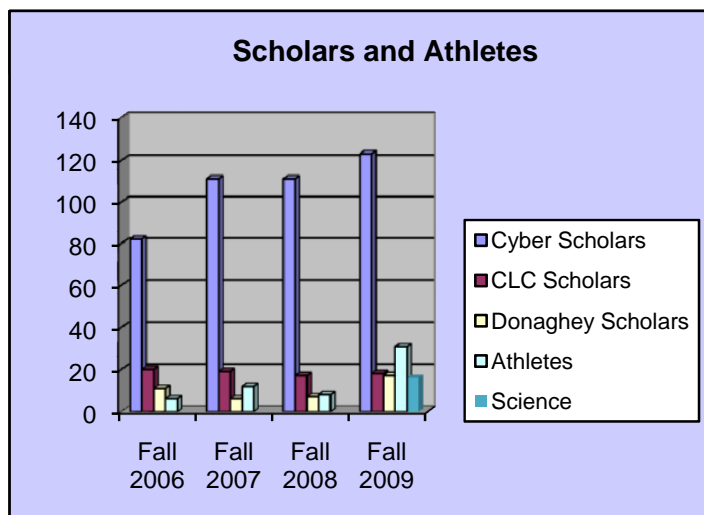
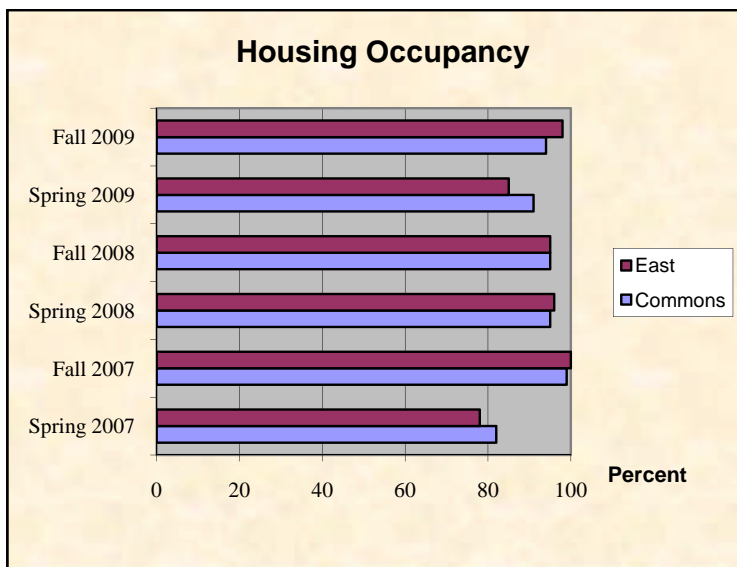


Student Development Housing

Educational & Student Services

Meeting Institutional Challenges

- ◆ Occupancy continues to be at or near capacity in the fall and slightly less in the spring.



Housing supports recruitment efforts by offering tours, presenting for high school visitors, and participating in recruitment and orientation events.

Promotional efforts included participation in two television commercial spots.

Assessment initiatives included implementation of the electronic "We Care" survey and the EBI resident satisfaction survey.

Assessment data such as annual reports and five year plans are available on the Housing web site.

2008-2009

Student Development Housing

Educational & Student Services

Enhancing the Quality of Campus Life

- ◆ Student staff sponsored programs both on campus and around Little Rock provide opportunities for resident students to interact in a variety of settings.



President Obama's image stopped by the Commons Building during the inauguration celebration.



Resident Sarah Ong was chosen by the residents as the 2009 Housing Idol.



- ◆ EIT residents enjoyed several trips to play laser tag.



The theater room was an excellent viewing spot for the Super Bowl.

Top programs included:

- * The annual Housing Leadership Awards Dinner
- * RHA Week
- * Camping in the Commons
- * 13 Nights of Horror
- * Penny Wars
- * MLK Day of Service

2008-2009

Student Development Housing

Educational & Student Services

Noteworthy Unit Activities

- ◆ Hired first Master's Degree level Hall Director for East Hall.
- ◆ Transition of Rwandan students from summer guests to fall semester was smooth and seamless. Housing employed three Rwandans as summer student labor.
- ◆ Outsourced stripping and waxing all tile floor in East Hall prior to summer conference schedule.
- ◆ Installed new mini blinds in all University Court's apartments.
- ◆ All housing computers were upgraded with Microsoft Office 2007.
- ◆ An Austin, TX Residence Life Assessment Workshop provided an excellent professional development experience.
- ◆ Housing was awarded third place in the Assessment Expo Poster Contest at the ESS fall retreat and was voted best presentation.
- ◆ All Housing staff participated in Customer Service workshops.
- ◆ The Resident Assistants attended the SWACUHO RA Conference at UT Pan American to support student leadership departmental objectives.

Preparation for implementation of the Smoke-Free campus policy included regular electronic messages, posters, and updating forms and housing publications.



2008-2009

Student Development Housing

Educational & Student Services

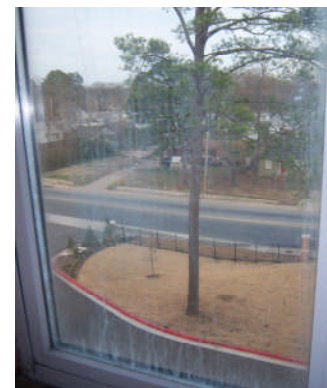
Challenges and Opportunities

- ◆ New campus dining provider Sodexo has demonstrated improved service in the C-store, while catering continues to be a challenge.
- ◆ Campus implementation of the EPAF system during the last pay period of the fiscal year caused tremendous confusion and resulted in late checks for many student workers.
- ◆ Necessary reliance on Computing Services for summer guests residence hall building and network access caused low customer service rating for housing.
- ◆ Hurricane powered rain storms caused saturated brick on the east side of East Hall. Window sills bowed and caulk separated, but the estimated damage of \$30,000 was not insured requiring housing to make repairs.
- ◆ Pi Beta Phi vacated a rent house, leaving it empty for almost a year waiting on approval to re-rent it. Housing maintained the property but lost income of \$3,000.
- ◆ Cracked bricks and bowed windows on the apartment buildings were discovered by Housing in Spetember, 2008. Slow response by the architects and builders have delayed repairs for almost a year.



New EPAF system caused tremendous confusion and negatively impacted student workers.

Year end budget requests included replacement windows for East Hall.

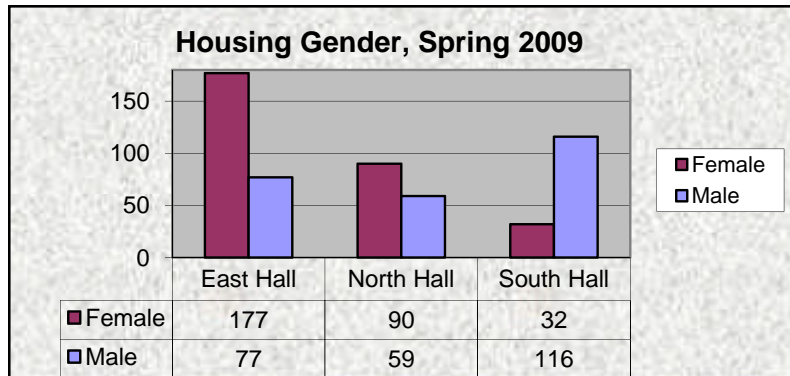


Repairs to Commons Apartments brick have met extended delays.

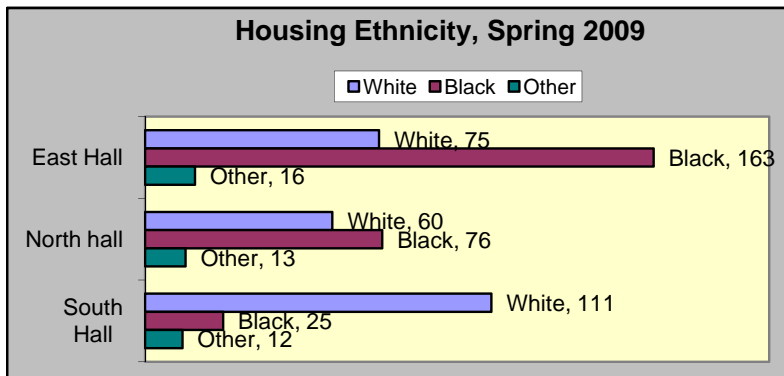
Student Development Housing

Educational & Student Services

Trends and Implications

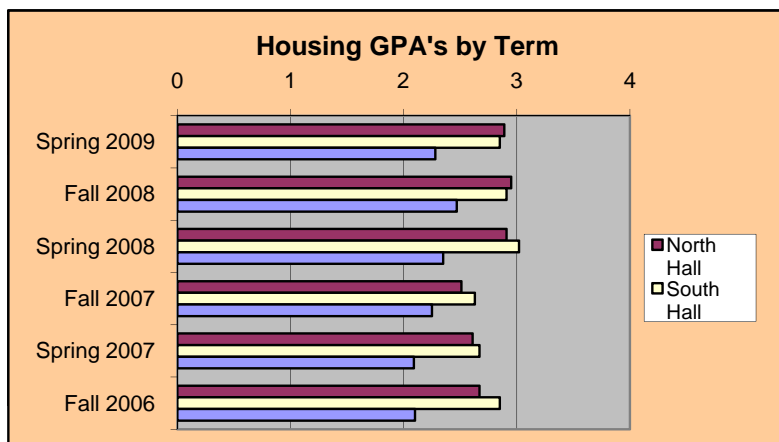


Females represent 54% of the resident population, which is a 4% increase from the previous year.



Housing ethnicity:

	2008	2009
Black	57%	48%
White	37%	45%
Other	6%	7%



North Hall edged past South with higher GPA's Fall and Spring.

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