Thank you for taking the time to review the University of Texas at Austin Housing and Dining 2016-2017 Learning and Impact Report. We are excited to share with you some of the ways in which we engage with students, our community and other constituents.

As we strive for excellence, we are proud to highlight data and student reactions from our Residence Life program, Facilities, Dining operations, Business Services processes, Apartments and Human Resource services. Enclosed, you will find key points regarding University Housing and Dining in these categories:

- Employment/Student Leadership
- Safety
- Academic Study
- Dining
- Diversity
- Sustainability
- Services
- Interpersonal Interactions

We look forward to continuing to serve the University of Texas at Austin community and we hope you enjoy this report.

Dr. Hemlata Jhaveri
Executive Director, University Housing and Dining
SAFETY

- Staff safety education administered to residents lead to an 86% decrease of residents in violations over the year.
- Residents who receive a fire and life safety violation take a quiz to improve their knowledge of policies and are required to get 100%.
- Facilities tracked fire and life safety inspection violations and saw a 71% decrease in the Waller Creek area, 91% decrease in the Jester area, and a 55% decrease in the Whitis area, indicating student learning in rules and safety.

ACADEMIC/STUDY

- 86% of residents say that living on campus contributed to their learning.
- Over 77% of residents say living on campus increased their ability to solve their problems.
- Over 78% of residents say living on campus enhanced their ability to balance commitments.
- 72% of residents say that living on campus helped them learn to manage their time.
- Residence Life put on 193 programs involving self-management and life skills.
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- 72% of residents say that living on campus helped them learn to manage their time.
- 78% of residents say living on campus enhanced their ability to balance commitments.

GENERAL DINING

- 100% of surveyed students (71) at orientation who attended “Avoiding the Freshmen 15” said they were now more aware of nutrition services and resources at the university, and 85% of surveyed students planned to eat a more balanced diet based on what they learned in the session.
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DIVERSITY

- 90% of surveyed students (71) at orientation who attended “Avoiding the Freshmen 15” said they were now more aware of nutrition services and resources at the university, and 85% of surveyed students planned to eat a more balanced diet based on what they learned in the session.
- Residence Life provided over 180 programs on diversity, inclusion, and intercultural competence.

EMPLOYMENT/STUDENT LEADERSHIP

- 100 percent of ULN student interns learned at least two leadership skills.
- 97% of RA info session attendees felt they learned more about the responsibilities of being an RA and felt prepared to be an RA. 457 students attended RA info sessions.
- 84% of respondents were able to identify all of the duties associated with being an RA.

GENERAL LEARNING

- For more, turn to page 7, section 1.
- For more, turn to page 7, section 2.
- For more, turn to page 7, section 3.
- For more, turn to page 7, section 4.
- For more, turn to page 7, section 5.
- For more, turn to page 7, section 6.

3,580 residents surveyed.

For more, turn to page 7, section 1.

For more, turn to page 7, section 2.

For more, turn to page 7, section 3.

For more, turn to page 7, section 4.

For more, turn to page 7, section 5.

For more, turn to page 7, section 6.
Housing and Dining employed 623 students during the 2016-2017 year.

Housing and Dining awarded a total of 54 graduation cords to student employees and student leaders who have worked with Housing and Dining for at least 3 semesters including: URHA, RHPT, Judicial Board and Apartment Tenant Advisory Board.

Plate waste in all-you-care-to-eat dining facilities decreased by 18.4% (over 35 tons) from the previous academic year.

55% of chefs have completed Level 1 of Rouxbe culinary training program. 25% have completed Level 2.

91% of students surveyed enjoyed attending Cultural Dinners.

In overall dining satisfaction, according to a Pulse Group assessment, Housing and Dining scores 55%

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The Administration and Customer Service Committee provided updates to the RA manual, RA evaluation, fire and life safety inspection process, closing process and roommate agreement form in order to adapt to student needs.
INTERPERSONAL INTERACTIONS

93% of residents completed roommate agreements for the 2016-2017 year.

PROGRAMS

Program aims to help residents share their independent research with the community. Doctoral students from 5 different disciplines presented their research on topics from Physics to Architectural History, answered audience questions, received feedback and gained confidence in their presentation skills.

SAFETY & SECURITY

95% of residents say they feel safe in their residence hall and room.

48 programs were provided during the long session for Apartments residents and guests.

The Residence Hall Programming Team provided over 20 large-scale programs, offering night and weekend alternative programming.

NIGHT OPERATIONS

Night Operations was added to Residence Life training committees to increase consistency of policies across all staff.

SAFETY & SECURITY

devolved safety posters and placed them at entrances and lobbies to educate students on safe practices, such as locking doors, unauthorized entry and having resources to get home safely.

UNIVERSITY APARTMENTS

5 LIVING LEARNING COMMUNITIES were announced for the fall 2017 semester: Women in Engineering, Women in Natural Sciences, Sustainability, Global LLC and Healthy Lifestyles. These communities allow students to connect their residence hall experience with the classroom or other interests they are exploring.

Apartments provided 48 programs during the long session for Apartments residents and guests.

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5 LIVING LEARNING COMMUNITIES were announced for the fall 2017 semester: Women in Engineering, Women in Natural Sciences, Sustainability, Global LLC and Healthy Lifestyles. These communities allow students to connect their residence hall experience with the classroom or other interests they are exploring.
Over 80% of residents say living on campus increased their ability to live cooperatively.

Over 70% of residents say living on campus enhanced their ability to improve interpersonal relationships.

Over 75% of on-campus residents say living on campus helped them meet other people.

2/3 of on-campus residents say living on campus enhanced their ability to resolve interpersonal conflicts.

Information above taken from a survey of residents from Spring 2017. 3,580 respondents.

60% of residents say that as a result of living on campus, they understand how to make better choices around alcohol and other drug use.

Residence Life staff members put on 71 programs on alcohol and drug use throughout the year.

100% of the University Residence Hall Association senators said being in a leadership role increased their effectiveness as a leader and facilitator.

100% of the 65 University Residence Hall Association (URHA) student leaders said that being in a leadership role increased their effectiveness as a leader.

80% of student managers demonstrated an increase in at least one level of competency in their evaluations while working in dining.

All student managers are evaluated in 7 core competencies of leadership so that they can continue to increase their skills.

RA's scored an average of 83% on questions on crisis and safety procedures following RA training. All RA's who did not answer questions correctly were re-trained.

99% of RA's met expectations or exceeded expectations in their evaluation sections on crisis management.

88% of students attending National Night Out said they were more likely to use campus safety resources as a result.

89% said that they were more empowered to address safety concerns on campus because of National Night Out.

Students living on campus had an average GPA of 3.33 compared to students living off campus who had an average GPA of 3.24.

96% of first-time freshmen living on campus return for the next year, compared to 92% for those living off campus.

67% of students who indicated they read table tents were able to recite facts or information they learned from them.

50% of students find table tents useful and learn new things from them.

The Spice of Life Indian Cultural Dinner served and educated 2,459 students and staff members.

83% of students surveyed at the Indian Cultural Dinner said they felt more knowledgeable about that culture because of the dinner.

86% of students surveyed at the Indian Cultural Dinner said the buffet line descriptors about food choices contained information of relevance to understanding culture.

Cultural dinners showcase meals and food ingredients from all over the world with the aim of educating students about
customs, celebrations and music, while expanding students’
global palate.

Dining staff are trained on how to address customers in
appropriate and non-gendered language.

86% of Apartments residents who completed the survey
about the Global Village program indicated that they had
made at least one new positive connection with a neighbor.

SECTION 7 - EMPLOYMENT/STUDENT
LEADERSHIP

100% of GED participants who completed the pre/post
Adult Basic Education Language Arts Test indicated im-
provement.

100% of Residence Life Complex Coordinators and Assis-
tant Complex Coordinators met education and professional
development expectations.

The National Residence Hall Honorary hosted the first Res-
ident Appreciation Week that featured a week of programs
supporting and thanking our on-campus students.

The National Residence Hall Honorary re-established and
awarded the annual Alys Bodyn scholarship to create
opportunities to recognize residential students who have
contributed to building community.

Residence Life published the first-ever Complex Coordinator
recruitment guide and were able to recruit 108 candidates
for the Complex Coordinator position with the theme of
“Get Hooked.”

In the Fall semester, 74.6% of RAs exceeded expectations
in terms of being a resident resource, and 75.4% of RAs
exceeded expectations in terms of building community, pro-
gramming and educating residents.

In the Spring semester, 91.7% of RAs exceeded expecta-
tions in terms of being a resident resource, and 92.4% of
RAs exceeded expectations in terms of building community,
programming and educating residents.

56 Housing and Dining employees participated in the pro-
gram offering a reduced-priced membership to Recreational
Sports to pursue their own personal wellness.

SECTION 8 - SUSTAINABILITY

Plate waste in all-you-care-to-eat dining facilities decreased
by over 35 tons (18.4%) from the previous academic year.
Dining has implemented a variety of educational campaigns
and programming around reducing food waste.

Residence Life provided 41 programs on sustainability
for students.

More than 76% of residents said that living on campus
helped them learn to live sustainably.

In Spring 2017, a recycling video was created to educate
residents on the importance of recycling and the location of
the recycling areas throughout the University Apartments.

SECTION 9 - GENERAL DINING

90% of students who completed the Foodie Ambassadors
survey indicated they were satisfied with the dining services
from Housing and Dining. Foodie Ambassadors are a group
of food service student ambassadors who help create an
educated and active student dining community.

SECTION 10 - DIVERSITY

Human Resources launched Diversity 101 online training
module for all staff to help support inclusion in policies and
practices.

Human Resources provided 17 staff development opportu-
nities, including diversity and inclusion sessions, employee
and leadership development.

25 Housing and Dining employees enrolled in English as a
Second Language (ESL) programs.

Longhorns for a Culturally Competent Campus (LC3)
launched to provide students an opportunity to improve
their intercultural competency skills.

SECTION 11 - SERVICES

Standardized policies and procedures at front desks to
provide a consistent experience to residents.

Created a rubric to measure student learning in
conduct cases.
Over 85% of residents say they feel accepted by other students in their residence hall.

RAs conducted directed discussions four times per year, where they check in with residents regarding their roommate and how they are connecting to others in the hall.

Programming model was updated to focus on student learning outcomes, and staff members were trained in the Residential Curriculum Model focused on student learning.

95% of residents say they were satisfied with their experience as an on-campus resident.

We conducted fire, life and safety inspections four times throughout the year and provided education modules to residents with violations. This resulted in an overall reduction of violations by 21%.

Launched One Swipe, One Entry Initiative.

SECTION 12 - INTERPERSONAL INTERACTIONS

Residence Life conducted 44 programs bringing faculty into the residence halls to interact with residents.

63% of residents said interactions with faculty had a positive impact on their overall residence hall experience.

Hired a new manager for Living Learning Communities and learning initiatives to provide support for students to connect their academic and co-curricular experiences.

73% of residents are satisfied with the level of noise in the residence halls.

79% of residents are satisfied with the study facilities in their hall.