

**HOUSING &
RESIDENCE
LIFE**



ANNUAL

**REPORT
2022-23**

WICHITA STATE UNIVERSITY



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ABOUT

HRL



[#wsunow](#)

Housing and Residence Life consists of three functional areas: Business Operations, and Residence Life & Educational Engagement, and Facilities. The HRL team manages three residence halls: Shocker Hall, The Suites, and The Flats. Each year we house approximately 1,400 WSU students and provide summer lodging to groups associated with the university. In addition, we provide custodial and maintenance services to the Shocker Dining hall.

DIRECTOR'S Message



**Katie
Austin**

Housing and Residence Life has experienced a year of growth, new opportunities, and a rededication to improving retention outcomes for our residential students. First-year students continue to see the value of the on-campus living experience and are choosing to return to our residence halls as upperclassmen in record numbers. I am grateful to my team of professional and student staff for the work they do to ensure students living on campus feel included and valued in our communities. It is our goal to connect every resident to the resources and people they need to be successful, and we continue to make progress on this goal every day, through every interaction.

LEADERSHIP TEAM



CARLEY ENYART
ASSOCIATE DIRECTOR FOR RESIDENCE
LIFE & EDUCATIONAL ENGAGEMENT



CHRIS WIEBE
ASSISTANT DIRECTOR FOR
EDUCATIONAL ENGAGEMENT



NATHAN LEWIS
ASSOCIATE DIRECTOR FOR
BUSINESS OPERATIONS



DARYL GOBIN
ASSOCIATE DIRECTOR
FOR FACILITIES

COMMON PURPOSE

Creating a home where Shockers can live, learn, and grow



SERVICE STANDARDS

Safety:

- I will observe and address concerns.**
- I will maintain a clean and safe environment.**
- I will know and follow all safety procedures.**

Courtesy:

- I will be courteous and respectful to all guests.**
- I will provide an inclusive environment.**
- I will serve as a positive ambassador of WSU at all times.**

Connection:

- I will create a sense of belonging.**
- I will empower others to be the best versions of themselves.**
- I will know and connect students to resources.**

Efficiency:

- I will use time and resources wisely.**
- I will address requests in a timely manner.**
- I will work as a team and build partnerships**

RESIDENCE LIFE & EDUCATIONAL ENGAGEMENT

The past academic year was one of stability, growth, and innovation for the Residence Life & Educational Engagement area. We are pleased to boast a 100% retention rate of our full time live-in Residence Life Coordinators from last fall. Additionally, the Residence Life area trained, supported, and retained 80% of our Graduate Residence Life Coordinators, which is a significant improvement from previous years. Finally, 56% of our RA staff were retained, which is slightly higher than the typical 45-50% of past years. We are retaining good quality staff members across all levels of Residence Life, and we can attribute that retention to the unique opportunities, support and investment we make in them as people, students, and professionals.

Two new positions were created this year: the Assistant Director of Educational Engagement and the Graduate Coordinator for Educational Engagement. These two roles are now responsible for the oversight of the Living Learning Community (LLC) program in Shocker Hall and other educational initiatives for all residents. This year, 152 first-year students participated in an LLC. Growing this area of Educational Engagement is critical for us to reach our retention goals in the upcoming year.

In recent years, we have identified a downward trend related to attendance at RAs' monthly social programs. So, instead of continuing to spend resources on individual floor programs that weren't being attended, we decided to shift gears at semester to instead prioritize All-Hall programming. This shift had its intended effect and RAs saw a major increase in the attendance at these social programs.

This year marked the start of a new annual experiential learning trip- a high-impact educational tour over Spring Break. HRL took 37 students on an 8 day Civil Rights trip across the country to learn about our nation's Black and African American History.

On the Student Staff Selection side of the house, ResLife team took time this year to assess and then overhaul our entire process to better align with current best practices. Because of this, we were able to hire a diverse, qualified cohort of future RAs, including RAs for all of the Living Learning Communities (which has previously been an area we have struggled with).

Residence Life worked together with our Business Operations side of the department to streamline the check-out process at the end of the year. The

RESIDENCE LIFE & EDUCATIONAL ENGAGEMENT

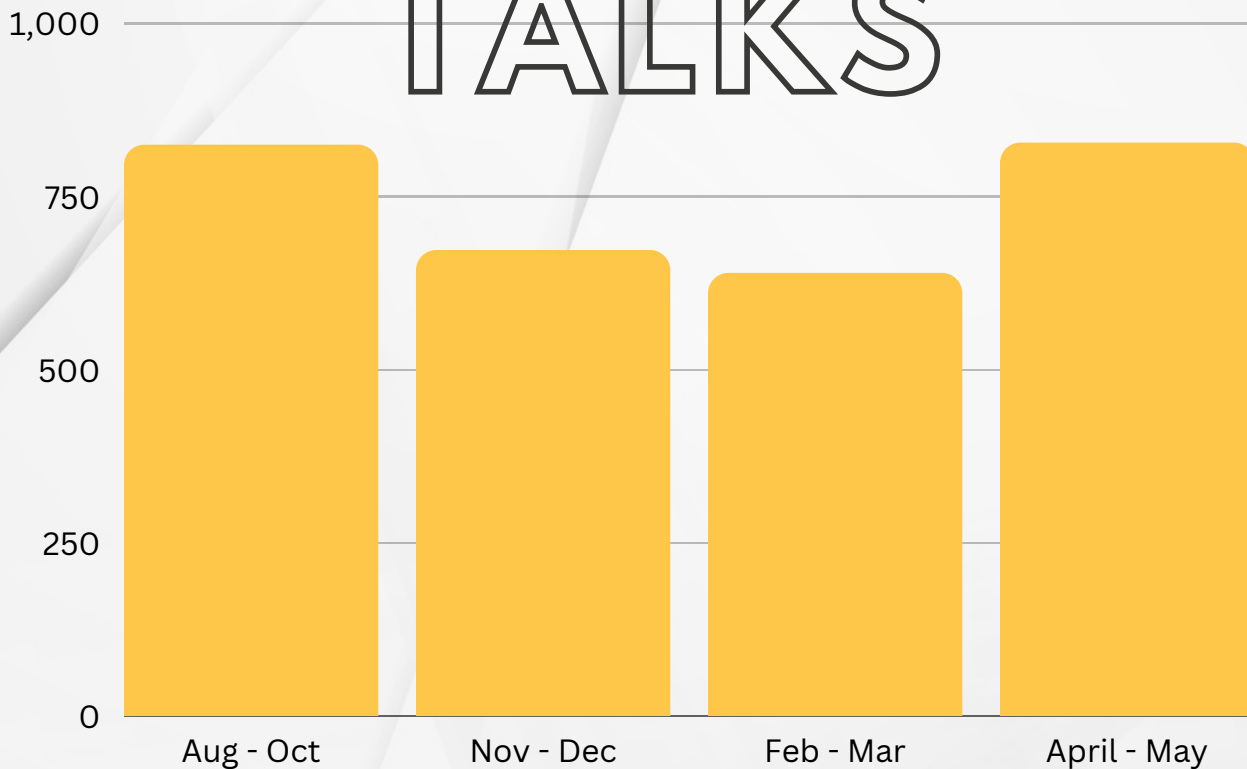
changes we were able to make increased the efficiency tremendously, provided students with more clear expectations, and ultimately improved our services greatly. Because of these efficiencies, our closing process this year was the smoothest that any of our team have ever seen.

Lastly, we are continuing to innovate in ways that will hopefully increase resident satisfaction year after year. We did some surveying of our residents this year, and are working toward implementing an Identity Based Living Community(s) in the Flats for the 2024-2025 academic year. Residents have made it clear that living in the Flats can be hard to generate community, and that a lot of them wished there was LLC types of opportunities for upperclassmen. Because of this, we are currently researching and hoping to implement this type of program for students to opt into in future years.

All of the items mentioned above, as well as the statistics below equate to a successful year in HRL. The Residence Life and Educational Engagement team are looking forward to continuing to improve resident satisfaction, student and staff retention, and an environment where students can Live, Learn, and Grow.

- **More than 500 students attended HRL's opening "Karaoke in the Courtyard" program during Welcome Week**
- **655 students attended Fall Late Night Breakfast**
- **450 students attended Spring Late Night Breakfast**
- **119 individual social floor events were held in Fall 2022**
- **65 individual social floor events were held in Spring 2023**
- **9 building-wide social events were held in Spring 2023**
- **187 residents were connected to CARE team**
- **81% of residents completed their roommate agreements with their roommates/suitemates**

Annual SHOCK TALKS



BY THE NUMBERS

Resident Assistants completed **2,962** documented, individual, intentional conversations with their residents throughout the 2022-23 academic year. Specifically, **824** between August and October; **672** between November and December; **639** between February and March; and **827** between April and May.

Of these, **2,146** of these documented conversations were with our first-year students residing in Shocker Hall or the Suites.

BUSINESS OPERATIONS

The Business Operations team saw significant growth and change this year while working hard to maintain consistency in the handling of HRL's day-to-day business needs. The start of the academic year was highlighted by the addition of our overnight desk area in August 2022, which more than doubled the number of full-time staff in Business Operations. We have been thrilled with how the overnight desk area has improved the security of our buildings as well as reduced strain on our on-call staff. Additionally, we expanded our student desk area and increased our focus on providing a high level of customer service at the desk. We provided our first Spring training for student desk assistants in January 2023 and rebuilt training for new desk assistants in March 2023. We also introduced the use of Microsoft Shifts, which pushes weekly schedules to each individual desk assistant, as well as allowing trading of shifts without a supervisor needing to manually update the schedule. Business Operations also oversaw the creation of two new student staff areas: housing ambassadors and summer conference assistants. Our housing ambassadors have helped us think outside the box when it comes to marketing, as well as create a stronger social media presence for Housing and Residence Life as a whole. Our summer conference assistants have been a critical part of the success of our summer programs by helping with a variety of tasks that must be completed before a group arrives. On the topic of summer conferences, we hosted the 2023 Science Olympiad National Tournament on Wichita State's campus this year, and 34 teams consisting of 727 coaches and students were housed here at Shocker Hall for that event (just one week after Spring move out!). We developed exciting new efficiencies for our application process, including the automation of payment processing and the integration of DocuSign, which allows housing applicants and their guarantors to sign their housing contracts fully online without leaving our housing portal. We also revamped our gender inclusive housing process, allowing those who want gender inclusive housing to go through self-selection along with the rest of applicants. Perhaps the most important technological improvement, though, was the launch of SALTO, a new lock system that utilizes mobile credentialing on residents' cell phones. We oversaw the upload of all residents' information for Fall and Spring, as well as the updating of credentials throughout the year. Despite a few technical bumps along the road, we are happy to say that SALTO has been a big success in terms of improved convenience and security for our staff and residents.

BUSINESS OPERATIONS

By the Numbers:

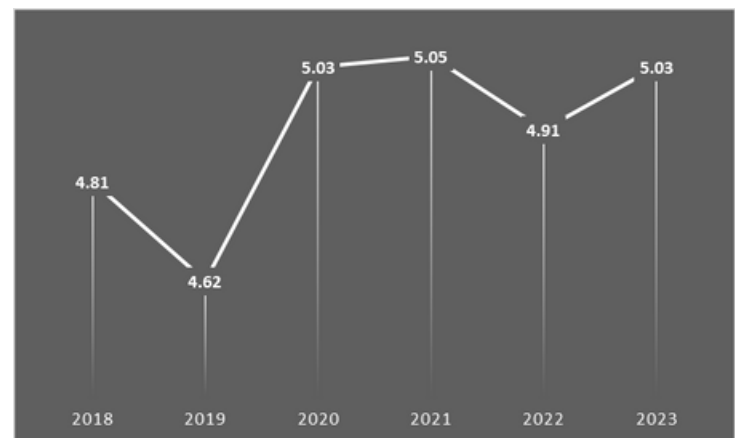
- **Department Procurement Card Transactions Processed: 509**
- **Email Correspondence: 4,011 emails sent from the HRL email**
- **Email Correspondence: 1,961 emails sent from the Summer Lodging email**
- **Summer Intern Contracts: 117**
- **Summer Camps and Conferences: 22 groups, totaling 1,797 guests**
- **Room Changes Processed: 45**
- **Meal Plan Changes Processed: 41**
- **Cancellations with prepayment made/refunded: 319**

RESIDENT SATISFACTION SURVEY RESULTS

Regarding your on-campus housing experience, to what degree: Are you satisfied with your on-campus housing experience this year?



Regarding your original room assignment, how satisfied were you with the: Ease of the process

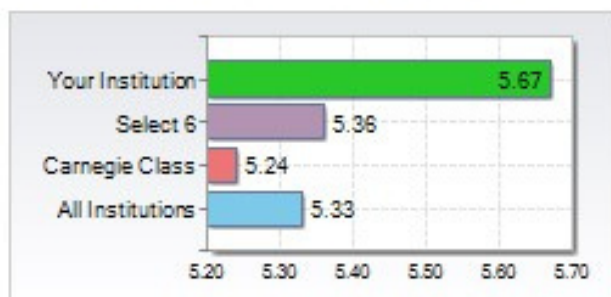


- **84.6% of First Year residents say that living on campus positively contributed to their academic performance moderately or more. (rating of 4 or better)**
- **90.5% of First Year residents say that living on campus positively contributed to their sense of belonging at WSU. (rating of 2 or better)**
- **92.8% of First Year residents say that living on campus positively impacted their decision to return to WSU next year. (rating of 2 or better)**

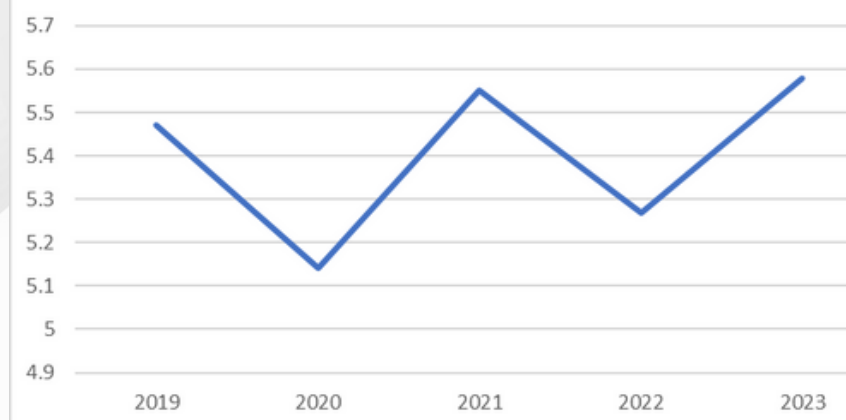
FACILITIES

The Facilities functional area experienced significant stability this year, in addition to accomplishing some large project goals. Both the Maintenance and Custodial teams are boasting zero staff vacancies, with very little turnover this year. This is a rarity in these fields of work and speaks to the work our Maintenance Supervisor and Custodial Manager are doing to make their staff teams feel valued and appreciated. Major projects included the painting of all first and second floor apartments at The Flats, the installation of digital menu boards above each station in Shocker Dining, and the replacement of common area furniture within the Shocker Hall LKLs. The Facilities team spent time this Spring moving all items to be saved out of the old Fairmount warehouse, in anticipation of the building going away this year. They also painted all of the hallways during the school year and patched/painted all of the holes in the ceilings that were created from the installation of cameras in all three buildings. A new strategy was employed on the custodial side with the creation of a Custodial Lead position and a student custodial team. These 10 students assisted in helping us meet the demands of large Orientation overnight groups, summer camps, and summer interns. The Facilities team have also made some accessibility changes in Shocker Hall with the installation of automatic door openers on both the kitchen and laundry doors of the C1 LKL and the removal of the traditional door to the restroom in C1100 and installation a barn door for an incoming student with significant accessibility needs. Two new bike racks and a bike repair station was installed at Shocker Hall to serve the needs of students. Window replacement is currently happening at Shocker Hall and final preparations are underway for the arrival of new students!

Factor 4. Satisfaction: Facilities



How Satisfied are you with the Timeliness of Repairs?





RESIDENT REVIEWS

"Michaela was my RA this semester and she did a great job! She was there for me at the beginning when I literally had no friends because my roommate decided to not go to school here anymore. It was really nice to have someone to go to the welcoming event with, and it helped me feel at ease. She is also very responsible and handles situations very well which is something that everyone can appreciate."

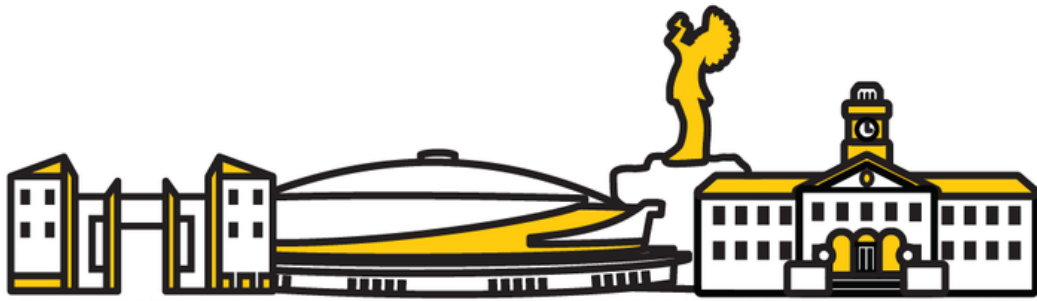


"Everyone at the front desk has been incredibly helpful, and the custodians also do a great job keeping the suites well-maintained."



"Sierra has been of great assistance to me. She is my RA and has made it abundantly clear that she has my best interests in mind and is there for me no matter what. She has been very helpful to me in navigating communication issues and emotional struggles. I am very grateful for her."





CREATING A HOME WHERE SHOCKERS CAN LIVE, LEARN AND GROW
HOUSING AND RESIDENCE LIFE

