EXECUTIVE SUMMARY

The 2018-2019 academic year provided many opportunities for University Housing to continue its dedication to creating communities that transform student lives. From the continuation of a significant renovation and addition project, to creatively encouraging students to return to Housing for a second year, to working collaboratively with our campus stakeholders, we are continually finding ways to improve the undergraduate, graduate, and family residential experience at the University of Illinois at Urbana-Champaign.

This past academic year provided us with many opportunities to reaffirm our commitment to the success of every student. One of these was the establishment of the Business Living-Learning Community (BLLC) in collaboration with the Gies College of Business. The BLLC brings our total number of LLCs to 11, is located in Wassaja Hall, and brings together approximately 150 students from various majors to respond to current issues. The University Housing Undergraduate Researchers Initiative, led by Lydia Khuri, program director in Urbana South, grew to over 80 students doing research across campus and finalizing their year with a poster session hosted within the residence halls.

The realization of the ISR Renovation + Addition project and the Townsend and Wardall Renovation project continues to be a focus for the department. From the successful implementation of the temporary dining center in the Illini Union, to the establishment of temporary offices and front desk in Wardall Hall, staff have been busy planning for the many operational needs within these two projects. Townsend Hall will close this next year, which requires a gender designation change (to male) in Evans Hall, traditionally an all-female hall. This change will aid in accommodating the number of male spaces needed for the 2019-2020 incoming class.

The success of Housing staff was recognized in significant ways this year. Keith Garrett, unit manager at the Ikenberry Dining Center, was a recipient of the Chancellor’s Distinguished Staff Award. Housing staff received three Student Affairs Awards — Justin Toliver, residence hall director, received the Student Affairs Outstanding New Professional Award; Brian Moffitt, program director, received the Student Affairs Outstanding Academic Professional Award; and the Dining Services’ Inclusive Solutions Program won the Student Affairs Outstanding Program Award. Finally, Krystal Grace, assistant director for Conference Services, earned the ACCED-I Collegiate Conference and Events Professional designation.

We have experienced great accomplishments and have responded to some great challenges throughout this year. We look forward to the many opportunities the next year brings for our students, our staff, our department, and the university.

I would encourage you to read through our annual report to learn more about our many accomplishments this past year.

All my best —

Alma R. Sealine
ACCOMPLISHMENTS & CHALLENGES

_The Cost to Live in University Housing_

Through the 2018-2019 academic year, Housing worked to communicate the amenities included in the Housing residence halls. A marketing campaign titled “Adulting is Hard” highlighted the additional responsibilities students would need to juggle when not living in Housing. Examples included paying utilities, cleaning restrooms, and fixing meals. The Housing apartment communities continue to experience successful lease renewal and occupancy rates.

<table>
<thead>
<tr>
<th>University Housing Undergraduate (URH), Graduate &amp; Upper Division Residence Halls (GUD), &amp; Apartments (Orchard Downs (OD), Goodwin Green (GG), &amp; Ashton Woods (AW))</th>
</tr>
</thead>
<tbody>
<tr>
<td>24-hour front desk or on-call staff for services and maintenance (All)</td>
</tr>
<tr>
<td>Xfinity cable (All)</td>
</tr>
<tr>
<td>Access to nearby computer labs, study lounges, and learning commons or libraries (All)</td>
</tr>
<tr>
<td>Streaming TV (All)</td>
</tr>
<tr>
<td>In-hall laundry or multiple apartment laundry facilities, included in room costs/apartment rent (All)</td>
</tr>
<tr>
<td>Live-in professional staff, resident advisors (RAs), multicultural advocates (MAs), and community aides (CAs) (All)</td>
</tr>
<tr>
<td>A trusted property owner (All)</td>
</tr>
</tbody>
</table>

_Strategic Occupancy_

Housing places a priority on occupancy to achieve the department’s vision and mission. All levels of Housing staff invest in occupancy, from leadership teams to the building staff.

_Collaboration_

Housing partners with Admissions/Enrollment Management to learn about admissions targets and long-term enrollment planning. In turn, Housing shares contract information to aid in admission yield predictions. Admissions and Housing also collaborate in training student staff tour guides to ensure an accurate tour of Illinois, and promotion of the Illinois Residential Experience.

_Facilities_

Housing determines facilities projects based on the ability to flex occupancy throughout the inventory. Air conditioning and individual-use bathrooms were added to Pennsylvania Avenue Residence (PAR) Halls. In Illinois Street Residence (ISR) Halls and Allen Hall, resident advisors were reassigned to doubles without roommates, increasing single rooms with private bathrooms. As a result, more private bathroom configurations were available for transgender students or residents with medical conditions.

_AMERICANS WITH DISABILITIES ACT (ADA) AUDIT_

A partial ADA audit of residence hall space, conducted by LCM Architects, along with the continued review of the Housing Long Range Facilities Master Plan (LRFMP), resulted in accessibility improvement plans. After the completion of the ISR renovation, some ISR student rooms will be retrofitted with a Surehands system, while some will include individual-use bathrooms.

_CONSTRUCTION DURING OCCUPANCY_

During 2018-2019, 441 ISR spaces overlooking construction work were taken offline to reduce the noise impact on the residents.

_GENDER BREAKDOWN_

In fall 2019, Townsend Hall (ISR) will be offline, which will result in the need for additional male space. Evans Hall, as well as Blaisdell Hall (PAR), were changed from female to male to compensate for the loss of male space in ISR for fall 2019.

<table>
<thead>
<tr>
<th>2018 Fall Semester Residence Hall Capacity</th>
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<tbody>
<tr>
<td>Male #</td>
</tr>
<tr>
<td>URH Capacity</td>
</tr>
<tr>
<td>GUD Capacity</td>
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</table>

<table>
<thead>
<tr>
<th>2018 Fall Semester Apartment Capacity</th>
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</thead>
<tbody>
<tr>
<td>Apartment Capacity</td>
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<tr>
<td>Total</td>
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</tbody>
</table>

** Total represents leased apartments and eliminates duplications between In-room and Reserved Apartments
**Purchasing**

The process to successfully procure items or services remains challenging for Housing. Within one fiscal year, Housing spends $29.9 million to purchase products or services to operate. In August 2017, when the new procurement code and associated administrative rules were implemented, the workload increased significantly for staff in Housing, other units, and the Office of Business and Financial Services — Purchasing (OBFS).

**Successes**

- Housing meets monthly with purchasing leadership (Director Brad Henson and Senior Associate Director Justin Johnston) to review ongoing issues, discuss upcoming purchasing needs, and obtain clarification on purchasing rules or procedures.
- A strong relationship has been cultivated with the different buyers assigned to Housing purchases.
- Housing is currently in the last year of a prime vendor contract with US Foods/Vizient. Housing is diligently working with Illinois Public Higher Education Cooperative (IPHEC) and Purchasing to understand the benefits of the prime vendor contract and services available with the end goal for a mutually determined contract.
- Purchasing clarified and approved the use of the P-Card process for printing and floral expenses, resulting in time savings and improved vendor/customer relationships.

**Challenges**

- The documentation required for purchasing continues to change, particularly for purchase orders under $5,500.
- There is a current failure for the online marketing ticket system Wrike, which is a software system less than $5,000. Multiple attempts involving the vendor, Purchasing, IPHEC, and Housing to resolve have been unsuccessful.
- Bids are required for long term services when the ten year spend amount is over $100,000, requiring a competitive solicitation. To justify continuing a service, work through the solicitation process, and change vendors/systems, requires excessive staff time. In addition, the calendar time of this process is lengthy.

**Suggestions to Move Challenges to Successes**

Housing is interested in further evaluation of possible solutions for these challenges, potentially working within Student Affairs and with Purchasing, Legal Counsel, and Government Relations. Areas that could be reviewed include process clarification, evaluation of acceptable risk, and interpretation of legislation.

**STUDENT EMPLOYEE DEVELOPMENT**

Student employees, working in a variety of positions, are critical to Housing and affect multiple aspects of the residential experience. The Housing Student Employee Development (SED) team identified five learning objectives to apply to the student employment experience. To develop the objectives, the team pulled information from the Illinois Residential Experience (IRE) learning outcomes, the National Association of Colleges and Employers (NACE) competencies, and the Council for the Advancement of Standards in Higher Education (CAS) standards and guidelines. The goal is for each Housing student employee to have access, across the department, to skills and competencies related to communication, problem-solving, collaboration, reliability, social awareness, and cultural understanding.

Housing held student employee workshops in September 2018 and February 2019. In the fall, 86 student employees who are supervisors participated in three sessions:

1. Problem Solving – Customer Service Focus
2. Conflict Mediation – Peer to Peer Focus
3. What Does it Mean to be a Supervisor

In the spring, all Housing student employees were invited to participate in a social awareness and cultural understanding session. A group of 106 student employees explored understanding identities and how interactions between identities influence experiences. As part of the session, a multicultural advocate (MA) presented identity and intersectionality information. In addition, the session involved theatrical learning about identity and bystander intervention with performances from Inner Voices Interactive Theatre.
ASSESSMENT

Skyfactor for University Apartments (Results with Select 6 Information)

Key Findings:
• Responses: 453 of 1056 for a 43% response rate
• Female (42.8%), Male (55%), Transgender (0.2%), Other (2%)
• International Students (60.2%); Graduate Students (74.3%)
• Residents report high satisfaction for apartment lease, conditions, and environment.
• All apartment complexes continue reporting a strong sense of community with high satisfaction related to safety and interactions with staff.

Move-In and Illini Guide

Over the past several years there has been a noted decline in Illini Guide (I-Guides) volunteers. Information suggests students are involved in many activities or employment during New Student Welcome Week. Staff are troubled with the trend, yet parents continue to have expectations for a move-in service, often not understanding I-Guides are student volunteers.

Residence Hall Move-In staff leaders, Krystal Grace and Kim Otchere, explored alternatives like move-in services from vendors. Not wanting to completely discontinue the I-Guide program, information from vendors revealed they were cost prohibitive or did not provide services to complement the I-Guide program. With the goal to continue the 72-year old I-Guide program, Residential Life will work to transition the I-Guide role to student welcoming ambassadors. In the interim, Residential Life staff will reach out to Student Affairs and Academic Affairs partners to request staff volunteers who would assist with roles such as traffic control, parking attendants, or providing directions to campus destinations.

Illinois Residential Experience

Twelve Housing staff attended the ACPA sponsored Institute on the Curricular Approach, formerly the Residential Curriculum Institute, in October 2018. The institute sparked practical ideas for assessment strategies, necessary competencies for staff and student leaders, and to collaborate better with campus partners in implementing a curricular approach. As such, Trish Anton, associate director of housing for residential life, met with five key campus collaborators (Counseling Center, OIIR, Illini Union – with a focus on Parent and Family Programs – McKinley Health Education, and the Student Assistance Center) post-institute to discuss collaborative efforts that Housing will continue to build with these and other campus partners.

LeanPath Spark System

Housing Dining Services staff implemented the LeanPath Spark System, which is an educational tool that measures post-consumer waste created by residents and visitors to the Ikenberry Dining Center. A digital sign is linked to a scale in the dish room where post-consumer waste is weighed and posted. Current and past metrics illustrate data through easily-read graphics. Staff will continue to track whether there is a notable impact on changing customer behavior related to food waste. If found successful, staff may implement a similar system in other dining facilities.

Illinois Business Consulting

Housing partnered with Illinois Business Consulting (IBC), Gies College of Business, to assess and enhance existing methods of communication with undergraduate residents. The objectives of the partnership were to identify approaches to attract and retain students to Housing through a marketing vehicle; improve current Housing resident communications; strengthen undergraduate resident interest; and increase returning resident rates. Over three months, a nine-student team collected data from undergraduate and staff surveys and focus groups as well as secondary research of peer Big Ten institutions. Data from the surveys and focus groups identified four areas of improvement: perceived culture, community outreach, insufficient use of technology, and a decentralized network.

IBC Recommendations & University Housing Priority Goals

• Implement a Housing Ambassador Program. (FY20, develop and pilot a liaison program.)
• Expand social media utilization. (FY20, create a 12-month strategic social media editorial calendar and identify tools and resources to help manage production.)
• Develop a Housing mobile application. (FY20, collaborate with the University SAVVI Application.)
• Design new standard, personalized email templates.
• Purchase Google Ads.
DIVERSITY

Alternative Spring Break

In Spring 2019, Housing sponsored two alternative spring break trips. The annual Civil Rights Pilgrimage traveled to southern historical museums and landmarks, which included learning about civil rights leaders and history in the southern United States in the 1960’s. A different group traveled to New Orleans, Louisiana, to continue rebuilding housing 14 years post-Hurricane Katrina.

In-room Diversity Occupancy

Beginning Fall 2016, students may self-select their residence hall location, although not all residents participate. Data reveals the diversity within the room is consistently 24%.

<table>
<thead>
<tr>
<th></th>
<th>Diverse In-Room Pair</th>
<th>Total UG Occupancy</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2018</td>
<td>1993</td>
<td>8109</td>
<td>24.58%</td>
</tr>
<tr>
<td>Fall 2017</td>
<td>1985</td>
<td>8269</td>
<td>24.01%</td>
</tr>
<tr>
<td>Fall 2016</td>
<td>2071</td>
<td>8428</td>
<td>24.57%</td>
</tr>
</tbody>
</table>

Overall, Graduate Upper-Division Halls (GUD) are more diverse in-room than last year, increasing from 4.29% to 4.91%. There are mostly single floor plans in the GUD halls. Yet, in 2018, when pairing was possible, data demonstrates Daniels Hall had 7.66% diverse pairs and Sherman Hall had 3.48% diverse pairs.

Staff Transgender or Gender Inclusive Training

In Fall 2018, Housing Facilities leadership staff began training on being sensitive to students who do not identify with the gender binary. In December 2018, during the quarterly leadership staff meeting, staff across all Housing units participated in an introductory training led by Residence Hall Director Justin Toliver.

Cultural Dinners

Since 2013, Housing Dining Services has hosted cultural dinners in partnership with cultural houses and Registered Student Organizations (RSOs). In 2018-2019, the cultural dinners hosted included Hispanic Heritage Month, Diwali, Harvest Dinner, Chinese New Year, Black History Month, and the FAR Drag Show. In Spring 2019, Housing Dining Services collaborated with the Native American Cultural House for a lunch and powwow exhibition, held in conjunction with the Bishiki Dance Company (Ojibwe Tribe).

INNOVATION & CHANGE

Business Living-Learning Community

The Business Living-Learning Community (BLLC), a collaboration with the Gies College of Business, welcomed their first residents to Wassaja Hall in Fall 2018. Located on the fourth floor, the BLLC provides residents an opportunity to explore business practices and engage in problem-solving and extracurricular activities that provide real-world context and experience.

Inclusive Solutions

A vital resource for students with dietary restrictions, Inclusive Solutions, began five years ago. The program started with 24 enrolled residents and now serves 50. Through a mobile app, residents order customized meals prepared in an allergy-friendly kitchen space, using specific preparation protocols by the Dining Allergy Team. During 2018-2019, there were 5,195 individual food orders, more than doubling the 2017-2018 (2,479) number. Even though all dining services staff receive allergy food preparation training, members of the Dining Allergy Team complete additional training through the MenuTrinfo AllerTrain program. An Inclusive Solutions micro-restaurant will be opened in the new Illinois Street Residence Hall dining center.

Orange on Green Carryout

During the ISR Renovation + Addition project, Housing Dining Services will provide meal services in the Illini Union. One location, Orange on Green, has incorporated a carryout service, which is a unique feature compared to all other dining facilities. After a review of customer traffic patterns during the first semester, student numbers were higher during the late-lunch meal period and quite low during dinner. The dinner meal period was eliminated and the late lunch meal period was lengthened, which doubled the number of customers served during the longer late lunch period.

Housing Sign-Up

Each year, from October to April, residents decide whether to live in Housing the next year. This year, Housing Information & Marketing and Dining Services, with the help of staff volunteers across the department, hosted four in-person events in October, December, February, and March to thank residents who reassigned. The four themed-events were Monster Milkshake, Pop-Up Coffee Shop, Monster Cookie, and a Candy Buffet. In addition, residents who had reassigned participated in a Scratch & Win event to increase the opportunity for prizes which included free food and beverages at Housing convenience stores, $10-$1000 in Illini Cash, a free meal plan, or a $2,500 room credit. For residents who had not yet reassigned, the Scratch & Win prize opportunities were free food and beverages at Housing convenience stores, Housing keycals (a decal for your keyboard), and an upgrade to a single should they choose to reassign for the next year.
Housing continues to make progress on the department’s Long Range Facilities Master Plan (LRFMP). Current projects include the Illinois Street Residence (ISR) Renovation + Addition ($77.5M), which will provide a 1,385 seat dining center and significant programmatic space within 125,000 square feet. The Townsend and Wardall Halls Renovation ($55.5M) will renovate student rooms, shared spaces, and floor bathrooms. The ISR Renovation + Addition project and Townsend Hall renovation will open Fall 2020. Wardall Hall renovation will open Fall 2021.

Other active projects include wireless upgrades and new flooring, roofs, resident furniture, window treatments, to name a few. Those projects contain an estimated value of over $145M which includes the ISR renovations and funds held for the Orchard Downs Community Center renovation. Over 20 completed projects in 2018, ranging in value of $1,000 to $550,000, improved the student experience through enhancements to lounges, laundry rooms, flooring, and water fountains.

This fall, students in the Pennsylvania Avenue Residence (PAR) Halls found a newly renovated convenience store, Penn Station. The upgraded space improved space layout and addressed ADA accessibility by expanding from 1,110 square feet to over 2,000 square feet. A sandwich service line was added where guests may order custom-made sandwiches, pizzas, and wraps. Revenue has increased by approximately 15% from the previous year.

**GOALS**

1. Successfully open the newly renovated ISR dining hall, programmatic space, and Townsend Hall – August 2020
2. Begin the renovation of Wardall Hall – May 2020
3. Successfully orient two new Executive Team members – director of facilities and director of dining services for University Housing
4. Continue the review and implementation of the ADA audit report to increase inclusive housing options within the residence halls
5. Make progress on the Illinois Business Consulting recommendation priorities (see page 4)