Mission
To create exceptional residential communities that support and inspire students to succeed.

Points of Pride
• Wilkerson Commons opened in September 2015 after extensive renovations. Renovation incorporated multiple dining concepts including allergen free, student gathering, collaborative study and meeting spaces, as well as a service center for mailbox and package pick-up for residents,
• Smith Hall fire suppression sprinkler system installation and wireless upgrade complete. Hall office relocated. Updates to the piano lounge and floor study lounges completed. Updates to several community baths,
• Squires & Walsh Halls to be transitioned to co-ed after a long history of being exclusively female and male halls.
• Approval of a Social Justice Living-Learning Community in Selke Hall including incorporation of gender inclusive room assignments.

Departmental Strategic Plan Goals
• Continue a review of operational processes to eliminate redundancy and improve efficiency.
• Revise and operationalize learning outcomes for residence life staff.
• Explore opportunities for expansion of learning communities in the residence halls.
• Develop long-term departmental facilities and operations plan in light of results of Housing Master Plan Study.

Progress & Accomplishments
• THD 4.0 (Housing software) upgrade has combined the application, fee, and contract as a one-step process. The upgrade has also enabled sending text messages to residents.
• Additional training on the TEACH programming model goals was added to RA training.
• New operating protocol was implemented for consistent coding of live-in student staff room/board waivers in compliance with NDUS procedures.
• Refinanced bond from University Place construction resulting in savings and shortening the bond by five years.
• Reconfigured McVey Hall entrance for ADA accessibility.
Program Evaluation Results
The ACUHO-I/EBI survey is administered every alternate year to residence hall and apartment students. Longitudinal trend of Overall Program Effectiveness and comparison information for the residence halls is shown below:

Use of Results
Strengths associated with the Overall indicator include safety and security, facilities, roommates, hall staff, community environment. Some areas recommended for improvement include hall programming, LLC connections and support, personal interactions, and diverse interactions. Actions targeted towards improving these factors are being reviewed.

Student Learning Outcomes
Housing adopted the TEACH programming model where each word of the acronym stands for a skill that hall staff will work on developing with their residents.

The skills are:
- Transferable skills (life skills)
- Environment & Community (understanding residence hall community, involvement at UND, state, nationally, and globally)
- Academics (transitioning from high school to college, study skills, academic resources)
- Citizenship & Identity (social justice, conduct process)
- Health & Wellness (personal wellness)

Assessment Results
More than 500 programming opportunities were available for residence hall students to attend. From the program evaluations received, 21% reported they had little or no knowledge of the topic prior to attending a program, while 96% of attendees reported they learned something new about the topic after attending a program.

Use of Results
Additional training on the TEACH programming goals will be added to RA training in fall to help them with strategies for more effective programming.

Challenges
- Aging and outdated residence hall and apartment buildings.
- Significant deferred maintenance.
- Increasing competition from off-campus rental options affecting occupancy.
- Operationalizing learning outcomes.
- Ability to recruit and retain a qualified, diverse cadre of staff full-time and student staff members.

Priorities for the Future
- Develop long term plan to address residence hall and apartment facility needs as per recommendations in the Housing Study consultant report received in spring 2016.
- Proposal to increase student employees’ hourly wages to $9/hour for entry level staff to attract and retain student staff.
- Proposed salary increase for exempt live-in full-time staff to meet the exempt salary threshold as mandated by DOL and new FLSA guidelines.
- Purchase of Roompact software to improve process efficiency with online room condition reporting and roommate agreement facilitation.