

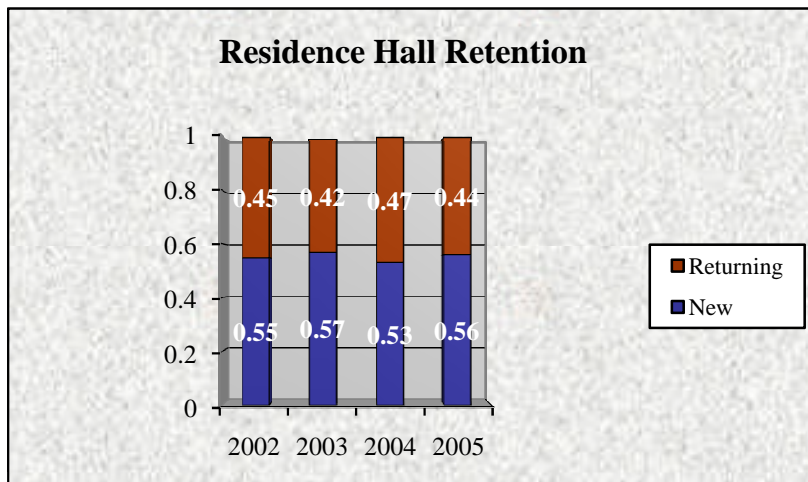
Student Development Office of Student Housing

2004-2005

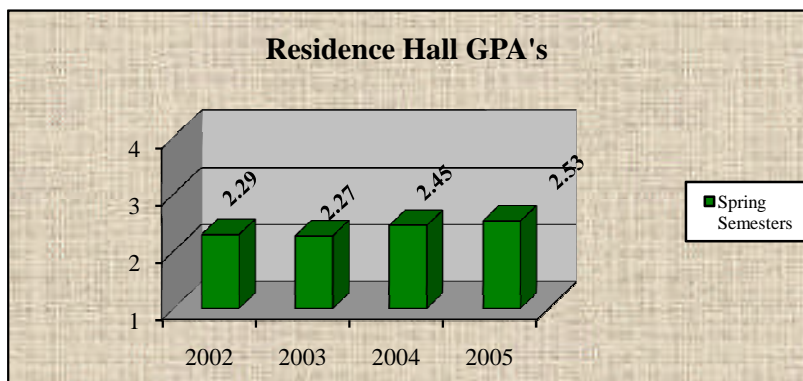
Meeting Institutional Challenges

- ◆ Fall occupancy in the residence hall was 97%, and 95% in the spring.
- ◆ Conference housing income exceeded \$73,000 for summer 2004.
- ◆ Facility upgrades included new carpet and paint in the hallways and lounges, new upholstery on chairs in the study room, and new tile landings and rubber treads in the center stairwell.
- ◆ Construction began on new housing.

Construction began on New Housing



Retention remains consistent



Student Development Office of Student Housing

2004-2005

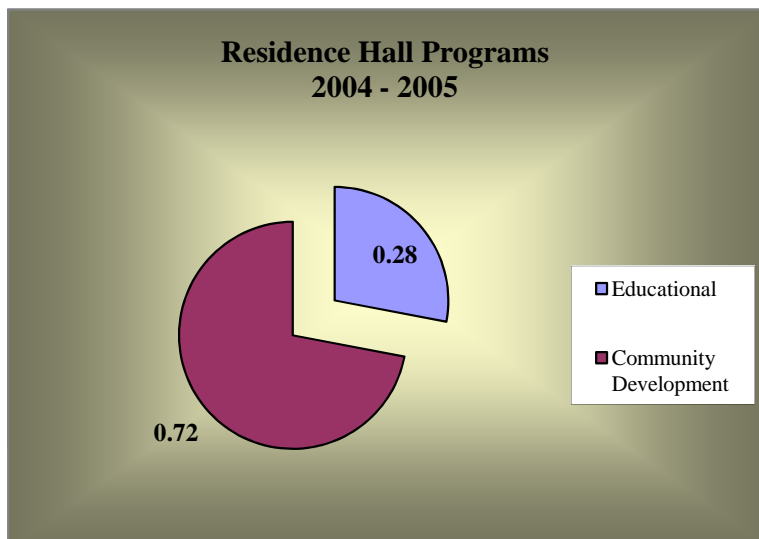
Enhancing Quality of Campus Life

- ◆ Focus groups yielded input on new housing.
- ◆ Seventy two community builders and twenty eight educational programs were presented in the residence hall.
- ◆ Updated Housing web site to include construction updates and electronic submission of work orders.
- ◆ Implemented CORE cashiering at the Housing Office for customer convenience.

Facilitated 100 programs with 1,882 in attendance

Electronic work orders offered through web site

CORE cashiering available at Housing Office



Student Development Office of Student Housing

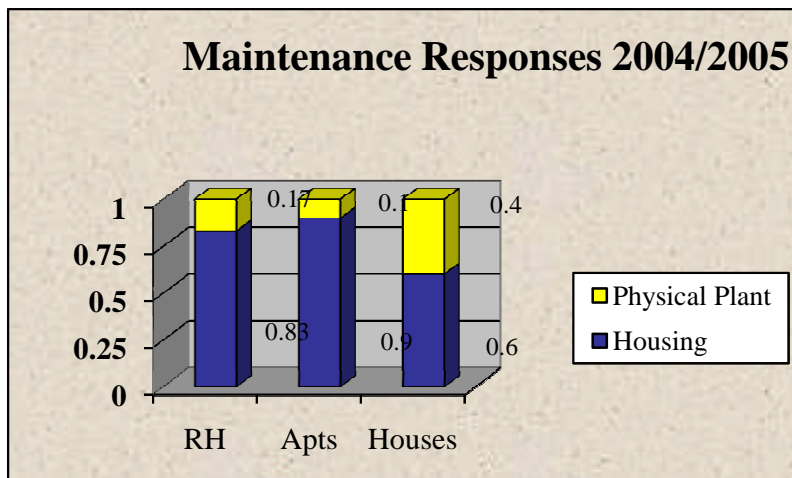
2004-2005

Noteworthy Unit Activities

- ◆ Hosted SWACUHO 2005 regional conference (Reunion on The River) in Little Rock.
- ◆ Upgraded electrical and plumbing at the Housing Maintenance Shop.
- ◆ Housing staff resolved 413 (82%) of the 505 work requests submitted for the residence hall, apartments, and rental houses.
- ◆ Assumed management of the Tri-Delta House and performed many repairs.
- ◆ Housing acquired numerous appliances due to purchase of College Park apartments by the UALR.
- ◆ Hired new Hall Director in May.
- ◆ Beginning July 01, 2005, the two Physical Plant rent houses were taken off the Housing inventory and returned to Physical Plant to manage.

SWACUHO 2005 in Little Rock

Housing assumed management of the Tri-Delta House



Student Development Office of Student Housing

2004-2005

Challenges and Opportunities

- ◆ Security of the campus network impacted residence hall students as many received "Redirect" notices.
- ◆ Security of Housing Office upgraded in response to break in.
- ◆ Wiring the apartments for data access has been added as a change order to the new housing project.
- ◆ Collaborated with DSC, Campus Life and the Graduate School to develop three new GA positions to advance the goals of the division. Housing GA will implement marketing strategies for new housing.
- ◆ Partnering with finance area to offer housing applications with deposit payments on line.
- ◆ Management of pedestrian and vehicle traffic including summer and conference housing in construction zone created challenges.
- ◆ Construction has resulted in cable, phone, data, water and electric outages for the residence hall and Housing Office. Also had a gas line hit and a water line burst in the residence hall.
- ◆ Pi Phi House removal drug on most of the year due to sluggish negotiations with the owners.

Housing Office burglerized

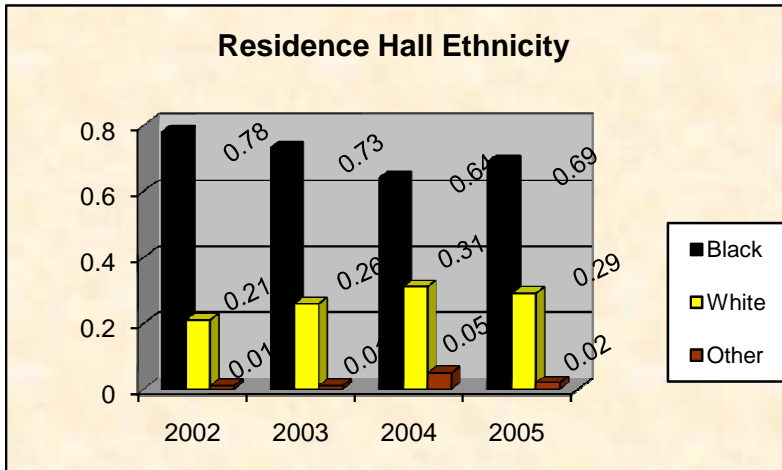
New GA position planned

Housing deposit payments to be made electronically

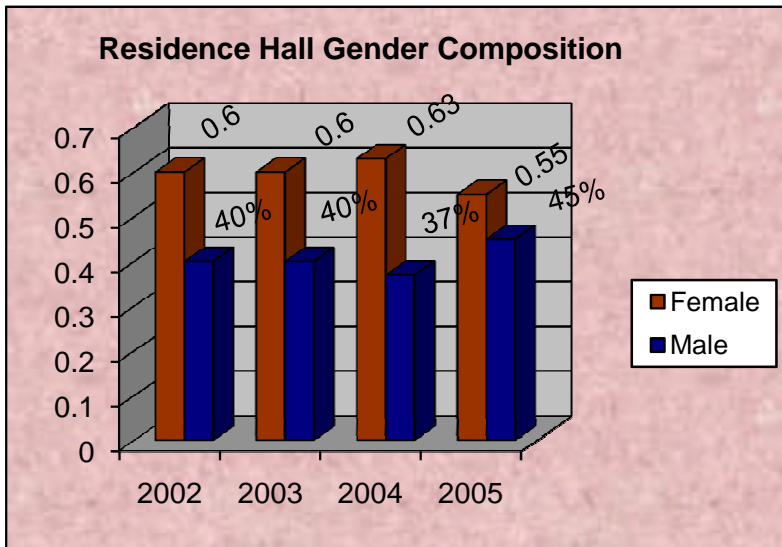
Challenges of operating in a construction zone

Trends and Implications

- ◆ Requests for electronic information prompting more initiatives toward web site development and upgrades such as wireless network plans for the residence hall.



Wireless network planned



Gender composition remains steady