

Housing and Residence Life

Board of Trustee Report

August 19, 2011

The Department of Housing and Residence Life prides itself in providing the ultimate Aggie Living experience to our residents. We are committed in establishing inclusive and educational residential environments that make a positive impact in the lives of students, faculty and staff. The following is a report of our continued progress:

Housing and Residence Life Fall Move-In 2011

Students	Student assigned	Students moved-in	Percentage
New Students	1862	1848	99.2%
Continuing students	1932	1866	96.6%

*Occupancy as of August 19, 2011 5:00pm

Early Arrival Process Summary

- In meeting with campus partners throughout the summer, it helped our department to accommodate students requesting housing before August 13, 2011.
 - In addition, students that hadn't completed the online application were accommodated and properly assigned for the Fall semester. These students resided in a separate resident hall and were charged as a summer conference group.

Move In Process Summary

- The move in process was very successful due to move in meetings held throughout the summer with all campus partners and stakeholders. The following factors contributed to the success of this endeavor:
 - Meeting with all stakeholders to go over move in logistics (plan of action communicated and station locations established)
 - Providing students with a move in schedule which consisted of reporting dates and times.
 - Thankfully we did not encounter any students that showed up after hours without an assignment
 - Providing residence hall staff with a check in procedure
 - All staff wearing the "Move In" shirts helped parents and students identify staff that was eager to assist them
 - Use of the walkie talkie benefited staff in getting immediate assistance.
 - Posted large banners to assist our guest to find building locations

Incidents

- There were minor slip and fall incidents due to the inclement weather. One slip and fall incident involved a resident's brother slipping and dropping her laptop computer. As a result the laptop was cracked due to the fall.

Maintenance Concerns and Repairs on Site

- All urgent maintenance concerns were addressed by Physical Plant on site. Several calls were made for skill trade personnel and problems were addressed in a timely manner.

Residence Hall Upgrades

- **Curtis Hall** A/C units are currently installed throughout the entire building
- **Holland Hall** will go off line for repairs and upgrades (electrical upgrade, air conditioning, new roof)
 - This temporary shut down is conditional for 1 year and the expected re opening will be August, 2012

Retention and Graduation

- **Academic Excellence Mentoring and Personal Enrichment** are the primary goals of Peer mentors duties at the university.
 - Academic Excellence Mentoring includes assistance with time management, study and test taking skills, organization, and emphasis on professor/student relationship and connections. This is partially done by connecting students with campus academic resources such as libraries, math and writing centers, advisors, tutors, and the university's Center of Academic Excellence.
 - Personal Enrichment includes getting students involved in campus highlights and organizations that speak to the student's personal interest. It also involves providing assistance with overcoming challenges with balancing personal and academic demands. Furthermore, peer mentors provide a comfortable atmosphere for students to consult campus counselors and health professionals through the university's Counseling Center and Sebastian Health Center as well.

Student Experience and Engagement

- The Housing and Residence Life website has proven to be a valuable tool and with the addition of the Online Housing Application all students can easily apply, with returning students selecting their assignments during the room selection period
- Housing and Residence Life Facebook and Twitter pages were created to network with students, we are now able to quickly respond to any student request and inform them of any updates

Safety on and off campus

- 24 hr RHO coverage in residence halls.
- Educational meetings with residents' monthly regarding safety.

Customer Service

- Departmental Retreat and Student staff training were held this summer. Training centered on "Customer Service". Our theme was "Smile and Move" and provides excellent customer service. Leadership team did role play.

- Customer service stations were set up at each residence hall during move in to provide a less stressful move in for students and parents.
- All administrative offices relocated from Morrow hall to Aggie Village Building 2 to be more accessible to student population and foster staff and student engagement daily.
- During the “peak” seasons for Housing Assignments, the main offices have extended hours to accommodate all students
- The Housing Facilities Team replaced furniture as needed in residence halls. Our goal is to provide an environment that is conducive for learning, growing and social involvement.

Grant Writing

- Staff will be exploring grant initiatives during the 2011-2012 academic year.

Outstanding and Productive Staff

- Overall, the Staff in the in the Department of Housing and Residence Life have continued to provide quality service to all students, parents, faculty and staff
 - Throughout the opening planning process and execution there were key staff members who completed projects above and beyond their usual work duties. They all did exceptionally well and should be commended. These noteworthy persons include:
 - KUDOS to the Housing and Residence Life Team for a successful opening 2011-2012! All staff stepped up to the plate and took on the charge and direction from our fearless leader, Ms. Linda Inman.
 - Facilities, Res. Life, Assignments, Administration, Academic Excellence and Retention all assisted with opening and the staff should be applauded for an outstanding job.
 - As a way to celebrate, debrief, and say, thank you, Bonnie Candia will host an Educational/Developmental luncheon for the East campus Team on 8/25/11 at 11am.
 - Ms. Linda Inman will host an Educational Training Session with an emphasis on Customer Service, Opening debriefing and staff appreciation session.
 - Mr. Lloyd Duffus and his hardworking team of temporary staff provided quality service in housing facilities. Their effective teamwork alleviated any concerns in record time.
 - Jermaine Foye – provided exceptional leadership in RMS training for Housing and Residence Life Staff
 - Bunita Wilson - contacted past Hall Directors who joined us for residence hall opening
 - Nakia Byles –was placed in facilities area to assist with any facility needs from residence halls
 - Melissa Slade – provided excellent verbal and written correspondence on communications to students and staff, in addition to preparing and organizing structured reports
 - Mrs. Kitty Harrigan and Ms. Elizabeth Dula- provided outstanding customer service with a smile during the “peak season”

Program Emphasis and Quality

- Before the official launch of the Online Housing Application, the Housing Assignments office held training sessions to all students in their residence halls on how to properly apply and select the residence hall of their choice.
- Residence halls offer six week programming to support student welcome week activities
- Residence Hall programs must include all wellness areas (educational, cultural, health/safety, Life skills, diversity)
- The Housing Facilities Team is working with the Residence Hall Association (RHA) to enhance the residence halls beginning with the lobbies. This is an ongoing program.
- We will include the Student Government Association (SGA) and individual hall councils in future endeavors.

Effectiveness and Efficiency

- With each new endeavor that the Department offers to the student body, we provide assessments (surveys, etc.) to rate our quality of service
- The Housing and Residence Life team reviewed processes for opening to increase effectiveness and efficiency in our area.
- Policies and procedures and being examined and reviewed.
- The Housing Facilities Team is working to improve the timelines of response to issues and concerns.
- With the Housing Leadership Team we are looking at ways to increase and improve our use of technology to obtain and complete work requests

Economic and Community Development Impact on the University

- We are in the processing of metering All Residence Halls. This will allow us to monitor energy usage per hall and offer programs to encourage energy awareness among students. This project is expected to save monies over time.
- Recycle bags have been ordered for Residence Halls for the recycling project. This effort is expected to save money over time
 - Aggie Village will be the pilot resident hall
- During the LLC orientation on 8/10-12, we discussed the University community, history and how the LLC's fit into the overall University mission. Moreover, one group took students to the Greensboro African American Museum to educate students on the rich heritage of NC A & T SU. During the academic year, several LLC will partner with community agencies.
- Any changes in student assignments are communicated to other university student service areas to ensure all offices receive and maintain same information on students consistently.
- The Housing Facilities Team have partnered with other areas of the university in going green.
- Residents of this complex will soon receive recycle bags to encourage them to be **"Green Aggies"**.