

STUDENT HOUSING AND RESIDENTIAL LIFE

BY THE NUMBERS - FALL 2020



RESIDENTIAL HALL INITIATIVES

Created opportunities for residents to stay engaged with housing staff and their peers.

197

Programs

- Designed and led virtual training for front desk student assistants and resident assistants.
- Launched the RHA-led podcast titled “Thin Walls” and uploaded 4 episodes which received a total of 430 streams.



RESIDENTIAL STUDENT ENGAGEMENT

Launched the iClicker Student Success Survey, a tool used to focus on intervention and engagement with residential students to enhance their student success.

589

Responses to Survey 1

172

Responses to Survey 2

7,881

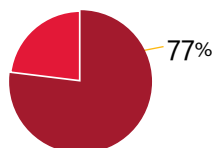
Student Coaching Conversations

Top three reported issues reported:

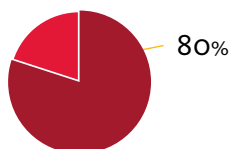
Course Struggles

Health-related stress

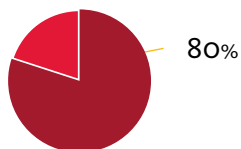
Class Attendance



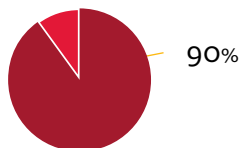
Respondents who reported having a good to extreme sense of belonging



Respondents who reported having a good to exceptional experience at the University



Respondents who reported having good or extreme access to campus services online



Respondents who reported having good or extreme access to online course content

COVID-19 CARE

- Purchased and installed plexiglass barriers at each residential desk.
- Developed comprehensive policies to manage students exposed to and diagnosed with COVID-19.
- Realigned cleaning frequencies with Center for Disease Control guidelines.
- Designed and distributed COVID-19 prevention posters and a mandatory reporting flow-chart to all residence halls.
- Created a quarantine and isolation management portal within the department’s internal housing platform to support staff as they manage students impacted by COVID-19.
- Designed a process to allow students to “acknowledge” statements regarding COVID-19.
- Aligned efforts with campus partners including Chartwells Dining, Parking & Transportation, and Facilities Maintenance to ensure that students placed in quarantine/isolation spaces were able to be cared for with little disruption to their academics.



CUSTOMER SERVICE

Proactively responded to the needs of students, families and guests through our Main Housing Office.

1,554

Phone Calls Answered

4,091

Email Responses

- Launched the spring 2021-only application campaign two months early, yielding 554 agreements for spring semester.
- Collaborated with Integrated Enrollment Services to identify and attempt to retain students who were in danger of losing enrollment due to financial holds.
- Rewrote the Residence Halls Service Agreement for implementation in 2021/2022 agreement cycle. Changes to the agreement include adjusting the upfront cost to apply for housing at UH from \$350 to \$99, and extending the deadline for students to cancel their agreement without penalty prior to move in.
- Negotiated a \$0 charge contract with RoomSync, a roommate matching software, to enable students to continue to use the platform.
- Coordinated with SHRL Marketing team to redesign the myHousing portal.



ONLINE ENGAGEMENT

Provided updates through email and social media concerning important housing deadlines, opportunities, and activities.



11,851

Average Instagram impressions



95

Emails distributed to current residents



36,278

Average Twitter impressions



1,928

Average website views



1,465

Average Facebook video views



10

Emails distributed to prospective residents

IN THE NEWS

- [SHRL Team Members Recognized at Annual DSAES Awards](#)
- [Shemeka S. Phipps Ed.D., Selected as Member of Learning Communities Association](#)
- [RHA Delivers Successful Engagement Opportunities Through Extensive Planning](#)
- [SHRL Celebrates National First-Generation College Student Day](#)
- [UH Residential Organizations Receive Awards at SWACURH Virtual Conference](#)
- [SHRL Marketing Team Receives ACUHO-I Marketing Award](#)
- [The Quad Comes Full Circle](#)
- [SHRL Staff Members Selected to Attend SWACUHO-U](#)