The 2019-2020 academic year was definitely one for the record books. The COVID-19 crisis forced institutions around the world to rethink how we go about serving and engaging our students. Citizens all over the country are speaking out and asking that we do more in the fight for racial justice. And while many of our services had to be put on pause or reconsidered, I am happy to report that University Housing and Dining was able to rise to the occasion.

The 2019-2020 Learning and Outcomes Report includes data and student feedback about our Residence Life programs, Facilities, Dining operations, Business Services, University Apartments and Human Resources. In the days ahead, we look forward to continuing to offer five-star service that The University of Texas at Austin community has come to expect from us.

Hook 'Em!

Dr. Marilyn Tyus
3,620 residents were surveyed

**Self-Management**
- 90.7% of residents said they were better able to solve their own problems
- 90.4% of residents said they were better able to balance social, work and academic commitments
- 85.5% of residents said they were better able to manage their time
- 83.7% of residents said living on campus enhanced their ability to resolve conflicts

**Community Engagement**
- 87.6% of residents said they were better able to alter their actions to live a sustainable life
- 85.4% of residents said they were better able to connect with fellow students who share their interests
- 83.2% of residents felt connected to The University of Texas at Austin community
- 77.3% of residents said they were better able to connect with faculty/instructors

**Cultural Competence**
- 94.5% of residents said living on campus enhanced their ability to live cooperatively
- 88.7% of residents said living on campus enhanced their ability to improve interpersonal relationships
- 88% of residents said living on campus enhanced their ability to interact with residents who are different from themselves
- 87% of residents said living on campus enhanced their ability to meet other people

**Cook Wise Eat Wise Pop-ups**
- Attendance ranged from 60–80 people
- September: Whole Grains Month
- October: Mozzarella cheese demo and tasting
- December: Smart snacking over the holidays

**Nutrition Programming**
- February: Heart Health Month paired with a chocolate tasting
- March: Nutrition Month

- **LEARNING**
- **Think Before You Drink – Hydration**
- **Think Before You Drink – Alcohol 101**
OUTCOMES

Academics
- 94.2% of residents said living on campus positively contributed to their academic performance
- 92.6% of residents said living on campus positively contributed to their learning
- 88.6% of residents said they were satisfied with the study facilities in their residence halls

Safety/Facilities/General Housing
- 98% of residents said they felt safe in their room
- 88.5% of residents said they were satisfied with their on-campus housing experience
- 83.1% of residents said their residence hall experience impacted their level of satisfaction with their overall university experience

RA Satisfaction
- 97.5% of residents said they were satisfied with their RA regarding promoting the acceptance of others
- 95.3% of residents said they were satisfied with the overall performance of their RA
- 91.9% of residents said they were satisfied with their RA regarding organizing programs/activities

Student Employees
- 97.0% of residents said they were satisfied with their RA regarding organizing programs/activities
- 95.3% of residents said they were satisfied with the overall performance of their RA
- 91.9% of residents said they were satisfied with their RA regarding organizing programs/activities

Student Committee for Dining Diversity
- 667 new student employees hired
- 53 graduation cords distributed

Initiatives
1. UHD took over operations for 2400 Nueces in February
2. Apartments, Occupancy and Conferences (AOC) area established in Residence Life
3. 33 students graduated from the Longhorns for a Culturally Competent Campus (LC3) program
4. UHD hosted an Intercultural Development Inventory (IDI) Qualifying Seminar in February
14. 97.0% of residents said they were satisfied with their RA regarding promoting the acceptance of others

Living Learning
- 90.8% of LLC residents learned about university resources through their LLC
- 86.5% of LLC residents interacted with at least one faculty member through their LLC
- 84.3% of LLC residents said they have developed as a person
- 78.9% of LLC residents reported having an enhanced understanding of more global perspectives

Dining
- OVER 400 new menu offerings introduced, including:
  - 20 dishes free of the top eight allergens and gluten for the Fresh and Simple Tastes line at Jester 2nd Floor Dining
  - 30 plant-based options
  - 2 made-to-order halal options (hamburgers and chicken breast) at Jester 2nd Floor and Kins Dining

Sustainability
- 20,129 Eco2Go uses during the 2019-2020 academic year

Communities (LLCs)
- 5 meetings held to provide students with a new platform to address their overall dining concerns and needs
Residents will use appropriate self-management strategies. Learning how to live independently and interdependently are important skills for living a balanced life. Residents will take responsibility for their own well-being. Through using appropriate self-management strategies such as: reflecting on healthy life choices; prioritizing commitments; and seeking resources residents will manage their academic, financial, and interpersonal affairs. 

Residents will be able to:
• Manage emotions
• Make responsible decisions
• Address problems appropriately
• Develop goals and plans
• Prioritize commitments

Residents will engage in community. Building and maintaining positive relationships are essential for establishing and engaging in a caring community. Residents will see themselves as a member of a community, resolve interpersonal conflicts with effective communication, and recognize their contributions to and impact on the community as a whole.

Residents will be able to:
• Identify within a community
• Interact and communicate with others effectively
• Develop positive relationships
• Participate in civic life

Residents will demonstrate cultural competency. In today’s global world, it is important to be culturally competent. Residents will recognize the importance of being open-minded, flexible, and enhancing their knowledge and skills in order to effectively communicate and interact with others. It is our desire that residents embrace and advocate for others and practice resiliency, civility, and understanding with an ultimate goal of having a positive impact on others and society as a whole. As a result of living on campus, students will be responsible and culturally competent community members.

Residents will be able to:
• Articulate their own identities
• Understand and express personal values and viewpoints
• Bridge differences and commonalities
• Affirm and celebrate others
• Advocate for diversity, inclusion and equity