Dear Colleagues,

Our mission is to help students succeed. One of the ways in which the Department of Residence (DOR) achieves this is by creating dynamic and vibrant communities within safe and well-maintained residence halls. The DOR also provides healthy and nutritious meals in each of our dining centers and retail locations across campus. In all that we do, we aim to provide exceptional service and hospitality which translates to providing meaningful employment opportunities to over 900 students each year.

The success and learning of our students in residence is enhanced in many ways through the relationships we have on campus. From the academic programs we partner with to offer Living Learning Communities, to the Academic Advising Center and our Peer Advisor in Residence program, it’s partnerships like these that help facilitate students’ overall academic success.

And living on campus really matters. According to a report recently published by the U.S. Department of Housing and Urban Development, “students who live on campus are more likely to graduate, and particularly when the on-campus experience is purposefully structured toward student learning and engagement”. More specifically, studies show that students who live on campus adjust quickly to college, get involved and feel connected, grow and develop at an accelerated pace, develop meaningful relationships with faculty and staff, earn good grades and graduate at a high rate.

The DOR is committed to providing a residential experience that is supportive of and responsive to the developmental and educational needs of our students. To learn more about the DOR, visit www.uni.edu/dor. We welcome your ideas relative to how the DOR can even better serve our students, guests and colleagues at the University of Northern Iowa.

Glenn Gray
Assistant Vice President &
Executive Director of Residence
Mission

The Department of Residence contributes to the success of students and the university by providing exceptional hospitality and creating dynamic communities.

What We Do: Housing, Dining, Community Development

The Department of Residence is a dynamic comprehensive enterprise encompassing housing, dining and residence life operations, serving students and university guests 24 hours per day/365 days per year.

CORE SERVICES

**ADMINISTRATION OF CAMPUS IDENTIFICATION CARDS**
Nancy Lindgard, Assistant Director of Residence for Technology Services
319-273-6191 | nancy.lindgard@uni.edu

**ADMINISTRATION OF HOUSING & DINING CONTRACTS**
Jean Wiesley, Assistant Director of Residence for Administrative Services
319-273-6040 | jean.wiesley@uni.edu

**MAINTENANCE & CLEANING OF FACILITIES**
Dave Peerman, Director of Residence Facilities
319-273-7039 | david.peerman@uni.edu

**MARKETING ON-CAMPUS HOUSING & DINING SUMMER CAMP & CONFERENCE SERVICES**
Annie Karr, Assistant Director of Residence for Marketing & Conference Services
319-273-7438 | annie.karr@uni.edu

**PROVISION OF DINING, RETAIL & CATERING SERVICES**
Carol Petersen, Director of Dining Services
319-273-6037 | carol.petersen@uni.edu

**SUPERVISION OF RESIDENCE LIFE**
Erica Eischen, Assistant Director of Residence Life
319-273-6330 | erica.eischen@uni.edu
Nick Rafanello, Assistant Director of Residence Life
319-273-6035 | nicholas.rafanello@uni.edu

**STUDENT DEVELOPMENT THROUGH THE PROVISION OF**
- living learning communities
- leadership opportunities
- student government
- student employment
- conduct adjudication

Employment

Student staff plays a critical role in staffing Department of Residence for residence life, dining and facilities. Approximately $3.6 million is spent each year by the department for student wages.

181  FULL TIME EMPLOYEES
950  STUDENTS
380  COMBINED FTE

Our Staff...

- Serve as academic advisors to deciding first-year students
- Utilize the MapWorks assessment and intervention program to improve students’ academic success
- Teach courses in the Postsecondary Education program
- Serve on student recruitment and retention council
- Hold regional and national leadership positions in professional organizations

DOR is the largest employer on campus
Facilities

DOR manages more than 1.5 million ft², which is approximately 35% of institutional space.

- 319 traditional apartments (242,286 ft²).
- 8 traditional residence halls (867,180 ft², 4,164 beds) and 2 apartment-style residence halls (303,615 ft², 774 beds).
- A central bakery and commissary located in Redeker Center serves to store, prepare, portion, package and deliver food items to all dining outlets.
- 2 full-service residential dining centers (133,800 ft²) provide a seating capacity of 1,730.
- 2 full-service catering operations located in Maucker Union and Commons service all catered events on campus.
- Retail dining spaces include a coffee house, food court and convenience store in Maucker Union; convenience stores in Commons and Redeker Center; and cafes in the Rod Library, Schindler Education Center and the Wellness and Recreation Center.
- 2 full-service catering operations located in Maucker Union and Commons service all catered events on campus.
- A central bakery and commissary located in Redeker Center serves to store, prepare, portion, package and deliver food items to all dining outlets.
SPRING SEMESTER 2015

SURVEY SAYS...

Each year, the Department of Residence participates in the Benchworks (formerly EBI) Resident Assessment as well as the NACUFS (National Association of College & University Food Services) Customer Satisfaction Benchmarking Survey. The department consistently out-performs its peer institutions.

Annual assessment, measured longitudinally and benchmarked nationally, affirms high levels of student satisfaction with UNI housing facilities, dining services, and the residence life experience.

Students living in housing on campus earn better grades and are more likely to graduate.

RESPONSES GOAL = 5.5 / 7.0

SATISFACTION WITH RESIDENCE FACILITIES
1. Cleanliness of Floor/Hall 1,086 5.6
2. Cleaning Staff 1,071 6.5
3. Timeliness of Repairs 956 6.0
4. Laundry Room Facilities 1,040 4.7
5. Cleanliness of Bathrooms 1,057 5.5
6. Common/Community Areas 1,073 5.9

SATISFACTION WITH DINING SERVICES
1. Quality of Food 977 5.2
2. Cleanliness of Dining Area 973 5.7
3. Dining Environment 970 5.9
4. Service Provided by Staff 968 5.9
5. Dining Service Hours 970 5.6
6. Variety of Meal Plan Options 963 5.1
7. Value of Meal Plan 964 5.0

SATISFACTION WITH RESIDENCE EXPERIENCE
1. Hall Staff 1,081 5.8
2. Hall Programming 1,024 5.3
3. Hall Environment 1,093 5.6
4. Services Provided 1,093 5.5
5. Room Assign/Change Process 1,041 5.5
6. Safety and Security 1,082 6.3
7. Roommates 760 6.0
8. Community Environment 1,042 5.7

OVERALL SATISFACTION WITH LIVING ON CAMPUS 1,054 5.6
Budget

The Department of Residence has an annual operating budget of $40 million. All funds are exclusively self-generated (auxiliary) – no state appropriation, tuition revenue or general fund dollars are allocated to DOR. The Department of Residence does, however, contribute over $1 million annually to the university’s general fund. Securing the department’s $76 million outstanding revenue bonds are the net rents, profits and income from the operation of the student residence halls and dining facilities. Current annual debt retirement is approximately $6,748,065.

Recent Initiatives

ENHANCING THE RESIDENCE LIFE EXPERIENCE
• Developing a residence life master plan with a curriculum designed for four types of Living Learning Communities: Springboard (first-year transition); STEP (Second- & Third-Year Experience Program); Academic (Biology, Business, Education, Music, Honors, Women’s and Gender Studies, Exploring Major); and Upperclass Communities. (completed Fall 2015)

ENHANCING RESIDENCE AND DINING SPACES
• Phases I and II of Panther Village opened Fall 2012 and Fall 2013, respectively, providing apartment-style accommodations for 450 upperclass students. (completed Fall 2013)
• Recent residence hall improvements include fire suppression systems, card access to exterior doors, wireless internet service, lofts in all rooms, restroom updates and a self-operated laundry machine service that comes equipped with wash alert and incorporates user fees into rental rates. (completed Fall 2015)
• Expansion of Redeker Center includes additional seating for dining, an expanded convenience store, a student computer lab, student lounges, an office for the Residence Hall Association (RHA), and office and meeting space. (completed Fall 2013)
• Opening the Book Bistro in Rod Library. (completed Fall 2014)
• Adding Erbert & Gerbert’s sandwich bistro to the Maucker Union Food Court. (completed Fall 2015)

ENHANCING MEAL PLAN ACCESS
• Migrating meal plans to “all access plans” to improve student engagement with their community, provide an improved value to students and assist students in developing healthier dining habits. (completed Fall 2014)
• Allergen-friendly venues at the dining centers feature a menu to better serve students with food allergies, as well as more vegan-specific food choices throughout. (completed Fall 2014)
On the Horizon

ENHANCING RESIDENCE FACILITIES TO SUPPORT THE RESIDENCE LIFE EXPERIENCE
• Developing a residence facilities master plan that incorporates suite-style accommodations into the housing inventory as a developmental transition for students: first-year students will reside in traditional residence halls to facilitate their adjustment to college and relationship building; second-year students could transition into modernized suite-style accommodations offering more privacy and independence; and upperclass students may elect to transition into apartment-style accommodations to achieve even greater autonomy and self-reliance. (ongoing)
• Lawther Hall will be modernized to better meet student expectations (ADA accessibility, air conditioning, single- and suite-style accommodations with private and semiprivate restrooms). This is a retention initiative targeting second year students. (anticipated Fall 2017)

ENHANCING RESIDENCE AND DINING SPACES
• Planning for a new café in Schindler Education Center. (anticipated Spring 2017)
• Creating new foodservice venues in Maucker Union to better meet students’ expectations. (anticipated Fall 2016)

ENHANCING AND EXPANDING SUMMER CAMP AND CONFERENCE SERVICES
• Outcomes may include exposing the institution and its facilities, programs and personnel to others who might not otherwise be aware of what UNI has to offer; bringing student recruiting prospects to the UNI campus (over 1,000 anticipated in summer 2016); growing a special affinity for the institution among life-long learners and alumni; strengthening town-gown relations and overall public relations; generating additional revenue; and offering year-round employment opportunities for students, staff and faculty. (ongoing)
• Modernizing Lawther Hall will provide for an attractive academic conference center, including: air conditioned suite-style accommodations; faculty offices in Bartlett to the East; a parking ramp to the Northeast; programming space and catering/retail services in Commons to the Southeast; and a park-like courtyard for outdoor events to the South. (anticipated Summer 2018)

The Department of Residence has hosted a regional RA (resident assistant) conference for the past 25 years with 500 participants annually.
The Department of Residence has hosted the Regional Entry Level Institute (RELI) for professionals in the Upper Midwest Region of the Association of College and University Housing Officers (ACUHO-I) for the past 3 years.
Each of the major campus awards for sustainability, diversity, student employment and staff excellence have been awarded to the Department of Residence or DOR staff in recent years.
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The University of Northern Iowa does not discriminate in employment or education. Visit uni.edu/policies/1303 for additional information.