



RESIDENTIAL LIFE UPDATE FALL SEMESTER 2006



This report highlights the events and activities of Residential Life for July, August, September, October, November and December 2006

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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 116 hall staff members, the staff consists of:

- 68 females
(24 women of color and 2 internationals)
- 48 males
(17 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 12 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 06-07 academic year, 10 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 11. Residential Life employs 93 student staff members to work in various capacities within the residence hall system. Of the 93 student staff (RA, APA, CA), 37 were new for the 06-07 academic year.

Upon returning to campus on August 11, 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 Road Trip to Success.

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 will continue to utilize the Sycamore Principles. The Sycamore Principles were first introduced in 05-06. 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. Listed below are the cumulative GPA's for students living in the residence halls. The information below provides GPA's regarding cumulative class standing, cumulative by gender and cumulative for Fall 06:

Residence Hall Cumulative GPA by Class Fall 06:

First-Year.....	2.94
Sophomore.....	3.08
Junior.....	3.14
Senior.....	3.03
Graduate.....	3.75

Residence Hall Cumulative GPA by Gender Fall 06:

Female.....	3.07
Male.....	2.87

Residence Hall Cumulative GPA, Fall 06:

Cumulative.....	2.94
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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 = 3.00

Cumulative GPA = 3.20

Assistant Hall Director (graduate students)

Semester GPA = 3.79

Cumulative GPA = 3.74

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 06-07 academic year:

Mark Brown, President

Chiffon Warner, Vice President

Krystal Broader, Vice President of Administration

Jaimie Goberville, Business Affairs Coordinator

Tenise Winn and Darius Williams, Co-NCC

Amanda Stallion, 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. Residence Hall Association representatives attended the Indiana Residence Hall Organization Conference (IRHO) at Ball State University. Twelve student leaders, along with two advisors, attended IRHO.

In addition, student representatives attended the Great Lakes Association of College and University Residence Halls Conference (GLACURH) at the University of Wisconsin-Eau Claire. Six student representatives and two advisors attending the GLACURH Conference

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 continued the Bed loft program for the 06-07 academic year. The Bed Loft rental program was implemented on the ISU campus for the first time during 05-06 . A total of 401 were rented to on-campus students for the 06-07 year.

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 55 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 96 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 43 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 34 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 06 semester the number of programs and attendance totaled:

Over 230 programs were implemented

Over 3,900 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 Opportunities presenting ISU
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
Alcohol Class-ISU Counseling Center

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 Office of Residential Life; including student-staff, support staff and administrative staff.

The Office of Residential Life continued to use a variety of methods to gather information. The methods 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 continued use of an on-line Quality of Life Survey for students living in the residence halls and University Apartments.
4. Learning outcomes assessment for programs associated with the areas of Academic/Career & Intellectual, category #1 in the programming model.*
5. Learning outcomes assessment for the programs associated with the area of Personal Health & Wellness, category #3 in the programming model.*
6. Implemented a parent/family check-in survey for the newly renovated Burford Hall. Results of Survey are provided in the appendix.

*denotes results will be compiled at the end of the 06-07 academic year.

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 06 included:

67 Married Students

32 Single Parents

176 Single Graduate Students

171 Single Undergraduate Students

2 Visiting Scholars

(The totals above include 296 International Students or 53% 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 06 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, educational programs and the on-going assessment projects implemented by the Office of Residential Life, the most exciting project was the re-opening of the newly renovated Burford Hall.

Burford Hall was built in 1959 and completely remodeled during the 05-06 academic year. The renovations to modernize and upgrade Burford Hall resulted in an outstanding residential facility for our students to enjoy. The cost of the renovation project exceeded \$7.2 million dollars. Major highlights of the project include:

- Removal and installation of all interior walls in the 5 story structure,
- Installation of new exterior windows,
- Installation of modernized fire sprinkler system,
- Installation of individual room climate control,
- Installation of private bathroom facilities in residential rooms,
- Installation of a new entry on the south-side of building,
- Installation of a new elevator,
- Construction of ADA accessible rooms on each floor,
- Installation of a modern exterior; resulting in a limestone look façade.
- Installation of mail room for distribution of residence mail.
- Installation of ADA accessible restrooms on the first floor.

Renovations: Burford Hall

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

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

Two apartments for residence hall staff are located on the east wing and were extensively remodeled. Expansion and upgrades took place in each residence hall staff apartment. Expansion included the addition of a bedroom and kitchen in the Assistant Hall Director apartment located on the south side of the building.

The renovations of Burford Hall increased our air-conditioned facilities to 4 residence halls. The \$7.2 million dollar renovation of Burford Hall resulted in an outstanding residential facility for our on-campus students to enjoy!

Additional Renovations

In addition to the \$7.2 million dollar renovation of Burford Hall, other renovation projects were implemented or completed during the Fall 06 semester. Listed below are a few projects implemented to improve our residential facilities; this is not a comprehensive list:

- Cromwell Hall Elevator upgrades. The cost to upgrade the Cromwell Hall Elevators exceeded \$100,000.
- Installation of lobby floor tile in Unit 2 of University Apartments.
- Renovation of showers at Lincoln Quad.
- Remodel of 12 kitchens at University Apartments. (The kitchen remodels at University Apartments is an on-going project started in 2002.
- The renovations of the “wing” wall at Lincoln Quad.
- Shower upgrades in Blumberg Hall.

Office Highlights

- The Office of Residential Life is extremely pleased that Mr. Steve Briggs was selected as the GLACUHO Conference Best Program recipient. As part of the award, Steve will attend the ACUHO-I Conference in June for a minimal fee.
- In addition to the outstanding award received by Steve Briggs, The Office of Residential Life was extremely pleased to have Jasmine Clay receive the Indiana Outstanding Advisor Award. We are very proud of Steve and Jasmine.
- After 35 years of service, Tom Harding, Assistant Director of Residential Life retired in June, 2006. Tom and his family relocated to Colorado.
- After 35 years of service to Indiana State, C. Reed Kidder, Associate Vice President for Auxiliary Services began his retirement in December, 2006. Mr. Kidder will officially retire in July, 2006.

Appendix:

Burford Hall Check-In Survey

In August, 2006 the Office of Residential Life conducted a Parent/Family Check-In Survey for parents/family members of students residing in Burford Hall. The Office of Residential Life received 127 responses from the survey. Out of 240 possible responses, the 127 received responses generated a 52% return rate. Respondents were asked to rate their responses to four questions as Strongly Agree, Agree, No Opinion, Disagree, Strongly Disagree. In addition, respondents were asked to answer two “Yes” or “No” questions and two open ended questions. Listed below are the responses from the Parent/Family Check-In Survey conducted in August, 2006:

1. The check-in process was well organized:
Strongly Agree = 79; Agree = 40; No Opinion = 8;
2. Hall Staff were friendly and informative:
Strongly Agree = 91; Agree = 36; No Opinion = 0;
3. I found my student’s room and furnishing clean:
Strongly Agree = 120; Agree= 5; No Opinion = 2;
4. After meeting Hall staff and checking into the Residence Hall, I feel comfortable leaving my student at ISU:
Strongly Agree = 103; Agree = 15; No Opinion = 9;
Disagree = 0; Strongly Disagree = 0
5. I have met my student’s Resident Assistant (RA):
Yes = 122; No = 4
6. I have met my student’s Academic Peer Advocate (APA)
Yes = 65; No = 62

Appendix:

Burford Hall Check-In Survey

Respondents were asked to respond to two open ended the questions. The questions and a sample of the responses are listed below:

1. My overall impression of Burford Hall are:

Outstanding; The lobby area looks like a very nice hotel...; Buford is beautiful; the rooms are great!; The loft beds saved us a lot of time; needs a TV in the first floor lobby; Love the private bathrooms, Very Nice; I wish all halls looked like Burford; Great Job; The renovations are wonderful.
(over-all the responses to the impression question were extremely positive.)

2. My suggestions regarding check-in are:

More signs directing us to check-in table; Great Job; Staff helped my daughter move in and I did not have to lift a hand; I check in after hours and staff was helpful; very fast check-in process; need more move-in carts; Nice job;
(Overall the responses to the check-in question were extremely positive)

On the whole, the Office of Residential Life was extremely please with the survey results!