**Letter from the Executive Director**

**Welcome to the Department of Residence!**

As you know, living on campus matters! This year (2016-17) approximately 4,400 students, or 36% of students enrolled at UNI will live on campus. Students who live on campus benefit from the affordability and convenience of being on campus, supportive staff who live in the residence halls 24 hours per day/365 days per year, a personal sense of safety and security, a welcoming community and a vibrant residential life.

In fact, decades of research shows that students who live on campus excel in comparison to those who do not. More specifically, they adjust quickly to college, develop meaningful relationships with staff and faculty, participate in university activities designed to help them succeed, attain more enhanced psychosocial development, earn higher grades and graduate at higher rates.

Please take a moment to peruse this piece, and please don’t hesitate to contact me if you have suggestions regarding how we might collaborate together to help students navigate the changes, challenges and opportunities available to them at UNI! As the old African proverb goes, “Smooth seas do not make skillful sailors.”

Glenn Gray  |  Assistant Vice President and Executive Director of Residence  
glenn.gray@uni.edu  |  319-273-2333

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**DOR 101**

It is the mission of the Department of Residence (DOR) to serve as an extension of UNI’s mission to recruit, retain and graduate students. Core functions of DOR include marketing of on-campus housing and dining, administration of housing and dining contracts, supervision of residence life, provision of dining, retail and catering services, maintenance and cleaning of facilities, administration of campus identification cards, conference services and student development through the provision of living learning communities, student leadership opportunities, student employment, student conduct intervention and other student engagement initiatives. To accomplish this, the DOR employs approximately 175 full-time staff and 900 part-time student employees.

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**Who to Call When You Have Questions and Suggestions:**

**DINING SERVICES**

Janet Paul, Director of Dining Services  
janet.paul@uni.edu  |  319-273-6037

As Director of Dining Services, Janet oversees:

- Central Commissary and Bakery (Redeker Center)
- Two Catering Kitchens (Commons and Maucker Union)
- Two Dining Centers (Piazza in Redeker and Rialto in Towers)
- Eight Retail Venues:
  - 23rd Street Market (Commons), Book Bistro (Rod Library), Crunch Break (Wellness Recreation Center), Chats, Essentials and Maucker Union Food Court (Maucker Union), Biscotti’s (Redeker Center) and one more yet to be named located in Schindler Education Center opening Spring 2017

Approximately 10,000 dining and retail transactions occur daily on the UNI campus.
As Director of Residence Life, Nick oversees hall live-in staff (9 Residence Life Coordinators and 78 Resident Assistants); the development of a vibrant and inclusive student life in residence; and student development through the provision of living learning communities, student leadership opportunities, student conduct interventions and other student engagement initiatives.

During the 2015-16 academic year over 4,300 students* lived on campus (35% of all UNI students):

- 92% of new freshmen (83% of all freshmen)
- 56% of sophomores
- 24% of juniors
- 16% of seniors
- 6% of graduate students

*DOR also houses over 150 Hawkeye Community College and Allen College students each year

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Residence facilities account for 1.5 million square feet or approximately one-third of institutional space.

The Executive Director of Residence also oversees the business operations area of the DOR enterprise, which has an annual operating budget of $40 million. All funds are exclusively self-generated (no state appropriation, tuition revenue or general fund dollars are allocated to DOR). Securing the department’s outstanding revenue bonds are the net rents, profits and income from the operation of the student residence halls and dining facilities. DOR also contributes over $1MM annually to the university’s general fund for services rendered.

The DOR Business Operations team includes:

**BUSINESS OPERATIONS**

**Annie Karr**, Assistant Director of Residence for Marketing and Conference Services
annie.karr@uni.edu | 319-273-7438

**Karen Paulsen**, Assistant Director of Residence for Financial Services
karen.paulsen@uni.edu | 319-273-6815

**Jean Wiesley**, Assistant Director of Residence for Housing Contract and Room Administration
jean.wiesley@uni.edu | 319-273-6040

**Nancy Lindgard**, Assistant Director of Residence for Technology
nancy.lindgard@uni.edu | 319-273-6191
Department of Residence Master Plan

The top priority of the DOR Master Plan is to provide housing and a residential experience that facilitates intentional and developmental engagement with students at the various stages of their academic career.

1. **First-Year Students**
   - First-year students reside in traditional residence halls (double-corridor halls with two-students per room and community bathrooms) to facilitate their adjustment to college and relationship-building.

2. **Second-Year Students**
   - Second-year students may then elect to transition into single- and suite-style accommodations with private and semi-private bathrooms that offer more privacy and independence.

+ **Upper-Division Students**
   - Upper-division students may then elect to transition into apartment-style accommodations to achieve even greater autonomy and self-reliance.
The absence of suite-style housing at UNI may contribute to a decline in the retention of second-year students residing on campus due to their inability to secure apartment-style accommodations after having lived in a traditional residence hall for their first year. This lack of retention in residing on campus may hamper efforts to continuously improve enrollment retention in general at UNI.

DOR hopes to convert 30% of UNI’s housing inventory to suite-style housing to better meet the needs and expectations of second- and third-year students. The modernization of Lawther Hall is the first step in developing suite-style accommodations on the UNI campus. When Lawther Hall reopens in August 2017, the modernized facility will provide housing for approximately 400 students who will reside in traditional double and single rooms and suite-style rooms with private and semi-private bathrooms.

## 2015-16 Resident Satisfaction Assessment

<table>
<thead>
<tr>
<th></th>
<th>GOAL: 5.5/7.0</th>
<th>RESPONDENTS</th>
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<tbody>
<tr>
<td>Residential Facilities</td>
<td>5.9</td>
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<td>Cleanliness of Floor/Hall</td>
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<td>Cleanliness of Bathrooms</td>
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<td>Timeliness of Room Repairs</td>
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<td>Laundry Room Facilities</td>
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<tr>
<td>Dining Services</td>
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<tr>
<td>Dining Environment</td>
<td>5.9</td>
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<tr>
<td>Quality of Food</td>
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<td>Value of Meal Plan</td>
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<td>Dining Service Hours</td>
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<td>Residential Experience</td>
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<tr>
<td>Community Environment</td>
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<td>Sense of Community</td>
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<td>Room Assignment/Change Process</td>
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<td>Satisfaction with Roommates</td>
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<td>Personal Interactions with Others</td>
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<td>Safety and Security</td>
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<td>Department of Residence Staff</td>
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<td>Services Provided</td>
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<td>Living On Campus Overall</td>
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<td>1,352</td>
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Recent Accomplishments & New Initiatives

UNI NAMED BEST COLLEGE FOOD IN IOWA

The University of Northern Iowa was named #1 Best College Food in Iowa by Niche.com last January, beating out the other two state schools as well as numerous 4-year private colleges in the state. Nationally, UNI ranked #71 out of 1,713 traditional 4-year colleges and universities.

The 2016 Best College Food ranking is based on meal plan costs and student reviews. Top ranked colleges offer outstanding on-campus dining - students can easily access healthy, quality food across a wide range of cuisines and dietary preferences.

STUDENT ENGAGEMENT DISCOUNT

According to a report published in February 2015 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”.

Faculty and staff engagement with students outside the classroom is one of the many things we can do that contributes to student success. Whether just being visible and available to students during the meal hours, or reserving one of the private dining rooms to meet with students over a meal, this kind of engagement can be quite meaningful to students.

This is why the Department of Residence now offers a Student-Engagement Dining Discount to faculty and staff when dining in the two dining centers on campus: Piazza located in Redeker and Rialto located in Towers. The discount is available to all faculty and staff via ID card and payroll deduct.

BUILDING A COMMUNITY OF INCLUSIVE EXCELLENCE

During the 2016 Spring semester, the Department of Residence conducted an extensive program review to identify strategies that will contribute to building a community of inclusive excellence in residence. DOR’s 15 strategic priorities for the 2016-17 academic year may be viewed via the DOR website by clicking on the icon depicted above from the homepage.

EXPANDING DINING OPTIONS

A ninth dining location will open in January 2017 with the renovation of Schindler Education Center. This new café will complement our on-campus offerings of two dining centers, three convenience stores, two coffee shops and one food cart.

SUITE-STYLE RESIDENCE HALL OPENING FALL 2017

The much anticipated reopening of Lawther Hall in Fall 2017 will fill the void of a suite-style accommodation that has been missing from our residence hall inventory. Modernizing Lawther Hall will help to better meet student expectations (ADA accessibility, air conditioning, single- and suite-style accommodations with private and semiprivate restrooms) and provide for an attractive academic conference center.
Opportunities for Campus Partnerships

LIVING LEARNING COMMUNITIES

Students who live on campus have the opportunity to participate in Living-Learning Communities (LLCs). LCCs are student-centered, faculty-driven, staff-supported communities where students live together based on academic majors (i.e. biology, business, education, music) or academic classification (first-year, second-year, upper-class). LLCs also provide students with out-of-class experiences that help make their classroom learning more immediate, relevant and meaningful. The DOR is continually looking for departments and faculty to collaborate with on the enhancement or expansion of our LLCs at UNI.

BRINGING SERVICES TO STUDENTS IN RESIDENCE

This fall DOR is hoping to remodel some spaces in a few residence halls with the intent of piloting a program that would bring services to students in residence. Depending on student and staff interest this may include bringing staff to students from offices such as Academic Advising, Career Services, the Center for Multicultural Education, Counseling Services, Disability Services, the LGBT* Center and Military and Veteran Student Services.

HOST A SUMMER CAMP OR CONFERENCE

Enhancing and expanding conference services at the University of Northern Iowa presents many opportunities including:

- Exposing UNI and its facilities, programs and personnel to others.
- Recruiting prospective students.
- Developing a special affinity for the institution among life-long learners (i.e. youth, elderly).
- Strengthening town-gown relations, overall public relations and alumni relations.
- Generating additional revenue for the campus and the Cedar Valley community.
- Providing year-round employment opportunities for students, staff and faculty.

If you have housing and dining needs relative to hosting a youth camp or adult conference at UNI, please visit www.uni.edu/dor/summer_conferences.
The University of Northern Iowa does not discriminate in employment or education. Visit uni.edu/policies/1303 for additional information.