

ANNUAL REPORT

# RESIDENCE LIFE

2023-2024



# FOUNDATION & STRUCTURE

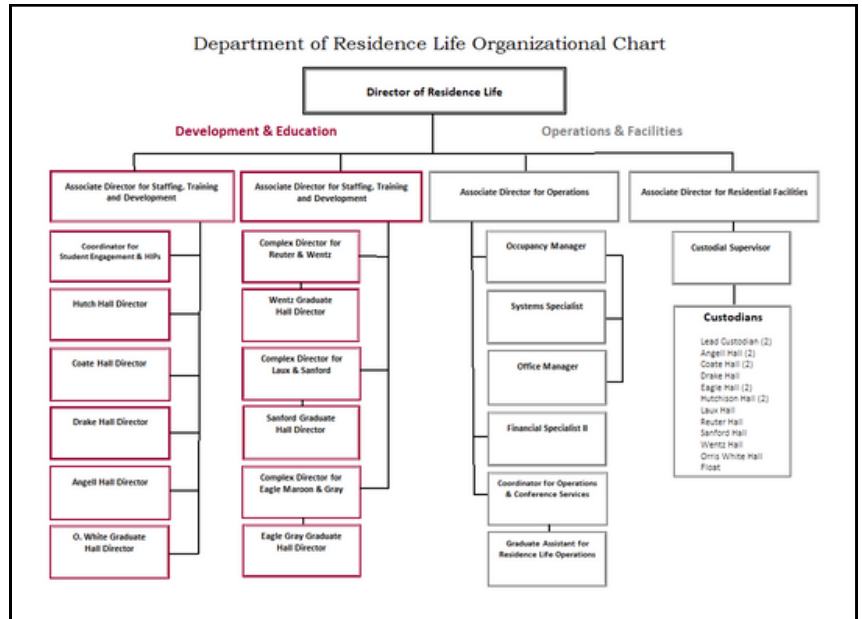
## Mission

We develop living environments to enhance the academic mission of UWL through creating inclusive communities, supporting experiential learning and building meaningful relationships. We are student-centered, we care, and we have fun!

## Human Resource Highlights

### Operations Staffing

Residence Life performs as a self-support entity thus it is important that the management of our business is sound and efficiencies are improved. In Fall 2023, we added a Systems Specialist position to support the room assignments and data management functions. Additionally, the reporting structure within the unit was realigned and the Occupancy Manager (formerly 'Coordinator') supervises both the Specialist and the Office Manager.



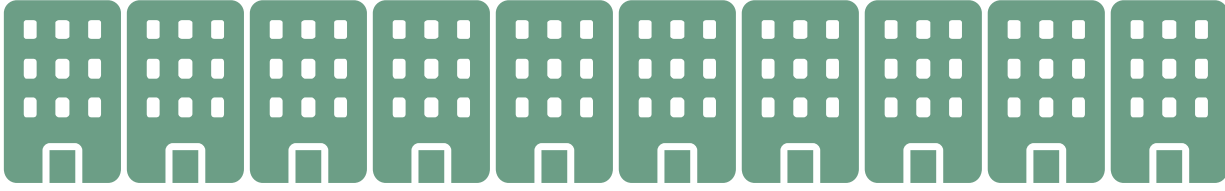
### Facilities Staffing

Residence Life is committed to ensuring our students have the best living facilities possible. This work is supported by many campus and external partners, but is carried mostly by the custodial staff team within the department. Several staff have moved within the last year leading us to employ creative staffing models including utilizing team cleaning strategies, floating custodial assignments, and welcoming back former staff as part-time support. Additionally, we increased training and professional development opportunities. We continue to enthusiastically look ahead at capital planning and construction projects.

### Engagement Staffing

Residence Life seeks to enhance the academic mission of UWL. Due to the shifting interest in live-in professional positions, we broadened the position requirement to a required bachelor's degree with residence life experience and a preferred Master's degree. This has increased the number of applicants in the pool.

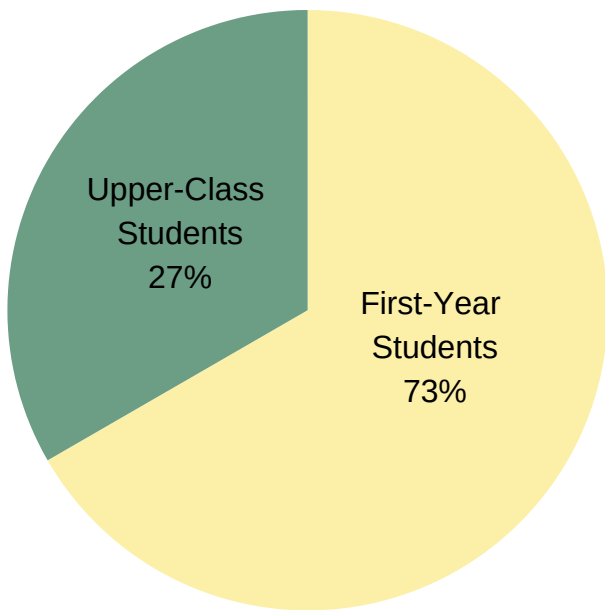
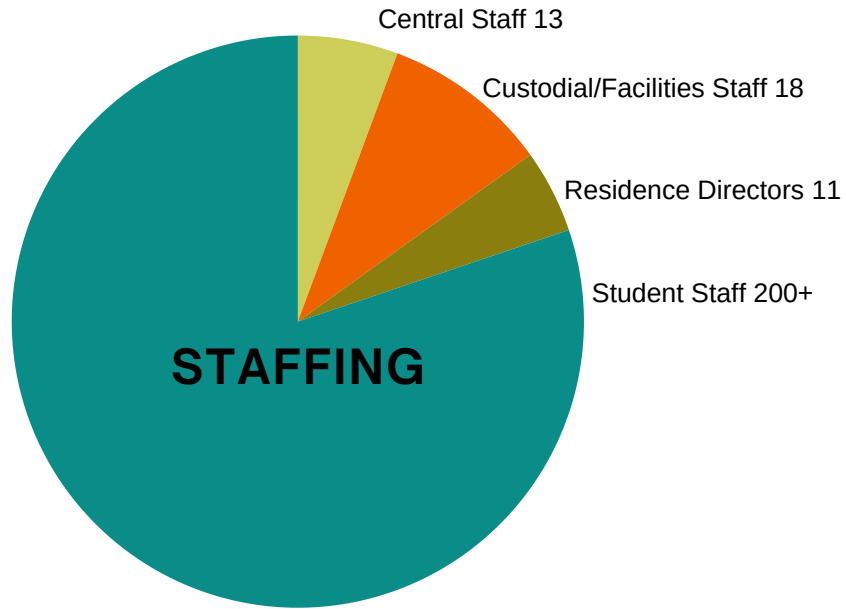
# RESIDENCE LIFE BY THE NUMBERS



10 RESIDENCE HALLS

3,159

RESIDENTIAL STUDENTS



1:26

RA TO RESIDENT RATIO



15,000+ SIGNIFICANT RESIDENT CONVERSATIONS

## TOP 3 REASONS STUDENTS LOVE LIVING ON CAMPUS

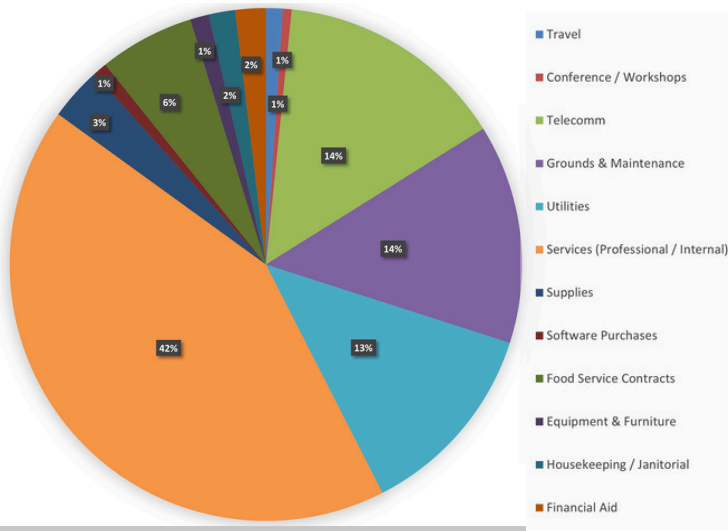
- 1 Convenient location! You are near everything on campus.
- 2 Building strong connections and relationships with students in their halls.
- 3 Additional support and access to campus resources and activities.

# OPERATIONS AND BUSINESS SERVICES

## Occupancy Management

- To support ongoing renovations, Residence Life staff consolidated and moved 128 students from Wentz Hall to other halls on campus in January 2024.
- Due to our continued record-breaking incoming student class and renovations, we started and ended the academic year utilizing our extended housing spaces.
- With the successful onboarding of our new System Specialist, our winter and summer break billing and Reuter waitlist processes have been improved.
- With increasing requests for medical accommodations, the occupancy team worked with the ACCESS Center to meet 113 accommodations, including 14 Emotional Support Animals (ESAs).

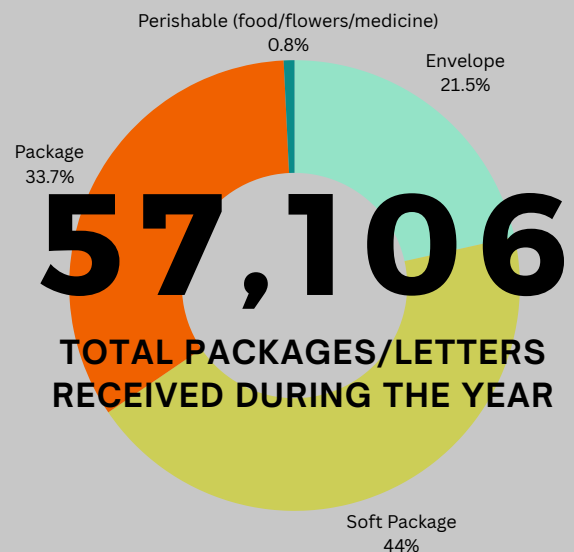
## Purchasing



## Camps & Conferences

- During summer 2023, we hosted 11 conferences which consisted of approximately 320 guests.
- For the 34th year we hosted 2500+ athletes and coaches for the annual WIAA State Track Meet.
- Notably, housing interns continues to increase in popularity.
- Youth Compliance requirements were implemented more robustly during summer 2023. Summer conference staff worked closely with campus and system teams to ensure all expectations were adequately met.

## Eagle Mail Center





# FACILITIES

## Renovations

Residence Life continued the planned 2-phase renovation schedule for our 4 "small" traditional halls. Phase 1 renovations include fire, safety, electrical, and bathroom upgrades, including adding a gender inclusive bathroom to each floor. Phase 2 renovations are aesthetic improvements including furniture, paint, flooring, and lighting. Additionally, common use spaces are being configured and returned to student use (rather than extended housing). In each project, the basement layout is being opened to provide malleable use options for residents on a daily basis.

- August 2023 marked the completion of Orris White Hall
- January 2024 marked the start of Phase 1 of Wentz Hall
- May 2024 marked the start of Phase 2 of Sanford Hall

## Overall Improvement Projects

Providing students with the best living experience possible, Residence Life allocates a large percentage of time and financial resources to improving the physical facilities as much as possible. Beyond routine and preventative maintenance, we identified and implemented the following improvement projects this year:

- Surplused items from Residence Hall storage spaces / Excessed 100+ pedestals to UW Milwaukee
- Security update: combined staff apartment key with front door building access
- Bicycle Repair Stations inventoried/repaired/replenished
- Security update: separated custodial staff's retainer key and residence hall front doors
- Custodial work orders through TMA
- Purchase of vacuum chariots (x2)
- Backpack vacuums for each full time team member

## Facilities-Related Campus Partnerships

- Firepit replacement (Facilities Management)
- Transitioned dispatch role to ResLife Live-In staff (University Police)
- Two-ply toilet paper approved (Facilities Management)
- Confirmed facilities team routine skilled checks and regular maintenance of basement spaces to remove from RA role (Facilities)
- Dumpster Diversion Initiative (Joint Committee for Sustainability)

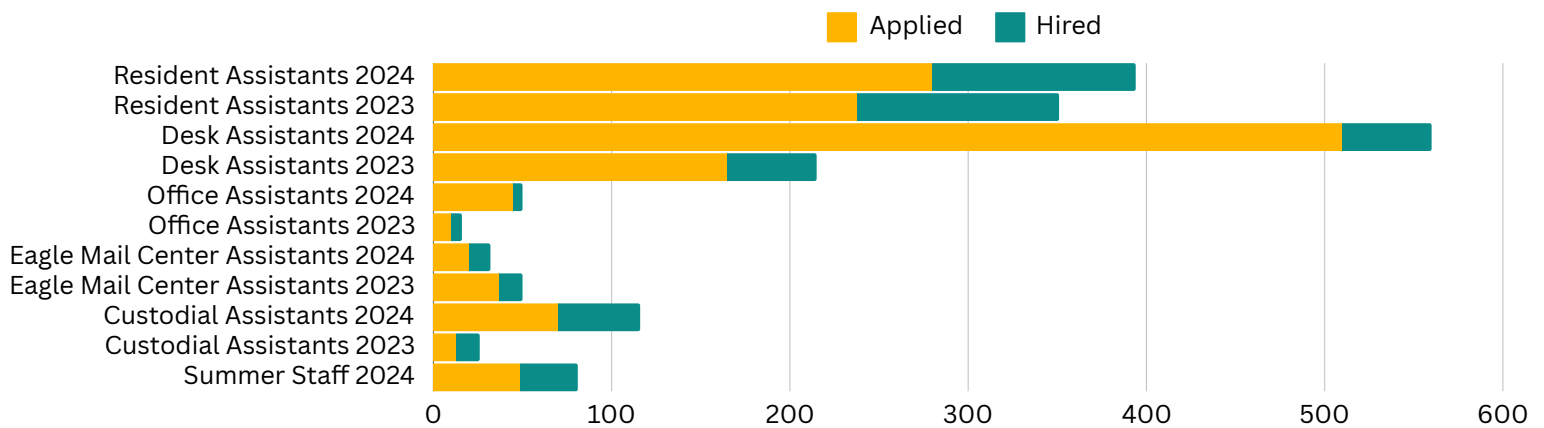


**2,749 WORK  
ORDERS  
completed:  
848 by the  
ResLife  
Custodial  
Team**

# STAFF DEVELOPMENT

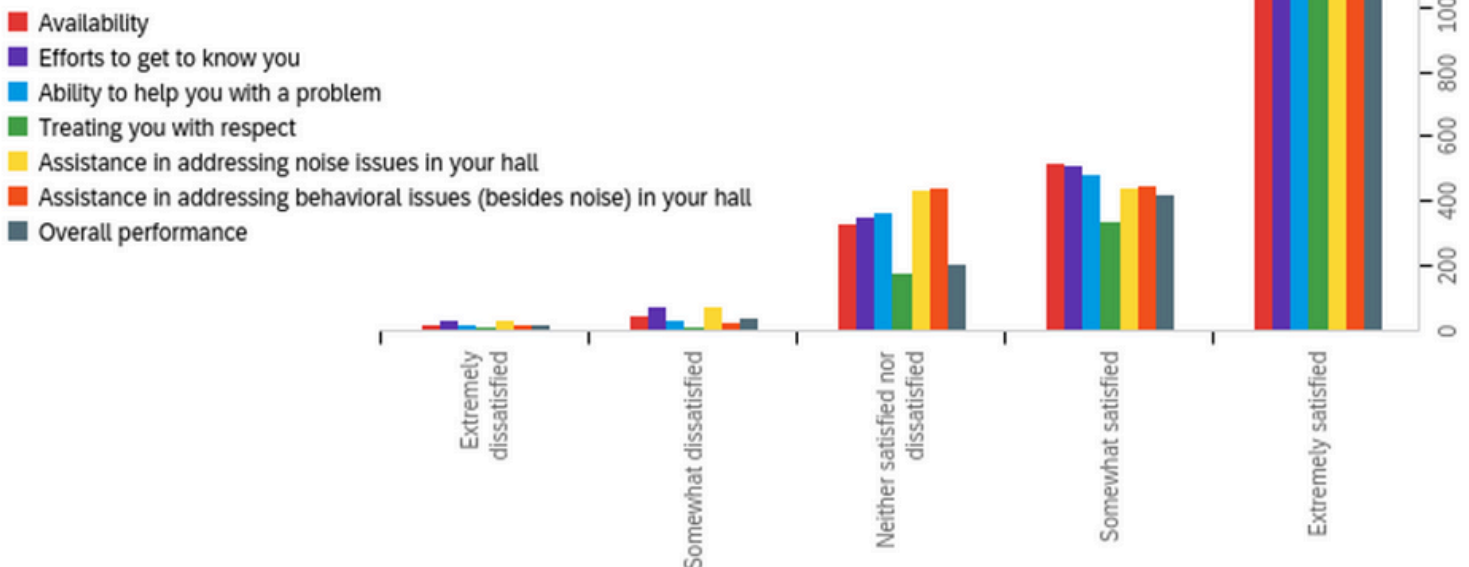
## Student Staff

A goal set by Residence Life was to focus on increasing recruitment efforts for student staff positions within the department. This goal was accomplished by interdepartmental collaboration efforts, crafting detailed and clear job descriptions, shoulder-tapping students for positions, and streamlining/earlier recruitment timelines. For most of the positions, the number of students that we hired did not change, however, it allowed for the selection and interview process to be more competitive and robust.



Gaining feedback from our residents is one of the ways that we measure how to train and provide support to our RA's and how we can further support the community. This year, overwhelmingly, the communities expressed extreme satisfaction for the RA's!

### How satisfied are you with your RA's:





## Student Affairs Administration Graduate Student Cohort Development Partnership

Lisa Weston (in partnership and consultation with Dr. Becki Elkins and Dr. Jorg Vianden) took the lead on creating a professional development series for the student affairs graduate students on campus. Leveraging her passion, years of experience and relationships on campus, Lisa surveyed the graduate students and graduate supervisors and created a workshop series to discuss relevant and timely things that may not be deeply covered in course content. Centering the responsibility practitioners have to ensure the graduate students are gaining the experiences they hoped for when they chose UWL as their program of choice, and that they are effectively prepared to enter the field upon graduation.

## UWL 360 Course

Patrick Heise (in partnership and consultation with colleagues in the Student Affairs Administration program, Dr. Betsy Morgan, and Dr. Vitaliano Figueroa) took the lead on creating an Introduction to Careers in Higher Education course and enrolled the first class in spring 2024. The course introduces students to careers in higher education, specifically in student affairs, academic affairs, and diversity and inclusion (e.g., in positions such as academic or career advisor, admissions or financial aid counselor, dean of students, multicultural advisor or activities coordinator, residence hall director, student conduct or case manager). Course topics include exploring the various career pathways and opportunities in college student services, understanding the role student affairs professionals can play in student learning and growth, preparing for graduate school and job searches, and developing professional competencies required of student affairs educators.

## Universities of Wisconsin System Housing Accommodation Summit

Jenni Brundage and Dr. Andrew Ives brought together staff from disability resource centers and housing departments from the 13 campuses within the Universities of Wisconsin System with representatives from the office of general council to discuss how to navigate disability-related housing accommodations, particularly as they involve mental health support. Some of these include: ESAs, single room accommodations and housing-release accommodations. Navigating housing accommodations is dynamic and causes campuses to interpret requests on individual basis, even within well-defined policies. UWL identified gaps within our own processes and worked to collaboratively approach revisions to our policy and approval process, clarify roles, and leverage expertise. Through extensive questioning and research, Jenni and Andrew sought to bring their system colleagues together to examine local and system-wide approaches. A one-time summit is now a recurring state meeting.





# Professional Staff

It is a value of the department to stay connected to current and new trends and practices in the field. We are fortunate to send our staff team to conferences and trainings that are directly applied to services at UWL. This year staff attended the following:

- Upper-Midwest Region (UMR)-ACUHO
- Association of Colleges and University Housing Officers, International (ACUHO-I)
- ACUHO-I Law and Legal Issues
- UMR Regional Entry Level Institute
- Midwest Bisexual Lesbian Gay Transgender Asexual College Conference
- Wisconsin College Personnel Association
- College Autism Support Program Webinar
- UW System Conduct Officers Meeting, SUNY Conduct Training
- National Association for Behavioral Intervention and Threat Assessment Conference
- UW System Law Days
- APPA T3
- ACUHO-I/APP/APP/APP/Business Operations/Academic Initiatives
- Leadercast
- Well-Being in Higher Education
- APPA Invest in Success
- UW System Housing Accommodation Summit
- StarRez Conference Connect and Regional Connect
- WI State Housing Meetings
- UWL CTJ Appreciation Month Lunch and Learns
- ATP Workshops

This year, the following staff members presented at regional and national conferences:

- Upper-Midwest Region (UMR)-ACUHO Case Study Competition (Zack Schueller, Michaela Smith)
- Upper-Midwest Region (UMR)-ACUHO (Steph Lowe)
- Wisconsin College Personnel Association (Steph Lowe, Michaela Smith)
- Association of Colleges and University Housing Officers, International (Jenni Brundage)

Haille Fleming serves as the UMR Technology and Website chair; Zach Moffett served on the UMR Professional Development Committee.

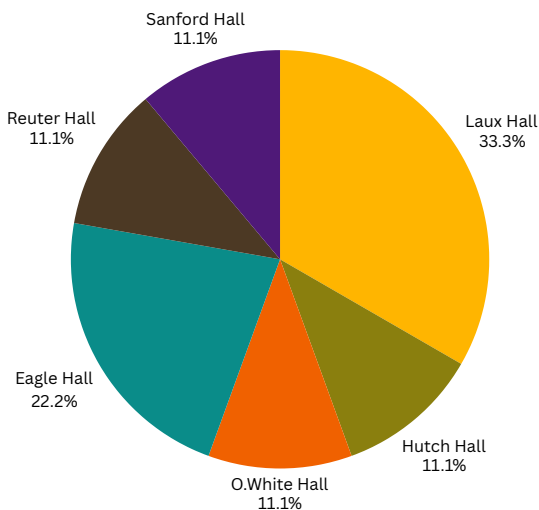
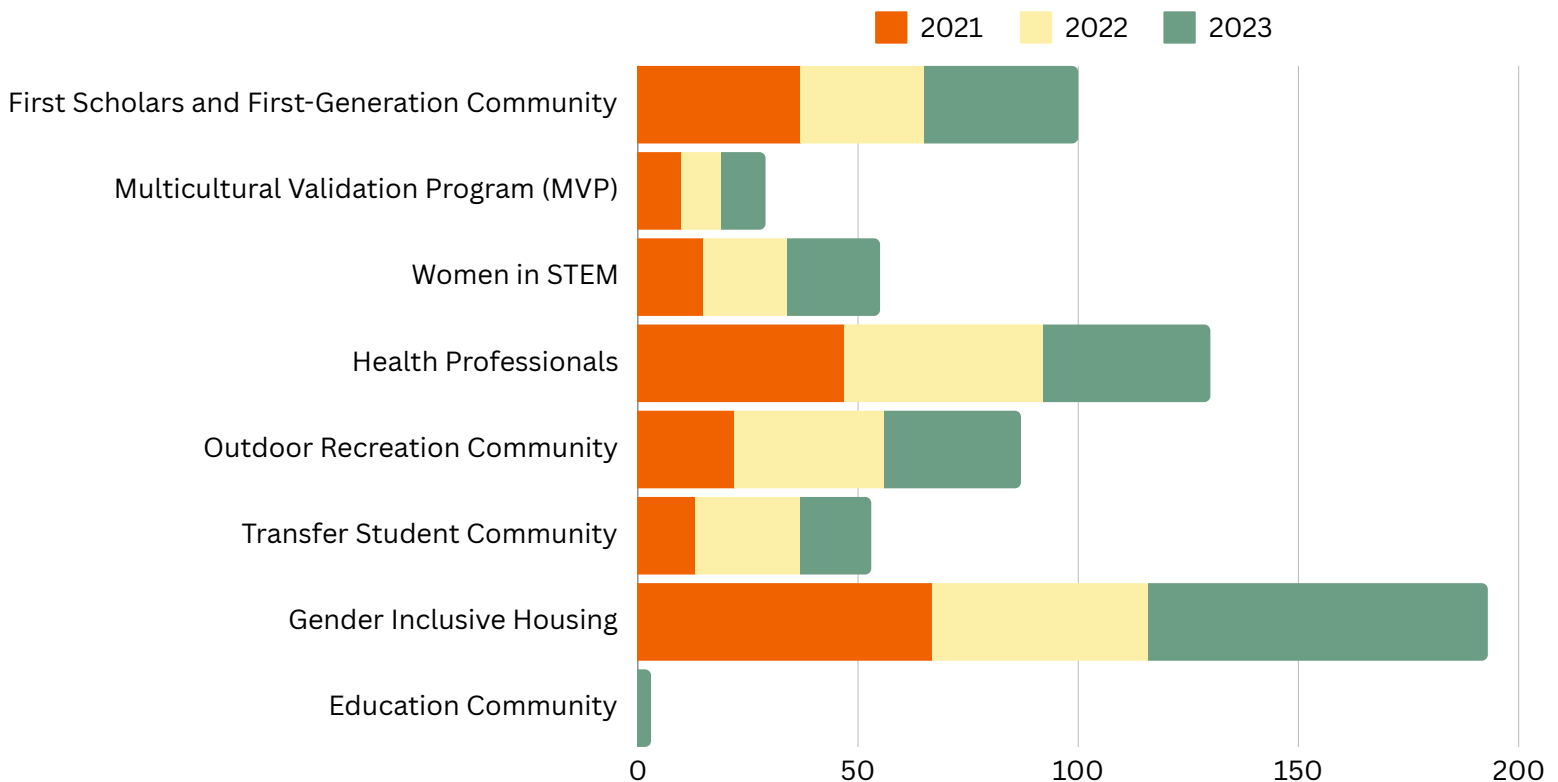




# STUDENT ENGAGEMENT AND ASSESSMENT

Community is at the core of how we create engaged communities for students that foster development and success. Residence Life staff is committed to developing intentional and individualized experiences for students.

## Living Learning Communities



Distribution of LLCs within Halls

Living Learning Communities (LLCs) are a high impact practice that is proven nationally in increasing student success.

Participation in LLCs provide students with a way to build connection to those in their community with a similar interest or major. LLC highlights from this year include:

- The inaugural year of the Education Community in Sanford Hall.
- Training with all the LLC campus partners, RA's, and RD's to create connections across LLCs.
- Events that included multiple LLCs.
- The start of the Visual Performing Arts LLC coming Fall 2025.

# PRIDE LLC Partnership

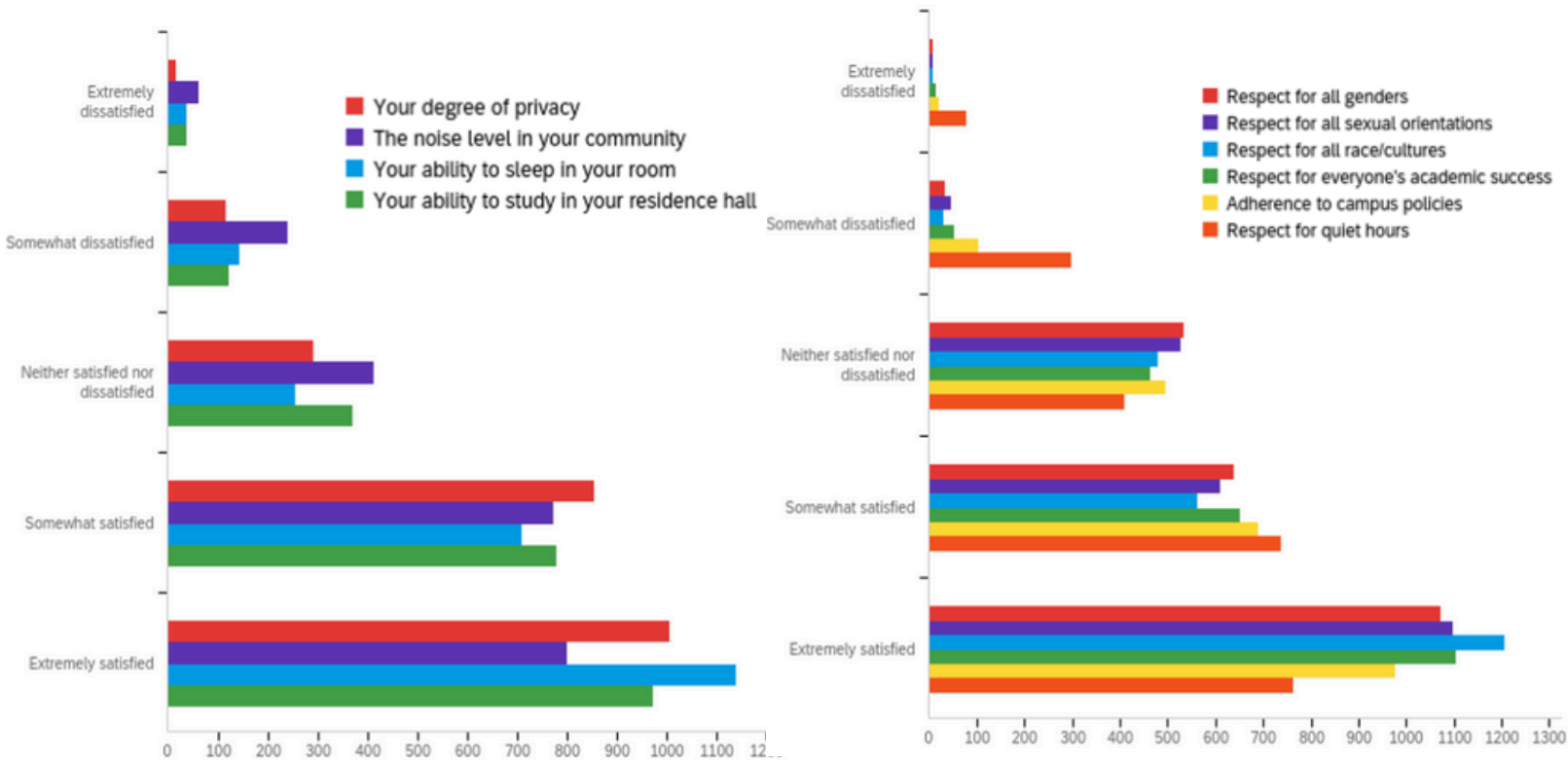
In partnership with the PRIDE Center, Residence Life launched the PRIDE Center Living-Learning Community to house up to 40 students in fall 2024. The new community will be placed in Wentz Hall. A long-time goal between the two departments, and an ask of students, is to create a housing community in which LGBTQIA+ students and allies feel a sense of belonging and are affirmed, empowered, and celebrated. Additionally, students living in this community will take a course (RGS 100) together.

## Student Satisfaction

In November 2023, the Student Satisfaction Survey was sent out to all of our students to learn about their on campus living experience. More than 2,400 students took the survey (76% completion rate) which is a 10% increase from 2022. In addition, there were 27 RA's whose entire communities completed the survey.

Students were asked various questions about their living environment, the physical building, and their sense of connection and belonging. Additionally, various campus partners submitted up to 5 questions from their area.

Students were also asked about what we could do to improve the residence hall for future years. While some of the answers were things that outside of Residence Life's control, a lot of the answers were things such as upgrading bathrooms, common spaces, and more study spaces which are accounted for in our current and future renovations.





# Student Engagement

# DORM WARS



Created by an engaged group of dedicated Resident Assistants: Emily Radke, Rebecca Downs, Logan Dwyer, Jaime Lowitz and Gavin Muller, Dorm Wars was a 3-week long All-Residence-Hall Competition Series that inspired interhall spirit, pride, and fun. Their mission and vision was to create community and friendly competition within the residence halls to unite and bridge relationships where all residents felt they could participate and connect. The dedicated organizers rallied their fellow staff members and hosted 11 events including: Minute to Win It, Cosmic Bingo, Cornhole, Kickball, Volleyball, Battle of the Banners, Trivia Night, Scavenger Hunt, Basketball, Spikeball, and Chalk Murals all over campus through the month of April. Over 800 residents participated in the events!



# Academic Engagement

## Supplemental Instruction

Residence Life (in partnership with Dr. Ju Kim (CSH) and Lee Baines (Murphy Learning Center)) hosted Supplemental Instruction (SI) classes in the residence halls for the second year.

These sessions are held in addition to class sessions and are student-led by someone who has recently completed and excelled in the class. SI sessions are taught twice a week and focus on course content and building study skills that are transferable to other classes. The student instructors focus on group-based and hands-on activities to improve comprehension, retention, problem solving and overall class performance. Hosting SI in the residence halls provide a more relaxed and friendly atmosphere and allows students who live in those halls the convenience of just walking downstairs to join.

### Courses Offered

#### Fall of 2023:

BIO 105  
BIO 203  
CHM 103  
CHM 104  
PHY 103  
STAT 145

### Courses Offered

#### Spring of 2024:

BIO 105 (2 sections)  
PHY 103  
CHM 103 (2 sections)  
MTH 150  
MTH 207

11. As a result of attending SI sessions, I developed better study skills:

[More Details](#)

Strongly Agree	15
Agree	19
Neutral	15
Disagree	14
Strongly disagree	0



12. How important do you think it is that UWL offer Supplemental Instruction with some classes?

[More Details](#)

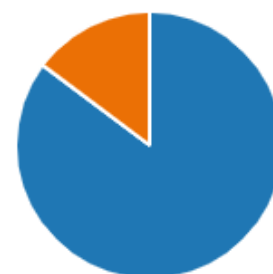
Extremely important	37
Somewhat important	23
Neutral	2
Somewhat not important	1
Extremely not important	0



17. I would recommend a friend attend SI if they were in a class that offered it

[More Details](#)

yes	104
no	18

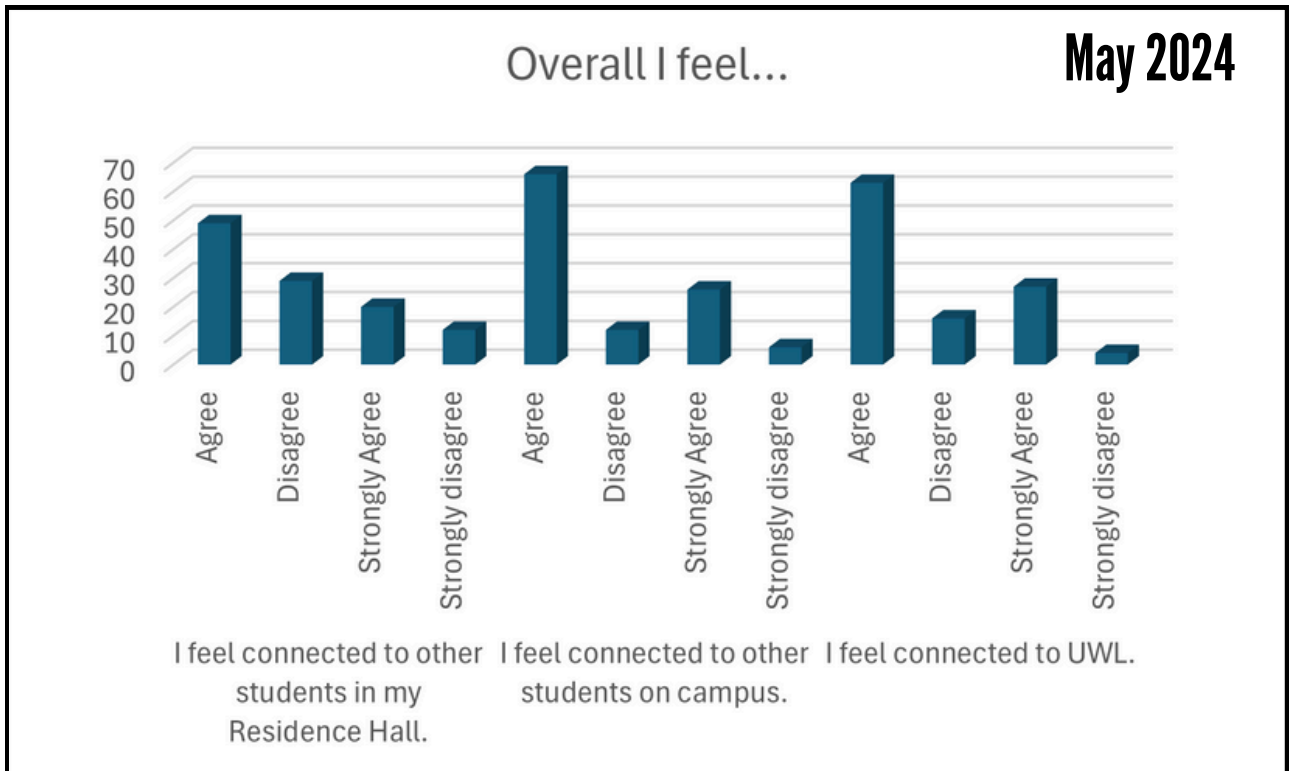
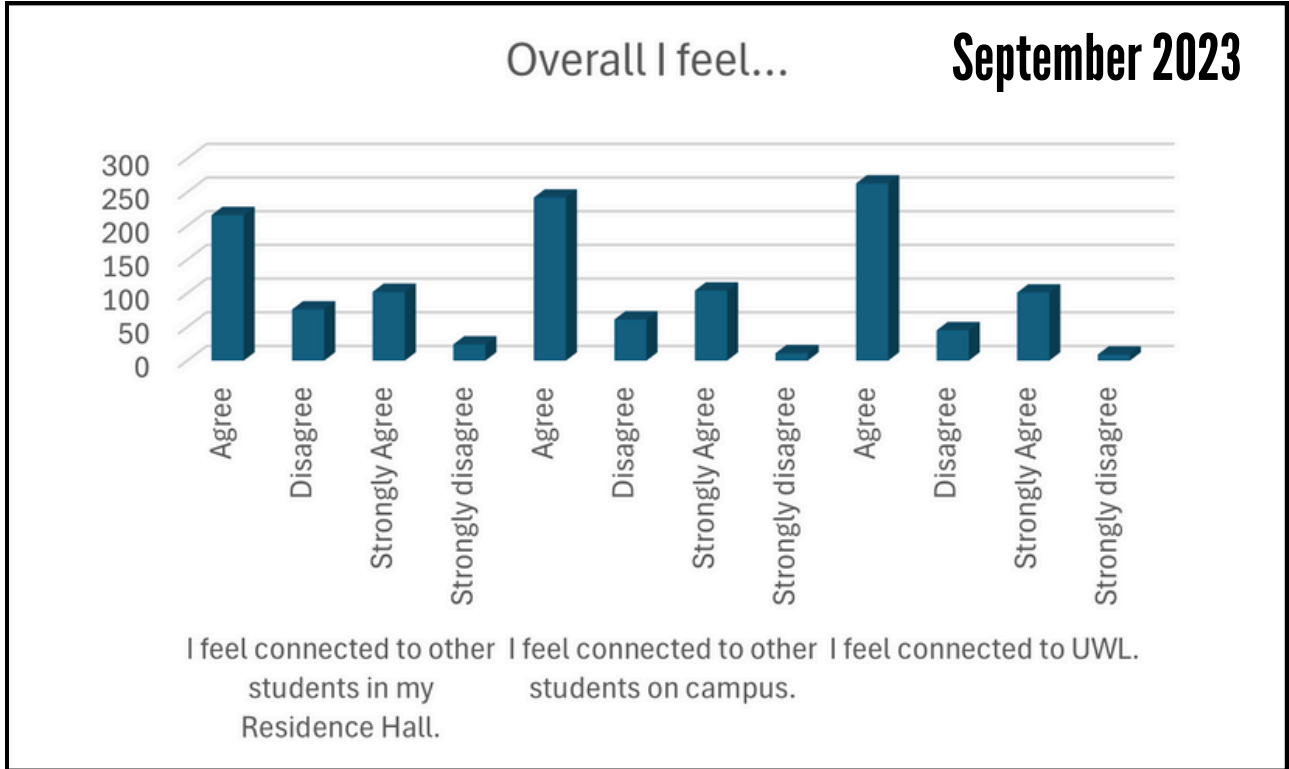




## Micro-Assessments

Micro-assessments through Navigate were utilized 1-2 times per month. These were short surveys (3-5 questions) that were sent to on campus students about various areas in our department. Some topic areas included: connection to UWL, housing plans for next year, respect for identities, campus resources, facilities, faculty/staff that have positively impacted students, and employment. Participation in these surveys varied from month-to-month but averaged about 300 students each survey.

## Sense of Belonging On-Going Assessment



# SCHOLARSHIPS & FUNDING

Residence Life contributes annual funding towards the following positions at UWL:

- Assistant Dean of Students
- 2 Maintenance positions
- Wellness Coordinator
- ITS Desktop Technical Support
- ITS Enterprise Application Support
- Res Life Police Services

Residence Life annually funds a number of scholarships for UWL students:

- \$70,000 annually for Multicultural Validation Program Scholarships
- \$17,500 Admissions Housing Scholarships
- \$40,000 Eagle Diversity Scholarship

## UWL FOUNDATION SUPPORT

- Residence Life continued their campaign to raise funds to install water-bottle filling stations on each floor of the residence halls during One Day for UWL and raised \$460 from generous donors this year.
- Chris Jones generously ('08) donated \$1000 to support a residential student scholarship through the foundation.
- Hutchison Hall received a \$500 grant from the Parent Advisory Board to create a craft and school supply library for resident/student use in the residence hall as a result of a student driven proposal.
- Annually, former Residence Life Leadership Team members generously support student involvement and leadership through scholarships and awards.

