**FROM THE EXECUTIVE DIRECTOR**

This was another great year for Residential Life that started with over 500 members of the LSU community volunteering time on move-in day to welcome the LSU class of 2018. There were smiles all around, and the stage was set for a successful year.

Strategic planning has been the hallmark of our success, and this year we spent time reflecting on our mission statement (mission, vision, and values) as part of a planned 5-year review of our Strategic Plan, Vision 2020. While we continue on our same upward trajectory, we fine tuned our values, available on the facing page, to better reflect who we are and what we aspire to be.

Two major construction projects concluded this year - Cypress Hall and West Shore House - advancing the housing master plan and making 57 percent of single-student housing new or renovated. Cypress Hall opened in fall 2015 as the first LEED-certified facility on the main campus and is home to 330 students in the new Human Sciences and Education Residential College. West Shore House was renovated and now provides a new interim home for the Alpha Phi Sorority.

This was also a year of change as the campus moved to be completely tobacco free to complement our being smoke free for over a decade. We strengthened our visitation policies and completed the installation of surveillance cameras to make our communities safer. We saw the retirement of the Information Technology Residential College to make way for the opening of the Career Discovery Residential College in Broussard Hall. We delivered on the years of planning with the replacement of our legacy main-frame Housing Management System with StarRez, a state-of-the-art and best in class system. Our staff and students continued to perform above and beyond to advance the department and profession. Eli Jackson celebrated 50 years of service to LSU and the Department of Residential Life. We had students and staff engaged both nationally and locally in service to the profession and community.

Student staff continue to amaze with a 3.37 cumulative GPA for RAs and a 6.0 satisfaction rating from their residents on a Likert scale of 1 to 7 for the annual EBI Resident Satisfaction Survey.

There was a lot of hard work and dedication in the department in preparing and delivering the programs that made this year a success. It was a labor of love and the following pages tell that story.

- Steve Waller
Facility Upgrades & Improvements:
> Improved residence halls with the addition of living-learning housing spaces, classrooms, and improved community spaces.
> The construction of Cypress Hall was completed on time and on budget, and welcomed its first residents in August 2015.
> The renovation of the LSU Press House, now called the West Shore House, into the new Alpha Phi greek house was completed and welcomed residents in August 2015.
> Highland Hall basement was renovated to add classrooms, faculty space, and staff space for the Science Residential College.
> Broke ground in May 2015 on a new sorority house on Greek Row. Alpha Phi will move into this house once complete, making room for a new sorority in West Shore House, the former LSU Press building.
> Maintenance and infrastructure upgrades for new air handles were completed in several buildings.
> The Pentagon Community courtyard now features improved lighting, a fresh waterproofing to improve the integrity of the historical buildings, a new roof on Jackson Hall, and a basketball half court and ping pong table for all residents to enjoy.
> Bathroom upgrades were completed in Acadian Hall and Miller Hall, with planning documents started for bathroom upgrades in Broussard Hall.
> East Campus Apartments Buildings 10 through 12 went through phase 3 of a lighting and finishes refurbishment, including new lighting in the living room, vinyl wood floors and carpet throughout the apartment, and fresh paint.
> With safety and security as a top priority, all exterior exits and more community spaces are equipped with cameras.
> East Campus Apartments Buildings 5-8 received new air conditioning units as the second phase of an ongoing project.
> Wireless exterior locks were installed on front doors at West Campus Apartments for additional safety and security. These locks are the first of their kind in our system.

Commitment to Sustainability:
> Cypress Hall will be the first LEED certified building on the main LSU campus with a LEED silver designation.
> Hosted the seventh annual UNPLUG Energy Conservation Competition where on-campus communities competed to reduce energy and saved over $25,000 in electricity costs in one month.
> Continued partnership with St. Vincent de Paul for collection of unwanted items at move out.
> Continued to offer in-house recycling.
> 454 students completed the online “Pledge to Live Green”
> Allocated funds to an ongoing effort to install utility monitoring and reporting software and hardware in residential communities.
> Continued to install water bottle filling stations in lobbies as standard practice.

In September 2002, Residential Life presented a Comprehensive Housing Master Plan that outlined an aggressive schedule for renovation and new construction within the housing system. Designed in conjunction with the LSU Master Plan, the exciting changes were designed to improve the living-learning experiences for students who live on campus, and provide Residential Life’s pillar in support of the LSU Flagship Agenda. The plan has been a living document with flexibility to adapt to the changes over the years caused by natural disasters, fiscal challenges, enrollment changes, and increased demand for housing. The plan has evolved to a rolling 30-year plan to revitalize our current inventory and build for the future.

BUILDING FOR TODAY & TOMORROW
Invested in facility improvements, upgrades, and maintenance repairs
$4.6 MILLION
$26 MILLION
In new construction and complete renovations in progress in 2014-15
29,000
Work orders processed
120
Custodial staff members - the largest team ever

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> Continued to install water bottle filling stations in lobbies as standard practice.
After two years of construction, the LSU Department of Residential Life & Housing celebrated the opening of its newest residence hall, Cypress Hall, with an official ribbon cutting ceremony in fall 2015.

The fourth new residence hall to open on campus in the last eight years, Cypress Hall adds 330 beds to the campus housing inventory and is the main LSU campus's first LEED-certified building. The LEED certification (Leadership in Engineering and Environmental Design silver certification) recognizes the sustainable building practices used in how the building was designed and constructed, as well as how it will be maintained and operated moving forward. Features like indoor-outdoor learning spaces, storm water recovery systems, interior bike storage rooms, energy-efficient mechanical systems, sustainable finishes, and solar demonstration systems are the first of their kind in on-campus housing at LSU.

The 109,446 square feet facility features three separate towers of student rooms all connected by the ample common living-learning spaces on the first floor. Students have large multipurpose rooms, a computer lab, conference rooms, lounges, and individual study rooms. The building design was a collaborative effort between local firm Banie Carvell & Brown, and Hanbury Evans Wright Vlattas of Virginia executed by contractor Percy J. Mathemer, Inc.

The opportunities to live and learn go well beyond the classroom or well beyond a faculty member’s office. They go into each and every thing our students learn here when they’re working together in their rooms or in a study area at 2 a.m. Living and learning go hand in hand.”

- President and Chancellor F. King Alexander

“Students who live on campus their freshman year get better grades and are retained in higher numbers. Any day we add beds to our housing inventory it’s a good thing. The more beds we can have on campus the better. This one is simply amazing. The opportunities Cypress Hall has both facilities wise and to create community is unsurpassed.”

- Vice President for Student Life & Enrollment Dr. Kurt Keppler
MORE THAN A JOB
Residential Life staff went above and beyond this year to advance the department and profession.

ON CAPITOL HILL
Executive Director Steve Waller educates Treasury Department on the impact of ACA
Steve Waller travelled to Washington to represent university housing professionals and ACUHO-I regarding the Affordable Care Act. New policies under the law raise questions regarding student staff, and in particular, resident assistants. Waller presented the United States Treasury Department with reports about the responsibilities and benefits of resident assistants, and how the new policies under Affordable Care Act could impact these students and their role with university housing.

SAFETY FIRST
Focus on safety earns Res Life accolades
Residential Life received the 2015 Safety Award for a greater than 15% reduction in worker’s compensation accidents over the previous two-year average. The department reduced accidents by 32 percent last year and are one of only eight LSU colleges and departments to receive the award.

HEAD OF THE CLASS
Renee Snider joins NHTI Faculty
The National Housing Training Institute (NHTI) through ACUHO-I provides a thorough and intensive professional development experience for new housing professionals. Director of Communications & Administration Renee S. Richard-Gonce served as one of ten NHTI faculty as mentors and instructors for participants with responsibilities ranging from providing classroom instruction on a specific topic, and facilitating small group discussions, to assisting participants as they construct their individual professional development plans.

CARING TIGERS
Giving back to the greater community
Gaeux Big Baton Rouge continued to grow in numbers this year with more than 1,300 students, faculty, and staff volunteering their time and resources around the Baton Rouge area. Included in the volunteers were the Res Life facilities team and a number of residence hall teams. The custodial team also collected toys throughout December and donated 500 toys to Toys for Tots.

GIVING MORE
Lori Patterson surpasses Foundation Goal
Assistant Director Lori Patterson completed her term as Individual Major Donor Chair for the ACUHO-I Foundation Board this year. She served for five years in this capacity, and under her leadership the committee met its goal of recruiting or recommitting 70 colleagues to support the good works of ACUHO-I and raising close to half a million dollars.

GOOD WORK NOTICED
Bill Mattera earns two awards in one year
Assistant Director for Staffing & Organizational Development Bill Mattera was selected as the Advisor of the Year at the LSU Campus Life 2015 Love Purple Live Gold Awards. Mattera was nominated by Sarah Lungaro for his dedication as the Dance Marathon at LSU advisor. Mattera was also recognized by NASPA Region III as the James E. Scott Outstanding Mid-Level Student Affairs Professional Award recipient for demonstrating expertise in creating a campus environment that promotes student learning and development, and outstanding contributions in addressing the needs of students.

DEDICATED SERVICE
Eli Jackson celebrates 50 years of service
Eli Jackson celebrated 50 years of employment at LSU on February 18, 2015. Jackson was hired as a custodian in April 1964 and has diligently worked in Residential Life his entire career.

“IT’s all about helping people”, he said. “I see people and I help them along the way. It’s been a joy for me. I just feel great to come and do stuff where I can help people do things. It just makes me feel better,” Jackson said. LSU President F. King Alexander attended the party to give Jackson a plaque acknowledging his 50 years of service.
Residential college retention rate was two percentage points higher than non-residential college living options.

Residential college four-year graduation rate was 4.5 percentage points higher and the six-year graduation rate 8.5 percentage points higher, for students participating in a residential college compared to those who did not participate in a residential college.

1408 students served - the second highest enrollment in the history of the residential college program.

52 courses were taught inside the residential colleges.

The Career Discovery Residential College replaced the Information Technology Residential College in Broussard Hall.

More than half of all on-campus first-year students live in a residential college or the Honors House.

Dr. Chris Gregg, Science Residential College rector and university instructor, earned the 2015 Dr. Marion “Soc” Socolofsky Award for Teaching Excellence. This award is given to faculty in the LSU community that show commitment to their students through teaching and mentorship.

Since opening Herget Residential College in 2000, Residential Life has grown the living-learning environment on campus to include eight residential colleges and the Honors House.

In fifteen years, the program has served more than 13,000 students and proven its success with consistently helping students feel more connected to LSU, and producing higher GPAs, retention, and graduation rates than non-residential college students.

Discipline Based: Agriculture Residential College (2008)
Business Residential College (2007)
Engineering Residential College (2007)
Global Connections Residential College (2012)
Mass Communication Residential College (2010)
Science Residential College (2009)

Non-Discipline Based: Herget Residential College (2000)
Career Discovery Residential College (2002/2014)
The Honors House

*Excluding the Honors House

Buildings transformed into homes and strangers into friends and neighbors when the Residential Life & Education team went to work in their communities with intentional curriculum and new programs to make the living on campus experience transformational and fun for residents.

Highlights this year included:

**MOVE-IN DAY**
More than 2,500 residents moved to campus on August 20, 2014 joining the nearly 2,300 already settled into their new campus homes. Hundreds of volunteers, including faculty, staff, President and Chancellor Alexander, and athletes helped move boxes and welcome the class of LSU 2018 to campus. New services offered this year as pilot programs included express move in, refrigerators for rent, and ship-to-school options.

**RAs @ A GLANCE**
- Alexa Badgerow, RA in ECA

**RESIDENTIAL LIFE & EDUCATION TEAM**
2014-15

- Hip Hop Showcase
  In its inaugural year, the Hip Hop Showcase showed 75 students how Hip Hop music relates to college students. Both local and student performers were featured.

- Spirituality Awareness Panel
  Student leaders shared information about their spirituality, led a discussion on how various spiritualities can coexist at LSU, and explored similarities and differences among various religions.

- Change Facilitators
  Seven students served as change facilitators in campus communities. They were trained on how to facilitate social justice dialogues with residents, and hosted 14 programs in the residence halls.

- Farmers Market Bike Trip
  Twelve students rode from campus to the downtown farmers’ market to learn about the benefits of buying food locally and the benefits of biking instead of driving.

**RAs in hall**
- 1050 passive
- 1068 active

**2,118 PROGRAMS**
- Hosted in hall: 1050 passive and 1068 active

**3.37 GPA**
Cumulative GPA for RAs

**21 DEAN’S LIST**
RAs earned Dean’s List honors

**16 HONOR ROLL**
RAs earned Chancellor’s Honor Roll

**98 PERCENT**
Of first-year students and RAs participated in CONNECTIONS, a one-on-one program where each RA meets with each resident and helps connect them with the community and campus.

**75 students**
In its inaugural year, the Hip Hop Showcase showed 75 students how Hip Hop music relates to college students. Both local and student performers were featured.

**1050 passive and 1068 active**
RAs in hall

**162 RAs**
Student resident assistants in on-campus communities

**2,118 PROGRAMS**
Hosted in hall: 1050 passive and 1068 active

**3.37 GPA**
Cumulative GPA for RAs

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“Move In Day was a success! #geauxtigers #LSU18”

“Shout out to #LSU18 on your Move In Day. Let’s make this year GREAT!”

“Nothing like the basketball team to move you in #LSU18 #LSUMoveIn”

“Move In Day is finally here! BR Bound #LSU18 #LSUMoveIn”

“Move In Day was better than expected! Staff and the help crew were everywhere. Awesome roommate and family with a lot in common. Sigh of relief for these parents!” - Robin Gaudet, #LSU18 parent

“The RAs in my community where I lived as a freshman were my inspiration for becoming an RA myself. Aside from the incredible leadership opportunity, what I love most about being an RA are the connections and interactions I’ve had with residents, other staff members, and the community. Those are relationships that I will carry with me beyond my time at LSU.”

- Alexa Badgerow, RA in ECA
NRHH - HONOR SOCIETY

The National Residence Hall Honorary (NRHH) advocates for the interests of residence hall students, provides opportunities for their personal growth, and emphasizes recognizing outstanding individuals who have contributed to the advancement of university housing. LSU NRHH more than doubled its active membership from the previous year, and is actively engaged in staff recognition.

40 Student Leaders
5 NRHH Executive Board Members
35 Active Members

RESIDENCE HALL ASSOCIATION

The LSU Residence Hall Association (RHA) is the student-led organization that represents the residential students’ voice with regards to both programming and community improvements. Goals of the organization include improving life on-campus through intentional, outcome-based programming, as well as building community and addressing resident concerns regarding policy, facilities, and other issues.

48 Student Leaders
6 RHA Executive Board Members
42 Community Council Executive Board Members

STUDENT INVOLVEMENT & LEADERSHIP

Residents don’t have to leave their community to find a variety of leadership opportunities.

STUDENT CONDUCT BOARD

The Student Conduct Board provides students with the opportunity to be actively involved in the educational disciplinary process of the university. Through the Student Conduct Board, violations of Residential Life policies may be addressed by the peers of the person accused.

15 Student Leaders
COMMUNICATIONS & RECRUITMENT

The communications area increased its presence and engagement both in real life and online for current and prospective students. In November 2014, the communications area began offering daily morning tours of the show-sell suite in Annie Boyd Hall. Opening the suite for morning tours allowed an additional 470 guests who could not attend regular afternoon tours to get a glimpse of living on campus.

Expanding tour options contributed to an increase in daily tour guests, as did traveling to nine off-campus events with Enrollment Management. Guests at the various events on and off campus and on tours ranged from prospective incoming freshman and their families, high school counselors, school group tours, and current students interested in renewing their housing contracts.

In the digital realm, the team focused on strategic content creation such as better floor plans, videos, and photos which led to and increase in followers and engagement across all social media platforms. The website was also revised to focus on a prospective student’s needs and ease of use in preparation for a site redesign in 2015-16. Branded email marketing was also introduced this year as a recruitment tool.

Daily Tours
13,485 Guests
20.22% increase from 2013-14
Busiest months: March, June & July
18 On-campus events • 10 Orientations

9 Off-Campus Events
1,792 Prospective Students

FAMILY & GRADUATE HOUSING

Two apartment complexes serve the university’s graduate and family populations: Edward Gay Apartments and Nicholson Apartments. As the revitalization of the Nicholson Drive corridor continues - now called the Nicholson Gateway Development - residents in Nicholson Apartments were notified this year of demolition plans and time lines and began transitioning to Edward Gay Apartments.

STUDENT STAFF
From Taiwan, China, India, Africa, Colombia, and the United States
Speak 18 languages and dialects between them

3.9 Cumulative GPA

Highlights this year include:
> Changed from semester to academic year contracts
> Set up emergency apartments with used furniture from the departmental warehouse to put residents in overnight for maintenance emergencies
> Instituted a more streamlined inventory system to better utilize resources
> Fully staffed maintenance crew for the first time in four years worked more than 1,700 work orders
> Re-purposed the stoves, refrigerators, and window units from demolished Nicholson Three to other buildings
> Turned over half of the inventory - 247 apartments - in a timely manner for new residents and spent $400,000 on updates
> Reduced checkout appeals for the second year in a row by 29% by having resident managers conduct pre-checkouts
Resident managers responded to over 900 calls/complaints/emergencies, performed checkouts, and greeted all new residents
> Provided welcoming move in bags
> Undergraduate residential colleges hosted a Halloween costume party with face painting, a space walk, cotton candy, and trick or treating for the community’s children
> University laundry vendor Caldwell and Gregory donated 20 turkeys to families
> Hosted door decoration contests for all the major holidays
> Children from 27 countries participated in the office tree decorating contest and all went home with their own ornament kits

486 total residents • 80% occupancy
260 renting students
61 roommates, 64 children, 59 spouses
47 post docs, research associates, visiting scholars

11.4% increase in likes to 3,870
42.4% increase in followers to 2,084
268% increase in followers to 704
53.4% increase in followers to 856
15.9% increase in video views
136,831 lifetime video view total

Social Media Presence & Engagement
New Housing Management System
Residential Life's new Housing Management System derived from the university's initiative to upgrade a legacy system to a modern enterprise system. Implemented in October 2014 after several years of research and foundational work, Star Rez will allow communication and interface with the university enterprise system, provide many cutting edge features and modules, online process enhancements for students, mobile options for staff, and other benefits. Extensive training prepared for this adoption of Star Rez that marks the first time that Residential Life IT will independently manage and support the housing management system, including:

- Online applications
- Online contract renewals
- Core database management with mainframe integration
- Preferences inventory for roommate searching and matching
- Web services for importing student damage and key charges
- Client, web, and mobile applications
- Mainframe and third party interface and report integrations to provide data for Res Life and other campus departments

SUMMER CONFERENCES
Each summer, Residential Life provides on-campus conference housing accommodations for a diverse collection of groups including athletic and cheer camps, professional workshops, and college immersion programs. By housing such a wide range of groups, the department is able to attract potential future LSU students and residents while generating revenue.

A team of student conference assistants and summer ACUHO-I interns run the conference program with the Residential Life conference manager.

9,600 Youth & Adult Guests
58 Summer Camps & Conferences
34,500 bed nights logged

STAR REZ

9,600 Youth & Adult Guests
58 Summer Camps & Conferences
34,500 bed nights logged

Service-based and professional groups 44%
College transition programs 22%
College preparatory, leadership or academic programs 21%
Athletic or cheerleading groups 12%
FISCAL RESPONSIBILITY

**SOURCES OF REVENUE • FY 2014-15**

- Residence Halls: 86.2%
- Other: 5.6%
- Apartment Rent: 4.9%
- Conference Rent: 3.1%
- Cable TV: 3.0%
- Other: 0.9%
- Commissions: 0.4%
- Investment Interest: 0.4%

**SOURCES OF EXPENDITURES • FY 2014-15**

- Debt Service: 30.2%
- Personnel: 22.9%
- Operating Services: 12.6%
- University Surcharge: 7.2%
- Telecom: 3.4%
- Supplies: 3.2%
- Other: 1.0%
- Utilities: 0.0%

**EXPENDITURES BY TYPE • FY 2014-15**

- Residence Halls: 87.1%
- Other: 5.6%
- Apartment Rent: 3.3%
- Conference Rent: 3.3%
- Greek Houses: 1.0%
- Other: 3.0%

**REVENUE BY SOURCE • FY 2014-15**

- Student Rent: 91.1%
- Residence Halls: 87.1%
- Other: 5.7%
- Conference Rent: 3.1%
- Greeks: 1.0%
- Other: 3.0%