



RESIDENTIAL LIFE UPDATE FALL SEMESTER 2005



This report highlights the events and activities of Residential Life for July, August, September, October, November and December 2005

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Residence Hall Staff

The primary function of Residential Life is to support the academic mission of the University by providing a living environment that is conducive to learning and total personal development.

Residence hall staff support the primary mission by:

- Implementing academically related programs and resources
- Appropriate enforcement of policies governing student life
- Assisting students in the development of tolerance and acceptance of other lifestyles and other cultures
- Assisting students in the development of total self-actualization.

Residence Hall Staff is comprised of a very diverse (gender and ethnicity) group of individuals. Currently of the 119 hall staff members, the staff consists of:

- 67 females
(27 women of color and 3 internationals)
- 52 males
(16 men of color and 2 internationals)

Hall Staff Training: Head Staff

Area Directors, Hall Director and Assistant Hall Directors (the Residential Life Head Staff) returned to campus August 1 to begin a two week comprehensive training program. Upon returning to campus, Head Staff were transported to Camp Wildwood for two days of team building, role definition (job responsibilities), and procedural clarification.

Head staff employment contracts begin on August 1 of the new academic year. Head staff were on campus August 1-August 13 participating in training workshops that assist them in the daily operations of residence hall work. This includes sessions on room assignment, facilities management, conduct sessions, computer training, conflict management, supervision, customer service and various other training sessions related to residence hall daily management. Residential Life hired 23 head staff members for the current academic year. For the 05-06 academic year, 11 new head staff members joined the Residential Life Team.

The Head Staff is comprised of the following:

3 Area Directors (full-time master level)

1 Hall Director (full-time bachelors level)

19 Assistant Hall Directors (graduate students)

Hall Staff Training: RA's/APA's/CA's

RA's (Resident Assistants), APA's (Academic Peer Advocates) and CA's (University Apartment Community Assistants) began returning to campus August 15. Residential Life employs 106 student staff members to work in various capacities within the residence hall system. Of the 96 student staff (RA, APA, CA), 31 were new for the 05-06 academic year.

Upon returning to campus on August 15, the student staff spent time participating in team building sessions, identifying counseling issues, learning about policy & procedures, conflict management, customer service and various other campus related topics. The theme for RA/APA training this year was Hollywood: Lights, Camera, Action.

A main focus of student staff training is programming and community building. As stated in the Residential Life Mission Statement, our primary function is to support the academic mission of the University. By providing floor and building programs, we provide additional opportunities for students to encounter educational and social activities outside the classroom.

Sycamore Principles

In an effort to enhance our customer service, the Office of Residential Life implemented the Sycamore Principles at the start of the 05-06 academic year. The concept was introduced and discussed with hall staff during training in August. As indicated in the mission statement, the primary function of the Office of Residential Life is to support the academic mission of the University. The Sycamore Principles provides a more definitive explanation of “support”. The Sycamore Principles include:

Residents Come First - Think, speak and act to let your residents know they are important. Let them know you are here to assist them in any way possible. Assist in developing communities that embrace Diversity; diversity in relation to gender, ethnicity, religion, life-style, economics and culture.

Build Community - From day one meet, greet and speak to all residents and visitors. Let your residents know you are available to them. Getting to know your residents from day one helps build community within the residence halls. The first time a resident meets you should not be because of a policy violation or problem.

“It’s Not a Problem - When confronted with a problem or issue, it should be addressed with, “It’s not a problem, how may I help?” attitude. Train yourself to look at various options to resolve the problem or issue. If you are not aware of various options, pass the problem or issue to your immediate supervisor or direct the student to the appropriate office. Do not let the problem or issue go unresolved. Even if you have passed it on, prepare to follow up and make sure that someone assisted the individual in getting the problem or issue resolved.

Sycamore Principles

Who's there? - You never know who may be calling. Answer all calls (even at 3:00 a.m.) with a positive attitude and a tone that indicates, "I am here to help".

First Impressions Make the Difference - First impressions are lasting and convey messages (positive or negative) to others (i.e. faculty, housekeeping staff, residents, and fellow administrators). Residence Hall staff lives in a "fish bowl". You are constantly being observed (watched) by students, staff, faculty, parents and visitors. Make that first impression a positive lasting impression.

Knowledge is Power - Let residents know they are important. Learn names, hometown, what residents like - Retention of our residents is important to the University. "Nobody cares how much you know until they know how much you care."

Excellence is rewarded with loyalty - Surprise a resident with extra good service and you will win their loyalty.

Support Academic Initiatives - Residence Halls exist to provide an academic environment that is conducive to the academic success of all parties living within the community. Staff members should not only strive for academic excellence on their own, but role model and empower residents to strive for academic excellence as well. Particularly in the first year area, but in all the halls, we should be assisting residents to create successful habits that will last a lifetime.

Academics

Living in the residence halls at ISU provides an environment conducive to educational success. For the past two years, undergraduate residential students, by class standing, maintained a higher GPA than off-campus

Fall 2005									
Classifica- tion	Residence Hall Students			Non Residence Hall Students			All Degree-seeking UGs		
	Semester Cumulative			Semester Cumulative			Semester Cumulative		
	Headct	GPA	GPA	Headct	GPA	GPA	Headct	GPA	GPA
Freshmen	1245	2.652	2.608	860	2.548	2.528	2105	2.615	2.574
Sopho- mores	699	2.834	2.910	1180	2.739	2.836	1879	2.778	2.864
Juniors	446	2.968	3.035	1409	2.838	2.911	1855	2.873	3.944
Seniors	373	3.185	3.152	2306	3.163	3.113	2679	3.167	3.119
Total UG*	2763	2.825	2.973	5755	2.904	3.005	8518	2.876	2.997
Graduate	30	3.767	3.774	2030	3.708	3.780	2060	3.710	3.780

Fall 2004									
Classifica- tion	Residence Hall Students			Non Residence Hall Students			All Degree-seeking UGs		
	Semester Cumulative			Semester Cumulative			Semester Cumulative		
	Headct	GPA	GPA	Headct	GPA	GPA	Headct	GPA	GPA
Freshmen	1367	2.649	2.607	901	2.666	2.579	2268	2.655	2.595
Sopho- mores	805	2.795	2.866	1304	2.777	2.831	2109	2.785	2.844
Juniors	515	2.998	3.042	1495	2.958	2.955	2010	2.970	2.980
Seniors	366	3.206	3.151	2265	3.206	3.119	2631	3.206	3.124
Total UG*	3053	2.818	2.956	5965	2.968	3.017	9018	2.883	3.002
Graduate	37	3.638	3.692	1893	3.718	3.792	1930	3.715	3.792

*Undergraduate excludes Non-degree students

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Academics

In addition to the academic success of our residential student population, The Office of Residential Life is extremely proud of the academic success of our undergraduate and graduate student hall staff. Listed below are the semester and cumulative GPA's for student staff working as Assistant Hall Directors, Resident Assistants, and Academic Peer Advocates:

Resident Assistant and Academic Peer Advocates:

Semester GPA = 3.03

Cumulative GPA = 3.18

Assistant Hall Director (graduate students)

Semester GPA = 3.45

Cumulative GPA = 3.66

Residence Hall Association

Residence Hall Association (RHA) is the governing body for the students living in the residence halls and University Apartments. RHA is a student organized and operated organization. RHA serves the residential student population by sponsoring and implementing educational, social and community based programs and activities. In addition, RHA is represented on Student Government (SGA).

Executive Officers for the 05-06 academic year:

Adam Springmeyer, President

Stacey Baisden, Vice President

Antwon Coffy, Vice President of Administration

Cori Nordin, Business Affairs Coordinator

Liz Black and Laura Timko, Co-NCC

Talena Templeton, Program Coordinator

In addition to the variety of communication skills enhanced by participating as an executive member, RHA Executive Officers gain knowledge of leadership, team building, service to the community, program planning and fund raising.

Residence Hall Association

Leadership enhancement is not limited to Executive Officers. RHA representatives are provided a variety of opportunities to enhance their out of classroom experience with experiential learning opportunities and attendance at student leadership conferences. During the Fall 05 semester, RHA representatives attended the Indiana Residence Hall Organization Conference (IRHO) October 18th and 19th at the University of Indianapolis. In addition, student representatives attended the Great Lakes Association of College and University Residence Halls Conference (GLACURH) November 18-20 at the University of Wisconsin—LaCrosse.

RHA sponsors “Welcome Kits” and “Finals Kits” as fund raisers each year. The programs provide parents an opportunity to send a “surprise gift” to their student upon arriving to campus at the start of the academic year or during finals week.

In addition, to the traditional fund raisers mentioned above, RHA sponsored a new program for ISU residence hall students for the 05-06 academic year. The Bed Loft rental program was implemented on the ISU campus for the first time. The inaugural year was an extreme success for RHA and the over-all campus. A total of 482 were rented to on-campus students.

Residence Hall Association

In addition to the outstanding fund raising programs sponsored and supported by RHA, the educational and awareness programs offered by the organization has greatly improved over the past several years.

During the Fall 05 semester, RHA sponsored a week long Awareness Program. The event was planned and implemented exclusively by members of RHA. The awareness program was a successful attempt to raise the awareness of several local and national human condition concerns. The program focused on awareness of domestic violence/sexual assault, AIDS, homelessness, poverty, health disease and gender disabilities. Over-all the program was an outstanding achievement for RHA.

In addition to the outstanding recognition received on the ISU campus, the program was nominated and received state recognition. Due to the over-all state recognition, the program will be nominated for Program of the Year at the national level.

On-campus programming has not been the only area of success for Residence Hall Association. During the GLACURH Conference (November 18-20 at the University of Wisconsin-LaCrosse), members of the ISU RHA delegation, Jennifer Grim and Jasmine Clay, were selected as the Outstanding Program recipients for the over-all conference. The program they presented was titled, *The Recipe for a Perfect Program*.

WE ARE VERY PROUD OF OUR RHA!!

Programming

Residence hall programming, including University Apartments, is an extremely important component of the on-campus living experience. All residence hall staff have specific programming requirements that are implemented throughout the academic year.

Area Director and Hall Director staff members are expected to implement at least one all hall program per semester. Assistant Hall Directors are expected to implement at least 2 all hall programs per semester. Student staff members (RA, APA, CA) are expected to implement 1 program per month. However, most staff exceed the required monthly programming expectation.

Programming in the Residence Halls is based on the Association of College and University Housing Officers-International (ACUHO) Standards for Educational Programming. The ACUHO Education-Programming Standards are 15 guidelines designed to assist residence hall staff in the development and implementation of programming efforts. The 15 guidelines have been used in the Residential Life programming model for the past 5 academic years. Slight modifications of the programming classifications, have been implemented to assist with program evaluation and reporting.

Programming

The guidelines were divided into four main categories (examples of programs are included):

1. Academic, Career & Intellectual

(Time Management, Study Abroad, Leadership, Goal Setting, Resume Writing, Test Taking, Study Skills, How to Schedule Classes, Advising).

Programming in this category is primarily implemented in the FYI area. However, over 40 Academic, Career & Intellectual programs were implemented throughout the system.

2. Personal Identity & Interpersonal Relationships

(Self-Esteem, Values Clarification, Transition, Diversity Issues, Alcohol Use/Abuse, Religion/Spirituality, Recreation, Sexual Assault/Rape, Greek Letter Organizations, Involvement, Respect and Boundary Issues, Romance).

Personal Identity & Interpersonal Relationships is by far the most popular program category. Over 110 programs were implemented in this category. This category includes the “social” type events (dances, pizza parties, twister, etc...)

Programming

3. Personal Health & Wellness

(Nutrition, Addictions, Eating Disorders, Coping, Stress, Tobacco Use, STD's, Grief, Intervention, Mental Health, Emotional Issues).

Personal Health & Wellness are areas that are becoming more and more popular with students, especially students living on wellness and substance free floors. Over 50 programs were implemented within the system in the Personal Health & Wellness category.

4. In addition to the ACUHO programming categories, with slight modifications, The Office of Residential Life implemented a distinct category based on cultural education and diversity awareness. The category is titled Cultural. Over 30 programs have been implemented within the system in the Cultural category.

Because, as stated in our mission, our goal is to support the academic mission of the University, programming is an important educational tool implemented within the Residence Hall and University Apartments. During the Fall 05 semester the number of programs and attendance totaled:

Over 225 programs were implemented

Over 4,000 students attended hall programs

Detailed program reports, evaluation and assessment results (learning outcomes) are on file in the Residential Life Office.

Programming: Campus Co-Sponsored

In addition to the programs implemented by Residence Hall Staff, the Residential Life Office works collaboratively with other offices to plan, implement and evaluate programs. Collaboration is defined as sponsorship of a program through money transfers, program planning and implementation and/or actual co-presenting. Below is a sample list of areas the Residential Life Office co-sponsors or participates in throughout the academic year.

Sycamore Advantage
Knowing Sycamores
Sycamore Preview Days
Sycamore Welcomes
Residence Hall Association programs
Public Safety Alcohol Awareness
Student Activities and Organization Global Nights
Homecoming Activities
Academic Theme Housing initiatives
Lincoln Quad Leadership Stairwell
International Affairs Center
ISU Intramurals

Assessment / Survey / Evaluation

In an effort to continually improve our services, efficiently and effectively monitor budgets and introduce new programming efforts, the Office of Residential Life engages in on-going assessment, survey and evaluation of office functions and responsibilities. Assessment and evaluation takes place at all levels within the Residential Life Office; including student-staff, support staff and administrative staff.

During the Fall 05 semester the Office of Residential Life implemented several important information gathering strategies. The strategies included:

1. Assessment and evaluation of the academic theme housing floor associated with the College of Nursing.
2. Assessment and evaluation of the Lincoln Leadership Community in Lincoln Quad.
3. The development and implementation of an on-line Quality of Life Survey for students living in the residence halls.
4. The development and implementation of an on-line Quality of Life Survey for students living at University Apartments.
5. Learning outcomes assessment for programs associated with the areas of Academic/Career & Intellectual, category #1 in the programming model.
6. Learning outcomes assessment for the programs associated with the area of Personal Health & Wellness, category #3 in the programming model.

University Apartments

Indiana State University owns and operates 382 apartments located 10 blocks south of campus on US 41 (3rd Street). The apartments are divided into four housing units. Furnished one and two bedroom apartments and unfurnished one, two, and three-bedroom apartments.

In addition to providing an affordable and quiet place to live and study, the apartments provide opportunities for social and recreational activities. The staff at University Apartments creates and implements programs catering to an extremely diverse population. Programming efforts are also implemented for the children living in the complex.

Occupancy for Fall 05 included:

60 Married Students

17 Single Parents

171 Single Graduate Students

181 Single Undergraduate Students

2 Visiting Scholars

(The totals above include 248 International Students or 56.49% of the over-all population)

Technology

As technology continues to expand and more ISU students use advanced technology in their every-day lives, the Office of Residential Life continues to advance our use of technology in the residence halls.

During the Fall 05 semester computer and on-line technology was utilized in a variety ways. The list below includes a few highlights of technology use:

- Implementation of the on-line Quality of Life Survey for Residence Halls and University Apartments,
- Continued use of on-line Judicial management system.
- Implementation of programming reports and learning outcomes assessment on-line,

More importantly, the Office of Residential Life will implement an on-line housing contract sign-up process during Spring 06. The on-line housing contract sign-up process has been an on-going implementation goal of the Residential Life Technology committee for the past two years. Development and planning regarding this process will result in the launch of the on-line service in February 06.

Renovations: Burford Hall

In addition to the exciting staff training, development of educational programs and the on-going assessment projects implemented by the Office of Residential Life, the most exciting project started during the Fall 05 semester is the renovation of Burford Hall.

Burford Hall was built in 1959 and since that time only minor upgrades have been installed in the building. Once the renovations are completed in July 2006, Burford Hall will be another outstanding housing facility available for residential occupancy.

Projected costs of the renovation project will exceed \$8,000,000.00. Major highlights of the project include:

- Removal of all interior walls in the 5 story structure,
- Installation of new windows,
- Installation of fire sprinkler system,
- Installation of individual room climate control,
- Private bathroom facilities in residential rooms,
- New entry on the south-side of building,
- New Elevator,
- Construction of ADA accessible rooms on each floor,
- Exterior refurbishment and updates.

Renovations: Burford Hall

In addition, the first floor of Burford Hall will be remodeled to include a performance area and two large activity spaces. The performance area will be equipped with a stage. The first floor area is being designed to provide ample room for hall programming and meeting space. Included on the first floor will be performance practice rooms for student's wishing to practice their musical instruments. The practice rooms will be state-of-the art sound proof rooms. Also included on the first floor will be the residential laundry facilities.

A new front/reception desk will be constructed adjacent to the current east entrance of the building. The front/reception desk will be conveniently located to serve both the south and east entrance of Burford Hall. In addition, new mail boxes will be located near the front desk area, along with vending machines.

Apartments for residence hall staff will be located on the east wing and will be extensively remodeled. Expansion and upgrades will take place in each residence hall staff apartment. Expansion includes the addition of a bedroom and kitchen in the current studio apartment located on the south side of the building.

The renovations of Burford Hall will increase our air-conditioned facilities to 4 residence halls. We look forward to the completion of Burford in June 06 and the start of additional projects in the near future.