

**Director: Jim McMahon**

**Submitted by: Jim McMahon**

**Location: Carpenter Tower 2<sup>nd</sup> floor**

## I. MISSION

*Our vision is to provide a Catholic, Jesuit education that is genuinely transformational, so that our students graduate not simply better educated but better people... ”.*

*Rev. Robert Wild, S.J.*

*President, Marquette University*

### *Excellence*

We work toward constant improvement, seeking excellence in all that we do. We strive to educate the whole person – mind, body and spirit, and we care for each person as an individual. We practice clear and open communication with all who interact with our department and seek to understand those around us. We have high expectations for ourselves and for one another, and we encourage the achievement of these expectations through training, supervision, and assessment

### *Faith*

We encourage faith development by creating an environment where respect, care, and inclusion are demonstrated through our daily work. We achieve this by involving hall ministers and University Ministry in the residential experience, embracing a model of peer education that reflects our Jesuit values, and providing and promoting opportunities for faith exploration and contemplative reflection.

### *Leadership*

We are intentional in helping our students become ethical leaders by integrating our core values in the work we do. We invite students to influence our decision-making processes, ensuring their representation in various committees, advisory boards, and student organizations. Through these opportunities, we empower our students to achieve high levels of success as leaders in their communities.

### *Service*

We challenge students to better themselves, the Marquette community, and the world around them by embracing social justice, expanding personal boundaries, and reaching out to others. We provide service opportunities in an atmosphere that fosters and models trust, respect, care, and commitment.

## II. GOALS FOR 2008- 2009

1. **1628 West Wisconsin (MU Apartments).** This building has the potential to be the new hall of choice for our sophomore students and we plan on ensuring that the programmatic needs of the department remain on the front burner as things progress. This will be especially important if the budget tightens up and things begin to be listed as “add/alternates”.

**Assessment** – Now known as McCabe Hall, the renovation work has been exceptional and will be on time and within the budget allocation. It has already become the hall of choice for our sophomores, and will have some of the best community space of any of our residence halls. The addition of this property also ensured that we are able to accommodate another large in-coming class while also creating floor lounges in Carpenter Tower.

2. **Long-range staffing plan.** Implement this plan by hiring new Assistant Deans to assist with supervising hall directors and overseeing programmatic and staff development initiatives, and hiring an Assistant Director of Conference Services.
 

**Assessment** – We successfully hired the two new Assistant Deans, by promoting the Coordinator of Residence Life Programs, and conducting a national search to fill the second position. We anticipate a greater level of attention and care for our live-in staff as a result of these positions, while making an important adjustment to the workload of the Associate Dean for Residence Life Staffing and Programs.

We have completed this plan with the recent hiring of a new Assistant Director for Conference Services. This position becomes increasingly important as we experience the cancellation of some long-term clients who cite the bad economic conditions as the reason they aren't able to offer their conferences. We will have to market our services to a wider range of organizations, and work with university departments to sponsor conferences in order for us to stay within the private use limits.
3. **McCormick Hall Inclusive Leadership CommUNITY program.** This remains a very successful cross-cultural program because it combines a seminar class and a special living community. The biggest challenge to the program is identifying an academic unit that will commit a faculty coordinator for the seminar class.
 

**Assessment** – We have secured a commitment from the Department of Social and Cultural Sciences to provide a coordinator, beginning this coming fall. This is a perfect fit for our program and has come at a very opportune time as interest in the program has grown, resulting in an increase of 20 students enrolled in the program by 20.
4. **Apartment occupancy.** Continue to implement and monitor the changes to increase our apartment occupancy, not only for the 2008-09 academic year, but also for the 2009-2010 school year. Work with the Office of Marketing and Communication to establish a marketing plan for fall. Move our apartment assignment timeline entirely to the fall semester, and decrease our rent rates for select apartments. Manage the decision to not offer leases for Carmel, Trebor, and Kalt.
 

**Assessment** – We accomplished each of these steps with the resultant increase in occupancy to %. While it is difficult to tell which of these steps made the most difference, it is our belief that it was the combined efforts that is most important and should be continued. And we did successfully communicate the university decision to no longer offer the three south –end apartment buildings for rent beyond this past May.
5. **Associate Dean's Family Leave.** Cover responsibilities of Associate Dean for University Apartments and Off Campus Students Services while she is out on family leave.
 

**Assessment** – The Associate Dean did a great job in preparing materials and time-lines so that we could accomplish smooth coverage in her absence. The combined efforts of the Coordinator of University Apartments, the Office Assistant, and the Dean of Residence Life ensured that all responsibilities were well covered.
6. **Dining.** Work closely with dining services to ensure that the many changes that have been implemented are successful and plan for more improvements for the future. Ensure the accuracy of dining services financial reports.
 

**Assessment** – We worked very closely with Dining Services on a number of fronts and found it to be a challenging relationship. While they worked hard to implement large-scale changes, their ability to provide appropriate financials has resulted in the university audited our account with Sodexo.
7. **New Living/Learning Communities.** Implement the social justice living learning community to be housed in Straz Tower, ensuring quality selection/assignment process along with programmatic component to enhance academic course requirement.
 

**Assessment** – This program has proven very popular as we have filled all 48 slots, and had a waiting list of 5. We worked closely with the departments of Philosophy and Theology to secure faculty to teach the service –learning courses, and have a comprehensive plan for the out-of-classroom activities.
8. **University Apartments Resource Center.** Successfully launch this new center designed to provide our students living in the apartments with resources and information they will need to successfully transition to life after Marquette. The center will provide resources and a presentation series from such offices as the Counseling Center, the Graduate School, Career Services, Academic Resources, etc.
 

**Assessment** – With all of the new apartment occupancy initiatives, coupled with the absence of the Associate Dean for a semester, this program has been put on hold for a year.

9. **Guest Housing.** Implement the transition of Guest accommodations from the Mashuda Guest Wing to the new Campus Town West Guest Apartments, a wing of fully furnished, three-bedroom apartments located at 819 N. 16th Street. This process will entail overall physical preparation of the nine apartments, determination of a rental rate structure that is competitive with other overnight accommodation options in the vicinity of campus, development of new procedures for the guest reservation, confirmation and check-in/check-out processes, and training of managerial, custodial and student staff with the goal of providing well-maintained facilities and customer-oriented service to each guest that utilizes the Guest Apartments.

**Assessment** – This transition went very smoothly and we had a high rate of occupancy for these guest apartments. We will be able to return to the Mashuda Guest Wing this coming year, which offers more single rooms in a dedicated wing of a residence hall. This will be much easier to manage and separates guest accommodations from student rooms.

10. **Promoting University Conference Services.** Update the conferences section of the ORL website sections and create new conference print materials. These will reference the availability of the CW Guest Apartments during the academic year and residence hall facilities during the summer season in an effort to generate interest and secure bookings from campus administrators, faculty and student leaders as well as alumni, parents and other community and business representatives who may be seeking guest accommodations for their groups.

**Assessment-** Our promotional materials are well under way, with a web-site much more accessible than we have had in the past. The difficult financial climate resulted in several conference groups having to cancel their plans, which points to our increasing need to promote conference services to a broader clientele.

11. **Student Conduct System.** Work with the Office of Student Development and the Office of the Vice President to assess the current student conduct structure to find ways to ensure better service to students and live in staff. Continue tracking formal cases assigned vs. heard, student conduct board selection and training, database management, etc.)

**Assessment-** We worked closely with the student conduct administrators in an effort to ensure proper tracking of cases and the timely hearing of cases. Nevertheless, a number of cases took far too long to adjudicate, particularly during spring semester, pointing to a need to do a full examining of our system with the goal of improving the system.

12. **New Programming Model.** Evaluate the new program model for intended effect vs. actual effect and work with Mission and Identity and Campus Ministry to incorporate the University's mission across the Office of Residence Life through leadership and programming efforts.

**Assessment** – we utilized the new programming model very effectively with the way RA's implemented programs. WE also used it as part of the curriculum in the CommUNITY seminar class. Our Coordinator for Residence Life Programs also participated in a divisional presentation of the model to offices across our campus.

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### III. PERSONEL

#### Administrative Staff

<b>Name</b>	<b>Position</b>
Dr. Jim McMahon	Assistant VP and Dean
Mr. Rick Arcuri	Associate Dean for Administration
Ms. Mary Janz	Associate Dean for Staffing & Programs
Ms. Stacie Dooley	Associate Dean for University Apartments & Off Campus Student Services
Mr. Sean Berthold	Assistant Dean for Housing Services
Ms. Donna Wells	Director of Conference Services
Ms. Christy Bergen	Coordinator for Res Life Programs
Ms. Julie Miller	Evans Scholar Advisor
Mr. Dan Bergen	Coordinator for University Apartments
Ms Kristina Brice	Abbotsford Hall Director

Ms. Nikki Krubsack	Schroeder Hall Director
Mr. Dana Northrup	Mashuda Hall Director
Ms. Megan Knudson	Cobeen Hall Director
Mr. Dave Laur	O'Donnell Hall Director
Ms. Renee Wiedenhoeft	Straz Tower Hall Director
Ms. Kelley Dineen	Carpenter Tower Hall Director
Mr Nathan Bignall	McCormick Hall Director
Mr. Bob Gutmann	Res Hall Network Coordinator

Support Staff

<b>Name</b>	<b>Position</b>
Ms Carrie Ene	Office Assistant
Ms Alyssa Scott	Office Assistant
Ms Kristin Petushek	Office Assistant
Mr. Mike Gerard	Office Assistant

Graduate Assistants/Interns

<b>Name</b>	<b>Position</b>
Mr. Tony Bonta	GA –Residence Life Programs
Ms. Tara Huss	Assistant Hall Director – McCormick
Ms. Lindsay DiPietro	Assistant Hall Director-Schroeder

Student Staff

Resident Assistants - 117
Facility Managers - 8
Apartment Managers - 6
Office clerical students - 12
Hall Secretaries - 14
Res Tech Assistants - 23
Hall Stores staff - 50
Program Assistants – 3
Global Village Community Assistants – 1
Desk Receptionists - 235
Mechanical Maintenance Helpers - 8
Custodial Helpers- 12
ACUHO-I Interns - 2
Summer Crew - 25
Sodexo Student Staff - 204

**1. Professional Staff**

One significant change was the addition of the new position, Assistant Dean for Student Staffing and Training along with the change in title for the Coordinator for Residence Life Programs to Assistant Dean for Residence Life Programs. Each of these positions will assist with residence hall director supervision as well as assume the primary responsibility for student staff selection and training, and the advising/leadership opportunities for the department respectively.

Michael Stark has been hired as the Assistant Dean for Student Staffing and Training.

Christy Bergen has been promoted to Assistant Dean for Residence Life Programs.

Two residence hall directors resigned this year: Dana Northrup, Mashuda hall directors left in April to take a position as an academic advisor at Cardinal Stritch University. David Laur, O'Donnell hall director left in June to move to Madison, WI to be with his wife as she begins veterinary medicine school at the University of Wisconsin.

Three new residence hall directors were hired: Tara Huss, former McCormick Hall assistant hall director, will assume the new hall director position in McCabe Hall. Colin Atkinson, the new O'Donnell hall director, graduated with his master's degree from the University of Central Missouri and has one year of full time experience at the Ohio State University.

Anthony (Tony) Perez, Mashuda hall director, recently graduated with his master's degree from Northern Illinois University.

Returning hall directors include: Renee Weidenhoeft – Straz Tower, Kelley Dineen – Carpenter Tower, Megan Knudson – Cobeen Hall, Kristina Brice – Abbottsford Hall, Nicole (Nikki) Krubsack – Schroeder Hall, Nathan (Nate) Bignall – McCormick Hall.

Training activities: See attached hall director training schedule

Conferences attended: ACUHO-I, NASPA, ACPA, Oshkosh Placement Exchange, UMR-ACUHO, NASPA IV-East, STARS College, GLACURH, NACURH.

We hired Julie Miller as a part time advisor for the Evans Scholars, a responsibility that our department took on in April of this year.

The new Assistant Director of Conference Services position was approved in late May and Carrie Enea, who served in a Support Staff role with the Office of Residence Life for nearly seven years, will step into this new position as of September 1. She will provide assistance in accomplishing important pre-planning, maintenance and wrap-up efforts as well as on-site preparations that are integral to the continued growth and successful operation of the summer conferences and camps program.

## 2. **Support Staff:**

The most significant change among our support staff is the promotion of Carrie Enea. We are currently in the process of screening applicants to fill her office assistant role. Each of the office assistants also participate in GROW development programs.

### **Mike Gerard**

Continues to develop skills related to use of RMS, responsible for DR selection database production, created apartment damage database

## 3. **Graduate Assistants/Interns**

All three graduate assistants graduated or resigned at the end of the academic year.

Tara Huss, McCormick Hall assistant hall director, graduated with her master's degree from the College of Education, and was hired as the hall director for the new residence hall on Marquette's campus – McCabe Hall.

Lindsay DiPietro, Schroeder Hall assistant hall director, graduated with her master's degree from the College of Education, and was hired as a residence life coordinator at Kansas State University.

Tony Bonta, resigned his position effective May 31, 2009 in order to concentrate on completing his dissertation for his PhD in Theology.

Three new graduate assistants were hired: Sarah Quick, graduate assistant for residence life programs, joins us from the Illinois Academy of Math and Science where she served as a residence hall director. Stacie Hamilton, assistant hall director – McCormick Hall, joins us from the University of St. Thomas where she served as an admissions counselor. Ryan Manning, assistant hall director – Schroeder Hall, joins us from the University of Missouri where he graduated in May with his bachelor's degree.

See attached training schedule for graduate assistants.

The assistant hall directors Tara Huss and Lindsay DiPietro attended UMR-ACUHO. Lindsay also attended WCPA as an advisor for our students who attended the Student Affairs 101 conference.

Tony Bonta, attended WURHA and No Frills as an advisor to our student groups.

#### 4. **Undergraduate Students and Paraprofessional Staff**

See attached RA training schedule. New RA's enroll in Principles of Peer Facilitation Among College Students, a credit bearing education class taught by residence life professional staff.

Select RA's attended the 2009 RA/CA conference, a state of WI conference for student staff members in Green Bay, WI. A few more student staff attended the WCPA, Student Affairs 101 conference in the Wisconsin Dells. Angela Strege, program assistant for residence life and incoming facilities manager for McCormick Hall was selected to attend the ACUHO-I Stars College, in Baltimore, MD.

#### **Manager Training**

Managers underwent a 4-day training period in which they were trained on the various elements of building/facilities management, community development, supervision, and confrontation. Supplemental trainings were held throughout the academic year with various focuses including teambuilding and communication skills (see attached schedule).

#### **Global Village Training**

Ambassadors attended a total of 4 training sessions modeled after the Student Affairs Leadership Model. Specific sessions focused on self-understanding, communication and small-group development, community interactions, and intercultural awareness (see attached schedule).

We tried a new approach with the summer conference operation this year. Instead of hiring a separate group of Conference DRs, the 34 students hired as Summer Crew are being rotated into the Desk Receptionist role at conference-designated residence halls. Summer Crew students have traditionally worked behind-the-scenes, making beds, pulling soiled bed/bath linens and outfitting rooms with guest amenities, in preparation for guest arrival. This experience makes them keenly aware of how to operate the front desk efficiently while delivering the best possible service to our customers. This new approach appears to be working very effectively.

## **IV. FACILITIES/EQUIPMENT**

We had a good year facilities-wise. Our buildings are in relatively good shape and the rejuvenation work we are doing with the funds allotted by Finance will allow us to make some very necessary improvements. Mashuda Hall was a good learning experience and serves as a stepping-off point for other buildings. We did a great deal of work at Mashuda but did not "reach beyond" when it came to the scope of the project. We are stretching out as we begin the work at Carpenter Tower and will continue to push for larger scale improvements as we work on other buildings.

Our most pressing problems right now are with McCormick Hall. There is a great deal of work to be done in VM and some of it may require attention prior to the year we are supposed to install sprinklers. The windows in the building are a prime example of equipment that is well beyond its useful life and are failing on a routine basis. Many of them in are out of alignment because they are worn out and cannot be closed properly. There are well over three hundred windows in the building, all of the same vintage and all of them needing replacement now. We are also experiencing difficulties with windows in Frenn and Gilman Buildings. These again are windows that are beyond their useful life and need to be replaced. We have had better success working on them because they are smaller and can be covered in plastic more readily than the large expanse of glass in the rooms at McCormick.

Most of our other facilities and equipment concerns are of the normal day-to-day variety. We tend to be able to keep up with needed repairs and are working with Facilities Services to prioritize all of our deferred maintenance. A copy of the list of needed repairs will be forwarded as soon as the review is done this fall.

We refinished all Campus Town living room couches and chairs, sanding them down and staining them where needed and placed brand new cushions on all Campus Town living room couches and chairs

Closing Kalt, Trebor and Carmel should improve our facilities position. These buildings were not huge revenue producers and tended to need to be "nurtured" along by our mechanical staff – especially during the colder months. Taking them out of the mix has allowed us to better align our mechanics to take care of our other "older" buildings like Frenn and Gilman. The new alignment should also enable us to provide better service to all of our residents since several mechanics are backing up fewer buildings and can focus their attention on the residents in their own area.

## V. PROGRAMMING

The Program Assistants (PAs) were trained as experts in the programming model and much of their training focused on diversity, academics and mission. Various administrators from across campus helped build the competence of the PAs in these areas in order for them to be better resources for the RAs. Collectively, the PAs planned and facilitated “Mission Blitz” which showcased programs that involved aspects of the University Mission as ways to help students understand Marquette’s identity. Over 100 programs were completed by the RAs that supported Mission Week and mission based programs on campus.

This year, the RAs did 2656 programs for the residence hall students. These programs are broken down into the four categories of the programming model.

- Community programs (social events) – 1463
- Academic programs (faculty, study skills, career) – 265
- Citizenship programs (service, diversity, civic engagement) – 447
- Wellness programs (spiritual, mission, emotional health) – 482
- Additionally, of those 2656 programs, 348 were Late Night programs.

Residence Hall Association and National Residence Hall Honorary

- Together, NRHH and RHA presented Training Residence Hall and Apartment Councils (TRAC) in the fall semester and TRAC II in the spring semester for council executive board members. These leadership training days offered workshops on time management, program planning, diversity, stress reduction, fiscal responsibility, and group development.
- The traditional 5 programs were successful once again this year in drawing large attendance from the residence hall population. The two most popular social programs in terms of attendance and student support were: Mission Impossible, the city wide scavenger hunt, with an attendance of 480 and Marquette University Game Show, with attendance of 315. The programs that include community participation were HALLoween, which provided trick or treating opportunities to 350 youth in the Milwaukee area and Lil’ Sibs Weekend, in which over 200 siblings participated.
- RHA took on the program “Remove the Blindfold” this year, adding this weeklong diversity program to the other 5 traditional programs that they do throughout the year. This program had formerly been facilitated by Hall Directors, but now will have a permanent home in RHA.
- RHA hosted a forum for concerned students in the spring semester and invited Residence Life Administrators to sit on a panel to answer questions regarding the assignments process, apartment living, McCabe Hall, visitation, living learning communities, and the goals of the department.
- Members from RHA and NRHH attended two regional and one national residence hall student leader conferences this year. Marquette continues to be recognized at these conferences as a leader in its leadership development of students. This year, NRHH students and an advisor were awarded at the regional level for their service to the regional organization, GLACURH (Great Lakes Affiliate of College and University Residence Halls). Additionally, NRHH was recognized as the “Platinum Chapter” within the state of Wisconsin.

### **Apartments Council**

The Apartments Council planned 8 social programs and 2 service programs. They continue to play an elemental role in the cultivation of a communal atmosphere in which students experience a sense of personal growth.

### **Manager Programs**

The Apartment Managers planned 3 social programs, 1 service program and 1 educational program. Manager programs coupled with the Apartments Council, serve to create a more communal atmosphere and softly correlate to a decline in conduct.

## VI. DEPARTMENTAL ACCOMPLISHMENTS

Creation of the Dorothy Day Social JusticeLiving/Learning Community. We worked very effectively with the Provost's office and faculty in Philosophy and Theology to get this program in place. All 48 student slots were filled.

Securing a commitment from the Social and Cultural Sciences department to coordinate the academic portion of the McCormick Inclusive Leadership CommUNITY, and to commit a faculty member to teach a section of the seminar.

Successfully assuming responsibility for advising the Evans Scholar Program. Julie very quickly developed relationships with the students who have already availed themselves of her presence. She has guided them through a couple of rough spots and will facilitate some necessary changes for how these students conduct themselves.

Dining Services Improvements: Opening the AMU to resident diners was a great option to add to our dining program. Students can now utilize all of the Brews and any of the outlets in the AMU. The program is still developing and will be improved but it is definitely a big step in the right direction.

Sprinkler Installation at Mashuda and Triangle Fraternity: The first of the mandated sprinkler projects took place over two summers and concluded in the summer of 2008. We made a number of improvements to Mashuda and learned a great deal about what we need to do in the remaining buildings as we meet the federal requirement for fire protection.

Smooth Closing of Carmel, Kalt and Trebor: These buildings were closed and prepped for demolition as smoothly as possible. There were no surprises or glitches at all. Students were notified of our intent in a timely fashion and we spent a good deal of time dealing with their concerns about housing for the coming fall. We were able to answer every question and meet every demand made of us in order to close out in a positive manner.

New Pianos: Our partnership with Student Development to have new pianos placed in the halls has been very well received. Students used the pianos a great deal this past year and brand new pianos were placed again in June as the ones that had been used during this past year were auctioned off in the Weasler Auditorium.

Removal of Student Phones: Eliminating student phones occurred with few complaints and not much in the way of the communications disaster we felt might happen. We were able to contact students via email and by

using their cell phones as we received more phone numbers than was first estimated. We did have VOIP phones ready for students who requested them but fewer than ten of them were ever in use at one time.

New staffing approval to hire Assistant Dean for Student Staffing and Training and new titling for Assistant Dean for Residence Life Programs. This change will bring about much needed support in supervising the full time residence hall directors along with the time to attend to important department functions. The new Assistant Dean for student staffing and training will have time to address hiring procedures and training plans for all student staff positions. The Assistant Dean for residence life programs can continue the work of advising and leadership training for our students.

Hiring and training six new hall directors was quite an accomplishment. The overwhelming number of new staff proved to be a fresh start for many. Optimistic attitudes and a willingness to volunteer made for a smooth year working with student staff and managing the many projects needing to get done.

Hiring a new staff for McCabe hall. This new staff will bring a great blend of returning staff along with new staff members. Tara is familiar with Marquette University, its resources and our students. She is a great hire to lead this building in its inaugural year..

QPR suicide prevention training. Residence life staff continued to serve a key role in providing the QPR training along with providing training to our resident assistants. With increasing demands on RA staff to assist or identify resources for students regarding emotional health concerns, QPR training is one very good way to ensure the RAs have the information they need to do their job.

Apartments Occupancy: Throughout the summer of 2008, a comprehensive marketing plan was developed in consultation with the Office of Marketing and Communication. The plan included: market research tied to focus groups as well as EBI Survey Results; a wide-reaching advertising campaign targeted at residence hall sophomores, on- and off-campus juniors and seniors, and commuter students; the usage of varied media in targeted advertising, including Facebook, *The Marquette*

*Tribune*, direct mailings, Alumni Memorial Union signage, MUTV and emails; sophomore residence hall and parents weekend presentation re: University Apartments/living off-campus; a 15% price decrease on all 2- and 3-bedroom apartments. The assignment process opened on October 1 and concluded on November 10. We are currently at 98% occupied for the 2009-2010 academic year, with the likelihood of being at 100% by September 1, 2009.

Global Village: In both promotion and participation, 2008-2009 was a banner year for the Global Village. We had over 45 applications for 30 Ambassador positions. Students planned over 25 programs with attendance peaking at 75% of the floor (or nearly 45 students) for several of them. Programmatic focuses included social, cultural, and educational events. Fr. Wild attended one of the Global Village Potlucks marking the first time the president has visited the floor. We hope to continue the Fr. Wild potluck event in the future, as it served in showcasing this incredible student community.

Departmental Website – We worked closely with the Office of Marketing and Communications to update our website that is inline with the university's brand identity. The website includes new features such as YouTube slideshows, online room layouts and a link to a Facebook fan page for the department.

Hosting Admissions yield programs – The McCormick Hall CommUNITY program works with Undergraduate Admissions to host Shadow Guests and an ice cream social for two multi-cultural yield programs, All Aboard and Mi Casa Es Tu Casa. Current students were able to talk with applicants about CommUNITY

Revised Beyond the Classroom presentation - Residence Life worked with the Office of Student Development to update the 'Beyond the Classroom' presentation that is used during scholarship competitions and other presentations. The presentation was created in Keynote so that any staff member could feel comfortable talking about involvement and life on campus to perspective students and parents.

Destination Marquette - Residence Life and Student Development were able to present 'Beyond the Classroom' to perspective students and parents at this new Admissions yield event. Destination Marquette took place in March where 50-60 perspective students spent the night with a Shadow host in the residence halls and then attended a day of information sessions.

### **1. Special Projects**

Assuming the advisory role of the Evans Scholars in April has been an important step for our department. For many years we have been concerned about the coed living arrangements of these students, independent of any university oversight.

The communication audit, in which we partnered with a faculty member, has given us helpful insights into how we can improve our communication, particularly with student RA's and DR's.

A new programming model was successfully implemented this year with the RA staff to place more of an emphasis on relationship building and needs assessment. The model focused on four main areas: Community, Academics, Citizenship, and Wellness. This year, we were able to focus more on the higher-level programs such as academic, diversity, and mission based programs due to the structure of the new model. Overall, the model was effective in helping RAs program more intentionally and with the needs of their residents in mind.

### **2. Learning Outcomes/Assessment**

The department continues to refine our assessment of what and how students are learning in their interactions with the department. RAs are being assessed on competencies and we continue to conduct some assessment with the CommUNITY program. The EBI survey also provides us with a wealth of information each year regarding our students' satisfaction living in the residence halls and apartments. See attached EBI summary reports.

RA competency assessment provided some key information for us. This year we created a more uniformed way of assessing the RA's skills based on the competency model. This information will assist us in planning training for the fall and assist supervisors with individual RA supervision. Please see attached document for more detail.

Creation of a new set of competencies for our graduate assistants and our student leaders. The competencies are nearing completion and hope to be infused in the training and supervision of the new graduate students. The student leader competencies are still a work in progress. We hope to finalize the work along with a plan for use during the fall semester

### 3. Staff Involvement/Committee Membership (internal and external)

- Chair, Dorothy Day Social Justice Program Task Group (Jim)
- Chair, Foundations of Excellence Organization Dimension Committee (Jim)
- Chair, Residence Life Advisory Committee (Jim)
- ACUHO-I National Housing Training Institute faculty member (Jim)
- Instructor, “Dynamics of Cross Cultural Engagement” course (Jim)
- QPR facilitator (Jim)
- Big Brothers/Big Sisters Mentor (Jim)
- New Folks Convocation Table Talk facilitator (Jim)
- Committee member, ACUHO-I Annual Conference Services Conference. (Donna)
- Regional Director for ACCED-I, overseeing the two-day Fall Regional Meeting in November of 2008, and actively participated in the ACCED-I Annual Conference in Boston, MA in March of 2009. (Donna)
- Friends of Finance (Rick)
- Vocations Committee – Chair (Rick)
- Master Planning (Rick)
- Renewal Task Force (Rick)
- Student Employment Advisory Committee (Rick)
- Instructor, Principles of Peer Facilitation Among College Students (Rick)
- Chair, Foundations of Excellence all students dimension Committee( Mary)
- ACUHO-I Stars College faculty and committee member; (Mary)
- QPR facilitator (Mary)
- Sigma Kappa housing corporation board (Mary)
- Behavior Review Committee member (Mary)
- Dorothy Day Social Justice Community Task Force Member (Mary)
- Instructor, Principles of Peer Facilitation Among College Students (Mary)
- DSA Leadership Committee Member (Christy)
- Late Night Steering Committee (Christy)
- Dorothy Day Social Justice Community Task Force Member (Christy)
- Residence Life Assessment Committee (Christy)
- Instructor, Principles of Peer Facilitation Among College Students (Christy)
- Chair of the Executive Board, RMS User’s Group (Sean)
- Member, JASPA 2010 Program Planning Committee (Sean)
- Member of Transitions and Advising Committee, Foundations of Excellence Task Force (Sean)
- Planning Committee Member, Student Leadership Summit (WiiACT: Leading with a Purpose) (Sean)
- Instructor, Principles of Peer Facilitation Among College Students (Sean)
- 2008 ACUHO-I Apartments Conference Attendee (Dan)
- 2008 ACUHO-I Apartments Conference Presenter - Presented “Going Beyond the Borders: Global Living Communities in Apartment Housing,” a demonstration on the unique experience of the Marquette Global Village. (Dan)
- Instructor, Principles of Peer Facilitation Among College Students (Dan)
- 2009 Leadership Summit Co-Advisor (Dan)
- 2009 Spiritual Director (Dan)
- Diversity Advocates Orientation, co-presenter (Stacie)
- Foundations of Excellence Diversity Dimension Committee member (Stacie)
- DPS Diversity Training, co-presenter (Stacie)
- FFP Program Assistant Diversity training, co-presenter (Stacie)
- Search Committee chair, Assistant Dean for Student Staffing & Training (Stacie)
- Committees: DSA Diversity, DSA Assessment Stacie)
- Instructor, Dynamics of Cross-cultural Engagement (Stacie)

- Instructor, Dynamics of Cross-cultural Engagement (Megan)
- Member, Sexual Health Committee (Megan)
- Instructor, STARS class (Dave)
- Instructor, STARS class (Dana)

## VII. FUTURE DIRECTION

### 1. Evaluation of Department

- Residence Life continues to enjoy considerable success and we continue to garner the respect of other areas within the University. This is evident in the support we received for four new positions in our department, through the confidence placed in us to assume the advisory role for the Evans Scholar program, and through Finance's commitment of \$12M for our sprinkler and renovation project. This respect has been further enhanced with our work with faculty and faculty administration on the new living/learning community and the communications audit. We continue to attract and retain outstanding staff whose commitment to the mission of the university is evident in everything they do.
- Our staff work well with student leaders and with those students who struggle with transition issues or with mental health difficulties. We are committed to addressing issues of diversity and serve in important leadership roles with the Diversity Advocates program. We have an excellent national reputation and several of our staff serve in important national association leadership roles.
- However, with each success comes new expectations for us to increase our performance. To do this, we need additional staff and additional resources. Securing these resources will continue to be part of our strategic planning initiatives.
- The administrative area of our department is performing well and is improving. Our facilities are in good shape and the work that we are doing with the funding provided by Finance will go a long way to making things even better because we are addressing some of the issues highlighted in the Brailsford study. Doing things like adding lounge space and improving the conditions in student rooms should go a long way towards raising our facilities related EBI scores. Installing sprinkler systems and new fire alarms will also make our residents safer than they have ever been while living with us.
- We have great relationships with the shop managers who provide service to our residents. This goes a long way towards keeping our residents happy. Gary Thorson, Jerry Kohn, Glen Wilson, Terry Manthey and Ken Schmidt trust our staff and are very responsive when we contact them with concerns. They have come to understand that we do a good job training our staff and that when the calls come they will not be filled with exaggeration that might lead to an overblown response. Our staff, especially our student staff, are treated with respect and tend to learn a great deal via their interactions with these service providers.
- We provide great service to students who contact us. Meal plan changes and room changes happen quickly and without requiring our students to jump through a lot of hoops. Alyssa does a great job of managing the Road Runner program and has learned how to navigate the Time Warner Cable bureaucracy well enough that she can resolve most issues within an acceptable amount of time. We had 400 students and 600 faculty/staff purchase service last year and had very few complaints where callers asked to speak to anyone beyond Alyssa as they worked through their issue.

**2. Trends**

- Emotional health concerns continue to rise and in some cases are much more serious than past years. During the course of the last academic year, we had two students attempt suicide by very lethal methods. In each case staff intervened in a timely manner that allowed for a happier ending for the students and families involved. Nonetheless the toll that is taken on student staff and professional staff involved is something to be considered. Training is helpful and is provided. A method of processing for staff post incident must be built in to care for those who are assisting others in their time of need.
- The EBI surveys have demonstrated a consistently upward trending need and interest in personal growth as a part of living in the University Apartments. An intentional focus on programming and community development within the University Apartments, coupled with a heightened attention toward timely conduct response and resolution could be a few of the contributing factors to this upward trend. Students also articulated the highest perceived respect level for fellow residents since the surveys were originally administered in 2000. The upsurge in interest in personal growth areas serves to underscore a need for community space within the University Apartments and the continued promotion and development of programming opportunities.

**3. Goals for 2009-2010**

- Establish a Coordinator for Residence Life Administration position.
- Hold Sodexo accountable for providing exceptional service in the residence hall dining units. This includes providing routine feedback by unit that will help the managers better serve our residents.
- Go green by eliminating as many paper forms as possible within our department
- Work with Facilities Services on the sprinkler projects to make certain that our programmatic needs receive the attention that they deserve.
- Ensure a seamless transition with the addition of the two new assistant dean positions:
- Establish and integrate McCabe Hall as a positive living community.
- Establish a positive inaugural year for the Dorothy Day Social Justice living learning community.
- Accomplish action items designed to address the recommendations of the communications audit.
- Complete graduate student competencies.
- Work with NRHH to help them redefine their role within Residence Life and the Marquette community.
- Increase the number of faculty programs in the residence halls and apartments.
- Establish a Chinese MBA Student/Graduate Ambassador Community
- Discontinuing use of the Frenn Building.
- Establish an Off-campus housing website, based on a proposal from MUSG.
- Transition the Housing Appeals Board process to the Associate Dean for University Apartments and Off Campus Student Services.
- Assess our departmental use of technology (email, databases, websites, etc.) and work to improve our communications to students, student staff and professional staff using both existing and new technology.
- Cover the responsibilities of the Assistant Dean for Housing Services while he is out on family leave.
- Provide the necessary leadership and guidance required to successfully implement the
- responsibilities associated with the new Assistant Director of Conference Services position.

- Collaborate with academic deans and faculty across campus in developing the niche market that exists within the area of academic programs, youth camps and educational institutes.
- Continue to build on the established partnerships with Visit Milwaukee and Northwestern Mutual while exploring other untapped opportunities within the local and regional business communities as a means of securing new conference-related revenue for our campus residential facilities.
- Work with the Department of Social and Cultural Sciences to ensure a successful integration of that Department with the McCormick Inclusive Leadership CommUNITY.
- Provide guidance to the Evans Scholars and assist them in increasing their integration with other areas of the University.