

UNIVERSITY OF  
**Nebraska**  
Omaha



# HOUSING & RESIDENCE LIFE

## ANNUAL REPORT

DODGE CAMPUS

2023-2024

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# Mission and Vision

## OUR MISSION

Housing and Residence Life at the University of Nebraska at Omaha creates a positive residential experience and supports the evolving needs of our students.

## OUR VISION

Provide a safe and inclusive community where students are able to achieve success in obtaining their educational goals (curricular and co-curricular).

## HOW WE DO IT

<p><b>1</b></p>  <p>Assist students in forming supportive connections to other students, faculty, and staff.</p>	<p><b>2</b></p>  <p>Promote learning through our programs and services with an emphasis on academic support, inclusion, student involvement, wellness, and achievement.</p>	<p><b>3</b></p>  <p>Engage students in the decision-making process regarding policies and procedures that impact their experience.</p>	<p><b>4</b></p>  <p>Celebrate the accomplishments of the housing community.</p>
<p><b>5</b></p>  <p>Assess our programs and services to ensure that we are responding appropriately to students' needs.</p>	<p><b>6</b></p>  <p>Ensure that our staff is professional, friendly, efficient, and student centered when responding to student needs and concerns.</p>	<p><b>7</b></p>  <p>Maintain our facilities in order to provide high quality, affordable amenities and accommodations to our students.</p>	

The University of Nebraska at Omaha shall not discriminate based upon age, race, ethnicity, color, national origin, gender-identity, sex, pregnancy, disability, sexual orientation, genetic information, veteran's status, marital status, religion, or political affiliation.



# Our Staff

The HRL staff is comprised of 33 professional and student staff members responsible for providing a positive residential experience on campus. Our staff offers high-quality direct, intentional support for residents living on campus at all hours of the day, every day of the year.



**Trent Fredericksen**  
Associate Dean of Students / Director



**Marshall Kole**  
Associate Director, Housing and Residence Life



**Denise Wieczorek**  
Assistant Director, Business Operations



**D'Mya Valdivia**  
Housing Operations Coordinator



**Deb Vollmer**  
Office Assistant



**Sihley Pawaskar**  
Maverick Village Residence Life Coordinator



**Sammi Svendsen**  
University Village Residence Life Coordinator



**Emily Cole**  
University Village Residence Life Coordinator



**Resident Assistants**  
20 Resident Assistant (RA) staff members - One in each residential building



**Kevin Hovendick**  
Maintenance Manager



**Shane Surface**  
Maintenance Assistant



**Dustin Rogers**  
Maintenance Assistant



**Peggy Simon**  
Custodian



**John Wolfe**  
Custodian

# Housing Operations and Maintenance Highlights

The HRL business operations and maintenance teams tallied significant accomplishments through the year that positively impacted student occupancy rates, departmental financial resources, and the facilities and grounds comprising Maverick and University Villages.

## Housing Operations

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- The Housing Operations team hosted 11 “Housing 101” sessions throughout the year to inform interested students and their families about on-campus living with HRL. On average, each session had over 88 attendees.
- During the spring 2024 semester, Housing Operations facilitated a 151% increase in 24-25 contract renewals for MV and 142% increase for UV over the same number for 23-24.
- Housing Operations finalized the implementation of DocuSign in the housing contract process, ensuring more accurate and formal contract agreements between HRL and student residents.

## Maintenance

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- Secured grounds and snow removal contracts for the next two academic years at a significant reduction in annual costs compared to previous years.
- Partnered with SustainUNO and the Maverick Food Pantry, as well as Omaha community organization Monarch Gardens, to convert non-utilized grass spaces in UV into a community garden and pocket prairie, respectively. The pocket prairie is the first of it's kind on UNO's campus.
- Contracted to have all buildings in UV completely re-sided to revitalize and update the exterior look of University Village, as well address damage to soffits and fascia across property.

# Resident Support Services

HRL staff offer around-the-clock support services to meet the needs of residents throughout the year. The data below represents the scope of the services provided in these areas during the 2023-2024 academic year.

## Safety and Security

HRL student and professional staff were available and on-call to respond to resident needs and concerns *24 hours a day, 7 days a week, every day* of the year.

**295** Calls received from residents outside of business hours for support with access, maintenance, or emergent concerns in housing.

## Maintenance

Maintenance staff are available to assist with facilities issues in residential apartments. Residents may submit service requests online for any issues.

**745** Service requests received and resolved by HRL maintenance staff. Drain, appliance, and toilet issues were most common.

**7'48"** Service requests were resolved in 7 hours and 48 minutes of being submitted, on average. In other words, HRL maintenance staff typically address resident service needs within one business day.

## Desk Services

Community desks in both Maverick and University Villages are open 8AM-8PM Monday-Friday and 12-4 PM on Saturdays.

**1997** Items (spare keys, vacuums, equipment, etc.) checked out to residents at MV and UV desks.

**8981** Packages received, logged, and delivered to residents in MV and UV from the desks in each clubhouse

# Resident Experience in HRL

Residents in campus housing report positive experiences with staff and the housing community, feelings of safety and inclusion, and satisfaction with the on-campus housing facilities maintained by HRL. On-campus housing at UNO promotes a unique and rewarding campus experience for its residents.



90.7%

90.7% of residents agree that HRL staff are welcoming

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*"[My RA] is a very nice and approachable RA. She is someone I feel comfortable going to if any issues are to arise. I could not ask for a better RA."*

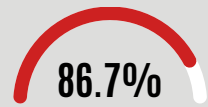


93.2%

93.2% of residents agree that HRL staff communicate and uphold HRL policies and expectations

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*"HRL Maintenance and staff are amazing! Very professional and fix issues very quickly. I am very grateful for them!"*



86.7%

86.7% of residents agree that HRL creates a positive residential experience

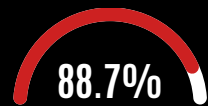
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*"Everyone is so kind and inclusive. I feel like every time I go to an event, I'm being welcomed by all. It is a very homey and good experience."*



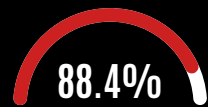
90.1%

90.1% of residents agree that their HRL apartment has all the amenities they need



88.7%

88.7% of residents agree that HRL fosters an inclusive and welcoming community



88.4%

88.4% of residents agree that HRL promotes and celebrates diversity

# Programming

HRL staff and students invested heavily in providing programmatic opportunities for residents to attend events, connect with staff, and develop relationships with their neighbors in on-campus housing.

## Program Numbers

**157**

Total programs in HRL

*(This total represents a 124% increase in HRL events from 2022-2023)*

**5**

Programs, on average, per week in HRL

**11**

Alcohol-alternative Saturday-Night Social events

## Attendance

**4799**

Total attendees to programs in HRL

*(This total represents a 141% increase in attendance at HRL events from 2022-2023)*

**732**

Unique student attendees at HRL programs

**31**

Average attendees at each event hosted by HRL

## Program Attendance and GPA

Resident attendance at housing programs promotes academic success. Data collected by HRL shows a positive correlation between the number of programs an individual resident attended and the GPA that resident earned.

**3.08**

Average GPA of residents who attended no HRL programs in Fall 2023



**3.14**

Average GPA of residents who attended just 1 HRL program in Fall 2023



**3.35**

Average GPA of residents who attended 10+ HRL programs in Fall 2023



# Academic Success

The contributions HRL makes to the academic success of residential students isn't just apparent in the increased GPAs of residents who attend programs and events in housing.

On the whole, undergraduate students who lived on campus to earned a higher fall term GPA, on average, than their peers who live off campus. This is consistent with longitudinal data from past years showing consistently over time, students who live in on-campus housing outperform their off-campus peers in GPA attainment.

## Fall 2023 Term GPA (average by academic level)

	Dodge Campus Housing Residents	Off-Campus Students	GPA Difference On-Campus vs. Off
Freshman	2.96	2.76	+.20
Sophomore	3.26	3.09	+.17
Junior	3.49	3.22	+.27
Senior	3.49	3.37	+.12
Graduate	3.77	3.82	-.05

## Retention at UNO

Simply put, living on campus keeps students at UNO.

94.93% of first-year freshmen students who lived on campus during the fall 2023 semester returned for the spring 2024 semester, and 81.85% were retained as students in the fall 2024 semester.

These percentages are 7.31% and 6.93% higher, respectively, than retention rates of students who do not live in on-campus housing.

# Future Planning

The successes and accomplishments of the 2023-2024 year show that HRL is doing well at supporting its residents and contributing to the enrichment of students' academic experience at UNO. HRL will look to build on this foundation in the 2024-2025 academic year

## Residence Life Goals for 2024-2025

The Residence Life staff in HRL will focus on resident engagement, campus collaboration, and staff development during the 2024-2025 year. This includes goals to:

- Plan and execute a "First Six Weeks" programming calendar within HRL to promote resident engagement in the housing and campus community at the start on the fall 2024 semester.
- Restructure the existing Residence Hall Association into a more localized student leadership council within HRL.
- Increase collaborative programming opportunities with campus partners.
- Develop updated accountability, recognition, and ongoing supportive outreach to student staff Resident Assistants in HRL.
- Evaluate the Resident Assistant position and ensure alignment of fall 2025 staff training with departmental, divisional, and university priorities to serve student needs.
- Each member of HRL Residence Life professional staff will develop, implement, and report on an assessment project evaluating some aspect of HRL's work and/or the student experience in housing. Planned assessment projects will include an evaluation of the resident experience in HRL, how housing contributes to student wellbeing, correlation between how RA candidates are evaluated in the hiring process vs. how they are evaluated after their first semester in the position, and the impact of mediation when utilized to address roommate conflict.
- Each member of HRL Residence Life professional staff will attend at least one professional conference or structured professional skills-development opportunity.



# HOUSING AND RESIDENCE LIFE

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