

**Division of Student Affairs**  
2009-2010 Annual Report

OFFICE OF RESIDENCE LIFE

**Department Mission/Vision Statement**

**Vision**

Residence Life aspires to be a premier living-learning community.

**Mission**

Residence Life promotes an engaging, safe, and inclusive environment for academic success and personal growth through student-centered programs, innovative services, and cost-effective facilities.

**Core Values**

Respect for one another

Collaboration

Intellectual and personal growth

Creativity and innovation

Pursuit of excellence

## Executive Summary

This was an exciting and challenging year. Were we all shaken by Heather Ahuero (Residence Graduate Assistant) passing away in the Fall of 2009.

Significant progress on facility improvements were made. BGSU broke ground on two new residence halls (1,310 beds), being developed through a Public Private Partnership (PPP) that will open August of 2011. Rogers, the Phi Tau and Sig Ep houses were demolished and 174 beds on the McDonald West Wing are being removed. Facility upgrades are being made in nearly all Residence Life facilities. Residence Life staff led the effort to implement a “One-Stop Shopping” Conference and Guest Services Model and revenue is projected to be up for this year. Changes were implemented for improved ease of use of housing assignment software system for improved customer satisfaction when selecting a housing assignment. The room preferencing and selection process was moved from February to November and room assignments for new students were made in early May rather than early July (next year room preferencing will begin in September for new students and the returning student room sign-up process will begin in early November).

Expenses were reduced as a result of using new vendors through University Marketing and Communications, ordering precise quantities of materials, and collaboration with other University departments to reduce duplication and share costs. A department photo bank was created that currently hosts over 500 photos. Significant changes and updates were made to the Residence Life website to improve accuracy, usability, and visual appeal. Additional changes will be made in the fall of 2010, including the addition of virtual tours. Collaborations with Admissions, Office of the Dean of Students, Dining Services and other offices on publications, web based information and events were successful in establishing stronger relationships and enhanced information sharing. Increases in collaboration and sharing of recruitment and retention strategies are every increasing with the Admissions Office and Marketing and Communications. Staff training related to representing Residence Life at recruitment events occurred in group and individual settings and is on-going.

Transition and fluidity were the earmarks for the 2009-2010 academic year in the Office of Greek Affairs. Gordy Heminger departed as Interim Associate Director of Residence Life and Director of Greek Affairs June 30, 2009; there was a failed search to fill the Interim Associate Director of Residence Life and Director of Greek Affairs; Jeff Kegolis was hired as Interim Assistant Director of Greek Affairs June 2009; Denny Bubrig was appointed as Interim Associate Director of Residence Life and Director of Greek Affairs January 2010. Karri Knoblauch was on Maternity Leave March –May 2010; Denny Bubrig was accepted the permanent Associate Director of Residence Life and Director of Greek Affairs position effective July 1, 2010. In spite of transitions, the staff did an excellent job and were able to maintain a successful Greek Affairs program. We will begin Fiscal Year 2011 with a strong and returning full-time staff. Greek Affairs maintained a high level of student engagement throughout the academic year, worked progressively to evaluate different facets of the program, and to position for a successful 2010-2011. Some of the highlights include but are not limited to the following:

A complete review of programmatic offerings Greek Affairs, collaboratively led by staff from Greek Affairs and the Office of Campus Activities. The outcomes included establishment of a continuum of learning that does not create redundancies with national programs nor with other campus offerings. Identifying needed programming areas and creating experiential learning opportunities. Establishing the groundwork to reimage and rebrand the fraternity/sorority community at BGSU based upon marketing research in Fall 2009, which indicated that the negative traditional stereotypes of fraternities and sororities have been predominant in the viewpoint of BGSU chapters. Addressing infrastructure, alumni relations, establishing development opportunities and creating long term community strategies amongst other areas highlight the numerous projects that added to the day-to-day activities for Greek Affairs.

The Residence Hall staff made strides to better our programs and services, working toward intentionality and efficiency. A new programming model was created and implement, the Community Development Plan. Learning outcomes for RAs and hall staff to use when offering programs were developed. Residence Hall staff “went back to its basic roots” and addressing core reasons and roles for RAs, we moved from the way things had “always been” to the way we “want them to be.” We also purchased and implemented a new web-based discipline management system that has streamlined the student discipline process for both hearing officers and students. Major successes of the year include the implementation of First Year Achievement Program (intentional conversations between RAs and each resident 3 times a semester) and the positive assessment measures associated with this project. Additionally, the RA staff continued to excel at their positions, earning a higher average semester GPA compared to last year in fall semester. The SMART program continues to build and grow under the leadership new coordinator, Coordinator Anna Brown, and celebrated its 10<sup>th</sup> Anniversary. Student leadership programs excelled, under the leadership of two new advisors who truly do place students first. RSA is stronger than ever, primed to hit the next semester running and to evolve the face of residential student leadership.

Finally, the spring semester ended in a challenging fashion with the need to reduce expenses and we eliminated the hall secretary position and lost many great staff members. Work is ongoing in order to develop the student position that will replace this position.

It was also challenging that a full-time Hall Director and the Assistant Director for Technology and Assessment departed at the end of Fall 2009 and neither position filled, programs and processes and services were streamlined in order to try and create strong services for students with less staff members.

The work this year with RCC and Information & Technology in Residence Life continues to keep pace with the entire university. With the departure of the Assistant Director of Technology and Assessment in February 2010, this area fell under the supervision of the Sarah Waters, Senior Associate Director of Residence Life. This area has continued to improve services for students through improved staffing patterns in RCC, provide strong technology support for the Residence Life staff and students. This area has also continued to work closely with, striving to ensure that services are not duplicated, costs reduced and that residential students' technology fee is best serving residential students.

**Contribution to Division of Student Affairs Action Items and University Strategies**

**Strategy #1: Create distinctive coherent undergraduate learning experiences that integrate curricular and co-curricular programs.**

Student Affairs Action Items

- A. Promote student engagement and leadership development through intentional collaboration with faculty and academic leaders to foster student success
- B. Identify Student Affairs units that offer internships and practicum opportunities for credit and work collaboratively with faculty and administrators in Academic Affairs to assess and strengthen the learning experience
- C. Increase student participation in co-curricular experiences (e.g., student organizations, Greek organizations, residential communities, campus committees, recreational sports programs, service learning, on-campus employment, internships, and other areas)
- D. Create an online community for faculty and staff to share ideas and develop strategies designed to increase student involvement and learning through curricular and co-curricular activities
- E. Engage faculty in a discussion and collaborative planning effort to initiate, encourage, and design strategies to integrate co-curricular and applied learning into curricula

Department	Departmental Action Items	Student Affairs Action Items
Office of Residence Life	<ul style="list-style-type: none"> <li>• <b>Strengthen programs and services outside the classroom to maximize student success through the implementation of the Community Development Plan program;</b> <ul style="list-style-type: none"> <li>○ Achieved. The “Community Development Plan” (CDP) went in to effect in Fall 2009, and has evolved the way that residence halls program and the focus that staff members place on building community. The CDP is currently under review to make minor adjustments to its content in order to ease the use for residence hall staff.</li> </ul> </li> <li>• <b>Develop and implement programs tied to University Learning Outcomes and CUE development;</b> <ul style="list-style-type: none"> <li>○ Being completed Summer 2010.</li> </ul> </li> <li>• <b>Provide leadership to the Learning Communities Advisory Council and subsequent development of learning communities; and,</b> <ul style="list-style-type: none"> <li>○ In progress. Through his work on this group, Tim Shaal created a website for how to create a learning community based on a report LCAC submitted to the VPSA and Provost during the 2008-2009 school year. Tim Shaal also drafted a rubric for determining a high functioning versus a low functioning learning committee and plans to submit these two items to the LCAC for consideration next year.</li> </ul> </li> <li>• <b>Increase involvement by 35% faculty advisors with fraternities and sororities.</b> <ul style="list-style-type: none"> <li>○ Action Item has not been met. Transition and readdressing of residential priorities necessitated placing a hold on this item for the academic year. Plans will be formulated to address this in 2010-2011.</li> </ul> </li> </ul>	1A 1C 1E

**Strategy #2: Expand the student populations for BGSU enrollment and implement programs to recruit them and retain them to successful program completion.**

Student Affairs Action Items

- A. Increase opportunities for prospective students to attend BGSU programs by engaging more junior high and high schools
- B. Strengthen collaborative initiatives between the Office of Admissions and the Division of Student Affairs to increase our understanding of the unique needs and expectations of our changing student demographic (e.g., race, ethnicity, culture, gender, religion, sexual orientation, age, ability, status as a veteran) and to deliver a diverse array of educational experiences that prepare students for life-long success
- C. Continue to audit and evaluate the effectiveness of existing Division programs and services in responding to student needs and service expectations
- D. Evaluate and expand, as appropriate, collaborative efforts with nearby two-year institutions, including Owens Community College, Terra Community College, and Northwest State Community College to foster enrollment at BGSU and to help ensure a smooth transition to BGSU

Department	Departmental Action Items	Student Affairs Action Items																														
Office of Residence Life	<p><b>• Increase retention 10% Fall 2009 to Spring 2010, and 15% Spring 2010 to Fall 2010;</b></p> <table border="1" data-bbox="325 537 1293 711"> <thead> <tr> <th>Academic Year</th> <th>Fall Occupancy</th> <th>Retained</th> <th>Spring Occupancy</th> <th>Average</th> <th>Retention Fall to Spring</th> <th>Change in #</th> <th>Left Fall</th> <th>New Sp</th> <th>Data from</th> </tr> </thead> <tbody> <tr> <td>2008 - 2009</td> <td>5959</td> <td>5269</td> <td>5557</td> <td>5758</td> <td>88.42%</td> <td>402</td> <td>690</td> <td>288</td> <td>DB2</td> </tr> <tr> <td>2009 - 2010</td> <td>5723</td> <td>5143</td> <td>5350</td> <td>5537</td> <td>89.86%</td> <td>373</td> <td>580</td> <td>207</td> <td>RMS</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>• <b>Fall 2009 to Spring 2010 retention numbers indicate we were up 1.7%. Please refer to chart above for additional detail.</b></li> <li>• <b>Impact and increase student retention among those who live in the residence halls</b> <ul style="list-style-type: none"> <li>• <b>Implement the First Year Achievement Program in the residence halls;</b> <ul style="list-style-type: none"> <li>• <b>Completed. See the “Signature Program” report for more detailed information.</b></li> </ul> </li> <li>• <b>Continue to do hall visitations with A PLUS committee during advising and scheduling times;</b> <ul style="list-style-type: none"> <li>• <b>Completed.</b></li> </ul> </li> <li>• <b>Create a set of expectations for how hall staff work with living learning programs;</b> <ul style="list-style-type: none"> <li>• <b>Created and being implemented in to staff training for 2010-11</b></li> </ul> </li> <li>• <b>Develop new and innovative programs and services that promote academic success and retention;</b> <ul style="list-style-type: none"> <li>• <b>In progress.</b></li> </ul> </li> <li>• <b>Increase career development programming efforts 15%.</b> <ul style="list-style-type: none"> <li>• <b>Based on the new Community Development Plan, there is no base line to compare this year’s programming efforts to past years. However, one of the expectations within the CDP was to partner with the Career Center in order to utilize their services and spotlight what they can offer students.</b></li> </ul> </li> </ul> </li> <li>• <b>Increase visibility and effectiveness of all hall councils and RSA;</b> <ul style="list-style-type: none"> <li>• <b>RSA restructured this year by restructuring the organization in order to better align itself to work with hall councils. This was a major step to boost the exposure of hall councils in coming years.</b></li> </ul> </li> <li>• <b>Increase residence hall students’ involvement, including hall programming capabilities, with major University events (i.e. Homecoming, Family Weekend, etc.);</b> <ul style="list-style-type: none"> <li>• <b>As part of the CDP, every hall was required to support these major University initiatives this past year.</b></li> </ul> </li> <li>• <b>Increase late night programming to an average of three times monthly;</b> <ul style="list-style-type: none"> <li>• <b>This action item was achieved in most months through the support of University offices and programs.</b></li> </ul> </li> <li>• <b>Implement assessment mechanism for all programming efforts;</b></li> </ul>	Academic Year	Fall Occupancy	Retained	Spring Occupancy	Average	Retention Fall to Spring	Change in #	Left Fall	New Sp	Data from	2008 - 2009	5959	5269	5557	5758	88.42%	402	690	288	DB2	2009 - 2010	5723	5143	5350	5537	89.86%	373	580	207	RMS	2C
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- Completed late January 2010. System now in place and will assist in the tracking of programs in coming years.
- **Increase quantity and quality of printed communications to perspective and current students to capture commitments earlier in the academic year;**
  - First year of a 5-piece printed communication cycle, with the final mailing occurring in 8/10. Historically, only 1 – 2 mailings were sent to incoming students.
  - The variety and quality of brochures was improved, as well as costs were reduced despite the increase in materials and perspective students.
  - Housing enrollments from new incoming students have increased this year
- **Create a process regarding development and review of communication plans and materials within the Office of Residence Life to increase consistency and efficiency;**
  - Completed
- **Increase Greek Membership 10%;**

Action Item has not been met. Infrastructure revisions are in the implementation phases for Fall 2010 that will create a more favorable environment for Fraternity/Sorority Membership to increase.
- **Increase leadership programming for junior/senior members;**

This action item is ongoing. Through the Greek Leadership Team, Go Greek Team, and participation in the regional convention, opportunities for facilitation, public speaking, peer mentoring and extended leadership were made available more readily than in the past, however, supplemental programming is being designed for Fall 2010.
- **Revise curriculum for New Member Greek Orientation;**

This action item is ongoing. The New Member Greek Program was revised to reflect more student ownership in the development of the program and creation of a New Member Greek Council to directly discuss and facilitate new member issues were highlights.
- **Increase service hours and dollars raised for charity by Greeks;**

This action item is completed successfully. Per the spring semester 2010 grade report, service hours and philanthropic dollars doubled the outputs from Fall semester 2009.
- **Increase the number of Greek chapters;**

Incomplete. Fraternity and Sorority membership numbers did not facilitate the addition of any additional chapters during academic year 2009-2010.
- **Using the new software system (RMS), reports are being generated to better serve students, recruit students to sign up for on-campus housing and market to appropriate groups;**

RMS system reports are now being used to make occupancy/vacancy decisions, generate marketing materials and communications to improve customer service resulting in increased student recruitment and retention.
- **Create Residence Life standards that are to be implemented within all of our construction and renovation plans;**

Expectations of responsibility are currently being vetted among the proper groups. Research of alternative standards is underway. Upon agreement of responsibilities, collaboration between the groups will determine the best method and implement.
- **Review all safety and security policies, procedures, including auditing facilities by January 2010;**

Review of the following safety and security policies and procedures is in process:

  - fire safety (resulting in reduction of false fire alarms across the system) – Complete

**Student Housing  
Fire Alarm Report  
Comparison**

	<b>Malicious Alarms</b>	<b>Other Alarms</b>
<b>2003</b>	<b>10</b>	<b>113</b>
<b>2004</b>	<b>20</b>	<b>263</b>
<b>2005</b>	<b>18</b>	<b>226</b>
<b>2006</b>	<b>28</b>	<b>239</b>
<b>2007</b>	<b>12</b>	<b>233</b>
<b>2008</b>	<b>18</b>	<b>153</b>
<b>2009</b>	<b>9</b>	<b>128</b>

- Locks (changes in system are in process)
- A formal review of ADA compliance is underway, reports will be delivered at the first ADA meeting in the fall
- A formal group has been established to review alternative personal entry devices (ped), incorporating a new database and potential alternative uses, such as, PNC bank card, laundry use, BG1 card, PED, Student ID.
- Campus operations and residence life are working together to select a new work order management system
- Preventative maintenance roof inspection review with Capital Planning and Campus operations is scheduled for June 15th. Kreischer and Harshman are the first to be reviewed.

Campus operations recently restructured, thus resulting in increased collaboration between campus operations and residence life, current tasks are coordination of maintenance tasks review and policy changes are in process

**Increase conference business 25%;**

- There is an increase in residence life conference revenue by 16%. It should be noted that collaboration between the groups in Student Affairs has impacted conferences revenue across campus dramatically. This is displayed above in the “other departments” category increasing by 69% over the previous year.

**Conferences Summer 2009**

Other Depts	Total
Revenue	Revenue
<b>\$521,511</b>	<b>\$1,044,105</b>

**Projected Conferences Summer 2010**

Other Depts	Total
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	Revenue	% Inc from 2009	Revenue	% Inc from 2009
	<b>\$884,574</b>	<b>69.6%</b>	<b>\$1,488,977</b>	<b>42.6%</b>

- Reconcile the completed Housing and Dining Master Plan with University Master Planning process and implement Phase I, Step 1: Select Developer Team to design and construct new housing (800-1,400 beds), **Complete** demolish Rodgers Hall (and potentially other facilities), **Complete** begin renovations of McDonald Hall. **Demolition complete July 1, 2010**

**Strategy #3: Identify and pursue economic development and curricular engagement opportunities**

Student Affairs Action Items

- A. Encourage use of department liaisons as ways to increase collaborative work with community partners focused on increasing external funding opportunities for Student Affairs and the University
- B. Facilitate and encourage research opportunities and opportunities for experiential learning in Wood County
- C. Identify local community partners and create an advisory council focused on student engagement and community outreach
- D. Partner with local companies and organizations to create internship, co-op, student employment, and volunteer experiences

Department	Departmental Action Items	Student Affairs Action Items
Office of Residence Life	<ul style="list-style-type: none"> <li><b>Continue to build relationships on the BGSU campus and solicit new and continued business by working with Bowen-Thompson Student Union, Continuing Education, and other departments related to conference programs.</b> <ul style="list-style-type: none"> <li>Conferences and Guest Services continues to work to be a united front for the campus and the community. The following items have been completed: <ul style="list-style-type: none"> <li>Marketing materials for adult groups and youth camps</li> <li>Mailer that has already been distributed to over 2,500 athletic and religious affiliations</li> <li>New web page, built and currently being vetted with the one-stop group</li> <li>Increased visits to conference venues</li> <li>New signage, ads, kiosk for conferences and guest services have been developed</li> </ul> </li> </ul> </li> </ul>	3A 3C

**Strategy #4: Enhance institutional capabilities for research and creative achievements.**

Student Affairs Action Items

- A. Create new co-op, internship, and other experiential learning assignments (e.g., undergraduate research, service learning) within the Division, which

- are tied to academic disciplines
- B. Develop scholarships to foster institutional co-ops, internships, and other experiential learning opportunities
- C. Enhance information technology utilization within the division to serve internal and external constituents more effectively and to improve operational efficiencies.
- D. Encourage Division employees to publish their research, present at professional conferences, and serve on thesis and dissertation committees

Department	Departmental Action Items	Student Affairs Action Items
Office of Residence Life	<ul style="list-style-type: none"> <li>• <b>Collaborate with ITS to increase Wi-Fi throughout Residence Halls; and,</b> <ul style="list-style-type: none"> <li>• Last summer with the Cottages renovation, wireless access points were added. This gave all 5 cottage units full 100% wireless coverage</li> <li>• This summer wireless access points will be added to Offenhauer, Founders and Kohl to boost the university wireless signal in these areas as well as provide true 100% coverage anywhere in these halls.</li> <li>• Plans are being made to add full 100% coverage to Kreischer in the summer of 2012.</li> </ul> </li> <li>• <b>Collaborate with ITS to implement a Pay to Print solution for campus printing.</b> <ul style="list-style-type: none"> <li>• ComDOC has begun implementing new printers in all Residence Hall RCC Lab locations with RCC still as first line of support. This is leading up to the full roll out of the program in August.</li> </ul> </li> </ul>	4C

**Strategy #5: Realign individual and institutional incentives and resources to support institutional priorities.**

Student Affairs Action Items

- A. Tie budget decisions to assessment results using program reviews, accreditation visits, learning outcomes measures, achieved efficiencies, best practices, and demonstrated impact on institutional mission, goals, strategies, and learning outcomes
- B. Establish a campus-wide training module that educates all campus community members about the university’s mission, organization, functions, and priorities
- C. Enhance Student Affairs facilities through effective planning, programming, cost analysis, renovation and construction, and maintenance
- D. Leverage partnership with Chartwells to increase revenue and enhance the dining experience at BGSU

Department	Departmental Action Items	Student Affairs Action Items
Office of Residence Life	<ul style="list-style-type: none"> <li>• <b>Create intentional assessment methods of our programs and services through development of departmental learning outcomes</b> <ul style="list-style-type: none"> <li>• <b>Work with the Assistant Director for Technology and Assessment on assessment tools that show the impact of our programs;</b> <ul style="list-style-type: none"> <li>• This item was not completed due to the departure of the person in this position in Jnuary 2010 and the position not being filled.</li> </ul> </li> </ul> </li> </ul>	5A 5C

- **Keep track of costs, usage numbers, and other data that show the effectiveness of programs such as the USA Today readership program, writing center, and counselor in residence.**

- **Writing Center:** This year as in past years, the Writing Center had three satellite locations in the residence halls. Overall, the satellite locations saw 68 less clients this year (-15%). The Office of Residence Life paid \$320 dollars less for consultations this year. Students served at the satellite locations are tracked in the below chart.

	FA 2008	SP 2009	FA 2009	SP 2010
Kohl	70	104	44	57
McDonald	48	52	79	45
Quads	112	73	94	72
Semester Total	230	229	217	174
Year Total	459		391	

- **Readership Program:** This year we had \$20,000 dollars budgeted for the USA Today readership program and the Sentinel Tribune. The program provides USA Today, Toledo Blade, and New York Times and the Sentinel Tribune. Because of some issues experienced with the readership program, Tim Shaal makes the recommendation that it be eliminated in the future. Those issues are outlined below.

USA Today Billing Cycle	2008-2009	2009-2010
August	\$419.53	\$218.65
September	\$1668.58	\$809.85
October	\$1830.10	\$1068.13
November	\$1317.30	\$839.08
December	\$1244.53	\$968.98
January	\$1170.70	\$938.57
February	\$1699.23	\$1533.33
March	\$1171.48	\$1010.95
April	\$1765.53	
May	\$336.10	
<b>TOTAL</b>	\$12623.08	YTD- \$7387.54

Last year we determined that the USA Today distributor was charging us for papers that were never delivered. We also ran into issues with non-students picking up the paper for free in the residence halls. This year we decided to make some changes. At the beginning of the year, we started requiring the distributor to sign a log indicating how many papers were being dropped off each day. This helps us assure that we are not being billed for papers that were never delivered. During the fall semester we moved all of our paper racks behind the front desk. This was done to eliminate faculty and staff

from picking up papers that were being paid for by residents for the use of residents . When we did this we saw the number of papers that were picked up drop. This is reflected in the amount of money that was spent between August and December and demonstrated that significant use of the papers was by non-residents. At the beginning of the Spring, it was determined that the paper stands needed to be moved out front. After this, we saw our distribution numbers go up. We also started receiving complaints of staff taking the papers. One specific complaint was that a member of the facilities department walked into Global Village and took all of the papers one morning. Readership of the Sentinel Tribune has stayed relatively flat. We also have not experienced the same kind of issues as we have with USA Today.

- **Increase the speeds of network connections within the residence hall rooms and computing labs;**
  - New CISCO network switches were added to data rooms in McDonald hall providing a faster and more reliable backbone to that network.
  - Upgrades to the packet shaping hardware now allow for increased speeds off campus.
- **Create and build on existing collaborative efforts between Residential Computing Connection and ITS to provide better network resources for our students;**
  - While continuing to work ITS a large emphasis has been placed on wireless network access and accommodating mobile devices.
  - RCC resources are now easier than ever to access for students using the RCC wiki page which gives students' access to the University provided anti-virus among other things. RCC is using the University podcast server to publish instructional information for students on iTunes.
- **Continue partnering with [BG@100](#) office to put markers in PeopleSoft that identify Deferrals and Learning Community Members, thus improving communications among internal service and academic departments ;**
  - Deferral information in PeopleSoft is now identified in RMS. This change was completed in December 2009. Learning Community Members in PeopleSoft has been audited and updated in PeopleSoft. Multi term biographical information has been added to the RMS interface thus improving the accuracy of the Learning Community Members in RMS. The multi term changes were completed in December 2009. The community audit was performed in May 2010.
- **Involve full time hall directors in more student affairs and University committee and special initiatives work;**
  - This is occurring.
- **Move full-time hall directors to 217-day contracts effective July 1, 2010.**
  - Determination was made and approved in early Spring that it would be financially and programmatically more effective for Hall Directors to be on 12-Month appointments and reduce personnel expenses in other areas.

**Strategy #6: Adapt institutional processes and resources for attracting new faculty and staff and for promoting the development of their talent and contributions.**

Student Affairs Action Items

- A. Infuse instructional and communication technologies, administrative systems, and “best practices” in an ongoing effort to increase faculty and staff development and performance

- B. Continue to promote and support ongoing professional development (e.g., licensure and certification programs, skill-based training, learning communities, graduate education, individual research and writing) as a performance expectation for all Division employees
- C. Through division-wide training, increase employees' understanding of today's college students (e.g., demographics, preparation for college, service expectations); knowledge of student development theory, research, and best practices; use of institutional research, learning outcomes assessment, and program evaluation to improve service delivery; and advanced use of communication technologies to connect students
- D. Participate in the development and implementation of a BGSU leadership institute for classified and administrative staff
- E. Create an online community for faculty and staff to share professional development resources by topic and interest area

Department	Departmental Action Items	Student Affairs Action Items
Office of Residence Life	<ul style="list-style-type: none"> <li>• Evaluate how student staff are hired and determine most cost effective model that provides a consistent level of service to the students. This could potentially lead to the reduction of student staffing positions within RCC and the possibly the hiring of more permanent staff.               <ul style="list-style-type: none"> <li>• RCC staff has continually refined unneeded positions and increased staff efficiency.</li> <li>• RCC started with about 80 staff and currently we employ 35. The 35 staff included:</li> <li>• Technology Support Specialist (ResTech)</li> <li>• Area Coordinators</li> <li>• Computer Consultants</li> </ul> </li> </ul>	6C

**Strategy #7: Increase institutional diversity and inclusion through communication of benefits.**

Student Affairs Action Items

- A. Continue to integrate diversity into co-curricular programs by creating opportunities for students to interact with individual from other cultures, ethnicity, ability, ages, sexual orientation, etc.
- B. Implement diversity education and social justice programs with a focus on increasing awareness, knowledge, and multicultural competence of all members of the campus community
- C. Learn more about the curricular and co-curricular experiences of our diverse students at BGSU (e.g., focus groups, surveys, open forums, meetings with Division leaders) and develop strategies to foster meaningful staff interactions with these students (e.g., mentoring, advising student groups, attending Heritage celebrations)

Department	Departmental Action Items	Student Affairs Action Items
Office of Residence Life	<ul style="list-style-type: none"> <li>• Foster residential environments where diversity signifies a fully-inclusive and accessible learning community that is highly valued by community members               <ul style="list-style-type: none"> <li>• Create a mentoring program (possibly affiliated with SMART) for on campus students and faculty/staff of color;</li> </ul> </li> </ul>	7A 7B 7C

	<ul style="list-style-type: none"> <li>• Completed. See the “Signature Program” report for more detailed information.</li> <li>• <b>Enhance programming initiatives on the Student Affairs Diversity Committee.</b> <ul style="list-style-type: none"> <li>• Completed the following:           <ul style="list-style-type: none"> <li>• Full time LGBT Coordinator Position Proposal</li> <li>• Ohio LGBT Benchmarking Study</li> <li>• Residence Life Domestic Partner Proposal</li> <li>• Domestic Partner Benefits</li> <li>• Participation in the NOH8 Program</li> <li>• Increase the number of Safe Zone Workshops</li> <li>• Additional, private space for the LGBT Resource Center and Library</li> <li>• Enhance the process for reporting hate and bias-related crimes on campus</li> <li>• Established and dedicated the LGBT Advisory Board Award – “The Heather Ahuero Award for LGBT Advocacy”</li> <li>• Increased attendance at student organization meetings; HUE, Queer Grads, VISION, Transcendence, and FOCUS</li> </ul> </li> </ul> </li> <li>• <b>Encourage the recruitment of more women and minorities to work within the Residential Computing Connection; and,</b> <ul style="list-style-type: none"> <li>• RCC has always strived for a diverse work force. We are proud to say we employ several women and minorities.</li> </ul> </li> <li>• <b>Increase diversity programming efforts 20%.</b> <ul style="list-style-type: none"> <li>• Again, because of changes to the CDP this year, it is difficult to say whether this mark was met. However, many outstanding programs were again done this year by staff in the residence halls, as well as by students involved with the SMART program and the campus Diversity Educators. Claire Semer continues to provide excellent leadership to this area.</li> </ul> </li> </ul>	
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**Program Participation and Usage Data**

Insert information regarding program counts, facility usage statistics, office visits, etc. This information can be captured in a table, chart, or other visual.

Program/Facility	2009-2010 Count	2008-2009 Count	% Change (+/-)
August, 2009; Kick Off Retreat; students participated in skills building and functional planning for the academic year. Highlights of this program included “Phired Up” Recruitment specialists to assist the chapters in new member recruiting	approximately 100 students		
Greek Odyssey and Greek Challenge participants and student facilitators. Designed for new members this	approximately 300 students		

program is intended to acquaint new chapter members with the overall fraternity/sorority community, meet their fellow new members and learn about the core values for the BGSU fraternity/sorority community.			
<u>Welcome Back Bash</u> the four fraternity/sorority councils actively participated in the Welcome Back activities by hosting the Welcome Bash. Inflatables with food and music offered a light, social offering for new students to participate in.	Over 1,000 students		
<u>Party Smart</u> was designed to acquaint and update student leaders on best practices for Risk Management and social event management.	Approximately 50 student leaders		
<u>Campusfest/Meet The Greeks/Informational Opportunities</u> Greek Affairs in conjunction with the various governing councils participated in numerous introductory opportunities ranging from Campusfest to Meet the Greeks and various informational meetings/opportunities.			
<u>IFC Legacy Week</u> Greek Affairs assisted IFC in hosting its first ever formal recruitment week.	Approximately 100 students		
<u>Council Weeks</u> IGC and NPHC hosted week long series of events designed to highlight social issues of importance to the organization, the organizations themselves and to educate the community about the organizations.			
<u>New Member Greek Week</u> The New Member Greek Curriculum offered the opportunity this year for a New Member Greek Week program. Highlighted by philanthropic activities and opportunities to meet			

<p>their fellow new members, six (6) separate activities comprised the program for the week.</p>			
<p><u>Inaugural Galas</u> The Office of Greek Affairs hosts two inaugural galas support all four council installations, the Order of Omega officer installations and the Gamma Sigma Alpha Officer Installation. Held twice a year, these events serve to recognize our student leaders</p>	<p>approximately 100 people</p>		
<p><u>Friday Night Lights</u> The women's organizations partnered with the men's to create a Friday night flag football league. This served as a social interactive opportunity for the chapter members while meeting the needs of alternative programming options.</p>	<p>50-125 students per evening</p>		
<p><u>Univ 3100 classes</u> The Office of Greek Affairs offers a UNIV class for fraternity/sorority student leaders regarding leadership, service and the core values for fraternity and sorority life.</p>	<p>Each semester approximately 30 members</p>		
<p><u>Council Leadership Retreats</u> The Office of Greek Affairs supported Council Leadership Training Retreats for purposes of yearly goal setting and for transition as the officers moved from year to year. These retreats covered topics such as event management, contracting, strategies for volunteer management and more.</p>	<p>20-40 students</p>		

\*Beginning in 2009-10, Residence Hall staff changed the RA programming model and requirements. For this reason and based on poor data collection in recent years regarding residence hall programming, there is no comparison data to show percentage increases or decreased in programs from past years. At this time, we are able to report the following data with totals listed for the entire residence hall system for this year only. With this data, a base line is now established from which future years can be compared.

<b>Program Type</b>	<b># Programs Offered 2009-10</b>	<b># Participants</b>	<b>% Reporting Learning Outcome Met</b>
Academic	78	1,011	72%
Diversity	58	1,552	77%
Service	34	864	50%
Leadership	32	527	73%
Wellness	105	1,293	77%
Spirit	60	1,069	70%
Social	1574	12,190	n/a
<b>TOTAL</b>	<b>1,941</b>	<b>18,506</b>	

## Major Staff Achievements

- Dr. Jeff Kegolis, Interim Assistant Director was selected for and participated in the Interfraternity Institute for campus based professionals and headquarters staff.
- Lauren Abrahamson, Graduate Assistant, was an invited presenter to Heidelberg College on hazing and risk management related concerns.
- Scott Konkol, Graduate Assistant, served on the graduate staff for the Association of Fraternal Values (AFLV)-Midwest conference in February of this year. Scott also presented sessions at the AFLV conference this year in St. Louis. Scott's sessions were on fraternal leadership topics.
- Mary Phillips, Graduate Assistant, presented workshops this year at the AFLV-Midwest Conference and the Northeast Greek Leadership Association (NGLA) conference this year. Mary's sessions discussed recruitment and values for fraternal organizations.
- Justin Sipes, Graduate Assistant, consulted with the University of Toledo on Panhellenic operations and best practices
- Kevin Gates participated in the Applied Learner-Centered Teaching Practices Learning Community cohort with Maureen Wilson in Spring 2010.
- Lakeshia Dowlen was awarded an Administrative Staff Council "BG's Best" award
- Claire Semer was Featured in Talking Stick, Nov./Dec. 2009 in the Snapshot Section.
- Semer, C. (2010, April). *Accommodating Student Veterans*, TRENDS Publication, GLACUHO.
- Buda, M., Lucsko, G., & Shouse, R. (2010, March). *Participatory leadership: Keys to build trust in times of change*. ACPA National Conference: Boston, MA.
- Michael Griffel's presentation, "Collaborating for Organizational Change: A Straight-Forward Restructuring Model" at the GLACUO conference was voted the "Best Regional Program"

## Proposed 2010-2011 Priorities/Action Items

1. Continue housing and dining master planning
2. Continue to reduce expenses and in proportion to revenue in 2010-2011
3. Implement facility improvements to current housing stock
4. Implement new PED software system
5. Increase revenue for Conferences and Guest services
6. Work with Marketing and Communications to perform market research related to recruitment and retention of upper-class students to live on campus and devise a campaign that speaks to current students and promotes living on campus.
7. Refine the Office of Residence Life website for content and continue to improve appearance and add dynamics that will increase repeat visits, such as testimonials, residents of the month, blog, etc. Perform market research with Marketing and Communications to determine student interests.
8. Assist in development and communication of increased benefits and/or incentives (creating additional value) for living on campus to improve recruitment and retention.

9. Increase faculty involvement with fraternities/sororities by 5%
10. Increase fraternity/sorority membership by 2%
11. Increase formal recruitment participation for IFC/Panhellenic by 5%
12. Implement a rebrand of the fraternity/sorority community for academic year 2010-2011
13. Increase NPHC and IGC engagement with the BGSU community/greater fraternity/sorority community
14. Increase student retention among those who live in the residence halls by 2.5% from Fall 2010 to Spring 2011 over last year.
15. Build relationships with other offices and programs that promote student success.
16. Create intentional assessment methods of our programs and services.
17. Provide resources and training for hall staff that will be useful in promoting academic success.
18. Develop a diversity professional development curriculum for the office and staff.
19. Market and promote the “Report It” in Residence Life and on campus.
20. Form a task force for the creation of diversity mission and vision statements.
21. Continue to implement much needed changes to the SMART program to improve effectiveness and notoriety.
22. Enhance the Diversity Peer Educator Program to sustain itself.
23. Strengthen individual Hall Councils.
24. Create intentional assessment for functional areas (RSA, NRHH, LIR, etc.)
25. Provide better service for hall staff regarding leadership development.
26. Develop a professional development curriculum for all office and student staff.
27. Continue to refine job responsibilities of all student staff positions to best serve the residence halls.
28. Research and propose alternate compensation structures for RA staff.
29. Prepare for the opening of the new residence halls by developing staff expectations and hall preparation resources

30. Judicial Affairs Management System interface with CS9: In collaboration with BG@100 Project Office and Dean of Students Office work with Symplicity to develop, test and deploy any needed changes between JAMS and the new CS9 interface.
31. RMS interface with CS9 : In collaboration with BG@100 Project Office and Dining Services work with RMS to develop, test and deploy any needed changes between RMS and the new CS9 interface.
32. \*MAYBE\* Falcon Film Festival: In collaboration with the Office of the CIO and BG eXperience Program engage students in a program that develops student interaction, leadership skills and co-curricular experiences.
33. Continue to collaborate with ITS to increase Wi-Fi throughout Residence Halls
34. Work in partnership with ITS to replace all RCC lab PC with new upgraded systems
35. Refine RCC labs to become more user-friendly and collaborative
36. Evaluate and plan for the new residence halls coming online and the RCC role in these buildings
37. Refine and add more features to our already live Intranet ticketing and management system
38. Continue to support and refine online forms for the Office of Residence Life and the Division of Student Affairs.
39. Refine tools student staff use to assist clients on appointments. The use of Netbooks for testing both wired and wireless networks as well as the ability to update client notes while software tools run on student's computer.
40. Standardize new employee training/orientation while still focusing on evolving technologies
41. Continue to increase office efficiency and decrease customer ticket times.

If you have any questions about completing this annual report, please contact Brady Gaskins at [gaskins@bgsu.edu](mailto:gaskins@bgsu.edu).