadership; Personal Development; and, Thinking & Communication. The self-assessment will be completed via a survey.

Frequency / Timeline of Assessment Activity:

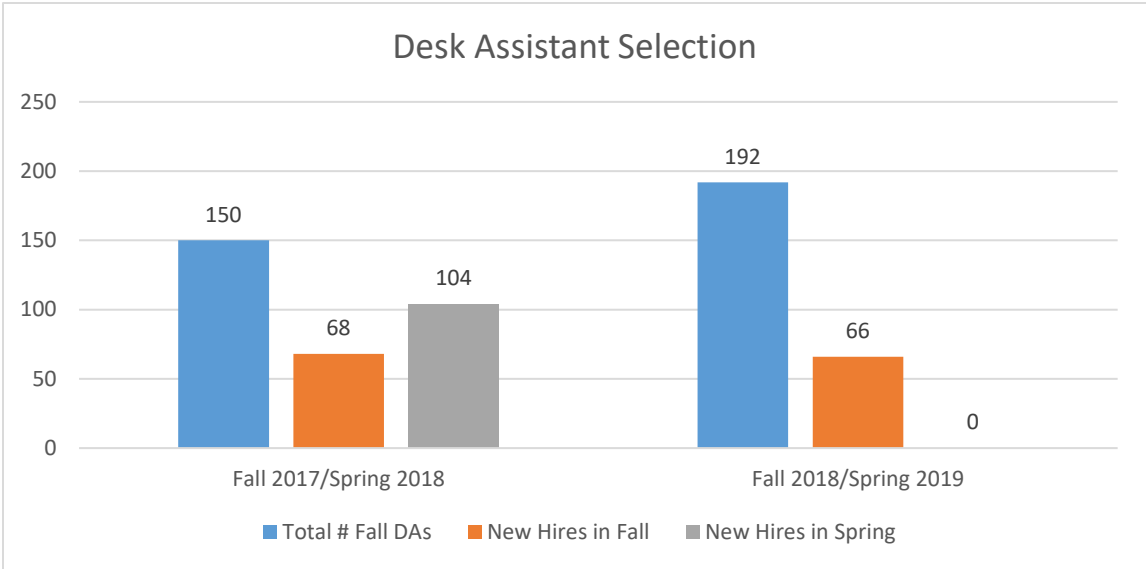
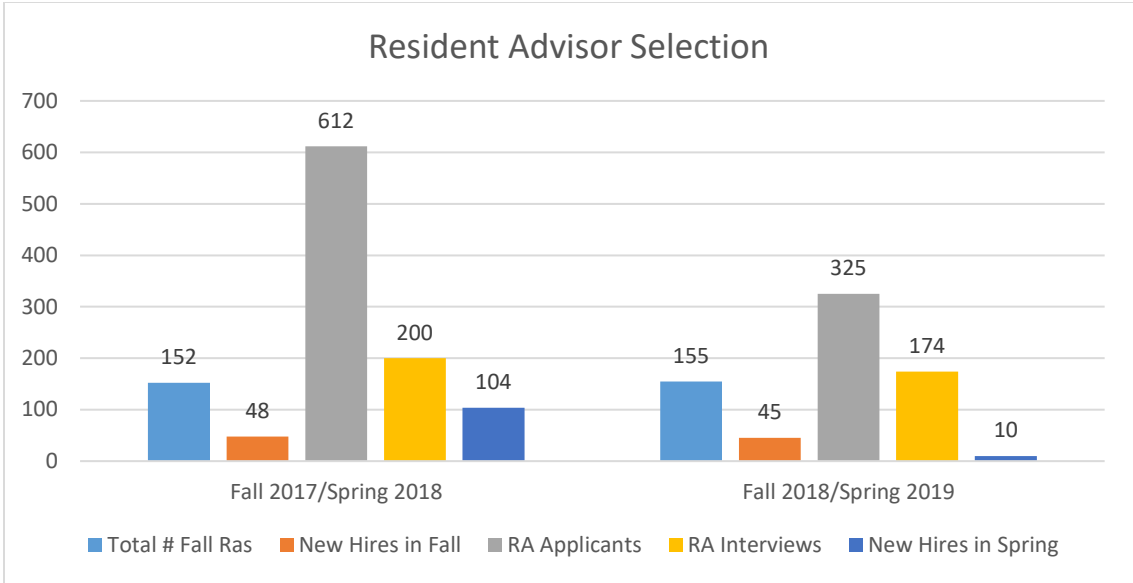
A short daily survey will be distributed at the end of each training day in August 2019 and January 2020.

End:

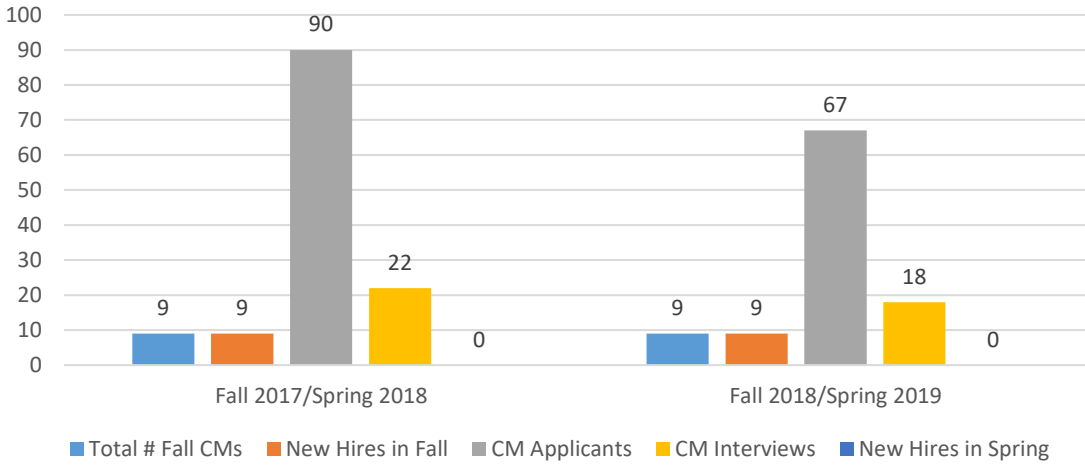
1/17/2020

UH Student Housing & Residential Life Occupancy

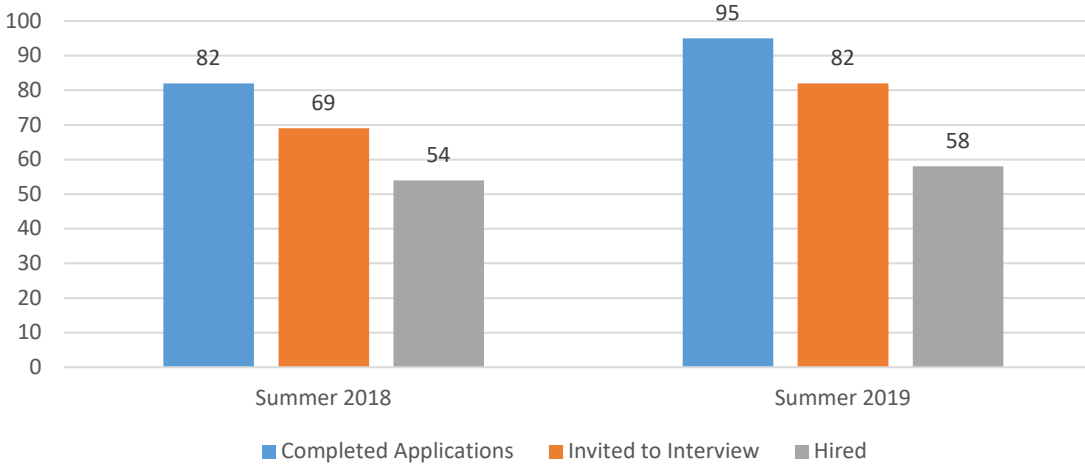
	Fall 2009	Fall 2010	Fall 2011	Fall 2012	Fall 2013	Fall 2014	Fall 2015	Fall 2016	Fall 2017	Fall 2018
Total Beds	5,271	6,476	6,075	6,075	8,008	8,008	8,008	8,008	7,604	7,200
Total Occupancy	4,839	5,687	5,846	5,845	6,256	7,081	7,383	7,439	7,150	6,920
Percent Occupied	91.8%	87.8%	96.2%	96.2%	78.1%	88.4%	92.2%	92.9%	93.9%	96.14%
Percent Occupied (Revenue Generating)	90%	94%	95%	97%	79%	95%	97%	98%	97%	97%
New Facility(ies) Opened	University Lofts	Cougar Village I			Cougar Village II, Cougar Place					
Facility Closed		Cougar Place							Law Hall, Bates Hall, Oberholzer Hall in Quadrangle	



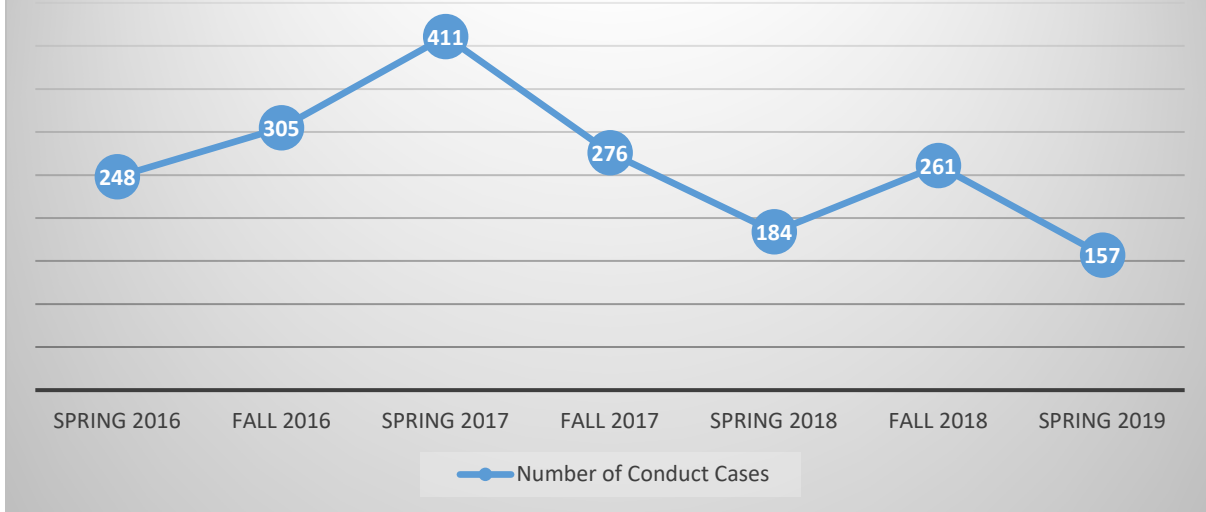
Community Mentor Selection



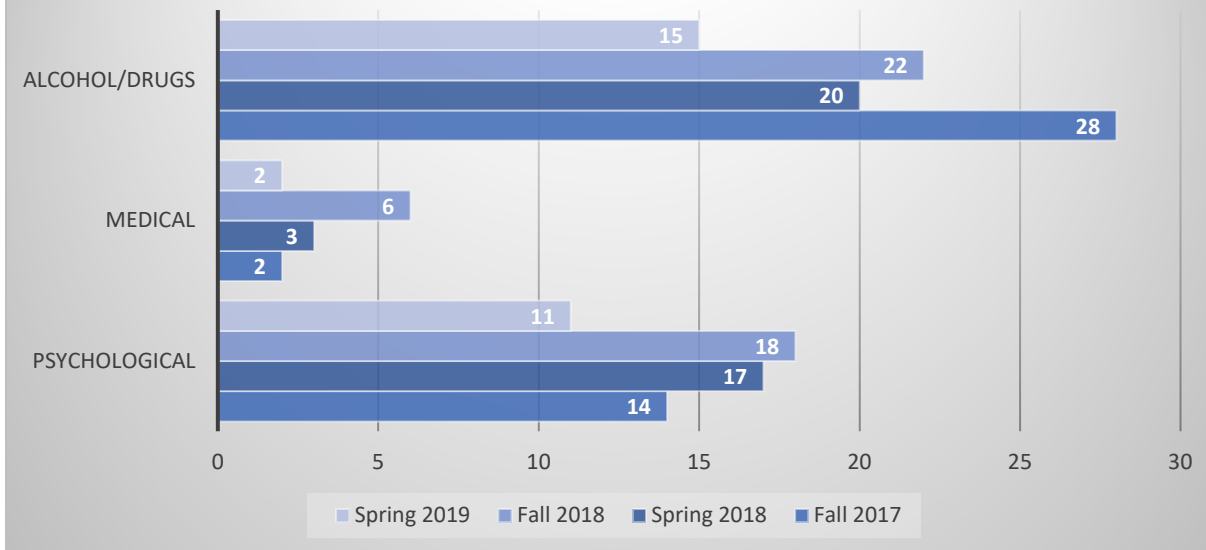
Conference Assistant Selection



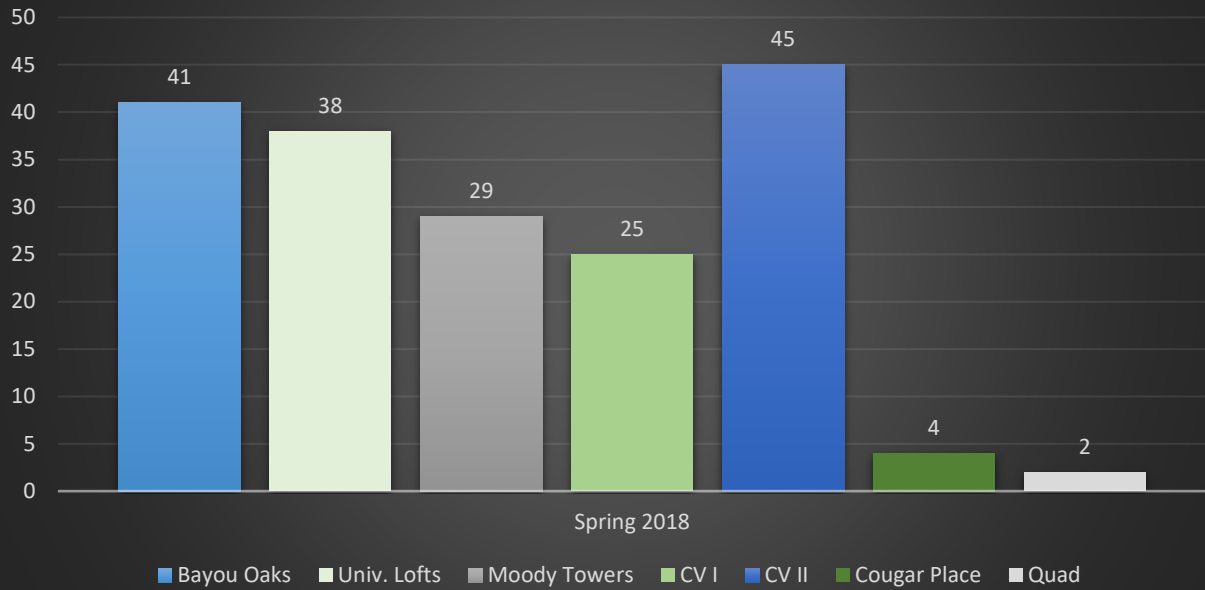
Number of Conduct Cases



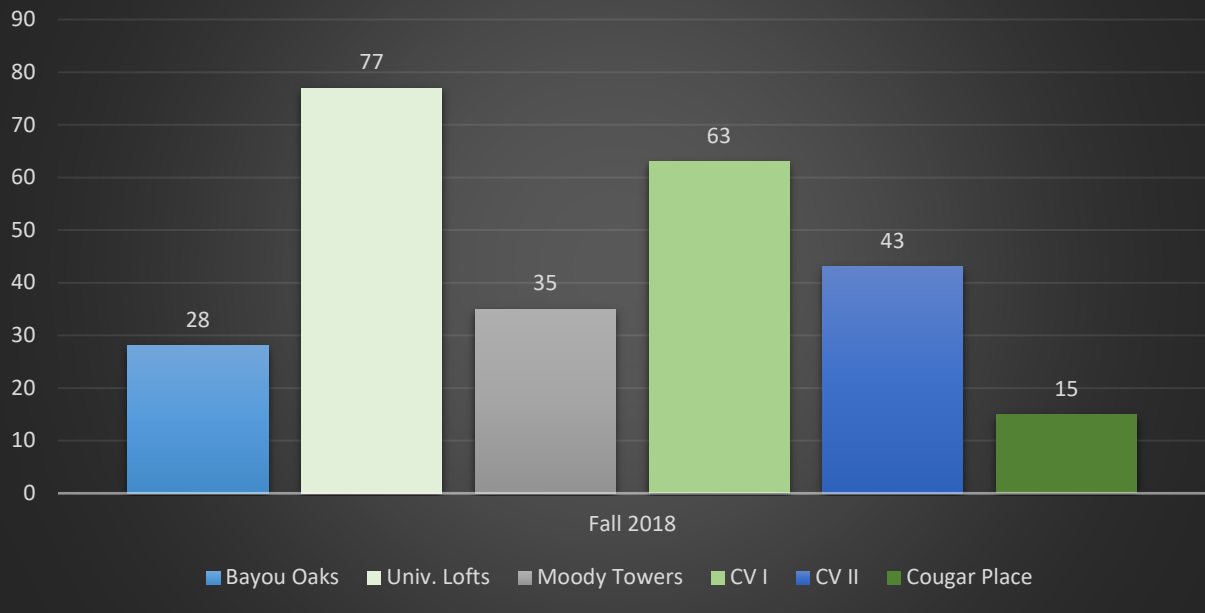
Emergency Transports

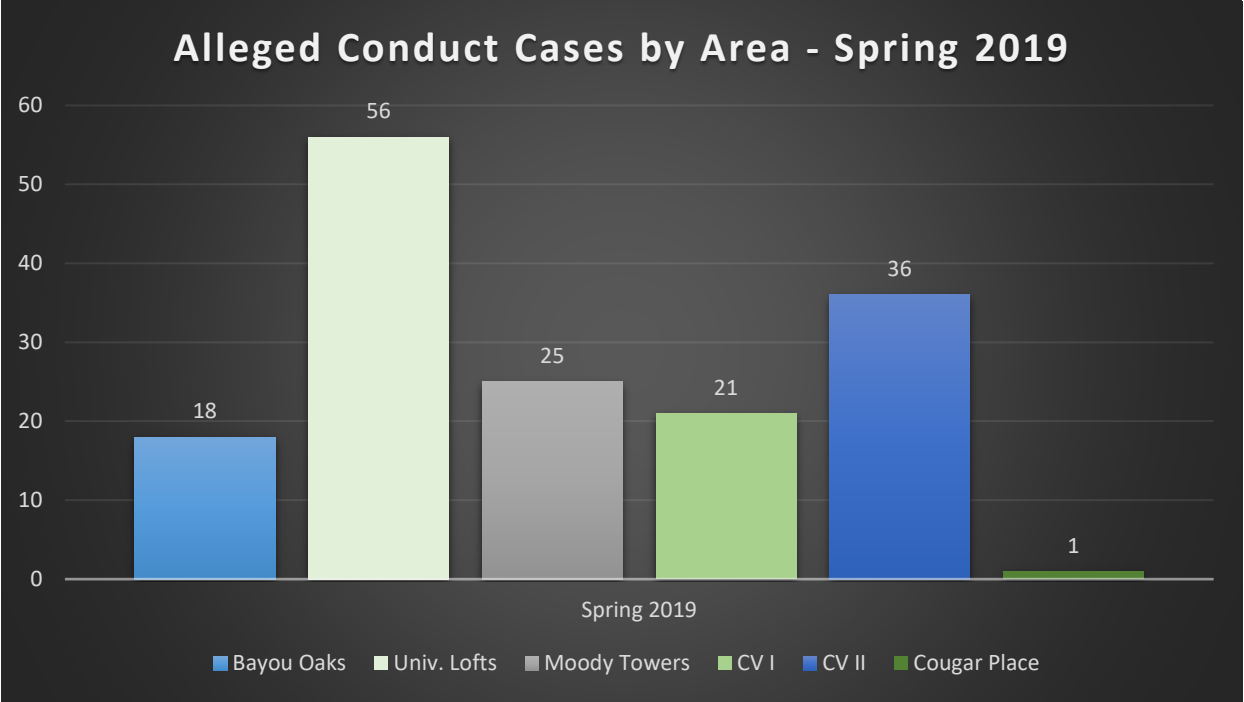


Alleged Conduct Cases by Area - Spring 2018



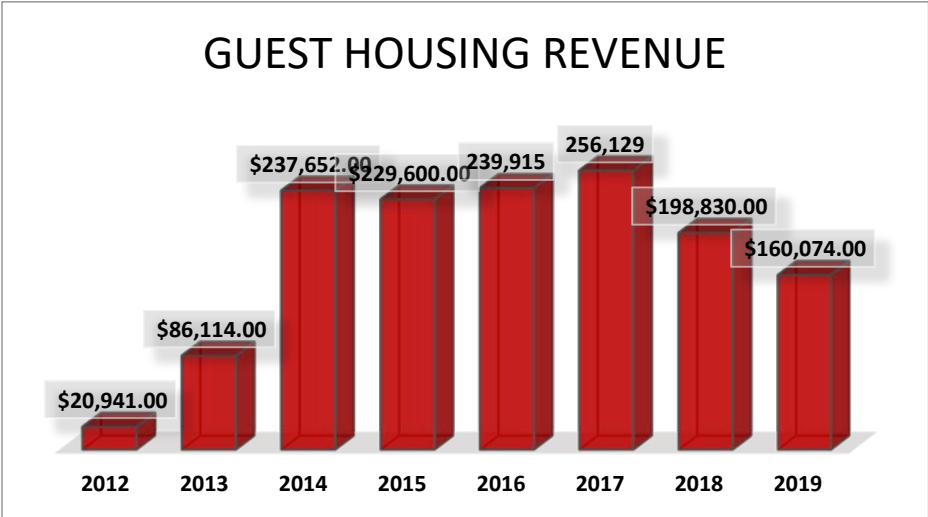
Alleged Conduct Cases by Area - Fall 2018



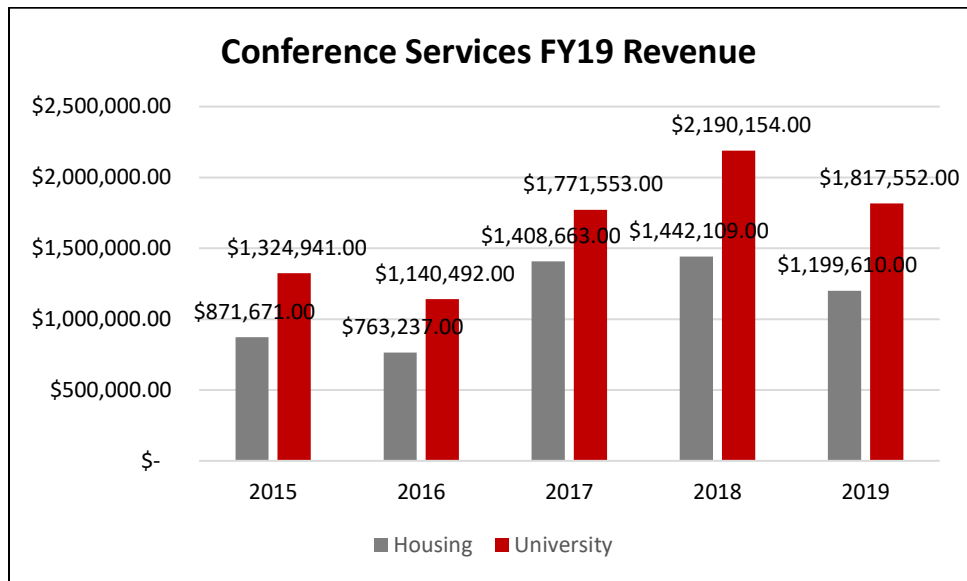


**Alleged conduct cases = any case that has an allegation of the code of conduct. A case may have multiple violations.*

Conference and Guest Housing Reports FY2019



	# Guests	Bed Nights	Revenue	Revenue Increase
FY15	122	4,587	\$234,100	n/a
FY16	81	5,886	\$239,600	2.31%
FY17	95	2,649	\$256,129	6%
FY18	107	4,453	\$198,830	-22%
FY19	64	3269	\$160,074	-22%



2019 New Conference Groups
Hobby School Summer Workshop
Houston Summer School in Dynamical
IABA Boot Camp
NCAA Basketball
Summer Energy Law Program

Fiscal Year	2015	2016	2017	2018	2019
	\$	\$	\$	\$	\$
Housing	871,671.00	763,237.00	1,408,663.00	1,442,109.00	1,199,610.00
	\$	\$	\$	\$	\$
University	1,324,941.00	1,140,492.00	1,771,553.00	2,190,154.00	1,817,552.00

2019 Returning Conference Groups	
Adaptive Athletics	Kingsland Baptist Church
AFS/ BP Stem	MFAH Mellon Summer Academy
Air Force Junior ROTC	Montgomery Aquatic Race Club
Boldface	NABA Houston ACAP
Breakthrough Texas	National Society of Black Engineers
BTI Institute Camp	National Symposium for Debate
Capitol Debate	NSF REU Materials
Computer REU	NSF REU Neuroethologies
Cougar Band	Pu-Tai High School
Digital Media Academy	REU 2019 at UHD
Envision: Pathways to STEM - Camp (2)	SAIS Drum Major
Explore Summer Institute - Camp (2)	Teach for America
Hilton College - Camp (3)	Texas Music Festival (2)
HOBY TGC	U H Volleyball Camp (3)
HOPE: Worldwide Hope Youth Corp	UH Program for Mastery in Engineering Studies
Houston Softball Camps	UHLC Pipeline Law camp
Houston Urban Debate League	Urban Experience (1)

Donations

