

# Annual Report

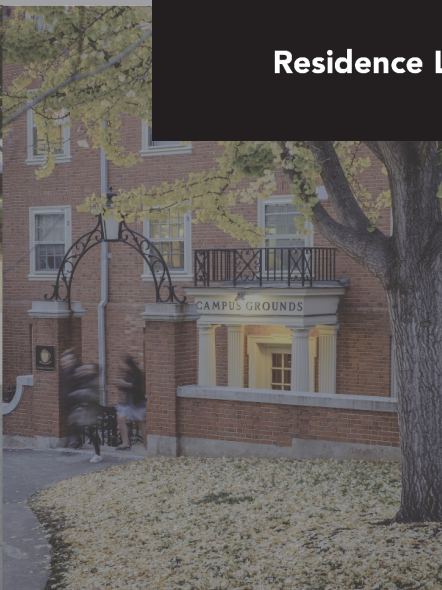


2017-18



WAKE FOREST  
UNIVERSITY

Residence Life and Housing



# From the Dean

On behalf of the entire Office of Residence Life and Housing, I hope you find this publication engaging and informative. The 2017-18 academic year was one of growth, development, and achievement, as well as challenges and opportunities.

Wake Forest's student experience is centered around vibrant residential communities. In these spaces, we provide an opportunity for the exchange of ideas, an atmosphere to integrate learning, and a comfortable setting for students' development as social beings. Along with our colleagues across campus, Residence Life and Housing works to assist the University in fulfilling its ideal of a more diverse learning community, providing students an example of the world they will be called upon to lead.

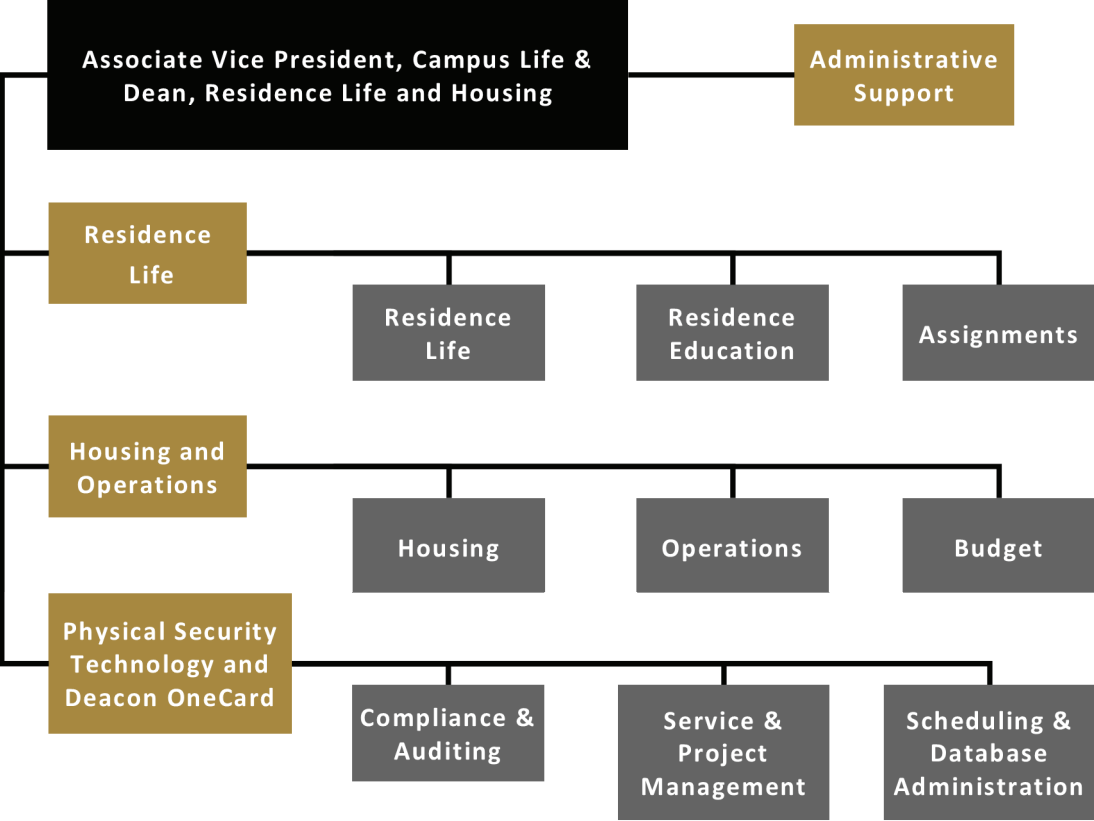
As we work to provide an unrivaled residential experience for Wake Forest University students, we are guided by our mission, which calls us to foster ***secure, comfortable, inclusive, and engaging learning communities which prepare students to lead lives of meaning and purpose.***

## Donna McGalliard, EdD

Dean of Residence Life and Housing and  
Associate Vice President of Campus Life



# Our Team

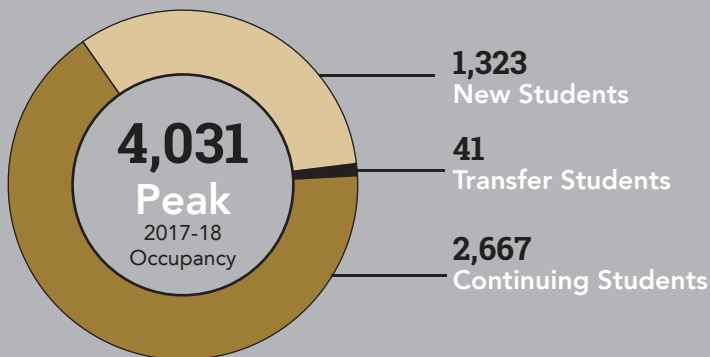






## Occupancy

Wake Forest has a six-semester (typically three-year) residency requirement and is one of the few universities in the country that guarantees housing to students in good standing for eight semesters.



**40+**

Emotional Support/  
Service Animals



**175+**

Room Changes



**1,250+**

Fall '17 Early Arrivals

**1,300+**

Spring '18 Early Arrivals

## 16 Residential Communities

10 Traditional | 5 Semi-Suite

3 Suite | 3 Apartments | 7 Houses



## Community Building

The Office of Residence Life and Housing focuses on building community for our residential students through developmental programming.

In 2017-18, Resident Advisers hosted 2,780 programs to enhance community within their assigned areas.

Another important form of community building on our campus are Residential Engagement Communities (RECs), which provide students with an opportunity to take an active role in their residential and educational experience at Wake Forest University by engaging in a community of individuals with common educational or co-curricular interests.

RECs housed 114 students and held over 96 community events during the 2017-18 academic year.

### Programming in Community

**581**

#### Intentional Conversations

Individual, roommate, suite/apartment/house-mate, or community meetings

**1,577**

#### Events

Social and educational programs

**622**

#### Passive Initiatives

Newsletters, bulletin boards, door decorations, and other opportunities that communicate information in a non-event setting

# Residence Education

## Partnerships Abound

Our office continued to foster partnerships across the University and as a result programming for our residents has diversified and improved. Our Saturday Nite Live orientation event, which is a partnership between RL&H, Campus Recreation, and Wellbeing, had over 1,000 attendees and continues to build community among the first year class while also curbing high-risk behaviors. RL&H continues to partner with the Office of the Dean of Students and CARE Team to provide support to students in crisis. During 2017-18, RL&H staff managed over 450 student of concern (SOC) cases. Another collaboration with the Office of Wellbeing allowed us to offer our students in recovery a dedicated residential space in a Theme Community.

Our Faculty Fellows Program, which connects first-year students with faculty members continues to be an impactful partnership with survey results showing 60% of students reporting that having a Faculty Fellow in their community helped them to feel a greater sense of belonging.

## Pro Humanitate

In keeping with the University's motto of *Pro Humanitate*, the Office of Residence Life and Housing took strides to increase training and programs that emphasized the importance of social justice and living as part of a community.

Graduate Hall Director (GHD) and Resident Adviser (RA) training gave attention to how staff can help create inclusive communities. In partnership with the Office of Diversity and Inclusion, RAs from first-year communities were trained to facilitate *Living in Community* sessions with their residents during orientation. To further educate on issues, staff were able to attend four (of fifteen offered) conference-style sessions on various topics related to social justice, diversity, and inclusion. Staff were then able to apply skills learned in a Behind Closed Doors session dedicated to these issues.

Training and development for staff does not end when the academic year begins. New RAs continue training in a required counseling course, which includes four sessions focused on creating inclusive communities. These sessions are developed/delivered in partnership with the Office of Diversity and Inclusion, the Women's Center, and the LGBTQ Center.

## Staffing Challenges

The Spring 2018 semester brought with it a fresh set of challenges as the department began recruiting for the 2018-19 academic year. Initial applicant numbers showed a decrease from previous years, sparking the need for a concerted marketing push. These efforts were successful and led to over 180 eligible applicants for our 126 Resident Adviser positions.





- 1 Angelou Residence Hall  
Residence Life and Housing  
Deacon OneCard Office
- 5 Babcock Residence Hall
- 7 Bostwick Residence Hall
- 2 Collins Residence Hall
- 17 Dogwood Residence Hall
- 10 Eflord Residence Hall
- 8 Davis Residence Hall
- 4 Luter Residence Hall
- 6 Johnson Residence Hall
- 13 Kitchen Residence Hall
- 11 Huffman Residence Hall
- 16 Magnolia Residence Hall
- 20 Martin Residence Hall
- 18 North Campus Apartments
- 14 Palmer Residence Hall
- 15 Piccolo Residence Hall
- 21 Polo Residence Hall
- 12 Potear Residence Hall
- 22 Road Houses
- 19 Student Apartments
- 3 South Residence Hall
- 9 Taylor Residence Hall

# REYNOLDA CAMPUS MAP



# Housing and Operations



With the addition of three new roles—an Assistant Director of Operations, a Coordinator of Marketing and Operations, and shifting the existing Budget Analyst role to the team, 2017-18 shifted the team's identity from Housing to Housing and Operations.

Continued renewal and renovation of facilities remains a priority for the Housing and Operations team. During 2017-18, we worked with partners to plan for and oversee work on 150,000 sq. ft. of facilities, including the completion of phase II (exterior) of Davis Residence Hall, phase I (interior) of Taylor and Efird Residence Halls, along with interior and exterior work at North Campus Apartments buildings 6-10, and started plans for Luter Residence Hall, phase II (exterior) of Taylor and Efird Residence Halls, and work in North Campus Apartments buildings 1-5.








Agility to shift spaces was a major focus this year. To allow for the renovation and redesign of Taylor Residence Hall, the former RAD Lounge space in Luter Residence Hall was renovated to welcome the Wesley Foundation, whose former space in Kitchin Residence Hall became the new home to the University Barber Shop.

Laundry equipment and service transitioned from CSC Service Works to Caldwell and Gregory in December. This transition involved the removal of existing equipment and the installation of 147 new washers and 149 new dryers. Additionally, a new cable provider, Apogee, was selected and services initiated. These services including making streaming television available to students on campus for the first time.

The team led efforts for continued efficiency through the use of technology. iPads and QR codes were used to reduce paper processes, such as room condition reporting and check-in. The team also continued to revamp the website, social media, and branding efforts for both the Office and Division of Campus Life. Visits to the department's website ([rlh.wfu.edu](http://rlh.wfu.edu)) increased 14.8% from the previous year. The number of followers to the department's Facebook page grew 8% and the @WFURLH Instagram, added in April, gained approximately 400 followers during Spring 2018.





 Angelou Hall, Suite 001  
 [housing@wfu.edu](mailto:housing@wfu.edu)  
 336.758.5185  
 [rlh.wfu.edu](http://rlh.wfu.edu)  
   @WFURLH



**WAKE FOREST**  
UNIVERSITY

**Residence Life and Housing**