

**HOUSING &
RESIDENCE LIFE
ANNUAL REPORT
2018-2019**

UNIVERSITY OF NORTH ALABAMA

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Director, Housing & Residence Life

01**HOUSING & RESIDENCE
LIFE MISSION**

The mission of Housing & Residence Life is to provide inclusive communities that engage students in exceptional living and learning experiences within safe, affordable, and well-maintained environments.

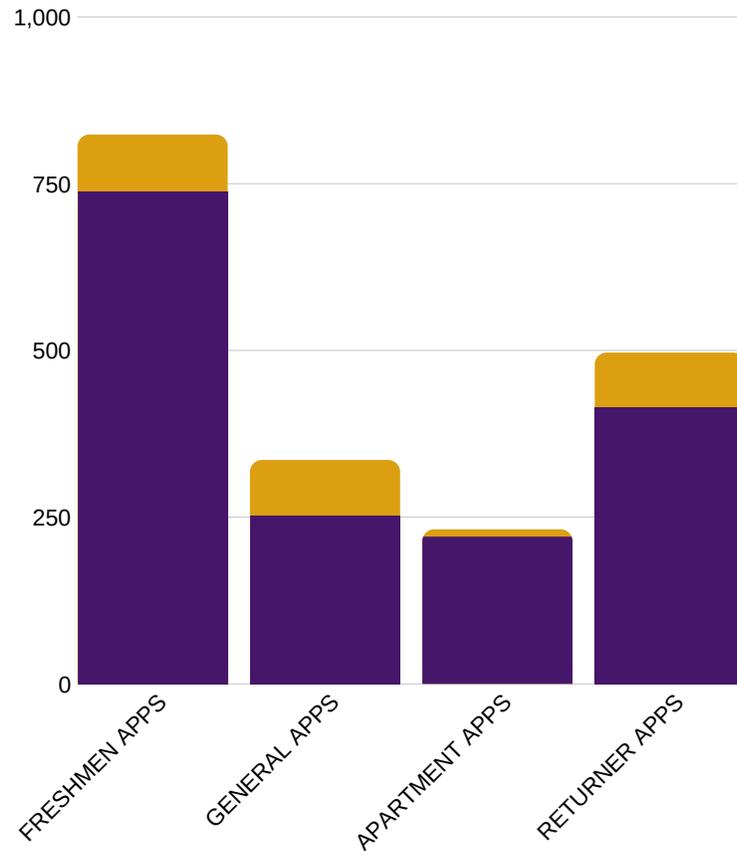
HOUSING & RESIDENCE LIFE IN NUMBERS

- 8 Professional Staff
- 12 Support Staff
- 4 Graduate Assistants
- 48 Student Staff
- 9 Residence Halls
- 3 Apartment Complexes

1,541
RESIDENTIAL
STUDENTS

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APPLICATIONS 2018-2019



APPLICATION / TOTAL / ASSIGNED

FRESHMAN APPLICATIONS / 823 / 738

GENERAL APPLICATIONS / 252 / 169

RETURNER APPLICATIONS / 496 / 414

APARTMENT APPLICATIONS / 231 / 220

There were 1,832 applications submitted prior to Fall 2018 and 1,541 students received assignments. 85.75% of students completing applications matriculated for the academic year.

CREDO'S RESIDENCE LIFE EDUCATION PLAN

Creating a vibrant, developmental living and learning program is essential and must be the most compelling aspect of UNA's residential component.

Housing & Residence Life had the opportunity to work with CREDO in Fall 2018 to create a Residential Strategic Plan for UNA. We spent several months examining student feedback, occupancy data, strengths, needs, and opportunities in regards to university housing.

Ultimately, it was determined that while facility upgrades are critical to support the learning environment, we must also begin to intentionally develop learning opportunities and engaging communities. This information further supports the department's transition to a curricular model which focuses on interactions, learning, and connection.



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RESIDENTIAL EDUCATION PLAN

HOUSING & RESIDENCE LIFE BEGAN TRANSITIONING TO A CURRICULAR EDUCATIONAL MODEL BEGINNING FALL 2018. THIS MODEL FOCUSES MORE ON STUDENT LEARNING, BELONGINGNESS, AND INDIVIDUAL CONTACT WITH LESS EMPHASIS PLACED ON TRADITIONAL PROGRAMMING MODELS. OUR RESIDENTIAL EDUCATION PLAN IS BASED ON A VARIETY OF COMPONENTS INCLUDING THE UNIVERSITY MISSION & STRATEGIC PLAN, STUDENT SATISFACTION DATA, BEST PRACTICES IN HIGHER EDUCATION & HOUSING, RETENTION DATA, AND OUR VISION FOR AN INCLUSIVE AND EDUCATIONAL RESIDENTIAL COMMUNITY AT UNIVERSITY OF NORTH ALABAMA.

OUR EDUCATIONAL PRIORITY

Students will become accountable, responsible, and engaged members of their current and future communities.

ACADEMIC EXCELLENCE

- Identify resources that support their academic success and career goals.
- Explore learning styles and strategies for success
- Effectively manage their time and academic as well as personal commitments
- Engage in critical thinking both inside and outside of the classroom.
- Interact with university faculty and staff both in and outside of the residential environment.

COMMUNITY ENGAGEMENT

- Establish and abide by policies and community standards for residential settings
- Engage in opportunities to learn and provide service to others in the university or surrounding communities
- Develop meaningful relationships and effective communication skills
- Apply self-advocacy skills in management of life tasks

SOCIAL RESPONSIBILITY

- Explore concepts of social justice and equity
- Identify and explore their personal identities
- Develop skills to engage in positive behavior and respect towards others in their community
- Intervene and advocate for themselves and others in situations of social injustice

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LION CHATS

LION CHATS ARE INTENTIONAL CONVERSATIONS THAT ARE INITIATED BY HRL STUDENT STAFF. THESE ARE DESIGNED TO BUILD MEANINGFUL RELATIONS, CREATE CONNECTIONS, AND ASSESS STUDENT LEARNING IN THE RESIDENTIAL ENVIRONMENT.

LION CHATS IN FIRST YEAR HALLS: 1,226

LION CHATS IN UPPERCLASS HALLS: 795

LION CHATS TOTAL FOR 2018-2019: 2,021

STUDENT SATISFACTION DATA

How satisfied are you with your RA regarding:

There were 286 Residence Hall Respondents:

Availability: Very Satisfied: 59.2% / Neutral: 31%

Efforts to get to know you: Very Satisfied: 52.5% / Neutral: 38.1%

Helping with a problem: Very Satisfied: 59.5% / Neutral: 30.2%

Treating everyone fairly: Very Satisfied: 64% / Neutral: 28.9%

Promoting tolerance of others: Very Satisfied: 55.1% / Neutral: 38.5%

Rules & Regulations: Very Satisfied: 61.4% / Neutral: 30.5%

Overall: Very Satisfied 64.7% / Neutral 27.4%

STUDENT FEEDBACK

What have you most enjoyed about living on campus?

- "Being able to have a sense of self-dependency."
- "The ability to meet people."
- "Practicality, convenience, and the events."
- "The safety of living on campus."

UNPACK THE PRIDE

Unpack The Pride is the kick-off to Mane Month and one of the largest weekends in Housing & Residence Life. Volunteers and Staff moved almost 1,600 students in over the course of three days. This event and it's success is built on the hard work and dedication of people from across the University and Shoals community.

3 **788**
DAYS **VOLUNTEERS**

THURSDAY / 265 VOLUNTEERS
FRIDAY / 330 VOLUNTEERS
SATURDAY / 193 VOLUNTEERS



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RESIDENTIAL EDUCATION & COMMUNITY DEVELOPMENT

In addition to the countless hours Resident Advisors spent helping new students acclimate to the campus and returning students strive for success, Housing & Residence Life also sponsored several notable events and opportunities in 2018-2019. You can find a few of those highlighted below.

AFTER THE FIRE

Shawn Simons and Alvaro Llanos visited UNA for the 4th time in August 2018. Shawn and Alvaro are survivors of a residential fire at Seton Hall that occurred in January 2000. This act of arson killed three students and wounded numerous others. Shawn and Alvaro's story is invaluable to creating a campus culture of safety and mindfulness and they were able to share it with almost 650 residential students.

SHAUN KING

Housing & Residence Life partnered with the Department of Sociology in Fall 2018 to host activist, journalist, and humanitarian, Shaun King to UNA. Shaun spoke on the topic of Civil Rights Today - The New Civil Rights Movement from a historical perspective. There were approximately 150 students in attendance in addition to staff, faculty, and community members.



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RESIDENTIAL EDUCATION & COMMUNITY DEVELOPMENT

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HRL COMMUNITY DINNER

Almost 250 students came together for dinner on a cold November night. We celebrated our residential community, University of North Alabama, and the many wonderful opportunities that exist as a result of being a member of each of those.

FOOD PANTRY

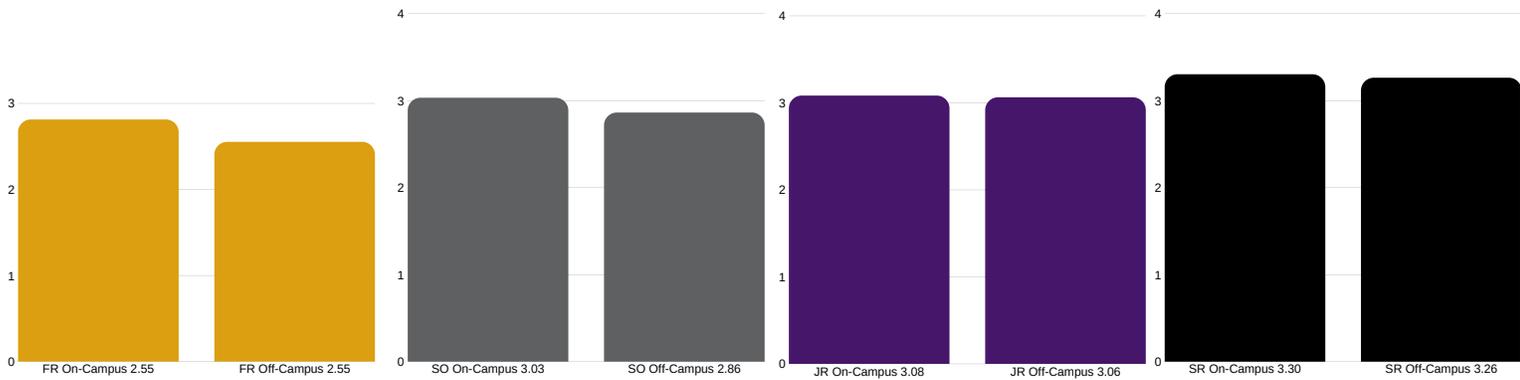
As part of the University of North Alabama's ongoing efforts to eliminate food insecurity, HRL has partnered with Student Engagement and Chartwells to create a second food pantry in the residential setting. This will allow us to ensure that our students have access to basic fundamentals of life such as food, drink, and the peace of mind that they won't go hungry.



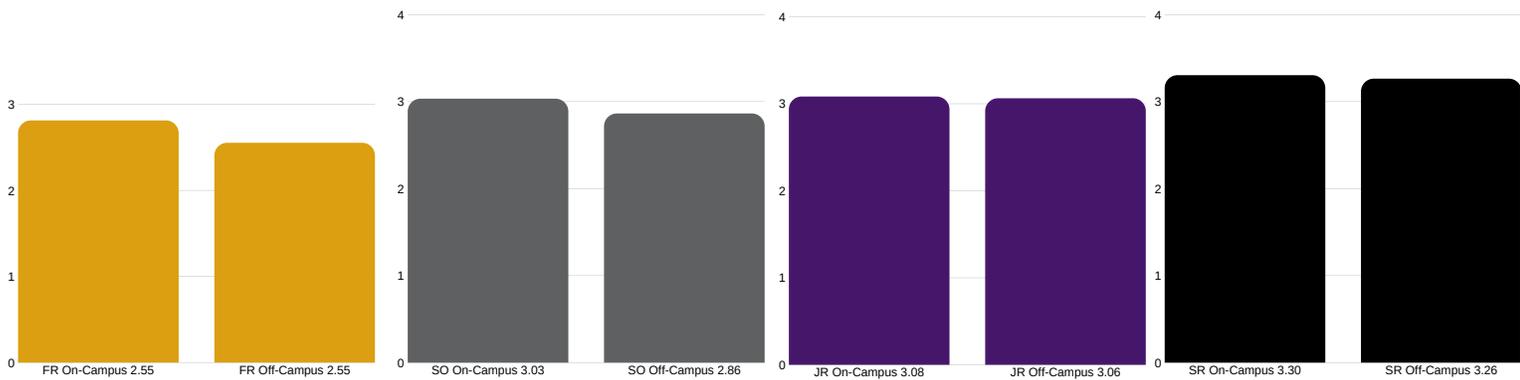
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RESIDENTIAL STUDENTS

RESIDENTIAL STUDENT GPA'S: FALL 2018



RESIDENTIAL STUDENT GPA'S: SPRING 2019



INITIATIVES & PARTNERSHIPS

- **Lion Learning Center:** Lion Learning Center opened as a residential study space in Fall 2018. The intention is to grow this area to a fully operational academic support space in partnership with the University Success Center. Approximately 970 students signed into the LLC in 18-19.
- **Food Pantry:** Student Engagement created a fully-operational Food Pantry approximately seven years ago that has grown exponentially over the years. HRL, CARE Team, and Chartwells became more involved this year as we saw a need to accommodate students outside of typical business hours. Creating a satellite pantry in the residential area allows students with food insecurity to access needs during holidays, breaks, weekends, etc.
- **ONE Book:** Assistant Director of Residence Life, Jami Flippo served on the ONE Book committee in 2018-2019 and will be assisting with the curricular and programming sub-committees. This partnership has allowed HRL to become more engaged in this initiative and we look forward to connecting our residential students to this experience.
- **International Affairs:** International Affairs and HRL worked together to create the Global Lions Community in Rice Hall. Although this initiative began in Academic Affairs and Enrollment Management, Navigators and Resident Advisors have worked closely to create a strong residential community for our international students. It is our goal to continue growing this community and identifying new ways of supporting their success.
- **Athletics:** With the university's transition to Division I, any student with a university athletic scholarship was required to reside on campus in 2018-2019. This was a learning experience for everyone involved, but we have identified a number of ways to ensure that the residential experience is best supporting our athletes in their academic and team endeavors.

HRL STUDENT STAFF

Housing & Residence Life is proud of our Resident Advisors, Dylan Rose and Karina Cisneros-Juarez, for earning the Turris Fidelis Awards in Spring 2019!

ACADEMIC SUCCESS

Fall 2018

Number of Student Staff with a 4.0: 14

Number of Student Staff with 3.5-3.99: 11

Average GPA for Student Staff: 3.32

Spring 2019

Number of Student Staff with a 4.0: 12

Number of Student Staff with 3.5-3.99: 19

Average GPA for Student Staff: 3.42

ADMINISTRATIVE POINTS OF NOTICE

Duty Logs Completed: 1,098

Health & Safety Documentations: 301

Incident Reports Submitted: 296

STUDENT RECRUITMENT

Individual Residential Tours Given: 729

Group Residential Tours Given: ~1,400

Assisted with MyUNA Days (2), Transfer Visit Day, Admitted Student Day, Junior Day, and Preview Day

2019-2020 STAFF RECRUITMENT

RA's Returning for 2019-2020: 29

RA Applications Received for 2019-2020: 91

New RA's Hired for 2019-2020 : 18



PROFESSIONAL / GRADUATE STAFF

PROFESSIONAL DEVELOPMENT & ASSOCIATION INVOLVEMENT

- ACUHO-I Annual Conference & Expo in July 2018: Director
- ALAHO in October 2018: 2 Area Coordinators, 1 Graduate Assistant, 1 Student Staff
- RADICAL (ALAHO Resident Advisor Conference) in October 2018: 1 Area Coordinator, 3 Graduate Assistants, and 12 Resident Advisors
- ACUHO-I / APPA Housing Facilities Conference in October 2018: Assistant Director for Housing & 1 Area Coordinator
- NASPA Alabama in January 2019: 3 Graduate Assistants
- SEAHO in February 2019: 2 Area Coordinators & 2 Graduate Assistants
- ACPA Annual Conference in March 2019: Director and Assistant Director for Residence Life
- RELI (Regional Entry Level Institute): 1 Area Coordinator is attending in May 2019

STAFFING UPDATES

- Kayla Braidfoot, Graduate Assistant, completed her Master's Degree and accepted a position in Admissions at UAH.
- Ken Starks, Area Coordinator, completed his 3-year contract and has accepted a position at University of Georgia.
- We welcomed Mrs. Cynthia Knox to our team as Senior Administrative Assistant in November 2018.



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ADMINISTRATIVE OPERATIONS

Room/Hall Change Requests Received: 143

Approved Contract Releases: 36

Special Accommodation Requests: 23

Assistance Animal Requests: 4

Loft Kit Requests: 228

STUDENT CONDUCT

Residential Parent Cases: 320

Area Coordinator Cases: 148

Graduate Assistant Cases: 92

BUSINESS OPERATIONS

There were several changes in university housing during the 2018-2019 academic year that were intended to promote business and financial growth. These decisions do appear to be trending positive.

- Mattielou was offered as an option to returning students. It is currently the most requested location with 132 Returner Applications requesting it as their first preference.
- Summer Hall was opened to returning students that were enrolled in Fall 2019 and lifted the summer course requirement. There were 49 Summer Hall Full Term Applications in 2018 and there are currently 76 Summer Hall Full Term Applications for 2019.
- UNA agreed to a 1-year extension of our contract with CSC which will allow us to replace 68 washers/dryers throughout the residential facilities in Summer 2019.
- Valley Business Solutions extended fiber wi-fi to Twin Oaks in September 2018 and Lion's Gate in December 2018 which allowed HRL to discontinue use of ATT HotSpots.

ROOMPACK

Housing & Residence Life transitioned to Roompack in August 2018. This software allows us to track intentional interactions, student involvement and learning, increase our assessment initiatives, and communicate effectively when there are items of concern related to our residents. We also had the opportunity to host Dr. Paul Gordon Brown on campus in January for a Curricular Development Workshop as a part of utilizing Roompack.

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ANNUAL GOALS REVIEW

GOAL 1: ENVIRONMENTAL SERVICE STRUCTURE & COVERAGE

HRL would like to increase evening and weekend environmental specialist coverage throughout each residence hall and create a Team Leader position to oversee camps, conferences, and summer turnovers. HRL needs an additional part-time staff member to oversee general maintenance throughout the year.

Current Assessment: Regular weekend coverage has not been implemented, but additional services throughout breaks and high-traffic times of year is scheduled in advance. HRL did appoint a Team Leader and this position has greatly impacted the consistency and timeliness of room turns and preparation. The part-time maintenance position has been posted and HRL hopes to fill this position by mid-June.

GOAL 2: UPPERCLASSMEN HOUSING UPDATES

HRL would like to update several internal and external features in our upperclassmen housing including patio furniture, main lobby furniture and set-up, and floor lobby furniture. This would make interactions more prosperous amongst these living communities.

Current Assessment: HRL has spent approximately six months conferring with CREDO and the creation of a strategic plan. Several of these ideas were then shared with partners that operate under state contract and quotes have been obtained. Some projects are moving forth and scheduled for completion throughout summer 2019 including lobby updates in Lafayette, mezzanine updates and lobby reconfigurations in Rivers, bathroom flooring in clusters, writeable walls throughout multiple residence halls, and the assessment of outdoor gathering spaces.

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GOAL 3: GOLF CART

There has been ongoing discussion of adding a departmental golf cart to assist with mail runs across campus, tours, special events, e.g. opening and closing, emergency maintenance runs, etc. This would help administratively, programmatically, and operationally.

Current Assessment: HRL did purchase a golf cart in August 2018 and has utilized it extensively based on the original goal. It has also been beneficial to campus partners on multiple occasions.

GOAL 4: APARTMENT AMENITIES

It would be beneficial if we could streamline the major apartment processes for amenities and utilities. For example, identify ways to include internet usage and electricity within the paid semesterly rent instead of having seven-step processes for the oversight and maintenance of these areas.

Current Assessment: This issue has been resolved with review of utility bills, wifi expansion, and the Grandview management agreement. Wifi was expanded to Twin Oaks in September and Lion's Gate in December which eliminated usage of wifi units with the exception of staff issued devices. The university's contract with Grandview indicated that Grandview would cover the cost of all amenities therefore the monthly chargebacks of electricity and water discontinued in August 2018. Additionally, washers and dryers are scheduled to be installed in individual Lion's Gate apartments in June 2019. We continue to assess opportunities to build community and create outdoor gathering spaces throughout each apartment complex.

GOAL 5: ADDITIONAL AREA COORDINATOR

Create additional Area Coordinator position to more properly distribute professional staff to student ratios. This individual would also assist with Learning Community creation and oversight in addition to all Area Coordinator duties. The Graduate Assistant would be assigned to this Area Coordinator and assist with staff development, education opportunity planning, and partner relations.

Current Assessment: Due to departmental restructuring, the Apartment manager transitioned into an Area Coordinator role during Fall 2018. The areas have been adjusted accordingly and should create more balance amongst supervision, duty, operational, and administrative lines for the 2018-2019 academic year.

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GOAL 6: ADDITIONAL GRADUATE ASSISTANTS

Create additional Area Coordinator position to more properly distribute professional staff to student ratios. This individual would also assist with Learning Community creation and oversight in addition to all Area Coordinator duties. The Graduate Assistant would be assigned to this Area Coordinator and assist with staff development, education opportunity planning, and partner relations.

Current Assessment: HRL added two additional Graduate Assistants in Fall 2018 for a total of four. Each residence hall Area Coordinator supervised two GA's. This structure was updated in Spring 2019 and will be implemented in Fall 2019. Each Area Coordinator will supervise one GA to assist with their assigned residential spaces, staff supervision, and development, and conduct. The fourth GA will assist with administrative and programmatic oversight of the Lion Learning Center.

GOAL 7: CREATE & DEVELOP LEARNING COMMUNITIES

Create a programmatic Learning Community for Global Learning and begin exploring additional Learning Communities. Reinitiate Freshman Based Themed Living community and academic services.

Current Assessment: There were approximately 120 residential students that participated in the Global Lions Community during 2018-2019, International Affairs also provided residential scholarships to their student leaders, Navigators. These students resided on the floor and provided leadership along with the Resident Advisors. CREDO's RLEP indicated a strong need for learning communities in the residential setting so a multitude of options have been explored for the coming year including Leadership, Healthy Living, Health Sciences, and various themes. There is an additional emphasis on creating connections in the First-Year community and partnership options have been intentionally examined in a manner that will support and incorporate our Residential Education Plan. For example, HRL will be very active in the recent ONE Book initiative and residential tutoring, advising, and academic support services will expand beginning Summer 2019. There has been a great deal of research, planning, and preparation occurring in the 2018-2019 academic year.

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2019-2020 ANNUAL GOALS

RESIDENTIAL EDUCATION

- Gender Neutral Housing
- Leadership / Social Responsibility Learning Community
- Academic Based Learning Community
- Fully operational tutoring and academic support spaces in residential facilities
- Expand Global Lions Community in partnership with International Affairs

RESIDENTIAL STAFFING

- Create marketing / social media internship position
- Create a Residential Experience Coordinator/Assistant Director
- Create night/weekend environmental services staff position
- Examine and consider transition from the Area Coordinator position to Residence Hall Directors in order to expand professional staff and therefore, enhance student experience.

FACILITIES / BUSINESS OPERATIONS

- Continue enhancement of Lion's Gate apartments and develop plan for residential apartment options
- Residential upgrades and repairs throughout each residence hall including structural, aesthetic, and community-oriented development.



CHALLENGES & CONSIDERATIONS

CURRENT CHALLENGES AND FACTORS TO CONSIDER FOR MOVING FORTH

OFFICE SPACE: In order for HRL to operate efficiently, professional and graduate staff must be accessible to students, parents, and partners. Due to a lack of space, staff are currently dispersed in a manner that does not make sense. Area Coordinators are difficult to locate, Graduate Assistants are secluded and share an extremely limited space amongst four individuals, the Occupancy Coordinator is at the forefront of the main office and unable to operate efficiently, and the lobby space is so limited that only 4-6 individuals can comfortably fit and there are times when we have 20-30 trying to sign in for group tours. It is not in an ideal location nor is it designed for confidential student interactions and successful practice. Ideally, there would be limited office space throughout each hall for the Graduate Assistants to utilize and maintain accessibility, the Area Coordinators would be easily accessible to students, and the remaining professional staff could operate in a manner that encourages student interactions while maintaining an environment conducive to business.

ENROLLMENT: University of North Alabama continues to grow in the area of non-traditional, graduate, and online students, but those populations are not residing on campus which presents challenges. HRL's financial stability depends on our ability to operate at full occupancy capacity and the student experience depends on the quality of facilities, educational opportunities, and departmental staffing. The latter is in turn dependent upon the financial health and ability to create revenue. We are currently operating under several very real constraint of enrollment obstacles which are unpreventable. The number of students attending universities is declining because the number of people in existence is declining. Students that are opting to attend college and reside on campus are looking for a premier experience that is customized, easy to navigate, and advanced.



DEPARTMENTAL CHALLENGES

CURRENT CHALLENGES AND FACTORS TO CONSIDER FOR MOVING FORTH

FACILITIES: HRL had the very fortunate opportunity to work with a company that excels in making strategic recommendations for university housing sustainability. Although many would say that UNA needs new student housing, and there is certainly an argument to be made for that, our current facilities can undoubtedly meet the needs of our students. However, it is imperative that we examine and act on high-priority needs such as structural, safety, and operational concerns. Additionally, residence halls and apartments must be fashioned in a manner that encourages student interactions, learning, and satisfaction. Budgeting restrictions and the ongoing need for auxiliary functions to support and offset non-related financial needs present a challenge when fulfilling residential needs. Residence Hall and Apartment upgrades must be a priority when examining the future of the university.

STAFFING: The field of Housing & Residence Life continues to evolve within Higher Education and this continues to change the landscape of need and areas of emphasis. For example, the evolution of residential education is largely dependent upon staff, professional and student, impacting student learning and that requires continuous measurement of these experiences. Additionally, there is a critical need to work collaboratively and purposefully with partners across the university and throughout the local community. This work takes a great deal of time and investment in a climate where staff spend a significant amount of time counseling students in crisis, educating students on the basis of self-advocacy, and actively working to create balance between student development and customer service. Benchmarking shows comparable departments and universities with a significantly higher level of staffing dedicated to specialized functions and this must be recognized as we strive to improve our services.