

**Division of Student Affairs Annual Report
2012-13
Office of Residence Life**

Department Mission/Vision Statement

Vision Statement

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

Mission Statement

The Office of 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.

2012-13 Executive Summary

As the 2012-13 academic year comes to a close, the Office of Residence Life continues to collaboratively partner with major areas around the University in order to improve and impact the on-campus student experience for nearly 6500 students. Each of the functional areas within the office found stability this year as all professional staff positions were filled and strong, consistent leadership was provided. Internal review of policies and procedures was an emphasis, with Residence Education intentionally updating and reviewing manuals for all hall staff positions in order to clarify and define expectations system-wide. In the Housing area, an emphasis was placed on consistency and looking at best practices in the region when updating procedures. In Facilities, significant progress was made in the updating of safety and security practices, as well as improving the quality of services received by custodial and maintenance staff. The Technology area continued to play a key role in streamlining processes, and assisting in improving overall business processes.

The following report will provide further details about the successes of the past year, and highlight the breadth of work that Residence Life completes to support the on-campus students and their success both in and out of the classroom.

Key Highlights

RESIDENCE EDUCATION

RA Class Revision

The RA class was completely overhauled this year, with new readings, new lesson plans and new assignments. The focus was put on reviewing the RA position, general leadership concepts, and critical thinking skills. Overall, students were quite satisfied with this redesign.

- Overall, 91% of students rated their experience in the course as excellent (49%) or good (42%)
- 98% of students thought the instructors were excellent or good
- 100% of students thought the instructors were knowledgeable
- 99% of students felt that instructors were organized and prepared to teach the material
- 96% felt instructors provided timely, appropriate and useful feedback
- 100% felt that instructors promoted an environment conducive to learning and exchange of ideas
- 99% felt that instructors encouraged them to think critically, engage in reflection and apply knowledge

St. Baldrick's @ BGSU Event

The first ever St. Baldrick's program at BGSU, sponsored by Residence Life and NRHH, was held on December 2, 2012. The event took place in the Multipurpose room in the Bowen Thompson Student Union. St. Baldrick's is a national organization that raises money for childhood cancer. The planning group hoped to raise \$15,000. In the end they raised \$22,408, had 152 individuals participate, and sent 33 ponytails to Locks of Love. The event was covered in multiple news outlets in the area including several live broadcasts by 13 ABC. Many local businesses contributed to the event including Honeycomb Salon and Ambrosia Salon and Spa who donated beauticians to help cut hair. The event is planned to occur again during the Fall 2013 semester.

Harshman Academic Challenge

The Harshman Academic Challenge was developed for the Spring 2013 semester in response to the higher than usual number of students from the building who experienced academic challenges during the fall. These students were identified by the Office of New Student Orientation and First Year Programs. Hall Directors were asked to follow up with these students at the end of the fall semester. As a result of the initiative and the higher than normal number of students, the Harshman Academic Challenge was developed with the goal to boost academic performance and retention of students who lived in the hall. The program consisted of increased intentional academic programming, initiatives and resources. These programs and initiatives included Major Mondays with Advising Services (50+ in attendance), 30 academic programs planned by RAs, and Study Tables throughout the building. Most prominently, a partnership was formed with the Learning Commons to track Harshman student study hours. Students who logged over 50 hours were given a Harshman Academic Challenge T-shirt, and the floor that logged the most study hours was provided dinner by the HDs. The redesign of the Hall Incentive program was done to reward students for proven academic success. The incentive program rewards students at the end of the semester for their participation in hall programs. Finally, a letter to the community was sent from Hall Directors at the beginning of the semester which outlined the Challenge and directed students to academic resources. The inaugural year of the Harshman Academic Challenge was a great success as far as student participation – 254 individual students, which is close to 1/3 of all Harshman residents, participated in Study Tables at the Learning Commons. This included 2893.20 study hours with 868.51 of the total number of hours spent at the learning commons. 14 of the students that were on academic probation in Harshman took advantage of this program.

Creation of Student Desk Manager Position

This year Residence Education reviewed the Administrative Resident Advisor and the Student Administrative Assistant. These two positions served in various capacities by hiring desk staff, managing the desk, student billing, and conduct scheduling among other tasks. In total there were more than 20 students filling these roles. There was also a high level of overlap between the positions. As such, a complete review was done and a new position was created. 11 Student Desk Managers were hired for the 2013-2014 school year. This position combines the work of the ARA and SAA. Every hall will have an SDM which was not always the case with the ARA and SAA. This streamlines work and gives university constituents one point person to work with in the halls.

Centralization of Student Employment

This year we centralized all student employment functions in the central office. Every Desk Clerk, Resident Advisor, and Student Desk Manager now has a file in the Office of Residence Life. There is an accurate record of every student employee, when they began work, and when they end. All marketing and recruitment materials now come from the central office. Each position has a standard timeline, interview process, and job action process. That job action process now includes an appeal system for every position.

HOUSING & CONFERENCE SERVICES

1. Upgraded to StarRez 9.1;
2. Implementation of Gender Neutral Housing in Founders Hall;
3. Created easier way in StarRez to track Residency Required status of students (Custom Page);
4. Worked to partner to implement the one-stop shop for conference services;
5. Created an annual housing calendar; and
6. More clarity around housing appeal process.

FACILITIES & OPERATIONS

1. McDonald Hall Project completion, including the ordering and install of all building furnishings.
2. Established a template for the Office Residence Life 10 year Facilities Master Plan.
3. Increased security & accountability for key management in the residence halls by installing a Morse Watchman System throughout the System.
4. Assisting with the implementation of the APPA standard.
5. Beginning Service Level Agreement conversations with Campus Operations.

TECHNOLOGY

1. Implementation of additional date dependent configuration module for StarRez
2. Major version upgrade followed by minor version upgrade of StarRez System
3. Development and update of multiple intranet modules (major examples)
 - a. Several registrations form (State of the State, TRIO Day Celebration)
 - b. Several student staff applications (Conference, Movers)
 - c. Early Arrival and Volunteer signup
4. PeopleTools upgrade to PeopleSoft
5. Housing portlet with application status within the My.bgsu portal

FINANCE

1. Forecasted year-end revenue is over budget approx \$1.7M
2. Forecasted year-end expense is under budget approx. \$5.3M
3. Forecasted Net Gain is approx. \$2.1M
4. FY14 Proposed Budget accepted without any major corrections/challenges.

Program Participation and Usage Data/Key Performance Indicators

SELECTED PROGRAM HIGHLIGHTS

Taste of February

213 undergraduates, graduate students, faculty, staff, and people from the BG Community attended Taste of February this year. 100% of evaluation respondents Agreed or Strongly Agreed that programs like Taste of February enhance the educational experience, and 98.7% of evaluation respondents Agreed or Strongly Agreed that programs like Taste of February make them feel more connected to BGSU.

Tunnel of Oppression

Approximately 200 people total attended, volunteered at, and served on the committee for Tunnel of Oppression this year. Qualitative evaluation comments support the importance and impact of this event.

Leaders In Residence

This year Leaders in Residence Class (LIR) had 603 students nominated to participate in the class. Of that, 166 student registered and participated.

Casino Night

This year’s annual Casino Night in August had 700 attendees.

National Residence Hall Honorary (NRHH)

This year, NRHH doubled its membership. During the Fall 2012 semester there were, 78 nominations, 24 applications, and 20 inductees. During the Spring 2013 semester there were 244 Nominations, 74 applications, 20 inductees.

KEY PERFORMANCE INDICATORS

Cost Per Bed

FY13 ROOM RATES

PER SEMESTER

Room Type	FY12 Approved Rates	FY13 Approved Rates	Percent Increase
Tier 1 Standard Double Room	\$2,480	\$2,520	1.61%
Tier 1 Standard Single Room	\$2,985	\$3,030	1.51%
Tier 1 Standard Double as Single Room	\$3,145	\$3,195	1.59%
Tier 2 Conklin N/Greek Double Room	\$2,645	\$2,685	1.51%
Tier 2 Conklin N/Greek Single Room	\$3,145	\$3,195	1.59%
Tier 2 Conklin N Double as Single	\$3,310	\$3,365	1.66%
Tier 3 Double Room	\$2,810	\$2,855	1.60%
Tier 3 Single Room	\$3,270	\$3,345	2.29%
Tier 3 Double Room as Single	\$3,445	\$3,515	2.03%
Tier 4 Double Room	\$2,945	\$3,020	2.55%
Tier 4 Single Room	\$3,445	\$3,535	2.61%
Simple Average	\$33,625	\$34,260	1.89%

Tier 1: Harshman, Kohl, Kreischer, McDonald

Tier 2: Conklin North, Greek Units

Tier 3: Offenhauer, Founders

Tier 4: Centennial, Falcon Heights

Occupancy Rates

FALL 2012 15 Day Occupancy	<u>Planned Bed Capacity</u>				<u>Occupancy (Beds Assigned)</u>				<u>Occupancy (% of Plan)</u>		
	Fall	Fall	2012		Fall	Fall	2012		Fall	Fall	2012
			vs.				vs.				vs.
	<u>2011</u>	<u>2012</u>	<u>2011</u>		<u>2011</u>	<u>2012</u>	<u>2011</u>		<u>2011</u>	<u>2012</u>	<u>2011</u>
ALL HOUSING TYPES	7,119	6,871	-248	-0.03%	6,671	6,444	-227	-0.03%	93.7%	93.8%	+0.1%

SPRING 2013 15 Day Occupancy	<u>Planned Bed Capacity</u>			<u>Occupancy (Beds Assigned)</u>				<u>Occupancy (% of Plan)</u>		
	Spring	Spring	2012 vs.	Spring	Spring	2013 vs.	Spring	Spring	2013 vs.	
	2012	2013	2012	2012	2013	2012	2012	2013	2012	
ALL HOUSING TYPES	7,119	6,871	-248 -0.03%	6,180	5,980	-200 -0.03%	86.8%	87.0%	+0.2%	

Staff to Student Ratio

33:1 RA to Student Ratio in Residence Halls

716:1 Professional Hall Director (HD) to Student Ratio

340:1 Hall Director to Student Ratio (Graduate Assistant Hall Directors included)

Selected Student Satisfaction Survey Results

- 972 students responded to the survey for a 16.2% response rate in early Spring 2013. (Survey response rate fell 5.52% from the 2012 survey.) The survey was administered via email.

Question	2012			2013			2013 vs. 2012
	Strongly Agree	Agree	TOTAL Strongly Agree + Agree	Strongly Agree	Agree	TOTAL Strongly Agree + Agree	
I have had positive interactions with my RA	49.02%	29.00%	78.02%	52.92%	22.26%	75.18%	-2.84%
I feel comfortable speaking with my RA	44.75%	27.05%	71.80%	49.76%	20.61%	70.37%	-1.43%
My RA enforces policies consistently	33.38%	31.85%	65.23%	34.80%	24.54%	59.34%	-5.89%
My RA has been a resource of information	38.26%	29.80%	68.06%	40.68%	22.90%	63.58%	-4.48%
I feel safe and secure inside my hall	47.78%	40.93%	88.71%	47.25%	38.19%	85.44%	-3.27%
I feel safe and secure outside and near my hall	38.24%	47.13%	85.37%	34.19%	43.54%	77.73%	-7.64%
Do you know location of blue light emergency	75.45%		75.45%	75.55%		75.55%	0.10%
Do you know location of fire alarm pull	71.11%		71.11%	76.62%		76.62%	5.51%
Safe using Prox card	38.80%	36.11%	74.91%	13.52%	44.46%	57.98%	-16.93%
Satisfaction with condition of residence hall	28.94%	44.63%	73.57%	24.75%	41.13%	65.88%	-7.69%
Completion of repairs in timely manner	41.78%	30.87%	72.65%	30.72%	39.78%	70.50%	-2.15%
Sense of community on my floor	20.93%	25.13%	46.06%	21.30%	26.81%	48.11%	2.05%
RA has helped to create positive floor community	35.50%	28.91%	64.41%	23.34%	30.96%	54.30%	-10.11%

Interact with different individuals	25.99%	41.34%	67.33%	23.84%	40.10%	63.94%	-3.39%
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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

	2011-12	2012-13	% Change
Academic	126	135	7.14%
Diversity	98	114	16.33%
Service	82	64	-21.95%
Spirit & Traditions	139	128	-7.91%
Leadership	64	57	-10.94%
Wellness	192	146	-23.96%
Floor Social Program	1,688	1307	-22.57%
Total Programs	2,389	1951	-18.33%
Total Attendance	11,719	9559	-18.43%

Room Changes Processed 2012-13

Fall 2012

<i>Approved Requests</i>		<i>Denied Requests</i>	
#	Reasons for request:	#	Reasons for request:
54	Accommodations	63	Accommodations
52	Campus Location	86	Campus Location
9	Financial	11	Financial

259	Other	200	Other
266	Unhappy with Roommate	202	Unhappy with Roommate
640	Total Approved	562	Total Denied*

* 527 were duplicate or same person

Total Requests, Fall:	1202
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Spring 2013

<i>Approved Requests</i>		<i>Denied Requests</i>	
#	Reasons for request:	#	Reasons for request:
10	Accommodations	11	Accommodations
11	Campus Location	10	Campus Location
5	Financial	4	Financial
91	Other	75	Other
89	Unhappy with Roommate	74	Unhappy with Roommate
206	Total Approved	174	Total Denied*

* 131 were duplicate or same person

Total Requests, Spring	380
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Total, Fall & Spring:	1582
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Revenue/Facility Spending

Residence Life FY13	Revenue	Personnel Expenses	General Expenses	Area Revenue Less Expenses
20000 Central Admin	942,090.86	(4,788,251.76)	(2,230,559.32)	(6,076,720.22)
20010 Conklin	1,154,571.00	(53,606.66)	(800,516.48)	300,447.86
20020 Founders	3,729,882.00	(109,055.19)	(1,422,666.57)	2,198,160.24
20030 Kohl	1,376,963.49	(62,776.73)	(761,514.23)	552,672.53
20040 McDonald	2,420,456.28	(105,660.50)	(3,090,054.79)	(775,259.01)
20050 Harshman	4,238,919.20	(228,093.38)	(2,378,281.37)	1,632,544.45
20060 Kreischer	5,836,444.20	(176,783.80)	(2,510,213.43)	3,149,446.97
20070 Offenbauer	4,617,113.00	(115,153.37)	(2,840,563.10)	1,661,396.53
20080 Conklin EW	1,355,486.17	(82.71)	(653,403.26)	702,000.20
20081 R Units	401,161.00	(75.50)	(168,357.93)	232,727.57
20082 Cottages/Ws	1,069,037.00	(9,764.15)	(1,503,459.89)	(444,187.04)
20083 Other Greek	148,347.00		(77,759.88)	70,587.12
20090 Centennial	(74,442.45)	(108,711.14)	(442,890.52)	(626,044.11)
20091 Falcon Hts	226,856.61	(112,609.48)	(493,094.93)	(378,847.80)
Totals	27,442,885.36	(5,870,624.37)	(19,373,335.70)	2,198,925.29

The amount of subsidized expenses from the two CFP Halls (Centennial & Falcon Heights), totaling \$1,004,900, increased in FY13 by \$328k. The combined amount of subsidized expenses for FY12 and FY13 totals \$1,681,500 and should be combined with the Residence Life R&R fund balance when calculating debt capacity and funding for other capital projects. Even with these subsidized expenses, Residence Life plans to transfer \$2 million to our reserves.

Although Res Life was told to expect reduced utilities expenses because of a consulting firm study managed by the Controller's office, FY13 utilities charges actually increased by \$510,500 over FY12, Nearly half of this increase, \$275,000, was from the two CFP halls.

Retention Initiatives/Cohort Tracking Information

FYAP/FAP

The Falcon Achievement Program (FAP) and the First Year Achievement Program (FYAP) are outlines for directed conversations that Resident Advisors have with the first year and transfer residential students (FYAP) and upper-class students (FAP) on their floors. This series of conversations are intended to increase student retention and resident's knowledge of campus resources. The FAP and FYAP booklets provide topics for Resident Advisors (RAs) to assist them with the discussions and relevant resource pages at the end of every conversation for residents.

The total number of FAPs/FYAPs submitted is 2601. 87.7% of FYAP and 88.2% of FAP respondents indicated that they were able to list two academic or social resources on campus. 82.0% of FYAP and 78.7% of FAP respondents indicated that the one-on-one meetings with their RAs influenced their decision to return to BGSU next year. This is a vast improvement over the 56% of FYAP responses and 55% of FAP responses to the same question last year. 86.5% of FYAP responses indicated a 4 or 5 when asked if they were likely to return to BGSU next year. 96.3% of FAP responses indicated "yes" when asked if they were likely to return to BGSU next year.

SMART Program

The Students of Color Mentoring, Aiding, Retaining, and Teaching (SMART) Program is designed to aid first-year underrepresented students in making a successful transition to college life on the BGSU campus, serving as a foundation for retention into the second year and ultimately graduation of participating students. Additionally, the SMART Program strives to provide a forum for discussion of the undergraduate student experience in order to make it as positive and rewarding as possible.

70.0% of Year-End Evaluation respondents agreed or strongly agreed that their SMART Program experiences influenced their decision to return to BGSU for Fall Semester 2013. 98.4% of Midyear Evaluation respondents agreed or strongly agreed that the SMART Program helped with their transition to BGSU. 86.6% of Midyear Evaluation respondents agreed or strongly agreed that the SMART Program helped them feel included at BGSU. 93.3% of Midyear Evaluation respondents agreed or strongly agreed that the SMART Program provided them with resources to be a successful BGSU student.

Harshman Academic Challenge

The Harshman Academic Challenge was developed for the Spring 2013 semester in response to the higher than usual number of students from the building who experienced academic challenges during the fall. These students were identified by the Office of New Student Orientation and First Year Programs. Hall Directors were asked to follow up with these students at the end of the fall semester. As a result of the initiative and the higher than normal number of students, the Harshman Academic Challenge was developed with the goal to boost academic performance and retention of students who lived in the hall.

The program consisted of increased intentional academic programming, initiatives and resources. These programs and initiatives included Major Mondays with Advising Services (50+ in attendance), 30 academic programs planned by RAs, and Study Tables throughout the building. Most prominently, a partnership was formed with the Learning Commons to track Harshman student study hours. Students who logged over 50 hours were given a Harshman Academic Challenge T-shirt, and the floor that logged the most study hours was provided dinner by the HDs. The redesign of the Hall Incentive program was done to reward students for proven academic success. The incentive program rewards students at the end of the semester for their participation in hall programs. Finally, a letter to the community was sent from Hall Directors at the beginning of the semester which outlined the Challenge and directed students to academic resources. The inaugural year of the Harshman Academic Challenge was a great success as far as student participation – 254 individual students, which is close to 1/3 of all Harshman residents, participated in Study Tables at the Learning Commons. This included 2893.20 study hours with 868.51 of the total number of hours spent at the learning commons. 14 of the students that were on academic probation in Harshman took advantage of this program.

Probation Conversations

Probation Conversations were done by Residence Hall Staff based on a list provided to us from the Office of New Student Orientation and First Year Programs. In mid-February, Hall Directors began to schedule conversations with approximately 350 first time, full time first year students who were on academic probation after the fall semester. Each Hall Director was expected to attempt to speak with their residents in person and discuss how their fall semester had gone, diagnose the academic problem with their performance, and review what they were doing differently this semester to improve their GPA. Anat and Ana created a guide to this conversation, including FAQs about the process. Communication about these meetings occurred via email, phone, letters and in person on the floors. Hall Directors estimated that about 1/3-1/2 of students responded to multiple contacts and met with the staff. The process was quite time consuming for hall staff and many felt that the conversations were not as productive as they would have liked given the time invested – students complained of repetitiveness (many had already had this conversation with their advisor). The timing was also very challenging for staff members as it took place in the midst of RA selection interviews and staff were already stretched thin. Hall Directors contacted students for a second time in mid-April to follow up on their initial conversations. A much smaller percentage of students appeared in person for these meetings, despite a streamlining of the communication process. HDs were asked to make 3 attempts to contact students, and if the student did not respond, they could then send them a document of resources via email.

Ask the Advisor

“Ask the Advisor” debuted in the halls in the first two weeks of the academic year in August 2012. One or two academic advisors, plus Anat Levtoy, hosted the sessions. Seven individual sessions were held, and 55 individual students were served by advisors. Although this number is not high relative to our on-campus population, we believe that having advisors so prominently placed in the first few days of the academic year helped reinforce their presence and role in students’ lives. “Ask the Advisor – Registration Edition” was also held in the halls, with two sessions held during the week of registration for Spring classes. Based on the daily attendance at the 2012 sessions, we decided to change the timing for the 2013 sessions, concentrating all of our sessions in the first week and including two daily sessions. We also spread out the sessions so that more students all over campus could benefit from the presence of advisors in their living space. For 2013, we have already scheduled the 7 sessions and have 11 advisors scheduled to assist with the program. Attractive program advertising has also already been printed. Ask the Advisor was co-coordinated with Mary Kay Inkrott in the Advising Services Office. She recruited the volunteer advisors.

Collaboration and Partnerships within Student Affairs

RESIDENCE EDUCATION

Leadership Academy

The Office of Residence Life sponsored \$500 out of the Special Program Series Fund for this event, along with a Resident Student Association sponsorship of \$500. Advertising was also coordinated through ORL both in the residence halls and on the WRSA channels.

Student Engagement Team

Jenn Goddard from the Office of Residence Life worked as part of the Student Engagement Team to develop Ziggy Points, an incentive and tracking program for student participation and engagement at BGSU. This is a Student Affairs wide initiative.

Taste of February & Black Issues Conference

These two programs were dovetailed this year. Registration and promotion for the events were handled together. SMART sponsored breakfast at Black Issues Conference. Taste of February served as a kickoff event for the Black Issues Conference.

Latino Issues Conference

The Office of Residence Life sponsored two tables at the keynote. Staff from the Halls and Central Office attended the keynote speaker to learn more about Latino Issues and to support the event.

SMART & Outdoor Programs

Outdoor Programs co-sponsored SMART Study Break. They also provided access to personnel for Climbing Wall at no charge. SMART intends to work together more Outdoor Programs during Fall Training and through-out the semester to provide different opportunities for students in SMART to participate in events with Outdoor Programs.

HOUSING

1. Office of the Dean of Students: Work collaboratively to move students due to judicial concerns.
2. Disability Services: Regularly collaborate on housing appeals and special accommodation requests.
3. Fraternity and Sorority Life: Work together on occupancy in the Greek Units.
4. TRIO: Work with Upward Bound with regards to the summer housing.

FACILITIES & OPERATIONS

1. Recreation & Wellness: Assisting in establishing service level agreement with our partners in Campus Operations.
2. Fraternity and Sorority Life: Participated in Greek Standards of Excellence Team, meeting several times over the month-long process to evaluate chapters from all four of the Greek councils. The evaluation teams were compromised of different members of the faculty, staff, and alumni communities of Bowling Green State University.

RESIDENCE EDUCATION

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Major Mondays

Major Mondays is a monthly program that Advising Services has been sponsoring for the past several years, inviting undecided students to meet with faculty in a particular subject area. This year, Advising Services reached out to Residence Life for help in advertising the program, as well as eventually co-sponsoring some of the sessions in the halls, including an incredibly successful session in Harshman that was attended by over 50 students. Based on this success and on feedback from attending students, Advising Services has decided to collaborate with Residence Life and hold most future Major Mondays events in the halls. For the 2013-2014 year, we have tentatively scheduled seven sessions including departments from around the University. Locations will be decided once the new hall directors are in place. Advising Services will coordinate inviting the faculty members, as well as provide pizza for each event. Residence Life will assist by providing logistical support for the program and will advertise each program heavily to RAs in the designated building and around campus. We will work with Lisa Ingram to design an attractive and clear poster campaign for this series of events.

Halloween Funfest

RSA sponsored Halloween Funfest on October 30, 2013 in the Bowen Thompson Student Union. This event was advertised in the local schools. Over 100 families from the BGSU community participated in this year's event.

Sibs N Kids Carnival

This year for Sibs N Kids, RSA and NRHH sponsored the annual Sibs N Kids Carnival in the Bowen Thompson Student Union. The carnival had inflatables and caricature artists. Each residence hall had a table with activities. We had 800 students and their siblings register for the event.

HOUSING

1. Admissions – We work to ensure the Housing message/policies are being communicated correctly. We are in constant communication with the office about our timeline, etc. We also attend all open houses, bus trips, and SOAR days.
2. Athletics – We work with coaches to get their players signed up and put into assignments.
3. Bowen-Thompson Student Union – We work with the Union staff around providing the housing portion for summer conferences.
4. Bursar – Work with Bursar around bills and ensuring bills are correct and fixing any issues or concerns that are brought up.
5. Student Enrollment Call Center – Similar to Admissions, we provide up to date information and address any questions that are posed to us.
6. Campus Operations – Work with Campus Operations to ensure buildings are prepared and ready for summer camps.
7. Capstone – Work with Capstone during the academic year to ensure space is staying full and we are staying at the correct percentage filled. During the summer, more day to day collaboration on ensuring buildings are prepared for incoming camps.

8. Dining Services – Work with Dining throughout the school year around billing and managing the meal plans on the housing and dining agreements.
9. Financial Aid – Work with Financial Aid on housing appeals deal with financial issues.
10. International Programs – Work with International programs around getting students housing and accommodation prior to arrival. In addition, work with the office to communicate the housing policies and procedures to international students.
11. Learning Community Area (Honors, Arts, Music, Education, etc.) – Work with all LC directors to get their students enrolled and placed in Learning Communities.

FACILITIES & OPERATIONS

1. Campus Operations –
 - a. Monitoring student entered work orders and ensuring timely completion. Open work order reports are sent weekly, they are prioritized based on severity and date of submission and are monitored until completed.
 - b. Development of standardized cleaning methods and Equipment improvements.
 - i. Implementation of the APPA standard. Quantifying tasks & cleanable square footage.
 - ii. Identifying & testing new trends and technologies.
 - c. Maximizing price points through combining services or purchases.
 - d. Reevaluating current policies to maximize efficiencies and minimize liability.
2. Design and Construction
 - a. Steady completion rate of proposed projects.
3. Capital Planning
 - a. Worked through office to obtain historical snapshot of building conditions in order to properly evaluate potential projects.
4. Purchasing
 - a. Selling excess furniture through Govdeals.com, resulting in a grand total of \$20,550.57 recuperated by the Department.

TECHNOLOGY

1. ITS –
 - a. Upgrade of StarRez system to v9.0 in fall and v9.1 in spring.
 - b. Resolved incorrect on campus address information in PeopleSoft due to programming issue on PeopleSoft side.
 - c. Removal of website and links to RCC.
 - d. Migration of BlackBoard communities to Orgsync, Canvas, or other appropriate technology.
 - e. Upgrade of PeopleTools version in PeopleSoft
2. Office of Equity & Diversity - Completed facilitator training for Office of Equity & Diversity and will work as a facility on an as needed basis starting Fall 2013.
3. University - Completed “Ziggy Points” student incentive program planning. Implementation is planned for Fall 2013.

Proposed 2013-2014 Priorities

RESIDENCE EDUCATION

1. Streamline, increase, expand and collaborate on our efforts related to academic success and retention.
2. Enhance professional presence externally/internally by presenting/attending and publishing and by showcasing our work through assessment.
3. Support diversity, social justice, and inclusion efforts across campus.

HOUSING & CONFERENCE PROGRAMS

1. Housing Sign up Process:

- a. Work to tell our story about why living on campus is important (to our staff/campus community/etc.);
- b. Create a more simply process for receiving your housing assignment for new students (first allocation in late June) – stops the amenities race;
- c. Clean up the Spring sign up/assignment process;
- 2. Summer Conference Transition:
 - a. Define the structure of staff for summer conferences;
 - b. Work to define the role of staff working summer conferences in Residence Life;
- 3. Customer Service:
 - a. Examine how to improve customer service throughout the department, which will improve retention

FACILITIES & OPERATIONS

1. Completion and implementation of the Office Residence Life 10 year Master Plan.
2. Completion of Service Level Agreement with our Partners in Campus Operations.
3. Evaluate existing and present Capital improvements as it relates to Emergency Management

TECHNOLOGY

1. Collaborate with and share technology developments with other Student Affairs departments including:
 - a. Computer inventory tracking system
2. Develop additional technologies to assist within the Office of Residence Life including:
 - a. Minor version upgrades to StarRez
 - b. Updates to StarRez Bio/Demo import
 - c. Inclusion of student picture in StarRez
 - d. Creation of room reservation and confirmation system
 - e. Staff tracking system for hire/fire/terminate/promote and system access level tracking
 - f. Learning Community Portlet in My.Bgsu portal
 - g. Implementation of Accudemia

FINANCE

1. Work with Res Life Facilities to develop our 10-year plan into a flexible, useful tool to determine our financial requirements to meet planned capital projects – renovations, as well as the possibility of a new residential building.
2. Continue to identify ways to reduce expenses in line with the potential reduction of income.

2012-2013 Departmental Action Items and Key Measures
Office of Residence Life
Bowling Green State University

Departmental Action (i.e. Priority) for 2012-2013	SA A. I.	Key Measure(s)	Data Source (to be completed at beginning of year)	Target Level	Results (to be completed at end of year)
Benchmark safety and security systems currently in place and develop a multi-year plan to bring BGSU halls in line with these standards.	3	Benchmark against likeminded institutions Evaluate current systems against National Standard & NEC/NFPA.		Assess all buildings in the system. Identify current needs. Procure budgets. Propose implementation schedule	Key management security has been increased by the implementation and use of the Morse Watchmen Key Watcher System. Lenel System Access Control upgrades completed in Kohl, Harshman AB, Kreischer AB & CD. Continuation of system scheduled for Summer 2014. This Goal remains in Progress
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. JASON	3	Evaluate current system needs. Identify & assign levels of importance based on system needs. Identify budgetary projections. Evaluate construction/project costs & how they relate to enrollment. Propose plan of action to key stake holders.		Assess all buildings in the system. Identify current needs. Procure budgets. Propose implementation schedule	Working with Campus partners to procure Historical Data in order to provide foundation for recommendations. Established Template for Master Plan. Utilized template to create plan per building, beginning with Kreischer Hall. This Goal Remains In progress
Develop 20 year FF&E cycle to aesthetically upkeep the residence hall system.	3	Evaluate current system needs. Identify & assign levels of importance based on system needs. Identify budgetary projections. Evaluate construction/project costs & how they relate to enrollment. Propose plan of action to key stake holders.		Assess all buildings in the system. Identify current needs. Procure budgets. Propose implementation schedule	Reviewed aesthetic system components. 7 yr. painting Cycle began in Kreischer Hall 10yr. carpet replacement cycle beginning in Offenhauer West. This Goal Remains in progress.
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	3, 1	High client satisfaction with the summer experience; Strong communication between Office of Residence Life and Union. Conference retention	Client surveys provided by Union Staff; Feedback from current staff about job/experience	Review number of guests and conferences during the summer as compared to previous summer.	Weekly staff meetings with Union and Residence Life. Conference numbers have remained flat, with the addition of one campus (National Youth) which was a result of Troy Spikes work.

campus community.		and growth in numbers.			
Work collaboratively with interested students and organizations to develop a plan for gender neutral housing	2, 1	Develop a plan to implement ions policies and procedures for Fall 2013	Talk with RSA and review Student Governments Resolution; *Review other institutions' practices	Interest from 10-12 students Held 3 six person suites and 5, and two person single suites which resulted in a total of 28 spots.	We received 21 applications and signed up 16 and placed.
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.	1			Some of Residence Life's website content has been refined and all of it updated throughout the 2012-13 academic year and is prepared for the fall 2013-14 academic year. Marketing and Communications delayed the implementation of a new Content Management System until the 2013-14 academic year. Major changes and redesigns to the Residence Life pages were put on hold until this occurred including template designs, layout and content.	Marketing and Communications delayed the development and implementation of the new University campaign and website until the 2013-14 academic year. Development took place spring and summer 2013 and implementation begins fall 2013, especially for fall 2014 recruitment initiatives. Residence Life currently has several projects open for design and implementation with the new identity.
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	4	Professional Development Sessions	Schedule of Professional Development Opportunities	4	We had two webinars (suicide & gender neutral housing) and 4 sessions that included topics like Strengths Quest, Working with Veterans, etc.
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	1	Completion of the RE Five Year Plan	Five Year Plan	1 Plan	RE has developed four goals that will be part of the final five year plan. One of these goals is to review all services that we provide to students and streamline or implement to programs. The 5 year plan will be finalized early this Fall.

Residence Life					
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