



*University Residences  
Annual Report 2008-2009*

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*The Mission*

Students in University Residences enhance their Western Experience in diverse and inclusive communities that foster active learning, leadership, social responsibility, civic engagement, and effective citizenship: supported by a high quality, attractive and sustainable campus environment.

The mission statement intentionally begins with the word “student” to reflect the student centered experience in the residential communities. Diverse and inclusive communities support the University’s commitment to increasing campus diversity as a foundation for active learning that is inclusive and comprehensive. The student experience is complimented and enhanced with a residential environment that is attractive, has high quality maintenance, and models sustainable practices.

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**WESTERN WASHINGTON UNIVERSITY  
STUDENT AFFAIRS**

**Annual Report  
Housing and Dining  
August 2009**

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## *Executive Summary*

Residential student engagement in the Western Experience grew this year, quantitatively and qualitatively. The residential communities experienced a number of peak conditions that continued from last year. Occupancy at Opening was at an all time high. Freshmen as a percent of the residential population remained at the high level set last year. The number and percent of Students of Color living in the residential communities were at an all time high. Ridgeway Beta/Gamma was recognized by the National Residence Hall Honorary as Western's Hall of the Year. Students reported overall positive comments about their experience in the residential communities and kept larger meal plans through the year. Student leadership played meaningful roles in helping to form decisions about room and board rates and limiting housing for returning students. Progress continued on the Capital Plan outlined at the December 2007 Board of Trustees meeting.

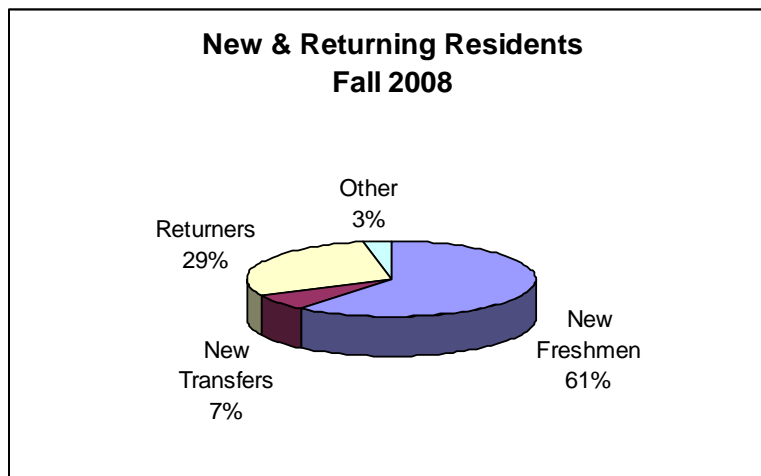
Major changes this year included: 132 beds added to meet unanticipated demand for fall opening, instituted new meal plans, limited space for students returning to campus housing for fall 2009, renovated the Viking Union Market, response to significant utility breakdowns, and reduced operating expense through significant reorganizations in residence life and facilities and eliminating 4 permanent positions. The construction contract for the new residence hall bid at a 30% savings.

The greatest facility challenge has been breakdowns associated with the campus utility infrastructure particularly water and sewer lines. Five residential buildings were affected by utility-related breakdowns. The result has been flooding, expensive emergency repairs, and significant inconvenience to residents including temporary relocation of 28 students at various times to a hotel or other campus rooms. Repairs have been largely completed. Recent events support longstanding observations that adequate investments in campus infrastructure are needed to avoid untimely and costly breakdowns.

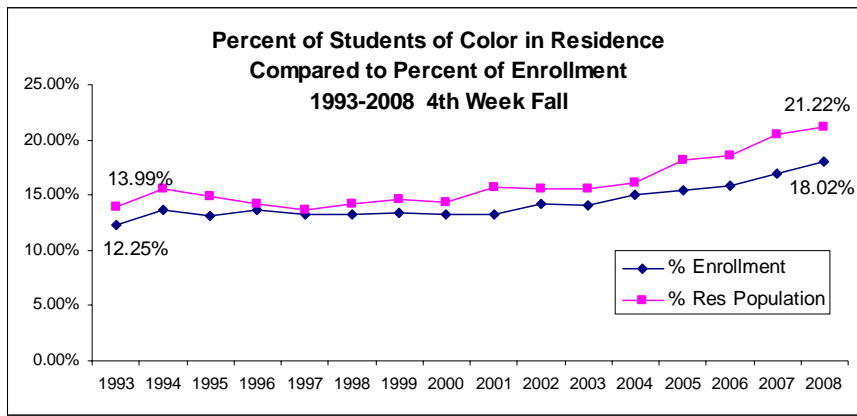
The report highlights activities that support the University mission and strategic plan, specifically the Western Experience, diverse and inclusive communities, leadership, and sustainability. Additional information may be seen in reports by functional responsibilities: [residence life](#) including conferences and guest housing, [occupancy management and assessment](#), [facilities](#), and [business and information systems](#). Other documents for ready reference include the updated [capital plan](#) reported at the December 2007 Board of Trustees meeting, the [University Dining Services Strategic Plan](#), the [Mid-Year Report to the Board of Trustees](#), and the [department goals](#) for 2008-09.

## ***Students in Residence: Occupancy and Demographics***

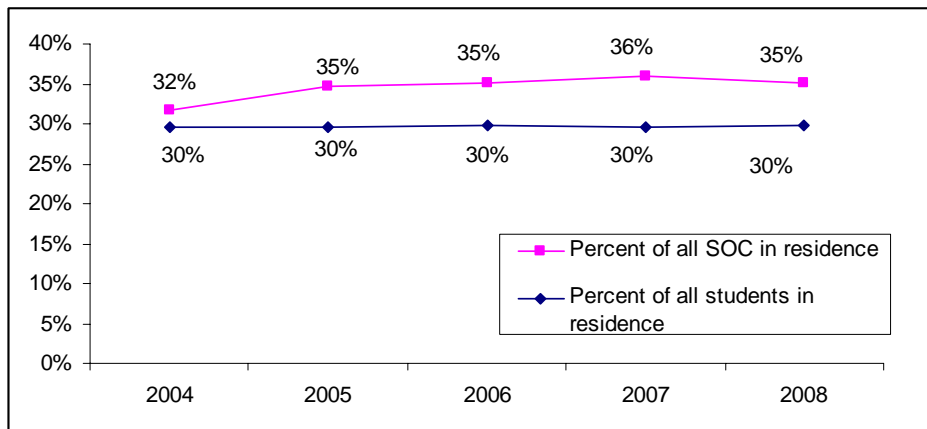
- Fall 2008 opened with 4,110 residents (101% occupancy), an increase of 124 from fall 2007, with 61 students in temporary assignment in host rooms and 18 students housed in a hotel.
- Almost 30% of students enrolled fall term lived on campus.
- Expect to meet or exceed the Housing & Dining System Guiding Fiscal Principle of 90% average annual occupancy.
- 132 beds added at a cost of \$408,000, 65 in existing buildings, 46 beds leased off campus, 21 beds in a hotel.
- The mix of students living on campus (chart below) did not change from last year, continuing a recent trend of returners accounting for almost 30% of the residential population up from the 25% historical level.



- 86 students lived in apartments leased off campus, up from 20 the year before.
- 1,077 students lived in alcohol free locations, up from 955 the year before.
- 205 students lived in quiet halls down from 385 from last year.
- Freshman fist choice buildings: (1) Mathes Hall, (2) Ridgeway Beta, (3) Higginson Hall, and (4) Buchanan Towers.
- Asia University students rose from 77 to 93.
- International English Program students rose from 29 to 36.
- Whatcom students declined from 21 to 10 being housed on a space available basis in a high demand year.
- The percent of the residential population who are students of color rose to 21.22%, up from 20.52 % last year (chart below). Over the past 15 years students of color have increased from almost 14% to 21% of the residential population and generally slightly higher than the percent enrolled. Almost 92% of freshman students of color chose to live on campus compared with 93% in 2007. Students of color represented almost 24% of the student population returning to live on campus.



- The percent of all Students of Color living on campus was 35% compared to 32% in 2004. As a percent of total enrollment, students in residence remained unchanged at 30%.



### *The Western Experience*

- **Civic Engagement:** Sixty-seven residential students participated in the projects in a national day of service on October 25<sup>th</sup> called Make a Difference Day (MADD). Service projects were coordinated by New Student Services / Family Outreach, Residence Life, the Ethnic Student Center, and the Whatcom Volunteer Center and Bellingham Parks & Recreation.
- **Dining Collaborations:** Campus experiences were reflected in dining locations: Western Reads study breaks, sustainable transportation coupons, fall family weekend, the Michael Benitez Jr. presentation, the Migrant Youth Conference, International Education Week, Black History Month, Get Your Study On, Disability Awareness Week, and the Relay for Life Pasta Buffet.
- **Fairhaven Cluster Housing:** 28 students participated in a collaborative effort with the Fairhaven Dean to re-establish living-learning community for incoming Fairhaven students in Fairhaven residence hall.
- **Fall Orientation and Late Night:** Fall Orientation events (Western Reads, Western Acts, and Convocation) and Late Night events (Recreation Center and Viking Union) in addition to the hall and floor community development events.
- **Freshman Interest Group (FIGs):** 41 FIGs students were housed in two residential communities, Fairhaven Residences 12 and Ridgeway Delta. One

resident director and the associate director of University Residences, residence life were FIGS instructors for fall 2008.

- Global Ambassadors Program: In collaboration with the Center for International Studies nonresidents who are admitted international transfer students are guaranteed campus housing and student employment with University Dining Services.
- Hall of the Year: Ridgeway Beta/Gamma won the competition for the National Residence Hall Honorary Hall of the Year. Recognition was based on “Of the Month” submissions, participation in intramurals, clubs and Associates Students committees, hall programming, community service, community care and diversity programming.
- Honors Cluster Housing: The Honors Students were assigned in a cluster on one floor of Higginson Hall. Participation decreased from 48 to 33.
- Residence Life Programming Board: was established. Consists of offices such as Wellness and Prevention, Academic Advising, Office of Sustainability, Leadership Advantage, CASAS, and AS ROP.
- Residential Education Model: RAs completed 6 rounds of individualize educational interactions during the year: Facilitating a roommate agreement, reflecting on fall quarter, discussing academic performance (twice), discussing diversity, and reflecting on the year. Participation rates varied across buildings and topics. Over 95% of first-year students completed roommate agreements.
- Summer Start: \$89,954 in financial support was provided to offset cost of room and board for the extended, overnight SummerStart program. 2,365 students and 969 families staying in guest housing.

### *Diverse and Inclusive Communities*

- Collaborated with other campus departments on diversity related initiatives: presentation by Michael Benitez Jr.: “The Institutionalization of Activism and Manifest Apathy: Empowering the Disempowered,” Project Empowerment, ESC Youth Encounter Conference, ESC Scholarship Committee, Migrant Youth Conference, Student Transitional Education Program, and the Women of Color Empowerment Dinner.
- Eighteen \$1,000 Multicultural Achievement Program dining scholarships have been awarded through Student Outreach Services. Recipients receive \$1,000 on their Western dining account to use at residential and retail dining locations.
- In collaboration with Student Outreach Services the early arrival fees were waived for the eight student staff and \$5 of the early arrival fee for 52 students who participated in the Strategies for Success program.
- In collaboration with the Western Leadership Advantage used Kouzes and Posner’s five exemplary practices for effective leadership in residence hall programming.
- Twelve catered multicultural events received financial support of almost \$10,000 to offset the cost of preparing authentic dining experiences. Catering staff developed custom recipes.
- In collaboration with Student Outreach Services lunch tickets were provided for the Migrant Youth Conference.
- Staff new to University Residences received orientation to the HECB and University strategic plans to increase diversity and was introduced to condensed versions of previous departmental cross cultural training.

- Resident advisor training for cross cultural communication skills included “Circles of My Multicultural Self,” and segments of television series “Any Day Now” to introduce panning and scanning skills.
- Training for multicultural and cross cultural communications skills continued this year with additional emphasis. The focus of the training was to support the department’s mission to provide diverse and inclusive residential communities, to support the University strategic plan to increase diversity among students, faculty and staff, and in support of the Higher Education Board’s 2008 Strategic Master Plan and the recommendations in the 2006 Diversity in Washington Higher Education.
- A University Residences staff member volunteered to serve as the advisor for TransPort, establishing a connection to a new AS club for students to create a positive, respectful support system for people who identify as transgender, transsexual, gender-variant, intersexed, non-identified, and other.
- Professional and student staff training: Resident advisor pre-service training included skill-building on Panning and Scanning; Resident director training included a day-long retreat facilitated focused on multicultural competence. Staff attended a series of brownbag lunch discussions.
- University of Nevada visitation to assess potential relationship to develop and recruit candidates with Latino multicultural experience.
- Participation at the Intergroup Dialogue Institute in Ann Arbor, Michigan and a NAKAMA presentation on the pilot group facilitated in collaboration with the Woodring College of Education.

## *Leadership*

- The University Residences Leadership Conference provided orientation and training for about 80 student leaders and focused on three learning outcomes: explore leadership opportunities at Western; transform and strengthen personal skills; and define “success” to achieve individual and group goals.
- Close to 160 students are serving in formal leadership positions in hall councils, Residence Hall Association, and the National Residence Hall Honorary. Students leaders plan social and educational activities for other residents, contribute to discussions regarding administrative processes (e.g. dining meal plans, room and board rates, policies), and strengthen personal skill sets.
- Thirteen students participated in the annual Pacific Affiliate of College and University Residence Halls (PACURH) student leadership conference and submitted the winning bid to host the PACURH 2009 conference that will bring between 350-450 students and advisors from colleges and universities across the Pacific/Western region.
- Leadership programs were conducted in the halls in collaboration with the Western Leadership Advantage program.
- University Dining is one of the top three Student Management Programs within Sodexo nationwide. Nearly 40 students are employed in this capacity and completed a one week Leadership Training program.

## *Sustainability*

- The Alternative Transportation Desk: opened in Buchanan Towers in October 2008 in collaboration with the Sustainable Transportation Office. The short-term program is to assess current and future resident student transportation-related costs and environmental impacts. Students receive bus, train, and walking resources to plan trips in and around Bellingham, Whatcom County, and the I-5 corridor.
- The Campus Dining Committee: engaged students, staff, and faculty in substantive discussions about sustainability including compostable cups, tray-less dining, and use of local foods.
- Dining local purchases: represented included about 12% from Whatcom County and an additional 24% from regional and Washington State vendors. New this year was milk from Edaleen Dairy served in the dining halls and Wasabi Sushi, packaged, fresh sushi sold in three retail locations with sales increasing to more than 300 servings daily.
- Dining waste reduction: compostable cups were used in campus retail locations. Food scraps collected from kitchens and residential dining halls weekly provided over 6,000 pounds of composting materials. The compostable Viking Cup was introduced at the Viking Union Market featuring Western graphics. Customer-side composting was implemented at the Viking Union Market and Atrium. Residential dining went tray-less during the summer, weekends during the school year and Earth Week waste by about 30%.
- Electric carts: used by University Dining Services for transportation and small deliveries reduced gasoline consumption by about 115 gallons.
- Resident Resource Awareness Program (ResRAP): in partnership with the Office of Sustainability and funding support of \$15,000. The “Go for the Green: Total Waste Reduction Challenge” (GFTG) provided sustainability education and tools to minimize individual and collective environmental footprints. The elected student “EcoRep” leaders in the halls and ResRAP staff worked together to create a 20.4% electrical use reduction as well as a 9% decrease in water use and a 1.7% drop in natural gas use. Through programming, petitions and signed pledges, student behavior change amounted to conservation of 265,000 kWh, over 1 million gallons of water and the prevention of 275,000 lbs of CO<sub>2</sub> being released to our global atmosphere. Total savings was almost \$30,000. Enthusiastic peer to peer education and engaging community programs made this year’s ResRAP program a success.
- Residential facilities: Efficient light bulbs installed in Ridgeway Gamma; completed Puget Sound Energy upgrades in the Ridgeway and Viking Commons for a rebate of about \$6,900; almost 45% percent of cleaning supplies for bathrooms and floors are green; purchased used furniture and refurbished student lounge furniture instead of purchasing new.

## *High Quality, Attractive, Sustainable Campus Environment*

### *Conference and Guest Housing*

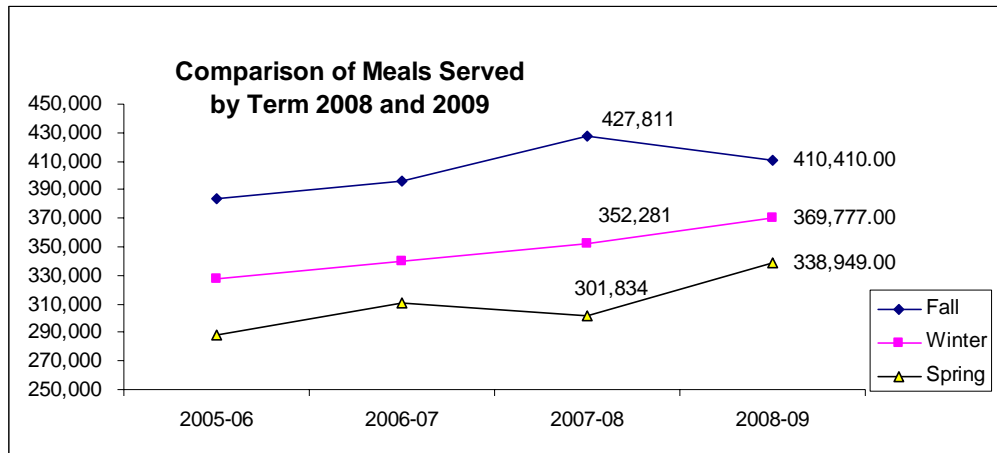
- Revenue increased by almost 5.5% and net revenue went from a loss of \$67,636 to a gain of \$25,000 due to extensive operating cost savings.
- 8,188 guests from 74 conference groups stayed for almost 30,000 bed nights, a 22% increase in participants and a decrease of 281 bed nights from the previous year.

	2004	2005	2006	2007	<b>2008</b>
Bed Nights	32263	30296	30345	30922	<b>30641</b>
Participants	7522	6842	6411	6695	<b>8188</b>
Conferences	74	65	70	75	<b>74</b>

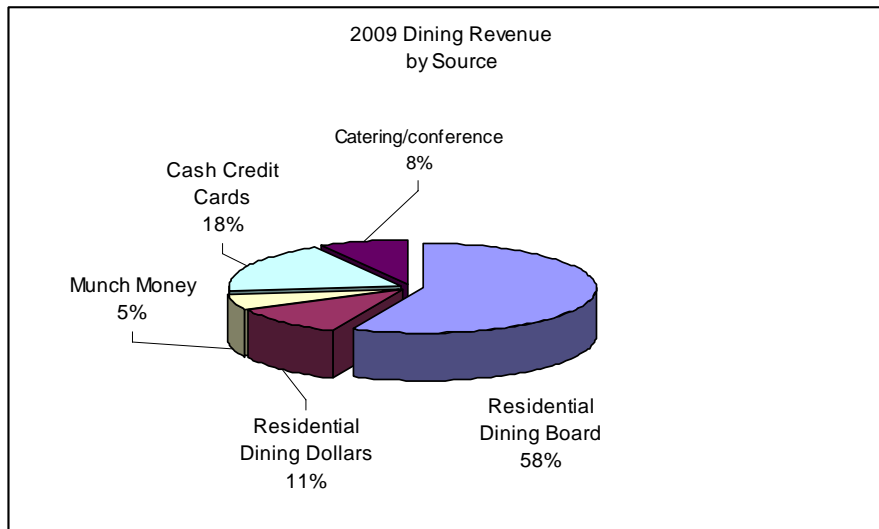
- Conference and Guest Housing collaborated with the following offices to support services to the University: Extended Education and Summer Programs, New Student Services and Family Outreach, Alumni, Athletics, Admissions, Wade King Student Recreation Center, and academic departments such as Philosophy, Fine Arts, English, Canadian-American Studies, and Woodring College.
- Rebates of \$2,484 were given to support Athletic Department camps.

### *Dining Program*

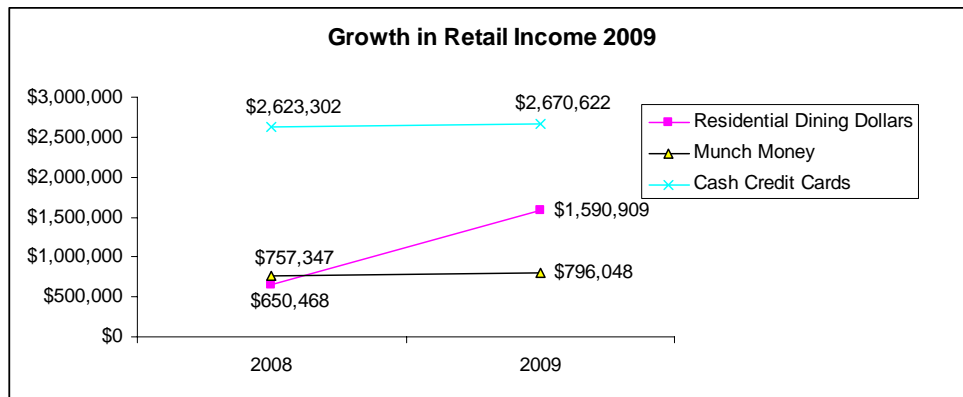
- During the first year for the new meal plans where, the number of plans was reduced to 4 from 6, the annual distribution was 33% Unlimited, 34% for the 125, 16% for the 100 plan, and 15% for the 75 plan.
- Payments for mandatory residential meal plans increased by \$1.7 million or 18.3% to \$9.8million.
- The annual average of purchased meal plans purchased rose by 4% to 3,546 from 3,407 the previous year.
- Meals served in residential dining increased by 3% to 1,119,136 from 1,101,445 last year.
- Residential meals served during fall term decreased by 4%, from 427,811 to 410,410.



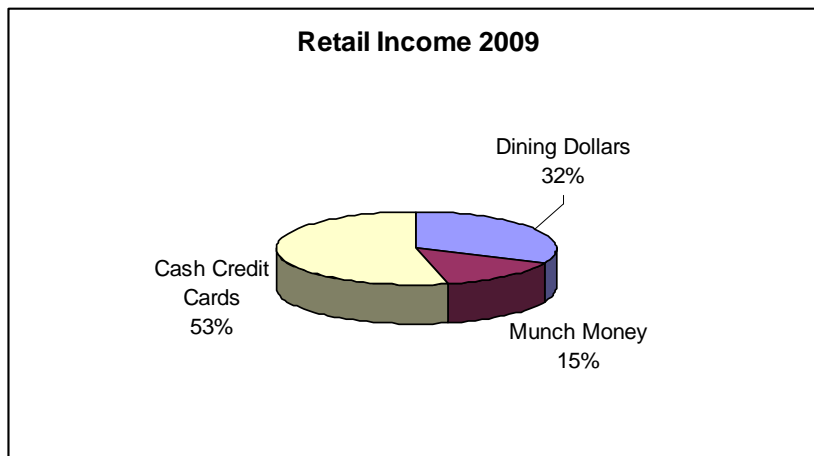
- The average number of meals served weekly was 34,045 down from 35,495; peak meals served were in weeks two and nine, 38,096 and 38,126 down from least year weeks two and eleven at 41,081 and 40,070 respectively.
- Winter meal participation increased by 5% and spring meals by 12%.
- Dining revenue by source: 69 percent of all dining revenue come from the mandatory meal plans, 58% from board for meals and 11% for dining dollars. The remaining 31% comes from cash, credit cards, munch money and catering.



- Growth in retail income came from a 2% increase in credit card and cash sales, 5% in munch money, and a 145% increase in dining dollars over last year.



- Retail performance improved from a net loss of \$47,777 to a gain of \$74,398.
- Miller Market the best performer with a contribution of \$141,199 followed by Atrium with \$128,030.
- Two platforms showed a loss: Viking Union Market at \$265,886 and Rocks Edge at \$8,123 compared to losses last year of \$252,816 and \$12,798 respectively.
- Dining dollars spent in retail locations increased \$933,092 or 148% from \$630,468 to \$1,563,560.
- Dining Dollars represented 32% of total retail sales, up from 16% last year.
- Munch Money, cash and credit card sales rose by \$51, 753.



- Catering income dropped to \$587,628 from \$700,420 representing a loss of \$140,409 this year compared to a loss of \$27,549 last year.

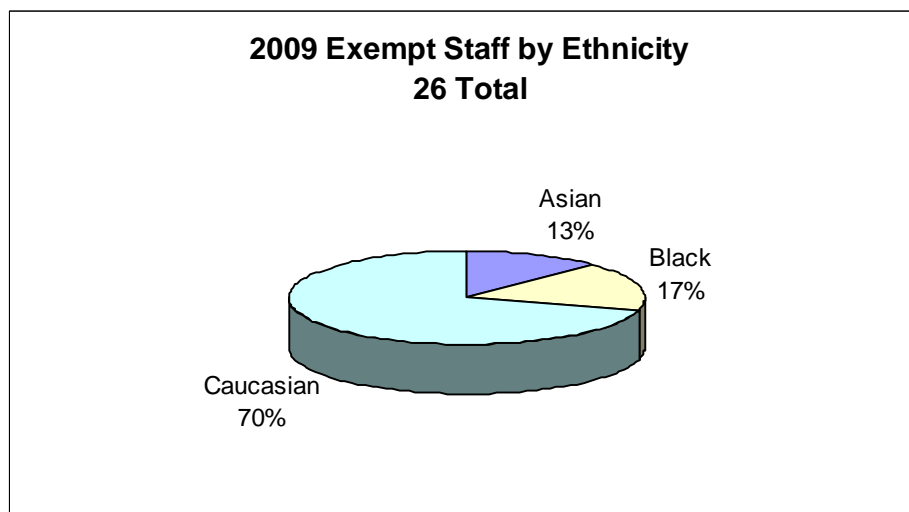
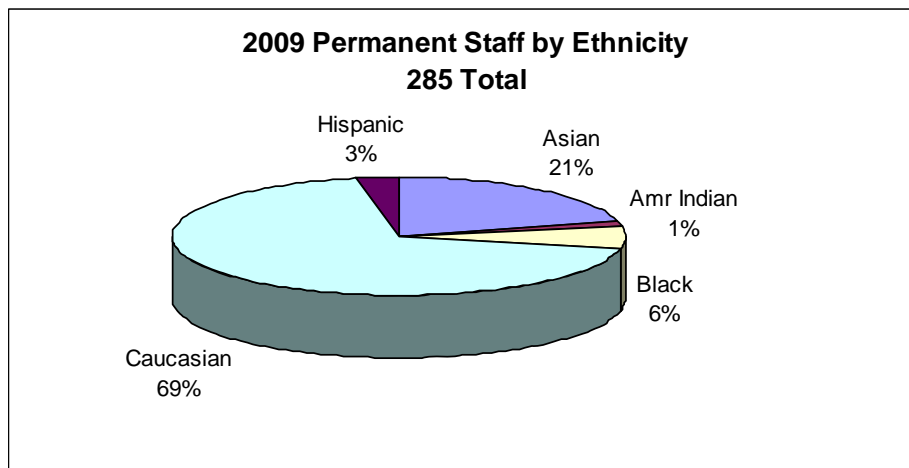
### ***Facilities***

- Fire sprinklers were installed in Ridgeway Gamma and half of Fairhaven with year-to-date costs at \$2,353,000 and \$2,419,000 respectively.
- Space conversions to add additional beds and late purchases for furniture stretched staff capacities and institutional procedures to purchase, clean, and move furniture. The cost to renovate, purchase, and transport furniture was \$408,000.
- The construction contract for the new residence hall was bid in a favorable climate that reduced the cost of the building by almost 30%, reducing the bid size from and anticipated \$21 million to \$14.2 million.

- Operating Maintenance expense increased by 11.7% over last year for a total of \$1,861,609. The unanticipated increase was largely driven by major utility breakdowns including a sewer line in Buchanan Towers, storm water flooding in Fairhaven Residences and Birnam Wood, and a frozen radiator pipe in Ridgeway Gamma.
- Work order maintenance increased by \$208,000 over last year.
- Area maintenance expense was reduced \$67,000 partly by eliminating a maintenance supervisor position in consultation with Facilities Management Department.
- Preventive maintenance costs increased by \$42,000.
- ADA related improvements \$22,841: alarms were installed in Birnam Wood, Ridgeway Kappa, and Fairhaven Residences to accommodate individual students. Door operators were installed and select public bathrooms were altered for better access.
- Interior rooms were painted in Ridgeway Alpha, Buchanan Towers, and Ridgeway Gamma.
- Implementation of the FAMIS maintenance software continued. Efforts to manage preventive maintenance and establish an inventory capability continued.
- The thirteen non-operating projects were completed within the \$1,866,000 budget. Major projects included:
  - Viking Union Market Renovation \$452,190
  - Edens North seismically upgrade \$256,788
  - Fairhaven exteriors \$139,111
  - Fairhaven 11/12 elevator upgrade \$249,623
  - Nash Hall bathrooms \$161,322
  - Dining equipment purchases \$ 70,919
  - Highland Hall lounge furniture \$ 49,447
- On December 23, 2008 a radiator burst on the 4<sup>th</sup> floor of Ridgeway Gamma. Repair from the resulting water damage was estimated to be \$708,764 of which \$250,000 will be paid from Housing and Dining funds and the remainder from insurance. Risk Management investigated the cause and identified strategies to reduce conditions contributing to the cause. Student rooms were ready for occupancy by February 6, 2009.

## *Staffing*

- The number of positions was 284, an increase of 8 over last year. Full time exempt and classified staff decreased from 79 to 70 mostly due to vacant and eliminated positions. Student staff positions increased by 15.
- For all staff categories (classified, exempt and student) the percent of staff of color decreased by 2% to 22% driven by students. Among historically underrepresented groups 13 staff identified as Black, and 6 as American Indian, 30 Asian/Pacific Islander, and 12 Hispanic. Staff of color among permanent classified and exempt categories rose to 31% up from 22% last year and among exempt staff rose to 30 % an increase from 13% last year.



- A mid-year budget reduction process eliminated four permanent, full-time positions. Three filled positions in facilities resulted in lay-offs, one vacant position in residence life was not filled and a full-time position in technology returned to half-time. Staff responsibilities were revised to distribute essential duties. In residence life conferences and guest housing assumed responsibility for managing Birnam Wood and leased off-campus apartments in anew structure designed to improve administrative oversight, year around continuity, and efficiency of service.
- The resident director recruitment process was significantly revised. The supplemental form was discontinued. Candidates were ranked and screened to broadly reflect individual strengths and weaknesses. The campus EASE system was used to process applications. Efforts to expand the diversity of applicants included posting with Latinos in Higher Education, sponsorship for the Minority and Friends Network at the national Oshkosh Placement Exchange, mailings to Historically Black Colleges and Universities, Hispanic Serving Institutions, and Tribal Colleges. Candidates of color grew to 15% of the hirable pool, more than double the historic 7% level.
- In collaboration with Student Outreach Services efforts to hire eligible 1079 students were unsuccessful due to legal barriers.

- The hiring pool for resident advisors saw an increase in candidates who identified as Students of Color. The application pool increased to 23%, up from 20% the previous year and a low of 10% in 2005.
- Male candidates for the 2009 resident advisor hiring process moved to a three year low of 27%, compared to 37% in 2008 and 33% in 2009. An assessment focus group of current male resident advisors identified two observations: (1) the job is seen as being primarily personal counseling, and (2) how the position is perceived does not appear to appeal to a broad spectrum of male identities.



- Travel for staff development and training was severely restricted due to budget constraints. One person attended the Intergroup Dialogue Institute. Three staff attended the Washington State Staff of Color conference held in Bellingham. Six staff attended the NASPA national meeting to present a session on the Residential Education Model. One person attended the annual ResNet conference. Total expense for travel related to staff development was \$8,293 compared to \$59,905 the year before. The average support per employee dropped to \$107 from \$936.

## ***Technology***

- Buy Munch Money Online: provided template for online point of sale for munch money and provided technical assistance.
- Catering Site Redesign: redesigned the catering site with input from catering office and Web Team staff.
- Contract printer cleanup: simplified the contact printer process and related code by leveraging existing Banner reports to get resident data resulting in significant speed increases for contract generation.
- Dining Video Hosting: prepared and hosted dining promotional video on the dining website which was the first video we've hosted.
- Housing Application Rewrite: updated to meet assignments office new requirements, added support for applicants with disability needs, conviction status reporting, entity creation forms for non-WWU students, and a more modularized backend to more easily handle multiple types of applications open simultaneously.
- Housing Renewal: supported 1000+ simultaneous users registering in a first-come-first-serve housing registration process that was split into registration, application, and room selection.

- Kappa Hall Desk: BITS 2.0 completed and rolled out to - first collaborative programming project between ResTek and the Web Team, created according to the same design process as Key Manager with an emphasis on user needs. Provides improved and expanded functionality over existing BITS.
- Key Manager 2.0: released to all halls - updated code base to handle more complex types of keys, added comments, reporting functionality, support for temporary assignment, and ability to email residents.
- myHousing Rewrite: moved to Django from PHP, uses new data classes and benefits from our Django application configuration tool.
- New data classes: in Python using SQLAlchemy - simplified code using Banner data, enabled complex queries of Banner data with simple function calls.
- RA Selection Processes: supported two RA selection processes in one year with the last process supported with less than two weeks notice.
- Room Selection Cleanup: streamlined selection process and improved application usability, replaced old data classes with new data classes leading to simpler code and more powerful functionality.
- Viking Village: Collaborated with the Library on Viking Village to plan and design Viking Village.

### ***University Residences Department Committees***

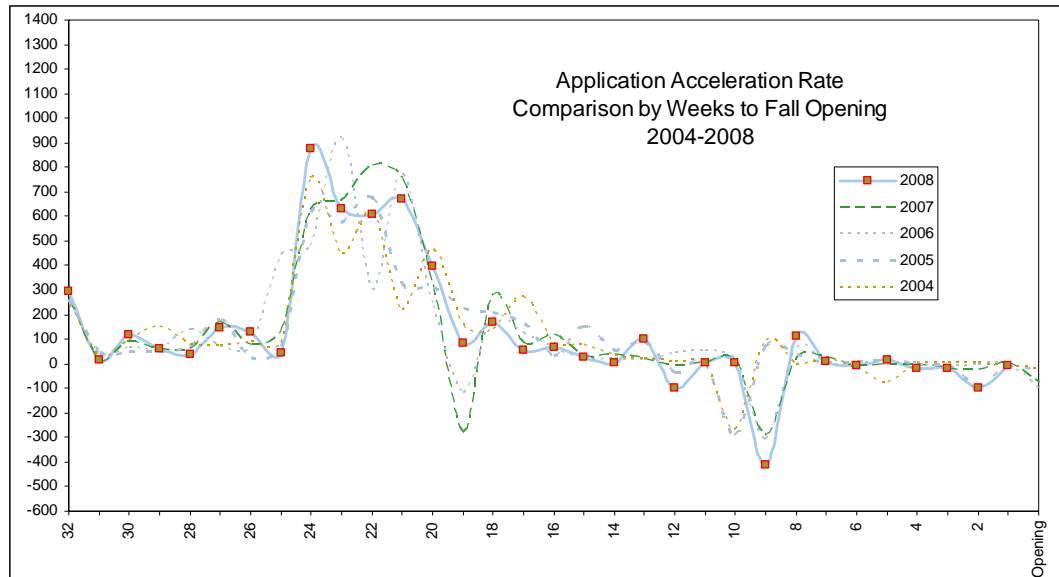
- Check-in/Check-out Committee: responded to student concerns expressed in the Quality of Life Survey about the moving out process. A Business Process Analysis with Visio Flow Charts was used illustrated the existing process and identify improvements and efficiencies.
- Communication Committee: increased understanding departmental cross functional roles and planned and implemented successful opening/closing processes, and summer housing programs that meet the needs of students, staff, and guests. Identified student housing needs, resolved complex organizational issues, provided updates about policies, processes, and events, and served as a cross functional resource.
- Good Works Committee: coordinated the Fall Food Drive & Winter Coat Collection donating half a 50 gallon barrel of food to the Bellingham Food Bank and filled a 50 gallon barrel with Winter Coats donated to the Opportunity Council for the Homeless. Planned the December 2008 staff holiday party, partnered with the Sustainability Committee to plan the Earth Day Celebration, volunteered at the Sean Humphrey House, worked on landscaping and clean up, and collected Box Tops for schools in Bellingham.
- Multicultural Advisory Group: a work climate survey was administered. Emotional safety and respect were identified as needing improvement. Supplemental appraisal materials for supervisors were revised to address and improve the concerns. Additional emphasis for training around the department's work environment principle was identified.
- Planning and Coordination Team: revised the Birnam Wood Occupancy Management Plan for summer 2009 to enhance systemic cleaning and room assignments. An early contract deadline was instituted for summer housing, and a Key Subcommittee developed protocols to prioritize peak period key orders and to fund work orders for key recore "packages" in advance.
- Sustainability Committee: visited the Associates Students Recycling Center. Staff engagement included adding recycling bins in Edens Administrative Level

large conference room, lobby, and staff break room and participating in Earth Day celebration including Jeopardy quiz and the history of earth day.

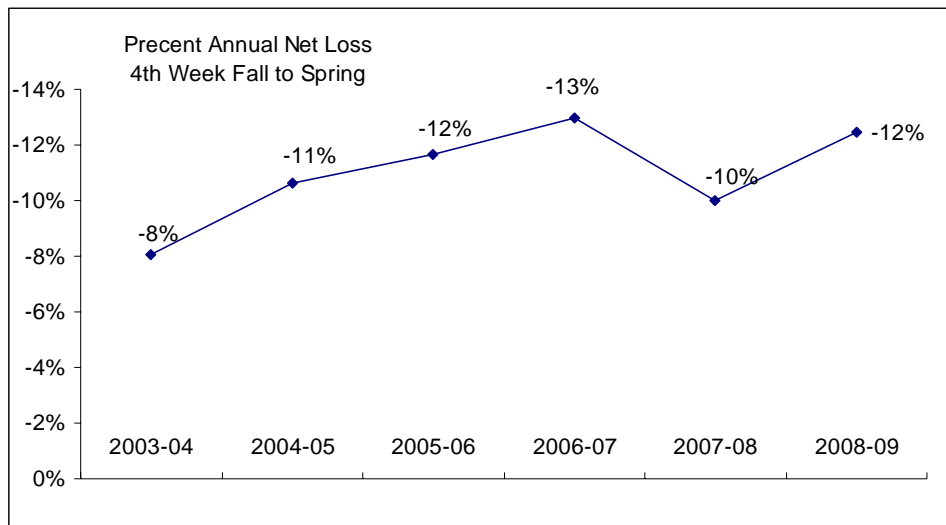
- Website Rewrite Committee: evaluated the department website for look and usability for site visitors. Among the recommendations: target users, provide cursor hovers, improve the home page look and sound template to reflect cohesiveness.
- Western Reads Committee: met on two occasions to discuss the 2009 Western Reads book, The Battle over the Meaning of Everything and members were encouraged to attend university events planned around the book, including a lecture by author Gordy Slack and a Science/Intelligent Design Debate.

### *Assessment and Performance Measures*

- Additional Beds for Fall 2008: Weekly projections for fall occupancy and analysis of the acceleration rate of applications compared to previous years indicated in late June that additional beds would be needed to meet previously unanticipated demand from returning students. The addition of single rooms in the leased New York Apartments increased demand by returning students.



- Average Annual Occupancy: was 95.4% compared to 95.9% last year. The net occupancy loss between the fourth weeks of fall and spring increased to 12% from 10%, due mostly to a smaller number of students admitted winter and spring terms compared to the previous year. Typically net loss is in the 11-13 percent range.



- **Conduct:** A perceived rise in the number of students in crisis this fall resulted in tracking the number and nature of behavior contracts with students. While historical comparisons are not available it appears the increase over past fall quarters has been significant.

Suicide ideation	6 (two were transported)
Severe depression	2 (one self cutter, one left school)
Severe anxiety	3
Severe bi-polar	1
Alcohol poisoning transport	4

The number of alcohol violations in the halls remained essentially flat at 503 compared to 492 last year, and significantly down from 580 in 2007. Drug violations, primarily for marijuana, rose to 215 over 128 last year and represented a four year high. Three percent of violations represented repeat alcohol offenders and 1% for drugs.

Alcohol	512	580	492	503
Marijuana	95	95	128	215
	2005-06	2006-07	2007-08	2008-09

- Previous analysis of alcohol related conduct resulted in having a consistent protocol of parental contact when alcohol and drug related conduct resulted in a sanction that included probation.
- **Dining Customer Survey:** showed improved levels of satisfaction with the residential dining venues ranging in-between 11% to 15% compared to winter 2008. Fairhaven Dining led with an overall satisfaction range of 65%, followed by Viking Commons with 52%, and Ridgeway Commons at 36%. Satisfaction with quality of food ranged from a high of 43% to 21% and menu variety between 42% and 25%.

	Overall Satisfaction		Overall Customer Service		Overall Food Quality		Menu Variety (each meal)	
	Winter Feb 2008	Winter Feb 2009	Winter Feb 2008	Winter Feb 2009	Winter Feb 2008	Winter Feb 2009	Winter Feb 2008	Winter Feb 2009
<b>Dining Halls</b>								
Fairhaven Commons	54%	65%	56%	75%	33%	43%	33%	42%
Ridgeway Commons	23%	36%	49%	54%	14%	21%	17%	25%
Viking Commons	37%	52%	58%	70%	22%	25%	24%	39%
Sodexo Region Average	46%	45%	54%	64%	34%	44%	34%	43%

- **Financial ratios:** ratios indicated changes in the relationship of key expenditure items relative to income.
  - Expense for salaries dropped to 16.9% continuing a steady downward trend that peaked in FY 2000 at 19.2%.
  - Expense for food service increased to 35.7% up from 31.9% last year and up from the 1999 low of 30.8%.
  - Operating maintenance rose to 6% from 5.7% last year and was down from a high of 7% in 2000.
  - Other expenses dropped to 1.4%, down from a high of 2.9% in 2006.
  - Total operating expense increased to 74.6%, up from a low of 69.1% in 2004 and down from a high of 78.6% in 2001.
- **Limited Space for Returners:** Unanticipated returner demand for fall 2008 increased 2009 occupancy projections beyond the ability to supply beds while maintaining program quality. In consultation with residential student leadership a program was developed to limit returner demand to 1,100 spaces. A technology driven, first/come-first/served process was instituted. Just over 400 students were wait-listed; 57 students appealed for exceptions and 25 were granted. By the end of the process 1,144 returners were offered housing.
- **Quality of Life Survey:** was completed by 1,191 residential students with 73% of respondents living their first year on campus. Testing and Assessment collaborated to report and format results. The percent of those responding by building ranged from a high of 40% to a low of 22%. Responses were on a 5 point Likert scale ranging from (1) strongly agree to (5) strongly disagree. Student experience was largely consistent regardless years in the hall, gender, or race and ethnicity.

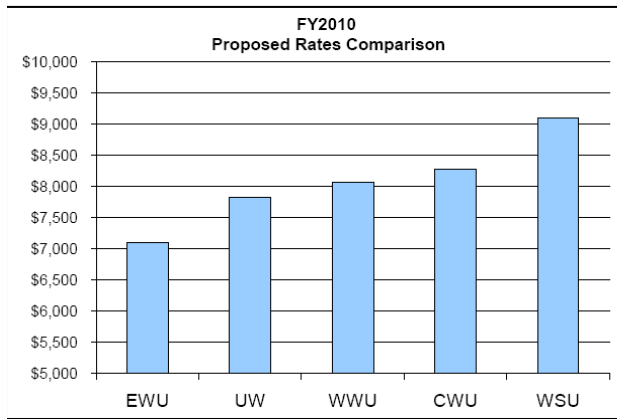
System-Wide Averages

	N	Mean
I feel accepted by people living here.	1185	2.05
People living here respect each other.	1173	2.29
There is a sense of community among the people living here.	1174	2.57
My resident advisor confronts people respectfully and professionally.	1176	1.88
It is easy to get in contact with my resident advisor.	1179	1.92
I am comfortable talking with my resident advisor.	1176	1.96
My resident advisor has tried to get to know me.	1174	2.07
My resident advisor treats me with respect.	1173	1.69
The roommate agreement process made it easier to discuss and set expectations about how my roommate and I would live together.	1174	2.60
Having the resident advisor facilitate the roommate agreement discussion was useful.	1172	2.73
	1122	

- Rate Setting: 2009-2010 Room and board rates recommended to the Board of Trustees were developed using historical financial performance data, review of program expectations such as the capital plan, and comparative data (charts below).

**WASHINGTON PUBLIC UNIVERSITIES  
RESIDENCE HALL ROOM & BOARD PLAN COSTS  
FY2010 (as of 3/1/09)**  
For a Double Room with Best-as-Possible Program & Meal Plan Comparison:

	EWU	WWU	UW	CWU	WSU
	Gold	125 Block	"Gold"	"Large"	Level 2
Type of Meal Plan	Meals & Points	Meals & Points	Declining Balance	Declining Balance	Declining Balance
Elements of the Meal Plan	1.5 - 5.5 meals/wk plus Points	Approx. 12+ meals/wk + \$450 Points	Equivalent of 12-15 meals/wk	Equivalent to approx. 14 meals/wk	Equivalent to Approx 14 meals/wk
What you'd see on their web page	\$7,073	\$8,078	\$7,831	\$8,279	\$9,104
Additional Charges not part of the base	\$30	\$0	\$0	\$0	\$0
<b>Total Cost of a Double Room and Meals:</b>	<b>\$7,103</b>	<b>\$8,078</b>	<b>\$7,831</b>	<b>\$8,279</b>	<b>\$9,104</b>
Amount of Increase Over 2008-09	Proposed 4.7%	Proposed 4.75%	Proposed 4.6%	Proposed 5.7%	Approved 7.3%

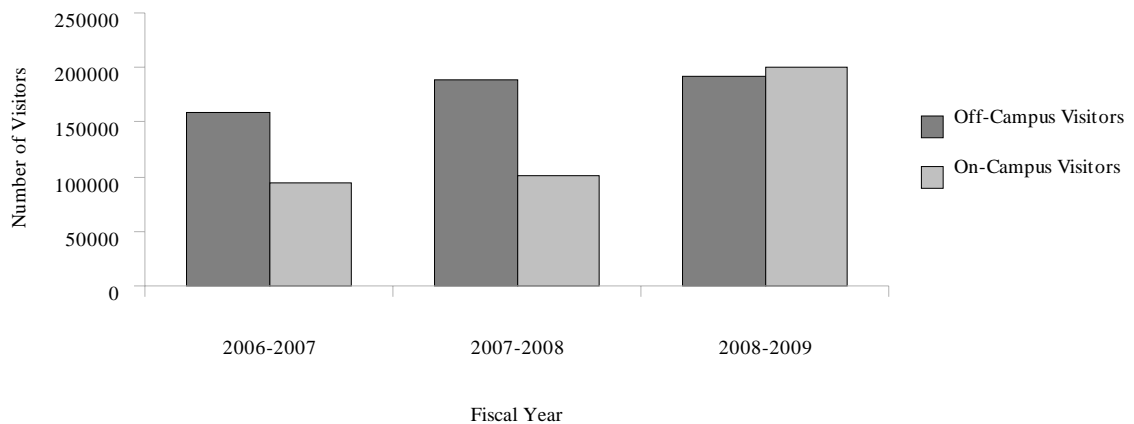


**Financial Performance:** (as of June 30, 2009 actual and estimated accrual)

- System gross revenue of \$34,272,000 increased \$3,478,000 or 11.3% over FY2008.
- Room and Board Plan revenue increased \$3,070,000 or 12% reflecting a 4.5% rate increase and students purchasing higher priced meal plan options.
- Investment income decreased \$175,000 or 61% due to the significantly reduced earnings rate on WWU pooled funds.
- Conference revenue increased \$2,500 or 0.2%. Commissions increased \$66,000 or 14%.
- System operating expenses were \$2,501,000 or 11.1% greater than FY2008.
- The largest dollar increase was in Food Services at \$1,791,000 or 19.2%.
- Rentals & leases expense rose to \$354,000 due additional leased apartments.

- Institutional Services increased by \$257,000 or 41% to support institutional efforts to offset reductions in state support.
  - The largest decrease was \$148,000 or -34% in Communications due to a shift in internet service provider.
  - Equipment purchased decreased by \$89,800 or 29% due to planned reductions to meet budget reductions.
  - Heat Recharge decreased by \$74,000 or -5.3% due to lower cost of natural gas.
  - System Net Revenue of \$9,194,000, before non-operating reductions/transfers, was \$977,000 or 11.9% greater than FY2008.
  - Non-Operating project/renovation expense for capital plan and planned non-operating projects was \$7,567,000, an increase of \$4,440,000 or 132%.
  - Capital plan expense was \$5,796,000 or 77%.
  - Revenue was \$682,000 or 2% greater than budgeted.
  - Operating expenditures were \$152,000 or 0.6% less than budgeted.
  - A preliminary review of the Revenue Fund and R&R Fund balances show that funds available at about 2% less than predicted at the start of the year due to the unanticipated \$678,000 expense to restore Gamma after the December flooding.
- Off Campus Apartment Assessment: A local realtor was contracted to evaluate 49 properties in the vicinity of campus for potential acquisition to meet increased demand particularly from returning students. The analysis considered support of the University's mission and the residential program, net present value, operating budget pro-forms, and facility assessment. No properties were purchased.
  - Internet Use Review: the number of unique visitors to housing.wvu.edu rose for the third year to 131,816. For the first year on-campus visitors exceeded off campus visitors by 201,041 to 192,252. The top content included dining menu, myRoommate, and tour.

Number of visitors by location per fiscal year.



- Occupancy Attrition: provided a quarterly review of occupancy that measures the number of students who move in fall, winter, and spring and student who leave throughout the year. For halls and apartments the overall attrition between the second week of fall term and the second week of spring term, was 11.16% slightly below the 5 year mean of 11.44%. The high was 11.99% in 2005 and the low was 9.92% in 2008.
- Damage Billing: charges were \$33,142 compared to \$49,698 last year representing a 49% decrease. Missing furniture and vandalism represented most of the costs. Buildings with the lowest damages were Edens Hall at \$341 and Higginson Hall at \$793. Highest were Fairhaven Residences at \$7,048 and Ridgeway Kappa at \$3,490.
- Cashier Activity: showed a continued decline in the number of cashiering transactions driven by online options and locating Munch Money sales to the University Dining Services cashier.