

**Division of Student Affairs Annual Report  
2011-12  
Office of Residence Life**

**Department Mission/Vision Statement**

*Office of Residence Life Vision*

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

*Mission Statement*

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.

**2011-12 Executive Summary**

The 2011-12 academic year was much anticipated by the Office of Residence Life due to the August 2011 opening of 1300 new residence hall beds in Centennial and Falcon Heights Halls. Two years of planning and anticipation paid off as the two buildings opened on time and with very few issues, full to capacity. Opening these buildings accomplished two conversely different things: 1) Greatly improved the quality of on-campus housing offering for BGSU students, bringing the amount of air-conditioned beds available on-campus to just over 40%; and 2) Greatly accentuated the disparity in the on-campus housing when comparing existing buildings such as McDonald, Harshman, and Kreischer to the state-of-the-art Centennial and Falcon Heights. Having anticipated the latter point would be likely, Residence Life was already in the midst of planning upgrades to several of the older facilities. The most significant planned work is a ~\$10 million renovation of McDonald Residence hall that will be completed by August 2013. Additional significant improvements are also underway in Kreischer with a ~\$2 million upgrade to lighting, security, and fire alarms systems. Planning continues in order to designate the roughly \$15 million 2010 bond funds to projects prior to the March 2013 deadline. The need for new Greek housing also took center-stage as a regular series of meetings began to be held, with constituent groups being consulted as part of the on-going discussion process.

During the past year a significant amount of time was spent by the Residence Life Housing and Technology staff members to implement a new housing management system (Star Rez). The planning, implementation, and Go Live took a great deal of staff resources. The team was successful in the implementation, meeting a late February deadline in order to facilitate continuing student housing sign-up in the new system, followed closely by room allocation for both new and transfer students in March and May. The new system has allowed for greater functionality to the Housing Staff, as well as better user interfaces and features for both prospective and current students.

The Residence Education staff accomplished many important initiatives, creating a solid foundation for the future. RE staff completely overhauled the RA selection and training processes. Staff also worked to document all policies and procedures for the office and halls staffs, compiling this information in revitalized staff manuals.

Finally, filling personnel vacancies and a modest reorganization to the office's staff took a considerable amount of time during this past year. In total, eight positions on the Central Staff were resigned or vacated over the past year, with seven positions filled. Five residence hall directors also resigned, with one resignation very untimely and happening during the academic year.

### Key Highlights

- Opening Centennial Hall and Falcon Heights in August 2011.
- Implemented a new housing management system on schedule and in time for continuing student sign up and new student allocation.
- Through the Conference and Guest Services area in Residence Life, successfully negotiated a 5 year contract with the American Legion Buckeye Boys State Program to host their summer conference on BGSU's campus from 2012 through 2016.
- Began utilizing a tiered room rate structure for on-campus housing, dividing the campus facilities in to four price points based on amenities. This tiered rate structure allowed Residence Life to better explain what the room rate is based upon and to be cost-sensitive to students and their differing expectations.
- Administered and assessed the First Year Achievement Program to 2125 first year students with 86.5% of students indicating that as a result of the FYAP they were able to identify two new campus resources.
- Overhauled the Resident Advisor recruitment and selection process resulting in 500 students attending 11 information sessions, 389 RA applications, and 3.22 GPA for new Resident Advisors.
- The Resident Advisor staff had a 3.27 cumulative GPA for the Fall. RA Staff had a 3.37 cumulative GPA for the Spring 2012 semester.

### Program Participation and Usage Data/Key Performance Indicators

#### Cost Per Bed FY12 ROOM RATES PER SEMESTER

| Room Type                          | FY11<br>Approved<br>Rates * | FY12<br>Proposed<br>Rates * | Percent<br>Increase |
|------------------------------------|-----------------------------|-----------------------------|---------------------|
| Tier 1 Standard Double Room        | \$2,280                     | \$2,335                     | 2.41%               |
| Tier 1 Standard Single Room        | \$3,050                     | \$2,840                     | -6.89%              |
| Tier 1 Std Double as Single Room   |                             | \$3,000                     | new rate            |
| Tier 2 Conklin N/Greek Double Room | \$2,370                     | \$2,500                     | 5.49%               |
| Tier 2 Conklin N/Greek Single Room | \$3,130                     | \$3,000                     | -4.15%              |
| Tier 2 Conklin N Double as Single  |                             | \$3,165                     | new rate            |

|                                      |          |          |          |
|--------------------------------------|----------|----------|----------|
| Tier 3 Double Room                   | \$2,600  | \$2,665  | 2.50%    |
| Tier 3 Single Room                   | \$3,050  | \$3,125  | 2.46%    |
| Tier 3 Double Room as Single         | \$3,400  | \$3,300  | -2.94%   |
| <hr/>                                |          |          |          |
| Tier 4 Double Room                   |          | \$2,800  | new rate |
| Tier 4 Single Room                   |          | \$3,300  | new rate |
| Simple Average (excluding new rates) | \$19,880 | \$19,765 | -0.58%   |

\*Mandatory Fees Charged (in addition to room rate)

|                |       |
|----------------|-------|
| Technology Fee | \$95  |
| Laundry Fee    | \$45  |
|                | <hr/> |
|                | \$145 |

Tier 1: Harshman, Kohl, Kreischer, McDonald

Tier 2: Conklin North, Greek Units

Tier 3: Offenbauer, Founders

Tier 4: Centennial, Falcon Heights

### Occupancy Rates

| FALL 2011<br>15 Day<br>Occupancy | <u>Planned Bed Capacity</u> |           |               |        | <u>Occupancy (Beds Assigned)</u> |           |               |       | <u>Occupancy (% of Plan)</u> |           |               |
|----------------------------------|-----------------------------|-----------|---------------|--------|----------------------------------|-----------|---------------|-------|------------------------------|-----------|---------------|
|                                  | Fall 2010                   | Fall 2011 | 2010 vs. 2011 |        | Fall 2010                        | Fall 2011 | 2010 vs. 2011 |       | Fall 2010                    | Fall 2011 | 2010 vs. 2011 |
| ALL HOUSING TYPES                | 6,366                       | 7,119     | 753           | +11.8% | 6,188                            | 6,671     | 483           | +7.9% | 97.2%                        | 93.7%     | -3.5%         |

| SPRING 2012<br>15 Day<br>Occupancy | <u>Planned Bed Capacity</u> |             |               |        | <u>Occupancy (Beds Assigned)</u> |             |               |       | <u>Occupancy (% of Plan)</u> |             |               |
|------------------------------------|-----------------------------|-------------|---------------|--------|----------------------------------|-------------|---------------|-------|------------------------------|-------------|---------------|
|                                    | Spring 2011                 | Spring 2012 | 2011 vs. 2012 |        | Spring 2011                      | Spring 2012 | 2011 vs. 2012 |       | Spring 2011                  | Spring 2012 | 2011 vs. 2012 |
| ALL HOUSING TYPES                  | 6,366                       | 7,119       | 753           | +11.8% | 5,805                            | 6,180       | 375           | +6.5% | 91.2%                        | 86.8%       | -4.4%         |

### Staff to Student Ratio

36:1 RA to Student Ratio in Residence Halls

650:1 Professional Hall Director (HD) to Student Ratio

326:1 Hall Director to Student Ratio (Graduate Assistant Hall Directors included)

### Selected Student Satisfaction Survey Results

- 1353 students responded to the survey for a 21.72% response rate.
- 1150 (or 85%) of respondents completed the entire survey that was administered by e-mail between January 30, 2012 and February 12, 2012.

### Satisfaction with RAs

Q34. I have had positive interactions with my RA/Greek House Director.

|        |   |                                    |
|--------|---|------------------------------------|
| 49.92% | ↔ | Very Satisfied                     |
| 28.39% |   | Satisfied                          |
| 12.58% |   | Neither Satisfied nor dissatisfied |
| 3.55%  |   | Dissatisfied                       |
| 2.26%  |   | Very dissatisfied                  |
| 3.31%  |   | Not applicable                     |

Q35. I feel comfortable speaking with my RA/Greek House Director about a problem.

|        |   |                                    |
|--------|---|------------------------------------|
| 45.32% | ↔ | Very Satisfied                     |
| 27.26% |   | Satisfied                          |
| 14.11% |   | Neither Satisfied nor dissatisfied |
| 5.81%  |   | Dissatisfied                       |
| 4.44%  |   | Very dissatisfied                  |
| 3.06%  |   | Not applicable                     |

Q36. My RA/Greek House Director enforces policies consistently.

|        |   |                                    |
|--------|---|------------------------------------|
| 33.63% | ↔ | Very Satisfied                     |
| 31.94% |   | Satisfied                          |
| 19.27% |   | Neither Satisfied nor dissatisfied |
| 7.26%  |   | Dissatisfied                       |
| 5.00%  |   | Very dissatisfied                  |
| 2.90%  |   | Not applicable                     |

Q37. My RA/Greek House Director has been a resource for information.

|        |   |                                    |
|--------|---|------------------------------------|
| 39.95% | ↔ | Very Satisfied                     |
| 29.84% |   | Satisfied                          |
| 17.58% |   | Neither Satisfied nor dissatisfied |
| 5.65%  |   | Dissatisfied                       |
| 3.79%  |   | Very dissatisfied                  |
| 3.79%  |   | Not applicable                     |

#### Satisfaction with Facilities

Q13. Please indicate your level of satisfaction with the general physical condition of my residence hall or Greek Living unit.

|        |   |                                    |
|--------|---|------------------------------------|
| 27.66% |   | Very Satisfied                     |
| 44.15% | ↔ | Satisfied                          |
| 16.79% |   | Neither Satisfied nor dissatisfied |
| 8.21%  |   | Dissatisfied                       |
| 3.19%  |   | Very dissatisfied                  |

#### Satisfaction with Maintenance

Q18. Please indicate your level of satisfaction with the completion of maintenance work requests in a timely manner (within 3 business days after submitting request).

|        |   |                |
|--------|---|----------------|
| 41.26% | ↔ | Very Satisfied |
| 29.56% |   | Satisfied      |

|        |                                    |
|--------|------------------------------------|
| 21.81% | Neither Satisfied nor dissatisfied |
| 4.03%  | Dissatisfied                       |
| 3.34%  | Very dissatisfied                  |

Perception of Safety

Q51. I feel safe and secure inside my residence hall/Greek living unit.

|        |                            |
|--------|----------------------------|
| 48.41% | ↔ Strongly Agree           |
| 40.62% | Agree                      |
| 7.92%  | Neither agree nor disagree |
| 2.18%  | Disagree                   |
| 1.17%  | Strongly Disagree          |
| 0.34%  | Not applicable             |

Q52. I feel safe and secure outside and near my residence hall/Greek living unit.

|        |                            |
|--------|----------------------------|
| 38.78% | Strongly Agree             |
| 46.48% | ↔ Agree                    |
| 11.22% | Neither agree nor disagree |
| 2.43%  | Disagree                   |
| 0.75%  | Strongly Disagree          |
| 0.34%  | Not applicable             |

Q59. Do you know where the nearest blue light emergency phone is located outside of your residence hall.

|        |            |
|--------|------------|
| 74.37% | ↔ Yes      |
| 23.79% | No         |
| 1.84%  | No opinion |

Q60. Do you know where the closest fire alarm pull station is located on your floor?

|        |            |
|--------|------------|
| 71.36% | ↔ Yes      |
| 27.30% | No         |
| 1.34%  | No opinion |

Q63. How safe do you feel know that you must use a proxy card or PED to enter the building during certain times of the day.

|        |                  |
|--------|------------------|
| 39.70% | ↔ Extremely safe |
| 35.59% | Very safe        |
| 20.44% | Somewhat safe    |
| 2.60%  | Not very safe    |
| 1.68%  | Not at all safe  |

Perception of Community

Q22. Please indicate your level of agreement with the following; There is a sense of community on my floor/within my Greek Living unit.

|        |                                    |
|--------|------------------------------------|
| 22.77% | Very Satisfied                     |
| 25.87% | ↔ Satisfied                        |
| 22.46% | Neither Satisfied nor dissatisfied |

16.78% Dissatisfied  
 12.12% Very dissatisfied

Q42. My RA/Greek House Director has helped create a positive floor/house community.

36.69%  Very Satisfied  
 28.63% Satisfied  
 19.92% Neither Satisfied nor dissatisfied  
 6.85% Dissatisfied  
 4.52% Very dissatisfied  
 3.39% Not applicable

Q28. Please indicate your level of agreement with the following; There are opportunities provided within my hall/within my Greek Living unit for me to interact with individuals who have different backgrounds and values than my own.

27.12% Very Satisfied  
 41.18%  Satisfied  
 21.21% Neither Satisfied nor dissatisfied  
 8.16% Dissatisfied  
 2.33% Very dissatisfied

**Number of Living Learning & Theme Communities**

8 Residential Living Learning Communities

- Arts Village
- Global Village
- Honors Residential Community
- La Comunidad
- La Maison Francaise (The French House)
- Natural and Health Sciences Residential Community
- Educators in Context and Community
- Chapman Community @ Kohl

7 Residential Theme Communities

- Army ROTC
- Aviation
- Batchelder Music Community
- Construction Management
- Wellness
- SEARCH
- Fraternity and Sorority Life

**Number of RA Programs and Attendance**

**RA Programming Totals by Category**

|           |     |
|-----------|-----|
| Academic  | 126 |
| Diversity | 98  |
| Service   | 82  |

|                       |              |
|-----------------------|--------------|
| Spirit & Traditions   | 139          |
| Leadership            | 64           |
| Wellness              | 192          |
| Floor Social Program  | 1,688        |
| <b>Total Programs</b> | <b>2,389</b> |

**Total Attendance** 11,719

### **Room Changes Processed 2011-12**

- 1719 Requests submitted online for changes
- 981 Approved moves
  - (Denials were due to duplicates or issue with dates or changed their mind to move)
  - Gender breakdown: 667 female, 314 male

### **Revenue/Facility Spending**

## **Residence Life FY12**

|                              | <b>Revenue</b> | <b>Personnel Expenses</b> | <b>General Expenses</b> | <b>Area Revenue Less Expenses</b> |
|------------------------------|----------------|---------------------------|-------------------------|-----------------------------------|
| 20000 Central Administration | \$2,558,405    | (\$2,816,872)             | (\$3,201,851)           | (\$3,460,318)                     |
| 20010 Conklin North          | \$1,010,911    | (\$108,513)               | (\$814,908)             | \$87,491                          |
| 20020 Founders               | \$3,186,206    | (\$256,063)               | (\$1,306,187)           | \$1,623,955                       |
| 20030 Kohl                   | \$1,316,715    | (\$336,210)               | (\$631,191)             | \$349,314                         |
| 20040 McDonald               | \$2,339,876    | (\$446,956)               | (\$1,908,016)           | (\$15,095)                        |
| 20050 Harshman               | \$5,142,108    | (\$676,669)               | (\$2,229,937)           | \$2,235,502                       |
| 20060 Kreischer              | \$5,590,318    | (\$651,333)               | (\$2,325,085)           | \$2,613,899                       |
| 20070 Offenhauer             | \$4,262,930    | (\$492,423)               | (\$2,568,949)           | \$1,201,557                       |
| 20080 Conklin East & West    | \$1,211,361    | (\$82,545)                | (\$638,131)             | \$490,685                         |
| 20081 R Units - Res Life     | \$371,557      | (\$37,013)                | (\$195,258)             | \$139,286                         |
| 20082 Cottages & W Units     | \$980,277      | (\$134,202)               | (\$1,524,049)           | (\$677,975)                       |
| 20090 Centennial Hall *      | \$0            | (109,458.20)              | (174,765.34)            | (\$284,224)                       |
| 20091 Falcon Heights*        | \$0            | (95,129.65)               | (297,239.51)            | (\$392,369)                       |
| 20083 Oth Units Res Life     | \$141,278      | (\$252)                   | (\$62,908)              | \$78,118                          |

**\*Please note that the above figures do not include revenue or all expenses from Centennial or Falcon Heights as those revenues are sent to Centennial Falcon Properties (CFP.) Expenses are also mostly paid through CFP, although those noted above were direct expenses to Residence Life and yet to be reimbursed by CFP. Because this is the first year of Residence Life working with CFP, final reconciliation of these two buildings is not yet complete.**

**With all things considered, including CFP revenue, conservatively Residence Life should transfer just under \$4 million to reserves for FY12. The anticipated transfer should likely be higher, but will not be confirmed until late Fall 2012 once CFP reconciliation is complete.**

## **Retention Initiatives/Cohort Tracking Information**

### **First Year Achievement Program (FYAP)**

The First Year Achievement Program, also known as FYAP/FAP is a directed conversations outline for Resident Advisors that is intended to increase student retention and resident's knowledge of campus resources. Resident advisors are expected to have a series of 1:1 meetings with residents throughout the academic year and discuss topics outlined in the FYAP booklet and provide residents with resource pages at the end of every conversation. For 2011-2012 a target level of 80% was set for the number of students we wanted to be able to identify at least two organizations or resources that helped them be academically successful. The target level met when 86.5% of students indicated that as a result of the FYAP they were able to identify two campus resources. The top five resources identified were the Learning Commons/Library, Student Organizations, Residence Life, Fraternity and Sorority Life, and Athletics/Club Sports/Intramurals. On the FYAP, 78% of first year and transfer students stated they were likely to return to BGSU and 56% of students identified that the 1:1s with the RAs helped them in their decision to return.

### **SMART**

The SMART program was designed as a retention effort for residential students from underrepresented populations. The two learning outcomes for this program include 1) Mentees participating in SMART will academically progress satisfactorily over the course of Fall and Spring Semesters and 2) Mentees participating in SMART will benefit over the academic year from programs, events, and activities. This year the Mentees maintained a 2.34 cumulative grade point average for AY2011-2012, improving from last year's 2.23 cumulative GPA. 28.6% of mentees maintained at least a 3.0 GPA; 49.6% of mentees maintained at least a 2.5 GPA. This year 84.6% of Year-End Evaluation respondents agreed or strongly agreed that their SMART Program experiences influenced their decision to return to BGSU for Fall Semester 2012. 92.3% of Year-End Evaluation respondents agreed or strongly agreed that the SMART Program helped with their transition to BGSU. 92.3% of Year-End Evaluation respondents agreed or strongly agreed that the SMART Program made them feel more included at BGSU (up from 82.8% on the Midyear Evaluation)

## **Collaboration and Partnerships within Student Affairs**

### **Leadership Academy**

In February 2012, The Office of Residence Life collaborated with the Center for Leadership/Presidents Leadership Academy on the annual Leadership Academy conference. The Senior Coordinators for Academics/Assessment and Leadership both contributed in the development of the curriculum for the conference. The Graduate Leadership Coordinator also contributed her talents to help organize the event. This event was targeted towards new student leaders and we set a goal of 400 students in attendance. The final count was 307 students in attendance. Residence Life required that all new RA hires attend. The Resident Student Association contributed \$1000 and an additional \$500 is contributed through the Special Series Program Fund from the Office of Residence Life.

### **SMART & The Black Issues Conference**

SMART covered registration fees for 12 students to attend the Office of Multi-Cultural Affairs (OMA) Black Issues Conference, a professional development opportunity. SMART routinely publicizes and attends OMA sponsored events, including Black Issues Conference, Kwanzaa, Latino Issues Conference, and the Mosaic Conference. Additionally, SMART supported the Office of Campus Activities by marching in the Homecoming Parade.

## **Collaborations and Partnerships with other BGSU Areas and the Community**

### **Implementation of Star Rez**

The successful replacement of RMS with the Star Rez housing system was a team effort that took countless hours by a large team of people both in and out Residence Life. Key offices that participate in the process with Residence Life include Information and Technology Services, Dining, Student Financials, Bursar, Purchasing (contract negotiations), Admissions, and Star Rez representatives.

### **Partnership with Capstone and Centennial Falcon Properties**

With the building of Centennial and Falcon Heights in a public/private partnership, Residence Life has worked closely with both teams from Capstone Development and Capstone Management in order to both build and run the new buildings. The financials for the buildings are complex and add another layer to our budget process. Additionally, the relationship between the on-site Capstone Management staff and the Residence Life staff is one that we work to maintain through spirit of collaboration to best serve students.

### **Student-Centered Policy and Interaction Team**

Over the past year and as part of the campus's retention effort, Residence Life has been represented on major campus endeavors to increase retention. One of the most active and significant teams has been the Student-Centered Policy and Interaction Team, which is charged with ensuring that students who move in to the residence hall in August 2012 have paid their bill or are current on a payment plan. Other offices represented on the team have included Bursar, Financial Aid, Registration and Record, Controller, Firelands, New Student Orientation and First Year Programs.

## **Awards and Recognitions (Departmental and/or Staff)**

- **Jeremy Wright**, GHD, CSP Graduate Student of the Year, HESA, April 2012
- **Megan Fast**, GHD, Dr. Carolyn Palmer Adult Learner Contribution Scholarship, HESA, May 2012
- **Jill Walters**, GHD, GLACUHO Top 10 Session Award for "Relationships, Sex, and the Autism Spectrum," GLACUHO Annual Conference, October 2011.

## Proposed 2012-2013 Priorities

- Benchmark safety and security systems currently in place and develop a multi-year plan to bring BGSU halls in line with these standards.
- Develop an updated 20 year facility master plan that considers enrollment trends and projections. A key are that falls under this item is the development of a replacement plan for Greek housing.
- Develop 20 year FF&E cycle to aesthetically upkeep the residence hall system.
- Work collaboratively with campus partners to develop a sustainable and permanent plan for Conference and Guest Services on campus in order to define Residence Life's role and clarify expectations for the campus community.
- Participate in the review of Learning Communities and work collaboratively with Academic Affairs to set a sustainable plan to support and develop both learning and theme communities.
- Work collaboratively with interested students and organizations to develop a plan for gender neutral
- Successfully implement the University's new identity into Residence Life branding (publications, website, flyer, presentations, signage, etc.).
- Develop content for New and Returning students for the residence life website. Content would address living with a roommate, living in a community, addressing facility issues, and making the transition from home to living independently.
- Further develop and improve professional development opportunities for full time staff in the Office of Residence Life. Expand professional development opportunities for staff, both on-campus and in professional organizations
- Assist staff members in creating new and innovative ways to serve current students while also helping them understand Office priorities and the development of the future direction of the Office of Residence Life