

**Student Housing & Residential Life  
Annual Report**

**August 1, 2013 – August 31, 2014**

**September 12, 2014**

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## **Section 1: STUDENT HOUSING & RESIDENTIAL LIFE – OVERVIEW**

Student Housing & Residential Life (SHRL) 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.

In August 2013, SHRL opened two new residence halls, Cougar Village II and Cougar Place, and annexed the management of Bayou Oaks. This added 1,943 new beds to our on-campus housing, bringing the total number of beds to 8,008 (a 32% increase), and added 2,433 more beds to the number of beds SHRL oversees (a 60% increase). In addition, this gives UH the second highest number of on-campus beds of all Texas public universities.

## **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.

## **Section 3: SHRL Goals**

1. Expand freshmen housing (DSAES Initiative 1d).  
**Status:** Completed – opened Cougar Village II.
2. Expand sophomore housing (DSAES Initiative 1d).  
**Status:** Completed – opened Cougar Place.
3. Incorporate former partnership property into SHRL, bringing Greek housing under UH management (DSAES Initiative 1d).  
**Status:** Completed – Bayou Oaks is now being managed by SHRL.
4. Cultivate a residential college atmosphere that attracts students and will result in an occupancy rate of a minimum of 94% (DSAES Initiatives 1a, 1d & 1e).  
**Status:** In progress
  - Established a Second Year Residential Experience (SYRE) program.
  - Enhanced the First Year Residential Experience (FYRE) program.
  - Increased the number of Faculty-in-Residence (FIR) from six to seven positions.
  - Have created and will create videos of alumni and current residents discussing the advantages of on-campus living, and targeting different populations.
  - Invited students accepted at UH for Fall 2014 and their families to an evening with SHRL staff and residents to explore the residence halls.
5. Increase student retention by using MAP-Works to identify at-risk students (DSAES Initiative 1b).  
**Status:** In progress
  - Launched initial MAP-Works inventory to all resident freshmen and sophomore students.
  - Identified students considered at-risk.
  - SHRL staff contacted each at-risk student to offer assistance.
  - Launched Fall Check-Up survey.
  - Launched Spring Check-Up survey.
  - Will assess retention rates final results in September.
6. Increase guest housing as an alternative revenue stream (DSAES Initiatives 2b & 2e).  
**Status:** Completed and Ongoing
  - Are more actively marketing guest housing. Currently, guest housing is nearly full.
  - Have opened Bates Hall for guest housing.
  - Added amenities to guest housing.
7. Increase summer conferences (DSAES Initiatives 2b & 2e).  
**Status:** Ongoing
  - Are actively marketing summer conferences.
  - Attracted several new, large conference groups.
8. Assess student worker experience (DSAES Initiatives 2c & 2e).  
**Status:** Completed

- Conducted Desk Assistant focus groups.
  - Launched the EBI Student Workers Survey.
9. Explore alternative methods of fundraising (DSAES Initiative 2d).  
**Status:** In progress
- Department formed a SHRL Development committee
  - In December, Eddie Davis worked with the Office of Annual Giving to create an appeal in its Fall solicitation. The appeal surrounded a solicitation for support for Map-Works. The audience to which this appeal was sent included first-time donors; donors who have given less than \$25,000; and donors who have the capacity to give, but may not have given consistently over the last 3-5 years.
  - SHRL increased Move-in sponsorship funding to \$36,495.36 (\$4,500 in cash and \$31,995.39 in kind) from less than \$10,000 last year.
10. Encourage more international students to live on campus (DSAES Initiatives 3a & 3b).  
**Status:** In progress
- Launched a pilot international theme housing program in Bayou Oaks.
  - Moved a Faculty-in-Residence to Calhoun Lofts to work with the international student population there and at Bayou Oaks.
  - SHRL representative serves on the UH International Students Advisory Council, which works on recruiting international students and serving their needs.
11. Assess the effectiveness of SHRL and housing programs and services.(DSAES Initiatives 2c, 2e and 4a)  
**Status:** Completed
- Conducted Desk Assistant focus groups.
  - Conducted a marketing survey to assess marketing efforts as part of the Resident EBI institution specific questions.
  - Conducted the Resident EBI to assess resident satisfaction.
  - Conducted the Apartment EBI to assess partnership properties.
  - Conducted international student survey to determine what they would like to see in on-campus housing.
  - Conducted the EBI Student Worker Survey.

#### **Section 4: SHRL Major Accomplishments**

SHRL's major accomplishments include:

- For the first time in the entire history of this department, the Spring occupancy did not decline from Fall. System occupancy was higher in the Spring (79% compared to 77%), a significant accomplishment.
- In looking at the past four fall semesters, SHRL discovered that students who live on campus take more Semester Credit Hours than commuters. When compared classification by classification, resident students had higher GPAs than commuter students.
- Opened Cougar Village II, a facility primarily housing freshmen, adding 1,144 new beds.
- Opened Cougar Place, a facility primarily housing sophomores, adding 799 new beds.
- Assumed the management of Bayou Oaks, adding 490 beds to the number supervised by SHRL. In addition, SHRL launched a new "master lease" structure for the Bayou Oaks Greek townhouses, in partnership with the Greek chapters, Greek corporations, the Center for Fraternity and Sorority Life and DSAES.
- SHRL launched MAP-Works this semester to all freshmen and sophomore residents, as well as all UH commuting freshmen. MAP-Works aids staff and faculty in identifying at-risk students so that intervention can occur. This is done via an in-depth inventory administered early in the semester to have the greatest impact on retention and student success. Residents are monitored throughout the year with periodic check-ups. The First Year (FY) Transition Survey was sent to 2,033 FY commuter students; 415 students took it for a completion rate of 20.4%. The FY Transition Survey was sent to 1,772 FY residential students; 1,643 students took it for a completion rate of 92.7%. A total of 2,058 students (both residential and commuter) took the survey for a completion rate of 54.1%. The Second Year (SY) Transition Survey was only sent to residential students. It went to 942 students, and 759 took it for a completion rate of 80.6%.
- SHRL launched a Second Year Residential Experience (SYRE) program to assist our sophomore residents in developing the skills and knowledge to increase their success in their second year.

- SHRL revitalized the First Year Residential Experience (FYRE) program with additional staff, more collaborations and new emphasis on college navigation skills.
- The “Satisfaction: Roommates” factor was the highest score of all the factors (5.70 on a 7-point scale, above the 5.5 goal), and showed the greatest amount of improvement (+.74), which was statistically significant. One attribution to this success was the integration of RoomSync (a roommate self-matching program into our applicant process. Approximately 85% of those students who could have participated did join RoomSync. Of the first year students, 976 out of 1427 (68%) had success finding a roommate. Of the upper-class students, 287 out of 656 (42%) had success finding a roommate.
- SHRL brought in \$1,099,233 (total revenue, which includes housing, SHRL space, meals, parking, etc.) from 2013 summer conferences. Summer conference revenue has gone up 5% over last year, and has shown a 130% increase since 2010. (See Appendix 1).
- SHRL hosted 7,262 guests during Summer 2014. Housing revenue from 2014 summer conferences exceeded the past five years, including, for the first time, 2009, the last year we hosted Teach for America. Housing revenue for Summer 2014 was \$732,221, a 6% increase over 2009. Total revenue generated in Summer 2014 was \$1,107,253.14, a 1% increase over Summer 2013.
- Guest housing in FY13 brought in \$86,114, a 198% increase over FY12. Guest housing in FY14 brought in \$237,652, a 176% increase over FY13 (See Appendix 2).

### **Section 5: Utilization Reports**

**Occupancy:** SHRL has a 7% increase in the number of students living on campus from Fall 2012 to Fall 2013. SHRL-managed housing was 74% full in the Fall; total UH housing (including the partnerships) was at 79% occupancy. Fall 2014 figures are not finalized, but preliminary figures indicate a possible 22% increase in occupancy, up to 96%, and a possible 20%-25% increase in the number of students living on campus. For more information on occupancy and trends, see Appendices 3, 4 & 5.

**SHRL Rental Space:** 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 for the Fall semester. LCC used fewer spaces in the Spring, resulting in approximately \$12,000 in revenue, or \$27,000 for the academic year.

The Honors College is renting space in Cougar Place and Moody Towers. In Cougar Place, Honors is renting 1234.48 square feet of space at a cost of \$16.81 per square foot. This is an annual cost of \$21,992.53, or \$9,163.55 for this five-month period. In Moody Towers, Honors is renting 4,584.96 square feet at a cost of \$5.00 per square foot, for an annual cost of \$24,300.29. (See Appendices 6 and 7 for more detail.)

SHRL had approximately 50 different groups in the Fall and 50 during Spring and Summer rent our spaces. The vast majority of those were student organizations SHRL does not charge per an agreement with the University Center during UC construction. Revenue generated from paid space rentals from August 1, 2013 to August 31, 2014 was less than \$1,000.

Several departments use space in the residential halls without charge. Cougar Village I hosted 43 academic classes on ten different subjects from seven different departments in the Fall. In the Spring, there were 26 academic classes on twelve different subjects from eight different departments. It also hosts Learning and Assessment Services (LAS) tutoring and workshops. Oberholtzer Hall hosts the Urban Experience Program, the UH Forensics Program, and Aramark catering and offices. For information on the spaces used and the cost, see Appendix 8.

**Student Workers:** During FY14, SHRL employed 161 Resident Advisors, 222 Desk Assistants, six tour guides, four RHA Officers; the newly chartered National Residence Hall Honorary (NRHH) student leader, and during August, six Cougar Mover Team Leaders.

### **Section 6: Assessment Projects**

On our **Progress Card**, 48% of UH First Time in College (FTIC) lived on campus, up from 44% last year. The retention rate for FTIC students from 2012 to 2013 was 83.2%, up from 82.4% last year. GPAs for all groups went up; FTIC residents went from 2.83 to 2.91; all residents went from 2.89 to 2.96; and RAs went from 3.08 to 3.24. The residents' satisfaction rate went up to 71.5% from 66.5%.

The **Desk Assistant Program** was evaluated using focus groups and a review of training materials and job descriptions by the SHRL Assessment Committee. We conducted five focus groups; one each with CSRs (Customer Service Representatives), RLCs (Residence Life Coordinators) and RAs (Resident Advisors); and two groups with DAs (Desk Assistants). The CSR and RLC focus groups were well-attended; the student worker focus groups were relatively small. Based on the focus groups, the program outcome, an effective DA program, was generally achieved. Participants indicated that the program was operating better this year than last year. However, participants agreed there were opportunities for program growth. Specific suggestions for improvement included: more in-depth training, including area-specific training; clearer communication of job duties, responsibilities, requirements and expectations; more resource materials, such as a desk manual; better after-hours supervision (nights and weekends); clear and consistent disciplinary processes for no-shows, etc.; consistent routine procedures (e.g., equipment, lock-outs, etc.) from area to area; increased profile or prestige for DA job; and more open communication between RLCs and CSRs. As a result of these focus groups DA training was increased significantly this Fall.

The Resident EBI (Educational Benchmarking Inc.) Survey was used to measure **SHRL General Services**, and was administered near the end of the Spring semester. The Resident EBI Survey was sent to all residents in UH-managed on-campus housing, 2,947 people, with a 35.5% response rate. The EBI changed from the past two years, combining or reworking some factors, and adding five new factors, for a total of 22 (there were 19 in previous years). This year, three factors scored above the 5.5 goal (equivalent to a 75% satisfaction rate): Satisfaction with Roommates (5.70); Safety and Security (5.64); and Floor/Apt. Staff (5.60). Five factors showed statistically significant improvement: Roommates (+.74), Safety & Security (+.26), Facilities (+.26), Overall Satisfaction (+.21) and Room/Floor Environment (+.20). There were five factors in the “needs work” range of 5.25 to 5.49, and fourteen factors in the “issue” range, below 5.25. Eight factors showed a statistically significant decline in scores. For a complete summary of Resident EBI results, see Appendix 9.

When compared to other universities, UH SHRL ranked in the middle for most factors. Our mean was higher than the Select 6, Carnegie Class and All Intentions for Facilities and On-Campus Living Enhanced Retention and Graduation. We ranked 1 of 7 on the Select 6 on three factors, Overall Learning, Overall Program Effectiveness and Room/Floor Environment.

We had planned to assess the **FYRE Program** with MAP-Works, but that proved impractical. Therefore, we compared the scores on the Resident EBI of FYRE members with overall EBI scores. Of those that answered the EBI, 629, or 38.8% of the total sample, were first year students, and so part of the FYRE program. That represents 51.7% of the FYRE program. When comparing the responses of the first-year residents to the responses of the entire sample (which included the first-year residents), FYRE students scored higher on 21 out of 22 factors (the last factor was equal to the entire sample). The scores were statistically significant in 17 of the factors, including the overall indicators of Overall Satisfaction, Overall Learning and Overall Program Effectiveness. In addition, FYRE members felt that because of the program, they were better able to use campus resources as needed” (5.79); be academically successful” (5.61); and connect with fellow students within my living-learning community” (5.80). These are all above the 5.5 goal, which would indicate that the learning objective, as stated, was met. Also, FYRE residents were more likely to indicate that they planned to persist in their studies (5.65, compared to 5.46) and live on campus next year (75.8%, compared to 67.7%). For more information on FYRE program comparisons, See Appendix 10.

We rated **RA/Resident Interactions** by using questions/factors from the Resident EBI. We had originally intended to administer a survey specifically on this subject, but because of survey fatigue rejected this idea. On the EBI, there were six factors related to the intentional RA interaction that SHRL tried to foster: Satisfaction: Hall/Apt. Student Staff; Satisfaction (5.60): Hall/Apt Programming (4.91); Learning: Personal Interactions (4.94); Learning: Faculty/Staff Interactions (4.53); Learning: Life Skills (5.05); and On-Campus Living Improved Integration to College (5.32). Of these, only Hall/Apt Student Staff exceeded the 5.5 goal, but it also showed a statistically significant decline from last year (-.16). Three others showed a statistically significant decline in score and are in the “issue” range: Hall/Apt Programming (-.15); Learning: Personal Interactions (-.37); and Learning: Life Skills (-.16). Faculty/Staff Interaction is also in the “issue” range, and it is a new factor, so there is no comparison to last year. On-Campus Living Improved Integration to College is likewise a new factor, and it was scored in the “needs work” range.

Additionally, we asked three institution specific questions regarding RA interaction. On whether the RA had helped the resident increase their interactions with other people, 53% answered in the “mildly disagree” to “mildly agree” range (3, 4 or 5 on a 7-point Likert scale). Asked if the RA had helped the resident connect to campus resources and organizations, 49.6% were in that middle range. However, when we asked how often they spoke with their RA, 54.9% indicated that they spoke with the RA at least once a week or more often, with “more than once a week” being the most popular answer (21.9%). This information would seem to suggest that RAs need to concentrate more on the quality of their interactions.

DSAES conducted the Student Affairs **Student Employee Assessment** (SASEA - DA survey), which was sent out to all DSAES student employees listed in Human Resources. As it turned out, this included the Desk Assistants, but not the Resident Advisors because of the way they are compensated. Therefore, SHRL conducted the ACUHO-I Student Staff Assessment (ASSA - RA survey). Sixty-eight (68) DAs responded to the SASEA, for a 29.3% response rate. One hundred-fourteen (114) RAs responded to the ASSA, for a 70.8% response rate. The SASEA had eleven factors on it; the ASSA had eighteen, and was specifically designed for student workers in residence halls. Of the eleven factors on the SASEA, ten had something analogous on the ASSA. One factor on the SASEA was “Co-Workers are Respectful; the closest thing on the ASSA was “Residents are Respectful”.

The RAs made or exceeded the 5.5 goal on five factors; scored in the “needs work” range on six factors, and were in the “issue” range on seven factors. The DAs made the goal on four factors; the “needs work” range on six factors; and the “issue” range on one factor. By contrast, the total DSAES student employees population made the goal on seven factors; four were in the “need work range, and none were below that range. DAs and RAs each scored higher than the DSAES population on three factors, and lower on eight factors, but they were not necessarily the same factors. For a more detailed comparison, see Appendix 11. Since the SASEA was administered by DSAES, I do not have access to national comparison data on it, but for the ASSA, UH scores were at or close to the bottom of the rankings for all factors for all three comparisons (Select 6, Carnegie Class and All Institutions). As a result of these surveys, SHRL has been reviewing the training processes for both RAs and DAs.

For the first time, SHRL administered the EBI Apartment Assessment to the **Partnership Properties**, Cambridge Oaks and Cullen Oaks. The survey was sent to 304 people in Cambridge Oaks and 767 in Cullen Oaks, for a total of 1,071. Cambridge Oaks had a 26.9% response rate and Cullen Oaks had a 12.6% response rate, for an overall response rate of 16.5%. There were sixteen factors on the Apartment Assessment, and the apartments as a whole scored in the “issues” range on all of them. Separately, Cullen Oaks scored in the “needs work” range on one factor, “Apartment Selection Criteria” (5.26). Cambridge Oaks scored below Cullen Oaks on all factors except Dining Services; no one in Cullen Oaks who responded had a meal plan. When compared to the other institutions, the partnerships ranked last in the Select 6 on twelve factors (#7 of 7); last of the Carnegie Class institutions on ten factors (#28 of 28); and last of All Institutions on five factors (#70 of 70). There were only four factors in which they were not last in at least one group, and they were low on those. When compared to analogous scores on the Resident Assessment, both Cullen Oaks and Cambridge Oaks, both separately and together, scored statistically significant lower on all factors except Dining Services (Cambridge Oaks/Total-5.18; SHRL-4.54). Also, Cullen Oaks’ “Apartment Selection Criteria score (5.26) was slightly higher than SHRL’s “Room Assignment or Change Process” score (5.23), but it was not statistically significant.

### **Section 7: SHRL Learning Outcomes**

- By participating in MAP-Works, residents will increase the likelihood that they will persist in their studies and return next year.
- Through intentional interaction with their RAs, residents will identify campus resources to help them with their pursuits.
- Through intentional interaction with their RAs, residents will participate in community activities.
- As a result of their employment in SHRL, student workers will acquire leadership and other career skills.
- By living on campus, residents will be more satisfied with their college experience.

### **Section 8: Areas for Continuous Improvement**

#### **Growth and Opportunities:**

- Occupancy: Conducted Priority Room Selection for Fall 2014 in November. There were 2,469 current residents who participated.
- Student retention: Increase student retention utilizing MAP-Works.

- Student employment: Enhance student employee learning outcomes and experience, and assess with the EBI Student Workers Survey.
- Customer service: Explore new ways to enhance customer service.
- International students: Increase international student occupancy.
- Assessment: On the EBI, we did not improve the 40.2% response rate we had in 2012-2013 (in 2014, it was 35.5%). We need to show significant improvement on the factors that are not yet above the goal. In addition, we may wish to re-administer the Apartment Survey to students living in the partnership housing.
- Alumni: Reach out to alumni and explore ways to connect them to the program.
- Fundraising and grant opportunities: Explore alumni fundraising, possible grants and partnerships to develop specific programs (e.g., veterans).

**Critical Challenges:**

- Increase occupancy.
- Newly constructed facilities issues; “settling-in” of new facilities.
- Deferred maintenance, especially in older buildings that negatively impacts the student experience.
- Community space aesthetics and comfort for students in older buildings.
- Low professional staffing levels are a concern.
- Work/ partner with Facilities Management.

**Section 9: Budget/Fundraising/Grants**

- A. Issues and challenges with budgets: Student Housing & Residential Housing is facing many issues and challenges in regards to budget. Challenges include:
- Increasing occupancy.
  - The need for capital improvements (deferred maintenance).
  - An increase in debt service due to new construction.
  - No emergency, contingency or renewal fund availability.
  - The need to increase staffing levels to meet the needs of a program.
  - An anticipated negative cash flow for FY14. Student Housing & Residential Life has a budget plan to be positive by 2020.
- B. Fundraising/Grants
- Established: Student Housing & Residential Life worked with Edward Davis II, DSAES Director of Advancement, to establish a dedicated SHRL donor fund and other possible fund-raising activities.
  - Initiated: Student Housing & Residential Life initiated work on a fundraising project called the “Stories Project”, and is currently working with the DSAES Director of Advancement on how and when to roll this project out.
  - Desired: Student Housing & Residential Life established a department development committee to explore fundraising initiatives. We will want to see work from this initiative result in raised funds.

**Section 10: Committee Involvement/Oversight and/or Awards and Recognition**

- A. SHRL Staff Advising/Leading Committees (As a Part of Their Job)
- Mark Vitek chairs the SHRL Assessment Committee.
  - Alex Ries advised the Residence Halls Association (RHA) until June 2014.
  - Jackie Stelmaszczyk advised RHA starting July 2014.
  - Brian Hall chaired the SHRL Website Committee.
  - Terence Turner chaired of the 2013 SHRL Move-in Committee. Ashriel Dunham, Brian Hall, Maria Honey, Jamica Johnson, Kenny Mauk, Colette McFalls, Habiba Milan, Alex Ries, Teeba Rose, Rebecca Szwarc and Mackenzie Wysong served as sub-committee chairs.
  - Brian Hall and Shannon Reed co-chaired the 2014 SHRL Move-in Committee. Teeba Rose, Mackenzie Wysong, Jerry Bogna, Leanica Adams, Adam Leal, Jackie Stelmaszczyk, Tyler Joseph, Maria Honey, Terence Turner, Casey Quickel, Jamica Johnson, Colette McFalls, Habiba Milan, Alicia Whitmire, Rosie Contreras, Susan Kimbrough and Liz Ayoko served as subcommittee chairs.
  - Kenny Mauk and Don Yackley advised the SHRL Advisory Committee.
  - Lin Crowson chaired the MAP-Works Committee.
- B. Division and Campus Committee Involvement



- Ashriel Dunham, Brian Hall, Susan Kimbrough, Rebecca Swarc, Mark Vitek and Mackenzie Wysong served on Division Committees. See Appendix 12 for committee names.
  - Janelle Brown, Susan Kimbrough, Kenny Mauk, Regina Nixon, Rebecca Swarc, Mark Vitek and Don Yackley served on one or more campus committees. See Appendix 8 for a complete list.
- C. National, Regional, Local and Campus Recognition and Leadership
- Chair of the ACUHO-I Assessment Committee: Rebecca Swarc.
  - ACUHO-I Stars College and ACUHO-I Program Committee: Don Yackley.
  - ACUHO-I Business Operations, ACUHO-I Conference Services and ACUHO-I Communications Committees: Kenny Mauk.
  - SWACUHO Programming Committee: Don Yackley.
  - SWACUHO Professional Development Committee: Terence Turner.
  - Co-Chair of the DSAES Assessment Committee: Rebecca Swarc.
  - Co-Chair of the DSAES Marketing Committee: Ashriel Dunham.
  - Events Co-Chair of Staff Council: Rebecca Swarc.
  - For additional committee involvement, see Appendix 12.

### **Section 11: Student Governance**

RHA (Residence Halls Association) sent ten representatives to attend SWACURH (South West Affiliate of College and University Residence Halls) with Alex Ries, RHA Advisor. At the conference:

- UH RHA delegation won 1<sup>st</sup> Place Role Call at SWACURH.
- UH RHA delegation won Most Spirited Delegation at SWACURH.
- UH RHA won a NACURH conference scholarship.
- 3 RHA Delegates (Laila Machado, Kryztal Vazquez, and Breanna Larsen) presented programs at SWACURH.
- UH RHA delegate Kryztal Vazquez won a Top 10 Program Award at SWACURH.
- RH RHA President Laila Machado was awarded a “3 years of service” pin at SWACURH.

Ten RAs accompanied their advisors, Jackie Stelmaszczyk and Tyler Joseph, to the SWACUHO (Southwest Association of College and University Housing Officers) RA Conference. At the conference, Resident Advisor Leah Lucio presented a program on the topic of non-verbal communication and how people can examine their actions through introspection.

Six student leaders and their advisors, Jackie Stelmaszczyk and Alex Ries, attended the NACURH 2014 Conference. Six of the eight attendees presented there. The UH delegation placed Top 10 in Conference Displays. They also won the Large School Biggest Contribution to Philanthropy Award.

### **Section 12: Personnel Updates/Achievements**

- A. SHRL had five staff members leave the department during the year:
- Chelsea Stanley, Customer Service Representative 2
  - Autumn Gardner, Customer Service Representative 2
  - Courtnee Howell, Customer Service Representative 2
  - Ashriel Dunham, Marketing Coordinator
  - Alex Ries, Residential Life Coordinator
- B. New SHRL staff members:
- Leanica Adams, Assistant Housing Manager (August 2013)
  - Tiffany Dewberry, Customer Service Representative 2
  - Domonique Champion, Interim Customer Service Representative 2
  - Shaniqua Johnson, Interim Residential Life Coordinator
- C. Achievements:
- Terence Turner and Collette McFalls served as Interim Co-Directors of the Urban Experience Program.
  - Janelle Brown was re-elected as Secretary, UH Black Alumni Organization.
  - Kenny Mauk was elected as SWACUHO (Southwest Association of College and University Housing Officers) President Elect.
  - Kenny Mauk presented two sessions at the ACUHO-I Business Operations Conference:

- Conference Services and Emergency Preparedness
  - Housing Management Systems – Comparing Three Campus Solutions
  - Kenny Mauk presented a webinar on Marketing Implementation as part of the ACUHO-I “Make Marketing Work” webinar series.
  - Rebecca Szwarc co-presented a session at the 14th Annual Texas A&M Assessment Conference, “Student Affairs Division-Wide Credibility: Building Competency through Committees and Consultation”.
  - Terence Turner served as a Cluster Facilitator at the National Session of the LeaderShape Institute.
  - Jackie Stelmaszczyk served as a Cluster Facilitator at the 2014 Undergraduate Interfraternal Institute.
  - Jackie Stelmaszczyk and Alex Ries presented “Once Upon a Disney Leader” at NACURH 2014 and won Top 60 programs out of 360 presented.
  - Casey Quickel and Terence Turner won the Case Study Competition at SWACUHO.
  - Terence Turner presented a poster entitled “No RA Left Behind” at SWACUHO.
  - Terence Turner was elected to Staff Council.
  - Colette McFalls received a \$1,000 University Commission on Women Scholarship.
  - Alex Ries won Advisor of the Year at the No Frills Conference.
- D. Seventeen SHRL professional staff attended regional or national conferences, workshops or special training. For a complete list, see Appendix 13.

### **Section 13: Collaborations/Partnerships**

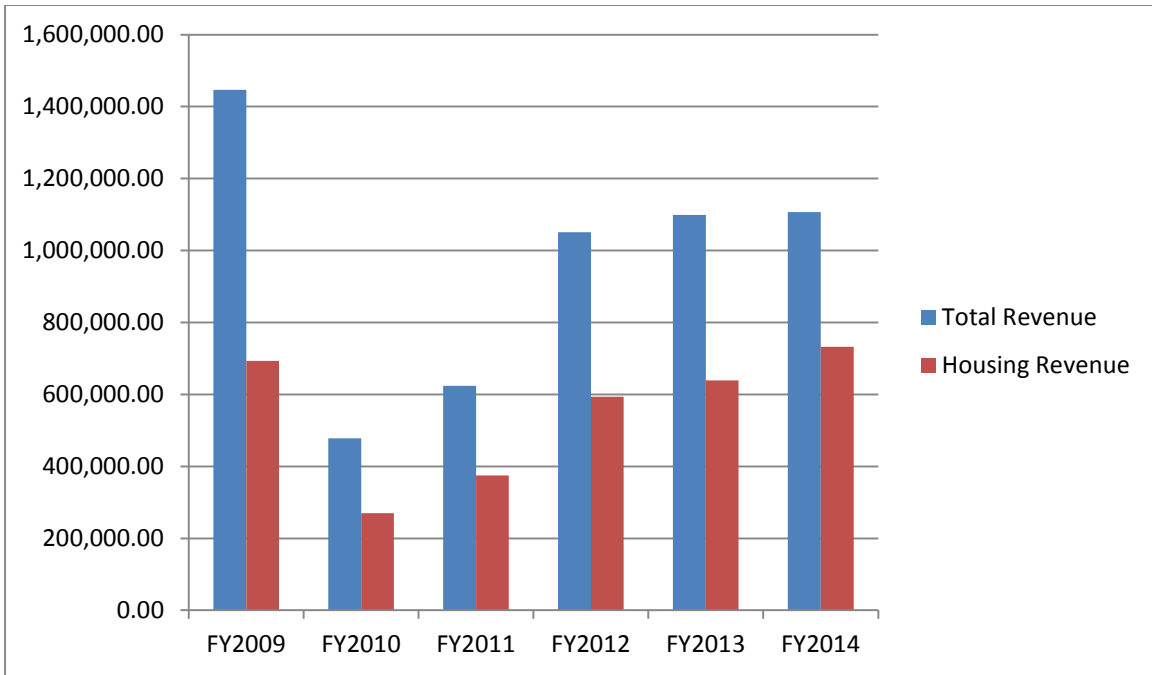
#### **Internal DSAES Collaborations**

- Programming: CAPS, Student Programming Board, New Students Conference Group, Campus Recreation, Outdoor Recreation and Center for Fraternity & Sorority Life.
- Conduct: Dean of Students Office.
- Student Support: CAPS.
- Recruitment and Financial Aid: Office of Admissions, Office of Scholarships and Financial Aid.
- Fundraising: DSAES Advancement.

#### **External to DSAES Collaborations**

- Programming: Bauer College of Business, Faculty-in-Residence, Homecoming Board and Baptist Student Ministries.
- Conduct: Office of Equal Opportunity Services.
- Living/Learning Housing: Honors College.
- Facilitation: UH Department of Public Safety, UH Postal Services, UH Information Technology, UH Facilities Management & Maintenance, Metroclean, Food Services, and Auxiliary Services.
- Records and Information: Institutional Research and PeopleSoft.
- Staff Council Sock & Blanket Drive: Staff Council. SHRL provided them with storage space in an empty room in Bates, and use of the 8-passenger cart.

**Appendix 1**  
**Summer Conference Revenue**  
**FY 2009 – FY 2014**



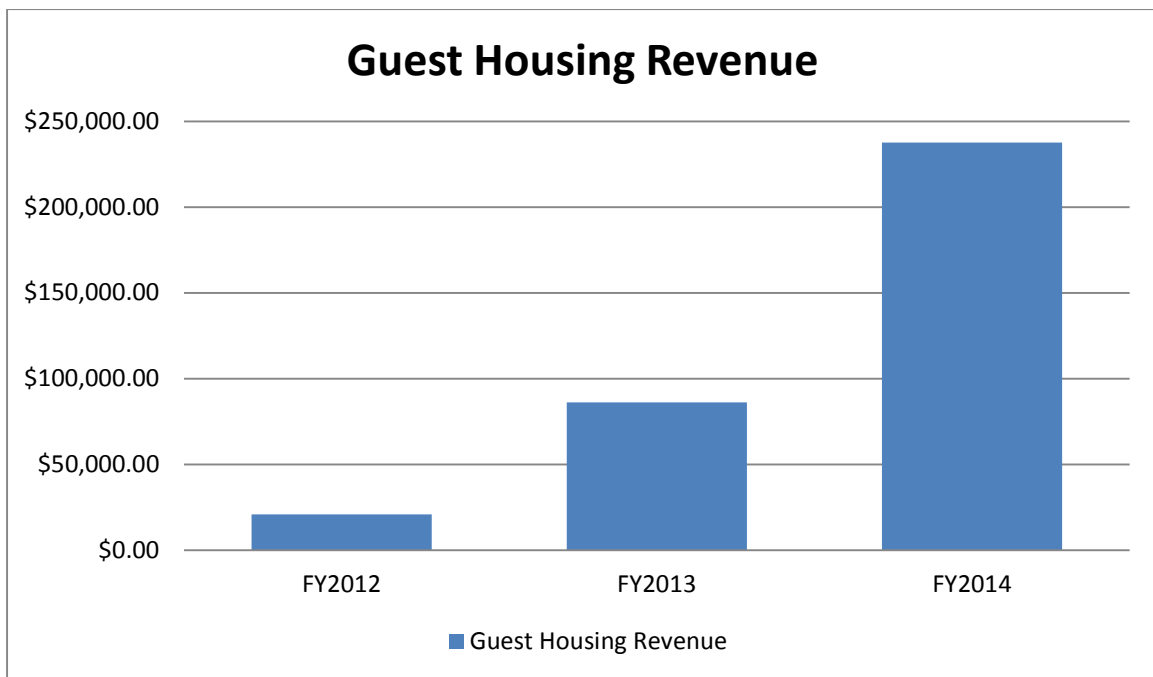
Note: FY 2009 was the last year SHRL hosted Teach for America.

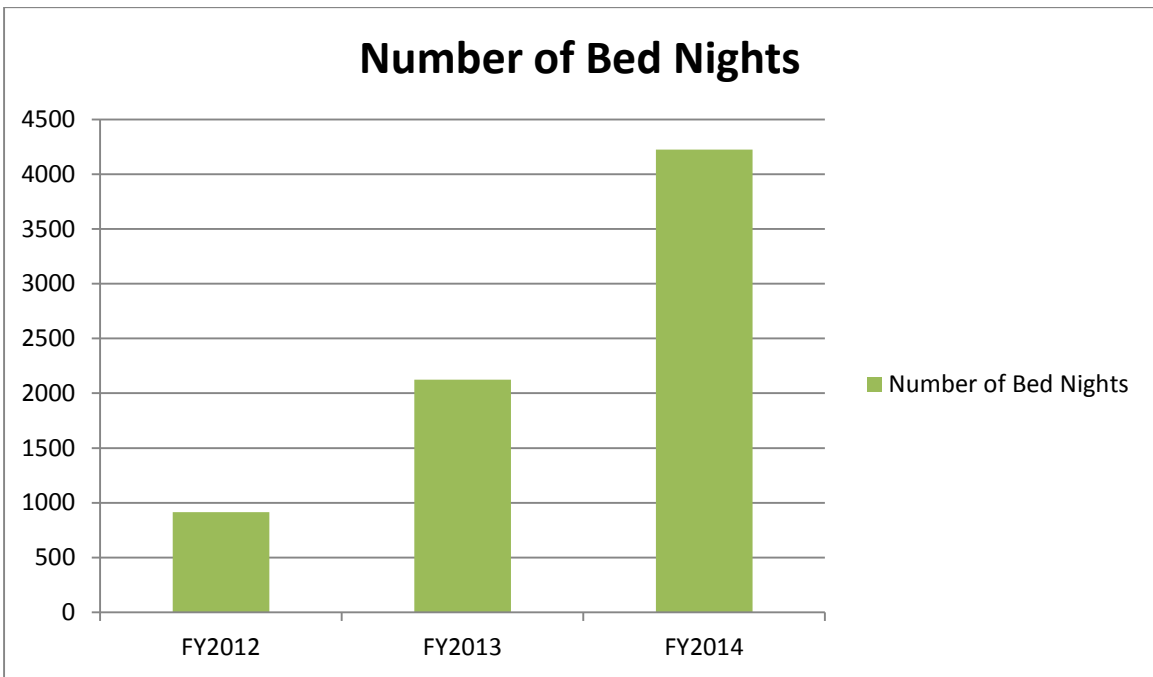
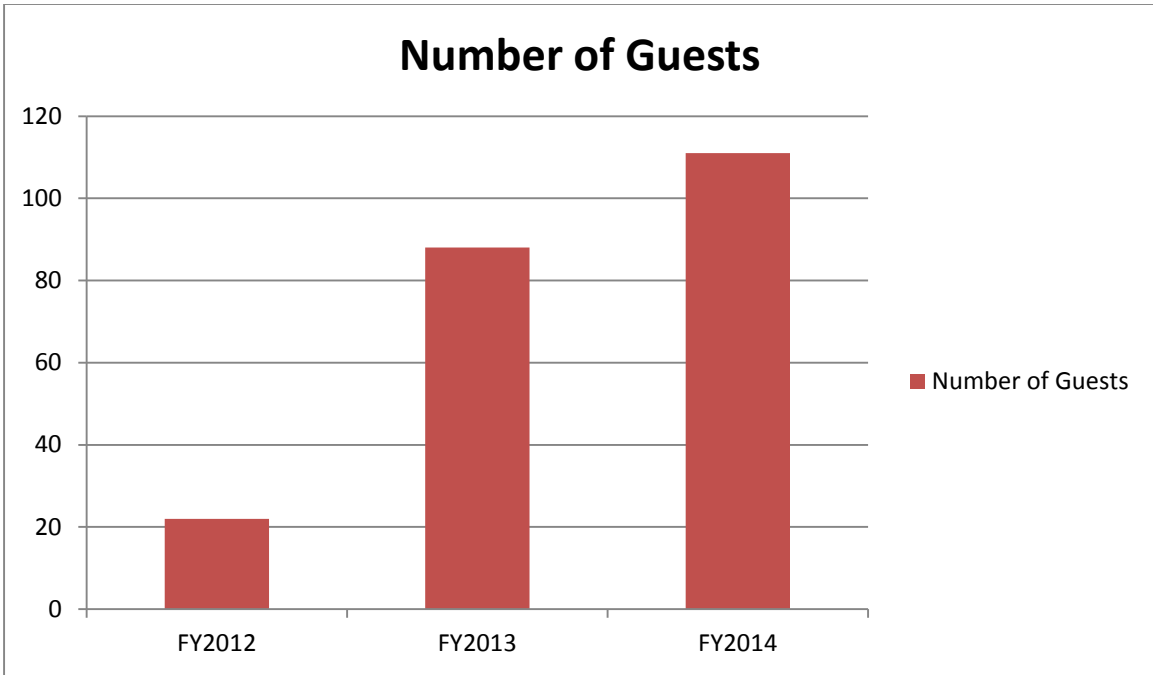
## Appendix 2

### Guest Housing

How much revenue has guest housing generated? How many guests? How many bed nights?

- May 2012– August 2012: Revenue \$20,941; 22 Guests, 914; Bed nights
- September 2012 – August 2013: Revenue \$86,114; 88 Guests; 2,123 Bed nights
- September 2013 – August 2014: Revenue \$237,652; 111 Guests; 4,223 Bed nights





Appendix 3

Fall 2013 Occupancy

Current Occupancy - Fall 2013										
	Available Beds					Occupancy		Occupancy Rates		
Current Buildings	Base Beds	Conference Suites	**Student & Staff Beds	*Non-Revenue Generating Spaces	Revenue Spaces	Total Occupancy	Revenue Producing Occupancy	Total Occupancy Rate	Fall 2013 Revenue Occupancy Rate	Fall 2012 Revenue Occupancy Rate
Bayou Oaks	490	0	490	13	477	473	460	97%	96%	95%
Calhoun Lofts	984	32	952	21	931	920	900	97%	97%	98%
Cougar Place	799	0	799	21	778	730	712	91%	92%	
Cougar Village I	1,152	0	1,152	50	1,102	810	769	70%	70%	99%
Cougar Village II	1,144	0	1,144	56	1,088	916	874	80%	80%	
Moody Towers - South/North	1,091	0	1,091	38	1,053	590	552	54%	52%	95%
Quadrangle	835	28	807	26	781	360	344	45%	44%	97%
Bates	215	0	215	6	209	0	0	0%	0%	98%
Law	182	0	182	7	175	144	138	79%	79%	97%
Oberholtzer	33	28	5	3	2	1	0	20%	0%	100%
Settegast	178	0	178	6	172	133	128	75%	74%	97%
Taub	227	0	227	4	223	82	78	36%	35%	97%
<b>UH Housing Totals</b>	<b>6,495</b>	<b>60</b>	<b>6,435</b>	<b>225</b>	<b>6,210</b>	<b>4,799</b>	<b>4,611</b>	<b>75%</b>	<b>74%</b>	<b>97%</b>
Partnership Properties										
Cambridge Oaks	634	0	634	7	627	603	594	95%	95%	100%
Cullen Oaks	879	0	879	21	858	874	853	99%	99%	100%
<b>Partnership Property Totals</b>	<b>1,513</b>	<b>0</b>	<b>1,513</b>	<b>28</b>	<b>1,485</b>	<b>1,477</b>	<b>1,447</b>	<b>98%</b>	<b>97%</b>	<b>100%</b>
<b>Grand Totals - RLH &amp; Partnership Properties</b>	<b>8,008</b>	<b>60</b>	<b>7,948</b>	<b>253</b>	<b>7,695</b>	<b>6,276</b>	<b>6,058</b>	<b>79%</b>	<b>79%</b>	<b>98%</b>

\*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.

\*\*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 18 students listed as "To Be Checked In". These are not counted in the current occupancy.

**Note: In 2012, the actual total occupancy number was 5,845; the revenue producing occupancy was 5,699.**

**Appendix 4**  
**Spring Occupancy Report**  
**January 30, 2014**

Current Occupancy - Spring 2014										
	Available Beds					Occupancy		Occupancy Rates		
Current Buildings	Base Beds	Confere nce Suites	**Stude nt & Staff Beds	*Non- Revenu e Generat ing Spaces	Revenue Spaces	Total Occupa ncy	Reven ue Produ cing Occup ancy	Total Occu pancy Rate	Sprin g 2014 Reven ue Occu pancy Rate	Sprin g 2013 Reven ue Occu pancy Rate
Bayou Oaks	490	0	490	13	477	469	456	96%	96%	94%
Calhoun Lofts	984	32	952	21	931	928	909	97%	98%	96%
Cougar Place	799	0	799	21	778	725	706	91%	91%	
Cougar Village I	1,152	0	1,152	50	1,102	855	815	74%	74%	95%
Cougar Village II	1,144	0	1,144	56	1,088	879	833	77%	77%	
Moody Towers - South/North	1,091	0	1,091	38	1,053	605	571	55%	54%	88%
Quadrangle	835	28	807	26	781	350	336	43%	43%	89%
Bates	215	0	215	6	209	0	0	0%	0%	91%
Law	182	0	182	7	175	147	141	81%	81%	91%
Oberholtzer	33	28	5	3	2	1	0	20%	0%	0%



Settegast	178	0	178	6	172	124	121	70%	70%	84%
Taub	227	0	227	4	223	78	74	34%	33%	88%
<b>UH Housing Totals</b>	<b>6,495</b>	<b>60</b>	<b>6,435</b>	<b>225</b>	<b>6,210</b>	<b>4,811</b>	<b>4,626</b>	<b>75%</b>	<b>74%</b>	<b>92%</b>
<b>Partnership Properties</b>										
<i>Cambridge Oaks</i>	634	0	634	7	627	630	623	99%	99%	100%
<i>Cullen Oaks</i>	879	0	879	21	858	855	855	97%	100%	99%
<b>Partnership Property Totals</b>	<b>1,513</b>	<b>0</b>	<b>1,513</b>	<b>28</b>	<b>1,485</b>	<b>1,485</b>	<b>1,478</b>	<b>98%</b>	<b>100%</b>	<b>100%</b>
<b>Grand Totals - RLH &amp; Partnership Properties</b>	<b>8,008</b>	<b>60</b>	<b>7,948</b>	<b>253</b>	<b>7,695</b>	<b>6,296</b>	<b>6,104</b>	<b>79%</b>	<b>79%</b>	<b>94%</b>
*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.										
**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: This includes both "To Be Checked In" and "Checked In" Students.										
<b>Note: In 2013, the actual total occupancy number was 5,625; the revenue producing occupancy was 5,493.</b>										

**Appendix 5**

**Trends in Occupancy**

<b>Five-Year SHRL Occupancy Trends</b>					
	<b>Fall 2009</b>	<b>Fall 2010</b>	<b>Fall 2011</b>	<b>Fall 2012</b>	<b>Fall 2013</b>
<b>Total Beds</b>	5,287	6,048	6,048	6,048	8,808
<b>Total Occupancy</b>	4,758	5,697	5,750	5,845	6276
<b>Percent Occupied</b>	90%	94%	95%	97%	79%
<b>New Facility(ies) Opened</b>	Calhoun Lofts	Cougar Village I			Cougar Village II, Cougar Place
<b>Facility Closed</b>		Cougar Place			

**Appendix 6**  
**Honors College Rental Space**  
**Moody Towers**

<b>Room/Description</b>	<b>Sq. Ft</b>	<b>Annual Cost</b>	<b>Admin Fee (6%)</b>	<b>Total Annual Cost</b>
Office Suite 16 (Office & Conference Room)	509.96	\$2,549.80	\$152.99	\$2,702.79
Office Suite 17	429.80	\$2,149.00	\$128.94	\$2,277.94
Office Suite 18	350.20	\$1,751.00	\$105.06	\$1,856.06
Office Suite 20	360.00	\$1,800.00	\$108.00	\$1,908.00
Office Suite 24	757.99	\$3,789.95	\$227.40	\$4,017.35
Office Suite 15 K	1297.96	\$6,489.80	\$389.39	\$6,879.19
Office Suite 17	879.05	\$4,395.25	\$263.72	\$4,658.97
<b>TOTAL ANNUAL COST:</b>				<b>\$24,300.29</b>

**Appendix 7**  
**Honors College Rental Space**  
**Cougar Place**



Total GSF of Building (Sq Ft)	272,174
Annual Facilities Level 1/M&O Cost	\$564,545
Annual Utility Cost	\$1,030,582
Annual Debt Service	\$2,979,250
Annual Cost Per Sq Ft	<b>\$16.81</b>

\*Estimated based on current cost associated with Cougar Village

Room/Description	Area	Sq Ft	Annual Cost	Admin Fee (6%)	Total Annual Cost
Office 1005A	Academic Affairs	95.63	\$1,607.24	\$96.43	\$1,703.67
Office 1005B	Academic Affairs	103.95	\$1,747.07	\$104.82	\$1,851.89
Office 1005D	Academic Affairs	110.42	\$1,855.81	\$111.35	\$1,967.16
Learning Center 1005C	Academic Affairs	519.44	\$8,730.13	\$523.81	\$9,253.94
Learning Center Reception 1005	Academic Affairs	405.04	\$6,807.43	\$408.45	\$7,215.88
<b>Total:</b>					<b>\$21,992.53</b>

**Appendix 8**

**Value of Spaces SHRL Provides without Charge**

**Cougar Village I – Classrooms**

<b>Room/Description</b>	<b>Sq. Ft</b>	<b>Cost Per Sq. Ft.</b>	<b>Academic Year Cost</b>	<b>Admin Fee (6%)</b>	<b>Semester Total</b>	<b>Academic Year Total</b>
N105 Seminar Room	693.80	\$ 18.30	\$9,523.45	\$571.41	<b>\$5,047.43</b>	<b>\$10,094.86</b>
N106 Seminar Room	663.36	\$ 18.30	\$9,105.61	\$546.34	<b>\$4,825.97</b>	<b>\$9,651.95</b>
N110 Classroom	402.14	\$ 18.30	\$5,519.97	\$331.20	<b>\$2,925.58</b>	<b>\$5,851.17</b>
N111 Classroom	433.14	\$ 18.30	\$5,945.50	\$356.73	<b>\$3,151.12</b>	<b>\$6,302.23</b>
N112 Classroom	847.33	\$ 18.30	\$11,630.87	\$697.85	<b>\$6,164.36</b>	<b>\$12,328.72</b>
N113 Classroom	845.18	\$ 18.30	\$11,601.36	\$696.08	<b>\$6,148.72</b>	<b>\$12,297.44</b>
N115 Classroom	859.33	\$ 18.30	\$11,795.59	\$707.74	<b>\$6,251.66</b>	<b>\$12,503.33</b>
<b>Total:</b>					<b>\$34,514.85</b>	<b>\$69,029.69</b>

**Cougar Village I – Learning & Assessment Services**

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

**Oberholtzer Hall – Urban Experience**

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	<b>\$596.43</b>	\$1,192.86	<b>\$1,590.49</b>

**Oberholtzer Hall – Forensics Program**

Room	Sq. Ft	Cost Per Sq., Ft.	Academic Year Cost	Admin Fee (6%)	Semester Total	June & July Total	Total Year Cost
Room 102	531	\$5.40	\$2,149.49	\$128.97	\$1,139.23	\$506.32	<b>\$2,655.81</b>

**Oberholtzer Hall Kitchen – Aramark**

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	<b>\$1,634.83</b>	\$3,269.65	\$246.77	<b>\$4,369.54</b>	
Room 119 (Kitchen)	3,440	\$5.40	<b>\$7,380.32</b>	\$14,760.64	\$1,114.01	<b>\$19,680.85</b>	
OB Old C-Store	950	\$5.40	<b>\$489.16</b>	\$978.32	\$307.65	<b>\$5,435.12</b>	
Room 118 (Catering Line)	698	\$5.40	<b>\$1,497.52</b>	\$2,995.04	\$226.04	<b>\$3,993.38</b>	
Room 120 (Dining Office)	228	\$5.40	<b>\$489.16</b>	\$978.32	\$77.84	<b>\$1,304.43</b>	
Room 113 (Dining Hall)	3,791	\$5.40	<b>\$8,133.37</b>	\$16,266.74	\$1,227.68	<b>\$21,688.98</b>	
			<b>Total</b>	<b>\$19,624.35</b>	<b>\$39,248.71</b>	<b>\$3,199.99</b>	<b>\$51,037.18</b>

## Appendix 9

### EBI Resident Assessment Results

#### Table of Contents

1. EBI Survey Changes.....	1
2. Possible factors that May have Affected Results.....	2
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7. List of Factors by Number with Means .....	5
8. Major Indicators of Performance and their Factors.....	6
9. Comparisons by Years (2013 & 2012).....	8

#### EBI Survey Changes

Here are the general results of the Resident EBI Survey. Please be aware that EBI changed this survey this year. The past two years, there were 19 factors; this year, there are 22. Some factors are essentially the same; some have been combined or reworked and/or renamed; some involve questions that did appear on past EBI surveys, but were not incorporated into the results; and some are completely new.

These are essentially the same:

- Overall Satisfaction
- Overall Learning
- Overall Program Effectiveness
- Satisfaction: Safety and Security
- Satisfaction: Facilities
- Satisfaction: Room/Floor Environment
- Satisfaction: Room Assignment or Change Process
- Satisfaction: Services Provided
- Satisfaction: Hall/Apt Programming
- Satisfaction: Hall/Apt Student Staff
- Learning: Personal Interactions
- Satisfaction: Dining Services

These have appeared in some form on past EBIs, but are combined or reworked and/or renamed:

- Satisfaction: Roommates
- Learning: Risk Behaviors
- Learning: Life Skills
- Learning: Diversity and Social Justice
- On-Campus Living Enhanced Retention and Graduation

These are new:

- Learning: Faculty/Staff Interactions
- Learning: Intrapersonal Development
- Learning: Stewardship
- Learning: LLC Connections and Support
- On-Campus Living Improved Integration to College

#### Possible Factors that May Have Affected Results

When looking at these results, you may wish to consider some of the changes that have occurred since the last EBI which may have affected the results (good or bad). These changes include:

- Previous EBIs were administered in the Fall.
- Opened two new facilities and assumed management of a third.
- This was the first full year the Intentional Interaction Model was in place.
- MAP-Works
- RoomSync

## Summary of Results

These factors met/exceeded the 5.5 goal (75%), and are rated as "good" (green range):

- Satisfaction: Roommates (5.70)
- Satisfaction: Safety and Security (5.64)
- Satisfaction: Hall/Apt Student Staff (5.60)

These factors fell in the "needs work" range of 5.25-5.49 (yellow):

- On-Campus Living Enhanced Retention and Graduation (5.46)
- **Overall Satisfaction (5.42)**
- Satisfaction: Room/Floor Environment (5.36)
- Satisfaction: Facilities (5.35)
- On-Campus Living Improved Integration to College (5.32)

These factors fell in the "issue" range of below 5.25:

- Satisfaction: Room Assignment or Change Process (5.23)
- Learning: Diversity and Social Justice (5.09)
- Learning: Intrapersonal Development (5.07)
- Learning: Life Skills (5.05)
- Satisfaction: Services Provided (5.04)
- **Overall Learning (4.94)**
- **Overall Program Effectiveness (4.94)**
- Learning: Personal Interactions (4.94)
- Satisfaction: Hall/Apt Programming (4.91)
- Learning: LLC Connections and Support (4.89)
- Learning: Risk Behaviors (4.85)
- Learning: Stewardship (4.66)
- Satisfaction: Dining Services (4.54)
- Learning: Faculty/Staff Interactions (4.53)

Last year, all scores were above 5.0. Last year, we had 3 factors in the "green" range and 7 in the "yellow" range.

## Differences: 2014 vs. 2013

Last year, 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.

The following factors showed **significant improvement** over last year:

- Satisfaction: Roommates (+.74)
- Satisfaction: Safety and Security (+.26)
- Satisfaction: Facilities (+.26)
- **Overall Satisfaction (+.21)**
- Satisfaction: Room/Floor Environment (+.20)

The following factor showed improvement, but it was not statistically significant:

- Satisfaction: Room Assignment or Change Process (+.03)

The following factors showed declines in scores, but they were not statistically significant:

- **Overall Program Effectiveness (-.07)**
- Satisfaction: Services Provided (-.07)
- Learning: Risk Behaviors (-.09)

The following factors showed a statistically significant decline in scores:

- Satisfaction: Hall/Apt Programming (-.15)
- Learning: Life Skills (-.16)
- Satisfaction: Hall/Apt Student Staff (-.16)
- **Overall Learning (-.34)**
- Learning: Personal Interactions (-.37)



- Satisfaction: Dining Services (-.48)
- Learning: Diversity and Social Justice (-.67)
- On-Campus Living Enhanced Retention and Graduation (-.82)

The following factors did not appear on previous EBIs, so there is no comparison:

- Learning: Faculty/Staff Interactions
- Learning: Intrapersonal Development
- Learning: Stewardship
- Learning: LLC Connections and Support
- On-Campus Living Improved Integration to College

**Recommendations for Improvement**

EBI’s top priority (those with high impact and low performance) recommendations for improvement are:

- On-Campus Living Improved Integration to College
- Satisfaction: Dining Services
- Learning: Personal Interactions
- Learning: Diversity and Social Justice

In addition, I would say that we need to look at all of the learning factors and on-campus living factors. Many of these issues are supposed to be addressed by MAP-Works and the Intentional Interaction Model. For example, EBI’s highest priority is “On-Campus Living Improved Integration to College”. The questions that make up that factor are:


<u>Questions</u>	<u>N</u>	<u>Performance</u>
Q116. Integration to College - Overall, my on-campus living experience improved my: Social transition to college	1411	 5.39
Q117. Integration to College - Overall, my on-campus living experience improved my: Sense of belonging to this institution	1426	 5.36
Q119. Integration to College - Overall, my on-campus living experience improved my: Ability to integrate my academic and social life	1410	 5.32
Q118. Integration to College - Overall, my on-campus living experience improved my: Academic transition to college	1397	 5.24

## Overall Major Indicators



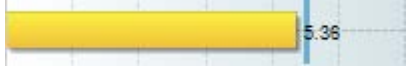










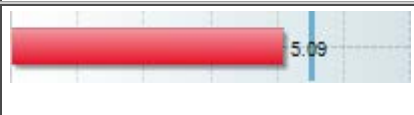
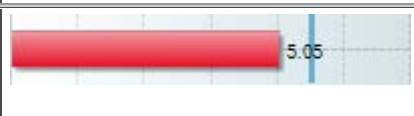
 = Your institution has a higher mean than the goal (5.5).



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

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

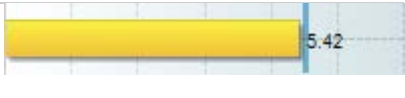


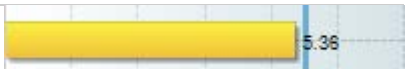
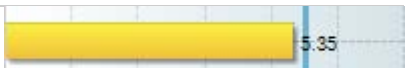




## List of Factors by Number with Means

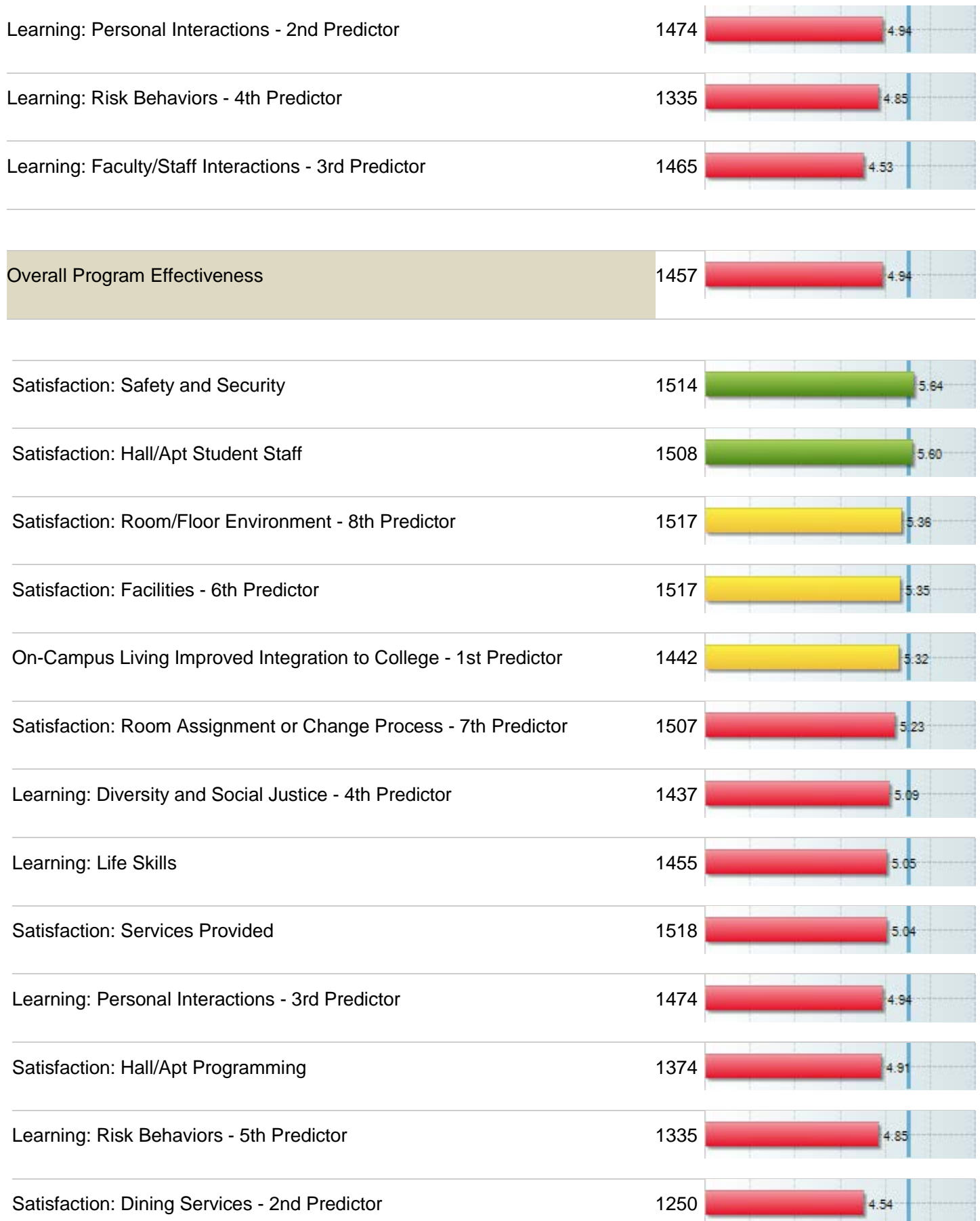
Factor	N	Std Dev	Mean	Mean Graphic
Factor 1. Satisfaction: Hall/Apt Student Staff	1508	1.50	5.60	
Factor 2. Satisfaction: Hall/Apt Programming	1374	1.47	4.91	
Factor 3. Satisfaction: Room/Floor Environment	1517	1.38	5.36	
Factor 4. Satisfaction: Facilities	1517	1.30	5.35	
Factor 5. Satisfaction: Services Provided	1518	1.22	5.04	

Factor 6. Satisfaction: Room Assignment or Change Process	1507	1.48	5.23	
Factor 7. Satisfaction: Safety and Security	1514	1.19	5.64	
Factor 8. Satisfaction: Roommates	935	1.58	5.70	
Factor 9. Satisfaction: Dining Services	1250	1.42	4.54	
Factor 10. Learning: Personal Interactions	1474	1.58	4.94	
Factor 11. Learning: Faculty/Staff Interactions	1465	1.71	4.53	
Factor 12. Learning: Diversity and Social Justice	1437	1.51	5.09	
Factor 13. Learning: Intrapersonal Development	1422	1.59	5.07	
Factor 14. Learning: Life Skills	1455	1.37	5.05	
Factor 15. Learning: Risk Behaviors	1335	1.81	4.85	
Factor 16. Learning: Stewardship	1364	1.66	4.66	
Factor 17. Learning: LLC Connections and Support	91	1.44	4.89	
Factor 18. On-Campus Living Improved Integration to College	1442	1.47	5.32	
Factor 19. On-Campus Living Enhanced Retention and Graduation	1384	1.64	5.46	
Factor 20. Overall Satisfaction	1454	1.37	5.42	

Factor 21. Overall Learning	1443	1.57	4.94	
Factor 22. Overall Program Effectiveness	1457	1.43	4.94	

**Major Indicators of Performance and the Factors that Contribute**

Factors	N	Performance
Overall Satisfaction	1454	
Satisfaction: Safety and Security - 4th Predictor	1514	
Satisfaction: Hall/Apt Student Staff - 6th Predictor	1508	
Satisfaction: Room/Floor Environment - 1st Predictor	1517	
Satisfaction: Facilities	1517	
Satisfaction: Room Assignment or Change Process - 2nd Predictor	1507	
Satisfaction: Services Provided	1518	
Satisfaction: Hall/Apt Programming - 3rd Predictor	1374	
Satisfaction: Dining Services - 5th Predictor	1250	
Overall Learning	1443	
Learning: Diversity and Social Justice	1437	
Learning: Life Skills - 1st Predictor	1455	





**COMPARISON BY YEARS**

**Overall Satisfaction (Factor 20)**

Year	Mean Score	Mean Graphic	Change in Mean from That Year to 2014
2013-2014	5.42		
2012-2013	5.29		
2011-2012	4.99		


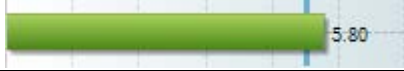
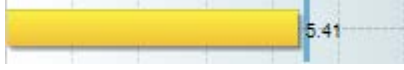
**Overall Learning (Factor 21)**

Year	Mean Score	Mean Graphic	Change in Mean from That Year to 2014
2013-2014	4.94		
2012-2013	5.35		
2011-2012	5.18		




**Overall Program Effectiveness (Factor 22)**

Year	Mean Score	Mean Graphic	Change in Mean from That Year to 2014
2013-2014	4.94		
2012-2013	5.10		
2011-2012	4.80		

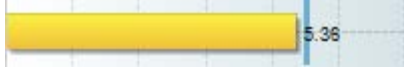


**Factor 1. Satisfaction: Hall/Apt Student Staff**

Year	Mean Score	Mean Graphic	Change in Mean from That Year to 2014
2013-2014	5.60		
2012-2013	5.80		
2011-2012	5.41		

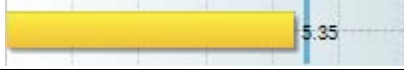


**Factor 2. Satisfaction: Hall/Apt Programming**

Year	Mean Score	Mean Graphic	Change in Mean from That Year to 2014
2013-2014	4.91		
2012-2013	5.05		
2011-2012	4.60		


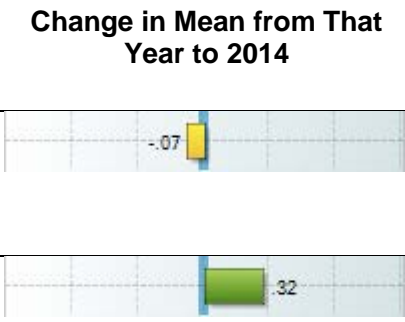
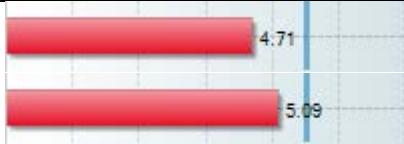
**Factor 3. Satisfaction: Room/Floor Environment**

Year	Mean Score	Mean Graphic	Change in Mean from That Year to 2014
2013-2014	5.36		
2012-2013	5.16		
2011-2012	5.82		


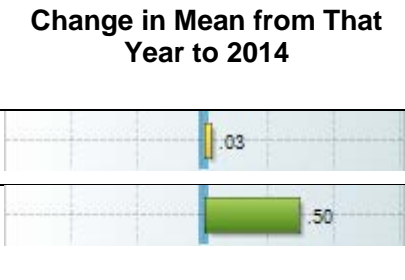
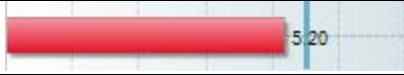

**Factor 4. Satisfaction: Facilities**

Year	Mean Score	Mean Graphic	Change in Mean from That Year to 2014
2013-2014	5.35		
2012-2013	5.09		
2011-2012	4.74		


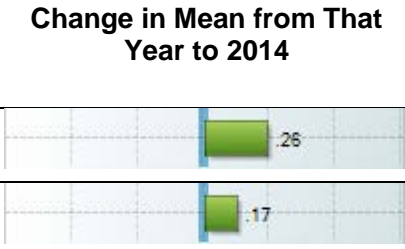
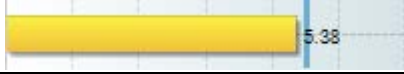
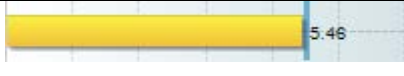
**Factor 5. Satisfaction: Services Provided**

Year	Mean Score	Mean Graphic	Change in Mean from That Year to 2014
2013-2014	5.04		
2012-2013	5.09		
2011-2012	4.71		

**Factor 6. Satisfaction: Room Assignment or Change Process**

Year	Mean Score	Mean Graphic	Change in Mean from That Year to 2014
2013-2014	5.23		
2012-2013	5.20		
2011-2012	4.73		

**Factor 7. Satisfaction: Safety and Security**

Year	Mean Score	Mean Graphic	Change in Mean from That Year to 2014
2013-2014	5.64		
2012-2013	5.38		
2011-2012	5.46		



**Factor 8. Satisfaction: Roommates**

Year	Mean Score	Mean Graphic	Change in Mean from That Year to 2014
2013-2014	5.70		
2012-2013	4.96		
2011-2012	4.65		

**Factor 9. Satisfaction: Dining Services**

Year	Mean Score	Mean Graphic	Change in Mean from That Year to 2014
2013-2014	4.54		
2012-2013	5.02		
2011-2012	4.96		

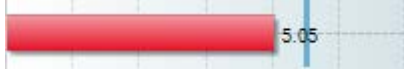




**Factor 10. Learning: Personal Interactions**

Year	Mean Score	Mean Graphic	Change in Mean from That Year to 2014
2013-2014	4.94		
2012-2013	5.31		
2011-2012	4.85		

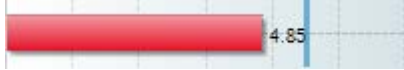




**Factor 12. Learning: Diversity and Social Justice**

Year	Mean Score	Mean Graphic	Change in Mean from That Year to 2014
2013-2014	5.09		
2012-2013	5.76		
2011-2012	5.48		

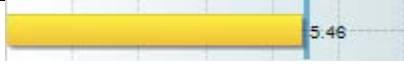




**Factor 14. Learning: Life Skills**

Year	Mean Score	Mean Graphic	Change in Mean from That Year to 2014
2013-2014	5.05		
2012-2013	5.21		
2011-2012	4.89		

**Factor 15. Learning: Risk Behaviors**

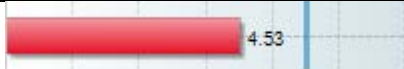
Year	Mean Score	Mean Graphic	Change in Mean from That Year to 2014
2013-2014	4.85		
2012-2013	4.94		
2011-2012	4.47		

**Factor 19. On-Campus Living Enhanced Retention and Graduation**


Year	Mean Score	Mean Graphic	Change in Mean from That Year to 2014
2013-2014	5.48		
2012-2013	6.30		
2011-2012	6.44		

**The factors below are new this year, so there is no comparison data.**


**Factor 11. Learning: Faculty/Staff Interactions**

Year	Mean Score	Mean Graphic
2013-2014	4.53	


**Factor 13. Learning: Intrapersonal Development**

Year	Mean Score	Mean Graphic
2013-2014	5.07	

**Factor 16. Learning: Stewardship**

Year	Mean Score	Mean Graphic
2013-2014	4.66	

**Factor 17. Learning: LLC Connections and Support**

Year	Mean Score	Mean Graphic
2013-2014	4.89	

**Factor 18. On-Campus Living Improved Integration to College**

Year	Mean Score	Mean Graphic
2013-2014	5.32	

## Appendix 10

### Division of Student Affairs and Enrollment Services Assessment and Planning | Summary Report 2013-2014

#### Section 1:

Department Name: Student Housing & Residential Life

Individual Completing Report: Rebecca Szwarc

Contact Information: rszwarc@uh.edu

#### Section 2: (note: this is information from your department assessment plan)

Program or Service Being Assessed: FYRE (First Year Residential Experience) Program

Learning or Program Outcome: To provide support to first year residents by providing information on class registration and financial aid; enhancing study skills; and fostering the development of social networks. Through these interactions, FYRE students will acquire the knowledge and confidence to persist to their second year and beyond. Goal is to have a higher retention rate among FYRE residents than UH overall retention rate.

Learning Outcomes:

- Residents will persist in their studies and return the following year.
- Residents will identify campus resources to help them with their pursuits.
- Residents will participate in community activities.

Purpose of Assessment: To gauge the extent to which FYRE residents feel supported in their choices; engage in university life; and persist in their studies. Results will be used to offer intentional intervention to at-risk residents. Results will also be used to enhance the FYRE programming for the coming year.

Time Frame of the Assessment: The First Year Transition Survey will be administered in September. The Fall Check-up will go out in mid-October. The Spring Check-up will go out in February. Program surveys will be administered after each program. GPA's will be checked in January and June. Retention will be checked in September 2014.

#### Section 3:

Outline the findings from the Assessment activities

- *Describe the methodology and frequency of the Assessment activities.*
- *Is the Learning or Program Outcome achieved?*
- *How do you know?*
- *Share specific data points from the assessment.*

Originally, we had proposed to evaluate FYRE using MAP-Works, a comprehensive survey administered to all first-year students to evaluate their risk of failing as a student. This was the first year we used MAP-Works, and we had limited knowledge about its use. Once we began to use it, it became apparent that it would not be useful as an assessment of FYRE. However, we also administered the Resident EBI Survey to all residents, and decided to compare First Year responses to the responses of other residents on campus as a measure of FYRE effectiveness.

The Resident EBI Survey was sent to all residents in UH-managed on-campus housing, 2,947 people, with a 35.5% response rate. Of those respondents, 629, or 38.8% of the total sample, were first year students, and so part of the FYRE program. That represents 51.7% of the FYRE program.

When comparing the responses of the first-year residents to the responses of the entire sample (which included the first-year residents), FYRE students scored higher on 21 out of 22 factors (the last factor was equal to the entire sample). The scores were statistically significant in 17 of the factors, including the overall indicators of Overall Satisfaction, Overall Learning and Overall Program Effectiveness. For Overall Satisfaction, the FYRE score was

5.65, above the 5.5 goal (equivalent to 75%), as compared to the entire sample score of 5.46, which was in the “needs work” range. In fact, FYRE residents had six factors that exceeded the 5.5 goal (compared to three for the total sample); six factors in the “needs work” range (compared to five for the total sample); and ten in the “issue” range (compared to fourteen for the total sample). It should be noted that given the higher scores of the FYRE residents, if their scores were removed from the total sample and a comparison was made between FYRE and other residents not FYRE, the differences would be even more significant.

Regarding the program learning outcomes, “Residents will persist in their studies and return the following year” is best measured by actual retention rates, which will not be available until September. However, the EBI factor “On-Campus Living Enhanced Retention and Graduation”, which asked about students’ intentions, was 5.65, above the 5.5 goal, and above the total sample score of 5.46 (in the “needs work” range). Additionally, in answer to an institution-specific question asking if they intended to continue to live on campus, 75.8% said yes (compared to 67.7% overall). This indicates that FYRE residents perceive themselves as persisting in their studies, at least partially achieving the goal.

To measure “Residents will identify campus resources to help them with their pursuits”, we looked at the “LLC [Living Learning Community] Connections and Support” factor. The factor score for the FYRE residents was 5.39, in the “needs work” range, but higher than the overall sample score of 4.89 (in the “issue” range). However, when we looked at specific questions that made up this factor, FYRE respondents indicated that “As a result of my living-learning community, I am better able to:

- Use campus resources as needed” (5.79)
- Be academically successful” (5.61)
- Connect with fellow students within my living-learning community” (5.80)

These are all above the 5.5 goal, which would indicate that the learning objective, as stated, was met. The areas under this factor that had lower scores were “Form study groups” (5.40 – “needs work”); “Connect with peer advisors/mentors” (5.11 – “issue”); and “Connect with faculty/instructors” (4.70 – “issue”).

Since the purpose of the learning objective “Residents will participate in community activities” is to involve or integrate residents in college, we looked at the “On Campus Living Improved Integration to College” factor to assess that goal. The FYRE score on this measure was 5.49, just 0.01 point below the 5.5 goal. The score for the entire sample was 5.32. On the other hand, we included institution specific questions asking how involved they were with their resident hall community. Only 11.9% answered “involved” or “highly involved”. The answer with the highest response was “somewhat involved” (25.2%), followed by “not necessarily involved, but not disengaged” (21.2%). We asked if they would like to be more involved, and the highest response was “neutral” (31.6%), followed by “mildly agree” (22.3%). Highest reason why they were not involved was “no time” (33.9%), followed by “activities not at a time when I am available” (21.8%). It would appear that we need to be clearer about what we want to accomplish with our learning outcomes.

We will look at GPAs in mid-June and persistence rates in September as further evaluations of the FYRE program.

Describe what will be done or is being done with the information learned from the Assessment Activities.

- *Any changes to the program/service content?*
- *Any changes to the method in which the program/service is provided?*
- *Any changes in the funding/personnel dedicated to the program/service?*

Since there were factors below the goal, there is room for improvement in the FYRE program. However, the data needs to be evaluated further to determine if changes need to be made to the program. We are reevaluating our assessment method to see if we can find a better measure of the program.

## Appendix 11

### Comparison of Student Worker EBI Scores

#### Overall Satisfaction

DSAES 5.71  
DA 5.46  
RA 5.37

#### Overall Learning

DSAES 5.51  
DA 5.29  
RA 5.40

#### Overall Program Effectiveness

DSAES 5.68  
DA 5.42  
RA 5.34

#### Support & Training

DSAES 5.45  
DA 5.18  
RA 4.87 (Training)  
4.84 (Types of Training)  
5.28 (Supervisor Supporting Student Staff)

#### Quality of Supervision

DSAES 5.68  
DA 5.44  
RA 5.41 (Management Skills of Supervisor)

#### Collaboration with Co-Workers

DSAES 5.73  
DA 5.52  
RA 4.93 (Collaboration within Staff Team)

#### Co-workers are respectful

DSAES 5.49  
DA 5.47  
RA 5.77 (Residents are respectful, which is not really the same thing)

#### Empathy

DSAES 5.49  
DA 5.67  
RA 5.56

#### Self-Knowledge and Skills

DSAES 5.58  
DA 5.65  
RA 5.50

#### Personal Competence

DSAES 5.48  
DA 5.27  
RA 5.51

#### Diverse Interactions

DSAES 5.71  
DA 6.04  
RA 5.91

## Appendix 12

### SHRL Committee Involvement

(Alphabetical)

#### **James Aguanno**

- SHRL Assessment Committee

#### **Janelle Brown**

- UH Black Alumni (Secretary)

#### **Ashriel Dunham**

- DSAES Marketing Committee (Co-Chair)
- SHRL Move-In Committee (Hospitality & Cougar Movers Co-Chair)

#### **Brian Hall**

- DSAES Professional Development Committee
- SHRL Website Task Force (Chair)
- SHRL Move-In Committee (Onsite Check-In Co-Chair)
- SHRL Move-In Committee (Parking & Transportation Co-Chair)
- SHRL RA Public Relations/Committee (Advisor)
- NASPA

#### **Maria Honey**

- Finals Mania Committee (Chair)
- SHRL Move-In Committee (Communications Chair)

#### **Jamica Johnson**

- SHRL Move-In Committee (Onsite Check-In Co-Chair)

#### **Susan Kimbrough**

- CART
- DSAES Assessment Committee
- Recovery Community Program Director Search Committee
- DOS Assistant Dean Search Committee

#### **Kenny Mauk**

- ACUHO-I Business Operations Committee
- ACUHO-I Conference Services Committee
- ACUHO-I Communications Committee
- UH International Students Advisory Council
- SHRL Move-In Committee (Off-Site Check-in Co-Chair)

#### **Colette McFalls**

- SHRL RA Assessment Committee (Advisor)
- SHRL Assessment Committee
- SHRL Move-In Committee (Opening Events Co-Chair)

#### **Habiba Milan**

- SHRL Move-In Committee (Parking & Transportation Co-Chair)

#### **Regina Nixon**

- UH Meal Plan Petition Committee

**Alex Ries**

- SHRL Move-In Committee (Opening Events Co-Chair)
- RHA (Advisor)
- Sigma Pi Fraternity (Advisor)
- Dance Marathon (DanceOn) (Advisor)
- MOBA Strategists (Advisor)

**Teeba Rose**

- SHRL Move-In Committee (Hospitality & Cougar Movers Co-Chair)

**Rebecca Szwarc**

- ACUHO-I Assessment Committee (Chair)
- UH Staff Council (Events Committee Co-Chair)
- UH Food Service Advisory Committee
- 2013 UH State Employee Charitable Campaign (SECC)
- Finals Mania Committee
- Global Strategies and Studies Advisory Committee
- DSAES Assessment Committee (Co-Chair)
- SHRL Move-In Committee (Off-Site Check-in Co-Chair)
- SHRL Assessment Committee
- SHRL Website Task Force

**Terence Turner**

- SWACUHO Professional Development Committee
- SHRL RA Staff Professional Development Committee (Advisor)
- SHRL RA Recreation Committee (Advisor)
- SHRL Move-In Committee (Chair)

**Mark Vitek**

- CART
- DSAES Assessment Committee
- SHRL Assessment Committee (Chair)

**Alicia Whitmire**

- SHRL Assessment Committee
- Anime No Kai (Advisor)
- Crocheters on Campus (Advisor)
- Cougar Urban Gaming Society (Advisor)
- Cougars of Equestria (Advisor)
- Friends of Fandom (Advisor)

**Zachary Wortzel**

- Finals Mania Committee

**Mackenzie Wysong**

- DSAES Professional Development Committee
- SHRL Move-In Committee (Facilities Chair)

**Don Yackley**

- ACUHO-I Stars College
- ACUHO-I Program Committee
- UH Food Service Advisory Committee
- UH Housing Advisory Committee (Advisor)
- UH International Students Advisory Council



## Appendix 13

### Conferences/Training Attended

- ACUHO-I Business Operations Conference
  - Kenny Mauk
  - Regina Nixon
- ACUHO-I CHO Conference
  - Don Yackley
- ACUHO-I Annual Conference
  - Don Yackley
  - Susan Kimbrough
  - Kenny Mauk
  - Casey Quickel
  - Shannon Reed
- Annual MAP-Works Conference
  - Lin Crowson
  - Susan Kimbrough
- NASPA Annual Conference
  - Brian Hall
  - Terence Turner
  - Jackie Stelmaszczyk
  - Colette McFalls
  - Alex Ries
- CERT Training
  - Brian Hall
  - Mark Vitek
- SWACUHO Regional Conference
  - Don Yackley
  - Kenny Mauk
  - Terence Turner
  - Casey Quickel
  - Shannon Reed
  - Brian Hall
  - Colette McFalls
- SWACUHO RA Conference
  - Tyler Joseph
  - Jackie Stelmaszczyk
  - Ten Resident Advisors
- SWACURH Conference
  - Alex Ries
  - Ten RHA members
- Texas A&M 14<sup>th</sup> Annual Assessment Conference
  - Rebecca Szwarc

- Campus Labs On Tour Workshop
  - Rebecca Swarc
- NASPA Assessment & Retention Conference
  - Rebecca Swarc
- NACURH 2014 Conference
  - Alex Ries
  - Jackie Stelmaszczyk
  - Six Student Leaders
- National Session of the LeaderShape Institute
  - Terence Turner
- 2014 Undergraduate Interfraternal Institute
  - Jackie Stelmaszczyk