Office of Residence Life

Annual Report 2011-2012
Mission
We endeavor to provide a residential experience which supports student success.

Goals
- To provide residential experiences which foster individual interactions between students and staff.
- To provide a fiscally viable housing and residential experience for our students.
- To provide a residential experience which encourages student engagement and ownership of the campus community.
- To provide learning communities to broaden student learning through residential experiences.
- To provide residential experiences in a safe on-campus living environment.

Vision
We recognize the unique role of college students as future leaders in our society and community. In support of this role, our residential programs and services enhance the development of college students through the integration of the classroom and co-curricular educational experiences.

We recognize students as members of diverse communities who each possess individual needs and goals.

To support student’s needs and goals, we foster opportunities for personal development through individualized interactions between students, staff, and family members.
The Office of Residence Life made significant strides this year in supporting the mission of Southeast Missouri State University and the Division of Enrollment Management and Student Success. A key element of this work is centered on developing housing facilities that are constant with Southeast’s efforts as a University of First Choice and the residential student experience that supports a student’s academic and personal success.

The University is fortunate in that the demand for on campus housing continues to grow and there are additional opportunities for further housing expansions in the near future. The $24 million new residence hall project currently underway on the north side of campus is a direct result of the need for new housing on the Southeast campus. In addition, two additional housing ideas, a River Campus mixed use residence hall and possible development of Greek Housing, are all options currently under consideration. These opportunities provide an exciting time to be part of Residence Life and we are proud to see the investment in new and renovated facilities taking place for current and future residence hall students.

This year Residence Life took on significant changes in our residential education program and how we train our student staff. By partnering with the University Studies program, pilot sections of UI100 were offered that directly combined the academic elements of UI100 with outside the classroom programming of the staff in one of our residence halls. In the coming year this pilot program is being expanded and we will move from two sections of UI100 to five sections. This partnership is a direct result of the involvement of Residence Life staff in the academic work of the University and cooperation between residence life professionals and faculty at Southeast.

The training of our staff, both student and professional, is a critical element of the residence life program at Southeast and this year we proudly took an aggressive step forward in our training program. Student staff for the department participated in an online training program, similar to an online class, including review materials and quizzes, which provided our student staff (Resident Assistants) with a more flexible, yet in-depth training that spanned the entire summer. Based upon feedback from our student staff this program is being expanded and a new online training for the Hall Director position is being developed for the coming academic year.

There is a great deal for the Office of Residence Life to be proud of this past year and I applaud the success of our more than 200 staff (student, clerical, project crew, professional, desk, mailroom, security desk, Resident Assistant, Hall Director, etc.) that are working to make the residence halls at Southeast the First Choice when it comes to residential living.

Sincerely,

Bruce W. Skinner, Ed.D.
Director
This year, RA training included an online aspect as well as traditional training methods. All RAs are now required to complete online training modules/activities that include forum posts, drop box assignments, and quizzes before they return to campus in August. Spring 2012 RA training focused on new RAs and their skill development.

Over 200 applications received for our 99 Resident Assistant positions for 2012-2013.

- 64 returning Resident Assistant applications
- 140 new Resident Assistant applications
- 42 individuals offered Alternate positions

- 2 Resident Assistants with 4.00 cumulative grade point averages.
- 14 Resident Assistants with 4.00 Fall 2011 semester grade point averages.
- 9 Resident Assistants with 4.00 Spring 2012 semester grade point averages.
- 20 Resident Assistants graduated in May 2012 – highest number in past six years.
The Residence Hall Association (RHA) is a governing body of students living in the residence halls. RHA provides a voice for students as well as activities throughout the school semester such as Southeast Celebrity, Coolest Room Contest, and Campfire.

RHA’s purpose is to:
• Provide a unified voice for those students who reside in University housing facilities.
• Ensure student involvement in the University and Residence Life policy-making process.
• Encourage and facilitate inter-hall cooperation.
• Discuss and promote student development and the issues of students in the residence halls.
• To provide a means for improving physical, educational, and cultural standards of living in the residence halls.

RHA currently includes both an executive board and a Hall Council for each hall. Both RHA and the Hall Councils provided great programming this year. Some examples of programs that were facilitated throughout the year included:
• **Towers North’s Hoops for Hope**, which raised hundreds of dollars for charity
• **Vandiver’s Roommate Game**
• **Dearmont’s Valentine’s Date Auction**, which raised hundreds of dollars for charity
• **The Annual South Side BBQ**

The upcoming year will be a rebuilding year for RHA as the executive board spent much of the Spring ‘12 semester overhauling the organization’s constitution. With the varied successes of the Hall Councils in each building, RHA will be moving to dissolve Hall Councils and have RHA as the one and only body of representation for all Southeast Residence Halls.
This semi-annual event held on August 20, 2011 in the Show Me Center and on April 28, 2012 in the University Center, was created to celebrate diversity at Southeast Missouri State University. It showcases live performances by various cultural and professional groups from around the country and from our very own university. Some of the cultural performances included West African drumming, tap, krump and belly dancers, acoustic musical performances, and Bollywood to name a few. We also showcased a fashion show featuring models who were our very own Southeast students from over 26 different countries, showcasing clothing from their own cultures. Other festivities also included henna tattoos, caricature artists, as well as various cultural food and music. The events were free and open to all students, faculty, staff and their families. This year’s Fall event boasted an attendance of over 1000 individuals, while the Spring event was attended by over 600 individuals.

Carpe Diem (‘Seize the Day’) is the message that brings people together for a celebration of diversity while setting aside differences at Southeast. This is not just an evening of fun and entertainment, but is also a very enriching and educating experience for friends and family.
CaSEMO
This annual event occurred on November 11, 2011, in the Towers Café and had an attendance of 547 students. The purpose of this event is to raise awareness about gambling addiction. Pamphlets, pens, and replica casino chips with facts and information from the Missouri Partners in Prevention program called “Keeping the Score” were given out to attendees. Additionally, staff t-shirts worn during the event displayed one of two different facts about college student gambling, with the phone number and website of a gambling addiction resource.

At this event a variety of casino games were available for student to enjoy including roulette, slot machines, craps, blackjack, Texas Hold’em, and bingo. All games, the prize tables, the DJ booth and the mocktail station were staffed by hall directors and resident assistants. Drinks and snacks were also provided including signature CaSEMO mocktails.

The Aloha Bash
The Office of Residence Life and the Residence Hall Association presented the “Aloha Bash” on Saturday, May 5 from 4-7pm on Parker Field. The campus wide block party had more than 250 students in attendance. The event featured inflatables, carnival games, contest games, cold treats, and BBQ.
The Learning Community Program at Southeast Missouri State University is designed to enhance your academic success and your residential experience. This is accomplished through building a community in which you are surrounded by students with similar academic interests and career goals, conducting specialized programming that is designed by staff and faculty from your academic area and providing access to resources that will aid in classroom success.

The general goals and concepts of the Learning Community Program are as follows:

• A community of students who support one another in their academic pursuits.
• A connection to the Southeast community, both academic and social, with an emphasis on retention and persistence to graduation.
• A strong out of classroom experience through experiential learning.
• An understanding and appreciation of diverse cultures and the variety of human experience.
• A culture of student leadership which empowers civic responsibility.

Research has shown that students living in learning communities have a better understanding of the academic material, better interpersonal and critical thinking skills, and a stronger connection with faculty members and the institution (Shapiro and Levine). The university benefits by retaining more students that in turn persist until graduation (Shapiro and Levine).

The Office of Residence Life, in conjunction with our many academic partners, is pleased to offer the following Learning Community Experiences:

• Business Learning Community
• Health and Human Services Learning Community
• Visual and Performing Arts (VPA) Learning Community
• Science & Math Learning Community
• Education Learning Community
• Honors Learning Community
• Transfer Community
• First Year Redhawk Connection

There are approximately 300 students that live in a learning community every year, not including those that took part in this year’s UI 100 program in North.
In the Fall of 2011, Residence Life partnered with Candlewood Suites Extended Stay Hotel to provide housing for 48 upper-class students. With the demand for housing continuing to increase, Residence Life in May 2012 agreed to partner with Candlewood Suites for the next two academic years. The partnership includes doubling the Candlewood occupancy with Southeast students to 86 for academic year 2012-13, along with adding an additional staff member.

The Washington Street apartments remained at full capacity as all 17 apartments were leased for academic year 2011-2012.
In September 2011, the University solicited a Request for Qualification (RFQ) to all architectural firms interested in designing a new residence hall. Treanor Architects P.A. who previously designed Merick Hall, was selected and designed a 82,100-square-foot residence hall that will house 262 students. The site selected for the building was to the North of the existing Seabaugh Polytechnic building on an existing parking lot.

Arranged in a suite-style layout, each suite will include two bedrooms housing four students with a semi-private bath. The building will feature amenities such as multiple study lounges and kitchenettes on every floor, student gathering/gaming space, and a multipurpose room that can be converted into a classroom.

Construction is divided into two phases. Phase I was awarded to Nip Kelley to complete the site fencing, utility extensions (power, sewer, steam, water), site clearing and mass earthwork for the building and parking lots. Phase II, included construction of building itself and the associated parking lots. The project cost is estimated at $24.5M. Final completion of the building is estimated at late June 2013.
In our ongoing efforts to improve the conditions and quality of our facilities the Office of Residence Life has completed the following list of enhancements during the year. The list is only a portion of the many projects the Office of Residence Life has completed in the past year:

Renovated the HVAC system in Greek J and K to introduce fresh air into student rooms, clean existing fan coil units and air handler units; replace/upgrade finishes.

Worked with Treanor architects to finish construction drawings of the New Residence Hall. Phase I included site work, utility infrastructure installation, and parking lot construction which was awarded to Nip Kelley.

Replaced the Henderson Hall roof, totaling 5,850 sq. ft.

Installed furniture (beds, loft kits, mattresses, desks, chairs, dressers, and wardrobes) into Candlewood Suites for 48 students.

Replaced a total of 500 mattresses between Greek F, G, J, and Vandiver Hall.

Replaced a total of 950 beds (bed ends, bed springs, loft kits) between all five Greek houses, Towers North and Towers West.

Contracted with Rottler Pest Control to complete an inspection in all residence halls for bed bugs using two canine and handler teams certified by the National Entomology Scent Detection Canine Association (NESDCA). The inspection resulted in confirmation that no bed bugs had been detected.

In May 2012 we removed furniture (beds, loft kits, mattresses, desks, chairs, dressers, and wardrobes) from Candlewood Suites that was set for 48 students in August 2011.

Installed a sink, faucet and mirror in Towers South 217/218 Lounge and Towers East 314/316 Lounge to better utilize the space for overflow housing on Move-in Day.
Upgraded the electrical capacity to student rooms in A and D Wings to better handle student electrical appliance needs.

Upgraded 68 portable air conditioning units in A and D wings and an additional 102 exhaust hoses in B and C wings.

Replaced 1200 sq. ft. of the flat “EPDM” section of the Myers roof.

Replaced lounge furniture in Myers.

Replaced the tile flooring in the Towers Complex, Towers South 1st and 2nd floors main lobby and Towers East 1st and 3rd floors.

Upgraded flooring and finishes in the Towers East and South laundry rooms.

Replaced carpet in the Residence Life Central Office.

Replaced the exterior storefront doors to the Towers Complex and Rowdy’s.

Replaced 1250 mattresses in Towers East, Towers South, Dearmont and Cheney.

To demonstrate our commitment to sustainability, issued a bid to recycle the 1250 mattresses that are being replaced.

To increase the security of the residence halls, installing security windows/screen system on all ground floor windows in all residence halls.

Updated the Capital Improvement Plan for Fall 2012.
Southeast Employee of the Year
Kim Fees, Assistant Director for Facilities and Operations

Kim Fees, Assistant Director of Residence Life for Facilities and Operations, was named the Southeast Missouri State University Employee of the Year for 2011. Fees was nominated under several of the strategic plan priorities, including Academics and Student Experiences, as well as People.

Kim goes beyond his job description by helping Resident Assistants with social programs, constructing props from scratch for educational programs and placing recycling bins in every residence hall to help the residents “go green.” He also is known as the residence life “grill master” at various residence hall barbeques, according to his nominators. Fees is currently serving his second term as chair of the Professional Staff Council. He also serves on several other University committees, including Budget Review.
Staff Member of the Year (as determined by the Hall Director):
Merick: Tracy Shelmire
West: Kyle Joseph Smith
North: Wayne Dierker
East: Aaron Griffing
Dearmont: Michael Walker
South: Morgan Grothaus
Myers: Garrett Downing
Vanderson: Leah Denby
Cheney: Lydia Holland
Greek Area: Heather Lamplough

Residence Hall Association Awards:
Hall Council of the Year: Dearmont Hall
First Year Student of the Year: Wesley King, Dearmont Hall
RA of the Year: Wayne Dierker, Towers North
Program of the Year: “DIY” program in Towers East by Chelsie Grothaus
Hall Council Member of the Year: John Lehmann, from the Greek Area
Hall Director of the Year: Heather Brake, Dearmont Hall

NRHH Awards:
Christine Nye Commitment to Scholastics: Brad Beran, Towers North
Kerry Wallaert Commitment to Service: Nick Maddock, Towers North
Bruce Skinner Commitment to Leadership: Zachery Delos Santos, Greek Area – K Building
Kendra Skinner Commitment to Recognition: Raphael Pelanard, Towers East
Sheila E. Pinckney Commitment to NRHH: Sarah Madden, Myers Hall

Other Recognition/Awards:
Nichole (Nikki) Ciarlette received the University Contributor’s Award during the Student Life and Leadership Awards.
Community Emergency Response Team (CERT) – The central office staff, hall directors and graduate assistants completed a 20-hour training program, certifying attendees in disaster preparedness, fire suppression, triage and medical operations, light search and rescue, disaster psychology and terrorism identification.

Successfully coordinated three selection processes to fill six Hall Director positions, which came open from January 2011 through November 2011.

Successfully coordinated the selection and hiring process for five Graduate Assistant positions for the 2011-2012 academic year.

Coordinated three separate Hall Director trainings for new staff in July 2011, September 2011, and January 2012.

Provided professional development to members of the central office, Hall Directors, and Graduate Assistants through use of social media (Twitter and blogs), listservs, and webinars.
Beginning in the spring of 2011 the Office of Residence Life, in partnership with the University studies program, began planning for the first ever Residence Life lead UI100 courses at Southeast. The two courses were taught as a combined UI100 section in the Fall of 2011, by the department Director and a professional Hall Director. All 60 of the students in the courses were required to live in Towers North as a condition of participating in these UI100 courses.

Students in the courses participated in the standard UI100 curriculum with one major change. As part of the curriculum for these UI100 residential courses, the Resident Assistant (RA) programming in Towers North was integrated into the course. Students were expected to participate in RA programs and other campus events as part of the UI100 course. This participation was much more extensive than random programs or extra credit assignments, instead there were multiple program and event participation expectations each month and students submitted written reflections and reports on their perceptions and the overall program effects.

The course capstone’s requirement was a Leadership Southeast project where small groups of students identified an area of the University where they would like to see some kind of change. The students researched the logistics of the change, including costs, personnel/facility needs, and met with campus administrators to determine the feasibility of their idea. Each group then presented their findings in a written report and oral presentation to the class.

The residential UI100 program was examined by the University’s UI100 committee in the Spring of 2012 and based upon favorable feedback from students and instructors the program has been expanded for the Fall 2012. For the Fall 2012, five residential sections of UI100 are being taught by Residence Life professional staff and assisted by graduate students.
The University and the Office of Residence Life have developed a special move-in process exclusively for new students. We set up a “One-Stop Shop” at the Student Recreation Center for new student move in day. There, students find a centralized hall check-in process and a wide range of staff and services available to assist them with their needs.

In addition to completing medical information, receiving a free t-shirt, picking up their room key, students are able to:

- Meet some of the Residence Life professional and student staff.
- Sign up for long distance phone service.
- Register a vehicle and receive a parking permit.
- Meet staff from various University departments and receive information about the services they provide.
- Visit displays by local businesses and learn about services and products on site.

After check-in, students are directed to their perspective residence hall to move-in. To provide students with additional assistance moving in, a large crew of student volunteers are present to greet them at their residence hall and help them move everything from their car to their room.

- **1286** residents checked in on “Move-In Day”, a single day record
- **818** student volunteers from various campus organizations helped facilitate the process
The Office of Residence Life maintains as one of its guiding values the responsibility to act as good stewards of student monies. The following graphs reflect the revenue sources and expenditures for FY12.

**FINANCIAL STATEMENT – FY12**

### RESIDENCE LIFE REVENUE (projected as of 6/21/12)

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing contracts</td>
<td>$13,767,672</td>
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<tr>
<td>Board contracts, commission</td>
<td>$6,722,618</td>
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<tr>
<td>Cancellation fees, buyout</td>
<td>$162,961</td>
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<tr>
<td>Summer – operations, contracts</td>
<td>$174,347</td>
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<td>Vending Services</td>
<td>$109,121</td>
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<tr>
<td>Leased properties</td>
<td>$171,796</td>
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<td>RHA, cable tv and technology fees</td>
<td>$394,373</td>
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<tr>
<td>Interest earned</td>
<td>$181,717</td>
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<tr>
<td>Miscellaneous revenue</td>
<td>$284,871</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$21,969,476</strong></td>
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### RESIDENCE LIFE EXPENSES (projected as of 6/21/12)

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residence Life operations, programming</td>
<td>$2,122,253</td>
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<tr>
<td>Residence Life utilities (inc ORL labor)</td>
<td>$1,901,997</td>
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<tr>
<td>Residence Hall operations</td>
<td>$1,305,876</td>
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<td>Housing maintenance, custodial services</td>
<td>$1,815,413</td>
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<td>Overhead support</td>
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<td>Food service contract</td>
<td>$5,590,591</td>
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<td>Vending services, card access</td>
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<td>Leased properties</td>
<td>$23,257</td>
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<td>Residence Life scholarships</td>
<td>$475,608</td>
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<td>Summer operations</td>
<td>$52,551</td>
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<td>Hall council, cable tv</td>
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<td>Candlewood operations</td>
<td>$351,428</td>
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<td>Debt retirement</td>
<td>$5,503,338</td>
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<td>Facility renewal</td>
<td>$624,404</td>
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<tr>
<td>Miscellaneous expenses</td>
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<td><strong>TOTAL</strong></td>
<td><strong>$21,657,486</strong></td>
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*does not include University transfers (ie, Greek Village Master Plan, Towers flooring replacement, etc) in the amount of $2,232,830
The following graphs reflect the revenue and revenue sources for the 2012 fiscal year.

**REVENUE**

32% increase in revenue since FY07
5% increase over FY11

**Comparison of sources of revenue FY12**

- Board contracts: 30%
- Room contracts: 63%
- Cancellation Fees: 0.74%
- Summer operations: 0.79%
- Transfers: 0.54%
- Vending Services: 0.50%
- Interest: 0.83%
- Leased properties: 0.78%
- Miscellaneous: 0.76%
- Student Fees: 1.80%
Camps and Conferences
• Summer 2011 – 17 camps, hosting a total of 2100 participants
• Summer 2012 – Currently scheduled to provide housing for 25 camps, potentially hosting a total of 2800 participants

Summer Housing
• 2011 – 33 residents
• 2012 – 38 residents
• 23 student workers (RAs, conference assistants, work crew and central office student assistants)

This year Residence Life formally organized Facebook pages for each individual residence hall and for the department. The department page is used as a source of information for new and returning students as well as a place for them to ask questions. Residence Life also upgraded and expanded our keycard access software/systems, along with the Towers Complex entrances now being included in the keycard access system.

The department has created a committee to work on improving our technological capabilities and our mobility. Some projects this committee is working on are:
• Mobile applications for residence hall work orders, staff communication reports, and incident reports for use with tablets and smart phones.
• Improved web applications for work orders, staff communication reports and incident reports to replace current application.
• Text alerts for information disbursement.
• Check-in and check-out tracking through use of a scanning system.
In September 2011 the University signed an agreement with Pepsi MidAmerica for exclusive rights for on campus vending, Athletics concessions and the Show Me Center concessions. The agreement helps increase the level of service and support for campus vending and concessions while also maximizing revenues.

Residence Life currently manages University contracts, or works with companies such as Pepsi MidAmerica, Chartwells, Burch Foods, ASI/CoinMach, Res Life Cinema, Persona and POM Equipment to provide services throughout all of the University’s campuses.

- **3039** board plans sold Fall 2011
- **2743** board plans sold Spring 2012
- **17** food storefronts in 7 different locations
- **4** meal plan options available
- **1001** Faculty Friday meals served in the Towers Cafe
- National vendors Chick-Fil-A and Papa John’s featured in the UC Dining area
- Starbucks Café and Subway sandwich shop both opening in academic year 2012-2013
- Renovations in the UC Dining area to be completed Summer 2012, includes expanded seating