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University Housing Newsletter

The University Housing Newsletter is a monthly publication of the department for staff members. It is YOUR news - you are encouraged to contribute articles or information to share with the department.

To contribute an article to the newsletter, email the entire article by the 25th of each month to Kent Perrodin at kperrod@uark.edu.

Articles will be reviewed for content and may be edited for publishing.

THE NEWSLETTER IS A YEAR OLD!

The current version of the University Housing Newsletter is a year old! In twelve editions housing staff members have contributed 101 articles supported by 251 photos (not including other graphics) in 122 pages of material.

A catalog of past Newsletters can be found under the “All Staff” tab on the Housing Staff Portal. The address for this page is: http://housing.uark.edu/staff/news/newsletters.php

Thanks everyone for your contributions! You can send material to be posted to Kent Perrodin at kperrod@uark.edu by the 25th of each month.

http://housing.uark.edu
A FEW NOTES ON WHAT HAS BEEN HAPPENING

This is only a sample of the many things University Housing has been engaged in from May though December, 2011.

In May after the residence halls closed, most of the residence hall secretaries worked with the central office staff and quickly filed all the check-out paperwork, and entered damage charges. Staff processed and assigned one hundred seventy (170) summer school contracts and, processed 1600 commuter meal plan contracts for fall (which is the most ever).

SUMMER CONFERENCES

Conference season housed approximately 14,524 participants utilizing 61,889 bed nights with a total of 94 conferences staying on our campus during a 13-week period. Accounting billed out for Summer 2011 Conferences; $902,057.90 for bed space (used and unused), $400.00 for Damages, $2,125.00 for lost Fobs/keys, $1,707.63 misc. In addition accounting also billed out, collected and paid Chartwells $537,003.52 for meals purchased through Summer Conferences. Summer Orientation housing generated $40,509.00. There were 2,681 students housed for Orientation with 1,203 No Shows (a 31% No Show Rate).

Conference Assistant of the Year-Jeff Kallal. The conference assistants vote on the peer that exemplifies what exceptional customer service is about as well as the consummate team player assisting in any way possible. Jeff was new to the program but was able to elevate himself among his peers. Jeff was always willing to give any conference assistant a hand that requested it. He also organized several social events with the CAs such as volleyball and movie nights to help with staff bonding.

Leadership Team Award—Mallory Barker. The conference coordinator staff selects the conference assistant that consistently goes above and beyond the position description, and has the ability to be a role model for other staff members. Mallory had worked for summer conferences since 2007, and provided exceptional customer service each summer despite being a “seasoned pro.”

FACILITIES

Instead of replacing student room chairs at Pomfret that were beyond cleaning, we worked with Arkansas Correctional and upholstered these 405 chairs at $36 a piece instead of replacing them with new chairs at $124 apiece saving $35,640.00.

University Housing worked with Arkansas Correctional Industries on the mattresses that meet our specifications. They are willing to make what we needed and are the final stage of testing. If this is successful, our lead time for mattresses will be greatly reduced as we will no longer need to get the bids out. They also deliver for free with no installation charges.

Asset Warehouse Inventory Reduction: the Warehouse team continues to purge and surplus inventory of Asset Warehouse in effort to clean up the warehouse space, create usable storage space and consolidate usable material for reuse. An inventory of mattresses took place over the Thanksgiving break. A large number (1244) of non-bed bug resistant mattresses still exists in the halls. Replacing these mattresses was added to the life cycle requirements list for future funding. The HIT Team changed out 110 green mattresses at Pomfret over Winter Break.

Specifications were created and bid out for Residential Facilities staff uniforms; currently we have a uniform company that caters this need for us.

On-call manuals are being developed for each building to aid on call person to find main shut off valves for gas water and electric. Manuals will further support development of preventive maintenance plans.

Residential Facilities is working with IT staff to procure custodial module within TMA. Approval granted to procure. Requisition for software has been cut, entered, approved.
The maintenance staff changed filters and replaced damaged stair treads during break.

Housing is in renewed discussions with Lt. Matt Mills to move Tornado Activation to the UAPD Dispatch Center. Meetings will continue after the estimate is received from Triple S Alarm. This move is required as a part of the Housing office relocation as well as placing the notification role with the responsible authority.

The second RIC Sponsored Exterior Lighting Survey was completed and results have been transformed into FAMA work orders. The Administrative Lighting Committee met on December 19 to tour the campus. Previous student lighting tours have had a positive impact on the general lighting of the campus.

Gibson Hall foundation was settling causing severe cracks on Southwest corner of the facility. Work was completed over Christmas break and rooms affected are being repaired.

Upgrades to DSX processors were completed in early January.

All student room doors in Futrall had new strike cover plates installed.

Winter Blitz was completed for bathrooms in Maple Hill during December and Walton Hall during January.

CHANGES TO DEAN OF STUDENT OFFICE AFFECT HOUSING

In the past year, Housing has been impacted by changes in the Office of the Dean of Students. The Office of Community Standards and Student Ethics (OCSSE) changed its name to the Office of Academic Integrity and Student Conduct (OAISC). With the name change, the processes for academic dishonesty and student conduct concerns were split into separate entities. Housing primarily deals with student conduct. With the change, the Code of Student Life was re-written. New policies were added and existing policies were updated. To accommodate the systematic changes, CRE training was adjusted to better support the Hearing Officer Team. One day of training was devoted solely to process and database training. The second day was devoted to talking through changes to the Code. Bi-weekly Hearing Officer meetings were held starting in August to address questions and challenges.

FALL MOVE-IN

Move-In was organized using the Incident Command System (ICS) requiring staff to learn and understand the ICS process. As a result, most Residence Education staff members and several other housing staff members participated in the four-hour National Incident Management System (NIMS) training facilitated by Lt. Matt Mills from UAPD in mid-July. This training was essential for staff in understanding the process for Move-In but it also gave staff the opportunity to experience the language of the ICS process should they need to utilize this structure in event of a crisis impacting campus. There were over 480 campus and community volunteers this year representing University administration, city administration, registered student organizations, University faculty and staff, student from Haas Hall Academy (approximately 125 students) and the Fayetteville Chamber of Commerce. In addition, 316 residence hall students signed up to serve as Lead Hogs during Move-In. The support of our on-campus students (Lead Hogs) and our Move-In volunteers were a contributing factor to the successful Move-In this year.

On hall opening day we had 5,486 contracted students which is a 9% increase over last year. There were fifty (50) no shows.

RESIDENCE EDUCATION

StrengthsQuest and AlcoholEdu are two campus programs that have been instituted and, while they are not mandatory for first year students, they are highly encouraged. MAPWorks was offered to first year students in early fall.

No Woman Left Behind (NWLB) was a campaign brought to the University of Arkansas campus last year by a former
A FEW NOTES ON WHAT HAS BEEN HAPPENING

Assistant Director. Looking for ways to expand our programming efforts to bring sexual assault awareness into the halls, it was decided to create something that would provide awareness programming to more than the Reid Hall residents. The RESPECT program collaboration was ended and the NWLB efforts were concentrated on as two student interns were selected and assigned to the intern residence hall spaces in Reid Hall.

676 programs occurred between May 16, 2011 and December 23, 2011.

- 382 were social events
- 97 were academic (20 involving faculty)
- 61 were health/wellness
- 11 were personal safety
- 58 were physical/sports
- 36 were diversity awareness
- 18 were career/life planning
- 13 were community service

Between May 16, 2011 and December 23, 2011 there were 642 incident reports. The category of most incidents (328) and students involved was Alcohol. After Alcohol, the next categories of incidents (close in numerical occurrence) are Noise (52), Drugs (50), Smoking/Candles (37) Vandalism (34), Safety/Security (34), Altercation (25), Escort & Visitation (25), Disorderly Conduct (23), Medical Welfare (18), Theft (8) and Weapons (4). There were no reports for Ledge.

BUSINESS SERVICES

- New CREs were offered one-on-two training by the finance team in additional to the classroom format training on procurement processes for the 1st time this academic year.
- Business Affairs assisted Arkansas Union in writing the specifications for a portable stage for the Union Ballroom.
- The Human Resource and Payroll areas of University Housing processed new hire paperwork for approximately 150 new and returning Resident Assistants for the 2011-2012 academic years and, over 1,500 records for hourly payroll, leave, and extra time. The Board of Trustees approved a merit increase for all classified staff.
- Contacted Athletics and agreed upon the right date to transfer the 15 passenger van over to them and on how to process the fund transfer.
- Inventory cycle counts at the warehouse were completed on May 17th, July 18th and August 17th. May 17th’s shrinkage is 0.36%, July 17th’s shrinkage is 0% and August 17th’s is 0.17%.
- Becky took over the responsibility as the contact for CREs in requesting capital purchases.
- A new procurement system is being developed and Stephanie attended the SciQuest meeting to view the changes coming and also what we would like to see this new system to be able to do for us.

INFORMATION TECHNOLOGY

- Installed two wireless access points in Walton Hall.
- Upgraded one wireless access point in Humphreys Hall, Gladson-Ripley, and in Buchanan-Droke.
- Housing Online Contract – implementing new QPay-mandated callback functionality
- Package Notification project – working on implementing package notification via text messages.
- Working with Admissions on new virtual tour for campus that includes reshalls – identified spaces in Maple Hill East, Duncan Apts., and Gregson.
- RMS production was upgraded to the latest version.
- Symantec Endpoint Protection (AV, firewall) was upgraded to the latest version on servers.
- Server room was relocated to Futrall Hall.
- Game console issues extending beyond PS3 and to Xbox and Nintendo products. Continuing to work with students and UITS on resolution. Volume is not very high, but extensive data collection is necessary for reporting to UITS.
PRESENTATIONS, AWARDS AND ACHIEVEMENTS

Emily Davis and Leanna Payton presented “There’s NOTHING Ironic About Graduate Student Development,” at the Association of College and University Housing Officers - International (ACUHO-I) Annual Meeting, New Orleans, LA, July 9-12, 2011.

Felisha Perrodin, Assistant Director for Residence Education, was nominated for the Golden Tusk Award sponsored by the Division of Student Affairs in July 2011.

Devan Ford, Humphreys CRE, received the Dr. Ronald Miller Academic Scholarship Award in August 2011.


Jake Lane, Humphreys Resident Assistant, engaged in International Mission Work in Brazil during June 2011.

This is only part of the many things we have accomplished in the last 7 to 6 months. I realize, and I hope you do, that there is more to the story of University Housing success than what is listed here. Thank you for continuing to be engaged in the work you do. University Housing has a bright future because of each of you.

Flo

Contributed by Florence Johnson

A FEW NOTES ON WHAT HAS BEEN HAPPENING

Students enjoying the mild weather on their walk back to the halls

Housing will participate with UA campus on this year’s Recyclemania competition between other campuses across the Nation. We’ll provide our collected recyclables to Facilities Management for consolidation/reporting of weights. For a 10-week period that began in January and will end in April. To increase participation, awareness and competition Housing will sponsor a $500 prize to the residence hall with the greatest per capita amount of recyclables collected.

Contributed by Florence Johnson
Hotz Hall is being renovated and will reopen August 2013. The hall will have occupancy of 416 students and will be the new Honors Housing.

Founders Hall is a new facility located next to Brough Commons along McIlroy Avenue. Design drawings are not completed however, it will house between 145 and 190 students. There will also be food retail and an extension of Brough Dining providing additional seating. Expected date of completion is August 2013.

University Housing will be relocated to three different locations until a new office is completed. Design work has not started on the new office. Administrative Services, Residence Education, and Executive Director offices will be located in the previous Speech and Hearing Clinic located on Arkansas Avenue. Residential Facilities and Business Affairs will be located in Pomfret Honors Quarters and Information Technology will be located in Futrall Hall. More details to come as planning continues.

Yocum Hall construction will be done over a longer period of time than expect because cost came in substantially over the budgeted amount.

A Housing Master Plan is currently being worked on. Watch for more details in future newsletters.

**Futrall Hall**

**Pomfret Hall**

Information Technology

Business Services
Residential Facilities

Speech & Hearing Clinic/Housing Central Office

Housing Central Office
Executive Director
Administrative Services
Residential Education

Contributed by Florence Johnson
Ivy Mullen is a first-year graduate student pursuing a master’s degree in Higher Education Leadership. Originally from Wichita, KS, where she received her bachelor’s in Communication, Ivy moved to Fayetteville last July to begin her graduate assistantship in the Center for Community Engagement. During her free time Ivy likes to read, cook and spend time with her little Chihuahua, Lacey. Ivy is excited about her new role as the graduate intern for Student Rights and Responsibilities in Residence Life. She hopes to learn a lot about housing and student conduct while working on additional projects to aid the office.

Clarence Johnson (JR) is a second-year master’s student in the higher education program. He will be doing an internship with Residence Education during the spring semester. JR will be working with Felisha Perrodin as his internship supervisor. JR will be working with the Diversity Initiatives Workgroup and their planning of the Diversity Impact program as well as the Diversity Leadership Institute. JR will also be interviewing various staff members in Housing and Residence Education to learn more about their roles and their work with our students and staff. He will also be assisting with the RA recruitment interviews that will occur in February. JR is a graduate assistant in the Center for Multicultural and Diversity Education (formerly known as the Multicultural Center). He completed an internship in Housing working with the Summer Conferences Program during Summer 2011. We are looking forward to working with JR this semester.

On the cover page it was mentioned that there were 251 photos (not including other graphics) in 122 Newsletter pages in 2011.

1. Which month’s Newsletter had the fewest number of photographs (not including graphic material - clip art, drawn illustrations, graphs and charts)?

2. Which month’s Newsletter had the fewest pages (including the cover page)?

3. Which had the greatest number of photos?

4. Which had the greatest number of pages?

(Answers on the last page - no peeking!)
Ramz Shalbak – Some words to describe her would be brave and strong. Moreover, she is a believer. I am so, so, so proud of her doing her presentation about various topics including the relationship between Palestine and Israel and how the life is really like in Palestine.

Ramz is a proud resident of Holcombe International Living Learning Community. She is from Palestine and a sponsored visiting student who is studying at the University of Arkansas for two semesters on the Near East and South Asia Undergraduate Exchange Program (NESA UGRAD). She has been active in many different activities both on- and off-campus during the Fall semester. This semester, she is also doing her internship with the Spring International Language Center (SILC). Among many activities she is involved with, one of her big tasks for the Spring semester was our Geography Series.

We spent hours and hours to discuss what she wanted to include in this one hour presentation. Believe me, one hour is very short to talk about a whole country! We decided that our focus was “culture & peace” and she did a wonderful job to include a lot of elements of the country to bring the culture to Holcombe Hall, to raise awareness about peace, and to break stereotypes about the country and the region.

Holcombe Living Room was full of people on the presentation day. Her friends, faculty, colleagues from SILC came to support her. There were some students who were taking notes as well; I assume it was for extra points in their academic classes. Everybody was so engaged in her stories. Ramz finished up her presentation with a video clip of Ms. Rafeef Ziadah reading her poetry, “We Teach Life, Sir,” a very moving, inspiring and powerful message. The audience was so into her poetry that they applauded for the performance as if we had been with Rafeef. I believe the guests were showing their respect to the Ramz’s presentation as well.

Ramz proudly showed that people have such a rich culture in Palestine. The International Connection Lounge at the UoFA does not have a flag of Palestine. The U.S. does not recognize Palestine as a county as of today. Yet, it is also a beautiful fact that Ramz from Palestine is a brilliant, promising and motivated international student who is full of hope and energy and she is definitely contributing to the Fayetteville community in a positive way.

Thank you for the great presentation, Ramz Shalbak!
Clockwise from above:
Ramz during the presentation; presentation attendants; food prepared by Ramz; students taking notes; Ramz and friends who helped her with the presentation

Contributed by Namiko Ochi Bagirimvano
Eager to get back to work, the Resident Assistant team started early in January to prepare for our students return.

Our 4 new hire RAs returned on January 9th and went through a fast paced afternoon of introductions and training prior to the rest of the group returning on the 10th.

The theme for Spring RA training was “SNOWMEGEDDON 2012,” although temperatures cooperated and we only received a small dusting of snow this year! The RA training committee focused on minimizing the amount of time the group spent in large sessions, opting for small group break-out sessions where possible.

RAs attended sessions on Diversity, StrengthsQuest, RA Recruitment, and a brief introduction to the components of NIMS facilitated by CRE Andrea Allan who minored in Emergency Management. RAs were also grouped into similar style buildings to meet with our facilities staff.

Possibly the highlight of training occurred when the RAs were introduced to the new UAPD narcotics canine “Dingo.” If you have yet to meet Dingo, he is a VERY high energy dog who loves to play… and eat tennis balls! We are very excited about the possibilities he brings for making our student experience better.

The RA Training Committee consisting of Danielle Dunn (Chair), Michael McAllister, Briceli Llavona, and EmmaLe Davis did a great job of preparing our RAs with a creative training schedule and we look forward to a great semester!

Residence Education is collaborating with STAR Central (the Office of Support, Training, Advocacy, and Resources on Sexual Assault and Relationship Violence), the Arkansas Coalition Against Sexual Assault (ACASA) and the University of Arkansas and Fayetteville police departments to begin a Sexual Assault Volunteer Advocacy Program. The program was developed through a partnership with Willow Creek Women’s Hospital designed to better serve student survivors of sexual assault.

Through the new program, the University of Arkansas hopes to improve current services by providing a trained volunteer to meet survivors at Willow Creek Women’s Hospital who will serve as a confidential advocate during the time of reporting. Advocates will explain the process and advise them of their rights, options and resources. They act as a support system during the traumatic time, create a level of comfort and may even accompany the victim during the examination. To better aid the process, STAR Central and ACASA will help train Willow Creek staff to conduct proper and efficient examinations.

In order to prepare University of Arkansas faculty and staff volunteers to become sexual assault advocates, they must complete a two-day training program. There, volunteers gain an overall understanding of sexual violence and how it relates to the university. They will learn basic information about student rights and the duties of an advocate, and move into more complex issues such as how to carry themselves throughout the process. Advocates must also learn what feelings victims may experience after an assault and how to reassure and calm them. The training even discusses what actions or phrases to use and those to avoid during advocacy.

The Sexual Assault Advocacy program will train its second group of volunteers the month of February and should be ready to launch before March. For more information contact Melissa Vergara at mvergara@uark.edu.
CONGRATULATIONS & GREAT JOB!

Congratulation to the STAR Central Volunteer Advocacy Program Team for its Outstanding Staff Team Award Nomination!

By October 2011, it was very apparent that local rape crisis services were no longer able to provide sexual assault advocacy care for individuals in Northwest Arkansas at a level that is adequate.

Recognizing a need for better service to the University of Arkansas community, Dr. Mary Wyandt-Hiebert, Dr. Takama Statton-Brooks, and Ms. Melissa Vergara collaborated to create a volunteer advocacy program to serve students when they choose to report an incident of rape and have a rape kit examination performed.

The nomination, from Dr. Ed Mink states: Dr. Wyandt-Hiebert, Dr. Statton-Brooks, and Ms. Vergara have gone above and beyond their regular duties as staff members in order to create a program that will serve our students during what will likely be one of the most unfortunate and difficult experiences that they may encounter...The impact to the students who need this service goes beyond the immediate crisis advocacy provided at the time of reporting an incident of sexual violence. Many students who are raped eventually withdraw from their academic pursuits when they do not have support to help them get through such a traumatic event. This program will increase the likelihood of students continuing with their academic endeavors and the recovery process from the trauma caused by sexual violence as they receive immediate advocacy care when reporting and then follow-up care through STAR Central.

TRIVIA ANSWERS (NO PEEKING)

1. June: eight photographs
2. June: five pages
3. December: thirty-nine photographs
4. December: fifteen pages

HOLD YOUR CALENDAR:

A Gibson Hall Tradition, the program “Sweet Chariot” will be presented this year on February 16 from 6:00 to 8:00 PM.

Join us to experience life as a fugitive slave on the Underground Railroad!