STUDENT HOUSING & RESIDENTIAL LIFE ANNUAL REPORT

August 1, 2012 – July 31, 2013

STUDENT HOUSING & RESIDENTIAL LIFE ANNUAL REPORT
TABLE OF CONTENTS

1. Department Overview…….…… 4
2. Department Mission……. 5
3. Department Goals…….…… 6
    a. Link to Department strategic plan
    b. Link to the Division's strategic plan
4. Department Learning Outcomes…… 11
5. Department Accomplishments …….. 13
6. Utilization Reports…… 18
    a. Frequency
    b. Numbers
    c. Trends
    d. Outreach efforts/programs including frequency and attendance numbers
7. Assessment Projects…… 26
8. Assessment Highlights with discussion…… 27
9. Areas for Continuous Improvement…… 36
    a. Growth and opportunities
    b. Critical challenges
10. National, Regional, Local and Campus Recognition and Leadership…… 39
11. Committee Involvement and Oversight ……..40
    a. List and describe outcomes of committees, that by a staff member's position, is responsible for advising and/or leading
    b. Staff involvement in Division and Campus committees
12. Student Governance…… 44
    a. Registered student organizations advised by a staff member
    b. List outcomes, projects and or plans for said organizations
13. Personnel Updates/Achievements……. 45
    a. Identify staff who have retired/departed
    b. Identify new staff members
14. Budget/Fundraising/Grants…….. 48
    a. Issues and challenges with budgets
    b. Fundraising/Grants
        i. Established
        ii. Initiated
        iii. Desired
15. Collaborations…… 49
    a. Internal to the Division of Student Affairs
    b. External to the Division of Student Affairs
    c. List purpose and outcomes of collaborative efforts

Appendices

1. Student Housing & Residential Life Profile & Organizational Chart……52
2. Fall Occupancy Report…….. 55
3. Spring Occupancy Report……..56
4. Summer Occupancy Report…… 58
5. Projected Fall Occupancy…… 59
6. Occupancy Trends…… 60
7. LLS Resident Usage…… 61
8. Living/Learning & Themed Housing…….. 62
9. August 2012 Conferences & Guest Housing…… 64
10. Summer Conferences 2012 Income…… 65
11. Summer Conferences 2013…… 66
12. EBI 2012 Results Summary…… 67
13. EBI Comparisons with Other Universities – 2011 & 2012……... 72

Section 1
STUDENT HOUSING & RESIDENTIAL LIFE – OVERVIEW

Student Housing & Residential Life supports the mission of the University of Houston by fostering communities where academic success, student growth and development, diversity, and community are nurtured. The department exists to support students so that they will be successful in their college career while living on campus, and to prepare them to continue their success after graduation. Within every interaction between residents and the department, our professional and paraprofessional staff members lead with our values of student success and satisfaction, whole person/student development, community development, building relationships, and leading with an ethic of care.

The Department has made significant progress toward the broad goals of Student Success, Vibrant/Growing Residential Communities, Student-Centered Housing Operation Processes, and Data-Driven Decision Making. Several critical objectives planned for 2012-2013 have been met and which support the strategic initiatives of the Division and University.

Major achievements of the department include the following:

- Completed the reorganization process but updating staff structure.
- Implemented a new, efficient check-in system with an off-site check-in location.
- Refined Passport, SHRL's housing management system.
- Enhanced the self-assignment process for rooms.
- Implemented Room Sync, a Facebook based roommate matching service.
- Instituted the Relational (metacognition) RA Programming Model.
- Showed substantial improvement on the EBI, with 15 out of 19 factors having a statistically significant increase.
- Completed and implemented plans to incorporate two new and one existing residence halls into SHRL.
- Developed marketing videos in several different languages in order to appeal to a wider variety of people, encouraging them to live on campus.
- Re-invented Conference Services hiring and training model
- Re-invented Guest Housing program for SHRL
- Began Stories Project, recording housing alumni's stories about their experiences living on campus.
- Created SHRL Advisory Committee composed of faculty, staff and students.

For more information concerning Student Housing & Residential Life, please see Appendix 1.

Section 2
STUDENT HOUSING & RESIDENTIAL LIFE MISSION

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.

Updated 2012

Section 3
STUDENT HOUSING & RESIDENTIAL LIFE GOALS

After reviewing the University's strategic initiatives and with input from the department, the leadership team identified the following broad goals for the Student Housing & Residential Life Department's strategic direction, which it will continue for the next one to three years:

- **Student Success**
- **Vibrant/Growing Residential Communities**
- **Student-Centered Housing Operation Processes**
- **Data-Driven Decision Making**

Initiatives accomplished (or continue in process) over this Fall semester in support of our departmental broad goals and the Division of Student Affairs and Enrollment Services follow:

DSAES Strategic Initiative	SHRL Broad Goal	SHRL Initiative	Status
Student Success	Student Success	Launched department committee model engaging student staff in department committees such as training, assessment, selection, late night and weekend event planning, and RHA/Hall Council.	Completed
Student Success	Student Success Vibrant/Growing Residential Communities	Launched revised Relational (metacognition) RA Programming Model based on student/staff feedback.	Completed
Student Success	Student Success Vibrant/Growing Residential Communities	Launched Hall Council System and revitalize RHA. ➢ Updated the RHA constitution and by-laws. ➢ Reworked RHA compensation from monthly payment to room credit.	Completed
Student Success Global Learning Strategic	Student Success Vibrant/Growing Residential Communities	In collaboration with campus partners, enhance theme/living-learning community developing within the	In Progress

Partnerships		residence halls. ➢ Place RAs intentionally in theme/living-learning communities based on their interests and experiences. ➢ Host social and educational programming reflective of themes/living-learning community foci. ➢ Develop partnerships with academic departments to provide structured success initiatives.	
Student Success Global Learning Strategic Partnerships	Vibrant/Growing Residential Communities	Updated and enhanced the Faculty-in-Residence agreement, including more intentionally focused expectations for student success programming and visibility within the community where they live.	Completed
Student Experience	Student-Centered Housing Operation Processes	Finalized department restructuring ➢ Transitioned Area Coordinator positions to Residence Life Coordinators. Positions will be less administrative and more student success and community focused. ➢ Transitioned area service desk leadership from decentralized areas to central office for consistent communication, training, accountability, and service to students. ➢ Worked with HR to update student and professional staff job	Completed

		descriptions. ➢ Finalized FYRE Program Coordinator position transition to Coordinator for First and Second Year Programs, a position that will include coordinating night and weekend programming. ➢ Finalized and launched Graduate Assistant for Theme/Learning Communities position. ➢ Restructured Calhoun Loft RA room locations.	
Student Experience	Student-Centered Housing Operation Processes	Hired vacant and new positions ➢ Associate Director ➢ Residence Life Coordinators ➢ FYRE/SYRE Coordinator ➢ Customer Service Representatives	Completed
Student Experience	Student-Centered Housing Operation Processes	Student Housing Passport (HMS) enhancements: ➢ Roommate (students self-match) matching. ➢ Enhanced room self-selection with visual floor plans (“airplane seat selection” model). ➢ Launch Partner-Passport (HMS)	Completed
Student Experience Innovation	Student-Centered Housing Operation Processes	Marketing proposal targeting Cougar Place, Cougar Village II, and Calhoun Lofts for maximizing occupancy August 2013. ➢ Work retreat incorporating campus partners. ➢ Vetted plan by October 2012.	Completed

Student Experience Strategic Partnerships	Student-Centered Housing Operation Processes	In collaboration with the Campus community, improved residential student check in. ➢ Incorporate committee system, including participation by campus partners with Student Housing & Residential Life staff members. ➢ Implement "offsite model". ➢ Increase involvement with Cougar Movers.	Completed
Innovation	Data-Driven Decision Making	Launched new department assessment plan including transparent feedback for department change/improvements. ➢ Main office customer service feedback	Completed
Innovation	Data-Driven Decision Making Student-Centered Housing Operation Processes	Completed proposed model for additional Fall 2013 housing (Passport, Operation processes, staff structure, hiring, training, and supervision): ➢ Bayou Oaks ➢ Cougar Village II ➢ Cougar Place	Completed
Collective Identity Strategic Partnerships	Student-Centered Housing Operation Processes	In collaboration with the Dean of Students Office, developed a conduct process and community standards/policies reflective of what it means to be a student in higher education. ➢ Blend Student Housing & Residential Life community standards into the UH Student Code of Conduct. ➢ Residence Life Coordinators serve as university conduct officers, thereby streamlining the conduct process for students who	Completed

		allegedly violate policies/procedures (one meeting, rather than several).	

Section 4
STUDENT HOUSING & RESIDENTIAL LIFE LEARNING OUTCOMES

The process for Student Housing & Residential Life developing and implementing learning outcomes was a major goal for the 2012-2013 academic year. As described in the 2012-2013 Assessment Plan, several assessment initiatives in line with the DSAES Strategic Plan include specific and measurable learning outcomes.

Please see our department assessment plan below:

Name of Program/Service	University Goal	Learning Outcome(s)/Program Objective(s)
Student Housing & Residential Life Retention	Promote and support student success; create student-centered housing operation processes.	Objective - Determine reasons why students are not returning to residence halls for the following semester (Spring or Fall).
RA-Resident Interactions - Resident Connections with Staff and UH	Promote and support student success; create vibrant/growing residential communities; create student-centered housing operation processes.	Objective - Assess the new/updated Intentional Interaction 'Programming' Model. Learning Outcomes – Residents will be able to: -Identify and commit to personal goals in the areas of (a) Academic, emphasizing academic skills and career exploration and development; (b) Community Involvement and Leadership, (c) Personal Wellness; and (d) Time Management. -Describe the values, beliefs, strengths, weaknesses, perspectives, and styles of themselves and others, and articulate an appreciation for them in terms of unique, evolving and self-directed cultural beings. -Describe how their involvement in at least one curricular or co-curricular experience affected their college experience. -RAs will be able to describe what they have learned about themselves related to their preferred learning style and Top Five Strengths (based on StrengthsQuest).

Name of Program/Service	University Goal	Learning Outcome(s)/Program Objective(s)
Student Housing & Residential Life General Services	Promote and support student success; create vibrant/growing residential communities; create student-centered housing operation processes; engage in data-driven decision making.	Objective - Assess the general satisfaction and perceived learning that residents experience when living on campus. Satisfaction Measurements: Hall/Apt Student Staff; Hall/Apt Programming; Room/Floor Environment; Facilities; Services Provided; Room Assignment or Change Process; Safety and Security; Dining Services. Learning Outcomes: Fellow Residents are Tolerant; Fellow Residents are Respectful; Sense of Community; Personal Interactions; Diverse Interactions; Manage Time, Study, Solve Problems; Personal Growth.
Student Housing & Residential Life Customer Service	Promote and support student success; create student-centered housing operation processes; engage in data-driven decision making.	Objective - Assess customer service skills and interactions of all staff who directly engage with students/customers.
Resident Assistant (RA) Fall RA Training	Promote and support student success; create vibrant/growing residential communities; engage in data-driven decision making.	Objective – Determine the level of skills, knowledge, and abilities RAs have learned and are able to apply after participating in the Fall RA Training experience.

Section 5
STUDENT HOUSING & RESIDENTIAL LIFE ACCOMPLISHMENTS

Student Housing & Residential Life continued to progress towards its goals through the 2012-2013 academic year. SHRL accomplished much during this period, including the following:

1. Convened the SHRL Advisory Committee, which included representatives from faculty, staff and student governance organizations.

2. Housing study completed with Brailsford & Dunlavy giving recommendations for future Student Housing & Residential Life strategic planning.

3. Student Housing & Residential Life received information related to on-campus residents' academic performance. According to the data below, residential students' average GPA has increased for the Fall semester over the past four years:

Residential Life & Housing	Fall 2009		Fall 2010		Fall 2011		Fall 2012	
	N	GPA	N	GPA	N	GPA	N	GPA
Residential Students	4095	2.72	5010	2.76	5178	2.85	5845	2.94
FTIC Residential Students	1136	2.57	1552	2.63	1601	2.76	N/A	N/A
Full time Degree-Seeking FTIC Residential Students	1107	2.59	1521	2.64	1568	2.77	N/A	N/A

One Year Retention Rate of Full Time Degree-Seeking FTIC Residential Students	
Fall 2012	N/A
Fall 2011	82.07%
Fall 2010	77.84%
Fall 2009	78.17%

4. Intentional interaction of RAs with residents increased:
    a. RAs were tasked with building relationships with as many residents as possible through intentional interactions and logged these interactions.
    b. Through StrengthsQuest, RAs became familiar with their strengths to be able to contribute to the growth of the team, themselves, and their residents' learning outcomes.

5. Initiated Hall Council system:
    a. Elected five student hall council executive boards: Calhoun Lofts, Cougar Village, Moody Towers North and South, and the Quadrangle, using Campus Labs to conduct the election process.
    b. Conducted Hall Council training for elected students from all areas.
    c. Conducted first General Assembly Meetings for each of the Hall Councils.
    d. Planned and executed 11 hall council programs with about 750 attendees in the Fall.

e. In the Spring, the Hall Councils presented 15 programs with about 1060 attendees.

6. Developed RA committee system, including:
    a. Recruitment & Selection
        i. Separated position description from agreement.
        ii. Updated the applications for RAs, SRAs, and returning staff members.
    b. Training & Development
        i. Reviewed Fall Training assessment results.
        ii. Developed and implemented three in-services (one per month) that all RAs were required to attend.
        iii. Planned Winter Training (three-day curriculum).
        iv. Planned and scheduled three mandatory in-services for Spring semester.
    c. Assessment & Evaluation
        i. Developed an RA evaluation form that corresponds directly to the position description.
        ii. Created a self-assessment form for RAs to complete.
        iii. Developed an RA Assessment that residents filled out online.
    d. Department-Wide Programming
        i. Events were organized for Cat's Back, Homecoming and Cougar Preview.
    e. Spirit & Recognition
        i. Implemented a monthly birthday recognition campaign – RAs received cupcakes on the month of their birthday.
        ii. Hosted a Halloween Party for RAs.
        iii. Organized an End of the Semester Social Celebration with Campus Recreation and Wellness.
    f. Communication/Public Relations
        i. Drafted and distributed (on-line) a bi-weekly newsletter by area.
        ii. Streamlined building Twitter accounts and offered prizes for residents who followed SHRL handles and hashtags.
    g. Sustainability
        i. Co-sponsored Green UH.
        ii. Developed a campaign for offices and students to print double-sided.
        iii. Co-sponsored the Sustainability Festival.
        iv. Initiated meetings with Facilities to brainstorm ways to increase recycling container visibility on campus.
    h. Educational and Relational Programming committees by building/area
        i. These committees hosted and/or supported 157 events for a total attendance of 9,916 individuals in the Fall.
        ii. In the Spring, there were 177 events attended by over 4,000 people.
    i. RA Council
        i. Addressed, initiated conversations and/or resolved issues related to Facilities, Service Desk Operations, access and meal plans.
        ii. Met with Financial Aid to gain better insight into how the RA position impacts students' financial aid.

iii. Developed a PowerPoint presentation on the Division of Student Affairs and Enrollment Services Strategic Plan as it directly relates to the RA/SRA position. This presentation was shared during Winter Training with all RAs/SRAs.

7. Identified 11 Theme and Living-Learning Communities (and building locations) for the 2013-2014 academic year, including drafting statements of understanding with partner academic departments.

8. Collaborated with CAPS to host “Let’s Talk” in the Moody Towers, Cougar Village I and Quadrangle common area.
    a. 172 students stopped by for advice/questions.
    b. 22 students sought personal consultation.

9. Administrative process improvements:
    a. Created and implemented a new space reservation process.
    b. Created a process to manage and document room access.
    c. Customer Service Representatives (CSRs) conduct weekly or bi-weekly key audits to ensure accuracy and appropriate billing.
    d. Created a new room transfer process.
    e. New filing system was implemented in the Housing Office.
    f. New system was developed for handling Housing Office email. Response time is within 24-48 hours.

10. Housing Office reorganization was proposed and implemented.
    a. Assistant Manager hired.
    b. CSRs were promoted from CSR 1 to CSR 2.
    c. Vacant CSR positions filled.
    d. New service desk staffing model put into place.
    e. Implemented an online Desk Assistant application.
    f. Desk Logs are now available on SharePoint where Desk Assistants can record and track customer service incidents.
    g. Created Desk Assistant staff back-up system, including floaters and on-call staff.
    h. Initiated extensive training for Customer Service Representative and Desk Assistant Training including:
        i. Customer service
        ii. CSR cross-training

11. Established a centralized tour guide station within the Housing Services Office.

12. Provided an online "Wait List" for students who applied for housing but want to change rooms prior to move in.

13. Implemented RoomSync, a roommate matching service that uses Facebook. This allows students to choose their own roommates. The roommates will then be able to book a room together through the improved Passport system. This was available in the Spring for Fall 2013 bookings.

14. Cougar Place and Cougar Village II construction is on track to open August 2013.

15. Summer 2012 conferences exceeded Summer 2011 revenue.

16. Summer 2013 conference revenue is projected to exceed Summer 2012.

17. Marketing area improvements:
    a. Developed a new marketing plan.
    b. Created a new tour email address: housingtours@uh.edu.
    c. Hired one additional tour guide and increased responsibilities of the tour guide staff. They now handle Calhoun Loft tours and tour registrations, which frees Ashriel Dunham's time for other duties.
    d. Created Social Media plan for Fall semester on twitter and Facebook.
    e. Established a centralized tour guide station within the Housing Services Office.
    f. Filmed "Stories Project" and "Why Live on Campus" video campaigns. These include interviews with UH alumni who lived on campus and videos in different languages.

18. Business Office improvements:
    a. Business Office evaluated business practices during a pre-audit session and is implementing new ideas to improve business operations.
    b. To better accommodate our department's practice of placing several student workers on payroll at a time, the Business Office developed a procedure to prevent employees working when they are not eligible.
    c. Conducted a paper audit.

19. Assessment Achievements:
    a. Conducted five surveys during Fall RA Training to measure training effectiveness.
    b. Created and conducted a survey of residents regarding their interaction with their RAs.
    c. Created and implemented an RA Self-Evaluation based on the RA position description – the results were provided to RLCs to incorporate in end-of-semester evaluations.
    d. Administered the EBI (Educational Benchmarking, Inc.) survey for a second year. The participation rate increased to 40% from last year's 25.7%. On the 19 factors measured by the EBI, SHRL showed statistically significant improvement on 15 factors.
    e. EBI rankings with Select 6, Carnegie Class and All Institutions showed considerable improvement. Of 57 ranks (19 factors ranked in each of the three categories for a total of 57), 2012 ranks included eight (8) in the top third of participating universities; 34 in the middle third; and 15 in the bottom third. Last year, there was only one (1) factor ranked in the top third; 13 in the middle third; and 43 in the bottom third. In five factors, UH's mean was higher than the average mean for the Select 6, Carnegie Class and All Institutions;

last year, only one factor was higher. Two of the five were major indicators (overall factors).

f. The Assessment team conducted the following additional assessment measures:
    i. Exit Survey
    ii. Comment Cards
    iii. RA Self-Assessment
    iv. RA Performance Evaluation
g. Began work on a Secret Shopper program that will be implemented in Fall 2013.
h. Began work on a multicultural competency survey.
i. Operationalized the assessment plan due to the Division of Student Affairs and Enrollment Services in August.

20. Increased collaboration with campus partners, including Counseling & Psychological Services, International Student Service Office, Athletics, Student Life, and Wellness, to name a few.

21. Spring 2013 occupancy was at 92% overall, up 2% from Spring 2012.

22. More students lived on campus during Summer 2013 than during Summer 2012.

23. Hired eleven new staff members. Two were replacement positions, and nine were new positions.

24. Hired three new Faculty-In-Residence.

Section 6
Utilization Reports

Occupancy Report:
Official occupancy for Fall 2012 was at 97% for UH-managed housing, 99% for the partnership housing, and 96% overall (see occupancy report, Appendix 2). This is an increase over last year, when the occupancy percentages were 94% for UH managed housing, 99% for the partnership housing and 94% overall. (For six-year trends in occupancy, see Appendix 6.)

Official Spring occupancy was at 92%, 2% above Spring 2012 occupancy. (See Appendix 3 for more information.)

During the Summer, Calhoun Lofts and Settegast in the Quadrangle were open for summer residents. Since last year part of Moody Towers was the second open facility with a different number of beds available, it is difficult to compare percent of occupancy. However, in actual numbers of students living on campus, the combined total of the number of summer residents has consistently exceeded last year by 50 to over 100. (See Appendix 4 for the July 31 occupancy report).

As of July 31, 2013, SHRL was at 78% occupancy for Fall 2013. That represents 573 more residents than last year at this time. For overall occupancy (including the partnership properties), Housing is at 81% occupancy, which is 481 more residents than this time last year. (See Appendix 5 for more information.)

Rentable Spaces:
Fall 2012, Student Housing & Residential Life entered into a space utilization agreement with the University Center in order to assist them with student/Greek organization space requests while they undergo renovations. The agreement states that Student Housing & Residential Life will allow student groups to utilize our spaces at no charge, just as they would do at the University Center. Charges for equipment and set up would remain, and the department collected approximately $1,000.00 in revenue from this practice. Student Housing served 38 student groups who utilized spaces within our facilities.

The Language & Culture Center rented selected spaces once again for their ESL classes. Their room usage included the OB Ballroom, OB 3A & 3B, the Moody Towers Aerobics Room, and six small classrooms located in the basement of Law Hall. Revenue generated from this agreement totals approximately $15,000.00 per semester. LCC accounts for most of the room rentals within Student Housing & Residential Life facilities, excluding our own department use.

For Spring 2013, space utilization and income remained the same.

Classes in SHRL Spaces:
Four rooms in Cougar Village I (CV) were utilized for classes during the Fall 2012 Semester, CV 105, 106, 112 and 115. There were 57 classes (sections) offered on 20 different topics from 11 different departments. The classes offered were:

- American West to 1848 (HIST 3307)
- Asian American Cultures (CUST 4300)
- Chicano History to 1920 (HIST 3332)
- College Success (CORE 1101) – 33 sections
- Enlightenment Stories (HIST 4338)
- Honors Selected Topics (HON 4397) – two sections
- Houston Since 1836 (HIST 3327)
- Introduction to Cultural Anthropology (ANTH 2307)
- Introduction to Liberal Studies (ILAS 2350) – two sections
- Modern France Since 1870 (HIST 3352)
- Problem Solving in Organic Chemistry I (CHEM 3131) – three sections
- Problem Solving in Organic Chemistry II (CHEM 3132)
- Second-Year Italian II (ITAL 2302)
- Selected Topics in Religious Studies (RELS 3396)
- Selected Topics in Computer Culture Studies (CCS 2394)
- Selected Topics-United States History (HIST 4394)
- Selected Topics in Anthropology (ANTH 4394)
- The US Since 1877 (HIST 1378)
- The US to 1877 (HIST 1377) – two sections
- US & Texas Constitution/Politics (POLS 1336).

During the Spring semester, 26 classes (sections) were offered in Cougar Village I on 14 different topics from eight different departments.

- British Empire Since 1500 (HIST 3355)
- College Success (CORE 1101)
- First Year Writing I (ENG 1303) – five sections
- First Year Writing II (ENG 1304) – seven sections
- A History of Histories: Capstone Course on Historiography (HIST 4336)
- Honors Selected Topics (HON 3397)
- Introduction to Liberal Studies (ILAS 2350)
- Introduction to Religious Studies (RELS 1301)
- Liberalism and Its Critics (POL 3342)
- Selected Topics in European History (HIST 4395)
- Society & Culture of India (ANTH 3316)
- Statistics for the Political Scientists (POL 3316)
- The United States to 1877 (HIST 1377) – two sections
- U.S. and Texas Constitutions and Policies (POLS 1336) – two sections

SHRL pays the maintenance, operation and utilities for these areas, and does not currently charge. SHRL's projected contribution to Academic Affairs for these spaces is estimated at $34,514.85 per semester and $69,029.69 for the academic year, detailed below.

Room/Description	Sq. Ft	Cost Per Sq. Ft.	Academic Year Cost	Admin Fee (6%)	Semester Total	Academic Year Total
N105 Seminar Room	693.80	$ 18.30	$9,523.45	$571.41	**$5,047.43**	$10,094.86

N106 Seminar Room	663.36	$ 18.30	$9,105.61	$546.34	**$4,825.97**	$9,651.95
N110 Classroom	402.14	$ 18.30	$5,519.97	$331.20	**$2,925.58**	$5,851.17
N111 Classroom	433.14	$ 18.30	$5,945.50	$356.73	**$3,151.12**	$6,302.23
N112 Classroom	847.33	$ 18.30	$11,630.87	$697.85	**$6,164.36**	$12,328.72
N113 Classroom	845.18	$ 18.30	$11,601.36	$696.08	**$6,148.72**	$12,297.44
N115 Classroom	859.33	$ 18.30	$11,795.59	$707.74	**$6,251.66**	$12,503.33
				Total:	**$34,514.85**	**$69,029.69**

Urban Experience:

The Urban Experience Program is located in Oberholtzer Hall on the second floor. This program provides support services and opportunities for educationally and economically underserved students. This program serves approximately 100 students. In addition to office space, they make use of the OB Conference Room and occasionally, the OB Ballroom or Multipurpose Room. This is a partnership arrangement, in which the program does not pay for the spaces they use. The estimated costs SHRL incurs for the space per semester amounts to $596.43 (maintenance, operations, utilities, debt service). For the whole year, it amounts to $1,590.49. This contribution to Student Affairs and Enrollment Services is detailed below.

Room/Description	Sq. Ft	Cost Per Sq., Ft.	Academic Year Cost	Admin Fee (6%)	Semester Total	Academic Year Total	Total Year Cost
Room 250	278	$5.40	$1,125.34	$90.03	**$596.43**	$1,192.86	$1,590.49

UH Forensic Program:

In December 2012, the UH Forensic Program moved into Oberholtzer Hall on the first floor. The participants in this program not only compete in local, regional and national forensic competitions, but they also provide support and serve as judges to local elementary, middle and high schools to better their forensic programs. They currently have 110 members. This is a partnership arrangement, in which the program does not pay for the spaces they use. The estimated costs for the space in December amounted to $253.16 (maintenance, operations, utilities, debt service). For the entire time from December through July, the cost was $1,930.39. This contribution to Student Affairs and Enrollment Services is detailed below.

Room	Sq. Ft	Cost Per Sq., Ft.	Academic Year Cost	Admin Fee (6%)	Cost for December	Semester Total	June & July Total	2012-2013 Total Year Total
Room 102	531	$5.40	$2,149.49	$128.97	**$253.16**	$1,139.23	$506.32	$1,930.39

Tutoring in SHRL Spaces:

A suite of offices in Cougar Village I is being used by Learning and Assessment Services (LAS) for tutoring and workshops. These services are available to both residents and non-residents. During the Fall semester, 532 individual resident undergraduate students sought tutoring, some of them multiple times. Additionally, 158 individual resident undergraduate students attended one or more workshops. This is up

from last year. Particular breakdowns of resident student use and comparison to last year are in Appendix 7.

SHRL pays the maintenance, operation and utilities for these areas, which include the offices and three classrooms, and currently does not charge. SHRL's estimated contribution to Academic Affairs for these spaces is estimated at $30,696.00 per semester. The cost for the whole year is $8,1856.00, as detailed below.

	Sq. Ft.	Cost Per Sq. Ft.	Academic Year Cost	Admin Fee (6%)	Academic Year Total
N109 LSS Tutoring Center	2,786	$18.30	$36,910	$2,786	$49,213
N110 Classroom	442	$18.30	$5,851	$442	$7,802
N111 Classroom	476	$18.30	$6,302	$476	$8,403
N 112 Classroom	930	$18.30	$12,329	$12,329	$16,438
Total	**4,634**	**$18.30**	**$61,392.00**	**$16,033.00**	**$81,856.00**

Oberholtzer Kitchen:

Although the Oberholtzer (OB) Dining Room closed this semester, the OB kitchen is still being used by UH Food Services as a catering kitchen since the UC kitchen is closed for remodeling. They will remain in OB until the UC reopens in January 2014. This represents an estimated contribution to Auxiliary Services of $19,624.35 per semester, detailed below.

Room/Description	Sq. Ft	Cost Per Sq., Ft.	Semester Total	Academic Year Total	Admin Fee (6%)	Total Annual Cost
Room 115 (Catering Line)	762	$5.40	**$1,634.83**	$3,269.65	$246.77	$4,369.54
Room 119 (Kitchen)	3,440	$5.40	**$7,380.32**	$14,760.64	$1,114.01	$19,680.85
OB Old C-Store	950	$5.40	**$489.16**	$978.32	$307.65	$5,435.12
Room 118 (Catering Line)	698	$5.40	**$1,497.52**	$2,995.04	$226.04	$3,993.38
Room 120 (Dining Office)	228	$5.40	**$489.16**	$978.32	$77.84	$1,304.43
Room 113 (Dining Hall)	3,791	$5.40	**$8,133.37**	$16,266.74	$1,227.68	$21,688.98
		Total	**$19,624.35**	**$39,248.71**	**$3,199.99**	**$51,037.18**

Housing Tours:

Housing Tours were conducted both individually and in groups throughout the Fall semester. The number of tours and participants are as follows:

2012-2013 Tour Tally				
Semester	**Number of Tours**	**Number of Prospective Residents**	**Number of Parents**	**Total Number Toured**
Fall	92	687	115	802
Spring	401	3,140	41	3,181
Summer	156	1,331	40	1,371
Total	**649**	**5,158**	**196**	**5,354**

RA Fall (August) Training:

During Fall 2012, there were 105 RAs and Senior RA staff members. Of those, 49 (or 46.7% of the total staff) were new. As a comparison, here are the numbers of new and returning RA's and Senior RA Staff for Fall 2011 and Fall 2010.

Numbers of New & Returning RA's & Senior RA Staff				
Semester	**Total # RA's & Senior RA Staff**	**# Returning**	**# New**	**% New**
Fall 2012	105	56	49	46.7%
Fall 2011	112	43	69	61.6%
Fall 2010	103	43	60	58.3%

RA Intentional Interaction Model and Programming:

We are in the second year of implementing an 'intentional interaction model' for how RAs interact with their residents. Rather than traditional residential life programs where RAs sponsor a few programs a month, sometimes based in specific topic requirements, the goal for RAs at UH is to build intentional relationships with their residents helping them connect to each other, our staff, and the institution. Overall, RAs averaged approximately 70-80 intentional interactions with their residents each month, with "intentional" defined as a meaningful dialogue where information is shared and/or learned between two individuals (RA and resident). It is safe to say that with our 105 RAs, our Residential Life paraprofessional staff intentionally interacted with residents approximately 22,050 times over the Fall 2012 semester. Interaction appears to have lessened somewhat during Spring 2013. We will be exploring the reasons for that in order to improve next year.

The RA Council will be processing through how to compile and synthesize the results of over 500 pages of data collected during the Fall 2012 semester related to this intentional interaction model. The RA Council will be working with the Department Assessment Committee to determine the best way to analyze this information.

Overall during the Fall, our student staff hosted 157 programs with about 9,916 attendees. During the Spring, they hosted 177 programs with over 4,029 people attending.

First-Year Residential Experience (FYRE)

This program serves all First-Year students and provides a number of supportive programs to contribute to their success. These included (combined Fall and Spring):

- Cougar Nights
- Welcome and First-Year Meet and Greet
- Study Buddy Meet and Greet
- Wednesday Night Study Nights
- Weekly Meet-ups to attend campus programs (lectures, SPB events, sporting events)
- Finals Study Nights (December 11-21)
- Iron Chef : Smoothies
- It's Not Easy Being Green
- NCAA Tournament Watch Party
- FAFSA Help Session
- Career Services Resume Critiques
- Career Services Grad School Prep
- Dog Therapy Stress Relief
- SHRL Carnival

Faculty-In-Residence (FIR)

The FIRs were very active and involved in residential activities including (combined Fall & Spring):

- Welcome Week
- Ice Cream Social
- Night at the Opera
- LSS Comes to the Quad
- Study Abroad
- Your Future is Near
- *Django Unchained* & *Lincoln* – A Film and Historical Discussion
- Debate activities
- Game nights
- Dinner in the FIR's residence
- Help interviewing Program Coordinator Candidates
- Monthly staff meetings with the Assistant Director

Living/Learning and Themed Communities

Plans are being made for a number of Living-Learning and Themed Communities next year. These include signed Letters of Understanding with departments or particular faculty, as well as input from various campus partners. SHRL defines Living-Learning communities as a housing area where individuals live together and participate in a curricular/academic component together. Our staff will host and/or support programs that are connected to these curricula (i.e., academic 'for credit' classes, same/similar majors, or an academic program). Theme communities are defined as a community where individual living together have similar backgrounds and/or interests and these communities are open to all students in all majors.

Living-Learning and/or Themed Communities will be located in Cougar Village I, Cougar Village II, Cougar Place, Moody Towers, the Quadrangle and Bayou Oaks. Community

sizes will range from 28 to 206, for a total of 1,484 beds dedicated to Living-Learning and Themed Communities. Appendix 8 shows a table that reflects where Living-Learning or Themed Communities will be placed next year, what type of Living-Learning or Themed Community they are, and how many bed spaces we hope to fill per community.

Work Orders:

Plant Ops initiated a new work order tracking system, FAMIS, this semester. Since September 6, 2012, there were 3,998 work orders completed for these areas. Below is a summary of the work orders related to the residence halls. The remainder of the work orders are for Food Services, grounds or other general areas.

	Submitted	Completed
Electrical	84	74
Elevator	47	46
HVAC	312	173
Lock Shop	282	266
South Zone Custodial	38	30
South Zone Maintenance	743	692
Moves	21	6

Summer (August 2012) Conferences:

The Conference season typically runs the June through the first week of August. Four conference groups continued into August, serving 208 attendees. See Appendix 9 for more information.

Summer 2012 Conferences Income:

Final figures for summer conference income were tallied during the Fall semester. Overall, we served 4,147 guests, and summer conferences brought in $1,051,034.27 to the University. Some of this money went for linen, lost keys, meals and parking. Below is the Summer Conference Income Summary. For additional information, please see Appendix 10.

Summer Conference Income Summary						
Total # of Guests	**Gross Income**	**Total Housing**	**Total Administrative Fees**	**Total Space & Equipment**	**Total to Other Departments**	**SHRL Net Income**
4,147	$1,051,034.24	$593,845.00	$ 3,320.00	$ 17,375.00	$ 436,494.24	**$ 614,540.00**

Guest Housing

SHRL is now housing guests throughout the year in rooms reserved for that purpose in Oberholtzer Hall and Calhoun Lofts. From August through December, SHRL hosted two conference groups and 20 individual guests. A summary of guest housing is located in Appendix 9.

Summer Conferences 2013

Beginning May 17 and running through August 12, SHRL hosted 64 groups from 38 organizations in the residence halls. Length of stay ranged from one to 70 nights, with a total of 758 nights stayed. Expected group size ranged from one to 500, with a total of 6,617 people expected. Ages of the participants ranged from eight through adult. Six groups began their stay in June or July, but remained into August; three more had their stay wholly in August. Final guest counts and income are not yet available. However, see Appendix 11 for a list of the groups, length of stay, and expected group size.

Section 7
Assessment Projects

During Fall 2012, SHRL continued the process of developing a concerted assessment program for the department. To build on the department Assessment Committee, an assessment committee consisting of RAs was developed and both committees (one professional and one student staff) work together to implement our department assessment plan.

The assessment projects conducted during the Fall semester included the following:

- EBI (Educational Benchmarking, Inc.) Survey – This is the second year SHRL has participated in this nation-wide survey that allows university housing departments to evaluate their own departments, as well as benchmark against other universities.
  - The survey itself was administered in November 2012.
  - Comparison data to benchmark against other universities became available in July.
- RA Self-Assessment – Through Campus Labs, RAs filled out a self-assessment where the results went directly to RLCs for the purpose of creating performance evaluations.
  - The first RA Self-Evaluation was first administered in December 2012.
  - The second one went out at the end of April 2013.
- RA Performance Survey – This short survey regarding RA performance was sent to all residents through Campus Labs.
  - The first survey went out in December 2012.
  - The survey was administered a second time at the end of April 2013.
- Exit Survey – This assessment is to every resident who does not return to housing the following semester through Campus Labs.
  - This survey was sent to all former residents who did not return in Fall 2012 over the summer and through September.
  - In January, the survey was sent to all of those who were residents in the Fall, but did not return in the Spring.
- RA Training Evaluations – The RA Training & Development Committee conducted five different self-evaluation assessments during Fall RA training to determine to what level RAs were learning and applying skills, knowledge, and abilities learned during training.
- Comment Cards – Hard copy comment cards regarding tours and SHRL services are available at all of the main desks. The SHRL comment card is also available online. Comment cards are an ongoing assessment effort.

For results of these assessment efforts, see the next section.

Section 8
Assessment Highlights

EBI Survey

The EBI is a national survey that has been used since 1994. The EBI partners with national professional organizations such as ACUHO-I, NASPA, ACPA and CAS, and measures data against professional standards. The EBI consists of 103 standard questions, and allows for 20 institution-specific questions.

Most of the questions are answered on a seven-point Likert scale, and the goal is to get an average of 5.5 or better on each factor. A score of 5.25 to 5.5 is considered "close," but still in need of improvement or monitoring. Any score below 5.24 means that the item being assessed "needs improvement". There are nineteen factors, plus twenty institution-specific questions. The nineteen factors are:

1. Satisfaction: Hall/Apt Student Staff
2. Satisfaction: Hall/Apt Programming
3. Satisfaction: Room/Floor Environment
4. Satisfaction: Facilities
5. Satisfaction: Services Provided
6. Satisfaction: Room Assignment or Change Process
7. Satisfaction: Safety and Security
8. Satisfaction: Dining Services
9. Learning: Fellow Residents are Tolerant
10. Learning: Fellow Residents are Respectful
11. Learning: Sense of Community
12. Learning: Personal Interactions
13. Learning: Diverse Interactions
14. Learning: Manage Time, Study, Solve Problems
15. Learning: Personal Growth
16. Satisfaction: College/University
17. Overall Satisfaction
18. Overall Learning
19. Overall Program Effectiveness

<u>2012 EBI Results</u>

As a result of professional and paraprofessional staff efforts across the department over the Fall 2012 semester, the EBI administered in Fall 2012 showed considerable improvement. On two of the three overall factors, Overall Resident Satisfaction and Overall Learning, we made it into the "close" range. On all of the factors, we scored above the 5.0 mark. We made the 5.5 goal on four factors:

- Satisfaction: Hall/Apt Student Staff
- Learning: Fellow Residents are Tolerant
- Learning: Diverse Interactions
- Satisfaction: College/University

We were in the "close" range on seven others:

- Overall Satisfaction
- Overall Learning
- Satisfaction: Safety and Security
- Learning: Fellow Residents are Respectful

- Learning: Sense of Community
- Learning: Personal Interactions
- Learning: Personal Growth

Compared to last year, we showed statistically significant higher scores on 15 of the 19 factors. On one factor, Dining Services, we showed improvement, but it was not statistically significant. On two items, Learning: Fellow Residents are Tolerant (5.76) and Satisfaction: College/University (5.54), there was no measurable change in score, but both measures were already above the 5.5 goal. On one measure, Safety and Security, the score decreased, but the change was not statistically significant. A graphic display of these changes is below:

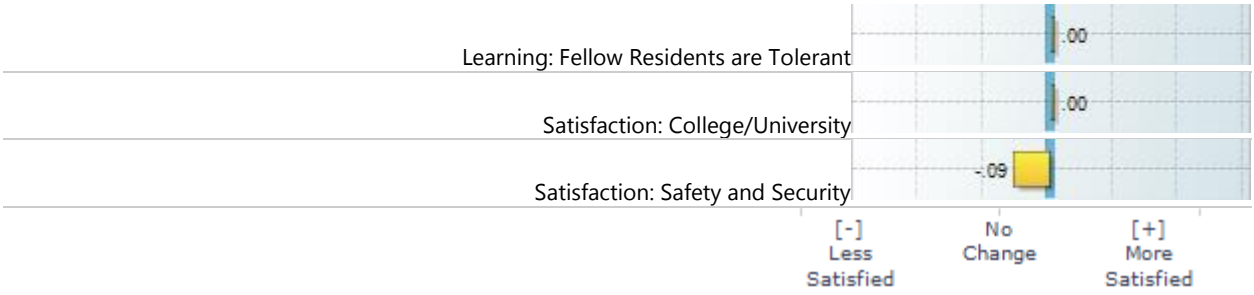
Change from Last Year by Factor

Chart Colors Legend

= This year's Factor mean is statistically higher than the mean in 2012.

= This year's Factor mean differs to the mean in 2012, but the difference is not statistical.

= This year's Factor mean is statistically lower than the mean in 2012.



For a complete look at the changes, see Appendix 12.

The response rate for the EBI increased from last year. This year, the survey was sent to all residents, and there was a 40.4% response rate; last year, it was only sent to 80% of the residents, and there was a 25.7% response rate. Below is a table showing the response rate in each area.

		2012 EBI Participation Rates			2011 EBI Participation Rates		
Code	**Residence Hall**	**Total # of Residents Submitted (100%)**	**Actual Participation**	**Actual Participation Rate**	**Total # of Residents Submitted (80%)**	**Actual Participation**	**Actual Participation Rate**
1	Calhoun Lofts	925	208	22.5%	726	179	24.7%
2	Moody Towers North	515	323	62.7%	434	122	28.1%
3	Moody Towers South	515	259	50.3%	454	88	19.4%
4	Cougar Village Lower	589	243	41.3%	516	124	24.0%
5	Cougar Village Upper	546	269	49.3%	483	172	35.6%
6	Quadrangle	770	257	33.4%	674	159	23.6%
Totals	**All Halls**	**3,860**	**1,559**	**40.4%**	**3,287**	**844**	**25.7%**

The Assessment Committee and RLCs used a variety of strategies to accomplish the increased response rate. These included:

- Reminder emails that included actions taken in response to surveys last year
- Slides on the digital monitors that included responses to specific complaints
- Prize giveaways for respondents
- Survey completion parties
- Poster campaigns
- Tables supplied with laptops were stationed near the service desk and residents passing by were asked to complete the survey on the spot. The hall that used this method had a 62.7% response rate.
- The Administrative Assistant for Assessment talked to some of the RA groups about the importance of assessment.
- Competition between groups of RAs and between halls
- Prizes such as release from certain duties were offered to staff members

This turned out to be an excellent community-building exercise. RLCs, RAs and residents got involved and were interested in the results of the competition. Many contacted the Administrative Assistant for Assessment directly for information on how their area was doing or requesting the service link.

2012-2013 Comparison to Other Universities

In addition to improving our institution scores, we also improved our rankings when benchmarked against other institutions. The samples for each group changed somewhat since different institutions participated in 2012-2013 than may have in 2011-2012. Four of our Select 6 remained the same (Texas Tech, Temple University, University of Cincinnati and University of Oklahoma), but University of Texas-Austin and Arizona State University did not participate. Therefore, we substituted University of Texas-Arlington and George Mason University. Whereas last year, 42 of our Carnegie Class universities participated; this year, 46 participated. Whereas last year, 274 total institutions took the test; this year, it was 250 total institutions.

To summarize how the rankings changed, we divided the samples into thirds and count the number of rankings that fell into each third (upper, middle and lower). The ranges for the Carnegie Class universities and All Institutions varied slightly because of the different sample sizes. Whereas in 2011-2012, most of our rankings fell into the lower third of the rankings, in 2012-2013, most of the rankings fell into the middle third of the rankings. In 2011-2012, we had only one All Institution ranking in the upper third. In 2012-2013, we had two in the upper third of the Select 6; four in the upper third of the Carnegie Class; and two in the upper third of All Institutions. Below is a table summarizing the rankings, and a second table showing the ranking ranges for each category each year. See Appendix 13 for a factor-by-factor comparison, including this year with last year.

Summary of How EBI Factors Ranked								
	Upper Third		Middle Third		Lower Third		Totals	
	2012	2011	2012	2011	2012	2011	2012	2011
Select 6	**2**	**0**	**12**	**6**	**5**	**13**	19	19
Carnegie Class	**4**	**0**	**10**	**3**	**5**	**16**	19	19
All Institutions	**2**	**1**	**12**	**4**	**5**	**14**	19	19

Note: There are seven ranks for the Select 6 because it includes UH. The rank ranges for the Carnegie Class and All Institutions vary from year to year because the size of the samples varies. Below is a table with the ranges for each group.

Ranking Ranges								
	Upper Third		Middle Third		Lower Third		Totals	
	2012	2011	2012	2011	2012	2011	2012	2011
Select 6	1-2	1-2	3-5	3-5	6-7	6-7	1-7	1-7
Carnegie Class	1-15	1-14	16-30	15-28	31-46	29-42	1-46	1-42
All Institutions	1-83	1-91	84-166	92-182	167-250	183-274	1-250	1-274

It appears that the improvements we made had an effect. These improvements were over one year's time. However, our goal remains to get all factors over the 5.5 goal mark. We will continue explore ways to improve our program.

RA Performance Survey

In December, a short survey was sent via Campus Labs to all residents regarding their RA's performance, designed to supplement the questions posed in the EBI Assessment. It was sent out again in April. There was a 20.59% response rate in the Fall, and a 21.84% response rate in the Spring. Below is a comparison of the scores:

RA Performance Survey								
Question My RA:	**Strongly Agree or Agree**		**Neutral**		**Disagree or Strongly Agree**		**Not Applicable**	
	Fall	**Spring**	**Fall**	**Spring**	**Fall**	**Spring**	**Fall**	**Spring**
Made me aware of services on campus.	72.9%	64.2%	14.6%	19.3%	15.5%	16.5%		
Made me aware of leadership opportunities on campus.	57.8%	53.7%	19.9%	23.2%	20.9%	23.1%		
Helped me establish relationships within my residential community.	59.2%	54.5%	19.9%	22.8%	20.9%	22.7%		
Helped me establish relationships with UH campus partners outside the residential community.	49.6%	43.3%	27.9%	28.5%	25.5%	28.1%		
Developed a friendly, open community that has allowed me to build meaningful relationships.	68.8%	61.5%	16.2%	20.0%	15.0%	18.5%		
Has dealt with situations/incidents within the residence halls in a professional manner.	79.0%	73.6%	14.7%	15.2%	6.3%	11.1%		
Has made me aware of where I need to go in the event of a building evacuation.	87.9%	84.5%	6.1%	8.7%	6.1%	6.8%		
Has made me aware of events and/or programs on campus.	71.9%	68.2%	13.1%	14.1%	12.8%	10.6%	2.1%	3.3%
Has effectively mediated a situation where I was in conflict with a community member/roommate.	32.4%	31.3%	15.5%	12.4%	5.7%	7.5%	46.4%	49.9%
Helped me reach a compromise with an opposing party.	31.3%	30.6%	16.6%	12.4%	4.7%	7.2%	47.3%	49.9%

The survey asked the resident's location and RA's name, so we will be able to review residents' perception of a specific RA's performance. This will help to identify strengths and areas of concern in RA performance. However, for the most part, it does not

appear that the desired program outcome was achieved. For scoring, “Strongly Agree” and “Agree” were combined, as were “Strongly Disagree” and “Disagree”. The “Agree” combination was above 50% on nine questions, but the goal for this combination should be at least 70%. This goal was met only on the questions regarding RA professionalism and on emergency procedures. In addition, there was a decline in the “Agree” combination in all measures that also appeared on the Fall survey. In seven out of 10 measures, the decline was statistically significant. After the Fall scores were examined, one would expect that RA’s would increase their efforts. Instead, it appears that RA’s had less interaction with their residents.

Overall, SHRL will need to explore the reason(s) for the decline in survey results between the two semesters. Actions taken include:

- Supervisors followed up with RAs during 1-1 meetings in May, reviewing performance over the semester and residents’ perceptions based on data from this survey.
- The data collected will be utilized by the Training & Development committee as they plan Fall RA Training in August, Winter Training in January, and the schedule of in-services to occur throughout the Fall semester. Based on these results, more focus will be placed on in-services and Winter Training to ensure RAs are still connecting with residents over the Spring semester and actively connecting them to each other and the institution.
- The new Associate Director for Residential Life and RLC team will explore the current Intentional Interaction Model and seek ways to increase ongoing support for RAs to connect with residents – during both Fall and Spring semesters.
- The Assessment & Evaluation Committee, in conjunction with the department Assessment Committee, will explore ways to further understand residents’ perceptions of their RAs’ performance during the Spring semester.

RA Fall Training Assessments

For RA Fall Training this year, we assessed the RAs understanding of knowledge and skills five times. The goal was to assess what RAs learned during training. Many of these assessment questions would be utilized again during the RA appraisal process in November and April (2013) to demonstrate what information RAs were learning and then applied to their positions. Overwhelmingly, RAs responded to these assessments and their responses indicate they learned a tremendous amount of information during training.

RA Self-Evaluations

This year, the RA Assessment & Evaluation Committee designed a self-assessment tool for RAs to complete that is based on the RA position description. RAs completed this assessment in December, with results being provided to RLCs, who would incorporate this information into the official department RA evaluation. It was administered again at the end of April.

Most of the respondents were able to answer the questions. There was some confusion of terms and places, such as confusing services offered by SHRL and services offered by other departments, and confusing a department with a service or event. The number of people who answered the questions, and answered them with correct answers, declined as the survey continued. Most of the respondents indicated that they were satisfied with their RA experience. However, answers regarding their committee experience indicated that there was confusion on the purpose, goals and structure of the committees.

The survey itself, while it did ascertain how much RAs recalled from their training, it may not have measured what we wanted to measure. We will reevaluate this survey to determine if we can devise a better instrument to better evaluate RA performance.

Comment Cards

Starting June 2, 2012, comment cards and boxes were distributed to the various service desks in each facility. There are two types of cards: one relates to the tours and the other allows comments or suggestions on any area of SHRL. The tour cards ask about the student's likelihood to live on campus after the tour. All of the tour cards returned to date have rated the tours as excellent or good. Below is a table indicating students' intentions of living on campus after the tour and in comparison with results from the summer. Please note that during the summer, there are more tours due to Orientation.

Housing Tour Comment Cards							
Likelihood to Live on Campus after Tour							
Time Frame	**Absolutely Yes**	**Maybe Yes**	**Neutral**	**Maybe No**	**Not at All**	**No Answer or N/A**	**Total**
January 1-July 31, 2013	25	7	3	0	0	3	**38**
August 1-December 31, 2012	22	8	1	0	0	4	**35**
June 2-July 31, 2012	79	25	11	2	2	9	**128**
Total	**126**	**40**	**15**	**2**	**2**	**13**	**201**

The comment card initiative is part of SHRL's intention to invite suggestions, comments, concerns or compliments. These comment cards will be used to improve customer service. The comment card was also available online through Campus Labs starting in December 2012. The cards were divided into three categories:

- Positive – a compliment or positive comment on service or people.
- Neutral – generally, a suggestion or idea.
- Negative – a complaint or negative observation.

A breakdown of the comments by type is below:

Comment Cards				
Time Frame	**Positive**	**Neutral**	**Negative**	**Total**
Online January 1, -July 31, 2013	1	1	6	**8**
January 1-July 31, 2013	0	0	2	**2**
Online December 2012	2	0	3	**5**
August 1-December 31, 2012	9	3	6	**18**
June 2-July 31, 2012	7	1	3	**11**
Total	**19**	**5**	**20**	**44**

We will continue to monitor the comment cards and online, as they will provide a valuable and immediate feedback tool for our residents and their families. We are working on ways to make the comment process more visible.

- Staff members are being encouraged to add a link to the online Comment Card to their electronic email signatures.
- We are looking at a way to integrate the website contact mechanism with the Comment Card function.

In addition, we are developing protocol for ensuring that comments get routed to the appropriate people.

Exit Survey

Starting December 2011, SHRL began sending an exit survey to all residents who did not return to housing the following semester. These surveys may help to provide insight into why residents are not returning, and if it is for reasons other than leaving the university. The survey has gone out three times now; once after the end of the Fall 2011 semester, once after the Spring 2012 semester, and once after the Fall 2012 semester. The chart below shows where the former residents were living after leaving the university.

Where Former Residents Will Live								
	With Parents		**Another University**		**Off Campus**		**Other**	
	#	**%**	**#**	**%**	**#**	**%**	**#**	**%**
Left After Fall 2011	13	65.00%	1	5.00%	4	20.00%	2	10.00%
Left After Spring 2012	17	26.76%	2	3.03%	36	54.55%	11	16.67%
Left After Fall 2012	3	18.75%	1	6.25%	10	62.50%	2	12.50%

The following chart documents responses when students were asked if they considered themselves an important part of the UH or residential community:

Former Residents self-reported data on "feeling Part" of the Community						
	Part of Residential Community			**Part of UH Community**		
	Agreed	**Neutral**	**Disagreed**	**Agreed**	**Neutral**	**Disagreed**
Left After Fall 2011	15.00%	25.00%	60.00%	35.00%	25.00%	50.00%
Left After Spring 2012	19.70%	36.36%	41.94%	37.88%	30.30%	31.82%
Left After Fall 2012	25.00%	31.25%	43.75%	25.00%	31.25%	43.75%

These numbers emphasize the need for all Student Housing & Residential Life staff, as well as university faculty and staff members, to emphasize relationship building and resident engagement.

The Exit Survey for those who did not/will not return after the Spring semester has not been done yet. We expect to administer it in September.

We are further refining our assessment tools and processes, as we will be working with Marketing to add an assessment page on the SHRL website where we will include results and actions taken based on those results. Currently, the digital displays located throughout the residential communities display 11 of changes made based on feedback. In addition, we will continue working on the 2012-2013 department assessment plan we have submitted to the Division of Student Affairs, as well as other assessment items that may rise over the course of the upcoming year.

Section 9
Areas for Continuous Improvement

Student Housing & Residential Life has undergone a great deal of change over the past year and a half. SHRL expects this changing process to continue during the foreseeable future as we frame, formulate and codify our processes and procedures. To that end, we have identified the following opportunities for growth and critical issues to be considered and resolved.

Growth and Opportunities

1) Assessment Initiatives (Taking assessment to the next level)
   - Provide basic assessment training for staff.
   - Develop Learning Outcomes.
   - Follow through on the assessment plan submitted to the Division of Student Affairs.
   - Incorporate assessment measures into more aspects of SHRL operations and activities.
   - Create an assessment page for the SHRL website.

2) Department Staff
   - Develop a greater sense of team and continue building morale.
   - Install a culture of greater customer service in the department.
   - Fill vacant positions.
   - Foster staff ownership into the bigger picture/issues of the department, division and university.
   - Improve overall communication and public relations.
   - Increase University collaboration.
   - Create professional development opportunities (developing a needs assessment and create initiatives to address them).

3) Department Transition (creating, clarifying, updating, communicating and standardizing department procedures/policies)
   - Review job roles with entire department.
   - Continue to standardize desk processes and policies.
   - Ongoing Passport/Housing Office Development:
     - Adding a Conference Module.
     - Develop a way to track First-In-Family, Transfer, International, First-Time-In-College and other particular residents by interfacing with PeopleSoft.
     - Add features that allow students to change their room prior to move-in.

4) Incorporate the new Cougar Place, Cougar Village II and Bayou Oaks residential complexes into the main campus housing system
   - Application/assignments/marketing.
   - Back-end business processes.
   - Staffing structure.

- Residential education model.
- Greek Life considerations.

5) Increasing Intentional Student Success Effectiveness
   - Continue implementing a strategic and intentional First Year Residential Experience (FYRE) program.
   - Review and improve Faculty-in-Residence program.
   - Develop a Second Year Residential Experience (SYRE) program.
   - Continue development of Living Learning/Theme Communities.
   - Increase partnering with Academic Affairs.
   - Implementing new Community Standards and Conduct Process with the DOS office.
   - Address the particular needs of special student populations (LCC, international, optometry, etc.).
   - Enhance and improve the FYRE program (including developing an early arrival program).
   - Promote student leadership opportunities (Hall Councils, RHA, desk workers, conference staff, etc.).
   - Continue building upon the RA Intentional Interaction (RA Programming) Model by supporting RAs in engaging students in meaningful conversations.
   - Consider implementing a rule that students need to take at least 12 undergraduate credits or six graduate/professional credits a semester to be eligible to live in SHRL housing.
   - Consider a residential academic registration deadline each semester to promote academic progress.

6) Occupancy
   - Work with internal marketing personnel to develop needed communications pieces outlined in a marketing plan that is updated annually.

7) Fundraising/Constituent Involvement
   - Create a dedicated donor fund.
   - Reach out to alumni and involve them in SHRL.
   - Collect housing alumni stories about their experiences living on campus and what it contributed to their lives.
   - Reach out to parents and families and involve them in SHRL.

8) Conferences
   - Attract new groups for summer conferences.

Critical Challenges

1) Deferred Maintenance (addressing facilities concerns with severely aged and not well taken care of systems and while transitioning to a centralized facility plant model)
   - HVAC.

- Plumbing (working).
- Electricity.
- Floods/Leaks.
- Locks/Keys/Access.
- Develop a plan to resolve ongoing deferred maintenance issues.
- Pest control.
- Assist Facilities and Operations staff members in following through on maintenance/custodial related issues and concerns.

2) Department Staff
   - Finalize staffing structure with the addition of Bayou Oaks, Cougar Village II and Cougar Place coming on line in August 2013.
   - Professional development opportunities.

3) Occupancy (Student recruitment and retention to on-campus housing in the wake of significant issues)
   - Significant facilities systems problems and aesthetic challenges.
   - A history of perceived poor service, response, and communication.

Section 10
National, Regional, Local and Campus Recognition and Leadership

Several SHRL staff members serve on national, regional and campus committees/meetings, some in leadership positions. Below are the national, regional and campus-wide standing committees on which SHRL staff members serve, and any leadership positions held.

National:

- ACUHO-I Stars College Committee – Don Yackley
- ACUHO-I Annual Conference Program Committee – Don Yackley
- ACUHO-I (Association College & Housing Officers-International) Assessment Committee – Rebecca Szwarc serves as Communications Officer
- ACUHO-I Marketing Committee – Kenny Mauk
- ACUHO-I Assignments Committee – Rachel Goodlad (Left in June)
- ACPA Credential Implementation Team – Dean Kennedy (Left in June)
- NASPA Ethics Task Force – Dean Kennedy (Left in June)
- NASPA Enough is Enough Campaign Assistant Director of Theory and Research – Dean Kennedy (Left in June)
- NASPA Alcohol, Other Drugs, and Violence Prevention Annual Conference Planning Committee – Dean Kennedy (Left in June)

Regional:

- SWACUHO (Southwest Association College & Housing Officers) Program Committee – Kenny Mauk
- Texas Multiple University Committee on Former Foster Children – Rebecca Szwarc

Campus-Wide Standing (Representative) Committees:

- University Commission on Women – Rebecca Szwarc serves as Co-Secretary
- Staff Council – Rebecca Szwarc serves as Co-Chair of the Staff Affairs Committee
- Staff Council – Rachel Goodlad (Left in June)
- Title IX Grievance Committee – Rachel Goodlad (Left in June)
- Food Service Advisory Committee (FSAC) – Don Yackley, Rebecca Szwarc, Lin Crowson
- Safety & Security Committee – Rebecca Szwarc
- Scholarships & Financial Aid Committee – Rebecca Szwarc

Section 11
Committee Involvement and Oversight

SHRL staff members serve on Departmental, Division and University committees that are not labeled as official standing committees. Committee involvement listed in Section 10 is not repeated here.

Don Yackley
- Enrollment Strategy
- C.A.R.T.
- Freshman Experience
- Bayou Oaks Transition
- Cougar Village II Construction
- Cougar Place Construction
- SHRL & Honors Collaboration
- SHRL & Cougar Card Office
- SHRL & Postal Service
- Emergency Management
- SHRL Move-In Committee

Kenny Mauk
- SHRL Passport Committee
- SHRL Move-In Off-Site Check-In Subcommittee Co-Chair
- GLBTQ Advisory Board

Maria Honey
- Campus Communicators
- A & F Communicators
- Social Media Alliance
- SHRL Move-In Communications Subcommittee Chair

Mark Vitek
- DSAES Assessment Committee
- SHRL Assessment Committee Chair
- Substance Abuse Task Force
- Institutional Compliance Committee
- C.A.R.T.
- Communication Sub-Group

Mackenzie Wysong
- DSAES Professional Development Committee
- SHRL Move-In Facilities Subcommittee Chair

Lin Fisher Crowson
- Professional Development Committee for Student Affairs
- RHA Advisor
- First Year Experience (DSAES Committee)

Janelle Brown
- Black Leadership Network
- UH Alumni Association
- Cougar Paws

Adam Leal
- Rentable Space Committee
- New Building Transition Committee
- New Housing Transition Committee

Regina Nixon
- Meal Plan Petition Committee
- University Center Search Committee for Activities Advisor

Habiba Milan
- RA Department-Wide Programming Committee Chair
- Hall Council Advisor
- UH Family Weekend Committee
- Cat's Back Committee
- SHRL Move-In Parking & Transportation Subcommittee Chair

Alex Ries
- RA Recruitment & Selection Committee Chair
- Hall Council Advisor
- Advisor to RHA
- Advisor to Sigma Pi
- Family Weekend Committee
- Homecoming Committee
- Weeks of Welcome Committee
- Cat's Back Committee
- RLC Recruitment and Selection Committee
- Bayou Oaks Construction and Transition Committee
- MAP-Works Implementation Team
- Recreation and Wellness Scholarship Selection Committee Chair
- RA Recruitment and Selection Committee
- SHRL Move-In Opening Events Subcommittee Co-Chair

Jamica Johnson
- Meal Plan Petition Committee
- RA Recognition & Spirit Committee Chair
- Hall Council Advisor
- SHRL Move-In On-Site Check-In Subcommittee Co-Chair

Colette McFalls
- SHRL Assessment Committee
- RA Assessment & Evaluation Committee Chair
- Hall Council Co-Chair

- First Year Experience (DSAES Committee)
- SHRL Move-In Opening Events Subcommittee Co-Chair

Terence Turner
- SHRL Assessment Committee
- RA Training & Staff Development Committee Chair
- Hall Council Co-Chair
- SHRL Move-In Committee Chair

Brian Hall (Since February)
- RA Public relations/Communications Committee Chair
- RLC Search Committee
- Hall Council Advisor
- SHRL Move-In On-Site Check-In Subcommittee Co-Chair

Teeba Rose
- SHRL Move-In Hospitality & Cougar Movers Subcommittee Co-Chair

Ashriel Dunham
- DSAES Marketing Communications Committee
- Campus Communicators
- A & F Communicators
- Social Media Alliance
- Fraternal Excellence Program Evaluator
- SHRL Move-In Hospitality & Cougar Movers Subcommittee Co-Chair

Rebecca Szwarc
- Staff Council Committees
    - CFI Committee
- University Commission on Women Subcommittees
    - Chair, Staff Affairs Subcommittee
    - Children on Campus Subcommittee
    - Reports, Initiatives and Policies Subcommittee
- University Childcare Committee
- SHRL Assessment Committee
- SHRL Passport Committee
- SHRL Move-In Off-Site Check-In Subcommittee Co-Chair
- DSAES Assessment Committee Co-Chair (July)

Alicia Whitmire
- SHRL Assessment Committee

James Aguanno
- SHRL Assessment Committee

Rosie Contreras
- New Building Transition Committee
- New Housing Transition Committee

- SHRL Move-In Committee

Dean Kennedy (Dean left the first week in June)
- Bike Safety & Use Focus Group
- Substance Abuse Task Force
- SHRL Assessment Committee
- C.A.R.T.
- First Year Experience (Student Affairs committee)

Rachel Goodlad (Rachel left the first week in June)
- Staff Council Staff Affairs Committee
- Non-Alcoholic Campus Programming Committee
- DSAES Marketing Committee

Colleen Schmidt (Colleen left at the end of December)
- LGBT Advisory Committee
- RA Communication & PR Committee Chair
- Hall Council Advisor

Section 12
Student Governance

The Residence Halls Association (RHA) is the student governance organization for the residence halls. All residents are automatically members of RHA. Their organizational model consists of Hall Councils, which serve each floor; and the general RHA assembly. RHA elects officers, who room compensation for their services. The elected officers are:

- President
- Vice President, Internal
- Vice President, Special Events
- Secretary/Treasurer
- National Communications Coordinator

RHA provides representatives to University-wide committees:

- Food Service Advisory Committee (FSAC)
- Bicycle Safety Committee
- UC Policy Board
- Student Fees Advisory Committee (SFAC)
- Student Housing & Residential Life Advisory Committee (SHRLAC)

During Fall 2012, RHA conducted Hall Council elections online through Campus Labs. There was a separate ballot for each hall. The Hall Council areas are:

- Calhoun Lofts
- Cougar Village
- Moody Towers North
- Moody Towers South
- Quadrangle

The Hall Councils meet on a regular basis. RHA has a General Assembly meeting for all areas every other Tuesday evening at 7:00 p.m.

Other activities in which RHA participated or sponsored during the Fall and/or Spring include:

- Check in
- Weeks of Welcome Events during move-in (RHA volunteered at every event including Cat's Back, BBQ, Game Night, Party in the Park, PlayFair, Ice Cream Social)
- Campus Recreation and Wellness Center Night
- Movie in the Park
- Cougar Nights (volunteered at each event four Fridays from 7 p.m. to 12 a.m.)
- Zumba Zombie
- Beauty Bowl & victory party for Beauty Bowl
- Game Night
- Frontier Fiesta/Cougar Casino
- RHA Coffeehouse
- Five students, Lin Crowson and Alex Ries attended the Southwest Association of College and University Residence Halls (SWACURH) Conference in Oklahoma City.

Section 13
Personnel Updates/Achievements

A. Student Housing & Residential Life lost these staff members during 2012-2013.
- Colleen Schmidt, Residence Life Coordinator (December 2012)
- Dean Kennedy, Associate Director for Residence Life (June 2013)
- Rachel Goodlad, Assistant Housing Manager (June 2013)

B. Student Housing & Residential Life had the following staff changes:

- New Student Housing & Residential Life Staff
  - Mersha McCall, Customer Service Representative 2
  - Shannon Moore, Customer Service Representative 2
  - Courtnee Howell, Customer Service Representative 2
  - Susan Kimbrough, Associate Director for Residential Life
  - Zachary Wortzel, FYRE & SYRE Coordinator
  - Brian Hall, Residence Life Coordinator
  - Jackie Stelmaszyzck, Residence Life Coordinator
  - Casey Quickel, Residence Life Coordinator
  - Tyler Joseph, Residence Life Coordinator
  - Chelsea Stanley, Customer Service Representative 2
  - Autumn Gardner, Customer Service Representative 2
  - Falecia Long, Customer Service Representative 2
  - Shannon Reed, Residence Life Coordinator

- New Faculty-In-Residence
  - Cameron White, Professor, Curriculum & Instruction
  - Helen Valier, Assistant Professor, Honors
  - Temple Northup, Assistant Professor, Communications

- Promoted Student Housing & Residential Life Staff
  - Rachel Goodlad, Assistant Housing Manager
  - Bernice Cantu, Customer Service Representative 2
  - Rosemary Aleman, Customer Service Representative 2

- Student Housing & Residential Life Staff Achievements
  - Ashriel Dunham, Marketing Coordinator, was the subject of a CoogNews Cougar Spotlight.
  - Rachel Goodlad, Assistant Housing Manager, was elected to Staff Council.
  - Adam Leal, Department Business Administrator, was named one of Staff Council's "25 Staff for 25 Years". As part of Staff Council's twenty-fifth anniversary celebration, 25 staff members were chosen to represent UH's diverse staff and staff functions.
  - Regina Nixon, Conference Program Coordinator 2, won a scholarship to the ACUHO-I Business Operation Conference.

- Rebecca Szwarc, Administrative Assistant for Assessment, was given a Distinguished Service Award by Staff Council for her contributions to CFI.
- Teeba Rose, Marketing Manager, won the UH Staff Excellence Award.
- Rebecca Szwarc, Administrative Assistant for Assessment, was reelected to Staff Council.
- Rebecca Szwarc, Administrative Assistant for Assessment, was made Co-Chair of the DSAES Assessment Committee.
- Janelle Brown, Housing Manager, won the Bob Cooke Scholarship to attend the 2013 ACUHO-I Conference.
- Student Housing & Residential Life (SHRL) Department and staff received twelve nominations for Division of Student Affairs awards. They won three:
  - SHRL won for the Excellence in Innovation Award
  - Rosie Contreras won the Outstanding Administrative Assistant/Support Staff Award
  - Alicia Whitmire won the Outstanding Committee Member Award
- Terence Turner and Colette McFalls were chosen to present their program, "Inception: RA Programming without Programming" at the SWACUHO (Southwest Association of College and University Housing Officers) Conference.
- Marketing Team was nominated by the American Marketing Association for the Higher Education Marketer of the Year Team Award.
- Three staff members received Cougar Cudos:
  - Dean Kennedy (August)
  - Teeba Rose (January)
  - Ashriel Dunham (February)

- Staff Special Training/Conferences Attended
  - ACUHO-I Business Operations Conference
    - Regina Nixon
    - Teeba Rose
    - Mackenzie Wysong
  - ACUHO-I Living/Learning Conference
    - Dean Kennedy
    - Colette McFalls
    - Alex Ries
    - Terence Turner
    - Rachel Ainsworth (Honors College Representative)
  - Chief Housing Officers (CHO) Conference
    - Don Yackley
  - SWACURH Conference
    - Lin Crowson
    - Alex Ries
    - Five RHA student representatives
  - "Emerging Excellence", HR Leadership five-week Training
    - Rachel Goodlad

        - Adam Leal
    - Discovering UH HR Training
        - Janelle Brown
    - Placement Exchange
        - Jamica Johnson
        - Dean Kennedy
        - Colette McFalls
        - Alex Ries
        - Terence Turner
    - ACPA Conference
        - Dean Kennedy
    - NASPA Alcohol & Other Drug Abuse & Violence Prevention Conference
        - Dean Kennedy
    - NASPA Conference
        - Dean Kennedy
        - Colette McFalls
        - Terence Turner
    - ACUHO-I Conference
        - Janelle Brown
        - Don Yackley
        - Kenny Mauk
        - Mackenzie Wysong
    - LeaderShape Conference
        - Dean Kennedy
        - Alex Ries
    - NACURH Conference
        - Alex Ries
        - RHA Executive Officers
    - SWACUHO Conference
        - Kenny Mauk
    - MAP-Works Training
        - Lin Crowson
        - Brian Hall
        - Colette McFalls
        - Alex Ries
    - Word Press Training
        - Ashriel Dunham
        - Julian Harlin
    - Adobe Illustrator and InDesign Training
        - Ashriel Dunham
        - Teeba Rose
    - PeopleSoft Query Training
        - Kenny Mauk
        - Rebecca Szwarc

Section 14
Budget/Fundraising/Grants

A. Issues and challenges with budgets

Student Housing & Residential is facing many issues and challenges in regards to budget due to extensive deferred maintenance, no pact emergency or contingency fund planning, and increasing departmental service due to new construction. Challenges include:

- Expansion, adding two new facilities and taking over the management of one existing facility.
- The need for capital improvements.
- An increase in debt service.
- Increasing occupancy rate with the new facilities online.

Student Housing & Residential Life anticipates having negative cash flow for FY 2013. Student Housing & Residential Life continues to look for opportunities to increase cash flow, as well as opportunities to decrease costs.

B. Fundraising/Grants

i. Established:

Student Housing & Residential Life has currently no established fundraising or grant initiatives ongoing.

ii. Initiated:

Student Housing & Residential Life has initiated work on the Stories Project. This is a project to capture the memories of housing alumni about their experiences living on campus. It will serve both as an archive and a way to connect with alumni so that at some point, they may be approached about possible donations. Videos are being created to be used for development and to encourage students to live on campus.

iii. Desired:

Student Housing & Residential Life desires to explore fundraising and grant initiatives, and sees the opportunity for such programs as the department grows. Specifically, SHRL is exploring the following:

- Establishing a dedicated SHRL donor fund.
- Linking to the donor fund on the website.
- Connecting with SHRL alumni.
- Exploring grant opportunities.

Initiating these opportunities could allow for additional capital to fund capital improvements and programing initiatives.

Section 15
Collaborations

INTERNAL TO THE DIVISION OF STUDENT AFFAIRS

Collaborations Internal to the Division of Student Affairs		
Project/ What Was Produced	**Other Departments/Groups Involved**	**Description of Project**
Conduct Process	Dean of Students	Streamlined conduct process so students only go through one procedure with either DOS or SHRL.
“Let's Talk”	CAPS	CAPS clinicians set up in residence hall lobbies to answer questions, concerns, comments, etc.
QPR	CAPS	CAPS teach QPR ("Question, Persuade, Refer") method of responding to signs of suicidal thinking during Fall RA Training.
Welcome/Move-in Activities	Center for Student Involvement	Worked together on Cat's Back, Weeks of Welcome, Cougar Nights and other welcome back activities.
Recovery/Substance Free Floor	Health Center, Wellness Center	Create themed housing for students in recovery. Will include office space & volunteer(s).
Space Reservations	UC	Provide meeting space for groups since UC meeting space is closed for remodeling.
End-of-Semester Get-Together	Campus Recreation & Wellness Center	Student staff from both organizations socialized.
Paint Your Nails	Wellness Center	Educated and raised money for breast cancer.
Winter Wonderland and Warren Miller	Student Programming Board, Coke Free Movie Nights	Manufactured snow, games, and food, followed by a movie highlighting skiing and snowboarding.

EXTERNAL TO THE DIVISION OF STUDENT AFFAIRS

Collaborations External to the Division of Student Affairs		
Project/ What Was Produced	**Other Departments/Groups Involved**	**Description of Project**
Finals Mania	Auxiliary Services, Student Affairs, Staff Council, Faculty Senate, SGA	Produce late-night pancake breakfast for students studying for finals.
Take Back the Night	Women's Resource Center	Late night on campus activity to make students feel safer.
Passport	UH IT	Refining home-grown housing management system.
Honors Housing	Honors College	Create a living/learning residential environment for Honors students.
MVP Movie Nights	Greek Organizations	Presenting movies for residents.
Routine Collaborations	Facilities Management, UH Department of Public Safety, International Students & Scholar Services, Printing & Postal Services, Parking & Transportation, Auxiliary Services, Enrollment Services, Admissions, UH Alumni Association, Financial Aid, American Campus Communities, Campus Living Villages	These are routine collaborations where Student Housing & Residential Life partners with campus departments to facilitate better customer service for our residents.

BOTH INTERNAL & EXTERNAL TO THE DIVISION OF STUDENT AFFAIRS

Collaborations Both Internal & External to the Division of Student Affairs		
Project/ What Was Produced	**Other Departments/Groups Involved**	**Description of Project**
Fall Check-In Committee	University Center, Center for Student Involvement, Campus Recreation & Wellness, UH Department of Public Safety, Cougar Card Office, Health Center, Auxiliary Services, Parking & Transportation, College of Technology, Facilities Management, Academic Scheduling	Create a smooth, efficient and quick move-in process.
CART	DOS, CAPS, UHDPS, Academic Affairs, General Counsel's Office	The Conduct Assessment and Response Team (CART) assesses concerning student behavior and takes action if needed.
Summer Conferences	Facilities Management, Academic Scheduling, Parking & Transportation, UHIT, Food Services, Cougar Card, Orientation, Music Department, Athletics, College of Engineering, College of Technology	Work with these groups to arrange and provide services for summer conferences, and ensure that they run smoothly.
Bayou Oaks Transition Team	DOS, Center for Sorority and Fraternity Life, Office of Student Affairs, Center for Student Involvement, American Campus Communities	Transition Bayou Oaks to SHRL management.
Emergency Management Team	Health Center, UHDPS, Office of Student Affairs. Athletics	Make plans for emergency events, such as a hurricane or pandemic.
Voter Registration Campaign	Faculty, Student Programming Board, DOS, UHDPS	Registered voters for the election.
Student Housing & Residential Life Advisory Committee	RHA, Faculty Senate, Staff Council, SGA, Auxiliary Services	This committee is designed to provide campus-wide input into SHRL to move the department forward.

Appendix 1

Student Housing & Residential Life Profile

Student Housing & Residential Life serves approximately 6,000 students who live in seven distinct student housing areas that provide a comprehensive student services program. Moody Towers, Cougar Village I, Calhoun Lofts, and the Quadrangle area are owned and operated by Student Housing & Residential Life; Bayou Oaks is owned by the University, but run by a private company (American Campus Communities); Cambridge Oaks and Cullen Oaks are public/private partnerships with Campus Living Villages and American Campus Communities, respectively. In Fall 2013, Bayou Oaks management is assumed by Student Housing & Residential Life and two new facilities, Cougar Village II and Cougar Place, will open, adding nearly 2,000 more beds to the campus.

Student Housing & Residential Life Facilities

Current Housing Summary

		UH-Run Housing				Public/Private Partnerships			New Housing (Opening Fall 2013	
	Characteristics	Calhoun Lofts	Cougar Village I	Moody Towers	Quadrangle	Bayou Oaks	Cambridge Oaks	Cullen Oaks	Cougar Village II	Cougar Place
	Number of Buildings	1	1	2	5	17	15	5	1	1
	Number of Units	744	607	621	474	191	210	231	607	227
	Number of Beds	984	1145	1085	831	490	634	879	1144	799
	Type of Rooms	Apartments	Suites	Traditional, Community Bathrooms	Suites	Apartments, Townhouses	Apartments	Apartments	Suites	Apartments
Configurations	Doubles		538	464	357				550	
	Singles		28	71					40	
	Super Singles			46	95					
	Efficiency	211					24	6		
	One-bedroom	293					80	63		5
	Two-Bedroom	240				3	104	279		18
	Three-Bedroom					3	2			
	Four-Bedroom					60		63		184
	Townhouses					15				
Live-on Staff	Professional	1	2	2	1	2	2	2	2	1
	Student	16	38	37	17	8	5	15	38	18
	Faculty in Residence		1	2	2				1	1
	Gross Square Footage	550,981 sq. ft.	291,038 sq. ft.	292,840 sq. ft.	242,925 sq. ft.	175,590 sq. ft.	188,036 sq. ft.	477,053 sq. ft.	278,185 sq. ft.	316,000 sq. ft.
	Acreage	3.5 acres	3.2 acres	6.4 acres	7.9 Acres	4.6 acres	11 acres	11.57 acres	3.4 acres	5 acres
	Year Completed	2009	2010	1970	1950	2003	1990	2001; 2005	2013	2013
	Cost	$114 million	$74 million	$10.2 million	$3.0 million	$20.8 million	$6.1 million	$17.7 million		
	Financing	Bonds	Bonds	Bonds	Bonds	Private Developer Tax-Free	Private Developer Conventional	Private Developer Conventional	Bonds	Bonds
	UH Debt Payment	$7.2 million	$3.6 million	$370,000/yr. (1970)	None	$1.3 million	None	None		
	Management	UH	UH	UH	UH	American Campus Communities & UH	Century Campus Housing/UH	American Campus Communities & UH	UH	UH
	Owner	UHS	UHS	UHS	UHS	UHS	Century 40-year Ground Lease	ACC 40-year Ground Lease	UHS	UHS

STUDENT HOUSING & RESIDENTIAL LIFE STAFF

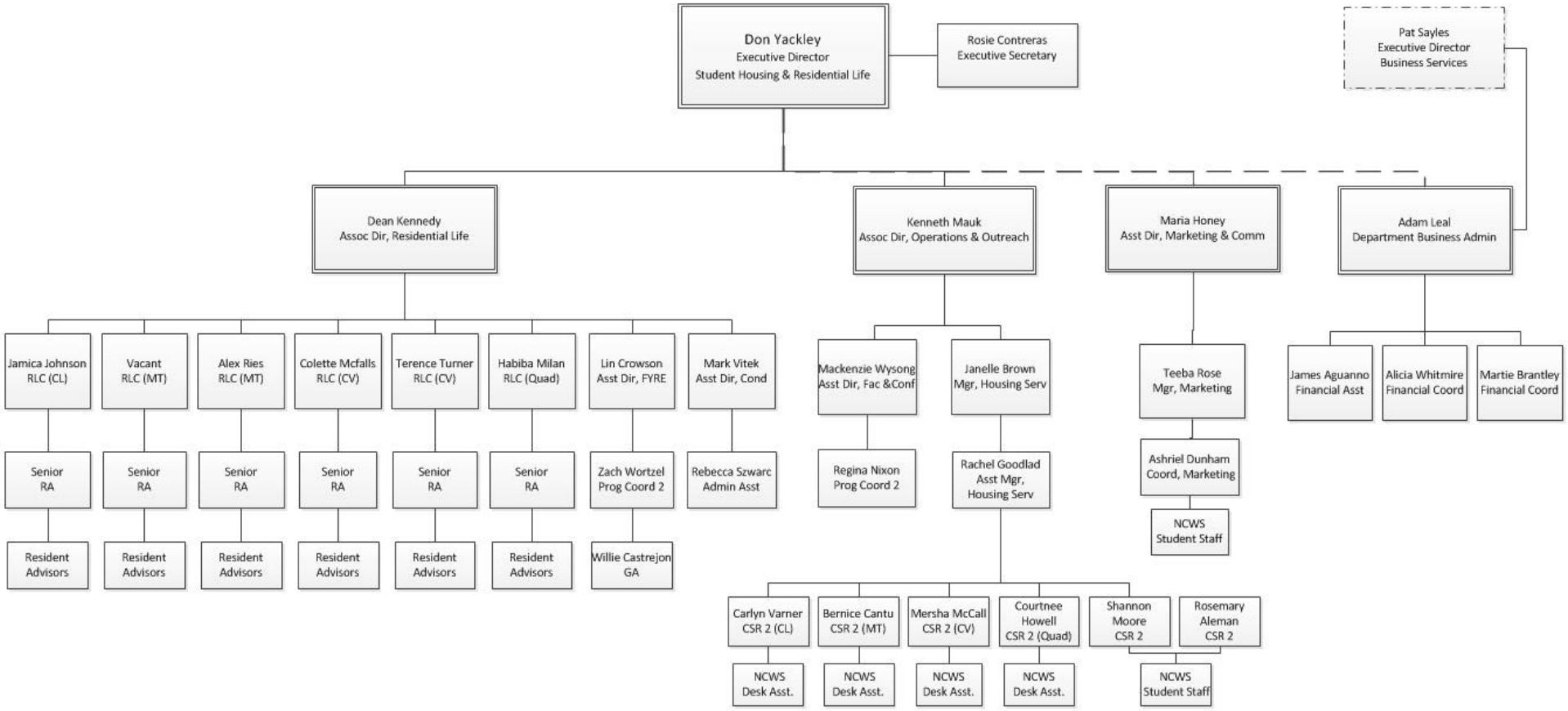
Student Housing & Residential Life staff consists of a variety of skilled professional and paraprofessional personnel. They are responsible for overseeing all aspects of on-campus life. The functions performed by SHRL staff include:

- Facilities oversight
- Housing contract management
- Residential programming
- Resident academic and emotional support
- Community building
- Conduct and judicial oversight
- Assessment
- Business administration
- Marketing
- Summer conference and guest housing management

The SHRL organization chart can be found in on the next page.

UNIVERSITY of HOUSTON

STUDENT HOUSING & RESIDENTIAL LIFE



Appendix 2
Fall Occupancy Report

University of Houston Student Housing & Residential Life Profile & Occupancy Report
September 20, 2012

Current Occupancy - Fall 2012											
	Available Beds						Occupancy		Occupancy Rates		
Current Buildings	Base Beds	Conference Suites	Temporary Housing	**Student & Staff Beds	*Non-Revenue Generating Spaces	Revenue Spaces	Total Occupancy	Revenue Producing Occupancy	Total Occupancy Rate	Fall 2012 Revenue Occupancy Rate	Fall 2011 Revenue Occupancy Rate
Calhoun Lofts	984	34		950	18	932	931	913	98%	98%	89%
Cougar Village	1145	0		1145	41	1104	1138	1097	99%	99%	100%
Moody Towers - South/North	1085	0		1085	36	1049	1039	1000	96%	95%	94%
Quadrangle	831	31	0	800	20	780	777	757	97%	97%	93%
Bates	214	0		214	4	210	210	206	98%	98%	
Law	181	0		181	6	175	175	169	97%	97%	
Oberholtzer	32	31	0	1	1	0	1	0	100%	0%	
Settegast	177	0		177	5	172	171	166	97%	97%	
Taub	227	0		227	4	223	220	216	97%	97%	
UH Housing Totals	4045	65	0	3980	115	3865	3885	3767	98%	97%	94%
Partnership Properties											
Bayou Oaks	490	0		490	12	478	465	453	95%	95%	96%
Cambridge Oaks	634	0		634	7	627	625	625	99%	100%	100%
Cullen Oaks	879	0		879	19	860	875	856	100%	100%	100%
Partnership Property Totals	2003	0		2003	38	1965	1965	1934	98%	98%	99%
Grand Totals - RLH & Partnership Properties	6048	65		5983	153	5830	5850	5701	98%	98%	96%
Proposed Future Housing											
Cougar Place Replacement	798				22	776					
Cougar Village 2	1145				39	1106					
Proposed Housing Totals	1943				61	1882					
Future Housing Totals	7991				214	7712					

*Non-revenue-generating spaces are rooms used for Area Coordinators, Resident Assistants, Senior Resident Assistants, Faculty-in-Residence, rooms under maintenance and show rooms. **Last year's totals include Cougar Place, which is now closed.

**Student and Staff beds are Base Beds minus Conference Beds. Conference Beds are revenue-generating beds, but may be intermittently occupied by overflow housing students, conference attendees, visiting professors or scholars, etc. Most of these beds have already been reserved/booked.

Note: There are still 7 students listed as "To Be Checked In" for Fall 2012.

Note: Some of Oberholtzer' s conference beds are being used for temporary housing. The number of temporary beds being used equals the number of students occupying them, which is why the occupancy rate is reflected at 100%. As these residents are moved out of Oberholtzer, the rooms will go back to conference beds.

Resident Classifications
9/20/2012

	Undergraduate Students					Post-Graduate Students			Gender (Total # Students)					
AREA	Freshmen	Sophomores	Juniors	Seniors	Total Undergrad Residents	Post-Baccalaureate	Professional	Graduate	Female	Male	Total # Student Residents	Other*	Housing Staff**	Total # Residents
UH Residence Halls														
Calhoun Lofts	40	72	225	249	**586**	17	127	167	425	472	**897**	10	1	**908**
Cougar Village	911	141	61	21	**1,134**	0	0	0	598	536	**1,134**	4	2	**1,140**
Moody Towers	535	262	138	65	**1,000**	1	0	20	421	600	**1,021**	2	2	**1,025**
Quadrangle	285	283	142	52	**762**	1	0	8	349	422	**771**	4	1	**776**
Res. Halls Total	**1,771**	**758**	**566**	**387**	**3,482**	**19**	**127**	**195**	**1,793**	**2,030**	**3,823**	**20**	**6**	**3,849**
Partnership Housing														
Bayou Oaks-Res. Hall	22	110	55	52	**239**	0	0	7	133	113	**246**	9	2	**257**
Bayou Oaks-Townhouses	22	85	59	40	**206**	0	0	2	101	107	**208**	0	0	**208**
Cambridge Oaks	80	99	103	26	**308**	76	3	59	195	251	**446**	0	7	**453**
Cullen Oaks	99	344	231	134	**808**	29	5	16	500	358	**858**	0	19	**877**
Partnership Total	**223**	**638**	**448**	**252**	**1,561**	**105**	**8**	**84**	**929**	**829**	**1,758**	**9**	**28**	**1,795**
Overall Total	**1,994**	**1,396**	**1,014**	**639**	**5,043**	**124**	**135**	**279**	**2,722**	**2,859**	**5,581**	**29**	**34**	**5,644**

NOTES:
Resident totals may not match occupancy totals because some residents rent more than one bed space (e.g., both rooms of a two-bedroom apartment) or may have authorized guests.
*"Other" occupants includes spouses, authorized guests, faculty, staff, visiting scholars, UH-Downtown students and anyone else who is not a UH student or Housing staff member.
**"Housing staff" only includes non-student staff members. For the purposes of this table, student staff members should be included under their appropriate classification.

UH Enrollment Housed			
Classification	# Residents	UH Fall 2012 Enrollment	% Housed
Freshmen	1,994	5,399	37%
Sophomores	1,396	6,845	20%
Juniors	1,014	8,220	12%
Seniors	639	10,912	6%
Under-graduates	5,043	31,376	16%
Post-Bac	124	1,399	9%
Professional	135	1,601	8%
Graduate	279	6,381	4%
Total Students	5,581	40,757	14%

Note: The Fall enrollment numbers listed are preliminary, and not official. The enrollment numbers may change before they are made official.

Appendix 3
Spring Occupancy Report

Current Occupancy - Spring 2013											
	Available Beds						Occupancy		Occupancy Rates		
Current Buildings	Base Beds	Conference Suites	Temporary Housing	**Student & Staff Beds	*Non-Revenue Generating Spaces	Revenue Spaces	Total Occupancy	Revenue Producing Occupancy	Total Occupancy Rate	Spring 2013 Revenue Occupancy Rate	Spring 2012 Revenue Occupancy Rate
Calhoun Lofts	984	34		950	19	931	910	894	96%	96%	92%
Cougar Village	1145	0		1145	41	1104	1095	1054	96%	95%	96%
Moody Towers - South/North	1085	0		1085	41	1044	958	919	88%	88%	84%
Quadrangle	831	31	0	800	20	780	718	698	90%	89%	87%
Bates	214	0		214	4	210	197	193	92%	92%	
Law	181	0		181	6	175	165	159	91%	91%	
Oberholtzer	32	31	0	1	1	0	1	0	100%	0%	
Settegast	177	0		177	5	172	153	148	86%	86%	
Taub	227	0		227	4	223	202	198	89%	89%	
UH Housing Totals	4045	65	0	3980	121	3859	3681	3565	92%	92%	90%
Partnership Properties											
Bayou Oaks	490	0		490	12	478	454	451	93%	94%	94%
Cambridge Oaks	634	0		634	7	627	634	627	100%	100%	100%
Cullen Oaks	879	0		879	19	860	853	853	97%	99%	100%
Partnership Property Totals	2003	0		2003	38	1965	1941	1931	97%	98%	99%
Grand Totals - RLH & Partnership Properties	6048	65		5983	159	5824	5622	5496	94%	94%	93%
Proposed Future Housing											
Cougar Place Replacement	799				22	777					
Cougar Village 2	1144				39	1105					
Proposed Housing Totals	1943				61	1882					
Future Housing Totals	7991				220	7706					

*Non-revenue-generating spaces are rooms used for Residence Life Coordinators, Resident Assistants, Senior Resident Assistants, Faculty-in-Residence, rooms under maintenance and show rooms. **Last year's totals include Cougar Place, which is now closed.

**Student and Staff beds are Base Beds minus Conference Beds. Conference Beds are revenue-generating beds, but may be intermittently occupied by overflow housing students, conference attendees, visiting professors or scholars, etc. Most of these beds have already been reserved/booked.

Spring Resident Classifications

Resident Classifications

2/7/2013

AREA	Undergraduate Students					Post-Graduate Students			Gender (Total # Students)		Total # Student Residents	Other*	Housing Staff**	Total # Residents
	Freshmen	Sophomores	Juniors	Seniors	Total Undergrad Residents	Post-Baccalaureate	Professional	Graduate	Female	Male				
UH Residence Halls														
Calhoun Lofts	30	51	189	296	566	17	118	166	415	452	867	10	1	878
Cougar Village	663	294	92	41	1,090	0	0	0	597	503	1,090	4	2	1,096
Moody Towers	355	283	171	103	912	2	0	18	391	541	932	2	2	936
Quadrangle	111	322	203	72	708	1	0	4	328	385	713	4	1	718
Res. Halls Total	**1,159**	**950**	**655**	**512**	**3,276**	**20**	**118**	**188**	**1,721**	**1,881**	**3,602**	**20**	**6**	**3,628**
Partnership Housing														
Bayou Oaks-Res. Hall	23	109	54	51	237	0	0	7	132	112	244	10	2	256
Bayou Oaks-Townhouses	22	85	60	38	205	0	0	2	101	106	207	0	0	207
Cambridge Oaks	80	99	101	26	306	76	3	59	195	249	444	0	7	451
Cullen Oaks	99	338	232	134	803	30	5	16	494	360	854	0	19	873
Partnership Total	**224**	**631**	**447**	**249**	**1,551**	**106**	**8**	**84**	**922**	**827**	**1,749**	**10**	**28**	**1,787**
Overall Total	**1,383**	**1,581**	**1,102**	**761**	**4,827**	**126**	**126**	**272**	**2,643**	**2,708**	**5,351**	**30**	**34**	**5,415**
NOTES:														

Resident totals may not match occupancy totals because some residents rent more than one bed space (e.g., both rooms of a two-bedroom apartment) or may have authorized guests.

*"Other" occupants includes spouses, authorized guests, faculty, staff, visiting scholars, UH-Downtown students and anyone else who is not a UH student or Housing staff member.

**"Housing staff" only includes non-student staff members. For the purposes of this table, student staff members should be included under their appropriate classification.

Appendix 4
Summer Occupancy Report

Current Summer Occupancy

Note: Only Calhoun Lofts & Quadrangle-Settegast are open for summer housing. Summer housing began June 2. This shows **current** occupancy.

	Available Beds					Occupancy		
Current Buildings	**Base Beds**	**Conference Suites**	**** Student & Staff Beds**	***Non-Revenue Generating Spaces**	**Revenue Spaces**	**Total Current Occupancy**	**Revenue Producing Occupancy 2013**	**Revenue Producing Occupancy 2012**
Calhoun Lofts	984	34	950	30	953	443	433	388
Quadrangle-Settegast	177	0	177	7	170	121	115	58
UH Housing Totals	1161	0	1161	37	1123	564	548	446
Partnership Properties								
Bayou Oaks	490	0	490	12	478	326	315	440
Cambridge Oaks	634	0	634	7	627	428	421	445
Cullen Oaks	879	0	879	19	858	428	428	442
Partnership Property Totals	2003	0	2003	38	1963	1182	1164	1327
Grand Totals - RLH & Partnership Properties	3164	34	3130	75	3086	1746	1712	1773

*Non-revenue-generating spaces are rooms used for Residence Life Coordinators, Resident Assistants, Senior Resident Assistants, Faculty-in-Residence, rooms under maintenance and show rooms. **Last year's totals include Cougar Place, which is now closed.

**Student and Staff beds are Base Beds minus Conference Beds. Conference Beds are revenue-generating beds, but may be intermittently occupied by overflow housing students, conference attendees, visiting professors or scholars, etc. Most of these beds have already been reserved/booked.

Appendix 5

University of Houston Student Housing & Residential Life
Projected Fall Occupancy Report
July 31, 2013

Projected Occupancy Fall 2013									
Residence Hall	Beds			Bookings			Bookings Last Year	Projected Occupancy	
	Available	Revenue Generating Beds	Non-Revenue Beds	Returning Residents	New Residents	Total Bookings	Total Bookings This Week 2012	Current Estimated % Total Occupancy	Current Estimated % Revenue Occupancy
Bayou Oaks	490	477	13	257	204	461	459	97%	97%
Calhoun Lofts	984	935	49	437	491	928	901	99%	99%
Cougar Place	799	777	22	556	192	748	N/A	96%	96%
Cougar Village I	1,152	1,104	48	146	611	757	1,101	70%	69%
Cougar Village II	1,144	1,100	44	0	911	911	N/A	83%	83%
Moody Towers	1,091	1,041	50	319	308	627	1,035	62%	60%
Quadrangle	835	781	54	198	217	415	778	56%	53%
UH Total	**6,495**	**6,215**	**280**	**1,913**	**2,934**	**4,847**	**4,274**	**79%**	**78%**
Cambridge Oaks	634	627	7	246	284	530	620	85%	85%
Cullen Oaks	879	858	21	411	447	858	860	100%	100%
Partnership Totals	**1,513**	**1,485**	**28**	**657**	**731**	**1,388**	**1,480**	**94%**	**93%**
Grand Totals	**8,008**	**7,700**	**308**	**2,570**	**3,665**	**6,235**	**5,754**	**82%**	**81%**

Note: Application proceess for Fall 2013 opened January 22. Priority sign-up ended February 28, but those who began the process during that time are being given a second chance to complete it.

Fall Applicant Report Where They are in the Process			
Process Step	Returners	New	Total
Total Completed	1,913	2,934	4,847
Total Applications	2,084	3,166	5,250

Appendix 6
Six Year Occupancy Trends

OCCUPANCY TRENDS						
	Fall 2007	**Fall 2008**	**Fall 2009**	**Fall 2010**	**Fall 2011**	**Fall 2012**
Residence Halls						
University-owned housing **(Quadrangle, Moody Towers, Cougar Place, Cougar Village)**	96.0%	98.0%	91.3%	84.4%	99.3%	99.3%
Apartments						
University-owned housing **(Calhoun Lofts, Bayou Oaks)**			84.2%	86.6%	86.2%	86.2%
Private development housing on campus **(Cullen Oaks, Cambridge Oaks)**	99.0%	99.7%	98.7%	96.9%	99.9%	99.9%
TOTAL	99.0%	99.7%	92.2%	91.8%	93.1%	93.1%
ALL HOUSING TOTALS	**97.3%**	**98.8%**	**91.8%**	**87.8%**	**96.2%**	**96.2%**

Appendix 7
LLS Resident Usage

Undergraduate Residents Tutored by LLS						
	Fall 2012			Fall 2011		
Facility	Total Undergraduates	# Tutored	% Tutored	Total Undergraduates	# Tutored	% Tutored
Calhoun Lofts	600	32	5.3%	429	9	2.1%
Cougar Village	1133	206	18.2%	1107	202	18.3%
Moody Towers	993	184	18.5%	922	135	14.7%
Quadrangle	758	110	14.5%	721	66	9.2%
Students living in 2 facilities				54	14	25.9%
Total	**3484**	**532**	**15.3%**	**3233**	**426**	**13.2%**

Undergraduate Residents Attending LLS Workshops						
	Fall 2012			Fall 2011		
Facility	Total Undergraduates	# Attending Workshops	% Attending Workshops	Total Undergraduates	# Attending Workshops	% Attending Workshops
Calhoun Lofts	600	11	1.8%	429	14	3.2%
Cougar Village	1133	59	5.2%	1107	32	2.9%
Moody Towers	993	44	4.4%	922	27	2.9%
Quadrangle	758	44	5.8%	721	21	2.9%
Students living in 2 facilities				54	2	3.7%
Total	**3484**	**158**	**4.5%**	**3233**	**96**	**3.0%**

Appendix 8
Living/Learning Communities & Themed Housing

Cougar Village

CV1 - North			**Beds**
201 - 231	Hotel Restaurant Management	LLC - Curricular	97
301 - 308	NSM	LLC - Same/Similar Major	32
311 - 318	NSM	LLC - Same/Similar Major	32
501 - 531	Honors	LLC - Academic Program	97
601 - 608	Honors - National Merit	LLC - Academic Program	32
614 - 619	Honors	LLC - Academic Program	24
620 - 621	Honors - Terry Scholars	LLC - Academic Program	8
624 - 631	Honors - Terry Scholars	LLC - Academic Program	32
701 - 731	Honors	LLC - Academic Program	60

CV1 - South			**Beds**
501 - 508	Honors Leadership	LLC - Curricular	32
511 - 518	Honors - Bonner Scholars	LLC - Academic Program	32
524 - 531	Honors	LLC - Academic Program	32
601 - 608	Honors	LLC - Academic Program	32
611 - 618	Honors - Tier One	LLC - Academic Program	32
624 - 631	Honors	LLC - Academic Program	32

Cougar Village 2

CV2 - North			**Beds**
211 - 218	Engineering	LLC - Curricular	32
411 - 418	Business	LLC - Curricular	32
611 - 618	NSM Pre Health Professions	LLC - Same/Similar Major	32
737 - 745	Theatre	LLC - Curricular	32

CV2 - South			**Beds**
709 - 717	Wellness	Theme Community	32
726 - 733	Students in Recovery *(possibly)*	Theme Community	32

Moody Towers

North Tower

Female			
Floors	1,2, 6, 9, 10, 13, 14, 15, 17		
Male Floors	3, 4, 5, 7, 8, 11, 12, 16		
202 - 218	Women in Engineering and Science	LLC - Same/Similar Major	31
302 - 318	Engineering (Male)	LLC - Same/Similar Major	32

South Tower

Female Floors	3, 5, 6, 8, 12, 13, 16		
Male Floors	1, 2, 4, 7, 9, 10, 11, 14, 15, 17		
302 - 319	Women in Business	LLC - Same/Similar Major	34

<u>Quadrangle</u>

Taub

101 - 135	Engineering	LLC - Same/Similar Major	66

Law

101 - 130	Theatre	LLC - Curricular	40
401 - 420	Students in Recovery	Theme Community	28

<u>Cougar Place</u>

1100 - 1118	Medicine and Society	LLC - Curricular	49
1030 - 1098	Honors	LLC - Academic Program	123
2016 - 2116	Second Year	Theme Community	206
3101 - 3116	Sustainability	Theme Community	33

Bayou Oaks

101 - 118	Global Perspectives and Experiences	Theme Community	44

Appendix 9
August 2012 Conferences & Guest Housing

NAME OF GROUP	GUESTS	BEGIN DATE	END DATE	LOCATION	HOUSING	LINEN	TOTAL
College of Technology - Group **5**	**15**	08/24/12	09/21/12	12 @ OB, 3 @ Calhoun	**$ 11,328.00**	$ 240.00	$ 11,568.00
College of Technology - Group **6**	**8**	10/19/12	11/16/12	6 @ OB, 2 @ Calhoun	**$ 5,664.00**	$ 120.00	$ 5,784.00
INDIVIDUALS							
	1	07/31/12	08/05/12	CLE-305	**$ 325.00**	$ -	$ 325.00
	1	08/03/12	08/17/12	CLE-619	**$ 650.00**	$ -	$ 650.00
	1	08/07/12	08/09/12	CLE-212	**$ 170.00**	$ -	$ 170.00
	1	08/07/12	08/09/12	CLE-416	**$ 170.00**	$ -	$ 170.00
	1	08/10/12	08/17/12	CLE-725	**$ 325.00**	$ -	$ 325.00
	1	08/17/12	09/15/12	CLE-416	**$ 1,200.00**	$ -	$ 1,200.00
	1	08/27/12	12/31/12	CLE-623	**$ 4,955.00**	$ -	$ 4,955.00
	1	08/30/12	12/08/12	CLE-709	**$ 3,925.00**	$ -	$ 3,925.00
	1	09/02/12	09/15/12	CLE-725	**$ 650.00**	$ -	$ 650.00
	1	09/02/12	09/15/12	CLE-619	**$ 650.00**	$ -	$ 650.00
	1	09/02/12	09/15/12	CLE-415	**$ 650.00**	$ -	$ 650.00
	1	09/02/12	09/15/12	CLE-223	**$ 650.00**	$ -	$ 650.00
	1	09/02/12	09/15/12	CLE-405	**$ 650.00**	$ -	$ 650.00
	1	10/01/12	10/31/12	CLE 223	**$ 1,200.00**	$ -	$ 1,200.00
	1	10/10/12	10/12/12	CLE 305	**$ 170.00**	$ -	$ 170.00
	1	11/04/12	11/21/12	CLE 601	**$ 820.00**	$ -	$ 820.00
	1	11/04/12	11/05/12	CLE 305	**$ 85.00**	$ -	$ 85.00
	1	11/06/12	11/07/12	CLE 619	**$ 85.00**	$ -	$ 85.00
	1	11/07/12	11/09/12	CLE 405	**$ 170.00**	$ -	$ 170.00
	1	11/27/12	12/22/12	CLE 421	**$ 1,200.00**	$ -	$ 1,200.00
TOTAL	**43**				**$ 35,692.00**	$ 360.00	$ 36,052.00

Appendix 10
Summer Conference Income 2012

SUMMER CONFERENCE HOUSING ESTIMATE REVENUE REPORT 2012

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	NAME OF GROUP	INVOICE #	GUESTS	HOUSING	LINEN	ADMIN	LOST KEYS	MEALS	RLH SPACE/EQUIP.	PARKING	SUBTOTAL	DEPOSIT	TOTAL
2	ACAP Houston	RES - 1468	30	4,500.00	0.00	0.00	0.00	3,264.75	0.00	0.00	7,764.75	3,900.00	3,864.75
3	Aramark	RES - 1478	115	6,270.00	3,280.00	0.00	202.50	0.00	0.00	0.00	9,752.50	0.00	9,752.50
4	Boldface - English Department	RES - 1454	21	3,100.00	420.00	0.00	0.00	0.00	0.00	42.00	3,562.00	1,278.00	2,284.00
5	Chemical Engineering-Study in Houston 2012	RES -1475 & B	33	18,436.00	825.00	700.00	405.00	16,062.75	0.00	0.00	36,428.75	0.00	36,428.75
6	College of Technology - Group 1	RES - 1452	16	11,972.00	260.00	0.00	0.00	0.00	0.00	0.00	12,232.00	0.00	12,232.00
7	College of Technology - Group 2	RES - 1456	13	9,212.00	200.00	0.00	0.00	0.00	0.00	0.00	9,412.00	0.00	9,412.00
8	College of Technology - Group 3	RES - 1487	15	11,144.00	240.00	0.00	67.50	0.00	0.00	0.00	11,451.50	0.00	11,451.50
9	College of Technology - Group 4	RES - 1498	14	10,684.00	220.00	0.00	0.00	0.00	0.00	0.00	10,904.00	0.00	10,904.00
10	Computer Science - REU	RES -1492 & B	13	22,100.00	260.00	0.00	0.00	0.00	0.00	0.00	22,360.00	8,500.00	13,860.00
11	Conrad Hilton College (3)	RES - 1483	65	3,703.00	1,300.00	0.00	0.00	1,368.75	0.00	0.00	6,371.75	0.00	6,371.75
12	Cougar Band	RES - 1485	221	23,010.00	0.00	0.00	202.50	23,382.00	75.00	0.00	46,669.50	0.00	46,669.50
13	Distance Dietetic Internship	RES - 1474	6	1,140.00	0.00	0.00	0.00	0.00	0.00	0.00	1,140.00	450.00	690.00
14	Drum Major Camp	RES - 1484	187	13,975.00	0.00	0.00	202.50	12,693.75	0.00	0.00	26,871.25	22,250.00	4,621.25
15	Earth & Atmosheric Sciences	RES - 1467	4	2,425.00	0.00	0.00	0.00	0.00	0.00	0.00	2,425.00	1,265.00	1,160.00
16	EITM Summer Institute	RES - 1466	8	4,028.00	160.00	0.00	0.00	0.00	750.00	0.00	4,938.00	0.00	4,938.00
17	Electrical Engineering - REU	RES - 1473	10	16,923.00	200.00	0.00	0.00	0.00	0.00	450.00	17,573.00	0.00	17,573.00
18	Governor's Academy	RES - 1463	66	9,509.00	1,410.00	0.00	202.50	3,187.50	0.00	0.00	14,309.00	0.00	14,309.00
19	Harris Foundation	RES - 1472	44	13,200.00	0.00	0.00	0.00	14,820.00	400.00	276.00	28,696.00	19,000.00	9,696.00
20	History Department	RES - 1455	9	1,026.00	180.00	0.00	0.00	0.00	0.00	96.00	1,302.00	0.00	1,302.00
21	Houston Dynamo - Residential	RES - 1465	105	10,839.00	1,575.00	0.00	0.00	8,601.52	400.00	49.50	21,465.02	9,800.00	11,665.02
22	Houston Dynamo - US	RES - 1488	378	87,030.00	11,340.00	500.00	1,822.50	88,450.50	3,275.00	324.00	192,742.00	0.00	192,742.00
23	Houston Urban Debate League	RES - 1491	170	32,113.00	0.00	0.00	1,012.50	16,567.50	4,050.00	228.50	53,971.50	53,971.50	0.00
24	ID Tech (6)	RES - 1490	49	12,086.00	0.00	0.00	202.50	11,595.75	6,000.00	0.00	29,884.25	13,000.00	16,884.25
25	Mathematics	RES - 1493	2	3,150.00	40.00	0.00	0.00	2,712.00	0.00	0.00	5,902.00	0.00	5,902.00
26	Math Department - GPOTS	RES - 1460	58	11,108.00	1,480.00	0.00	0.00	0.00	75.00	0.00	12,663.00	5,300.00	7,363.00
27	MESET - Step Forward	RES - 1459	56	10,083.00	100.00	0.00	0.00	0.00	1,175.00	0.00	11,358.00	0.00	11,358.00
28	National Cheerleaders Association	RES - 1481	124	10,354.00	0.00	0.00	0.00	8,463.00	0.00	33.00	18,850.00	14,000.00	4,850.00
29	National Hispanic Institute	RES - 1470	42	4,400.00	0.00	0.00	0.00	5,797.50	0.00	0.00	10,197.50	1,000.00	9,197.50
30	National Socitey of Black Engineers	RES - 1476	19	13,368.00	380.00	0.00	0.00	53,375.25	0.00	496.50	67,619.75	33,000.00	34,619.75
31	Orientation (8)	RES - 1494	1497	45,350.00	29,940.00	0.00	2,227.50	0.00	0.00	0.00	77,517.50	2,227.50	75,290.00
32	School of Theatre	RES - 1493	30	19,596.00	600.00	220.00	0.00	14,115.75	0.00	0.00	34,531.75	0.00	34,531.75
33	Sports International	RES - 1489	164	13,271.00	0.00	150.00	0.00	13,191.75	1,025.00	225.00	27,862.75	12,000.00	15,862.75
34	Teach Houston (2)	RES - 1480	122	15,125.00	0.00	10.00	0.00	13,533.00	0.00	0.00	28,668.00	0.00	28,668.00
35	Texas Music Festival	RES - 1486	122	79,970.00	220.00	1,740.00	202.50	52,446.00	0.00	0.00	134,578.50	0.00	134,578.50
36	Times/PLS	RES - 1453	3	456.00	60.00	0.00	0.00	0.00	0.00	0.00	516.00	0.00	516.00
37	UH Soccer Camp 1	RES - 1461	58	5,800.00	0.00	0.00	405.00	1,260.00	0.00	0.00	7,465.00	0.00	7,465.00
38	UH Soccer Camp 2	RES - 1479	75	7,500.00	0.00	0.00	0.00	2,070.00	0.00	0.00	9,570.00	0.00	9,570.00
39	UH Softball Camp	RES - 1457	37	3,804.00	0.00	0.00	0.00	0.00	0.00	30.00	3,834.00	4,000.00	-166.00
40	UH Volleyball	RES - 1471	32	800.00	0.00	0.00	0.00	240.00	0.00	0.00	1,040.00	0.00	1,040.00
41	UH Volleyball PreSeason	RES - 1497	18	4,830.00	0.00	0.00	0.00	0.00	0.00	0.00	4,830.00	0.00	4,830.00
42	Universal Teens	RES - 1462	43	5,005.00	0.00	0.00	202.50	4,578.75	0.00	72.00	9,858.25	5,900.00	3,958.25
43	Youth Foundation of Texas	RES - 1458	42	2,100.00	0.00	0.00	0.00	346.50	0.00	0.00	2,446.50	1,300.00	1,146.50
44	Welch	RES - 1482	11	9,350.00	0.00	0.00	0.00	0.00	150.00	0.00	9,500.00	0.00	9,500.00
45													
46	TOTALS		4147	593,845.00	54,690.00	3,320.00	7,357.50	372,124.27	17,375.00	2,322.50	1,051,034.27	212,142.00	838,892.27

UH Confidential - R. Nixon 1/10/2013

Appendix 11
Summer Conferences 2013

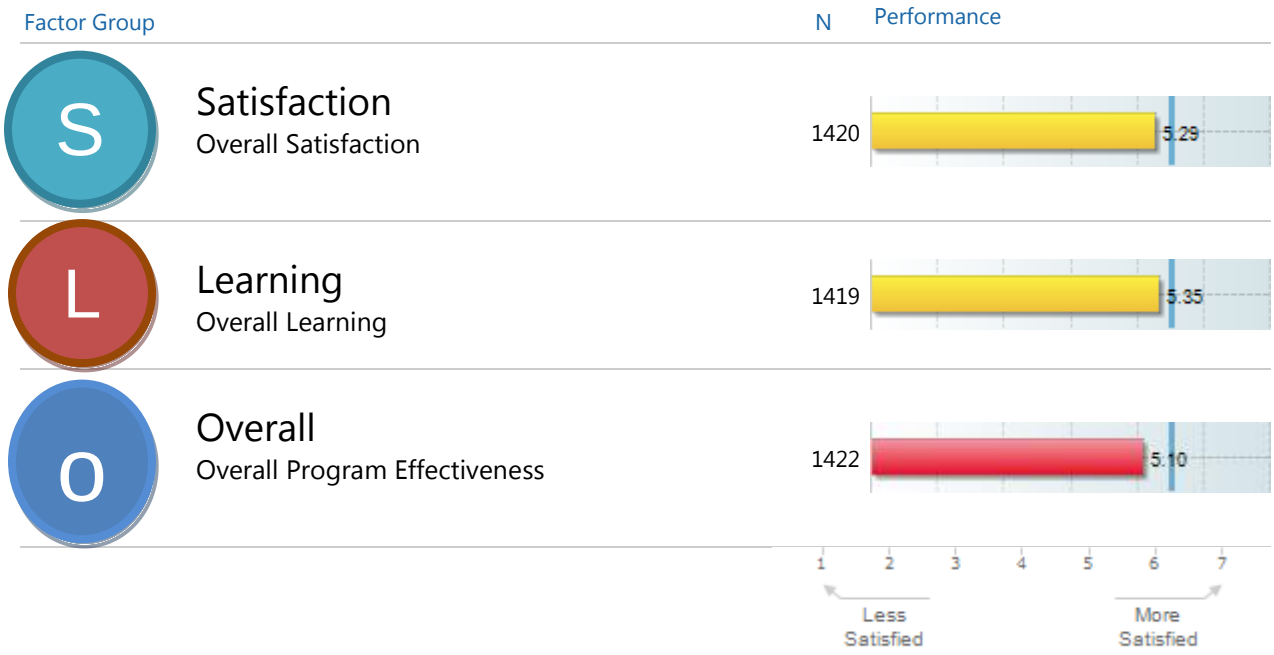
NAME OF GROUP	AGE OF GROUP	LENGTH /STAY	PLACEMENT	START DATE	END DATE	NUMBER
Teach India	Adults	35	Cougar Village	05/17/13	06/21/13	8
Texas Music Festival Camp **1**- Vocal	Youth 15 - 18	20	Cougar Village	05/19/13	06/08/13	12
BoldFace Conference	Adults	6	Cougar Village	05/19/13	05/25/13	15
Electrical Engineering - REU	Adults	68	Cougar Village	05/20/13	07/27/13	13
Orientation **1**	Youth 17 - 18	1	Cougar Village	05/30/13	05/31/13	500
Texas Music Festival Camp **2** - Orchestral	Youth 15 - 18	31	Cougar Village	05/31/13	06/30/13	99
Petroleum Engineering- Study in Houston 2013	Adults	21	Quadrangle	06/01/13	06/22/13	51
Mathamatics REU	Adults	70	Cougar Village	06/01/13	08/10/13	2
Computer Science - REU	Adults	67	Cougar Village	06/02/13	08/09/13	10
Computer Science Department	Adults	31	Cougar Village	06/02/13	07/03/13	1
ID Tech Camp Staff	Staff	50	Cougar Village	06/06/13	07/27/13	15
UH Women's Soccer Camp 1	Youth 8-17	4	Cougar Village	06/07/13	06/11/13	23
Earth & Atmospheric Science	Adults	53	Cougar Village	06/09/13	08/01/13	2
Teach Houston Camp **1**	Adults	5	Cougar Village	06/09/13	06/14/13	61
ID Tech Camp **1**	Youth 10 - 17	5	Cougar Village	06/09/13	06/17/13	15
Welch Summer Scholars	Youth 15-17	34	Cougar Village	06/09/13	07/13/13	11
Texas Music Festival Camp **3**- Guitar	Youth 15 - 18	7	Cougar Village	06/10/13	06/17/13	10
UH Softball Camp	Youth 8 - 12	4	Cougar Village	06/10/13	06/14/13	45
Conrad Hilton College Camp **1**	Adults	2	Cougar Village	06/10/13	06/12/13	30
History Department-CPH Humanities Texas	Adults	3	Cougar Village	06/11/13	06/14/13	20
UH Women's Soccer Camp 2	Youth 8-17	4	Cougar Village	06/12/13	06/16/13	90
Adaptive Athletics - Disabled Group	Youth/Adults	3	Cougar Village	06/12/13	06/16/13	20
Orientation **2**	Youth 17 - 18	1	Cougar Village	06/13/13	06/14/13	500
Universal Teens	Youth 16 - 19	5	Quadrangle	06/14/13	06/19/13	40
National Society of Black Engineers	Adults	29	Quad/Cougar Village	06/14/13	07/13/13	38
Texas Music Festival Camp **4** - Piano	Youth 15 - 18	8	Cougar Village	06/15/13	06/23/13	15
Hobby - EITM Summer Institute	Adults	14	Cougar Village	06/15/13	06/29/13	13
Step Forward - MESET	Youth 16 - 17	7	Cougar Village	06/15/13	06/22/13	56
Teach Houston Camp **2**	Adults	5	Cougar Village	06/16/13	06/21/13	61
ID Tech Camp **2**	Youth 10 - 17	5	Cougar Village	06/16/13	06/21/13	15
Houston Dynamo - Residential	Youth 8 - 17	4	Cougar Village	06/16/13	06/20/13	100
Orientation **3**	Youth 17 - 18	1	Cougar Village	06/17/13	06/18/13	500
Conrad Hilton College Camp **2**	Adults	2	Cougar Village	06/17/13	06/19/13	30
Orientation **4**	Youth 17 - 18	1	Cougar Village	06/20/13	06/21/13	500
C5 YouthTexas Foundation	Youth 15-16	1	Cougar Village	06/22/13	06/23/13	46
ID Tech Camp **3**	Youth 10 - 17	5	Cougar Village	06/23/13	06/28/13	15
Conrad Hilton College Camp **3**	Adults	2	Cougar Village	06/24/13	06/26/13	30
UH Drum Major Camp	Youth 15 - 18	3	Cougar Village	06/24/13	06/27/13	160
Orientation **5**	Youth 17 - 18	1	Cougar Village	06/25/13	06/26/13	500
Orientation **6**	Youth 17 - 18	1	Cougar Village	06/27/13	06/28/13	500
Sports International	Youth 7 - 18	4	Cougar Village	06/27/13	06/30/13	200
ID Tech Camp **4**	Youth 10 - 17	5	Cougar Village	06/30/13	07/05/13	15
ID Tech Camp **5**	Youth 10 - 17	5	Cougar Village	07/07/13	07/12/13	15
Cougar Band Camp	Youth 12 - 18	4	Cougar Village	07/07/13	07/11/13	280
Pu Tai High School	Youth 15	12	Cougar Village	07/07/13	07/19/13	33
Bauer College of Business	Adults	18	Cougar Village	07/08/13	07/26/13	24
Conrad Hilton College Camp **4**	Adults	2	Cougar Village	07/08/13	07/10/13	30
National Cheerleaders Association	Youth 14 - 18	3	Cougar Village	07/09/13	07/12/13	170
US Soccer - Dynamo	Youth 14 - 18	11	Cougar Village	07/11/13	07/22/13	450
ID Tech Camp **6**	Youth 10 - 17	5	Cougar Village	07/14/13	07/19/13	15
UH Volleyball Camp 1	Youth	1	Cougar Village	07/15/13	07/16/13	40
Orientation **7**	Youth 17 - 18	1	Cougar Village	07/16/13	07/17/13	315
Orientation **8**	Youth 17 - 18	1	Cougar Village	07/18/13	07/19/13	305
OPSAC Student Association - New	Youth 14 -15	13	Cougar Village	07/19/13	08/01/13	23
UH Volleyball Camp 2	Youth	1	Cougar Village	07/19/13	07/20/13	40
ACAP Houston	Youth 14-18	6	Cougar Village	07/21/13	07/27/13	30
ID Tech Camp **7**	Youth 10 - 17	5	Cougar Village	07/21/13	07/26/13	15
Architectual Association	Adults	11	Cougar Village	07/22/13	08/02/13	25
UH Women's Soccer Camp 3	Youth 8-17	4	Cougar Village	07/22/13	07/26/13	90
School of Theatre	Youth 15 - 18	18	Cougar Village	07/24/13	08/12/13	30
Energy Institute Camp 1	Youth 14-15	1	Cougar Village	07/30/13	07/31/13	110
Conrad Hilton College Camp **5**	Adults	2	Cougar Village	08/01/13	08/03/13	30
Kappa Alpha Psi Fraternity Inc **(New)**	Adults	5	Cougar Village	08/06/13	08/11/13	50
Energy Institute Camp 2	Youth 14-15	1	Cougar Village	08/06/13	08/07/13	110
Totals		**758**				**6617**

Appendix 12

2012 EBI Results Summary

What is the satisfaction level with each of the three major indicators of satisfaction?

Population: University of Houston (Number Responding = 1559)



= Your institution has a higher mean than the goal (5.5).

= Your institution is within .25 of the goal (5.5).

= Your institution has a lower mean than the goal (5.5) by more then .25.

ACUHO-I/EBI Resident Assessment (Order: 26797)

Summary of Changes

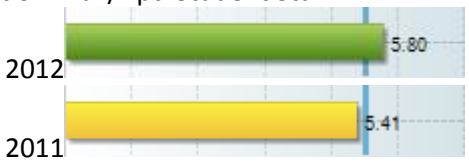
- We showed improvement in all three major indicators.
- Last year, all major indicators were red (below the goal by more than .25); this year, 2 are yellow (within .25 of goal).
- We showed statistically higher improvement in 15 of 19 factors; improvement, but not statistical, in 1 measure; no change in 2 measures; and lower, but not statistical in 1 measure. The 2 measures where there was no change were both above the 5.5 goal.
- Last year, we had 2 green and 3 yellow out of 19 measures. This year, we have 3 green and 7 yellow.
- All factor scores were above 5.0 (last year, 11 factors were below 5).

EBI Results 2011

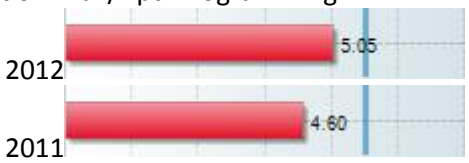
Major Indicators

EBI by Factors – 2012 & 2011 Comparison

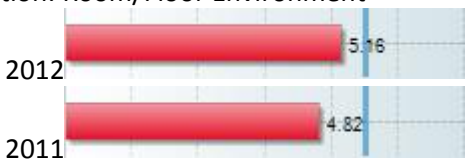
1. Satisfaction: Hall/Apt. Student Staff



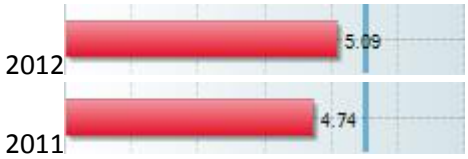
2. Satisfaction: Hall/Apt. Programming



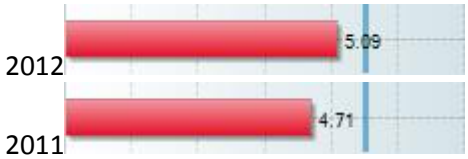
3. Satisfaction: Room/Floor Environment



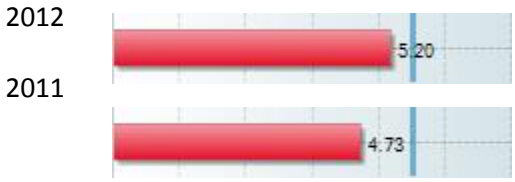
4. Satisfaction: Facilities



5. Satisfaction: Services Provided

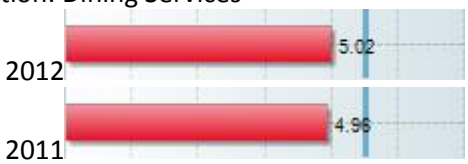


6. Satisfaction: Room Assignment or Change Process

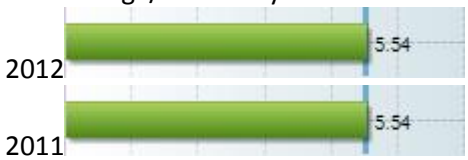


7. Satisfaction: Safety & Security

8. Satisfaction: Dining Services

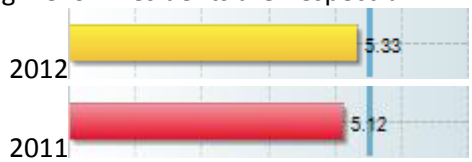


9. Satisfaction: College/University

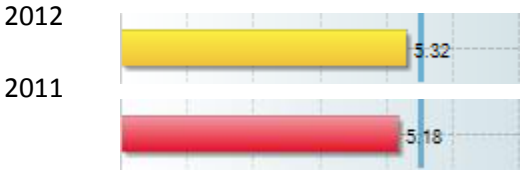


10. Learning: Fellow Residents are Tolerant

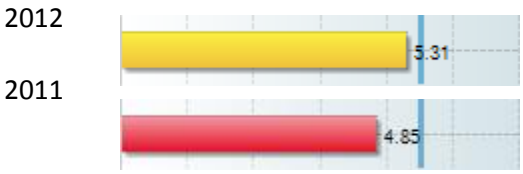
11. Learning: Fellow Residents are Respectful



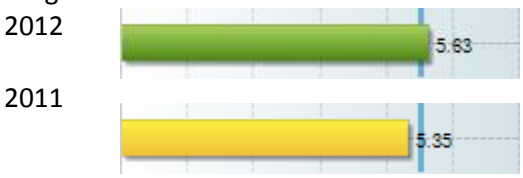
12. Learning: Sense of Community



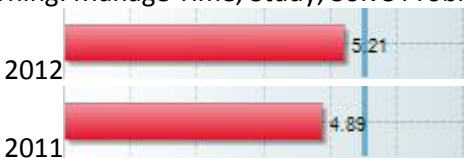
13. Learning: Personal Interactions



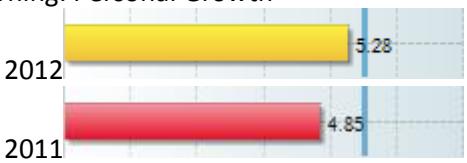
14. Learning: Diverse Interactions



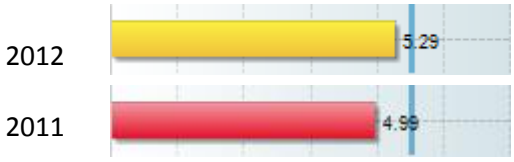
15. Learning: Manage Time, Study, Solve Problems



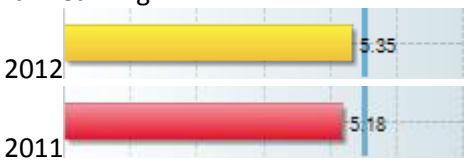
16. Learning: Personal Growth



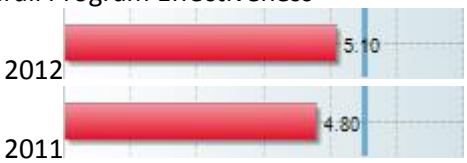
17. Overall Satisfaction



18. Overall Learning



19. Overall Program Effectiveness



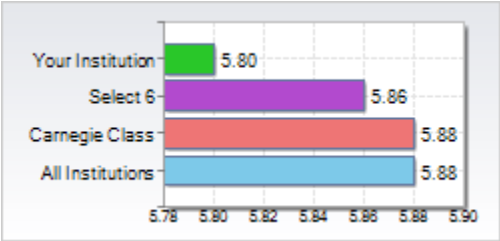
Appendix 113
EBI Results – Comparing UH with Other Universities
2011 and 2012 Data

Size of Comparison Groups		
Comparison Group	**2012-2013**	**2011-2012**
Select 6 + UH = 7	George Mason University	Arizona State University
	Temple University	Temple University
	Texas Tech University	Texas Tech University
	The University of Oklahoma	The University of Oklahoma
	The University of Texas-Arlington	The University of Texas-Austin
	University of Cincinnati	University of Cincinnati
Carnegie Class:– Very High Research Activity	46	42
All Institutions	250	274

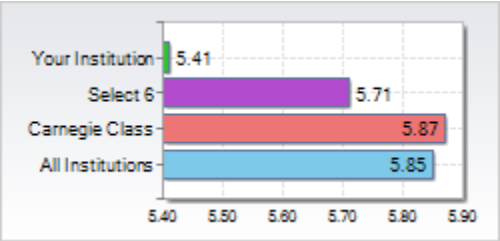
RESULTS

Factor 1: Satisfaction: Hall/Apt Student Staff

2012



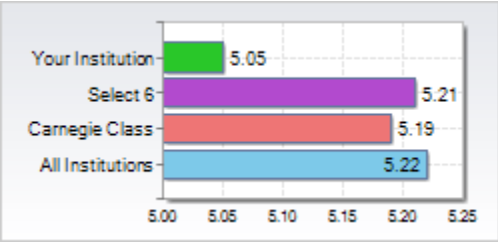
2011



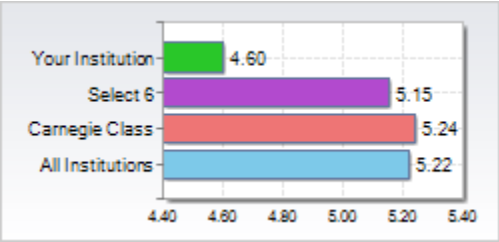
Rankings		
Group	**2012**	**2011**
Select 6	4 of 7	6 of 7
Carnegie Class	21 of 46	40 of 42
All Institutions	125 of 250	228 of 274
Score Goal Code	5.80 =	5.41 =

Factor 2: Satisfaction: Hall/Apt Programming

2012



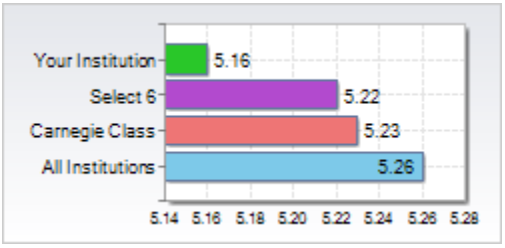
2011



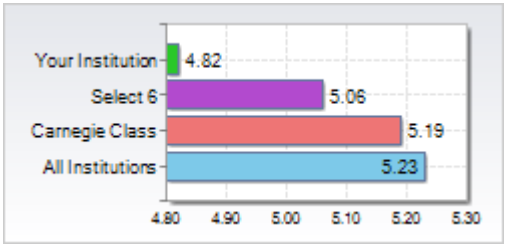
Rankings		
Group	**2012**	**2011**
Select 6	6 of 7	7 of 7
Carnegie Class	30 of 46	42 of 42
All Institutions	166 of 250	261 of 274
Score Goal Code	5.05 =	4.60 =

Factor 3: Satisfaction: Room/Floor Environment

2012



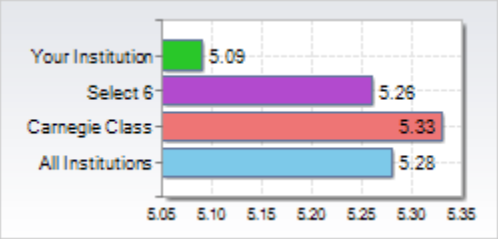
2011



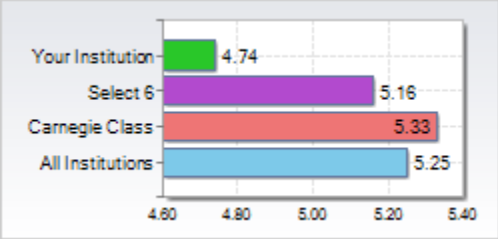
Rankings		
Group	**2012**	**2011**
Select 6	4 of 7	6 of 7
Carnegie Class	24 of 46	39 of 42
All Institutions	153 of 250	248 of 274
Score Goal Code	5.16 =	4.82 =

Factor 4: Satisfaction: Facilities

2012



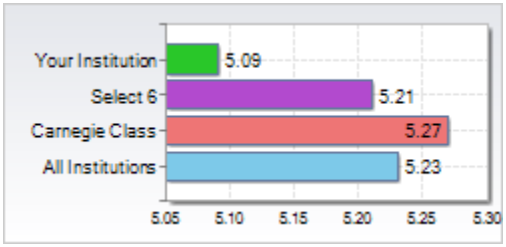
2011



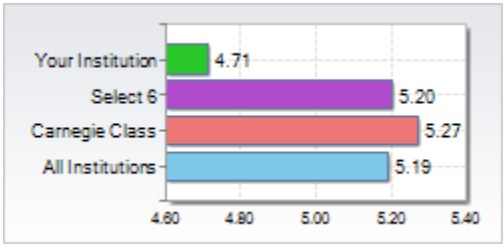
Rankings		
Group	**2012**	**2011**
Select 6	5 of 7	6 of 7
Carnegie Class	34 of 46	40 of 42
All Institutions	168 of 250	246 of 274
Score Goal Code	5.09 =	4.74

Factor 5: Satisfaction: Services Provided

2012



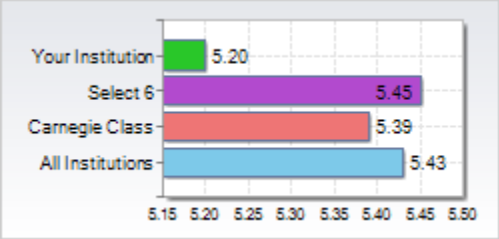
2011



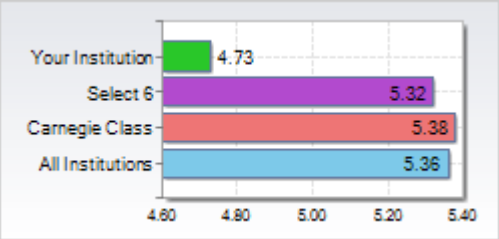
Rankings		
Group	**2012**	**2011**
Select 6	5 of 7	7 of 7
Carnegie Class	34 of 46	40 of 42
All Institutions	150 of 250	235 of 274
Score Goal Code	5.09 =	4.71 =

Factor 6: Satisfaction: Room Assignment or Change Process

2012



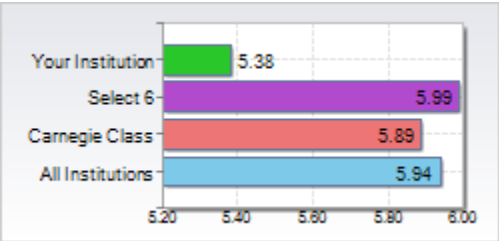
2011



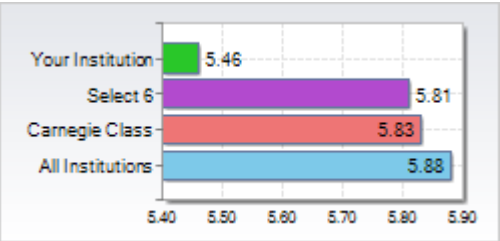
Rankings		
Group	**2012**	**2011**
Select 6	7 of 7	7 of 7
Carnegie Class	34 of 46	41 of 42
All Institutions	177 of 250	258 of 274
Score Goal Code	5.20 =	4.73

Factor 7: Satisfaction: Safety & Security

2012



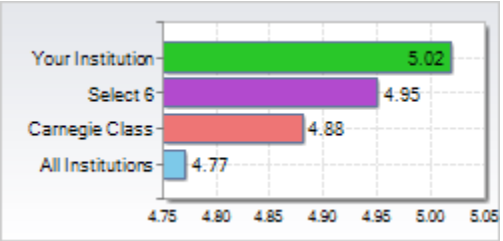
2011



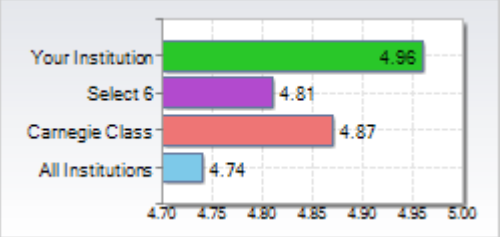
Rankings		
Group	**2012**	**2011**
Select 6	7 of 7	7 of 7
Carnegie Class	46 of 46	42 of 42
All Institutions	177 of 250	250 of 274
Score Goal Code	5.38	5.46 =

Factor 8: Satisfaction: Dining Services

2012



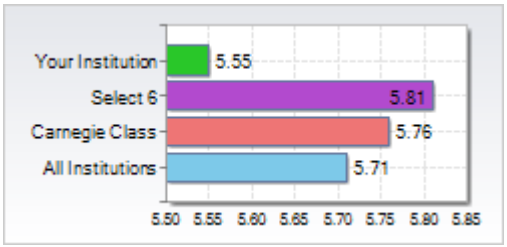
2011



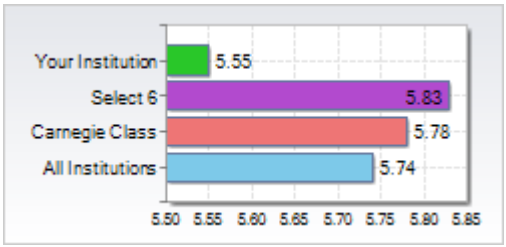
Rankings		
Group	**2012**	**2011**
Select 6	4 of 7	4 of 7
Carnegie Class	19 of 46	15 of 42
All Institutions	59 of 250	63 of 274
Score Goal Code	5.02 =	4.96

Factor 9: Satisfaction: College/University

2012



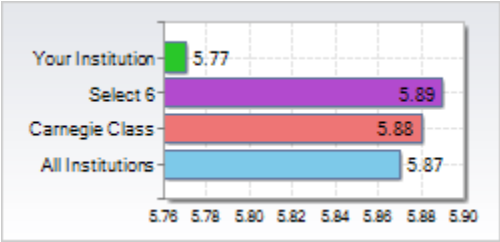
2011



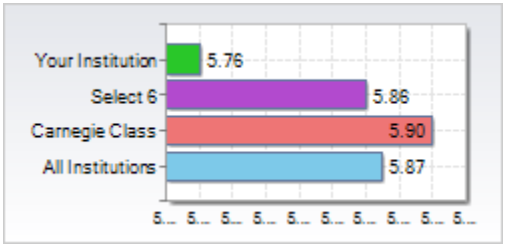
Rankings		
Group	**2012**	**2011**
Select 6	7 of 7	7 of 7
Carnegie Class	40 of 46	34 of 42
All Institutions	174 of 250	173 of 274
Score Goal Code	5.55 =	5.55 =

Factor 10: Learning: Fellow Residents are Tolerant

2012



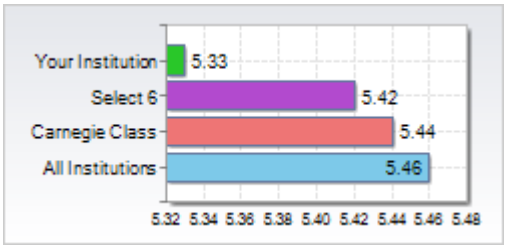
2011



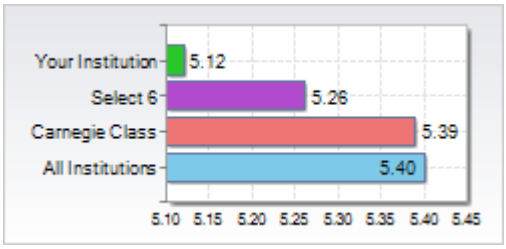
Rankings		
Group	**2012**	**2011**
Select 6	4 of 7	5 of 7
Carnegie Class	29 of 46	32 of 42
All Institutions	137 of 250	146 of 274
Score Goal Code	5.77 =	5.76 =

Factor 11: Learning: Fellow Residents are Respectful

2012



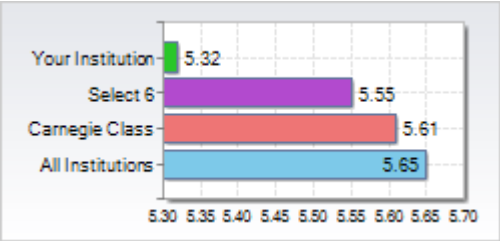
2011



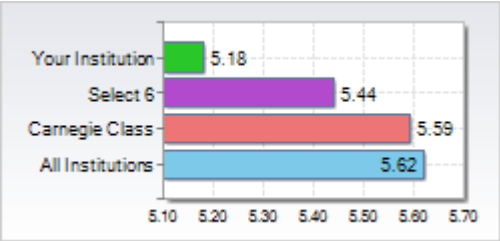
Rankings		
Group	**2012**	**2011**
Select 6	4 of 7	6 of 7
Carnegie Class	29 of 46	36 of 42
All Institutions	146 of 250	210 of 274
Score Goal Code	5.33 =	5.12 =

Factor 12: Learning: Sense of Community

2012



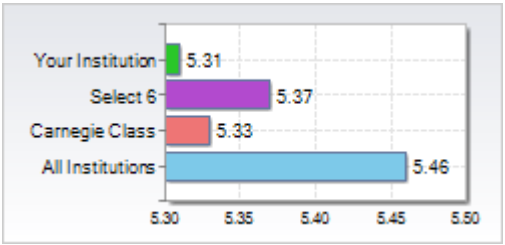
2011



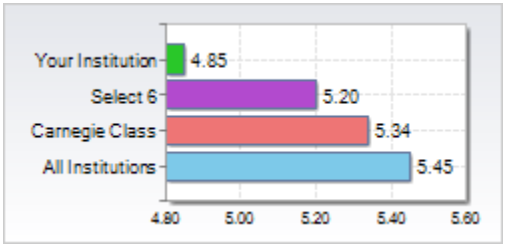
Rankings		
Group	**2012**	**2011**
Select 6	6 of 7	7 of 7
Carnegie Class	42 of 46	41 of 42
All Institutions	208 of 250	246 of 274
Score Goal Code	5.32 =	5.18 =

Factor 13: Learning: Personal Interactions

2012



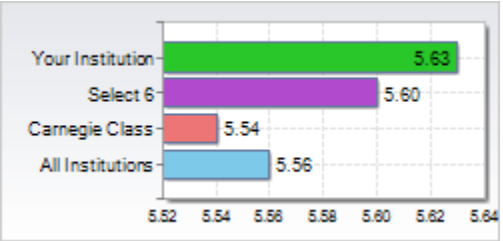
2011



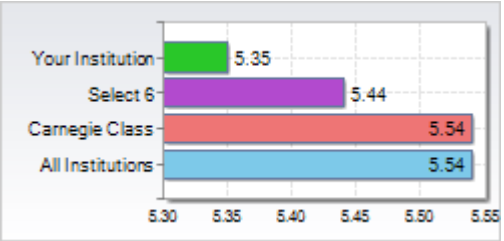
Rankings		
Group	**2012**	**2011**
Select 6	5 of 7	7 of 7
Carnegie Class	18 of 46	41 of 42
All Institutions	145 of 250	263 of 274
Score Goal Code	5.31 =	4.85 =

Factor 14: Learning: Diverse Interactions

2012



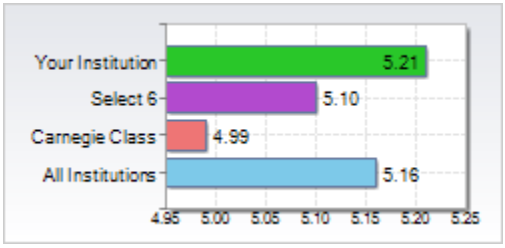
2011



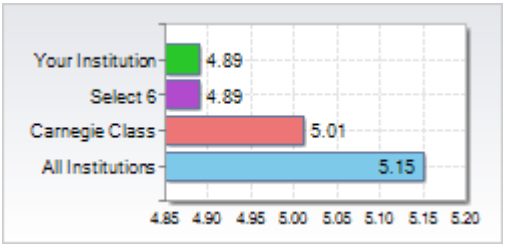
Rankings		
Group	**2012**	**2011**
Select 6	4 of 7	5 of 7
Carnegie Class	14 of 46	29 of 42
All Institutions	88 of 250	202 of 274
Score Goal Code	5.63 =	5.35 =

Factor 15: Learning: Manage Time, Study, Solve Problems

2012



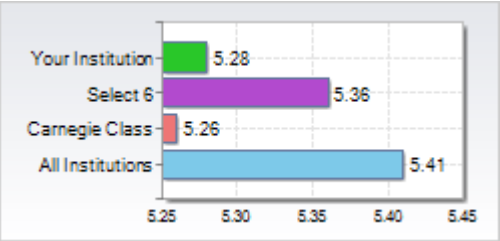
2011



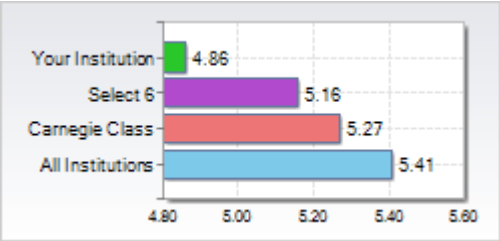
Rankings		
Group	**2012**	**2011**
Select 6	2 of 7	4 of 7
Carnegie Class	8 of 46	21 of 42
All Institutions	90 of 250	192 of 274
Score Goal Code	5.21 =	4.89 =

Factor 16: Learning: Personal Growth

2012



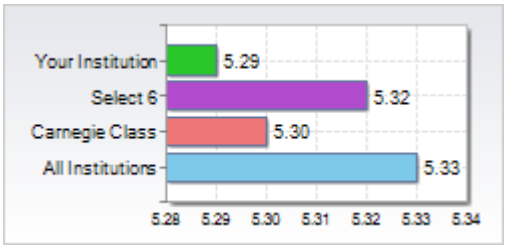
2011



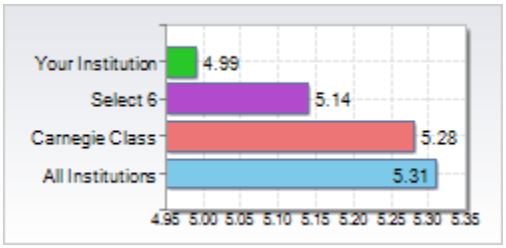
Rankings		
Group	**2012**	**2011**
Select 6	4 of 7	7 of 7
Carnegie Class	16 of 46	37 of 42
All Institutions	148 of 250	253 of 274
Score Goal Code	5.28 =	4.86

Factor 17: Overall Satisfaction

2012



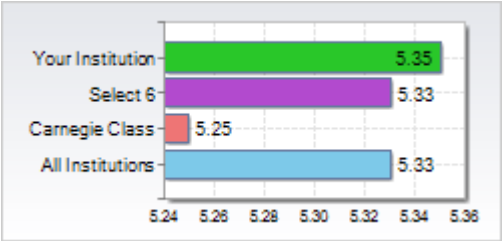
2011



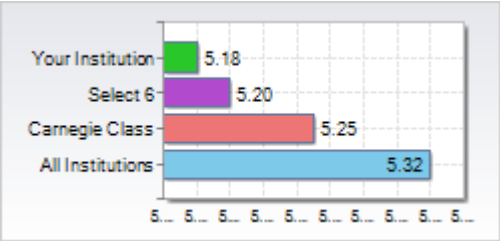
Rankings		
Group	**2012**	**2011**
Select 6	4 of 7	6 of 7
Carnegie Class	23 of 46	35 of 42
All Institutions	118 of 250	194 of 274
Score Goal Code	5.29 =	4.99 =

Factor 18: Overall Learning

2012



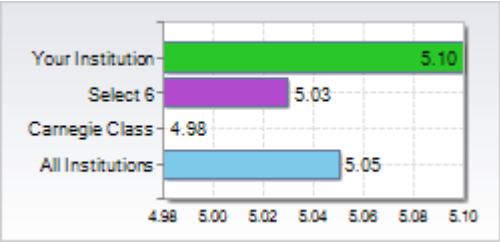
2011



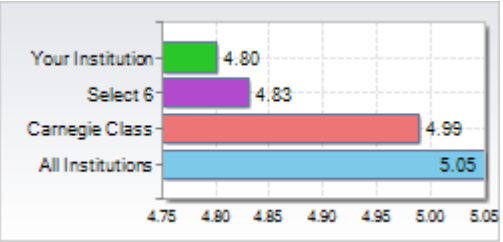
Rankings		
Group	**2012**	**2011**
Select 6	2 of 7	5 of 7
Carnegie Class	13 of 46	23 of 42
All Institutions	97 of 250	162 of 274
Score Goal Code	5.35 =	5.18 =

Factor 19: Overall Program Effectiveness

2012



2011



Rankings		
Group	**2012**	**2011**
Select 6	3 of 7	4 of 7
Carnegie Class	12 of 46	29 of 42
All Institutions	83 of 250	180 of 274
Score Goal Code	5.10 =	4.80 =