

UNIVERSITY HOUSING **Annual Report** 2021-2022



Student Affairs

UNIVERSITY OF ILLINOIS URBANA-CHAMPAIGN



Executive Summary

The 2021–2022 academic year continued to highlight the ongoing experience of navigating COVID-19, which impacted decision making and day-to-day operations. Students and staff returned to pre-pandemic program opportunities with in-person meetings and events occurring throughout the Spring Semester. Even with continued challenges from COVID-19, University Housing provided outstanding services to our residents, staff and guests.

While University Housing benefitted from a larger class size and higher occupancy, the long-term effects related to COVID-19 continued to challenge staff and operations in a variety of ways. Substantial impacts were felt due to supply chain issues and functioning with a significant number of vacancies. In addition, the COVID-19 surges brought on by the Delta and Omicron variants impacted staff morale in ways not anticipated. Efforts to recognize the dedicated staff of University Housing were increased to reinforce the staff's important work during the pandemic.

The Steering Committee for Reimagining Social Justice Education in University Housing's Residential Life and Family and Graduate Housing units provided five core recommendations for diversity, equity and inclusion work, all of which were adopted. This led to renaming the Social Justice and Leadership Education (SJLE) unit the Inclusion & Leadership (I&L) unit.

University Housing implemented two (2) workshops/training programs – Racism Untaught and Gender Reimagined – to prepare staff to be more inclusive in our practices across the department. The department also engaged in a Climate and Culture study with assistance from Illinois Human Resources Employee Development and Learning. Insights from these processes will inform our strategic initiatives moving forward.

University Housing invests in collaborative partnerships with a multitude of campus and community stakeholders to provide the residential experience. We look forward to continuing these valuable collaborations and establishing new connections across campus.

It was another challenging year with some significant successes which are highlighted within this report. University Housing looks forward to continuing to meet the needs of the residential experience now and into the future.

All my best –



A handwritten signature in black ink, appearing to read 'Alma R. Sealine', with a long horizontal flourish extending to the right.

Alma R. Sealine
Executive Director of University Housing

MISSION

University Housing is an essential element of the Illinois experience. We create communities that transform student lives.

VISION

University Housing communities create success for every student.

University Housing **Highlights**

Opened Wardall Hall after renovation and dedicated the entire ISR Renovation + Addition Project in September 2022.

The ISR Renovation + Addition Project received Leadership in Energy & Environmental Design (LEED) Silver status.

Two Housing staff were recognized with the Chancellor Distinguished Staff Award.

Successfully accommodated the largest incoming class of 8,303 students.

Launched the Good2Go food truck in collaboration with the Illini Union.

Implemented a dining to-go container program (Good2Go) to be used in residential dining centers.

Continued the Everybody Eats food insecurity program for the university community.

Provided an anti-racism series, “Racism Untaught”, and “Gender Reimagined” training for staff.

Initiated a climate and culture survey with Housing staff (including student employees).

COVID-19 in FY22 – isolated over 2,000 students, quarantined over 1,500 students and served over 50,000 quarantine and isolation meals.

Housing averaged 97.25 monthly staff vacancies with the largest number of 105 vacancies in November 2021.

Housing hired 195 full- and part-time staff in FY22 (this number does not include students, academic hourly or extra help positions).

The 2022 - 2023 Housing apartment renewal program set an all-time high renewal rate of 90% (701 of 783 eligible leaseholders).

Housing was represented in on-going updates to the Illinois app enhancements to the “Groups” capabilities in order to create residence hall communities, laundry availability and program reporting.



Highlights, Accomplishments & Challenges

Highlights of the 2021 - 2022 Academic Year Accomplishments & Challenges

Continuous Operations & Response to New COVID-19 Strains

University Housing processed and accommodated over 2,500 COVID-19 isolation and quarantine cases using the “QIPs” database built by Student Affairs Technology. Pandemic coordinators communicated with each student, arranged for their placement, meals and transportation, and followed up during their stay. University Housing collaborated with F&S Transportation to assist students in moving to residence halls and apartments where isolation spaces were housed.

The COVID-19 response continued to be consistent and strong throughout the year to limit disruption to students. With significant staff shortages, many individual staff members worked in multiple roles to ensure all residents were provided a quality experience. At the beginning of the Spring Semester 2022, the COVID-19 Omicron variant created a significant rise in positive cases. Housing Facilities, Family & Graduate Housing and Residence Life staff worked quickly to set up 80 additional isolation spaces in the apartments (20 apartments with 4 students per apartment).

Champaign-Urbana also experienced two significant weather emergencies a week apart. Dining Services staff mobilized to maintain meal service and coordinated transportation for employees who could not make it in through the winter storm. Housing Facilities staff worked long hours to complete snow removal to ensure heating and ventilation were working properly to prevent water pipes from freezing.

Establishing Inclusion & Leadership

The Steering Committee for Reimagining Social Justice Education in University Housing’s Residential Life and Family and Graduate Housing units provided five core recommendations for diversity, equity and inclusion work moving forward - redefine the program purpose; assign additional staff and financial resources; strengthen and focus staff training on the current competency needs; strengthen collaboration with campus stakeholders; and rebrand and refresh the program. University Housing adopted all recommendations, renamed the area Inclusion & Leadership, and hired 10 student staff, one assistant director, and two program coordinators to lead and engage the newly reimagined area.

Increased Resident Engagement

University Housing student organizations, such as the Latino Student Association (LSA), the Central Black Student Union (CBSU) and the Asian American Student Housing Organization (AASHO) had high attendance and participation all year for in-person meetings and events. “Signature events” for residence halls, residential areas and student organizations returned including Snyder Hall’s “Dial-a-Carol”, CBSU’s “Cotton Club Week”, LSA’s “Dia de las Madres”, the “Urbana South Drag Show”, Allen Hall/Unit One “Guest-in-Residence” program, Sustainability LLC’s “Sustainability Shorts Film Festival” and the Innovation LLC’s participation in the “Cozad New Venture Challenge” where several first-year students won cash prizes.



ISR Renovation + Addition

Wardall Hall opened in Fall 2021 which finalized the ISR Renovation + Addition project. The facility was dedicated September 9, 2021 with remarks from Chancellor Robert J. Jones and Vice Chancellor Danita Brown Young. All three buildings received Leadership in Energy and Environmental Design (LEED) Silver designation and the dining hall renovation has received awards and recognition from the food service industry:

- Loyal E. Horton Dining Award, Silver – National Association of College and University Food Service (NACUFS) - Loyal E. Horton Dining Awards (nacufs.org)
- 2022 Best Concept Award, Best Renovation Category – Food Management Magazine - FM announces 2022 Best Concept Award winners | Food Management (food-management.com)
- 3-Star Certified Green Restaurant™ – Green Restaurant Association - Illinois Street Dining Center is a 3-Star Certified Green Restaurant (dinegreen.com)

- How University of Illinois crafted a community-centered eatery with modern flair, Food Service Director, April 2022 - How University of Illinois crafted a community-centered eatery with modern flair (foodservicedirector.com)
- Equipment Contributes to a New Campus Dining Experience, Facility Design Project of the Month, FoodService Equipment & Supplies, February 2022 - Microrestaurants Contribute to a New Campus Dining Experience - Foodservice Equipment & Supplies (fesmag.com)

ISR Renovation + Addition Awards

- The ISR Renovation + Addition project received three (3) LEED Silver designations from the U.S. Green Building Council (USGBC). These designations evaluate efficiencies in energy consumption and waste, management of resources and operating costs. The three awards are designated for the Dining Hall and Programmatic Space renovation, Townsend Hall renovation and Wardall Hall renovation.
- Two University Housing employees were awarded the Chancellor’s Distinguished Staff Award.
 - » Tim Ferran, Furniture Restorer
 - » James Young, Building Service Worker

Significant Challenges in FY22

While University Housing benefited from a larger class size and higher occupancy, the long-term effects related to COVID-19 continued to challenge staff and operations.

- Supply chain issues impacted the variety of food choices available as well as delayed facilities projects.
- A significant number of vacancies were experienced throughout the fiscal year which resulted in staff covering multiple positions, utilizing overtime more frequently and staff burnout. The Housing Human Resources team worked tirelessly to fill positions as quickly as possible in concert with unit staff.
- The COVID-19 surges realized with the Delta and Omicron variants impacted staff morale in ways not anticipated. Efforts to recognize staff were increased to reinforce the staff’s important work during the pandemic.

Academic & Fiscal Year

Assessment

Housing paused department-wide assessment during COVID-19. The Housing Assessment committee will re-convene in Fall 2022 to evaluate the assessment strategy for future years. Unit specific assessment occurred, which included:

- The Occupancy Management Team (OMT) collaborated with the Office of Strategic Marketing and Branding to facilitate two survey/focus group initiatives. This work will provide Housing Information & Marketing (HI&M) with feedback and insights related to our returning resident population and communities that support gender inclusivity.
- Residential Life (RL) and Family & Graduate Housing (FGH) staff collaborated with the Director of Assessment for Student Affairs to conduct an internal review of the RL and FGH programs.
- The RL Assessment Committee completed an RA Evaluation by Residents in Fall 2021 with 3,026 respondents. Overall results were used to determine the effectiveness of the Illinois Residential Experience (IRE). This group also conducted a comparison of data from 2016 - 2021.

Culture & Climate Assessment

Illinois Human Resources' Strategic Initiatives Employee Development and Learning led a department-wide climate and culture assessment for University Housing. Staff (student and full-time) were surveyed on their experience within University Housing on 12 dimensions ranging from overall climate, collaboration and relationships with colleagues to inclusiveness and sense of belonging with a 25% response rate. Results highlighted a strong positive staff sentiment (Mission, Vision and Inclusion, Safety and Accessibility, Collaboration and Relationships with Colleagues, Performance Management, Overall Climate and Inclusiveness and Sense of Belonging) and recommended areas of development (Compensation and Benefits, Inclusive Experience, Leadership, Recruitment, Hiring, and Retention, Professional and Leadership Development and Employee Support and Self-Care).

Occupancy

The 2021 - 2022 academic year saw the largest incoming class of 8,303 students. With an additional 699 students needing to complete their housing residency requirement due to COVID-19, Housing was 99% occupied (9,175 of 9,285 spaces) for the Fall 2021 Semester and 97% occupied (9,031 of 9,285 spaces) for the Spring 2022 Semester.

Due to the gender breakdown of the first-year class, male temporary housing spaces were needed both semesters. Permanent female spaces were available both semesters. For 2021-2022, 99 residents were assigned to temporary housing in the Fall Semester and moved to a permanent housing assignment for the Spring Semester. For the Spring Semester, 121 new students were assigned to temporary housing with the majority of those moved to a permanent assignment by Spring Break. A few residents declined a move to a permanent space for the remainder of the semester.

10th Day Fall Occupancy 5-Year Comparison	
Undergraduate & Graduate Residence Halls	
FALL 2021	9,175
FALL 2020	5,336
FALL 2019	8,694
FALL 2018	8,761
FALL 2017	8,897

Academic & Fiscal Year

Contributions to the University Experience

Housing contributed \$6,930,878 in campus administrative overhead and institutional aid in FY22 which included \$1,807,431 for financial aid scholarships to University of Illinois students.

Facilities

Listed below are the facilities projects completed within University Housing during 2021-2022.

LOCATION	DESCRIPTION	COST	TOTAL
Illinois Street RH	Townsend and Wardall renovation	\$55,500,000	
Illinois Street RH	Wardall - window treatments	\$150,000	
Illinois Street RH	Wardall 110 & 113 av	\$15,000	
Illinois Street RH	Wardall lounge	\$225,000	
	Bonds & Reserves Subtotal		\$55,890,000
Daniels Hall	Student Room Chairs	\$45,000	
Ikenberry - Nugent Hall	Corridor Flooring	\$200,000	
Illinois Street RH	ISR Dining Signage	\$100,000	
Illinois Street RH	Wardall student room furniture & mattresses	\$1,331,000	
Lincoln Avenue RH	LAR add 3 compartment sink in 50C	\$25,000	
Sherman Hall	Student Room Chairs	\$75,000	
Various	ADA Adjustable Desks	\$90,000	
	Capital Project Subtotal		\$1,866,000
Pennsylvania Avenue RH	PAR Grind 2 energy installation	\$125,000	
	Coke Funds Subtotal		\$125,000
Ashton Woods Apartments	Window Treatments	\$12,500	
Ikenberry - Clark Hall	Clark Hall cash room relocation	\$10,000	
Illinois Street RH	Door Accessibility Improvements	\$50,000	
Illinois Street RH	ISR Dining Dish Return access door	\$10,000	
Illinois Street RH	ISR Dining/Townsend & Wardall- HSG	\$150,000	
Orchard Downs	Resident Room and Apt furniture- phase 7 of 13	\$150,000	
Orchard Downs	Student room flooring (24 apts @ Orchard South)	\$192,000	
Orchard Downs	Window Treatments	\$12,500	
Pennsylvania Avenue RH	PAR Wardrobes	\$58,446	
Various	Apartment appliances	\$85,000	
Various	Apartment furnaces	\$40,000	
	Operational Subtotal		\$770,446
Florida Avenue RH	Window replacement - phase 1 - Oglesby	\$2,500,000	
Ikenberry - Snyder Hall	Snyder supplemental student room heat	\$200,000	
Ikenberry - Weston Hall	Weston replace chiller	\$250,000	
Illinois Street RH	Exterior lighting (Wardall and Townsend)	\$175,000	
Illinois Street RH	Wardall & Townsend Renovation Contribution	\$5,400,000	
	R&R Subtotal		\$8,525,000
	Total FY22 Projects		\$67,176,446

Diversity, Equity & Inclusion

In addition to the Culture and Climate study and establishing the Inclusion & Leadership unit, University Housing also implemented two (2) workshops/training programs – Racism Untaught and Gender Reimagined – to prepare staff to be more inclusive in our practices across the department.

- Racism Untaught was an 8-hour workshop for University Housing leadership to examine and dialog about racism within the department. Power and privilege exercises were utilized to identify an individual’s positionality in the context of racism to understand how we perpetuate and uphold systems of oppression that shape the everyday lives of Black, Indigenous, and People of Color (BIPOC). This workshop was facilitated by the Racism Untaught team of Terresa Moses, University of Minnesota, Twin Cities and Lisa Elzey Mercer, University of Illinois, Urbana-Champaign. Additional information can be found at Racism Untaught – Revealing & Unlearning Racialized Design.
 - » A departmental plan of action was identified with the following four (4) themes: recruitment, selection, training and retention. Proposals were elicited and opportunities to initiate action were identified. Work groups were developed with proposals due Fall 2022.

Recruitment

Identify impact of current racial staff make-up; consider bias training for hiring committees; and explore effective advertising and recruitment techniques.

Selection

Define and widely communicate 'fit' and 'professionalism'; update job description qualifications; review onboarding, promotion metrics, opportunities for upward mobility, and how candidates' responses are evaluated during an interview.

Training

Share educational initiatives offered to residents with professional staff; host frequent Housing leadership development workshops; develop a competencies baseline for Housing staff with additional assessments for supervisors.

Retention

Review policies that most negatively impact staff of color; assess and respond to departmental climate; invest in selfcare; compensate staff of color for added labor; incorporate restorative practice and storytelling tools.

- Housing provided annual DEI training over the course of a week in January 2022 to 1,500 full-time, part-time and student employees focused on understanding gender. Gender Reimagined was facilitated by Lisa Kenney, CEO of Reimagine Gender.

University Housing Goals

Progress Towards 2021 - 2022 Goals

Goal 1: Successfully open Wardall Hall and realize the revenue and programmatic potential of the ISR Renovation + Addition. (SA Strategic Plan: G. Collaboration and Community Partnerships)

- Increase the number of voluntary meal plans by 20%
- The number of voluntary meal plans increased by 62% in FY22 – from 101 to 162.
- Increase revenue in the dining retail units by 10%
- Dining retail unit revenue increased by 345.86% in FY22 – from \$2,516,025 to \$8,701,925.
- Successfully support the addition of the Honors LLC by collaborating and coordinating with professional staff and providing administrative support.
- The Honors LLC moved from Nugent Hall to Wardall Hall in order to expand occupancy for this highly popular option in University Housing (84 spaces added).

Goal 2: Review and implement appropriate recommendations from the Multicultural Advocate Reimagining Process. (SA Strategic Plan: E. Civic Engagement and Community Accountability)

- Housing adopted the following report recommendations – redefine the program purpose; assign additional staff and financial resources; strengthen and focus staff training on the current competency needs; strengthen collaboration with campus stakeholders; and rebrand and refresh the program.
- New area created and named, Inclusion & Leadership with one (1) assistant director, two (2) program coordinators and ten (10) student leaders.

Goal 3: Fully implement the Everybody Eats program within dining retail units to address food insecurity for University community members. (SA Strategic Plan: B. Health and Wellbeing)

- Efforts to expand the reach of the Everybody Eats program are still in process. Significant staffing shortages hindered the department's ability to dedicate time to this effort.
- This goal will be reviewed for continuation in 2022 - 2023.

Goals for 2022 - 2023

Finalize a proposal to reinstate the Second Year Live-On Requirement.

Finalize the Ikenberry Master Plan process to determine next steps in our capital plan.

Determine updated capital planning funding model based on lower projected occupancy.

Continue the department's work in responding to the Climate and Culture process.

Fully implement the Everybody Eats program within dining retail units (carryover from 2021 - 2022).

