

# SHRRL

**STUDENT HOUSING & RESIDENTIAL LIFE**

**ANNUAL REPORT  
2019-2020**

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## MISSION STATEMENT

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.

## VISION STATEMENT

Student Housing & Residential Life strives to be the unrivaled residential experience in student success.

## VALUES

Student Success & Satisfaction  
Whole Person Development  
Relationships  
Customer Service  
Community Development

## STUDENT SUCCESS



### Increase Faculty in Residence for The Quad

The Faculty in Residence for the Quad has been identified and selected. Dr. Todd Romero is a History professor who researches and teaches early American and, increasingly, food and public history. He also serves as the Associate Dean for Undergraduate Studies in the College of Liberal Arts and Social Sciences. He has been at UH for fifteen years.

# 383

Programs

# 969

RA Interest  
Session Attendees

### Architect a Student Leadership Portal

A SHRL program proposal and evaluation module were fully implemented during summer 2018. For AY 2018 – 2019, a total of 383 programs were submitted. For Fall 2019 term a total of 130 programs were submitted. The student staff application module for the RA Recruitment and Selection Process was implemented in Spring 2020. 969 students utilized the portal to check-in for RA Interest Sessions. 396 of these students completed an application to be an RA. To further this work a Living Learning Community application process has also been created in Mercury.

### SHRL Will Positively Influence Student Success

Throughout the Spring semester over 5,000 coaching conversations with students take place within Student Housing and Residential Life. Over the course of the academic year over 17,000 coaching conversations with students have taken place. These conversations include, but were not limited to topics such as; academic major exploration, academic performance, class attendance, financial issues, homesickness, relationship concerns, social connections and other personal issues/concerns.

During the summer, Assistant Directors of Residential Life utilized the information collected to help develop our new Residential Engagement Model. SHRL will utilize new technologies (IClicker) to assist in navigating conversations related to student success.

### Learning Communities

SHRL has partnered with faculty for the Minority Male Leadership Living Learning Community. In addition, there has been faculty involvement regarding the planning for the Living Learning Communities within the Quad Townhouses.

- The Minority Male Leadership Living Learning Community was executed during the Fall 2019 semester.
- The First Generation Living Learning Community was executed during the Fall 2019 semester
- The planning for Living Learning Communities for The Quad townhouses has begun and will continue during the Spring 2020 semester
- Student success data provided was provided after ORD. The Fall data is now available.

## STUDENT SUCCESS

### Student Staff Recruitment & Selection Review

All selection documents including position descriptions, individual interview questions, and evaluations were updated to emphasize the competencies of leadership, critical thinking, diversity, and personal growth.

### Establish Learning Outcomes for SHRL Student Staff/Leaders

The Community Mentor Training Committee was charged to implement the first phase of Goal #2. A fall 2019 training (August 5-9, 12, 13) experience was designed that was intentional in covering the Scarlet Seals of Excellence Competency areas. Toward the end, sessions were structured to provide balance in covering the following competencies: Diversity, Leadership, Personal Development, and, Thinking & Communication.

## ALUMNI OUTREACH



### Build Alumni and Friends Engagement Opportunities

SHRL successfully planned and executed our first Alumni and friends Homecoming tailgate in November 2019. Two newsletters were sent to the Housing Alumni and Friends email list on January 24, 2020 and July 1, 2020. An Alumni and Friends event for the Quad will be discussed for implementation in Spring 2021.

## CONSTRUCTION



### The QUAD

The Quad Construction has reached completion and residents moved into the residential hall in August 2020.

### Moody Towers Replacement

SHRL worked with UH Planning and consultants to complete a Tower replacement program. At this time SHRL is working with UH planning and consultants to study a renovation options to potentially better meet the affordability goal. This renovation study was completed in August 2020, indicating that a renovation is possible. The next phase of this project is to complete an initial cost analysis and determine if a Moody Renovation will move forward. This next step will be completed by January 2021.

## MONETARY



### Fundraising for Construction and/or Cougar Experience Scholars

On November 1, 2019 a journal entry was executed to transfer \$35,988 to the Cougar Experience Scholarship Fund. This amount represents 3% of all Conference Housing and Guest Housing revenue for the 2018/2019 Academic Year. The Quad Mailbox and limestone cube fundraising project were launched in 2019 with a total donation amount, as of January 2020, of \$19,796.00. We are currently looking at a partnership with UH Alumni on a fundraiser for the Quad Courtyards in the new Quad construction project.

### Rate Structure

The annual evaluation of current rates, market study, and peer institutions was completed in September 2019 for Academic Year 2020/2021. An anticipated 3% rate increase is being proposed. In February 2020 SHRL will present rate forums for the residential community to review the proposed increases.

## DIVERSITY AND INCLUSION EFFORTS

UH Student Housing and Residential Life (SHRL) continued to serve the students within the Minority Male Living Learning Community through direct mentoring and discussions related to their success.

SHRL utilized various different diverse recruiting organizations in an attempt to recruiting a diverse applicant pool for several vacant positions.

SHRL updated residential facilities and emergency protocols to ensure they are accessible to all students within the residential community.

# 3%

Conference Housing and Guest Housing revenue

## MARKETING



### Weekly Video Series

The weekly video series titled, “In the Loop”, launched on February 3, 2020 and is distributed each Monday to all current residents during the academic year. The video is shared on the SHRL social media channels and is included in the department’s monthly email newsletter. In the Loop continues to be distributed during the fall 2020 semester.

### Semester Recap Videos

The department distributed one semester recap video on December 16, 2019. The video included photos and video footage of major SHRL events such as Cougar Move-In, campus events such as Winter Wonderland, and featured residents enjoying events in their halls. There was no spring semester recap video created since the campus transitioned to remote learning and activities in the spring 2020 semester.

## ENVIRONMENTAL

### Maintain and Enhance Physical Space

The facilities assessment plan has been reviewed and updated as necessary annually. This is evidenced in the public area space refresh which was planned in University Lofts along with an outdoor living room project for Cougar Village. Sustainability efforts planned for spring 2020 were suspended due to the university and state stay at home order.

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:

- 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.

### Online Engagement:



**1,751**

Average Instagram impressions



**7,941**

Average Twitter impressions



**416**

Average Facebook video views



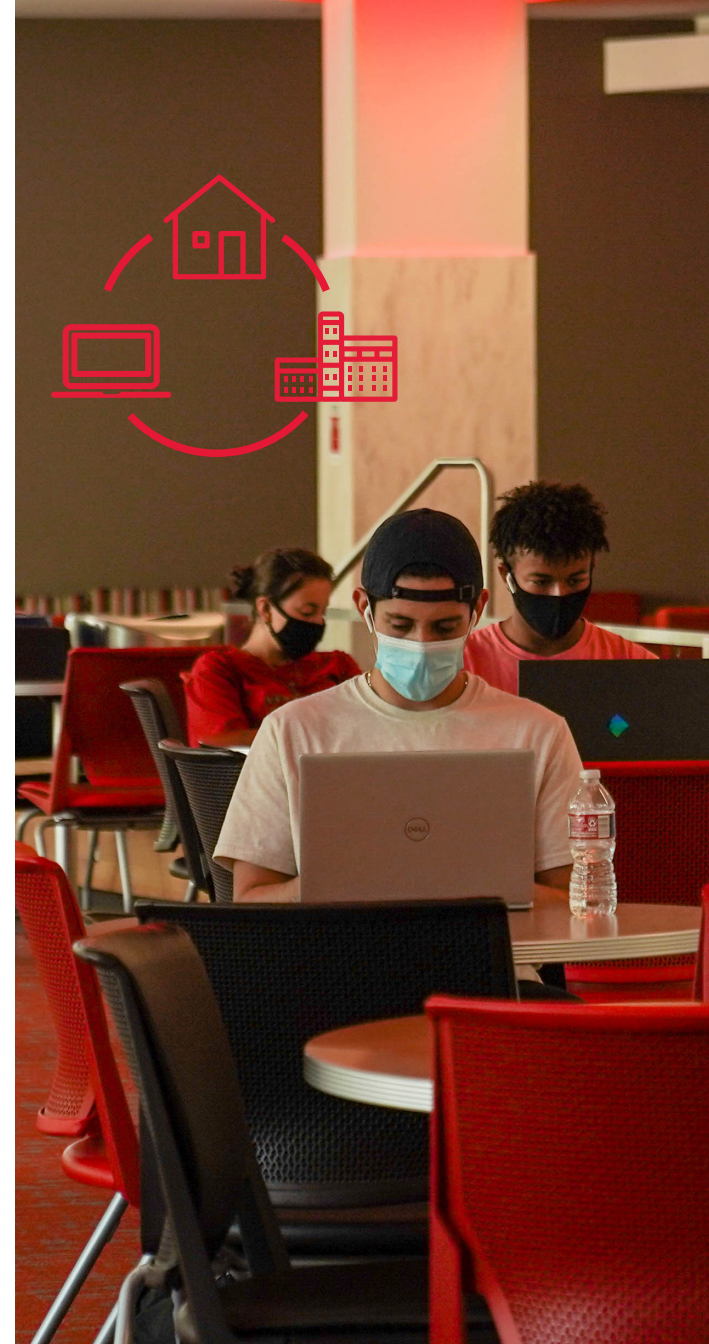
**10**

Emails distributed to current residents



**69%**

Open rate on emails to current residents



For the full report, visit <https://uh.edu/housing/about/assessment-and-strategic-planning/reports/>.

# POINTS OF PRIDE



Student Housing & Residential Life has initiated a partnership with the College of Liberal Arts and Social Sciences (CLASS) on two new Living Learning Communities (LLCs). These LLCs are slated to open in the new residence hall, The Quad, in fall 2020. This partnership continues to support the division/department strategic plan, which values academic affairs-student affairs partnerships and student success.



University of Houston Student Housing & Residential Life and Sam Houston State University Residence Life departments co-hosted the SWACUHO Annual Conference in Sugar Land, Texas February 2020. This conference showcased both departments and schools to the SWACUHO region (Oklahoma, Arkansas, Texas), as well as recognized the hard work of individuals from both departments who served on the conference planning committee.



Student Housing & Residential Life staff represent both the department and the University of Houston. Two staff members serve on national committees for NASPA, NACURH, ACUHO-I, and RMS, while eleven staff members serve on regional committees for SWACUHO and SACSA. Staff involvement in these various committees help share the story of SHRL and UH, while giving back to the respective professional organizations.



The Student Housing & Residential Life Marketing Team won third place in the Website category at the 2019 ACUHO-I Business Operations Conference Marketing Awards. This award not only recognizes the newly launched website and the team that created it, it allows Student Housing & Residential Life to share their story on a national level with anticipated new traffic to the website from across the country.

## There have been several improvements within our residential facilities that include:



Frosting a portion of glass on the fitness room in Cougar Village 1, Cougar Village 2, Cougar Place, and Moody Towers to address the concerns of our Residential Hall Association (RHA).



Signs to direct visitors to specific offices/rooms in Cougar Village 1 and Cougar Village 2



Package lockers were installed in all residential areas.



## Community Mentor Training

August 2019 and January 2020 Community Mentor training schedules will be created with sessions/presentations that have learning outcomes based in the Scarlet Seals of Excellence Competency Areas:

- 1** Diversity: developing knowledge, skills, and activism that supports and understands cultures and community engagement
- 2** Leadership: developing a personal philosophy of leadership that includes the understanding of self, others, and community with responsibilities inherent to community membership
- 3** Personal Development: understanding and developing who you are and how who you are intersects with others and groups
- 4** Thinking and Communication: developing skills and knowledge about how one thinks, solves problems, demonstrates creativity, and communicates

Learn more about UH Scarlet Seals here: <http://www.uh.edu/scarletseals/>.

The purpose of the assessment activity was to gauge the effectiveness of the Community Mentor training sessions/presentations in helping Community Mentors successfully obtain the skills/knowledge described in the Scarlet Seals Learning Outcomes.

Supports Student Housing & Residential Life Goal : Student Staff Training

The learning outcomes for CM training were well documented within the training schedule. Based on the information collected in the survey and through the evaluations of the Behind Closed Doors activity during Community Mentor training, the established learning outcomes were achieved. Retention and understanding of the material was high; however, for next year's training, more emphasis on the coaching conversation skills will be essential to the continued development and success of the Community Mentor program. Additional interactive practice and knowledge application activities in the form of case studies, presentations, and role playing scenarios are currently in development for implementation in the Fall 2020 Community Mentor Training schedule.





## Resident Advisor Student Leader Position

As a result of serving as a Resident Advisor (RA), RAs will gain leadership qualities by positively impacting residential students through meaningful interactions.

The purpose of this assessment is to determine what experiences are having the most impact on the RA's perception of their experience and how they are making meaning of those experiences. Further, this assessment will serve as a baseline year of knowledge for understanding what leadership skills the RAs believe they are developing through their RA experience.

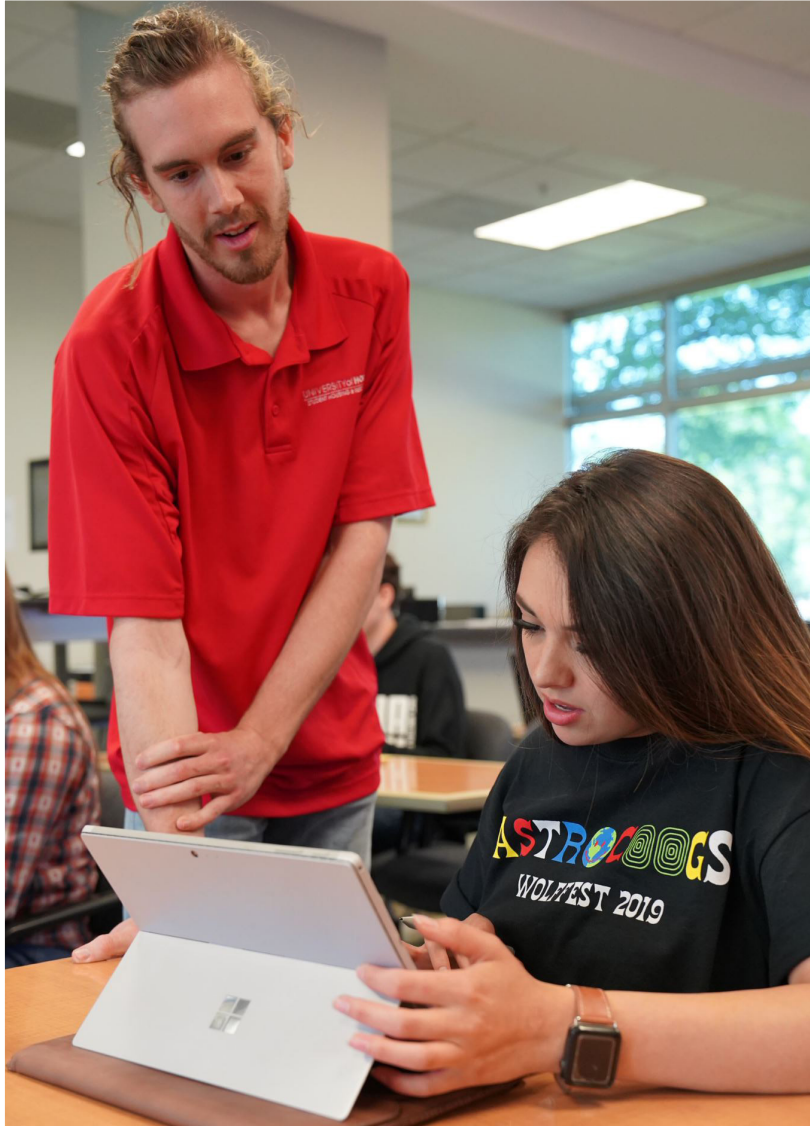
For more information on the UH Scarlet Seals of Excellence program, click here: <http://www.uh.edu/scarletseals/>.

Supports Student Housing & Residential Life Goals:

- 1 Student Staff Training
- 2 Establish Learning Outcomes for SHRL Student Staff/Leaders
- 3 SHRL Will Positively Influence Student Success

During the Spring 2020 semester, this information will be shared with the Residential Life Coordinators in an effort to lead discussions and provide opportunities to impact the RA's learning and increase competency related to Diversity; Leadership; Personal Development; and, Thinking & Communication.

Student Housing and Residential Life will continue to use the information collected to strengthen our student leaders as well as our Residential Engagement Model which will be utilized during the 2020-2021 academic year.



## Residence Halls Association Student Learning

As the Executive Board Members of Residence Halls Association (RHA), the students are the voice of the residence hall population through policy development, advocacy, committee service, and programming. The desired outcome is that the RHA executive board members will be able to reflect on their growth in leadership skills through the day-to-day experiences they are having in the position and increase their self-perceived ability in leadership skills. That growth will then inform their future, as they matriculate through UH and begin to apply for post-graduation employment, graduate school, and/or other leadership opportunities.

The purpose of this assessment activity is to learn how each individual has developed through their specific experiences, challenges, and positions. There are 5 executive board members in RHA, each of which have individual job responsibilities. This assessment activity will help us define which experiences are impacting their learning.

Supports Student Housing & Residential Life Goals:

- 1** Student Staff Training
- 2** Establish Learning Outcomes for SHRL Student Staff/Leaders
- 3** SHRL Will Positively Influence Student Success

The Residence Life Staff will continue to offer development opportunities for these student who serve in leadership positions within RHA. The Residence Life Staff continue to have developmental conversations regarding the RHA role and the development of skills and leadership qualities.

# STAFF HIGHLIGHTS 2019

## FEB

Name: Alyssa Veteto  
Award: Board Participation  
Organization: ASCA Housing and Residence  
Life Community of Practice  
Location: National

## MAY

Name: Dr. Douglas Bell, Ph.D  
Award: Board Participation  
Organization: ASCA Housing and Residence  
Life Community of Practice  
Location: National

## JULY

Name: Alyssa Veteto  
Award: Board Participation  
Organization: ASCA Housing and Residence  
Life Community of Practice  
Location: National



## SEPT

Name: Heli Patel  
Award: Certificate  
Organization: Occupational Health, Safety  
and Environmental System Life Community  
of Practice  
Location: University of Houston

## OCT

Name: BriAnn Price  
Award: Board Participation  
Organization: SACSA Undergraduate  
Symposium  
Committee, 2019-2020  
Location: Regional

Name: Ailin Fey  
Award: Top 10 Program: "The Stop,  
Drop, and Rolls of Programming" Award  
/Residence Halls Association Presentation  
Organization: SWACURH  
Location: Regional

Name: Andrei Merkoulov  
Award: Top 10 Program: "Fighting Waste,  
Feeding People" Award/Residence Halls  
Association Presentation  
Organization: SWACURH  
Location: Regional

Name: Leslie Trevino  
Award: Top 10 Program: "Effective  
Communication for Problem Solving" Award/  
Residence Halls Association Presentation  
Organization: SWACURH  
Location: Regional

Name: Luis Gonzalez  
Award: Top 10 Program: "The  
Lizards of Leadership" Award/  
Residence Halls Association  
Presentation  
Organization: SWACURH  
Location: Regional



Name: Jarell Miller & George Hill  
Award: Advisors  
Organization: SWACUHO Regional  
RA Conference, Advisors  
Location: Regional

Name: Leanica Adams  
Award: Chair of RMS Users Group  
Board Participation  
Organization: RMS, 2019-2020  
Location: National

## NOV

Name: Don Yackley  
Award: SWACUHO-U New  
Professionals Workshop Chair  
2019-2020  
Organization: SWACUHO  
Location: Regional

# STAFF HIGHLIGHTS 2020

## FEB

Name: Dr. Douglas Bell, Ph.D  
Award: Association of Student Conduct Gehring Academy,  
Faculty Member  
Organization: ASCA Housing and Residence Life  
Community of Practice  
Location: National

Name: Kenny Mauk  
Award: Conference Co-Chair, Board Participation  
Organization: SWACUHO  
Location: Regional

Name: Leanica Adams, Janelle Brown, Amy  
Fitzjarrald, Lin Crowson, Mackenzie Wysong-Bentley,  
Stephanie Hignojo, Alicia Whitmire, Jarell Miller,  
Don Yackley  
Award: Conference Planning Committee Participation  
Organization: SWACUHO  
Location: Regional

## MARCH

Name: Don Yackley,  
Award: Bob Cooke Distinguished  
Service Award Recipient  
Organization: SWACUHO  
Location: Regional



## MAY

Name: Shemeka Phipps, Ph.D  
Award: Member of Association for Coaching and  
Tutoring Professionals, Member  
Organization: ACTP, 2019-2020  
Location: National

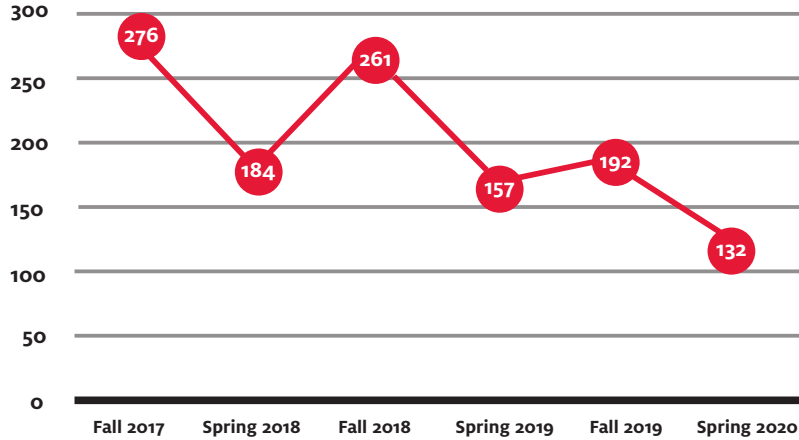
## JUNE

Name: Mackenzie Wysong-Bentley  
Award: Earned Facilities Management  
Professional Credential  
Organization: FMA  
Location: International

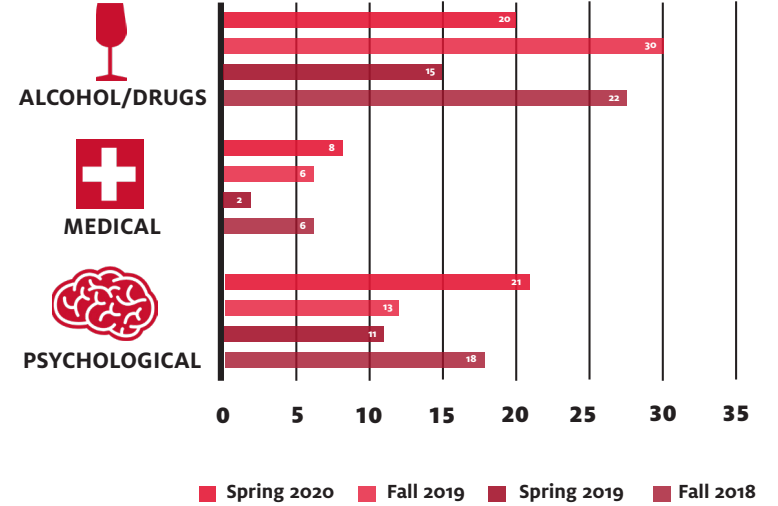
Name: Don Yackley,  
Award: ACUHO-I STARS Program, Faculty Member  
Organization: ACUHO-I  
Location: International

# STUDENT CONDUCT

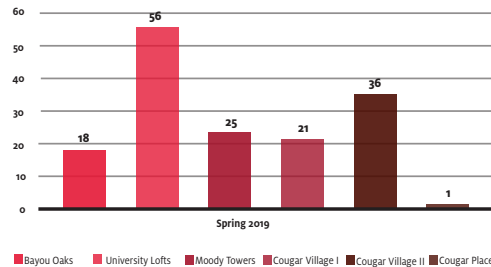
## Number of Conduct Cases



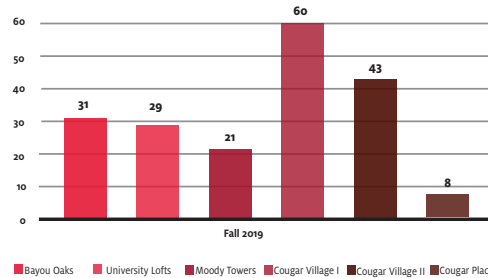
## Emergency Transports



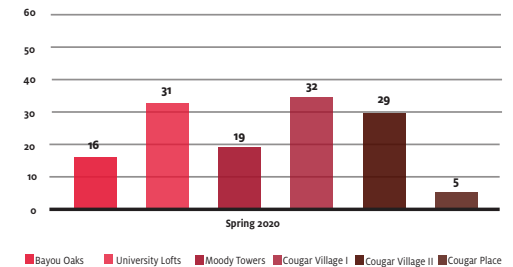
## Alleged Conduct Cases by Area - Spring 2019



## Alleged Conduct Cases by Area - Fall 2019



## Alleged Conduct Cases by Area - Spring 2020



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

# SHRIL

UNIVERSITY of **HOUSTON**

STUDENT HOUSING & RESIDENTIAL LIFE



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