Principles:

- Focus on student success – outcomes, the student experience and meeting performance metrics
- Remain true to mission, build on past success
- Connect to region, serve citizens, advance economy, (responsive workforce needs)
- Include all campus units/individuals
- Serve as a guide to annual plans of work, Legislative budget requests
- Recognize uncertainty and remain adaptable
- Transcend individuals, emphasize institution
- Limit to what can actually be accomplished/improved in five years
- Be accountable
Office of Housing and Residence Life Overview

• In Fall 2007, Office of Housing & Residence Life (OHRL) oversaw 1956 bed spaces in 1 community - North Lake Village

• In Fall 2014, OHRL oversaw 4748 bed spaces in 3 communities
  • South Village – 5 buildings totaling 2291 bed spaces
  • West Lake Village (501 spaces)

• 2007 – 2014
  • University growth 9388 to 14957 (5569 students)
  • On campus residential growth of 2892 spaces
  • No off campus housing growth
South Village

- **Largest residential community**, 2291 beds in 5 buildings
- Approximately 80% of all FTIC students live on campus
- Vast majority of SoVi residents are FTIC students
- Every resident in South Village has a **private bedroom** with a shared living area
North Lake Village

- Original housing at FGCU – 254 beds opened in 1998
- Seven phases constructed from 1998 - 2005
- Apartment-style housing, home to 1956 students
- Community is predominantly upperclassmen (mostly sophomores) and home to many student athletes
West Lake Village

- FGCU purchased in 2010
- Home to 501 FGCU students, only upperclassmen
- Apartment style housing
- Lease option is 11 ½ months for this community
So why does a university provide housing for students?
OHRL Mission Statement

The Office of Housing and Residence Life provides convenient housing accommodations for a community of learners. We are committed to creating a seamless transition into a welcoming community that provides the support and resources to inspire academic achievement, student engagement, and personal development.
OHRL Core Values

• Providing contemporary housing options that are environmentally conscious, safe and well-maintained
• Committed to recruiting and employing a talented, diverse, and well-trained staff who are dedicated to serving prospective and current residents
• Managing a responsible, student-centered business operation
• Developing an inclusive community that promotes civility and acceptance for all community members
• Providing support and service that responds to students’ needs and concerns
• Creating a holistic, living-learning experience that promotes personal growth and student success
FGCU 6 year graduation rates

- 2009 Cohort Data
  - Live On Campus – Graduation Rate 46%
  - Live Off Campus – Graduation Rate 37%

- 2010 Cohort Data
  - Live On Campus – Graduation Rate 49%
  - Live Off Campus – Graduation Rate 37%
Living on campus has given me the opportunity to meet so many people. The best part is that South Village is all freshmen together so we are all able to interact and help each other out since we are having similar experiences being in a new school.”

I was previously a commuter and the drive was terrible. Now that I've lived on campus and experienced the convenience of living right by main campus, I don’t think I could go back to commuting.”

Being more a part of FGCU. I feel strongly connected with the school I attend and I love that. I like that it is safe. I especially like the amount of parking and traffic we have here. It is not bad at all compared to other universities.”

There are tons of amenities and programs. Also the RAs and residents are great!”

“loved my single room. The privacy and independent living is unmatched.”
So what does it take to operate a housing department?
FLORIDA GULF COAST UNIVERSITY

Business Operations
- Applications
- Assignments
- Billing & Collections
- Summer Conferences
- Marketing
- Budget
- Technology

Facilities
- Routine & Preventative Maintenance
- Housekeeping
- Summer Turnover
- Capital Projects

Residence Life
- Community Development Programming
- Community Standards
- Student Leadership & Engagement
- Academic Initiatives/LLC’s
Facilities

**Highlights**

- 14 full-time staff including 11 mechanics
- Staff specialize in plumbing, electrical, locks, HVAC, painting & other trades
- Dozens of campus partners provide services that includes housekeeping, upholstery and floor cleaning, pest control, landscaping, etc.
- Four LEED certified residence halls in South Village
- 5 year capital improvement plan – invest approx. $2 million dollars annually in our facilities
- Desired condition is to keep facilities ‘like new’

9,000 Work orders completed during the academic year
47 Buildings totaling almost 1.6 million sq. feet
Business Operations

- Marketing, leasing and assignment of 4,748 bed spaces
  - Occupancy management is critical to the financial health of the department

- Billing and collection of approximately 29 million dollars
  - Historical collection rate of 99.6%

- 2017 Summer Conference operations
  - Billed 15,911 nights for a total of $404,854

- Oversee all department technology
  - Including 4 computer labs, over 100 work stations and several third party software systems
Budget Overview

**Highlights**

- **Total annual revenue** is approximately 29 million
  - Vast majority is student rental income
  - Other revenue comes from conferences & business process related fees

- **Annual debt service** is approximately 12.7 million dollars
  - Recent refinancing will produce an annual savings of approximately 530,000

- **Annual operating expenses** are approximately 10.25 million dollars
  - Approximately 3 million is utilities
  - Approximately 4 million is staff (48 full-time and over 150 student staff)
  - Remaining costs are largely facilities related (housekeeping, landscaping, etc…) and a smaller amount on programmatic activities for residents

Rental rates have not increased since 2012-2013
Residence Life

- Assist with transition into college life
- Live-in staff: Resident Directors

- Community Development / Programming
  - Enforce Community Standard expectations
  - Support social and emotional development
  - Provide environment conducive for academics
  - Engagement in campus community

- Leadership opportunities
  - Resident Assistant
  - Desk Assistant
  - Resident Housing Association
  - National Residence Hall Honorary
FYRE Program

What is FYRE?:

First Year Residential Experience

Program Highlights:
- First Year Advising Office in Eagle Hall
- Five classrooms in South Village. Teach over 20 classes per semester
- FYRE Fellows – Faculty who teach in South Village, hold office hours and perform outside the classroom programs in partnership with our Residence Life team
- Integrating the college experience outside the classroom to create a holistic experience for our students
Living Learning Communities

LEADERSHIP THROUGH SERVICE
LOCATED IN EVERGLADES HALL

ENTREPRENEURSHIP
LOCATED IN BISCAYNE

HONORS COMMUNITY
LOCATED IN PALMETTO

WiSTEM
LOCATED IN PALMETTO HALL
**Occupancy**

- **On Campus**
  - Fall 2007 – Fall 2015 - OHRL opened at over 100%
  - Fall 2016 opened at 98.86%
  - Fall 2015 opened at 97.56%

- **Off campus market growth since fall 2016**
  - Added approx. 924 beds (The Reef)
  - Additional growth is expected with an increase of at least 588 beds in fall 2018 (University Village)
  - More growth is expected to follow thereafter
  - Fall enrollment has been between 14,463 – 15,035 from fall 2014 – fall 2017 (BOTIS reports)
Shifting Priorities

Business Operations
- Marketing

Continued Investment in our greatest asset – our facilities
- Wireless Infrastructure
- Cable TV / IPTV Transition
- Boardwalk / NLV Dining
- Full size bed option at North Lake Village

Changing Opportunities
- Summer housing
- Conference Groups / Intern Programs
Program Update and Results to Date

Presented by the Office of Undergraduate Studies
Impacting Student Success Through...

- Improving retention and 4-year graduation rates.
- Reducing the cost of degree to the student.
- Enhancing student utilization of advising and career-related resources.
- Supporting student participation in internships and co-operative opportunities.
- Encouraging post-graduation employment in the State of Florida.
Sign-Up Process

During orientation, students are informed of the Soar in 4 program as a part of the advising process.

Students then review and sign an Initial Eligibility and Tracking Form acknowledging awareness of the program’s requirements.

The Initial Eligibility and Tracking form is then uploaded and attached to the student’s record.

100% Compliance
Utilizing Our Resources
Software Capabilities

Students will have the ability to track their completion of Soar in 4 program requirements and their progress to 4-year graduation.

Faculty and staff will be able to view student progress, therefore allowing them to have more intentional conversations about 4-year graduation.

The Program Manager will have the ability to gather usable data regarding Soar in 4 and use these data to inform practices that will help to increase 4-year graduation.
What does their high school background look like?
What was their major at the point of admission?
Did they change their major at all and if so, how many times?
When did they complete their first semester meeting requirement?
How many credit hours did they enroll in during their first two semesters?
What was their GPA in each of these semesters?
What is the relationship between test scores, major courses, and grades?
At what points did they complete each of their Soar in 4 requirements?
Results to Date

30 Credit Hours Completed in the First Year

- 9% in Summer/Fall 2014
- 20% in Summer/Fall 2015
- 33% in Summer/Fall 2016
- 31% National Average
Benchmarking and Alternative Models

- Flat-rate, post-graduation reimbursements.
- Semester-by-semester book vouchers.
- Semester-by-semester tuition vouchers.
## Tuition Rebate Projections

<table>
<thead>
<tr>
<th>Graduation Term</th>
<th>Total Number of Undergraduates for Each Term</th>
<th>Soar in 4 Eligible Students</th>
<th>Projected Rebates Per Term Based Upon Eligible Students’ Application to Graduate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Number</td>
<td>Percentage</td>
</tr>
<tr>
<td>Fall 2017</td>
<td>1,002</td>
<td>11</td>
<td>1.09%</td>
</tr>
<tr>
<td>Spring 2018</td>
<td>1,487</td>
<td>77</td>
<td>5.17%</td>
</tr>
</tbody>
</table>

*This is the total amount that would be paid to students if they completed all requirements, obtained a job within the State of Florida within six months of graduation, and submitted their rebate application within one year of graduation.*
Questions?

Email: SoarIn4@fgcu.edu