

Division of Student Affairs Annual Report 2013-14 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.

2013-14 Executive Summary

During 2013-14 the Office of Residence Life continued to collaboratively partner with major areas around the University in order to improve and impact the on-campus student experience for nearly 6200 residents. With significant changes occurring throughout the university due to enrollment and budgetary challenges, Residence Life was greatly impacted and forced to evaluate staffing and functional areas. The university-wide mandate that fees could not be raised for FY15 budgeting coupled with lower enrollments caused significant strain on the Residence Life budget as programs and services were evaluated for effectiveness and building improvement projects streamlined.

Most significantly, partnerships with units in Academic Affairs were strengthened over the year. Relationship building and connecting students to campus was the primary focus in Residence Education. Continued emphasis on facility improvements was highlighted when McDonald Hall's renovation was completed and the building welcomed nearly 750 students in August. Progress was also significant on the Greek housing project, with the old houses vacated for the final time in May and demolition preparations ongoing throughout summer 2014.

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

Creation of Centennial Achievement Program (CAP) – Faculty Mentors

The Centennial Achievement Program was an initiative that came out of a partnership between the Academic Affairs area of the University, primarily the Provost's Office, and Residence Life. We recruited 17 Faculty Mentors from all areas of the University and matched a Faculty Mentor with each one of the RAs in Centennial Hall. We have Faculty Mentors from Education, Communication, History, Women's Studies, Biology, and several other departments. The overall purpose of the program was to create a stronger academic presence in the halls and to allow for an academic mentor to assist students throughout their transition to college. The students in Centennial Hall were surveyed on a regular basis to ask their opinion of the program and their Faculty Mentor, and offered several high-value incentives (mini-iPads) for those students who participated in the programming and surveys. This information, along with retention and GPA data at the end of the year, will help us determine whether the FM program helped the Centennial residents throughout their first year at BGSU.

NRHH Scholarship and RSA Scholarships

This year both the Resident Student Association and the National Residence Hall Honorary chapter worked to create scholarships for students in order to promote academic success and the values of each organization. The scholarships are funded by monies that each organization fundraises and previously had used solely for events and programming. RSA funded two \$500 scholarships, and NRHH funded one \$250 scholarship. Both organizations will continue these scholarships in the coming years.

St. Baldrick's Foundation Fundraising Event

The 2nd annual St. Baldrick's @ BGSU event, sponsored by Residence Life and NRHH, was held on-campus in January 2014. St. Baldrick's is a national organization that raises money for childhood cancer research. In total 137 heads were shaved, 48 ponytails were donated to Pantene Beautiful Lengths, and a total of \$25,208 was raised. This was 126% of the original fundraising goal. Barbers from Ambrosia Salon volunteered at the event for the entire day. The 3rd annual event is planned to occur in January 2015.

Updated On-Campus Residency Requirement

Through review and benchmarking, Residence Life suggested changes to the On-Campus Residency Requirement. The Board of Trustees approved the new policy during its February 2014 meeting. The below table highlights the changes and rationales.

TERMS OF BGSU'S ON-CAMPUS RESIDENCY REQUIREMENT	EXISTING TEXT	UPDATED TEXT	RATIONALE
Length	2 years	no change	Living on campus at BGSU for 2 years allows students to transition in a supportive environment, and to better adjust to University academic and social life.
Commuting radius from parent/guardian home	50 miles	no change	Allowing students who are within up to roughly a 1 hour driving distance to commute gives them the flexibility to keep existing jobs and commitments to family but still earn a BGSU degree.
Age	23	20	Lowering the age requirement to 20 allows students who have taken 2-3 years off post high school to continue living off-campus where they have likely lived independently.
Number semesters required residency	4	no change	Living on campus at BGSU or any other university for 4 semesters brings the student through the initial adjustment period to college.
Credits earned	60 credits/ Junior status	no change	Allows a student who has demonstrated significant academic progress to live off-campus.
Marriage exemption	Yes	no change	BGSU does not offer married student or family housing.
Custodial parent exemption	Yes	no change	BGSU does not offer married student or family housing.

Independent student exemption	Yes	no change	A student who has sought independent status from her/his parent/guardian typically has a unique living situation and has a maturity level that allows them to succeed off campus.
Military service	30 months	12 months consecutive, active duty	Lowering the requirement to 12 months aligns with peer universities, and allows for BGSU to further its commitment as a veteran friendly campus.
Transfer considerations	None currently noted	Transfer students who have been out of high school at least 2 years and also completed a minimum of 12 credit hours at an accredited institution of higher education post high school graduation.	This addition allows a student who has demonstrated both independence and academic progress post-high school to live off-campus.
Other possible exemptions	Appeal process in place for medical, financial, and person appeals	no change	For varying medical, financial, and personal reasons a strict appeal process is in place that allows students to have other unique considerations reviewed. Staff in the offices of Disability Services and Financial Aid are involved in reviewing appeals and determining whether a release should be granted.

Completion of McDonald Hall Renovation Project

The nearly \$11 million renovation of McDonald Hall was completed in August 2013. The “new” McDonald Hall quickly became one of the most popular housing options on campus. The nearly 750 student residents enjoyed all new furnishings in lounges and bedrooms, as well as significant updates to bathrooms and public lobby areas.

Closure of Greek Houses

In preparation for the building of new fraternity and sorority houses that will be constructed and open in August 2016, all of the existing Greek units were closed at the end of the academic year. Chapters were responsible for vacating all of their property, followed by BGSU’s removal of all university property. Demolition will commence as the 2014 school year opens, with construction forthcoming.

Developed Comprehensive Emergency Management plans for all Residential Buildings

In conjunction with the University Police Department and the Emergency Management Coordinator, Residence Life successfully created and instituted building specific Comprehensive Emergency Action Plans (CEAP) for each of the residence halls. Currently, we are working on the area/task specific annexes for the CEAP. This part of the process will continue into the next year, as will the consistent updates as these documents continue to mature.

Program Participation and Usage Data/Key Performance Indicators

KEY PERFORMANCE INDICATORS

Cost Per Bed

**FY14 ROOM RATES
PER SEMESTER**

Room Type	FY13 Approved Rates	FY14 Approved Rates	Percent Increase
Tier 1 Standard Double Room	\$2,520	\$2,580	2.38%
Tier 1 Standard Single Room	\$3,030	\$3,100	2.31%
Tier 1 Standard Double as Single Room	\$3,195	\$3,270	2.35%
Tier 2 Conklin N/Greek Double Room	\$2,685	\$2,750	2.42%
Tier 2 Conklin N/Greek Single Room	\$3,195	\$3,270	2.35%
Tier 2 Conklin N Double as Single	\$3,365	\$3,445	2.38%
Tier 3 Double Room	\$2,855	\$2,925	2.45%
Tier 3 Single Room	\$3,345	\$3,425	2.39%
Tier 3 Double Room as Single	\$3,515	\$3,600	2.42%
Tier 4 Double Room	\$3,020	\$3,095	2.48%
Tier 4 Single Room	\$3,535	\$3,620	2.40%
Simple Average	\$37,980	\$38,880	2.37%

Tier 1: Harshman, Kohl, Kreischer, McDonald

Tier 2: Conklin North, Greek Units

Tier 3: Offenbauer, Founders

Tier 4: Centennial, Falcon Heights

Occupancy Rates

FALL 2013 15 Day Occupancy	<u>Planned Bed Capacity</u>			<u>Occupancy (Beds Assigned)</u>			<u>Occupancy (% of Plan)</u>		
	Fall	Fall	2013 vs.	Fall	Fall	2013 vs.	Fall	Fall	2013 vs.
	<u>2012</u>	<u>2013</u>	<u>2012</u>	<u>2012</u>	<u>2013</u>	<u>2012</u>	<u>2012</u>	<u>2013</u>	<u>2012</u>
ALL HOUSING TYPES	6.871	6.645	-226	6,444	6,217	-227	93.8%	93.6%	-0.2%

SPRING 2014 15 Day Occupancy	<u>Planned Bed Capacity</u>			<u>Occupancy (Beds Assigned)</u>			<u>Occupancy (% of Plan)</u>		
	Spring	Spring	2014 vs.	Spring	Spring	2014 vs.	Spring	Spring	2014 vs.
	2013	2014	2013	2013	2014	2013	2013	2014	2013
ALL HOUSING TYPES	6,871	6,645	-226	5,980	5,817	-163	87.0%	87.5%	+0.5%

Staff to Student Ratio

33:1 RA to Student Ratio in Residence Halls

637:1 Professional Hall Director (HD) to Student Ratio

302:1 Hall Director to Student Ratio (Graduate Assistant Hall Directors included)

Selected Student Satisfaction Survey Results

The following Key Performance Indicators were measured using the NASPA Consortium Benchmarking Study. The survey was administered via Campus Labs during the Spring 2014 semester. 1102 students responded to the survey. The table below shows a comparison between the 13-14, 12-13, and 11-12 survey results. * Due to the Consortium Survey limitations, we were not able to ask all of our standard KPI questions.

Question	% Strongly Agree/ Very Satisfied	% Strongly Agree/ Very Satisfied	% Strongly Agree/ Very Satisfied	% Agree/ Satisfied	% Agree/ Satisfied	% Agree/ Satisfied
	2014	2013	2012	2014	2013	2012
I have had positive interactions with my RA	53.33	52.92	49.02	26.49	22.26	29.00
I feel comfortable speaking with my RA	48.94	49.76	44.75	23.12	20.61	27.05
My RA enforces policies consistently	33.45	34.80	32.38	26.36	24.54	31.85
My RA has been a resource of information	39.72	40.68	38.26	26.71	22.90	29.80
I feel safe and secure inside my hall	51.58	47.25	47.78	33.18	38.19	40.93
I feel safe and secure outside and near my hall	42.22	34.19	38.24	40.45	43.54	47.13
Do you know location of blue light emergency		75.55 YES	75.46 YES			
Do you know location of fire alarm pull	74.65 YES	76.62 YES	71.11 YES			
Safe using Prox card	16.98	13.52	38.80	40.28	44.46	36.11
Satisfaction with condition of residence hall	30.64	24.72	28.94	42.57	41.13	44.63
Completion of repairs in timely manner	36.37	30.72	41.78	34.50	39.78	30.87
Sense of community on my floor	Did not ask	21.30	20.93	Did not ask	26.81	25.13
RA has helped to create positive floor comm.	Did not ask	23.34	35.50	Did not ask	30.96	28.91
Interact with different individuals	Did not ask	23.84	25.99	Did not ask	40.10	41.34

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

Revenue/Facility Spending

Residence Life FY14	Revenue	Personnel Expenses	General Expenses	Area Revenue Less Expenses
20000 Central Admin	720,427.30	(4,128,606.69)	(6,251,279.31)	(9,659,458.70)
20010 Conklin	1,244,788.00	(73,451.83)	(958,735.96)	212,600.21
20020 Founders	3,741,325.39	(124,134.28)	(1,551,925.16)	2,065,265.95
20030 Kohl	1,378,066.90	(105,621.67)	(621,037.51)	651,407.72
20040 McDonald	3,507,748.00	(123,024.32)	(1,339,826.09)	2,044,897.59
20050 Harshman	2,671,960.32	(118,113.79)	(1,455,757.25)	1,098,089.28
20060 Kreischer	5,978,801.00	(249,625.52)	(3,291,878.72)	2,437,296.76
20070 Offenhauer	4,684,076.51	(122,833.08)	(2,917,480.79)	1,643,762.64
20080 Conklin EW	1,358,076.00	0.00	(782,709.14)	575,366.86
20081 R Units	351,993.00	0.00	(165,814.23)	186,178.77
20082 Cottages/Ws	995,743.00	0.00	(1,408,355.70)	(412,612.70)
20083 Other Greek	146,295.00	0.00	(61,392.29)	84,902.71
20090 Centennial	56,184.20	(125,129.32)	(403,007.08)	(471,952.20)
20091 Falcon Hts	94,492.87	(120,748.21)	(426,657.20)	(452,912.54)
Totals	26,929,977.49	(5,291,288.71)	(21,635,856.43)	2,832.35

The amount of FY14 subsidized expenses from the two CFP Halls, totaling \$924,865, decreased from FY13 by \$80k. The combined amount of subsidized expenses for FY12, FY13, and FY14 totals \$2,606,365 and should be combined with the Residence Life R&R fund balance when calculating debt capacity and funding for other capital projects. The amount transferred to the Res Life R&R fund 76000 for FY14 was \$4.4M.

Personnel expenses were reduced in FY14 by \$579k. Utilities remained virtually the same in FY14, increasing only \$45k.

Retention Initiatives/Cohort Tracking Information

Academic Challenge

In Spring 2014, the Academic Challenge expanded from its roots in Harshman Hall to include all of the East Side halls – Harshman, Kreischer AB, Kreischer CD, Conklin and Kohl. This year, the program focused on logging student study hours at the Learning Commons. In order to promote the program, the Hall Directors and Senior Coordinator for Academics and Assessment coordinated an Open House at the Learning Commons in January. Over 100 students attended the event and were introduced to the Learning Commons resources. In total, 171 students formally signed up for the Academic Challenge and tracked their study hours through the Learning Commons. The student with the most study hours over the semester received a \$100 gift certificate to the Bookstore.

Ask the Advisor

“Ask the Advisor” was once again held in the halls in the Fall of 2013. This year we offered 7 sessions in 5 different halls targeted at first-year students. This year we intentionally included halls on the East Side of campus and tried to time the sessions so that students would be present in the hall. Eleven advisors from four colleges helped host the sessions. Over the first week of classes, we served 103 students in the residence halls with advising questions, as well as handed out a sheet with contact information and important dates to at least 20 more students.

FYAP/FAP/CAP

The First Year Achievement Program (FYAP), the Falcon Achievement Program (FAP), and the Centennial Achievement Program (CAP) are outlines for directed conversations that Resident Advisors (RAs) have with the first year and transfer residential students (FYAP, CAP) and upper-class students (FAP) on their floors. This series of conversations are intended to increase student retention and residents’ knowledge of campus resources. The FYAP, FAP, and CAP booklets provide topics for RAs to assist them with the discussions and relevant resource pages at the end of every conversation for residents. Overall, feedback from both RAs and residents was positive. Because Centennial was functioning under a different programming model, RAs found the conversations to be somewhat redundant; however, based on resident feedback, the conversations were still effective and beneficial.

Major Mondays

Major Mondays is a series of programs coordinated by the Office of Pre-Major and Academic Planning. The goal of the series is to further educate students about the curriculum of different majors and give students an opportunity to network with faculty in various disciplines. Beginning in the Fall of 2013, all Major Mondays events were hosted in residence halls. Six programs were offered in 2013-2014, with an overall attendance of 125 students.

SMART Program

The Students of Color Mentoring, Aiding, Retaining, and Teaching (SMART) Program served 145 students over the course of the year. The semester and cumulative GPAs of mentees (2.460 and 2.538 respectively) increased from this time last year (2.424 and 2.384 respectively). Data for 2012-2013 indicates that SMART mentees are retained at nearly 20 percentage points higher than other African American students (69.0% vs. 49.9%), nearly matching the overall University average for retention (70.2%).

Collaboration and Partnerships within Student Affairs

LoL with UAO: Comedian Gabriel Iglesias

In partnership with Campus Activities, Residence Life provided funding to UAO in order to bring comedian Gabriel Iglesias to campus. Resident Student Association assisted UAO in staffing the event, and also promoted the event heavily to on-campus students. The show sold out, and was very successful.

SMART & Outdoor Programs

As part of Team Leader training, SMART worked with Outdoor Programs to coordinate an overnight trip to Oak Openings. At a cost of \$240, the Team Leader Staff slept in tents (that they had pitched), helped prepare meals over a fire pit, participated in teambuilding activities, took in a night hike and a bonfire. They consistently referred back to this event throughout the year as one of the most positive and effective training experiences they'd ever had. The staff in Recreation and Wellness's Outdoor Programs was instrumental to the success of this program.

Student Engagement Team

The Student Engagement Team is responsible for the facilitation of Ziggy Point programs on campus and has many offices represented in order to collaborate and promote student involvement. This year, the Office of Residence Life had four Ziggy Point programs. In the fall, Casino Night and Tunnel of Oppression; and in spring, St. Baldrick's and Sibs N Kids Carnival. The Student Engagement Team will continue to find ways to encourage students to participate in campus activities, events, organizations and to show school spirit.

RE Academy (Training Programs)

Our office functions in partnership with an array of Student Affairs offices to integrate knowledge gained in both curricular and co-curricular settings to teach professional and student staff competencies, skills and values needed to serve and lead lives of purpose and meaning. Through a training model that fosters collaboration within our area and across the campus, all student affairs professionals/offices serve an important role in either all of one of the training programs offered in our office. The following is a list of offices/departments we collaborated with over the course of fall and winter training programs.

- Academic Affairs
- Learning Commons
- SOAR & First Year Orientation and Advising Services
- Trio Programs
- Office of Multicultural Affairs
- Career Service
- Center for Leadership
- Fraternity and Sorority Life
- Campus Activities
- Office of the Dean of Students
- University Police Department
- Curriculum Resource Center, University Libraries
- Living and Learning Communities (Honors)
- Office Sustainability
- HESA Department
- Student Employment
- Counseling Center
- Shipping & Receiving/Post Master
- Environmental Health and Safety
- Campus Operations
- Parking Services
- Disability Services
- Equality and Diversity
- Capstone Management
- Campus Multi-Faith Alliance
-

Collaborations and Partnerships with other BGSU Areas and the Community

Centennial Achievement Program (CAP)—Faculty Mentors

The Centennial Achievement Program was an initiative that came out of a partnership between the Academic Affairs area of the University, primarily the Provost's Office, and Residence Life. We recruited 17 Faculty Mentors from all areas of the University and matched a Faculty Mentor with each

one of the RAs in Centennial Hall. We had Faculty Mentors from Education, Communication, History, Women's Studies, Biology, and several other departments. The overall purpose of the program was to create a stronger academic presence in the halls and to allow for an academic mentor to assist students throughout their transition to college.

Major Mondays

Major Mondays is a series of programs coordinated by the Office of Pre-Major and Academic Planning. The goal of the series is to further educate students about the curriculum of different majors and give students an opportunity to network with faculty in various disciplines. Beginning in the Fall of 2013, all Major Mondays events were hosted in residence halls. Six programs were offered in 2013-2014, with an overall attendance of 125 students.

Purchasing

Working closely with staff in the Purchasing Department, Residence Life was able to liquidate the assets in the Greek houses and sell them through Govdeals.com.

Award and Recognitions

- Melissa Webb, Residence Hall Director: Recipient of BG Best Award, April 24, 2014
- Ana Brown, Coordinator for Retention Initiatives and Diversity: Recipient of the Miguel Ornelas Award (awarded by the Latino Issues Conference Planning Committee), for service and commitment to the Latino community at BGSU and in the surrounding area, April 2014
- SMART Program: Recipient of Most Impactful Campus Office (awarded by the BGSU NAACP), voted upon by BGSU students, January 2014
- Joshua Lawrie: In November 2013 was Elected to a three year presidential term serving the Great Lakes Association of College and University Housing Officers (GLACUHO)

Proposed 2014-2015 Priorities

Customer-Centered Focus

- Review incoming student room sign-up process
 - Emphasis on roommate matching/pairing
 - Finding a "fit" within a community
- Room change satisfaction surveys to improve process
- Inclusivity and commitment to diversity
- Emphasis on social media and "current" communication trends

Emphasizing Residence Life's Critical Role: Living On-Campus as a Catalyst for Academic and Personal Success

- Continue strong and evolving partnership with Academic Affairs
- Telling our story through website, social media, and outcomes. Use assessment data to support why living on campus and the programs in Residence Life matter
- Renewed programming model in Residence Education: Focus on connectedness

Fiscal Management & Planning

- Development of preventative maintenance plans for all buildings with life cycle plans for FF&E, overlaid with building life expectancies and enrollment forecasts.
- Fiscal responsibility and emphasis on items that are mission critical and produce outcomes