In order to help mitigate the community spread of COVID-19, Student Housing and Residential Life engaged virtually with the residential community in the following ways:

**HIGHLIGHTS**

- Utilized Microsoft teams for virtual engagement with our residential populations.
- Collaborated with UH Facilities to develop a standardized room disinfecting process for all residential facilities.
- Provided continued support and service to the approximately 1500 students who remained on campus this spring semester through the COVID-19 pandemic.
- Continued outreach to new and returning students with information about student housing in the fall.
- Established a process to house and support residents who may need to self-isolate related to COVID-19.
- Offered 10 virtual events held by our Faculty in Residence.
- Presented a virtual student leader and student staff awards recognition event called the SHRLies, celebrating 27 winners in 20 categories.
- Adapted quickly to the pandemic with adjusted processes, protocols and Personal Protective Equipment for all our staff so they could continue to support students and their success.

**CUSTOMER SERVICE**

We were proactive in responding to the needs of students, families, and guests through our Main Housing Office.

<table>
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**STUDENT-LED INITIATIVES**

From April 6 - May 8 our student leaders in RHA and NRHH developed activities and events to connect with residents virtually.

- Virtual Events: 34
- Event Participants: 160

**RESIDENTIAL HALL INITIATIVES**

From April 6 - May 8 we created opportunities for residents who remained on campus and those who returned home to continue learning and engagement.

- Virtual Events: 87
- Event Participants: 1,264
- RA to Resident 1-on-1 meetings: 2,099
ONLINE ENGAGEMENT

From April 1 - May 30, we provided updates through email and social media concerning important housing deadlines, opportunities, and activities.

1,751
Average Instagram impressions

10
Emails distributed to current residents

68%
Open rate on emails to current residents

7,941
Average Twitter impressions

10
Emails distributed to prospective residents

49%
Open rate on emails to prospective residents

416
Average Facebook video views

WEBSITE VIEWS

RESIDENT REACTIONS

“Because COVID-19 has forced us to stay at home and avoid social interaction, RHA’s virtual engagement sessions are now the highlight of my day!”

“Virtual programming was a great opportunity to find social relief during these unprecedented times. I’ve been able to create bonds with new students and strengthen the connections I already had.”

“Moody Hall Council put together such a fun virtual Karaoke Night! I immediately felt comfortable and welcome, and I enjoyed spending time with other residents. It was a great opportunity to do something different with other people, I can’t wait for what RHA has planned next!”