MONARCH PRIDE

Housing & Residence Life at Old Dominion University is proud to provide quality student-centered residential experiences based on student success and community building. It is our endeavor to support students in development of self, interpersonal relationships, academic success, and inclusivity.

Our extraordinary team continuously engages with students to improve and enhance our programs, services and experiences while responding with tailored ingenuities that meet the unique needs of our students. Our approach includes professional expertise, national best practices, and university-wide initiatives.

The 2019-2020 academic year was a successful year for the Housing & Residence Life department as we celebrated the success of our student and also navigated a challenging time with the COVID-19 global pandemic.

As you continue to explore the many outstanding achievements from 2019-2020 in this report, it is my hope that our value of students and pride in providing the best residential experience for all Monarchs shines through.

REIGN ON!
# WHAT’S INSIDE?

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OUR MISSION

Housing & Residence Life provides an inclusive residential experience in a safe, well-maintained community that supports academic excellence, fosters personal development, and promotes student success.

OUR VISION

Housing & Residence Life will be a premiere living-learning community.
Students will gain leadership and development of personal skills that promote career outcomes as a result of leadership opportunities or student employment.

Students will achieve active learning, engagement, and career outcomes as well as develop and enhance their academic achievement, identity, and integration into the diverse Monarch Community, as a result of the residential experience.

High quality student services will be provided through residential facilities that are well-maintained, conducive to academic success, and include timely response to maintenance concerns.

Housing & Residence Life staff will provide a positive customer service experience for residential students and families.

GOAL ONE

GOAL TWO

GOAL THREE

GOAL FOUR
High quality student services will be provided through residential facilities that are well-maintained, conducive to academic success, and include timely response to maintenance concerns.
ACHIEVING GOAL ONE

SOCIAL MEDIA
A summer social media campaign was developed during the summer of 2020 to promote the features and quality of our residential communities.

NEW WORK ORDER SYSTEM
The Administrative Services team partnered with Facilities Management to onboard a new work order system for the residential experience. The increased education of new system resulted in over 92% of student respondents understanding how to place a work order if needed.

BRANDING
ODU Housing & Residence Life branding continued to roll out across our facilities including exterior flags, graphics in community lobbies, and new wayfinding signage.

FACILITIES AT FIVE
The Administrative Services team hosted students for a Facilities at Five program to enhance the facility experience with HRL while listening to feedback and gathering recommendations to improve satisfaction.

FACILITY RENOVATION PROJECTS

UNIVERSITY VILLAGE 1
painting, flooring, signage, and branding graphics

UNIVERSITY VILLAGE 2
painting, flooring, signage, and branding graphics

SCOTLAND HOUSE
painting, flooring, signage, and branding graphics
Housing & Residence Life staff will provide a positive customer service experience for residential students and families.
**MOVE IN**
The 2019-2020 Move In week ran from Tuesday, August 20 through Saturday, August 25 including apartments and residential halls with 4795 students arriving on campus to kick-off the fall semester. The Move In experience included over 300 staff and volunteers creating a welcome center for first year students to receive support services and orientation to the residential campus.

**NEW HOUSING PORTAL**
The department began an extensive overhaul of the Housing Application process through a new portal system that improved the student application experience by providing a “one stop shop” for all housing needs; residents are able to submit housing applications, complete self-selection and access a variety of housing request forms.

**RETURN HOUSING SHOWCASE**
The Annual Return Housing Showcase invited Fall 2019 cohort students to tour room spaces in select upperclassmen communities (Dominion House, University Village and Powhatan); promoting engagement and education about the housing application process. The Return Housing application was open from Feb 12 – 28, 2020 and 2,745 returning students filled out applications; a record high response rate.

**CUSTOMER SERVICE**
While assisting and monitoring the daily phone calls and department email account, the office assistants at the HRL front desk engaged with students and parents and were able to give useful, consistent information. This team did an amazing job providing excellent customer service while fielding important and frequently asked questions.
Students will achieve active learning, engagement, and career outcomes as well as develop and enhance their academic achievement, identity, and integration into the diverse Monarch Community, as a result of the residential experience.

**ACHIEVING GOAL THREE**

**COMMUNITY OUTREACH**
The University Village community helped teach students valuable information such as work order system information, ODU PD contact information, RA on Duty Contact Information, and a host of other key safety features of the residence halls (such as blue light stations, Safe Ride, automatic door locks, etc.). This program reached almost 200 students.

**STAYING CONNECTED**
Housing & Residence Life supports students’ academic success by reaching out to students with early action reports indicating concerning semester grades. The team reached out to over 190 students each semester through letters, phone calls, and door knocks.
COMMUNITY EXPERIENCES
During the fall semester, the Residence Hall teams offered over 571 community experiences resulting in over 30,000 student participations, which included 54 programs with campus partners.

FEEL SMART
Our first “Feel Smart” Series took place with the assistance of Counseling Services, Health Promotions, Student Outreach & Support, and the Resiliency Team in an effort to share mental health resources with students.

KEY RESOURCES
Our Quad neighborhood residents were invited to the Dominion House lawn to learn about access to key resources on campus, such as Health Promotions, the Women’s Center, and ODU PD! Roughly 137 students attended!

IN-HALL ADVISING
We hosted In-Hall Advising sessions with the Student Success Center in our residence halls. A total of 75 students participated and 70 of those students were not registered. This was as huge success!

CALLING CAMPAIGN
We completed our Fall end of semester Calling Campaign to all first year students, reducing the number of non-registered students from 790 to 297. We were able to make 4,808 total calls and intentional conversations.

HOUSE CALLS
Our annual House Calls event, focused on educating students about registration, submitting work orders, financial aid deadlines and successfully reached 1,180 first-year and new transfer students.

BLUE LIGHT BREAKS
Partnering with ODU PD, we facilitated “Blue Light Breaks” where ODU PD came to each residence hall with donuts, coffee and cocoa to discuss safety; over 100 residents interacted with PD during these events.

PEER ADVISING
Peer Advising Tables and an initiative titled “Thoughtful Thursday” partnered with Advising, Financial Aid, and other campus partners aimed at engaging students on getting advised, understanding financial aid and implications of their grades to support their success at ODU.

INTENTIONAL CONVERSATIONS
Resident Assistants completed intentional conversation for the fall semester and reached 2,830 unique students, which is 69% of our residents.

LATE NIGHT BREAKFAST
HRL, co-sponsored with Monarch Dining, hosted one of the largest student events Late Night Breakfast with over 600 students in attendance on December 6.
Students will gain leadership and development of personal skills that promote career outcomes as a result of leadership opportunities or student employment.

GOAL FOUR

The top four responses students indicated that their resident assistant does well were:

- Having a presence on their residence hall floor
- ‘Everything’
- Communication
- Role modeling for other students
ACHIEVING GOAL FOUR

NEW SCHEDULING SOFTWARE
The Department introduced a new employee scheduling software for nearly 300 student employees. The new software provided central tracking for hour and wage impact as well as assisted with staff accountability.

STUDENT STAFF
For the spring semester, we welcomed 182 new residents and onboarded 42 new student staff members. We also provided training to 280 returning student staff members during the bi-annual training process.

HIRING INTERNS
Residence Education participated in 43 interviews for summer interns through the ACUHO-I process for five intern positions.

STUDENT STAFF OUTREACH
Student staff members with academic challenges received individual outreach from the Residence Education team to share resources and support for improving academic success.

GREAT POTENTIAL
HRL received over 400 student interests for Resident Assistant positions for 2020-2021.

TOWN HALL MEETING
The Resident Assistant Delegation and the Residence Hall Association hosted a Town Hall Meeting during the fall semester with University Leadership to share and learn more about opportunities concerning the residential student experience.

RESIDENTS SAY...
Resident Assistants play an important role in the Housing & Residence Life experience.

Students responding to the survey Somewhat Agreed to Strongly Agreed that their RA:

<table>
<thead>
<tr>
<th>%</th>
<th>Sets a positive example for students</th>
<th>Shows respect to all community members</th>
<th>Shows enthusiasm for their position and their role</th>
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<tbody>
<tr>
<td>87%</td>
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<td>90%</td>
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<td>88%</td>
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<table>
<thead>
<tr>
<th>%</th>
<th>Creates a floor environment that is conducive to sleeping</th>
<th>Creates a floor environment that is conducive to studying</th>
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<td>82%</td>
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<td>85%</td>
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Students responding to the survey Somewhat Agreed to Strongly Agreed that as a resource, their RA:

<table>
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<th>%</th>
<th>Is approachable; I could go to them with a concern or a problem</th>
<th>Encourages University involvement (getting involved in the residence hall, joining clubs or organizations at ODU)</th>
<th>Is willing and able to provide resources for academic concerns if I ask</th>
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<tbody>
<tr>
<td>90%</td>
<td></td>
<td>88%</td>
<td>88%</td>
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LIVING LEARNING COMMUNITIES

The top five responses students participating in Living-Learning Communities described their experience to be:

A Positive Experience
Socially Supportive
Academically Supportive
Fun!
Having Similar Interests as Other Student
Students participating in a Living-Learning Community have the support of a Peer Mentor. Students responding indicated that Peer Mentors do the following well:

- **HELPER**
  Peer Mentor Assists Residents with Personal and School Issues

- **COMMUNICATION**
  Speaks with Students Regularly

- **EVENT PLANNING**
  Organizes and Plans or Takes Residents to Events on Campus

- **SUPPORTIVE**
  Supports Student Needs and Encourages Questions

- **RESOURCESFULNESS**
  Knowledge of Campus Resources

- **ACCESSIBILITY/APPROACHABILITY**
  Students Know Where to Locate their Peer Mentor and Are Comfortable Going to Them

### RESIDENTS SAY...

Students participating in the Living-Learning Communities indicated they somewhat agreed to strongly agreed that their community has improved:

- My sense of belonging in the ODU Community: **83%**
- My connection to the University and peers: **84%**
- My awareness of academic and campus resources: **87%**
- My awareness of potential careers in my major: **80%**
- My ability to apply content from my courses to real life situations: **78%**
- My ability to solve problems: **81%**

### OUR STUDENTS’ OWN WORDS:

“My Living-Learning Community experience has been all positive so far. I have been given peace of mind knowing that I am not alone in my efforts of tackling STEM as a young woman. It has also opened my eyes to all the other STEM fields there are. I have so much joy being surrounded by women all working towards increasing the number of women in STEM careers. This community has also allowed me a peaceful place to study and succeed in my courses. I am so glad to be part of this LLC.”
ADMINISTRATIVE SERVICES

Lead by the Director, the team consists of Assistant Directors, Managers, Supervisors as well as student workers. Through excellent customer service, student interaction and communication, the goal of Administrative Services is to support residential students’ success through Marketing and Communication, facility operating and Summer Conference Services. The team is diligently working and eagerly awaiting the opening of Owens House; Housing & Residence Life’s newest residence hall!

BUSINESS OPERATIONS

The Business Operations unit contains both Assignments and Occupancy Management and Financial operations of Housing & Residence Life. Serving over 4800 students on campus, Business Operations provides excellent customer service to support a student’s academic success while living on campus.

RESIDENCE EDUCATION

Lead by the Director, the team consists of the Associate Director that supports the day to day operations; 2 Assistant Directors that manage the first year and upper-class communities; 1 Assistant Director, Coordinator, and Graduate Student that supports academic initiatives; Residence Hall Directors that manage the daily operations and provides student support within each community; Assistant Hall Directors that support daily operations; 1 Night Desk Manager that supports safety management in the community; and a host of student employees that include Resident Assistants, Desk Receptionists, and Night Desk Receptionists. Residence Education supports student success by building community among residents and providing care.
MEET OUR DIRECTORS

ADMINISTRATIVE SERVICES
Taryn Boone, Director of Administrative Services, is a customer service, marketing, communications, hospitality and higher education professional with a decade of successful higher education and more than two decades of proven success in the hospitality industry.

BUSINESS OPERATIONS
Nicole Kiger is the Director for Business Operations in Housing & Residence Life. In this role, she oversees the areas of Fiscal Operations and Budgets, Assignments, and IT. Nicole has spent her career at ODU and prior to her work in Housing & Residence Life, Nicole was the Director of Leadership and Student Involvement.

RESIDENCE EDUCATION
Brittany Blount, Director of Residence Education, is a Student Affairs Practitioner with over 10 years of experience in Housing & Residence Life, enrollment, retention, tracking engagement of campus residents, and implementation of curricular approaches to learning outside of the classroom. Enjoys the opportunity to develop and support a dynamic team, develop policies/programs, and provide strategic leadership.
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<th>Campus Partners</th>
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<tr>
<td>• American Red Cross of Norfolk</td>
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<td>• Aramark</td>
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<td>• Batten College of Engineering &amp; Technology</td>
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<td>• Career Development Services</td>
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<td>• Center for Academic Advising &amp; Academic Partnerships</td>
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<td>• Center for Cybersecurity Research &amp; Education</td>
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<td>• Center for High Impact Practices</td>
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<td>• Center for Major Exploration &amp; Mane Connect Success Coaching</td>
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<td>• College of Health Sciences</td>
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<td>• College of Sciences</td>
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<td>• Counseling Services</td>
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<td>• Darden College of Education</td>
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<td>• English Language Center</td>
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<td>• Leadership &amp; Student Involvement</td>
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<td>• Learning Commons/University Libraries</td>
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<td>• Monarch Dining (Aramark)</td>
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<td>• ODU Athletics</td>
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<td>• ODU PD</td>
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<td>• Office of Emergency Management</td>
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<td>• Office of Environmental Health &amp; Safety</td>
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<td>• Office of Procurement Services</td>
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<td>• Office of Risk Management</td>
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<td>• Office of Health Promotions</td>
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<td>• Office of Intercultural Relations</td>
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<td>• Office of International Programs</td>
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<td>• Office of Student Conduct &amp; Academic Integrity</td>
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<td>• Perry Honors College</td>
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<td>• Recreation &amp; Wellness</td>
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<td>• Safe Space Committee</td>
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<td>• Strome College of Business</td>
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<tr>
<td>• Strome Entrepreneurial Center</td>
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<tr>
<td>• Student Engagement and Enrollment Services</td>
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<tr>
<td>• Student Outreach &amp; Support (SOS) Office</td>
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<td>• Women’s Center</td>
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<td>• University Card Center</td>
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<td>• YWCA Training Partnership</td>
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GRADUATE STAFF

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ACADEMIC INITIATIVES & RESEARCH

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ODU INN

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UNIVERSITY VILLAGE
LOVE WHERE YOU LIVE.