



2021-2022
ANNUAL REPORT



Earlier this spring, I began my journey in Housing and Residential Education at the University of Utah. What struck me almost immediately was how dedicated staff are to helping students succeed at the U. I had the misfortune of starting my job the day after a snow storm, and as I arrived at the office that first day, I found three members of our facilities team digging out a student's car so she could make it to work. I knew I'd found my place.

Since that first day, I continue to be impressed by the good work done in our department for and with students. In the last academic year, **HRE moved in over 4,300 students into residential buildings, facilitated tours for over 18,000 prospective students and guests, and facilitated the largest conference season in the U's history.** The data is a testament to housing, residential education, and facilities staff who do all they can to ensure every student and guest has an exceptional campus experience.

We operate 4,300 beds in 35 different residential buildings that occupy 1.6 million square feet in the heart of campus. While we're proud of our facilities, it is the work done with students within and around these buildings that make me so proud to be at the U.



Sincerely,
Sean A. Grube
Executive Director
Housing and Residential Education

PRIMARY PURPOSE:

To support student wellbeing and success Housing & Residential Education creates an engaging community where students live, learn, and thrive. We develop a sense of belonging, provide opportunities for personal growth, and foster a safe and supportive environment. Our team aims to make the University of Utah feel like home. The department of Housing & Residential Education provides housing to over 4,500 students at the University of Utah across 31 individual buildings. Our team includes over 100 full-time staff across five functional areas including Residential Education, Housing, Facilities, Budget and Finance, and Dining Services. Each of these areas support student wellbeing and student success.



DEPARTMENTAL OUTCOMES:

Housing & Residential Education's strategic goals and outcomes for the 2021-2022 academic year included:

1. Create and facilitate access to on-campus housing for University of Utah students.
2. Enhance services supporting engagement in the residential experience.
3. Develop an inclusive and engaged community where all members thrive.
4. Provide a high quality, comfortable living environment for all residents.
5. Ensure the long-term viability of the department.
6. Provide dining experiences and environments that enhance the university experience.

Student-specific outcomes within Residential Education's Residential Learning Model for the 2021-2022 academic year also included the following:

- Collegiate Success: Living on campus balances all the fun and excitement of college life with intellectual growth. The Residential Learning model seeks to advance skills such as implementing study groups, fostering a community of academia, and maximizing campus resources.
- Culture of Belonging: In a culture of belonging, each member makes connections and sees themselves as a valued part of the university. An ethic of care supports all residents and emphasizes groups historically left in the margins of the academy.
- Personal Development: Holistic wellbeing is imperative to success within and outside the classroom. This requires an increased awareness about oneself and intra-personal skills. Intentional and on-going personal development prepares students for participation in a democratic society.

HOUSING:

The Housing team consists of seven primary units including: marketing, assessment, occupancy, information technology, resident services, event management, and human resources. Our housing team works to achieve two primary outcomes: 1) creating and facilitating access to on-campus housing for University of Utah students and 2) enhancing services supporting engagement in the residential experience. Put most simply, the housing team aims to raise awareness about the benefits of living on campus, facilitate the housing application process, and measure our success.

By facilitating a holistic marketing campaign in coordination with The Office of Admissions, HRE was once again able to yield a record-breaking number of housing applications for the 2021-2022 academic year. HRE received 6,568 completed housing applications as of August 12, 2021, up 19.9% from the previous year. Because of this high demand, HRE also saw record high waitlist numbers. While waitlist numbers reached as high as 1,254 at its peak, our team worked tirelessly to extend over 850 waitlist offers to students prior to Fall 2021 move-in. As of move-in day (2021), we were able to welcome 4,308 students to campus to live with us for the academic year; the highest number of residential students The University of Utah has ever welcomed.

To prepare for the 2022-2023 academic year our housing team has worked to maximize occupancy on campus through a variety of strategies including: adding triple rooms, securing off-site housing facilities, altering housing designations on campus and streamlining our waitlist offer process. We continue to plan for growth and future housing construction with the larger departmental team and are excited to begin construction on the 4th wing of Kahlert Village in Summer 2022. This building is slated to add approximately 430 new beds to campus by Fall 2023; thus greatly increasing access to on campus housing.

Once students arrive on campus, our housing team works to support the residential experience by providing a variety of services including front desk services, move-in support, resource check-out, and event management. Our housing team also employs over 75 student leader positions, through which we support student leadership and career readiness preparation. To measure and assess the student experience, our housing team facilitates our annual Residential Satisfaction Survey. This past year's RSS survey garnered responses from over 1,176 students. Responses from this survey indicate a high level of satisfaction with overall housing services with 83% of students indicating they are likely to recommend living on campus to others.



6,568
Applications



Up 19.9%
from prior year



1,254
on waitlist



850+
waitlist offers



**4,038 on-campus
residents for 2021-
2022 academic
year**

RESIDENTIAL EDUCATION:

Residential Education (Res Ed) used the 2021-2022 academic year as an opportunity to transition from virtual or socially distanced programming to a more in-person approach. Students' varying comfort levels with in-person programming presented challenges; it also created opportunities for growth.

One of the greatest growth patterns Res Ed experienced was the re-imagining and growth of the Residential Learning Model (RLM). By being required to figure out how to program and assess using hybrid techniques (online, in-person, printed media), the RLM is fully tracked and accessed using an online service, RoomPact. This new service allows lessons plans to be developed, deployed, and then assessed for effectiveness within days rather than weeks. Res Ed can also poll students via this online system to receive immediate feedback post-lesson plan implementation.

A critical partnership that flourished during the 2021-2022 academic year was the relationship between Res Ed and Mental Health First Responders (MH1). Responding to situations in an on-call capacity has long been a cornerstone of Res Ed. These situations range from a mundane fire alarm when a person burns popcorn to an involved situation where a resident is expressing suicidal ideation. The partnership with MH1 has provided Res Ed, and the residents within HRE, a mental health professional to help respond seven days a week from 4 p.m.-2 a.m. In the Fall of 2021, MH1 had 42 responses to residents in mental distress and in the Spring of 2022 MH1 had 36 responses. This means 88 emerging adults were provided MH1 as a resource to hopefully retain at the University of Utah while they cared for their mental health.

FACILITIES:

During the 2021-2022, HRE Facilities worked to complete multiple projects to increase student satisfaction and limit system failures impacting resident satisfaction. Projects included chiller replacement in Gateway Heights 807, boiler room renovation in Gateway Heights 806, elevator upgrades throughout Heritage Commons, as well as building renovations in Chapel Glen 804 and Gateway Heights 807.

Along with planned replacements, HRE had multiple system failures in the Benchmark community. The Facilities team reacted quickly to limit the impact to residents.

In preparation for the coming 2022-2023 opening, Facilities helped facilitate the addition of 577 first year beds. This included adding 1,345 pieces of new furniture to accommodate doubles and reintroducing triples throughout Heritage Commons and Kahlert Village.

This year has been an extremely difficult year for Facilities staffing and retention. The team has consistently operated at 50-70% of full staffing. Applicant pools have been shallow or non-existent for months to back fill Custodial and Maintenance positions. The lack of staffing has placed strain on the existing staff and coupled with compensation grievances, resulted in a massive increase in turnover.

PROGRAMS, SERVICES, AND RESOURCES

DINING:

The dining needs of students, faculty, and staff at the University of Utah are serviced by the Higher Education unit of Chartwells Food Services. The administration of the contract and daily operations are supervised by Housing and Residential Education. Food quality, convenience of location, and price/value were the top three considerations for students regarding dining at the U. Satisfaction at the four residential dining centers - Peterson Heritage Center, Kahlert Village, Miller Cafe at Lassonde, and the Marriott Honors Market - remained high for the 2021-2022 academic year. While staffing in the service industry remains a challenge, the majority of campus residents reported being “satisfied” or “very satisfied” with dining services staff at all residential locations. In response to the desire for more flexible dining options, Chartwells increased the availability of the Boost mobile ordering and pickup platform, and launched the pilot of a robot meal delivery partnership with Starship in April 2022. The Starship delivery platform will expand to all areas of campus for fall 2022.

BUDGET AND FINANCE:

The Budget & Finance team oversees three scholarships:

- Chartwells Community in Action Scholarship: Awarded to three first-year or transfer students. The award is for one double room in Heritage Commons with a meal plan.
- UFirst Credit Union Scholarship: Awarded to three first year students. The value is \$3,000 for the academic year: distributed as \$1,500 in fall semester and \$1,500 in spring semester.
- Alumni Housing & Residential Education Scholarship: Awarded to three upper-division students (graduate students are not eligible). The value is \$7,000 for the academic year: distributed as \$3,500 in fall semester and \$3,500 in spring semester.

The process improvement to a Qualtrics application resulted in fewer overall errors. The efficiency of the process provided increased communication to students and an increase in application percentage. The two year comparison is detailed below:

Scholarship	AY 2021-2022	AY 2022-2023	% Increase
Chartwells	63	83	32%
UFirst Credit Union	50	89	78%
Alumni Housing & Res Ed	42	174	314%

The Housing & Residential Education Marketing team pushed several notifications through a variety of social media platforms and email informing current University of Utah students with information about the Alumni Housing & Residential Education scholarship. This push is likely the reason for the increase in applicants for that scholarship.

One significant challenge was the unexpected number of applicants for the 2022-2023 academic year for all scholarships. Moving forward, it will be important to bolster the application review process. Discussions are occurring around changes for this process. With plans to expand housing opportunities for students, the number of applicants is likely to continue to grow each academic year.

Housing & Residential Education collects data and assesses the student experience in a variety of ways throughout the academic year. The most impactful assessment strategies we employed in the 2021-2022 academic year included the annual Residential Satisfaction Survey and our occupancy reports.

QUICK GLANCE UTILIZATION DATA REPORT:

The report below summarizes fall 2021 residential occupancy data as of census.

2021 Total Residents: 4,308 (2020 Total: 3314), (2019 Total: 3624)

In-State Residents 40.99% (N = 1766, +405, +29.75%)

(2020: 40.99%), (2019: 38.66%), (2018: 42.61%), (2017: 51.62%), (2016: 55.81%)

Top Cities	2021 % of In-state Pop.	2021 Count	2021 % of Total Pop.	2020 % of Total Pop.	Difference from 2020-21
1 Salt Lake City	28.77%	508	11.79%	9.81%	+183, +56.31%
2 Park City	4.98%	88	2.04%	3.77%	-37, -29.6%
3 Draper	4.19%	74	1.72%	2.08%	+5, +7.25%
Greater SLC Valley	62.51%	1104	25.63%	29.3%	+133, +13.7%
<i>The Greater Salt Lake City Valley is defined as the diamond of Ogden to Park City to Draper to Magna</i>					

Out-Of-State Residents 53.56% (N = 1775, -110, -5.84%)

(2019: 51.82%), (2018: 47.80%), (2017: 39.32%), (2016: 33.35%), (2015: 37.00%)
50 states + Puerto Rico represented

Top States	2021 % of Out-of-state Pop.	2021 Count	2021 % of Total Pop.	2020 % of Total Pop.	Difference from 2020-21
1 California	44.19%	791	18.36%	19.43%	+147, +22.83%
2 Idaho	10.08%	178	4.13%	4.71%	+22, +14.1%
3 Colorado	7.98%	141	3.27%	3.08%	+39, +38.24%

International Students 5.37% (N = 178, -160, -47.34%)

(2019: 9.33%), (2018: 8.56%), (2017: 9.05%), (2016: 10.80%), (2015: 11.4%)
35 countries represented

Top Countries	2021 % of International Pop.	2021 Count	2021 % of Total Pop.	2020 % of Total Pop.	Difference from 2020-21
1 China	8.21%	146	3.39%	2.44%	+65, +80.25%
2 India	1.3%	23	0.53%	0.48%	+7, +43.75%
3 Korea/Vietnam	5.15%	91	2.11%	0.42%	+77, +550%

Summary Data:

Honors	Age	Transfers	New FTF	ELI	Athlete
1051, 24.04%	(avg)	127, 2.95%	2561, 59.45	25, 0.58%	127, 2.95%
+188, +21.78	18.84	+24, +23.3%	+627, +32.42%	+22, +733.33%	-16, -11.19%

Career and Classification Data:

Career	Undergrad 99.28%, 4277 +983, +29.84	Grad 0.58%, 25 +10, +66.67%	Law 0.02%, 1 no change	Medical 0.02%, 1 no change	Non-Credit 0.51%, 22 +18, +450%
Undergraduate Breakdown	FR 57.35%, 2453 +702, +40.09%	SO 19.73%, 844 +41, +5.11	JR 11.74%, 502 +96, +23.65%	SR 11.18%, 478 +145, +43.54%	
Top 3 Majors	Undeclared 525, 12.27% +119, +29.31%	Pre-Business BS 521, 12.18% +295, +130.53%	Pre-Business BA 190, 4.44% +21, 12.43%		

Gender:

Gender	Female 1999, 46.4% +509, +34.16%	Male 2230, 51.76% +450, +25.28%	Gender Neutral/Undisclosed 79, 1.83% +35, +79.55%
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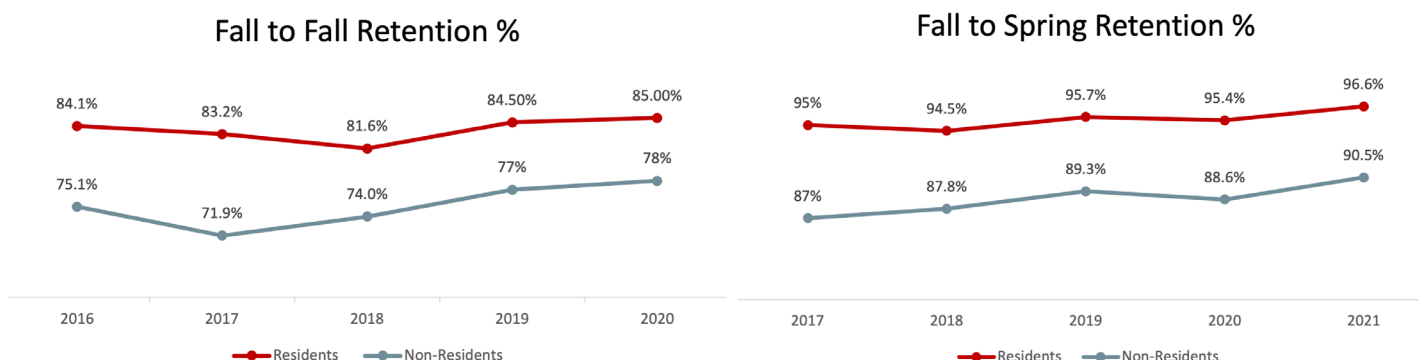
Race and Ethnicity Data (Adjusted to remove non-US citizenship) N=3136

Race/Ethnicity	2021 % of Pop.	2021 Count	Difference from 2020-21
American Indian/Alaskan Native	1.28%	49	-3, -5.77%
Asian	10.82%	414	+114, +38%
Black-African American	2.67%	102	+3, +3.03%
Hispanic/Latino/Central American/ Mexican/Chicano	10.9%	417	+35, +9.16%
Native Hawaiian/Pacific Islander	1.07%	41	+11, +36.67%
White	72.11%	2759	+496, +21.92%
Unknown/Blank	1.15%	44	+33, +300%
Total Underrepresented	26.76%	1024	+150, +17.16%

RETENTION AND GRADUATION DATA:

Retention Data:

Students who live on campus during their first year have higher retention rates than their peers who do not live in university-owned housing. From Fall 2020 to Fall 2021, 85% of first-year students who lived on campus were retained compared to 78% of non-residential or commuter first-year students. From the Fall 2021 to Spring 2022, 96.6% of first-year students who lived on campus were retained compared to 90.5% of non-residential or commuter first-year students.



Graduation Data:

Students that live on campus are more successful in the classroom, have a higher retention rate and a higher graduation rate. Students who live on campus during their first year are, on average, 12% more likely to graduate, after controlling for a variety of factors.

LEARNING OUTCOME DATA:

4,308 residents lived in the residence halls during the 2021 academic year as we engaged them in the Residential Learning Model. Activities included roommate contracts, bulletin boards to raise awareness on micro-aggressions, Utah Fan Am I (learning about the Drum and Feather), Black Out (celebrating black excellence), Late Night Finals Break (midnight waffles), and various other activities. HRE’s core goal of creating a culture of belonging is best shown through the 83% recommendation by students to live on campus, collegiate success is best demonstrated through our 96.6% fall to spring retention, and personal development is best shown through environment, given that 97% of residents felt safe in their location.

STUDENT SATISFACTION DATA:

Net Promoter Score Data:

In Fall 2021, a total of 83% of students stated they would recommend living on-campus to others (on a scale of 1-10 with 1= “Not at all likely” and 10 = “Extremely likely”; these scores included students who indicated a ranking of 6 or higher on the scale.)

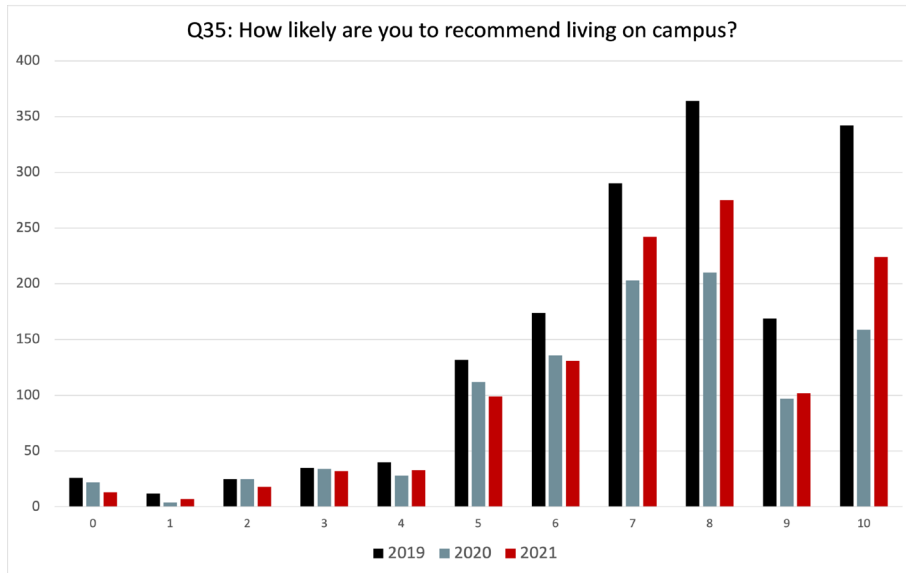
Recommend Living on Campus (above mid-point):

2021	83%
2020	78%
2019	83%
2018	87%

Net Promoter Score:

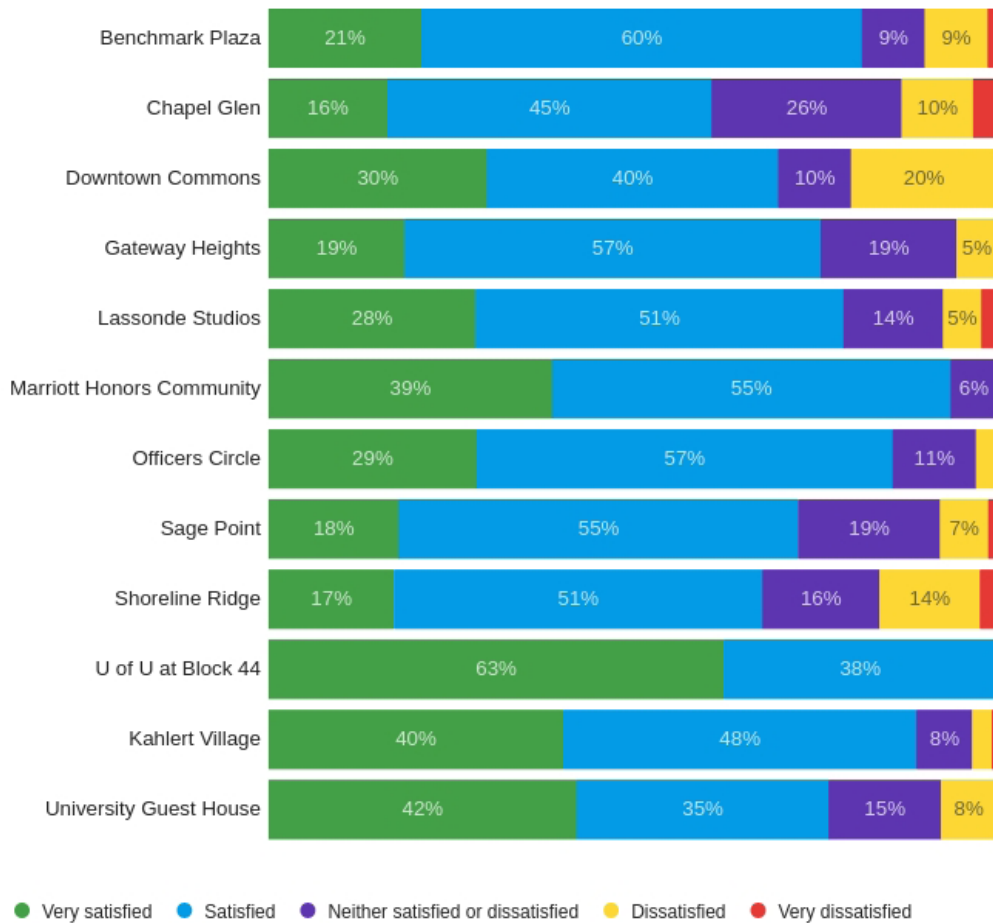
2021	-0.60
2020	-10.19
2019	9.34
2018	4.16

**Given feedback provided in the open comment section, the 2020 data is likely COVID-19 related due to the health mitigation policies and online classes.*



FACILITIES SATISFACTION DATA SET:

Q72 - How satisfied are you with the overall condition of the room in which you live?



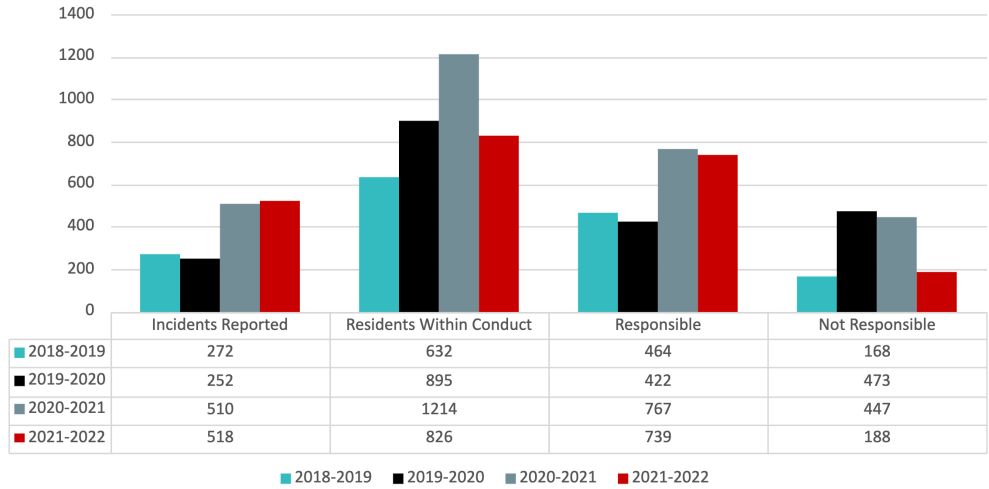
SAFETY SATISFACTION RESIDENTIAL DATA SET:

Questions about residential safety and satisfaction are asked on a regular basis as part of the annual Residential Satisfaction Survey. A summary of this longitudinal data is found below:

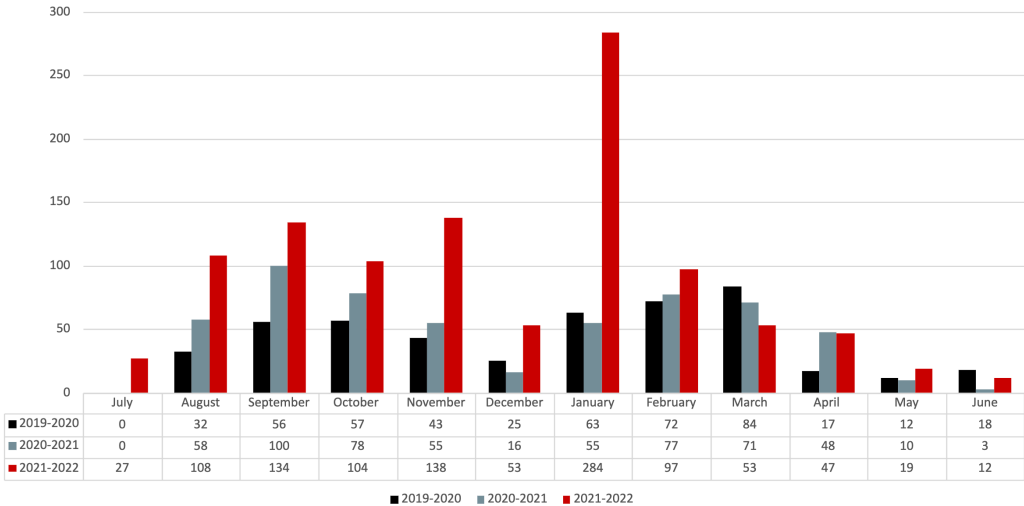
Statement	2019	2020	2021
Security of possessions in your room	95%	97%	97%
How safe you feel in your room	97%	98%	97%
How safe you feel in your residence hall	96%	96%	97%
How safe you feel walking around at night	68%	66%	76%

CONDUCT AND CARE UTILIZATION DATA:

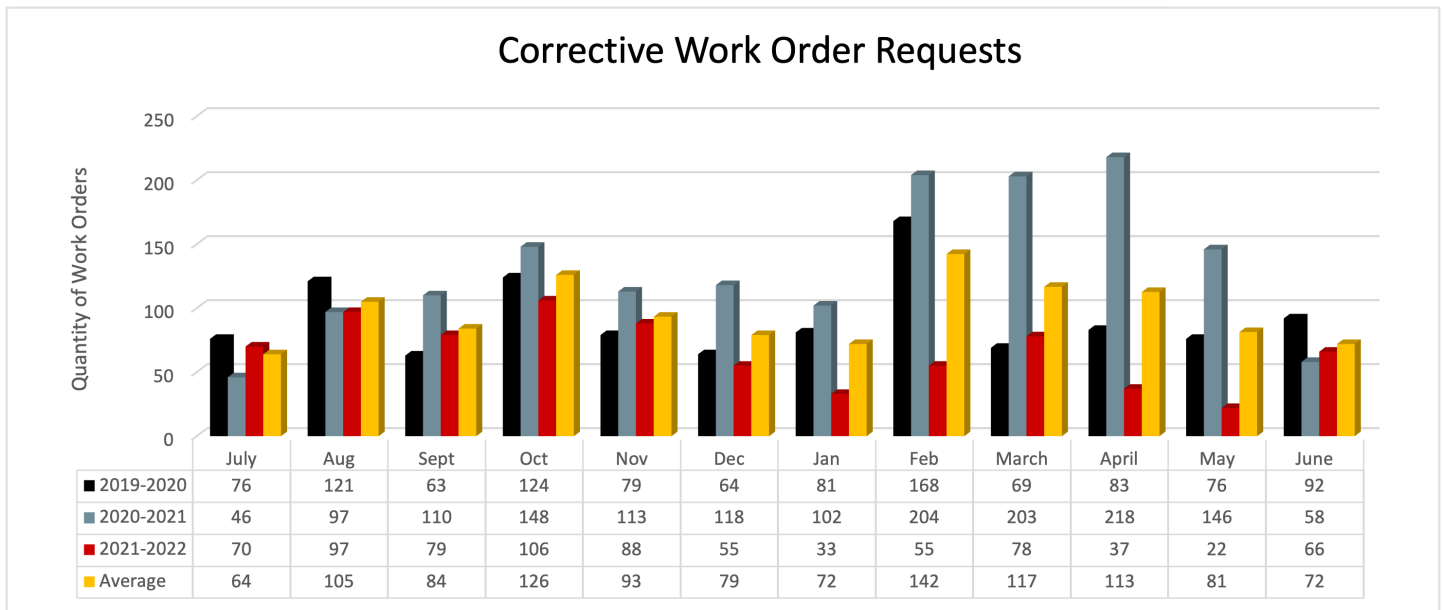
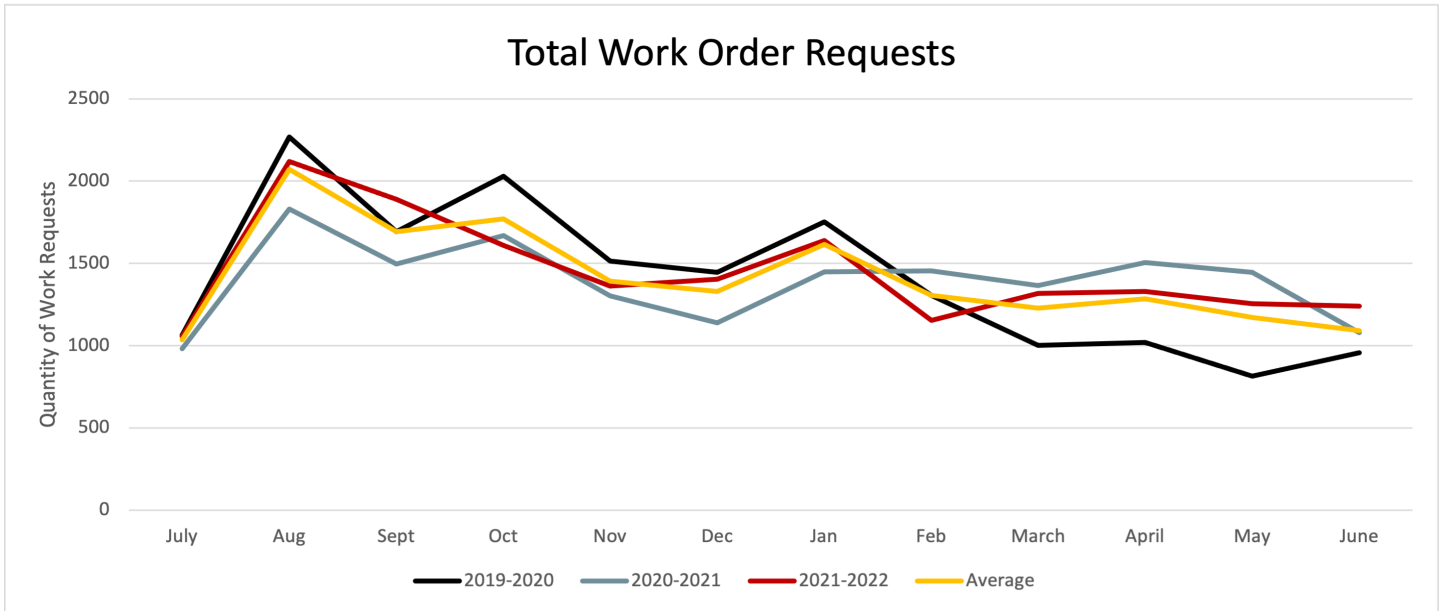
Conduct-Year to Year Review



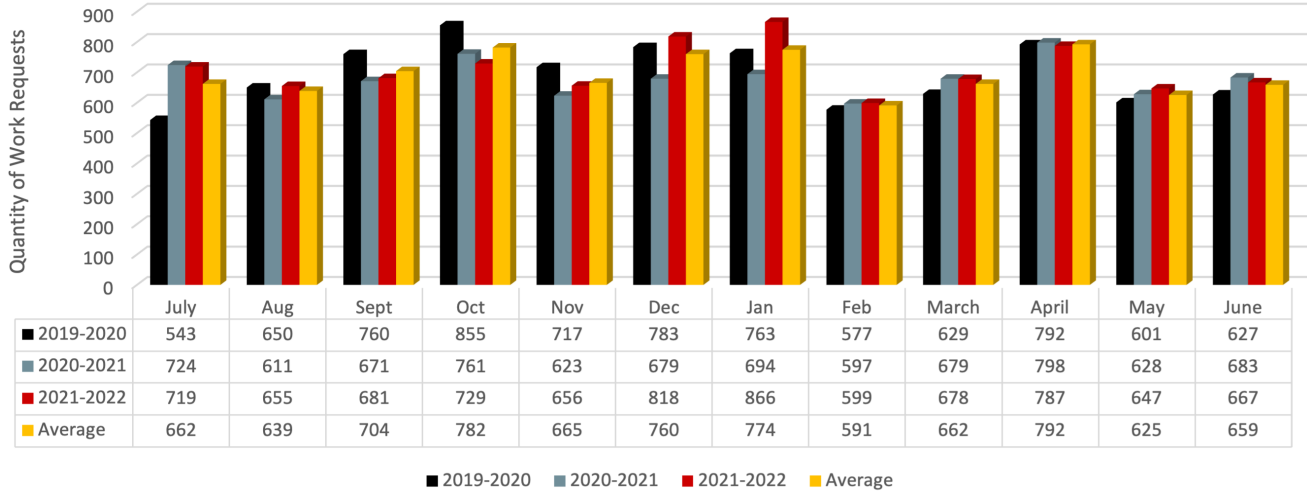
Care-Year to Year Review



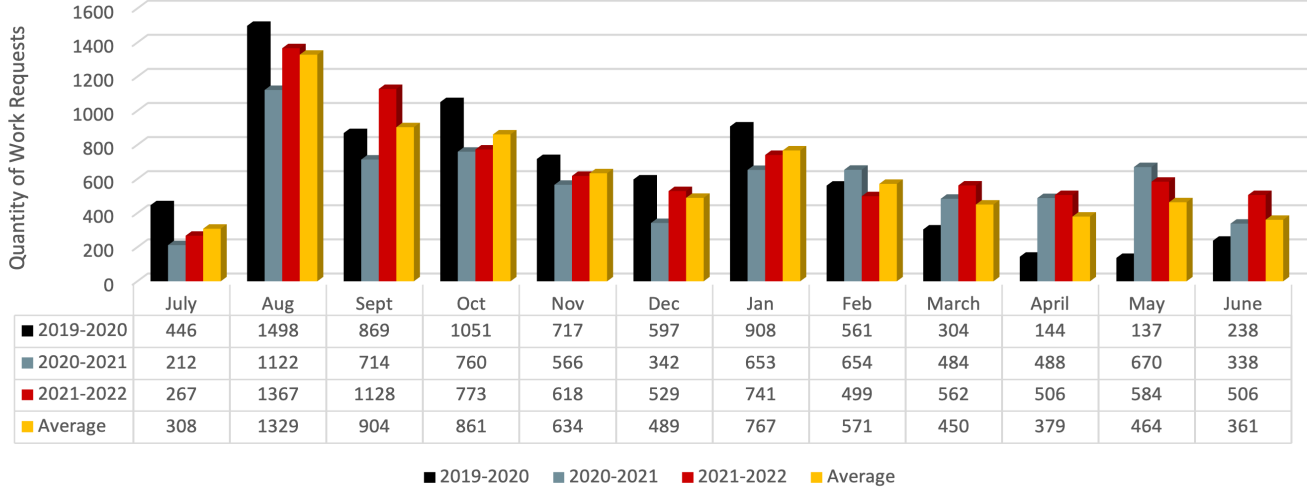
WORK ORDER UTILIZATION DATA:



Preventative Work Order Requests

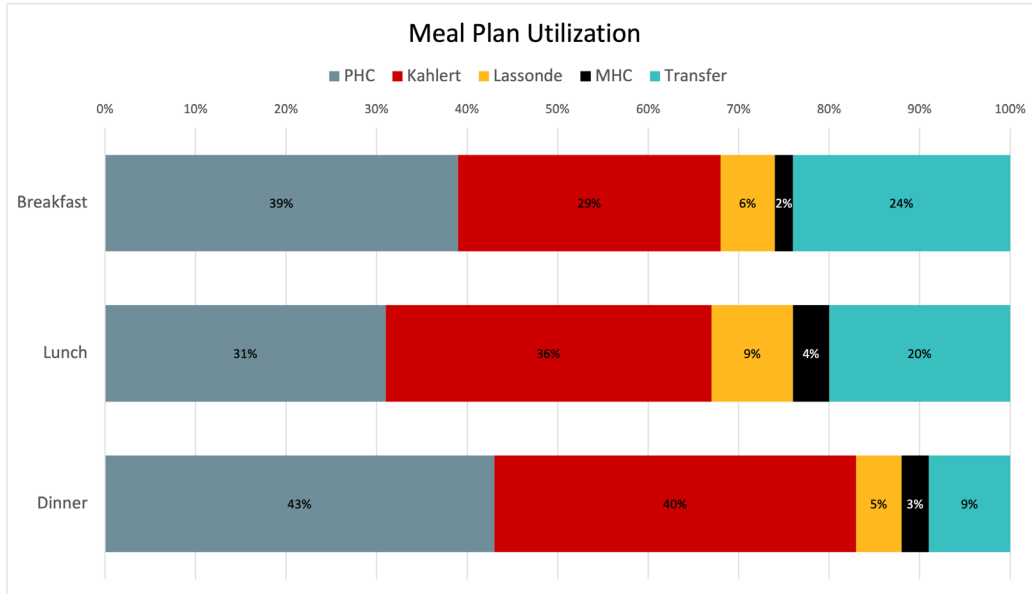


Service Work Order Requests



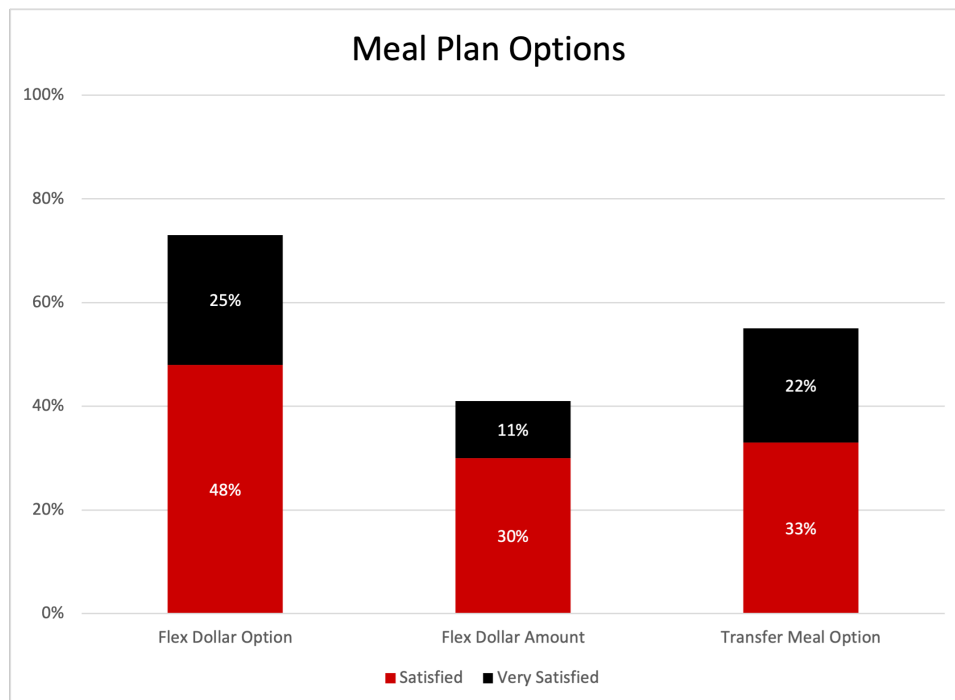
DINING UTILIZATION DATA:

All students that live in residence halls are required to have a traditional meal plan unless they are granted an exception by the institution. Utilization of dining plans is an important factor in determining satisfaction with both a particular venue, and its menu.



A majority of respondents reported being satisfied with overall dining experience at the U. In particular, students reported:

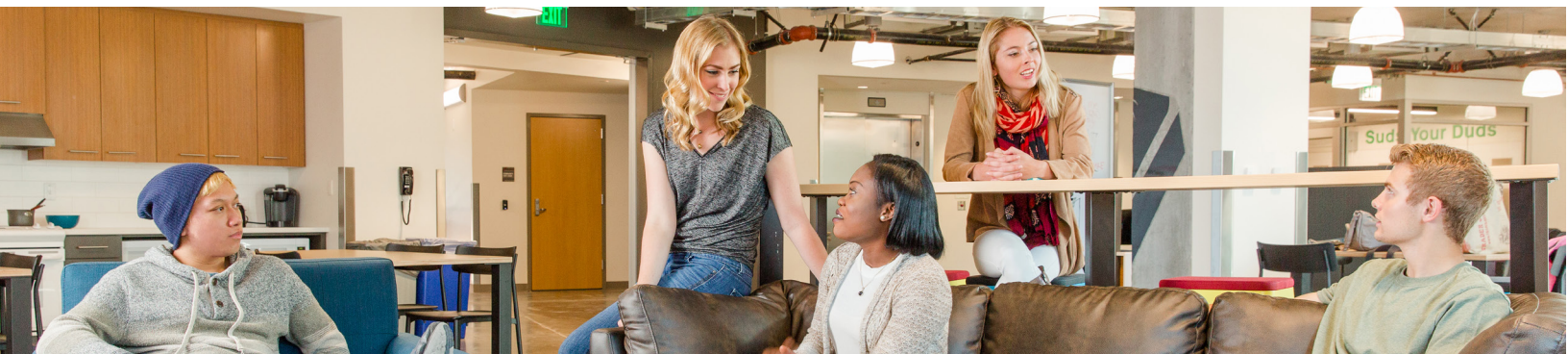
- They were “satisfied” or “very satisfied” with Dining Services staff at all residential locations (PHC Dining Room, Urban Bytes, Lassonde Miller Cafe, and MHC Honors Market)
- Being “satisfied” or “very satisfied” with the flex dollar option, flex dollar amount, and transfer meal option



MAJOR ACCOMPLISHMENTS:

Housing & Residential Education has had a very successful 2021-2022 academic year. Some of the largest accomplishments over this past year include:

- HRE received a record number of housing applications this past year and was able to begin the fall semester housing over 4,300 students on campus; the highest number the department has ever housed. Offering this opportunity to this many students supports student retention, graduation, and success at The University of Utah.
- Successfully installed 350+ sets of furniture to accommodate August arrivals.
- Between July 1, 2021 and June 30, 2022, HRE welcomed 7,206 prospective students and approximately 18,000 total visitors to campus as a part of the Daily Campus Tour operations offered Monday-Friday through The Office of Admissions. Housing is a vital stop on this tour route showing a single/double suite in Kahlert Village in addition to several amenities that on-campus residents can take advantage of while pursuing their degree at the University of Utah.
- Facilitated the largest conferencing season in HRE history.
- HRE, Residential Education, completed a restructure that was supported by the Vice President of Student Affairs. The restructure freed up funding of vacant positions, which increased entry level staff salaries. The result was a successful recruiting cycle that welcomed (10) Resident Directors to HRE's staff.



MAJOR CHALLENGES:

Housing & Residential Education has worked to anticipate and overcome several challenges throughout the 2021-2022 academic year. Some of the most significant challenges included:

- Navigating record-high housing application numbers continues to be a challenge as HRE does not yet have enough bed space on campus to accommodate all students who wish to live on campus. To address this challenge HRE continues to maximize occupancy wherever possible, strengthen partnerships with off-site housing areas, and engage in new on-campus housing construction projects.
- Maintaining consistent staffing levels in HRE has been a concern at various points affecting most areas across the department. The labor market in SLC and across the country is highly competitive and HRE has seen the effects of nationwide employee transition internally as well. To address this challenge HRE has reviewed job qualifications and compensation packages, partnered with Human Resources to assist in job postings and search processes, and re-organized roles where necessary.
- COVID response and adapting to increases and decrease in COVID numbers is a challenge. To continue to adapt to the rapid increase/decrease in COVID numbers, HRE has staff who sit on University of Utah medical committees. The result is HRE is included in receiving the most up-to-date data about the pandemic as well as best practices for quarantine and isolation of residents.

During the 2022-2023 academic year, Housing & Residential Education will focus on the following five initiatives:

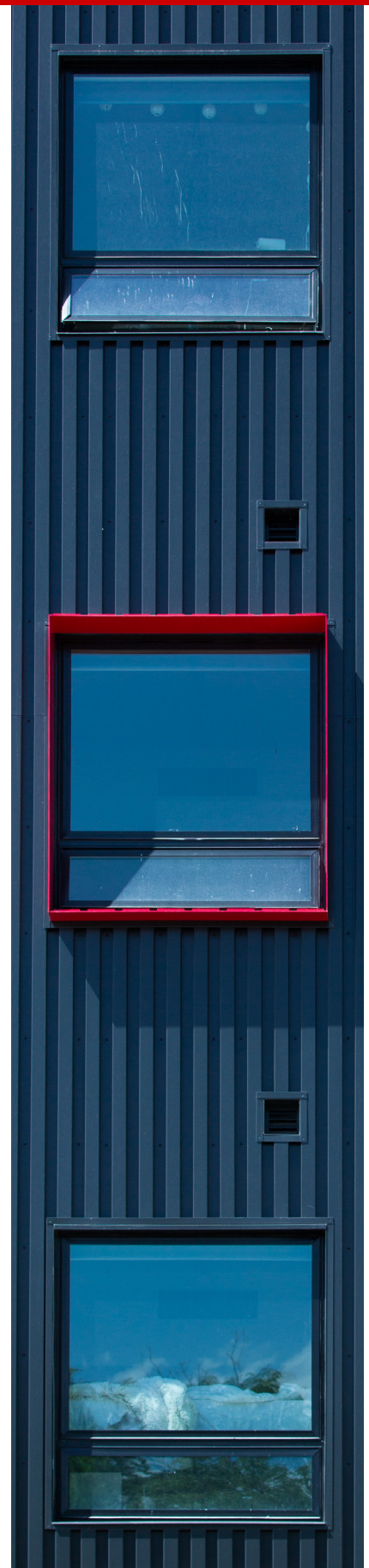
1 Develop streamlined housing demand tools, strategies, and new housing projects to provide housing options to all first-year students that seek to live on campus

2 Advance the residential learning model to enrich the student experience and support improved outcomes related to personal development, social development, and inclusive excellence

3 Plan for and implement a sustainable and scalable department staffing model

4 Support students and staff with marginalized and underrepresented identities

5 Maximize technology resources and software to improve student facing processes





THE UNIVERSITY OF UTAH

Housing & Residential Education