



REDEFINING THE EXPERIENCE FOR...

STUDENTS

COMMUNITY BUILDING

- During 2017-18, Resident Advisers hosted 2,780 developmental programs for residents to enhance community within their assigned areas.
- Another important aspect of community building on our campus are Residential Engagement Communities (RECs; i.e. Casa Latina), which provide students with an opportunity to take an active role in their residential experience. During 2017-18, RECs housed 114 students and hosted over 96 community events.

PARTNERSHIPS ABOUND

- We continue to foster partnerships across the university, 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.
- In partnership with the Office of Wellbeing we were able 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.
- 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.

UPDATED FACILITIES

- Agility with regards to space was crucial during 2017-18. 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 in order to prepare for the Taylor Hall renewal.
- Our Deacon OneCard and Physical Security Technology team completed various software upgrades and integrations during 2017-18, including: EMS (Deacon Space), Lenel OnGuard (access control system) and Cherwell (ticket management system). Over 18,000 work requests were created and resolved in the Cherwell system.

STAFF

DEFINING THE STRUCTURE

- Revamped the Resident Adviser and Graduate Hall Director position descriptions to be competency-based and more accurately reflect the capacity in which student staff serves. The foundational competencies (i.e. Student Learning & Development) are from the professional associations of ACUHO-I, ACPA, and NASPA.

LAYING THE FOUNDATION

- Ensure that our student, graduate and undergraduate, staff had a strong foundation at the beginning of fall training. In April, we facilitated an orientation which focused on understanding our *why*, reviewing position descriptions, building group bonds, and exploring the needs of our various communities.

FOCUS ON SOCIAL JUSTICE

- Training and programs that emphasized the importance of social justice and living as a part of a community were increased. In partnership with the Office of Diversity and Inclusion, RAs were trained to facilitate Living in Community sessions with their residents during Orientation.
- Staff were able to attend 4 (of 15) conference-style sessions on various topics related to social justice, diversity, and inclusion, and then apply skills learned in practice scenarios.
- 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.

SPACE FOR DIALOGUE

- Professional staff from Residence Life provided ongoing opportunities for dialogue and feedback after some Resident Advisers expressed feeling undervalued, overburdened, and replaceable. These conversations served as the catalyst for revamping RLAB (the Residence Life Advisory Board) as a space for continued dialogue.

TECHNOLOGY DRIVES EFFICIENCY

- RL&H began using iPads & QR codes to reduce paper processes, such as room condition reporting and check-in.

DATA FROM OUR SPRING 2018 RESIDENTIAL ASSESSMENT:

- **84%** of residents indicated that living on campus positively contributed to their learning
- **84%** of residents reported feeling moderately or very satisfied with safety in the residence halls.
- **81%** of residents said that living on campus positively contributed to their sense of belonging.
- **81%** of residents reported being overall satisfied with their on-campus living experience
- **80%** of residents indicated that living on campus positively contributed to their academic performance

OUR MISSION

IS TO FOSTER

**SECURE, COMFORTABLE,
INCLUSIVE, & ENGAGING**

*LEARNING COMMUNITIES
WHICH PREPARE STUDENTS*

*TO LEAD LIVES OF
MEANING & PURPOSE*

