We hope you had a restful and joyful winter break! By now many of you have received grade reports from the Fall semester/term and have spent some time thinking about what you need to keep doing and what you need to improve on. Here in housing we too have received and have given ourselves some initial grade reports and wanted to share those with you!

As some of you may already know our “grades” are based on the feedback we received from the “Fall Semester RA/Living Area Survey.” Thank you to those who participated – we received feedback from 317 of you! Your feedback is very valuable and definitely shapes what we do!

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When Grades Matter
53% of residents earned GPAs of 3.0 or higher. Find out which wing/floors have the highest GPAs. Cont. on page 3...

No More Security Deposit!
Find out about your refund and how you can apply it to next year’s housing app. Cont. on page 3...

2012-2013 Housing Applications
With more space on campus, find out how and when you can apply to live on-campus. Cont. on page 3...

The New Residence Hall
If you’re planning on living on-campus next year, read about the new Res Hall! Cont. on page 4...

Do you know who your Resident Director (RD) is?

**Brandt**
- Garrett Isom
  - gisom@laveme.edu

**Oaks F, A, B**
- Lisa Tundis
  - ltundis@laveme.edu
- Antonio Banks
  - abanks@laveme.edu

**Oaks D, E, C**
- Lili Gradilla
  - Rosalilia.gradilla@laveme.edu

**Stu-Han**

Get to know your RD!!
The Winners Are:
The following individuals were winners of the bookstore gift card raffle for completing the RA/Quality of life Survey:

- Michael Cesena  
  $150 Gift card
- David Vorobyov  
  $100 Gift card
- Lane Jackson  
  $50 Gift card

Things We are Doing Well

You’re RA - 90% of you indicated that you were overall satisfied with the experience you were having with your RA.

Sense of Safety - 98% of you indicated that you felt safe living on-campus.

Sense of Belonging/Community - 86% indicated that you felt like you “belonged” (i.e. this was your home) and 97% of you indicated you cared about those living around you.

Inclusivity - 94% indicated you felt like this was an environment inclusive of differences.

Overall Experience - 91% of you indicated that you were satisfied with your overall experience living on campus.

While we are pleased and proud of these numbers, we know that we have to continue to put effort into doing the things that contribute to these scores... and with some, see if we can get them a little bit higher!

Things We Need to Improve

Bathroom Cleanliness - 67% of you indicated feeling satisfied with the level of cleanliness in the bathrooms.

Internet Connectivity - 62% of you indicated being satisfied with the internet connectivity.

Maintenance Work Order Timeliness - 69% of you indicated that you were satisfied with the time it took to complete a work order once submitted.

Obviously, we feel like we need to do better in these areas. As a result we spent our break reflecting and talking to Facilities Management, Information Technology (IT), and custodial staff to see how we could improve your experience.

What We are Doing about It

Bathroom Cleanliness - In collaboration with custodial staff, the following changes will be taking place:

- Custodial staff will have dedicated staff to focus on cleaning the bathrooms. The hope is that by having “experts,” the bathrooms will received a better cleaning and there will be greater accountability.
- Monthly walkthroughs between housing and custodial managers will be taking place to ensure that bathrooms and any related issues are getting the proper attention.
- Meetings will be held with your floor and wing to discuss individual behaviors that impact the overall experience in the bathrooms.
- Working with custodial, standard bathroom cleaning times will be set. These times will be consistent weekday times for when bathrooms will be cleaned. Although not all times will be ideal, the hope is to minimize impact to residents and have residents know/adjust to bathroom cleaning schedules.

Internet Connectivity - A discussion was had with IT in regards to the concerns expressed by many of you regarding the internet. There was recognition that demand had increased in recent years and there was a need to increase bandwidth. The IT department has started working on a project that, when completed, will increase the current bandwidth from 100MPBS to 1GBPS (a 10x fold increase). This will improve the speed and access of internet connectivity on campus.

Maintenance Work Order Timeliness - A discussion was had with Facilities Management and although there is a sense that there a number of factors impacting response time, finding ways to improve this service is seen as important. In an effort to improve the timeliness of work order completion in the residence halls, Facilities Management is in the process of hiring two new maintenance staff positions primarily dedicated to responding to the res halls. The first position is currently being recruited and it is hoped that it will be in place sometime during Spring semester. The second position will be hired with a July start month.

Is something broken in your room?
For any maintenance requests, visit the S.H.A.R.E. webpage (http://sites.laverne.edu/housing/) and fill out a maintenance request form located to the right of the page.
When Grades Matter!

One of the values of the Student Housing and Residential Education (SHARE) office is to promote the academic success of residents. With that in mind we wanted to take a second to share some interesting numbers.

- 53% of residents earned GPAs of 3.0 or higher. Of these residents, 29 earned a 4.0; 121 earned between 3.50 – 3.99 or higher; and 146 earned between 3.00 – 3.49 or higher. Congratulations to these residents for their outstanding academic achievement.

The Top Five Floors/Wings with the highest average Fall 2011 semester/term GPA are:

1. Stu-Han Wing 1  3.34
2. Brandt 3rd Floor  3.30
3. Oaks E Bottom  3.30
4. Oaks A Top  3.25
5. Oaks C Bottom  3.17

Congratulations to the residents of these floors! SHARE will be hosting a pizza party for each of them in recognition of their academic success!

No More Security Deposit

We have determined that we no longer need to collect security/damage deposits from residents as costs related to damages can be applied directly to the student’s account. With this in mind all residents currently living on-campus will have their $250 security deposit refunded at the end of year!

Students wanting to live on campus next year will be able to indicate that they want to use this anticipated refund towards their $150 application fee. Students doing so will receive a $100 refund at the end of the year.

Applying to Live On-Campus Next Year

One of the more exciting things happening at the university is the building of a New Residence Hall! In addition to being a state of the art facility, it will also allow us to house more students living on campus. With that in mind we wanted to provide you with some initial information about living on campus for the 2012-2013 academic year!

- Applications to live on campus will be available on February 28, 2012 through MyLaVerne.
- Priority deadline to apply to live on campus will be March 9, 2012.
- Applications will be fully online! (i.e. Students will be able to choose possible roommates and rooms online)
- Students wishing to apply will need to make sure they are in good standing with the Student Accounts office (i.e. they are current with their account).
- Application/Activity fee for continuing students will be $150. Students currently living on-campus will be able to apply their security/safety deposit towards the application fee (i.e. not have to pay anything out of pocket to apply!)
- Current residents will have priority over selecting rooms in the New Res Hall.
- The fee/cost schedule for room and meal plans is now available on the housing web page at: http://sites.laverne.edu/housing/files/2011/12/2012-2013-fee-schedule-mod2.pdf

Students are encouraged to check the housing application web page often for updated news and information (http://sites.laverne.edu/housing/application-process-for-returners/)
The New Residence Hall

The new Residence Hall will be a stylish, on-campus home for 378 students. The units will be suite style with each unit having two single rooms, two double rooms and private bathrooms.

The suite style units will be home to up to six students (with some suites accommodating up to 8 residents). Each unit will have:

- Two single bedrooms with private bathrooms
- Two double bedrooms with private bathrooms
- Combination shower/tubs in each bathroom
- Hard-wire and wireless internet connections in all rooms
- A shared living room with a flat screen TV
- Fully furnished bedrooms and living room (visit the housing office to see some of the furniture)
- Central air and heating with in unit thermostat control
- Cable TV and all other utilities included
- Doorbell and peepholes on suite doors

The Building will boast:

- A building community lounge with a large flat screen TV, full kitchen w/ stove, large patio area, and lounge furniture
- Community lounges on each floor
- A study room or computer lab on each floor
- BBQ and picnic areas around the building
- Key-card entry into the buildings and suites
- Two elevators
- Trash Rooms on every floor
- Multiple laundry rooms with state of the art technology on each floor (i.e. the washers and dryers will text you when your laundry is done!)
- Adjacent Parking Lot
- Campus Safety Annex Office
- Decorative fountain in main quad area
- L.E.E.D. Certification (for being an environmentally conscious building)

For more information or to view more pictures of the new res hall visit:

http://sites.laverne.edu/housing/residence-halls/new-res-halls-2/

Happy New Year