

UMD

UNIVERSITY OF MINNESOTA DULUTH

Driven to Discover™

Division of Student Life

Housing & Residence Life

Annual Report • 2014-2015



Executive Summary

This year has certainly been one of significant transition in Housing & Residence Life!

The most significant changes in the department occurred in the Residence Life unit. Ana Hammerschmidt has joined the H&RL team, and has taken the reins of our consolidated Residence Life team. Job number one was to integrate the student and professional staff. The Resident Advisors and Night Managers experience a joint, combined training. Each of the Area Directors now has oversight of both residence hall and apartment areas of housing. Our Night Manager team was cross trained, allowing those staff members to be able to both function in the residence halls and the apartments. And, the processes and procedures that were used in both the residence halls & the apartments were done in a consistent way. The work done this year has laid a solid foundation for future growth and development. This is so very important, because our efforts in this area are truly important for student success and are what distinguishes us from other housing options that our students have.

This year we also piloted a Gender Inclusive Housing option in our apartments. This pilot project provided many lessons for us as we worked in the past year to develop our plans to make Gender Inclusive Housing a full option for students in our apartments starting in 2015-2016. Our hope is to expand the program into our residence hall areas in future years as well. UMD has formulated a thoughtful and thorough plan that is unique in its approach in Minnesota – and we anticipate being a leader in our region with this initiative.

We experienced a few delays with regards to a few of the technological initiatives we wanted to work on this year, due to other priorities in the information technology areas of the University. While we were able to take some initial steps to better utilize technology on an interim basis, the hope of fully upgrading our website and implementing a more fully functional and modern housing management system remains a priority for the coming year.

At the start of this document, we have highlighted a number of the ways in which we have made contributions to the greater Duluth community in the past year. We have also highlighted a number of the modifications we have made to our facilities that have a positive impact on sustainability. I'm proud of the department's work in these two areas and pleased that Housing & Residence Life has been able to demonstrate our commitment to a number of the UMD Strategic Plan Goals.

As we look forward to the coming year, we have a number of additional goals we would like to achieve, as outlined at the end of this document. These goals and initiatives are important ones, as they will help ensure that we continue to make progress as we provide students a residential experience that supports them, encourages their development and success, and builds their connections to our campus community.

I look forward to sharing our progress on achieving our goals in another year!

Jeremy Leiferman
Director of Housing & Residence Life

Guiding Statements

Mission Statement:

Housing & Residence Life will provide programs and facilities that offer the components necessary to foster community development and personal growth in an environment characterized by respect, responsibility and opportunity.

Values:

Respect for self, others and the University is the standard of conduct expected of each student-resident. A resident exhibits consistent regard for all members of the residence community and respecting University staff, policies and facilities.

Responsibility involves making well-considered decisions and practicing self-management. A resident accepts both personal responsibility and responsibility for the positive development of their living community.

Opportunity for social interaction which promotes learning interpersonal communication skills is an outgrowth of respect and responsibility. Campus living offers opportunities for learning to relate effectively with others and to live and work cooperatively, as well as independently.

Departmental Goals

Housing & Residence Life has established the following goals to guide and focus our work. These goals are reflective of and related to the goals established in the University & Student Life strategic plans.

Housing & Residence Life Goal	Mapping to University Goals	Mapping to Student Life Goals
Housing & Residence Life provides the leadership and administrative systems which enhance the developmental success of our residents	1,5,6	1.1, 2.1, 4.1, 4.2, 4.3, 5.1, 5.3
Housing & Residence Life provides quality and safe facilities which enhance the developmental success of our residents	6	3.2
Housing & Residence Life provides programs which enhance the developmental success of our residents	1,2,4,5	1.1, 2.2, 3.1, 5.1, 5.2

Community Impact

Housing & Residence Life partners with a number of community organizations each year, helping UMD work towards the ideals outlined in Strategic Plan Goal #5.

United Blood Center Blood Drives

Housing & Residence Life hosted 4 Blood Drives, in partnership with United Blood Centers, in 2014-2015. A total of 178 units of blood were donated at these drives.

Steve O'Neil Apartments

The Steve O'Neil Apartments, coordinated by CHUM, is a new apartment complex that offers housing to families experiencing homelessness in the greater Duluth area. UMD Housing & Residence Life donated 50 desks and table lamps that were cycled out of use to be used in furnishing the new apartments.



Champs Cupboard & CHUM Food Drive Donations

At the end of the academic year, Housing & Residence Life organizes a collection drive for students to donate items that they no longer have a use for. A major component of the collection drive involves food. The food items that are collected are donated to Champs Cupboard, the on-campus food shelf at UMD and to CHUM, who coordinates the Duluth Food Shelf. While the items donated to Champs Cupboard have not yet been weighed, we do know that we helped UMD residential students donate **1.633 pounds** of food to CHUM in May 2015!

Damiano Clothing & Household Item Donations

As part of our end of the year collection drive, we also collect clothing and household items. These items are donated to the Damiano Center in Duluth. The Damiano Center supplies the clothing and household items for free to families and individuals in need.

Sustainability

In support of UMD Strategic Plan Goal #6 and Student Life Goal 5.1, Housing & Residence Life made a number of changes to our building systems that have a positive environmental impact.

Oakland Bathroom Lighting

In summer 2014, Housing & Residence Life replaced all lightbulbs in the bathrooms of the Oakland Apartments (with the exception of Balsam). In total, 200 bulbs were replaced. The former bulbs were 26 watt compact fluorescent bulbs. The new bulbs are 10 watt LED bulbs. Not only did the new fixture provide better aesthetics in the bathrooms, it also resulted in an **energy use reduction of 61%**.

Griggs Beach Exterior Lighting

During spring 2015, Housing & Residence Life began to examine the exterior lighting on our facilities. Specifically, we looked at alternatives to the lighting at the entrances to the Griggs ABCD KLMN sections that face Griggs Beach. The former fixtures were large, 150 watt fixtures and produced a large amount of light pollution that was bothersome to the residents in the rooms near the entrances. The new fixtures are more attractive, 10 watt LED fixtures, which has **reduced our energy use by 11.3 kilowatts per day**.



Oakland Toilet Replacement

In summer 2015, Housing & Residence Life began the first phase of replacing the individual apartment toilets within the Oakland Apartments. The first phase included the 50 toilets in the Oak & Aspen Buildings. The toilets were due for replacement and had been causing many responsive maintenance calls. Rather than simply replace the toilets as is, the units were replaced with water efficient units. The former units used 3.5 gallons per flush while the new units use 1.28 gallons per flush. Through this change over, **2.22 gallons per flush are saved**.

Residence Life

UMD has a Residence Life program that is focused on student development. The Residence Life unit was merged in the 2014-2015 academic year. The previous model was a split one where the residence halls and apartment areas were managed separately under two separate assistant directors. Our current model is a unified model, where both the residence halls and apartment areas are managed under one Associate Director. This new approach began to show its strength this year through a consolidated training program for RAs, mixed staff teams of apartment and residence hall RAs reporting to each Area Director, and the development of streamlined administrative processes and policies for students and staff.

Resident Advisors

The resident advisor position is of great asset to the department, as we work to support students and their development. Below is some of the feedback that students have provided as part of our annual feedback survey:

"My RA is the best."

"I know I can go to him for anything."

"My RA always says 'Hi' to me when I see her and asks how I'm doing. I love her!"

"I feel very comfortable talking to my RA with any concerns."

"My RA has done a phenomenal job. She makes a clear effort to stop by and check in, and has shown an interest in our school progress and social life. She is excellent."

"She is super nice and always willing to answer questions."

Living-Learning Communities

The department works closely with some University departments and programs to sponsor a limited number of learning communities. These communities are all housed in Ianni Hall, and provide students with an opportunity to connect with other students at a deeper level through a shared interest and experience.



The Global Home is offered through a partnership with the Office of Cultural Diversity. This community is comprised of students who are interested in engaging in cross-cultural dialogues and self-awareness.

HONORS FLOOR

The Honors Floor is offered through a partnership with the University Honors Program. This community brings together motivated students who are interested in actively participating in their education.



The Green House is offered through a partnership with the Office of Sustainability. This community is comprised of students who wish to live with like-minded students who are passionate about sustainability.

Programming Curriculum

This year, the Residence Life staff also began a new approach to residential programming that RAs provide to students on their floors and in their areas. The new programming curriculum is dubbed P.A.W.S., a fitting reference to our beloved mascot Champ the Bulldog. The four areas of the P.A.W.S. model are:

Personal Excellence – supporting students’ personal success and development

Academic Excellence – supporting students’ academic performance and growth

World Impact – encouraging students’ exposure to and evolution on issues of equity and diversity

School Pride – encouraging student’s connection to others and involvement at UMD

As part of our annual resident feedback survey, we asked students about their experience related to the 4 focus areas of P.A.W.S. They indicated:

Personal Excellence

91%

of residents indicate that living on-campus helps them develop interpersonal skills

World Impact

91%

of residents indicate that living on-campus exposes them to others from different backgrounds

Academic Excellence

90%

of residents indicate that living on-campus helps them succeed academically.

School Pride

91%

of residents indicate that living on-campus helps them feel connected to the UMD community

Academic Initiatives

Housing & Residence Life has begun to focus more attention on the academic success of students, based upon information that was collected as part of a presentation to the Board of Regents in the summer of 2014 that indicated that the academic profile of students who reside on-campus was not as strong as we would hope for it to be. Some new academic initiatives that occurred this year are:

Bulldog Bucks

Bulldog Bucks are rewarded to students who are caught studying within housing facilities by RAs and other staff.

Students can turn in study bucks for a monthly prize drawing. At the end of the year, H&RL hosted a Casino Night for students where they used their Bulldog Bucks in casino games to get more prizes.

Slice ‘n’ Advice

During the registration period for Spring Semester, Housing & Residence Life hosted advisors from many of the Collegiate units to do quick meetings with students. While the students waited, they were served slices of pizza. The event was hugely successful and our advising partners are looking forward to this new tradition continuing.

Programming

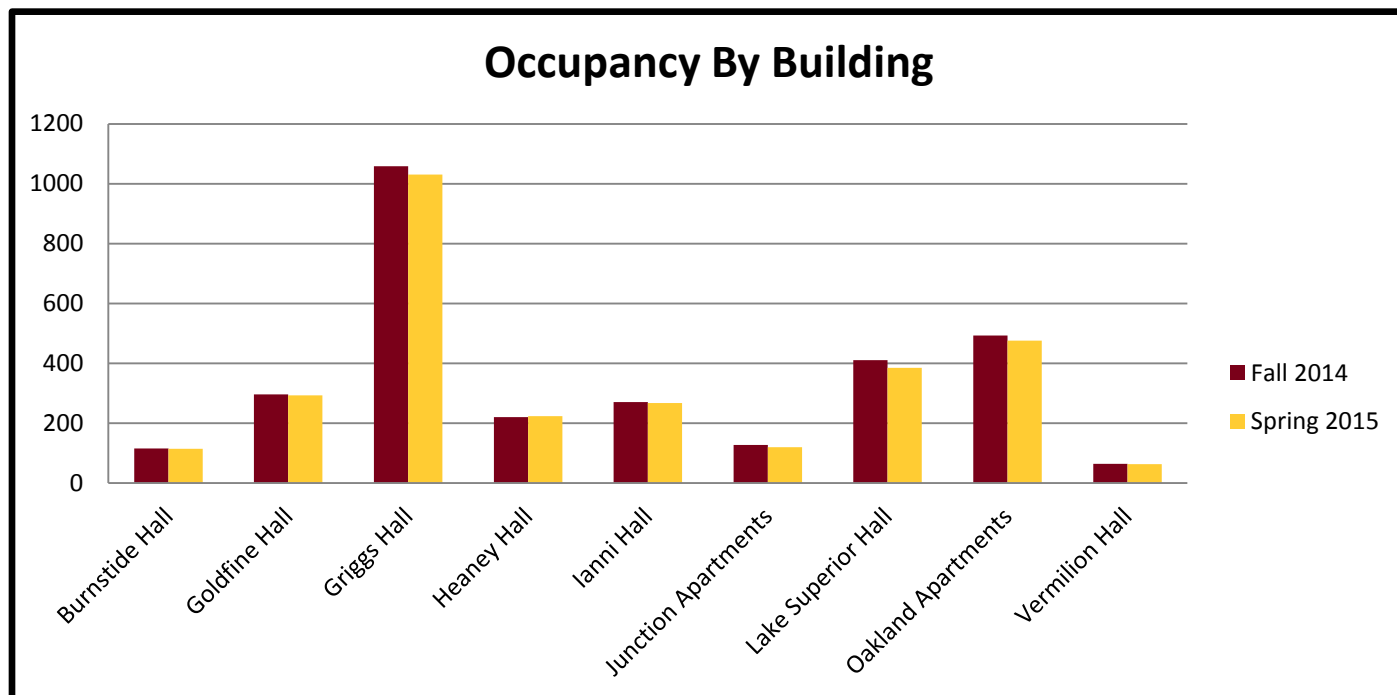
Housing & Residence Life invited in a number of academic support departments to provide presentations to students this year as well. One highlight was a presentation that was done by the staff of the International Education Office on study abroad opportunities for students to consider and pursue in the future.

Housing Operations

Housing Operations activities include both the services provided at the Lake Superior Hall Information Desk and through the Housing Office. Housing operations encompasses housing assignments, billing, opening and closing, and services to support residents and guests.

Occupancy

Below is a chart that shows our occupancy for Fall and Spring semesters, by building.



We opened the fall semester with 70 students living in temporary housing within floor lounges. Over the course of the fall semester we were able to relocate all of those students to permanent residential spaces. As the lounges were emptied, the space was converted back to a floor lounge. A number of the lounges were used the entire semester as housing, so in some cases, those students did not have a permanent assignment until spring semester. A picture of one of the converted lounges is below.

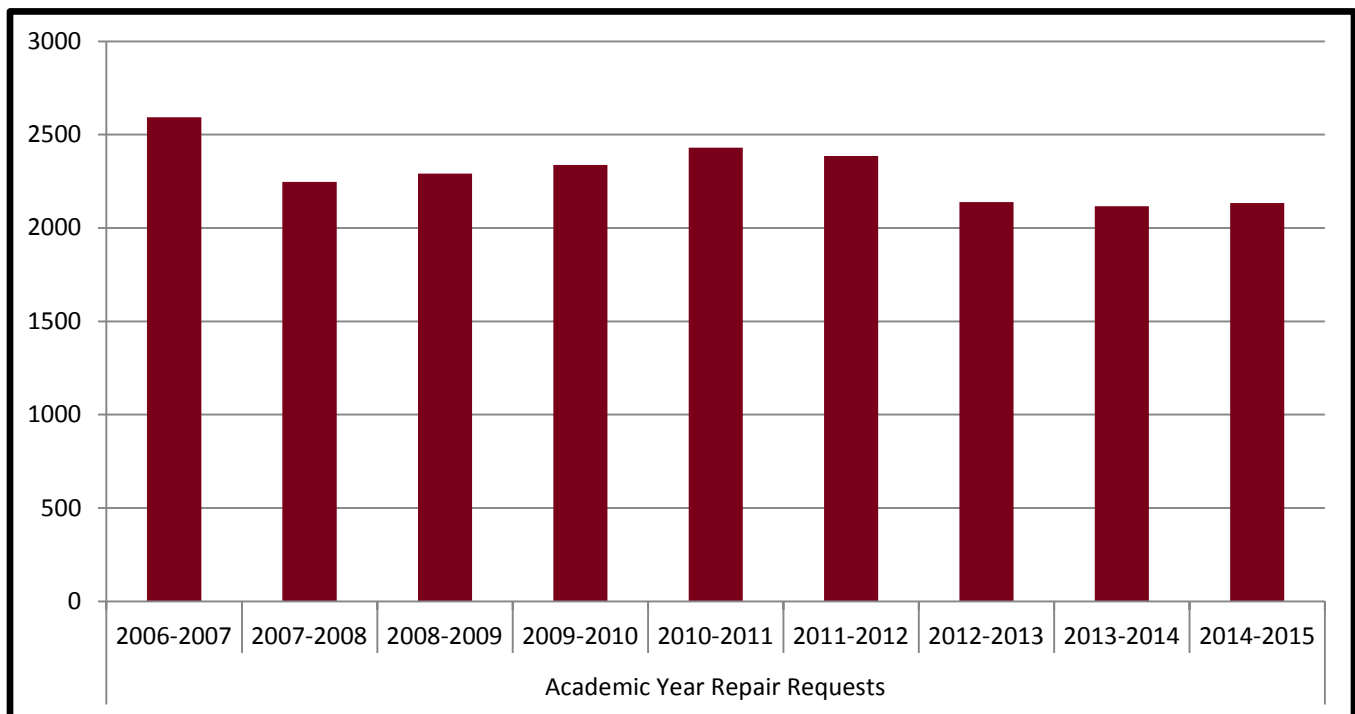


Building Maintenance

The Housing & Residence Life Maintenance unit is staffed by professional staff members and student maintenance workers. While the majority of items are handled in housing, they work closely with the department of Facilities Maintenance to ensure that our residential facilities are in excellent operating condition. The Maintenance unit also works on larger projects, as indicated below.

Repair Requests

Residents submit repair requests via an online form to the Maintenance Unit. During our fall feedback survey, **94.1%** of respondents indicated that they were satisfied with the response time to these work order requests. The chart below indicates the total number of work orders over the past few academic years. The 2014-2015 academic year had a slightly higher number of work orders than the previous year. This is due to the fact that the Housing Custodial unit (FM) used our online work order system to report concerns (400+ workorders) – previously this work was not captured through this system. Given this, it is likely that a more true year-to-year comparison would indicate a reduction of work orders submitted by students, which indicates that our preventative maintenance is continuing to have a positive impact on our student living experience.



Significant Projects

During the 2014-2015 year, a number of significant projects were completed to maintain and improve our housing facilities. A partial list is included here:

Burntside Hall

- Replace flooring & doors throughout (Summer 2014)

Goldfine Hall

- Replace hallway ceilings (Summer 2014)

Griggs Hall

- Recore buildings to allow each section to have own submaster (A-D, K-N; Summer 2014)
- Replace roof & upgrade fire alarm system (P-S; Summer 2014)
- Install carpeting in concourse area (Summer 2014)
- Replace roof concourse (AB, KL, Concourse, Summer 2015)
- Remove sinks from *18 rooms due to ongoing plumbing concerns (Summer 2015)
- Replace mattresses (PQ, Summer 2015)
- Replace exterior light fixtures with energy efficient LED fixtures (Griggs Beach, Spring 2015)

Heaney Hall

- Replace apartment living room and bedroom carpeting (Summers 2014)
- Replace mattresses (Summer 2014)
- Replace Roof (Service Center & Connector, Summer 2015)

Junction Apartments

- Replace rooftop air handler units (Summer 2015)

Lake Superior Hall

- Replace mattresses (Summer 2014)
- Install new free-standing dressers (floors 5-7, Summer 2015)
- Replace hallway and lounge area carpet (floors 5-7, Summer 2015)
- Abate flooring & ceiling in RA Resource Room, replace some furniture (Summer 2015)

Oakland Apartments

- Replace air exchange units (Summer 2014)
- Install LED lights in bathrooms (Summer 2014)
- Replace windows, upgrade fire alarm, install overhead lighting in bedroom (Delayed to 2015)
- Replace dining room & desk chairs (Summer 2014)
- Replace toilets with water efficient models (Summer 2014)

Stadium Apartments

- Site Restoration (Summer 2014)

Vermilion Hall

- Replace mattresses (Summer 2014)

Summer Housing

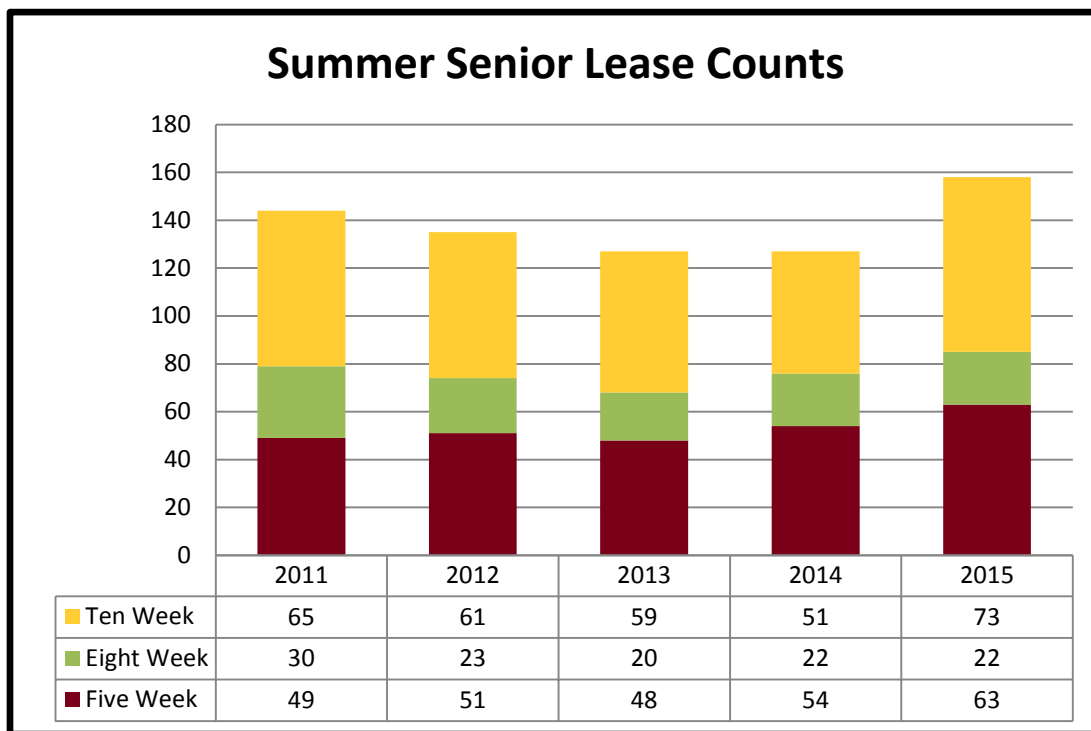
UMDs residential facilities are used for a variety of different programs, uses, and activities over the course of the summer months. Summer Housing operations consist of four different programs, indicated below with their associated revenue:

Program Type	Summer 2014	Summer 2013	Summer 2012	Summer 2011
Senior Renters	\$238,650	\$237,797	\$265,444	\$276,463
Camps & Conferences	\$147,957	\$146,984	\$219,071	\$109,242
Student & Miscellaneous Renters	\$107,704	\$101,931	\$101,507	\$82,550
Grandma's Marathon	\$82,920	\$72,589	\$64,708	\$61,488
Total Summer Revenue	\$577,231	\$559,301	\$650,830	\$529,743

Senior Renters Program

H&RL has offered Summer Senior Renter program since 1975. Seniors, often looking to escape the heat in the south, can reside in our on-campus apartments for either 5, 8, or 10 weeks. They are provided access to a variety of University resources and services. Our staff also provides them with a number of activities over the course of the summer.

In our feedback survey each year, **94%** of participants indicate that they would recommend the program to a friend. Our lease numbers for the last few years are reflected in the chart below:



Camps & Conferences

H&RL works in partnership with the Kirby Student Center's office of Conference & Events office and Athletics to provide housing for a number of camps and conferences. Some statistics about Summer 2014:

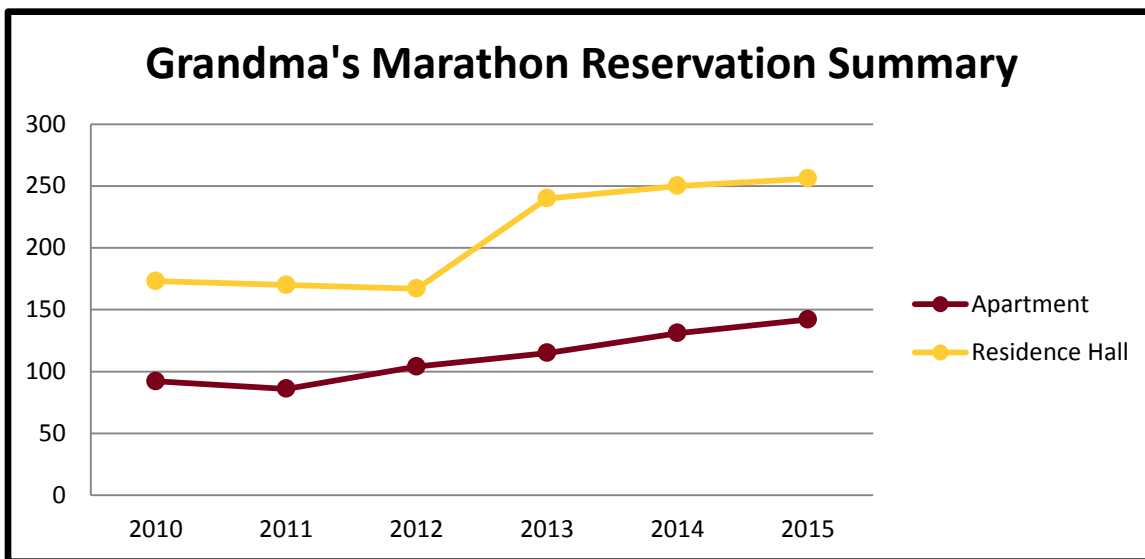
38
total camps &
conferences

4,200+
participants in camps
& conferences

11,000+
total number of nights
participants stayed

Grandma's Marathon

In partnership with the Grandma's Marathon organization, H&RL provides housing to marathon participants and spectators and costs significantly lower than area hotels. The marathon provides a hospitality room within our facilities for those individuals who are staying on-campus. UMD serves as a major shuttle stop, so participants are able to travel to the marathon from our campus very easily. As indicated in the chart below, our reservation numbers have increased, particularly for residence hall spaces, over the past 5 years.



Summer Student & Miscellaneous Renters

For the summer 2014, the follow student & miscellaneous renters resided on campus:

- 22 students for the entire summer (approximately half were international students)
- 21 students for May session only
- 11 short-term renters for academic courses and workshops
- 16 students in summer math programs
- 20 participants in the Center for American Indian Minority Health long-term summer program
- 22 miscellaneous renters

Objectives & Outcomes

The following objectives were established for the 2014-2015 year as part of the departmental strategic plan (appendix A). Outcomes and updates on these objectives are indicated below each item.

Objective #1: Merge separate apartment & residence hall residence life functions into a comprehensive residence life unit, lead by new associate director.

The Residence Life unit, previously split amongst two Assistant Directors, was unified under a new Associate Director (Ana Hammerschmidt). The RA staff was merged and experienced a single training and worked in teams that included both staff from the residence halls and the apartments. The student security staff, which had also previously been split, was also merged into a single Night Manager staff. The Residence Life unit has begun to build a solid foundation in the past year that will be built on in the years to come. This year, our programming curriculum was developed, our conduct process philosophy and sanctioning were adjusted, and work began on academic programming.

Objective #2: Update H&RL website using the new Drupal service offered by the University.

The University had a slower roll out of the Drupal service than was anticipated a year ago. Additionally, Academic Units seem to have been prioritized over other departments. Given this, the Housing & Residence Life website was updated to reflect a current University look and feel. (Before & after images are included in Appendix H. Work has also begun to update our images and other media for our website and in anticipation of the eventual move to a new website through Drupal.

Objective #3: Implement a new housing management system, allowing us to provide better service to students to manage their housing information.

The timeline for implementation of a new housing management system was delayed significantly during the past year due to the Enterprise System Upgrade Program (ESUP), which affected all of the University's PeopleSoft systems. The upgrade was launched in Spring Semester. As soon as that was concluded, Housing & Residence Life began work on the RFP to select a vendor/product for a new housing management system. Implementation will likely happen during the 2015-2016 year, and this goal has been extended into the next year.

Objective #4: Pilot gender inclusive housing option in 2014-2015, with full-scale implementation for 2015-2016, which will include education for campus community.

Housing & Residence Life worked collaboratively with GLBT Services to pilot a gender inclusive apartment for the 2014-2015 year. We worked with a variety of students who had initially expressed interest in the apartment, but in the end, we had an apartment with students who identified as male. Even though the apartment did not include students of differing genders, we did learn much from the experience. In spring semester we launched Gender Inclusive Housing in the apartment facilities starting in the 2015-2016 year, with eventual expansion to the Residence halls in the future. The full Gender Inclusive Housing proposal and plan is included in Appendix G.

Objective #5: Review current Living Learning Communities and create vision for future of the LLC program.

Our current living learning communities were reviewed and offered for the 2015-2016 year. We also formed a new partnership with faculty in Health, Physical Education, and Recreation to offer a Wellness themed learning community. Unfortunately, our initial application numbers for 2015-2016 were very low, so there will likely be minimal growth of the living learning community program for the coming year. Work will continue in the next year to explore options. It is also hoped that with the addition of a new housing management system, we can incorporate the

applications for LLCs into our online housing application.

Objective #6: Develop programmatic initiatives that support student academic success.

Additional programmatic initiatives related to student academic success were added in the 2014-2015 year. In addition to emphasis in the program curriculum that each RA executed on the floor or in their area, a number of centralized initiatives (addressed earlier in the report) were also conducted.

Objective #7: Explore new opportunities for student leadership experiences within housing, building on the successes of the Residence Hall community council.

The Community Council was expanded this year to include apartment residents. Like the Residence Life unit as a whole, Community Council worked this year to get their legs under them and build a stronger foundation. Work will continue in the coming years to expand and grow this program as the students interest and involvement dictates.

Objective #8: Explore new marketing & programmatic opportunities for summer programs (seniors, camps, and conferences).

For summer 2015, we significantly reduced (by about 60%) the amount that was spent on print advertising for the Summer Senior Renter Program. We also did some advertising for the program via Facebook as well. As reported earlier, the number of participants/leases for the program is up significantly, so there are indicators that the print advertising reduction did not impact the program significantly. We also revamped a few elements of the Summer Senior Program for 2015 as well. Kirby hired a new staff member in the Conference & Events role, which will allow for new efforts around promotion of UMD as a location for summer programs in the future.

Objective #9: Review staffing structure of residence life student staff and potential alternatives for 2015-2016.

As part of our staff recruitment and selection process this year, we eliminated the Coordinating Resident Advisor role – those positions will become standard Resident Advisor for the coming year. We also examined RA-to-student ratios and added a second RA position to each of the floors in Lake Superior Hall. Finally, we slightly modified the Community Advisor role into a Community Coordinator position. Each Area Director will work with a Community Coordinator to fill some of the void left by the Coordinating RAs. Two additional Community Coordinators will work with the Night Manager staff and the Housing Information Desk in the coming year.

Objective #10: Conduct a self-assessment of the department, utilizing the standards established by ACUHO-I.

The ACUHO-I Standards Self Assessment was completed, and the ranking are including in Appendix F. Additional information on the self-assessment is included in the assessment results section.

Assessment Results

Full assessment results are included in the following appendices. Much of the enclosed information has been reviewed or highlighted previously in this report. A brief summary of the information enclosed is provided below.

Appendix C: Resident Feedback Survey

Each year the department conducts a resident feedback survey for students. In the past, this survey was split amongst the residence halls and apartments, with each area asking different questions. As we merged operations this year, we have combined the survey into one for all residential students. The results of this survey are widely positive and provide an insight into student's perspectives on their residential experience. The enclosed results do not include the specific comments provided by students, as this included identifying information of students and staff.

Appendix D: Summer Senior Renter Feedback Survey

Each year, the department conducts a feedback survey from participants in our Summer Senior Renter program. The results of the survey greatly assisted in the planning of the program for 2015 year, and have provided insight into the senior experience while on our campus each summer.

Appendix E: Grandma's Marathon Feedback Survey

This year, we conducted a feedback survey of guests who stayed on campus at UMD during marathon weekend. The feedback was overwhelmingly positive – guests seem to greatly value the option to stay at UMD. We have a good partnership with the Grandma's Marathon Organization, and they provide some additional amenities to the experience.

Appendix F: ACUHO-I Standards Self Assessment Results

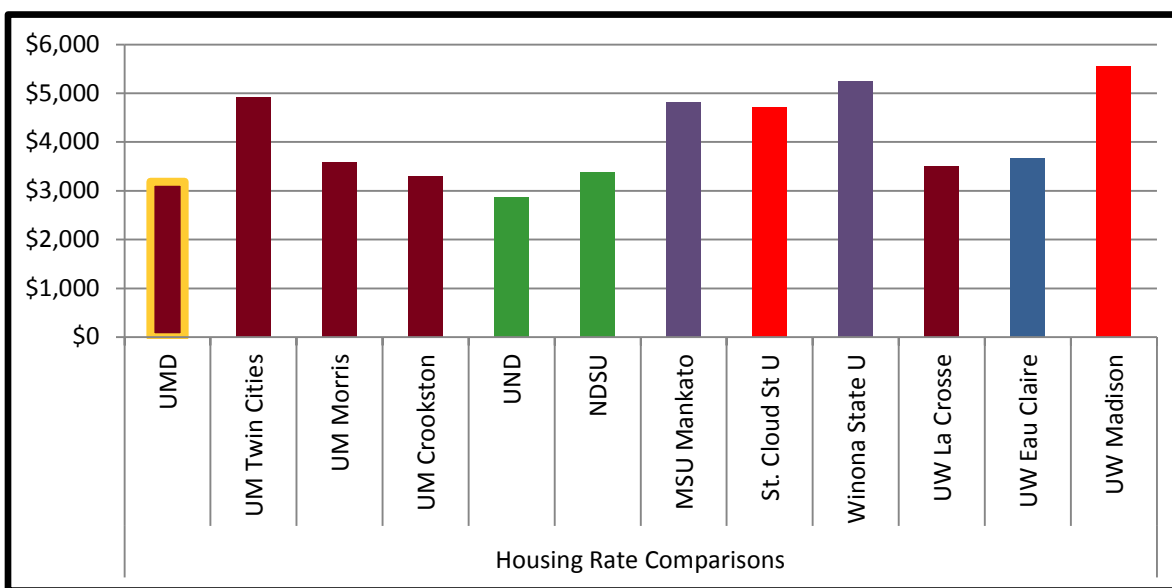
The department conducted a self assessment using the ACUHO-I Standards. Staff members completed an individual assessment of the department, using the tools provided by ACUHO-I. The individual assessments were each reviewed to formulate the overall self-assessment. The next step in the process is to identify strengths and opportunities and develop action plans to address them.

Fiscal Information

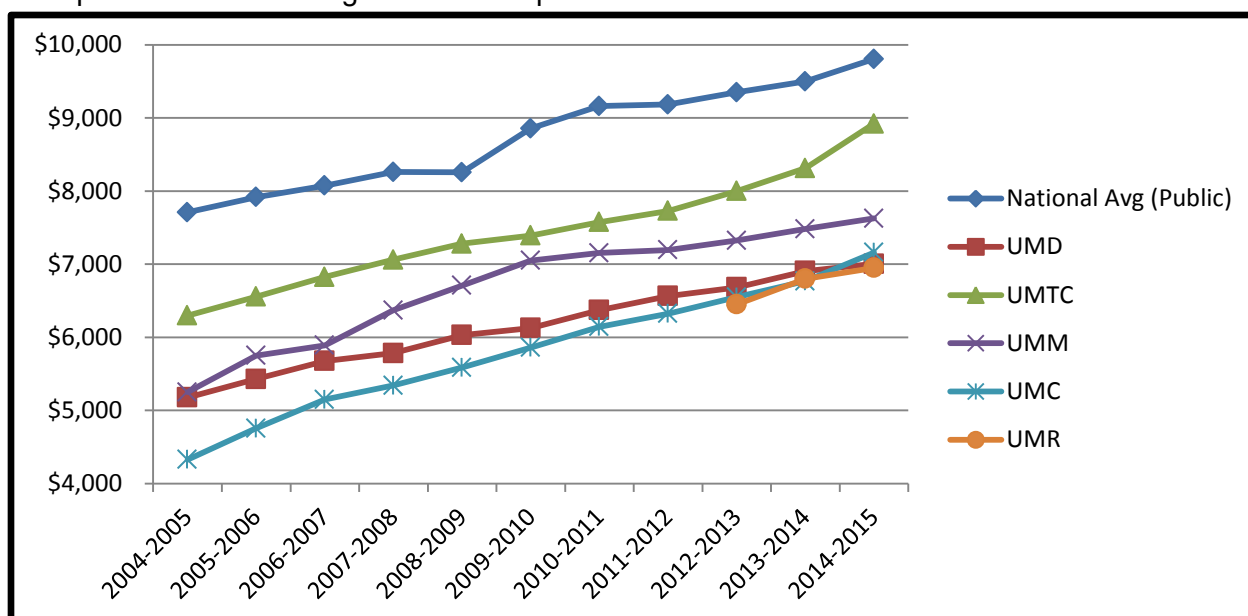
Housing & Residence Life is a self-supporting unit within the Division of Student Life. Approximately 93% of our revenue is generated from student academic year rentals. The remainder of our revenue comes from summer renters and other miscellaneous income.

Housing Rates

Below is a chart that includes the 2014-2015 Housing Rates, with comparisons to other institutions, both from the University of Minnesota System and outside. For purposes of comparison, all of the rates reflect a double room.



The chart below offers a historical comparison of housing & dining rates amongst the University of Minnesota System campuses and the average for national public institutions.



Budget Report

Below is a year-end budget report. Previous year budgets are included for reference.

	FY 2015*	FY 2014	FY 2013	FY 2012	FY 2011
REVENUES					
ACADEMIC YEAR	\$8,671,900	\$10,310,100	\$9,999,339	\$10,771,835	\$10,501,329
SUMMER/MISC	\$470,202	\$732,847	\$781,092	\$656,531	\$731,166
TOTAL REVENUES	\$9,142,102	\$11,042,947	\$10,780,431	\$11,428,366	\$11,232,495
EXPENSES					
PAYROLL/SALARIES & BENEFITS	\$1,354,929	\$1,810,800	\$1,784,745	\$1,911,910	\$2,957,673
FM/CUSTODIAL SERVICES	\$972,008	\$1,369,454	\$1,408,932	\$1,305,920	\$0
REPAIR/MAINTENANCE	\$470,615	\$577,078	\$590,532	\$695,876	\$789,302
UTILITIES	\$1,242,218	\$1,585,906	\$1,591,142	\$1,488,473	\$1,527,158
EXPENDABLE EQUIP/SUPPLIES	\$71,432	\$70,655	\$67,747	\$77,329	\$178,518
INTEREST/DEBT/BANK FEES	\$407,402	\$578,609	\$564,566	\$622,520	\$677,741
COST POOL ASSESSMENT	\$338,258	\$408,589	\$393,486	\$388,564	\$380,553
CREDIT CARD FEES	\$49,723	\$76,636	\$61,118	\$52,231	\$70,883
COMPUTER SYSTEMS	\$281,833	\$371,524	\$369,990	\$381,732	\$379,988
DEPRECIATION/EQUIP/BLDG	\$1,531,218	\$2,153,973	\$2,050,325	\$1,938,361	\$1,656,254
OTHER COMBINED EXPENSES	\$509,596	\$685,304	\$639,951	\$625,656	\$911,587
TOTAL GENERAL EXPENSES	\$7,229,232	\$9,688,528	\$9,522,534	\$9,488,572	\$9,529,657
MAJOR REPAIR & REPLACE (NON CAPITAL)	\$1,086,372	\$1,329,356	\$839,721	\$1,206,213	\$1,249,736
FINAL NET OPERATING MARGIN	\$826,498	\$25,063	\$418,176	\$733,581	\$453,102

*Through March 31, 2015. This document will be update with a final budget report when it is available.

The Year Ahead

The 2015-2016 academic year will be another year of transition and change for Housing & Residence Life. The following objectives have been established to guide our work during the next 12 months.

Housing & Residence Life 2015-2016 Objectives

Develop and implement plans for the addition of live-in residence life staff.

Continue to update the H&RL website and further develop the multi- and social-media presence of the department.

Implement a new housing management system, allowing us to provide better service to students to manage their housing information.

Review current Living Learning Communities and create vision for future of the LLC program.

Explore new opportunities for student leadership experiences within housing, building on the successes of the Residence Hall community council.

Unify the operations and responsibilities Housing Office and the Housing Information Desk under one staff person.

Begin planning process for remodeling of the H&RL office areas and the 1st floor of Lake Superior Hall.

Maintain the long term capital plan and develop a long term non-capital plan.

Appendices

A: 2014-2015 Strategic Plan

B: 2015-2016 Strategic Plan

C: Resident Feedback Survey

D: Summer Senior Renter Feedback Survey

E: Grandma's Marathon Feedback Survey

F: ACUHO-I Standards Self Study

G: Gender Inclusive Housing Proposal/Plan

H: Website Before & After Views

Appendix A

2014-2015 Strategic Plan

I. Vision

Housing & Residence Life will provide programs and facilities that offer the components necessary to foster community development and personal growth in an environment characterized by respect, responsibility and opportunity.

II. Values

Respect for self, others and the University is the standard of conduct expected of each student-resident. A resident exhibits consistent regard for all members of the residence community and respecting University staff, policies and facilities.

Responsibility involves making well-considered decisions and practicing self-management. A resident accepts both personal responsibility and responsibility for the positive development of their living community.

Opportunity for social interaction which promotes learning interpersonal communication skills is an outgrowth of respect and responsibility. Campus living offers opportunities for learning to relate effectively with others and to live and work cooperatively, as well as independently.

III. Mission

UMD Housing & Residence Life, in support of the mission of the University, provides programs, opportunities and residential facilities that promote learning, individual respect, personal growth, and responsibility to one’s community.

IV. Goals

Housing & Residence Life Goals Mapped to the UMD and Student Life Strategic Plans

Housing & Residence Life Goal	Mapping to University Goals	Mapping to Student Life Goals
Housing and Residence Life provides the leadership and administrative systems which enhance the developmental success of our residents	1, 5, 6	1.1, 2.1, 4.1, 4.2, 4.3, 5.1, 5.3
Housing and Residence Life provides quality and safe facilities which enhance the developmental success of our	6	3.2

residents.		
Housing and Residence Life provides programs which enhance the developmental success of our residents	1, 2, 4, 5	1.1, 2.2, 3.1, 5.1, 5.2

V. Objectives/Outcomes

1. Merge separate apartment & residence hall residence life functions into a comprehensive residence life unit, lead by new associate director.
2. Update H&RL website using the new Drupal service offered by the University.
3. Implement a new housing management system, allowing us to provide better service to students to manage their housing information.
4. Pilot gender inclusive housing option in 2014-2015, with full-scale implementation for 2015-2016, which will include education for campus community.
5. Review current Living Learning Communities and create vision for future of the LLC program.
6. Develop programmatic initiatives that support student academic success.
7. Explore new opportunities for student leadership experiences within housing, building on the successes of the Residence Hall community council.
8. Explore new marketing & programmatic opportunities for summer programs (seniors, camps, and conferences).
9. Review staffing structure of residence life student staff and potential alternatives for 2015-2016.
10. Conduct a self-assessment of the department, utilizing the standards established by ACUHO-I.

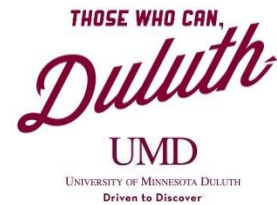
VI. Assessment Plan

1. Complete annual resident feedback survey in 2nd half of fall semester to assess student satisfaction.
2. Assess student learning from programmatic endeavors.
3. Assess effectiveness of staff training for all student staff.
4. Assess effectiveness and impacts of the LLC experience on student retention, success, and development.
5. Assess summer programs participant satisfaction and potential future impacts for UMD.

Appendix B

2015-2016 Strategic Plan

*University of Minnesota Duluth
 Division of Student Life
 Housing & Residence Life
 Strategic Plan 2015-2016*



I. Vision

Housing & Residence Life will provide programs and facilities that offer the components necessary to foster community development and personal growth in an environment characterized by respect, responsibility and opportunity.

II. Values

Respect for self, others and the University is the standard of conduct expected of each student-resident. A resident exhibits consistent regard for all members of the residence community and respecting University staff, policies and facilities.

Responsibility involves making well-considered decisions and practicing self-management. A resident accepts both personal responsibility and responsibility for the positive development of their living community.

Opportunity for social interaction which promotes learning interpersonal communication skills is an outgrowth of respect and responsibility. Campus living offers opportunities for learning to relate effectively with others and to live and work cooperatively, as well as independently.

III. Mission

UMD Housing & Residence Life, in support of the mission of the University, provides programs, opportunities and residential facilities that promote learning, individual respect, personal growth, and responsibility to one’s community.

IV. Goals

Housing & Residence Life Goals Mapped to the UMD and Student Life Strategic Plans

Housing & Residence Life Goal	Mapping to University Goals	Mapping to Student Life Goals
Housing and Residence Life provides the leadership and administrative systems which enhance the developmental success of our residents	1, 5, 6	1.1, 2.1, 4.1, 4.2, 4.3, 5.1, 5.3
Housing and Residence Life provides quality and safe	6	3.2

facilities which enhance the developmental success of our residents.		
Housing and Residence Life provides programs which enhance the developmental success of our residents	1, 2, 4, 5	1.1, 2.2, 3.1, 5.1, 5.2

V. Objectives/Outcomes

1. Develop and implement plans for the addition of live-in residence life staff.
2. Continue to update the H&RL website and further develop the multi- and social-media presence of the department.
3. Implement a new housing management system, allowing us to provide better service to students to manage their housing information.
4. Review current Living Learning Communities and create vision for future of the LLC program.
5. Explore new opportunities for student leadership experiences within housing, building on the successes of the community council.
6. Unify the operations and responsibilities Housing Office and the Housing Information Desk under one staff person.
7. Begin planning process for remodeling of the H&RL office areas and the 1st floor of Lake Superior Hall.
8. Maintain the long term capital plan and develop a long term non-capital plan.

VI. Assessment Plan

1. Complete annual resident feedback survey in 2nd half of fall semester to assess student satisfaction.
2. Assess student learning from programmatic endeavors.
3. Assess effectiveness of staff training for all student staff.
4. Assess effectiveness and impacts of the LLC experience on student retention, success, and development.
5. Assess summer programs participant satisfaction and potential future impacts for UMD.

Appendix C

Resident Feedback Survey (Fall 2014)

Q1. Which building do you live in?

Count	Percent	
42	5.23%	Burntside
23	2.86%	Goldfine A
27	3.36%	Goldfine B
24	2.99%	Goldfine C
5	0.62%	Griggs A
14	1.74%	Griggs B
14	1.74%	Griggs C
14	1.74%	Griggs D
46	5.73%	Griggs E
22	2.74%	Griggs F
10	1.25%	Griggs K
17	2.12%	Griggs L
12	1.49%	Griggs M
18	2.24%	Griggs N
37	4.61%	Griggs P
11	1.37%	Griggs Q
37	4.61%	Griggs R
21	2.62%	Griggs S
51	6.35%	Heaney
85	10.59%	Ianni
15	1.87%	Junction A (Cuyuna)
15	1.87%	Junction B (Mesabi)
117	14.57%	Lake Superior Hall
37	4.61%	Oakland: Aspen
20	2.49%	Oakland: Balsam
24	2.99%	Oakland: Basswood
24	2.99%	Oakland: Birch
13	1.62%	Oakland: Oak
8	1.00%	Vermilion
803		Respondents

Q2. Which floor do you live on?

Count	Percent	
7	0.87%	0
173	21.54%	1
204	25.40%	2
205	25.53%	3
70	8.72%	4
66	8.22%	5
36	4.48%	6
42	5.23%	7
803		Respondents

Q3. What class year are you?

Count	Percent	
536	66.75%	Freshman (0 - 29 credits completed)
153	19.05%	Sophomore (30 - 59 credits completed)
66	8.22%	Junior (60 - 89 credits completed)
42	5.23%	Senior (90 or more credits completed)

Q3. What class year are you?

Count	Percent	
4	0.50%	Graduate student
2	0.25%	Other
803		Respondents

Q4. How many semesters, including the current one, have you resided on-campus at UMD?

Count	Percent	
603	75.09%	1
17	2.12%	2
117	14.57%	3
3	0.37%	4
43	5.35%	5
4	0.50%	6
12	1.49%	7
4	0.50%	8 or more
803		Respondents

Q5. How would you describe your relationship with your roommate(s)?

Count	Percent	
278	35.15%	Excellent
288	36.41%	Good
139	17.57%	Average
41	5.18%	Below Average
40	5.06%	Poor
5	0.63%	I do not have a roommate
791		Respondents

Q6. How would you describe your relationship with your floor-mates and building-mates?

Count	Percent	
125	15.80%	Excellent
217	27.43%	Good
267	33.75%	Average
115	14.54%	Below Average
67	8.47%	Poor
791		Respondents

Q7. Please indicate your level of agreement with the following: - My fellow residents are aware of hall and campus policies

Count	Percent	
211	26.68%	Strongly Agree
454	57.40%	Agree
68	8.60%	Neither Agree nor Disagree
36	4.55%	Disagree
9	1.14%	Strongly Disagree
13	1.64%	Unable to rate

Q7. Please indicate your level of agreement with the following: - My fellow residents are aware of hall and campus policies

Count	Percent
791	Respondents

Q8. Please indicate your level of agreement with the following: - My fellow residents follow hall and campus policies

Count	Percent	
122	15.42%	Strongly Agree
346	43.74%	Agree
161	20.35%	Neither Agree nor Disagree
106	13.40%	Disagree
44	5.56%	Strongly Disagree
12	1.52%	Unable to rate
791		Respondents

Q9. Please indicate your level of agreement with the following: - My fellow residents adhere to quiet hours

Count	Percent	
117	14.79%	Strongly Agree
314	39.70%	Agree
172	21.74%	Neither Agree nor Disagree
114	14.41%	Disagree
74	9.36%	Strongly Disagree
0	0.00%	Unable to rate
791		Respondents

Q10. Please indicate your level of agreement with the following: - My fellow residents are respectful of those with identities and perspectives different than their own

Count	Percent	
216	27.31%	Strongly Agree
405	51.20%	Agree
98	12.39%	Neither Agree nor Disagree
31	3.92%	Disagree
16	2.02%	Strongly Disagree
25	3.16%	Unable to rate
791		Respondents

Q11. Please indicate your level of agreement with the following: - I have participated in activities on my floor or in my building

Count	Percent	
146	18.46%	Strongly Agree
376	47.53%	Agree
128	16.18%	Neither Agree nor Disagree
95	12.01%	Disagree
38	4.80%	Strongly Disagree
8	1.01%	Unable to rate

Q11. Please indicate your level of agreement with the following: - I have participated in activities on my floor or in my building

Count	Percent
791	Respondents

Q12. Please indicate your level of agreement with the following: - I feel comfortable addressing concerns with my fellow residents

Count	Percent	
137	17.32%	Strongly Agree
312	39.44%	Agree
184	23.26%	Neither Agree nor Disagree
115	14.54%	Disagree
33	4.17%	Strongly Disagree
10	1.26%	Unable to rate
791		Respondents

Q13. Please indicate your level of agreement with the following: - I feel comfortable addressing concerns with my roommate(s)

Count	Percent	
277	35.02%	Strongly Agree
338	42.73%	Agree
88	11.13%	Neither Agree nor Disagree
51	6.45%	Disagree
33	4.17%	Strongly Disagree
4	0.51%	Unable to rate
791		Respondents

Q14. Please provide any comments related to the community on your hall or in your building.

Count	Percent
227	100.00%
227	Respondents

Q15. Please indicate your level of agreement with the following: - My RA is available when I need them

Count	Percent	
274	35.13%	Strongly Agree
346	44.36%	Agree
111	14.23%	Neither Agree nor Disagree
24	3.08%	Disagree
13	1.67%	Strongly Disagree
12	1.54%	Unable to rate
780		Respondents

Q16. Please indicate your level of agreement with the following: - My RA has made an effort to get to know me

Count	Percent	
324	41.54%	Strongly Agree
281	36.03%	Agree
98	12.56%	Neither Agree nor Disagree
55	7.05%	Disagree
22	2.82%	Strongly Disagree
0	0.00%	Unable to rate
780		Respondents

Q17. Please indicate your level of agreement with the following: - My RA has effectively addressed problems or conflicts that have arisen on my floor or between residents

Count	Percent	
239	30.64%	Strongly Agree
293	37.56%	Agree
135	17.31%	Neither Agree nor Disagree
26	3.33%	Disagree
14	1.79%	Strongly Disagree
73	9.36%	Unable to rate
780		Respondents

Q18. Please indicate your level of agreement with the following: - My RA has been courteous and helpful when I've asked for assistance

Count	Percent	
365	46.79%	Strongly Agree
286	36.67%	Agree
69	8.85%	Neither Agree nor Disagree
9	1.15%	Disagree
7	0.90%	Strongly Disagree
44	5.64%	Unable to rate
780		Respondents

Q19. Please indicate your level of agreement with the following: - My RA has treated residents fairly

Count	Percent	
381	48.85%	Strongly Agree
315	40.38%	Agree
60	7.69%	Neither Agree nor Disagree
9	1.15%	Disagree
4	0.51%	Strongly Disagree
11	1.41%	Unable to rate
780		Respondents

Q20. Please indicate your level of agreement with the following: - My RA has consistently enforced policies

Count	Percent	
290	37.18%	Strongly Agree
320	41.03%	Agree
95	12.18%	Neither Agree nor Disagree

Q20. Please indicate your level of agreement with the following: - My RA has consistently enforced policies

Count	Percent	
32	4.10%	Disagree
12	1.54%	Strongly Disagree
31	3.97%	Unable to rate
780		Respondents

Q21. Please indicate your level of agreement with the following: - My RA has effectively organized programs and activities that have added to a sense of community among residents

Count	Percent	
303	38.85%	Strongly Agree
313	40.13%	Agree
108	13.85%	Neither Agree nor Disagree
31	3.97%	Disagree
20	2.56%	Strongly Disagree
5	0.64%	Unable to rate
780		Respondents

Q22. Please indicate your level of agreement with the following: - My RA has created an environment that is inclusive of the different cultures and background of residents

Count	Percent	
320	41.03%	Strongly Agree
307	39.36%	Agree
110	14.10%	Neither Agree nor Disagree
14	1.79%	Disagree
5	0.64%	Strongly Disagree
24	3.08%	Unable to rate
780		Respondents

Q23. Please indicate your level of agreement with the following: - My Area Director is available for support

Count	Percent	
103	13.21%	Strongly Agree
191	24.49%	Agree
264	33.85%	Neither Agree nor Disagree
36	4.62%	Disagree
34	4.36%	Strongly Disagree
152	19.49%	Unable to rate
780		Respondents

Q24. Please indicate your level of agreement with the following: - The Housing & Residence Life full-time professional staff is helpful and courteous

Count	Percent	
184	23.59%	Strongly Agree
300	38.46%	Agree
178	22.82%	Neither Agree nor Disagree
26	3.33%	Disagree

Q24. Please indicate your level of agreement with the following: - The Housing & Residence Life full-time professional staff is helpful and courteous

Count	Percent	
10	1.28%	Strongly Disagree
82	10.51%	Unable to rate
780		Respondents

Q25. Please provide any comments related to the Housing & Residence Life staff.

Count	Percent	
158	100.00%	
158		Respondents

Q26. Please indicate your level of satisfaction with the following items: - The cleanliness of the common areas (including bathrooms in the residence halls) in your building

Count	Percent	
148	19.20%	Very Satisfied
365	47.34%	Satisfied
128	16.60%	Neither Satisfied nor Dissatisfied
83	10.77%	Dissatisfied
32	4.15%	Very Dissatisfied
15	1.95%	Unable to rate
771		Respondents

Q27. Please indicate your level of satisfaction with the following items: - The lounges, common areas, and recreation space in your building

Count	Percent	
190	24.64%	Very Satisfied
357	46.30%	Satisfied
102	13.23%	Neither Satisfied nor Dissatisfied
53	6.87%	Dissatisfied
32	4.15%	Very Dissatisfied
37	4.80%	Unable to rate
771		Respondents

Q28. Please indicate your level of satisfaction with the following items: - The grounds surrounding your building

Count	Percent	
218	28.27%	Very Satisfied
448	58.11%	Satisfied
72	9.34%	Neither Satisfied nor Dissatisfied
28	3.63%	Dissatisfied
3	0.39%	Very Dissatisfied
2	0.26%	Unable to rate
771		Respondents

Q29. Please indicate your level of satisfaction with the following items: - The laundry room in your area

Count	Percent	
138	17.90%	Very Satisfied
357	46.30%	Satisfied
117	15.18%	Neither Satisfied nor Dissatisfied
93	12.06%	Dissatisfied
57	7.39%	Very Dissatisfied
9	1.17%	Unable to rate
771		Respondents

Q30. Please indicate your level of satisfaction with the following items: - The furniture & furnishings in your room

Count	Percent	
181	23.48%	Very Satisfied
370	47.99%	Satisfied
120	15.56%	Neither Satisfied nor Dissatisfied
78	10.12%	Dissatisfied
22	2.85%	Very Dissatisfied
0	0.00%	Unable to rate
771		Respondents

Q31. Please indicate your level of satisfaction with the following items: - The temperature control in your room or apartment

Count	Percent	
143	18.55%	Very Satisfied
343	44.49%	Satisfied
118	15.30%	Neither Satisfied nor Dissatisfied
100	12.97%	Dissatisfied
55	7.13%	Very Dissatisfied
12	1.56%	Unable to rate
771		Respondents

Q32. Please provide any comments related to the residential facilities.

Count	Percent	
213	100.00%	
213		Respondents

Q33. Please indicate your level of satisfaction with the following items: - The internet access in your room & building

Count	Percent	
179	23.31%	Very Satisfied
318	41.41%	Satisfied
95	12.37%	Neither Satisfied nor Dissatisfied
111	14.45%	Dissatisfied
63	8.20%	Very Dissatisfied
2	0.26%	Unable to rate

Q33. Please indicate your level of satisfaction with the following items: - The internet access in your room & building

Count	Percent
768	Respondents

Q34. Please indicate your level of satisfaction with the following items: - The cable TV service your room

Count	Percent	
175	22.79%	Very Satisfied
317	41.28%	Satisfied
96	12.50%	Neither Satisfied nor Dissatisfied
70	9.11%	Dissatisfied
22	2.86%	Very Dissatisfied
88	11.46%	Unable to rate
768		Respondents

Q35. Please indicate your level of satisfaction with the following items: - The recycling process in your building

Count	Percent	
234	30.47%	Very Satisfied
393	51.17%	Satisfied
100	13.02%	Neither Satisfied nor Dissatisfied
25	3.26%	Dissatisfied
5	0.65%	Very Dissatisfied
11	1.43%	Unable to rate
768		Respondents

Q36. Please indicate your level of satisfaction with the following items: - The timeliness of the response to repair requests

Count	Percent	
170	22.14%	Very Satisfied
237	30.86%	Satisfied
140	18.23%	Neither Satisfied nor Dissatisfied
39	5.08%	Dissatisfied
7	0.91%	Very Dissatisfied
175	22.79%	Unable to rate
768		Respondents

Q37. Please indicate your level of satisfaction with the following items: - The availability of equipment (games, sports equipment, etc.) for you to check out from the office or desk in your area

Count	Percent	
147	19.14%	Very Satisfied
322	41.93%	Satisfied
142	18.49%	Neither Satisfied nor Dissatisfied
19	2.47%	Dissatisfied
6	0.78%	Very Dissatisfied
132	17.19%	Unable to rate

Q37. Please indicate your level of satisfaction with the following items: - The availability of equipment (games, sports equipment, etc.) for you to check out from the office or desk in your area

Count	Percent
768	Respondents

Q38. Please indicate your level of satisfaction with the following items: - The selection of movies available for you to check out from the office or desk in your area

Count	Percent	
92	11.98%	Very Satisfied
217	28.26%	Satisfied
197	25.65%	Neither Satisfied nor Dissatisfied
13	1.69%	Dissatisfied
6	0.78%	Very Dissatisfied
243	31.64%	Unable to rate
768		Respondents

Q39. Please indicate your level of satisfaction with the following items: - The services of the Lake Superior Hall Information Desk

Count	Percent	
203	26.43%	Very Satisfied
326	42.45%	Satisfied
119	15.49%	Neither Satisfied nor Dissatisfied
9	1.17%	Dissatisfied
4	0.52%	Very Dissatisfied
107	13.93%	Unable to rate
768		Respondents

Q40. Please provide any comments related to the services that are provided to you.

Count	Percent
125	100.00%
125	Respondents

Q41. Please indicate your level of agreement with the following: - I feel safe in my room

Count	Percent	
431	56.49%	Strongly Agree
291	38.14%	Agree
25	3.28%	Neither Agree nor Disagree
9	1.18%	Disagree
7	0.92%	Strongly Disagree
0	0.00%	Unable to rate
763		Respondents

Q42. Please indicate your level of agreement with the following: - I feel safe in the areas surrounding the residential buildings

Count	Percent	
354	46.40%	Strongly Agree
345	45.22%	Agree
44	5.77%	Neither Agree nor Disagree
13	1.70%	Disagree
6	0.79%	Strongly Disagree
1	0.13%	Unable to rate
763	Respondents	

Q43. Please indicate your level of agreement with the following: - Living on-campus helps me feel connected to the UMD community

Count	Percent	
280	36.70%	Strongly Agree
300	39.32%	Agree
117	15.33%	Neither Agree nor Disagree
46	6.03%	Disagree
18	2.36%	Strongly Disagree
2	0.26%	Unable to rate
763	Respondents	

Q44. Please indicate your level of agreement with the following: - Living on-campus exposes me to the resources at UMD that support me as a student

Count	Percent	
278	36.44%	Strongly Agree
362	47.44%	Agree
92	12.06%	Neither Agree nor Disagree
23	3.01%	Disagree
6	0.79%	Strongly Disagree
2	0.26%	Unable to rate
763	Respondents	

Q45. Please indicate your level of agreement with the following: - Living on-campus helps me develop interpersonal skills

Count	Percent	
232	30.41%	Strongly Agree
309	40.50%	Agree
150	19.66%	Neither Agree nor Disagree
50	6.55%	Disagree
16	2.10%	Strongly Disagree
6	0.79%	Unable to rate
763	Respondents	

Q46. Please indicate your level of agreement with the following: - Living on-campus helps me succeed academically

Count	Percent	
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Q46. Please indicate your level of agreement with the following: - Living on-campus helps me succeed academically

Count	Percent	
189	24.77%	Strongly Agree
298	39.06%	Agree
200	26.21%	Neither Agree nor Disagree
52	6.82%	Disagree
20	2.62%	Strongly Disagree
4	0.52%	Unable to rate
763		Respondents

Q47. Please indicate your level of agreement with the following: - Living on-campus exposes me to students from different backgrounds and experiences than my own

Count	Percent	
236	30.93%	Strongly Agree
348	45.61%	Agree
111	14.55%	Neither Agree nor Disagree
52	6.82%	Disagree
9	1.18%	Strongly Disagree
7	0.92%	Unable to rate
763		Respondents

Q48. Please indicate your level of agreement with the following: - I would recommend living on-campus at UMD to other students as a good experience

Count	Percent	
317	41.55%	Strongly Agree
314	41.15%	Agree
86	11.27%	Neither Agree nor Disagree
24	3.15%	Disagree
21	2.75%	Strongly Disagree
1	0.13%	Unable to rate
763		Respondents

Q49. Please provide any comments related to your experience living on-campus at UMD.

Count	Percent
97	100.00%
97	Respondents

Q50. If you are interested in entering our daily prize drawing for completing this survey, please provide the following information.

Count	Respondent %	Response %	
692	99.86%	33.40%	First Name
690	99.57%	33.30%	Last Name
690	99.57%	33.30%	UMD Email Address
693			Respondents

Q50. If you are interested in entering our daily prize drawing for completing this survey, please provide the following information.

Count	Respondent %	Response %
2072	Responses	

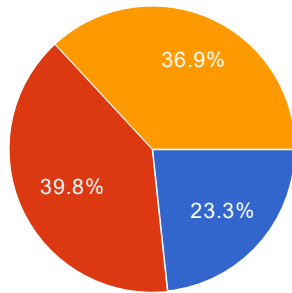
Appendix D

Summer Senior Renter Feedback Survey (Summer 2014)

108 responses

Summary

Building



Goldfine	24	23.3%
Heaney	41	39.8%
Oakland	38	36.9%

Apartment

C231

C230

B216

B318

B215

B218

B217

B315

B219

B317

331

B310

C 232

C234

B101

B102

C236

B104

B210

202

B224

203

204

B222

206

208

408

B320

405

404

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C228

B221

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B 204

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C128
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B126
B232

B231

B301

B309

B 103

B115

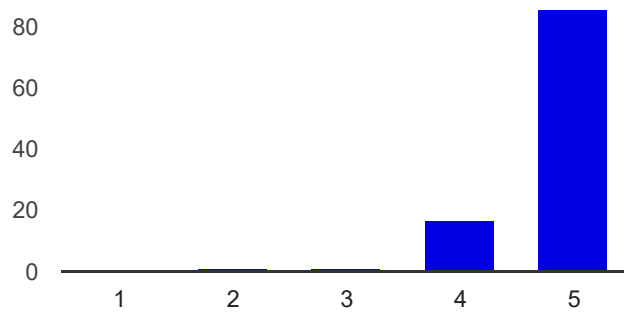
B114

B 118

B119

B116

Summer Housing Office Staff



Not Satisfied:	1	0	0%
	2	1	1%
	3	1	1%
	4	17	16.2%
Satisfied:	5	86	81.9%

Office Staff Comments

Nellie, Mariah and desk staff have been so friendly & helpful!

Those who answered the phones never seemed to know how to answer our questions

smooth check in, very friendly and helpful

Whenever we went to LSH for info or help, they were competent and pleasant

So VERY helpful and pleasant to work with

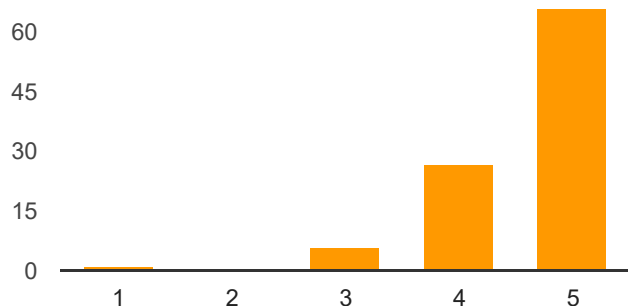
Always willing, if not able, to answer questions or find the answer

Staff always cheerful and helpful

Always very friendly and helpful

Very helpful- they did their best to answer questions- showed a caring attitude
Suggestions were not always acted on quickly ie monthly program books,
announcements for the lighthouse weren't always included or came out too late.
They were great and helpful. Very personable and such help with our moving in
Didn't use

Repairs



Not Satisfied:	1	1	1%
	2	0	0%
	3	6	6%
	4	27	27%
Satisfied:	5	66	66%

Repairs Comments

They came right away.

N/a

great crew this year and did a great job on a few issues ina timely manner

N/A

None needed so all in good order

not needed

extra trash/garbage pickups on packing/ check out days

None

very satisfied! apartment door doesn't close automatically though.

respond quickly, do a good job.

Bathroom shower drips, kitchen cabinet door comes off.

Took a while to get hot water (5 days)

always right there and helpful

prompt

Maint. came to apt. on 6/3 to replace tv cable during replacement fixture for cord to swag lamp pulled out. Maint. said he would fix it, he didn't!

NA - no issues

Very efficient

no repairs

Carpet needs a cleaning

Reported to LSH front desk that light bulb in bathroom was crackling and flickering. No one ever came.

Prompt and competent. A+

Shower toilet seat is wobbly please repair. Toilet seat was fixed in a timely manner.

no ironing board in oak B Birch- one broken vac and one working

I needed a new light bulb and a new sink strainer . Both were taken care of immediately

Need a light bulb in ceiling - came same day

Maintenance was very prompt and efficient

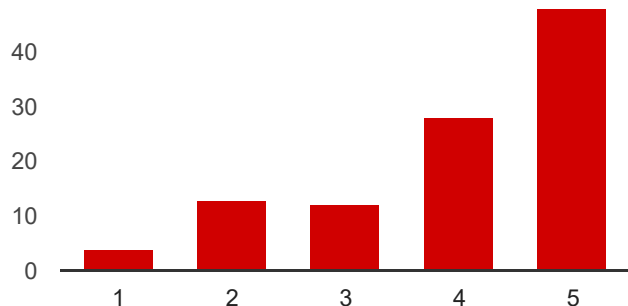
Many minor items need attention - wouldn't take long to do

Fixed on day one! :)

N/A we didn't request anything

prompt, efficient, courteous

Cleanliness



Not Satisfied:	1	4	3.8%
	2	13	12.4%
	3	12	11.4%
	4	28	26.7%
Satisfied:	5	48	45.7%

Cleanliness Comments

Shower never cleaned, floor dirty

Rooms were fair, hallways were awful. Carpet in rooms and hallways very dirty

Oakland is old, but it was clean and neat when we arrived

The carpet is very dirty-needs to be replaced or SHAMPOOED!

kitchen was filthy and so was the living room even though carpets were cleaned before we got there.

Cleaned chairs, kitchen food stains, crumbs, carpet stains, front of couch.

cleaning halls and elevators were not met

Dirty when checking into space but when we called they came and cleaned.

carpets hadn't been vacuumed, still new carpet remains scattered, Range left in middle of kitchen and floors sticky. cleaning forms hadn't even been completed (see attached)

Floors were dirty and sticky.

Kitchen & desk chairs fabric is very stained

vacuum cleaners are not effective

Wasn't well cleaned

inside of drawers were dirty, no mold in shower this year, exhaust and fan dirty

heaney service center bathrooms neglected

More attention to hallways and elevators

My front window in the dining room was so dirty all summer long I was ashamed to have the drapes open when I had company.

I'll give you an OK Carpet sweepers that WORK

cupboards were not cleaned and floors were dirty and sticky. Fridge has spills that were not taken care of.

All windows and bathroom mirror were not properly cleaned streaks and waterspots inside and out.

our apartment was very dirty when we moved in hope next year it is cleaned

our apartment was filthy when we moved in yet we are expected to have it clean when we leave this is not right.

strange odor- from carpet or carpet cleaning?

Floors (Both linoleum and carpet) dirty

Smelly urine stain on under side of the mattress, I marked it on checklist and reported it to Kelten

Initial entry to apt was dirty around all doors, cabinets and walls around appliances.

Silverfish noticed in bathroom. Dryer's lint filters were very dirty (sand, hair, bobbypins, lint) around the edges. I cleaned the upper 4 the best I could without being able to remove the filter - the bottom 4 were still filthy the last I looked.

halls and elevators dirty

Need training on cleaning toilets (residue between lid and ring) and where molding meets the tile (gunk in the corners)

Carpet had a couple of dirty spots/ wall repair not complete

Kitchen floor sticky in spots. Stove burner pans covered but I spotted. I washed kitchen and bath floors twice- still looks dirty

Rust encircles tub fixtures. Black dirt or mold? between tub and flooring. Otherwise it was clean.

oven was not cleaned. Refrig. was dirty and smelled. Love the new kitchen floor and the baseboards.

Everything seemed to be in very good shape

apartment was not very clean. It is much cleaner now!

bathroom and kitchen floors could have been cleaned and bathtub

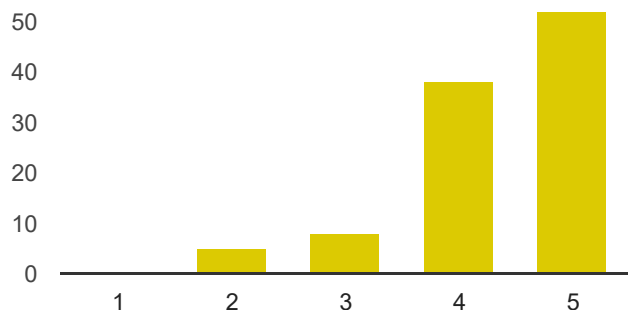
windows needed washed. drawers were not wiped out.

floors in kitchen and bathroom, dirt on walls in two places that was easy to clean

The carpet should be cleaned next year

New carpet should have been vacuumed again

Linens



Not Satisfied: 1	0	0%
2	5	4.9%
3	8	7.8%
4	38	36.9%
Satisfied: 5	52	50.5%

Linens Comments

2 of 4 sheets fit

sheets and pillow cases fit well

ok

N/A

sheets fit loosely and cranberry color lite blanket too long. linen coverlet too short.
mattress center sag springs are noisy!

Quite worn

sheets are far nicer this year. Blankets are pretty short. When checked in on 6/22 we had no mattress pads, sheets, blankets, spreads, toilet tissue, curtain for shower, burner bibs etc. the final set up hadn't been done. We were able to get essentials for 2 beds but it took most of a week to get it all together and if we had been new comers we would have had a panic attack on the spot

Sheets are too short. Pad won't stay on the bed.

Blankets are too short for mattress

blankets are too short though

pillow cases were too small

Blankets too short

We had a sheet that didn't work but it was promptly replaced

One sheet did not fit bed but was taken care of quickly

Bottom sheets could fit tighter

It was so nice to have linens provided. The blankets were a bit short, but in summertime I guess that's not a problem

a bit ragged

There were smokers in our room during the school year. Burned holes in carpet and on counter top-not there last year. The cable Tv service was terrible! Men love to watch the Twins-station was scrambled and the sound was very annoying! Please have fixed for summer 2015.

Better fitting linens

bottom sheets are so worn out. There is no elastic in the corners

N/A had my own except for bed spreads and mattress pads- what I used was fine

Don't use

2 lower sheets too small some small tears

Very old thin liner- should be replaced. Bedspreads appear new

Used our own

We used our own! The blankets were too small.

fine except bed sheets are tough to fit

Bed linen bottom sheet was too loose; kept coming undone. maybe it was just might sheet, don't know? otherwise satisfied as to cleanliness

I really am glad you got newer, better fitting sheets

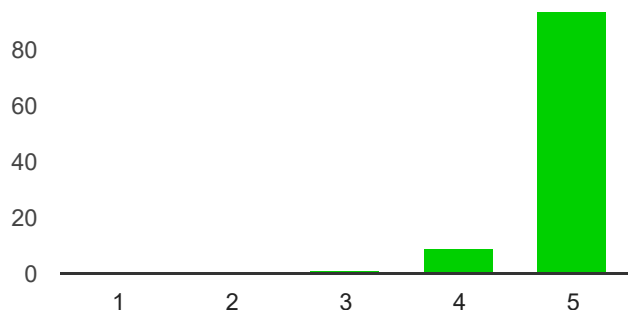
Wrong size sheet

would be nice to have mattress pads with the linens so we don't have to wait until 6-8 to go get them.

blankets too short for bed

Some bottom sheets too skimpy.

RAs: Check-In



Not Satisfied:	1	0	0%
	2	0	0%
	3	1	1%
	4	9	8.7%
Satisfied:	5	94	90.4%

RAs Check-In Comments

I didn't need it-my friends moved me in.

very easy and so helpful with the moving of our personal property

Didn't see anyone

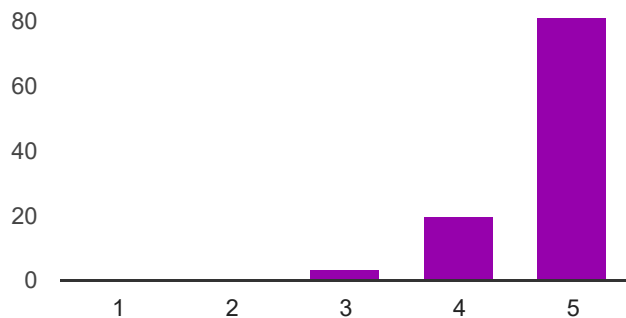
very helpful RAs

Sorry we didn't get to know the RAs this year we came late and missed introductions

Rachel & Nicole were very helpful @ move in time. Very friendly, polite, courteous

hiring compensating 2-3 summer seniors to do this job would make the programming/ interaction more age appropriate

RAs: Availability



Rating	Count	Percentage
1	0	0%
2	0	0%
3	3	2.9%
4	20	19.2%
Satisfied: 5	81	77.9%

RAs Availability Comments

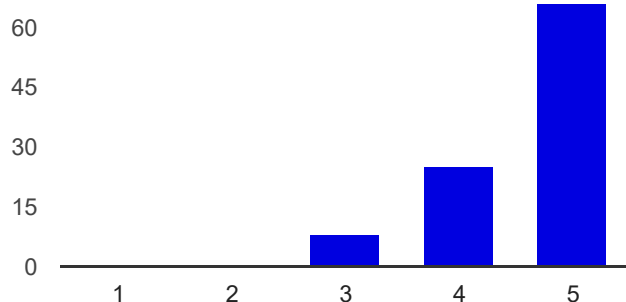
7-9 perferable

All of the RAs were very professional and available when needed.

Kate did very well

Very helpful answering questions during office hours

RAs: RA Programs



Rating	Count	Percentage
1	0	0%
2	0	0%
3	8	8.1%
4	25	25.3%
5	66	66.7%

RAs' Programs Comments

begin to use more great courses which can be purchased for about 480 and use as classes which can be offered. Like the geology course. The company has 100sof courses to choose from: history, religion,health etc. Catalog: 1-800-832-2412.

www.greatcourses.com

suggestion-have residents sign out the small black carts. Especially if they plan to have them "tied up" in the laundry on their apartment for lengthy periods of time.

Planned things on our game nights (Tues & Thurs) rather than a Wed or Fri

I did not participate in any activities because i had my own schedule of what I intended to do.

three fine young ladies.

Those kids were great and even made bingo fun even though it was not an enjoyable duty for them.

Our RA's are amazing. The best!

Taylor, Kami & Alyssa planned many fun events and really encouraged participation

We were impressed with the kindness shown by RAs and students in helping us

Difficult to contact Mariah directly

They tired but a little too late. Need to be on the ball and organized with activities right away

Loved covered dish suppers & ice cream socials.

could use more info on what is going on and where for new people

appreciate all the opportunities to participate

I feel the Ras were expected to come up with programming. They should be given training and suggestions for activities that work with seniors. We've heard that in other years there were more mixer activities. The trivia program was the only one where we shared about ourselves.

They offered events, but we had schedule conflicts

they did a Christmas in July white elephant that was extra also a great going away party

I would not have spent 15 summers at UMD if I was not very happy to be here! Thanks!

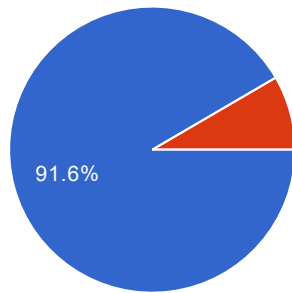
Past years more organized then this year. Suggest older RAs when younger ones

They tried to put on games and such, but participation by residents not too awful high

A signup sheet for "help moving" would be helpful. Then communication would be so helpful with carrying after a hard day of packing.

Attend Programs?

Yes	98	91.6%
No	9	8.4%



Lap swimming (RSOP) Tu,Th, Sat. Fitness center daily (recumbent bike)

computer questions with Jackson- he was very good

Liked all.

Bingo, yoga, flexibility & fitness, water exercise, one outing, ice cream social, bbq, use of equipment was the best - lots of equipment.

Yoga with Bonnie Ambrosi- attended by 32-40 every tues, thurs. Excellent tech Wed.

with Jackson, tweed museum. Tim Hiller, excellent informative,

environmentphotography-excellent, fitgers brewery was informative anf un

e series were good, good choices. Poker

fitness, tweed tour, vista cruise, field trips

Dances, lectures, bus trips

3 main events, get to meet many people.

all of the programs and events that were scheduled for me

we always enjoy the harbor cruise and bingo is a must!

environmental series, cruise, hiking, lifelong learning, geological wonders

vista boat ride, dinners, MN history tour. All were well planned, organized and fun!

Lectures, field trips. exercise programs (all). Yoga is GREAT!

field trips, saw different locations, learned different things. Educations E-series-Iron

Range

weight room

They were all good in their own class. Roh did a good job on geology we enjoyed it

greatly. we enjoyed learning about oil sands. Great job!

Computer

functional fitness and flexibility yoga

Special events/ golf/ aerobics especially yoga

yoga- Bonnie Ambrost was excellent, hikes- environmental series, vista cruise, bingo

vista cruise- chance to socialize in wonderful venue. Dinner dance- Fun!

cruise, yoga, workouts, dinner dance,environmental series, technical trips, bingo

Tours. Meeting people.

Bingo is always fun. Presentations were educational. Special dinners were great

vista cruise- nice chance to socialize

Fitness programs

Lifelong learning, bingo, vista cruise, potluck BBQ. Need to have a potluck when 5 weekers come.

Barb: vista cruise dinner dance, fish boil Jack: crafts pool table vista cruise, dinner dance, fish boil Giant hot dog, pizza slice and drink are \$3.78 at Costco, \$9.16 for 4 dinky hot dogs?

environmental series, workout facilities, hiking, etc.

Program at Bld E, computers, Lectures on different subjects, yoga was excellent

Vista fleet cruise, love being on the lake.

Bingo, dinner dance, lectures.

boat ride, bingo, pot lucks

Fish boil, dance, met nice people, cruise, harbor

environmental series- they got us outside, that is why I came to Duluth!

Tech Wed. -Instructor patient to questions and knowledge

yoga, need two sessions last 5 weeks

Trips, dinner dance, tree walk, vista cruise, game nights

Vista Cruis & Brew tour - obviously fun and free!

fish boil

Trip to Discovery gave me information about MN that I did not previously know.

The price! All the activities you plan for us. Everyone we met was so willing to help.

Environmental series, hiking, bingo, bunco, and Vista Fleet.

Hiking, like the people & exercise. Yoga with Bonnie is awesome.

Aqua fit exercise and lap swim

Dinner dance, fish boil, Vista tour, bus trip to MN Discovery Center

Vista, golf outing, dinner, computer classes

vista cruise, dinners

Yoga- Bonie was great, Exercise class

Yoga, Aerobics, Tech classes. Bingo was very fun. Trip were fun. Learned through fun people & activities.

Bingo, environmental series, Forestry tour, Jay Cook park, gardening. Lecture on energy, Pen and Inking, Welcome coffee

Loved the Vista Cruise, the lovely dinners, bingo, bridge, bunch & MahJong. We didn't go on the hikes or garden tours but I know they were nice.

Minnesota discovery center

Vista cruise and dinner dance- good fellowship

bus trips, vista, queen trip, lectures, bingo

yoga, excellent teacher- hire her again! social activities and lectures

exercise classes- Bonnie A. (Yoga) Sarah D- fitness good senior program
yoga- excellent direction, lifelong learning, interesting topics
was satisfied with most everything
all that we attended we enjoyed
golf, well organized, we have family here and in the cities therefore we could not
participate in too many activities
game night, bingo and ice cream
Physical fitness
aerobics, gym weights, environmental series very interesting
cruise, dinners, yoga fitness
Trips, lectures, physical fitness, bingo
Cruise, dance, potluck. A great improvement from last year with the chancellors fish
biol-Thank you!
keep Bonnie's yoga class- she was terrific. Tech Wednesday was great.
Vista cruise
yoga with Bonnie. Bring her back she's great!
Vista, picnic dance, fish dinner, fitness center library
vista cruise- just great/ fish boil- great food/ bingo- lots of fun/ fitgers brewery-learned a
lot/ Nutrition seminar- very informative
bingo, vista cruise, dinner dance, fish boil
Vista fleet cruise- only one we went on
Cruise, special dinners like fish boil
E series except farm program, vista cruise
Bingo
Use of the library & fitness center.
Bingo!
Dinner dance, fish boil, ice cream social, trivia, vista cruise, etc. Yoga was excellent-
bonnie was perfect!
Being able to spend 10 weeks in the summer in my home town.
Bingo, outside BBQ, fish boil, ice cream social, summer senior dance.
Bingo - fun. Tweed events- informative.
monday golf, golf tournament, bingo dinner dance, fish boil, vista, and stan lake triip
Eskeary, Jay Cooke, MN Discovery center-Tim does an excellent job of planning,
coordinating, and explaining.
Boat cruise. Liked the cafeteria
Strength training, aerobics, gymnasium
Vista fleet cruise and jay cooks s.p. Very informative guide

cruise and fish boil, golfing at ridgeview

All of the UMD events we enjoyed

hiking, aerobics, good exercising and socializing, bingo, tech wednesday- very helpful

bingo, orientation, cruise, welcome potluck

Computer class, Roy Larson classes, Dinner & Dance, boat ride, bingo, yoga, pool use.

rec center- yoga aerobics- excellent- particularly tall Sarah! Vista cruise, dinner dance,

fish boil, scramble at ridgeview, environmental series trips

Hiking, center court

Least liked programming

card games, no air conditioning in Heaney, 1.58 fir drinks and 58 cents for refills? Cheap

Valencia oranges?- 48 cents at walmart

Not enough get togethers and activities the first 5 weeks.

Walking tours-mobility and age factors limit participation.

Loved everything!

swimming program. Changed times of water aerobics, Better to have classes in the morning

enjoyed them all

Water areobics time of the day was bad

Potluck-needed a mixer game to meet people

N/A

Tress of duluth=too much info

just attended 2 events above

there wasn't anything we didn't like

water a.- bad time- too late

Missed Discovery Center

Jay cooke- we got bounced. 2. Not enough pie to go around to everyone at last bingo dinner - some took 2-3 pieces.

Dining hall- Very disappointed with the main food and desserts. Many times it was useable to use because of closure.

The ones we did attend were all excellent

Dining center, changes and availability, menus was mostly kid food

tech wed. is an excellent program but so many attend that it is hard to help them all because everyone is at a different level

tech-too many different levels of competence, types of computers

liked all that we attended

In previous years we found a WDSE channel guide in our mail box when we arrived. One

of the senior residents went to the housing office and asked about the guide. She was told the office didn't have time to get them. She walked one block to WDSE and carried a box of guides back to the apartments. Housing never provided them for the guests. Please announce you don't want to give them out or tell seniors in the lighthouse. I also had requested my name be withdrawn from environmental series and it wasn't. Please don't print the calendars on colored paper, they are hard to read.

LLP- would like some presentations on history of the region, busnisses, sports etc. I.E. why Duluth is what it is

e series farm program, Pen and ink drawing

fish boil- add other menu options and just call it a farewell dinner

n/a

Didn't participate in the fitness this season as I felt the instructor not in tune with the age group being lead.

Yoga - felt like "sleep yoga"

we have never attended the dinner and I don't know why. Too formal perhaps and we don't dance

none

dinner needed a social hour-drinks computer class didn't meet all the needs

Some of the trips were not interesting and the ones we went on were filled. Aerobics was not geared towards seniors.

I would like to have 1 instructor for exercise/fitness program.

fitness exercise: less coordination of leaders this year- reviously was excellent

pen and inking instructor was unprepared

We liked everything

Water aerobics. We never went because it needed to be around 9:30am, not lunch time.

No negatives!

computer - ALthough asked not do so, seniors interrupted instructor and jumped the gun with questions.

harbor cruise. Narration (poor reporting of the facts)

bingo, golf, we don't do them

There is a whole "new" crop of retirees coming & "bingo" doesn't cut it, better start preparing for the "new boomers". More mixers needed.

Aerobics- 1st year that instructors were poorly trained and didn't know how to teach trip to virginia rather boring

awkward timing for water aerobics

nutrition for seniors- same as last year- just from blue zones thought she would have more info. Aerobics under RSOP

Swimming is at a bad time.

Programming comments

please try to get native am. talk for next summer really wanted to attend that
all good

the staff are all exceptionally friendly, helpful etc No negatives

programming that would include everyone that wanted to attend

Change the water aerobics back to 9:30am so we can enjoy it while we're still at the
gym.

Double sided name badges plane factory

Regarding dinner dance- you'd get better participation with different kind of music-
maybe 50s or 60s

I think northern exposure points should be given to weekly activities the RA sponsors in
each building

Hire Bonnie Androsi again!! for yoga. Hire Pam Lyon for aerobics if she is available .
have water aerobics at 9 or 9:30

after 19 years attendance, we must like it

Instead of canceling people out of activities, get a bigger bus- they have them available.

try not to have so many events that coincide with each other, and with main events in
town

We enjoyed activities put on by residents such as game night, geology, lectures, hiking,
etc. Please have Ras trained so they have a better idea of what activities work for
seniors.

Activities for people who are here alone, difficult to be 5th wheel with couples. Need
more trips to various Duluth places. A small change to defray expenses WOULD NOT
be awful.

The food is a problem. Hours are too early for many. Food is sorry. Can we save the
\$200 next year and not have diner cards unless we buy them?

I would appreciate more lectures, 1 per week. There is something for everyone, but one
must participate.

would love Tai chi class people, staff and weather

More cocktail/ social hour to dinner/ dance

AM for aerobics

there are concerts in the rose garden on Thursdays in July. Please put in the light house
Please print schedule for music camp concerts as early as possible

1. advertise in local newspapers about our program: A. pictures of us on events, B.
Volunteering at Grandma's Race etc. 2. provide boxes for residents: 5 weekers=1 box, 8
weekers=2 boxes, 10 weekers=4 boxes 3. have residents provide a list of maybe future
residents (names) to be mailed with brochures 4. provide workshops in the winter at

residence condo- Home's Clubhouse Pretty awesome program :)

Sarah & Brian did a great job but we really missed Pam as an instructor

more ways to include singles

On the RA programs you need at least one RA that has worked in the summer program before- they need to schedule their programs with other programs and not compete

some special programming for singles designation on name tag for "first timers"

I wish there were musical/theatrical offerings

keep up the ambassador program for new comers

Extend Saturday swimming hours

Tim did a great job in the environmental trips. He is well versed and passionate to keep out earth clean and Jackson was a great help with computers.

Is there a person qualified to proofread the newsletter? Considering it is an academic institution, there are lots of errors.

The food service left a lot to be desired- monday night was about the only night with a decent menu- closed so many nights

suggest larger capacity bus in Jay Cooks S.P. This bus could not accommodate all who wanted to attend

I would like some exercise classes that aren't schedule before 10am

air conditioning in heaney, leave the table in lobby at heaney as a swap meet table.

People always left items for other residents there and it is much appreciated. Just donate or toss items left after senior are gone.

We had a problem with connection to the internet. But we did go for help. We're a little brain dead with computers - duh!

Try to arrange a better time for exercises in the pool. Noon is NOT convinient.

Same group of retirees coming year after year already had their "clicks" -groups- nothing for 1st timers. Proof read all handouts. We found many confusing/incorrect dates & times for activities, ETC.

it would be nice if weight room would be open on weekends

Took a list of community things to go in the Lighthouse and none were put in please consider installing a cooling system for heaney hall. Possibly similar to goldfine or oakland. we were fortunate with a cool summer, but past hot summers (2012) are likely to reoccur

yoga-very good- Bonnie Ambrosi was a day brightener!! Please invite her back!

a dance class, a sing along

since we were new, it took us awhile to figure out things. We were on a waiting list for everything except one program. That was a disappointment , however we were amazed how many people didn't show up or call in. There needs to be an assessment of who doesn't show up and they aren't selected next time. Maybe you need an extra day as

people can be notified.

youth tennis held all 4 tennis courts from 10-12. Need to shave-- set up pickle ball court
trip to como park zoo/MOA/ Ikea's/ trip to Isle royale or bayfield

flexible fitness needs trained instructors, not students who are unfamiliar with seniors,
both Sarah and Brian blew in at the last minute and rarely listened to suggestions,
seniors are an ever growing population and it would be wise to educate students on
appropriate equipment, exercises and muscles. Sara, the last week was well trained and
what she was doing made it fun

many more interesting tours could and have been arranged in the past. Cirrus,
Christenson Net factory, waste processing plant, many paper plants, micro brewery
have more lectures in the AM not PM

Enjoyed the food court and would like to have it open for evening meals.

availability of dining center other than monday evening, uncertain. Difficult for summer
Res to plan ahead, i.e. meals

We would like to see the events spread out throughout the 10 weeks. Everything
happens in the last 5 weeks.

Dining center was closed a lot!

We love the fact that friends and family can come for a short visit.

Best of summer

Ice cream social-Harbor cruise-Summer picnic- Fish boil. \$100 food voucher

Apartments, price, programs- we are happy if is all available. Want it all to continue
the cool weather, center court, programs, facilities, great salad bar at dining center

Location-sleeping with open windows

the people, the accommodations, the planned activities, the availability of outside
activities, the use of gym

Just being able to be here!

The weather! Great!

bingo

I made a lot of friends here. We played cards every Tues and Thurs, plus Bunco Thurs.
Have friends & old neighbors here (I once lived in Duluth) so was very busy.

Bingo, dinners

Variety of activities and the number of activities

Bonnie Ambrosi yoga instructor is wonderful and without peer. please retain her into
perpetuity !!

Cool air

Abundance of program activities. Improvement in center court menu

chance to socialize and meet new friends, a chance to teach a series of classes with high entress and high attendance

Cool summer. Deer on the lawns. lots of photo ops, friendly people

everyone from UMD was so very helpful in every department

The people who come- the sense of community. The entire staff has been great promoting this togetherness

Our boxes were in our apt when we arrived

yoga classes with Bonnie

the staff including Mariah, Nellie and RAs are all terrific. We appreciate the efforts made by cafeteria staff, Tim Bates, Jackson and all the seniors who can with activies

Everyone was great Thanks!

another opportunity to lap swim

we enjoyed everything

Having my own, nice apt :) Quiet, clean and comfortable.

The staff and people that participated. The environmental Tues activities were great as usual - love Tim!

St. Louis River trip

The activities, helpfulness, good place to stay, good food (not dining center), fun trips (could use more), yoga class.

getting together with summer friends and participating in activities

being in Duluth again in "our" same little apartment feels like home

We loved the environmental series with Tim.

I enjoyed it all

accomendations

all the programs offered, Loved the exercise classes

Location, ease, weather, housing office (Nellie) was very helpful

Everyone, staff and Ra very helpful and fun.

location, availability of food court, fitness, hikes

Laid back atmosphere and wide range of activity opportunities offered-love Duluth and its weather!

seeing all our friends again

Center court restaurant, meeting new people, game nights, accommodations,

all activities

Everything was great

great place to stay, lots to do, nice folks, no issues

sociallizing with other seniors

liked size of our unit

Nice people - Good staff

I really appreciated having people on hand to help us move our larger boxes into the apartment. Being on the top floor made me especially glad for their help.

The freedom to choose what we could do and nobody forced anything on what we didn't want to do.

dining card

The chance to be close to the lake

being in Duluth and having the senior community here at UMD. Free laundry and food card

a great value for seniors looking to avoid the extreme heat we came from. Loved all the socialization and activities, both on campus and in town

the friendly atmosphere

all the events available to do

dance, trip to iron range, yoga

Coolness and free time

The weather was great this year! When you show up ask for internet so you can be included in the list. I was not for fishing.

not hot.

The friendliness of staff and the other senior renters.

RSOP new equipment and RAs were excellent.

Location near family & friends

The socializing

We were impressed with all the help at the LSH office. Mariah did a great job along with the rest of the students that worked there. All were patient and helpful.

accommodations/friendly helpful staff, free laundry

Helpfulness of staff.

John Swenson was very well organized and passionate about his subject presentation, and as always Tim Bates did an excellent job on the environmental series. Taking advantage of everything offered as much as possible, meeting new people. Duluth in general

The Weather! People at UMD go out of their way to be helpful and friendly . The chance to meet and make new friends from all over the place.

Variety of things to do and affordability meal vouchers was a big plus

Consistency of program from year to year

accommodations and laundry room

It fit our schedule - use of fitness classes & ice skating esp. Also trails & pond nearby Oakland Apts.

helpful staff- whether contacted in person or on the phone

great weather

It's very organized and lots of opportunities to participate in a variety of activities

Being in Duluth with friends. Concerts@ weber, Glensheen and Rose Garden,
Environmental series w/ Tim Bates

The convenience of living on campus.

My apartment facing bagley nature center and pool

gym access, aerobics (8am would be better) hiking club

weather was great- seeing old friends

Opportunity to be in a new part of the US to see and do things with economical housing
(very comfortable) and meet other residents use university facilities. Lighthouse was
very helpful

well organized and reasonable price

Worst of summer

Consistent errors in the Lighthouse- dates were wrong or missing. Need a good editor!
need correct dates! Limited access to menu- website often was week behind. We got
the PBS schedule in our packet for June then never again. need them in our mail boxes
food in cafe

Dining Center-always running out of food. Boring menu, manager rude. The last night
they finally brought out chocolate sauce- too little too late.

top floor of heaney is very hot at times, no food on weekends

We were disappointed that RSOP was not open on Saturdays this year

The beds- difficult to make pushed against the wall would be easier if the beds were
central in the rooms

dining hall poorest example of food, closed dining, no trays for seniors, get trays in food
court mainly used by students

limited days and hours of the main dining center

Occupants keep small black carts in their room for their own convenience instead of
returning them to the lobby so others can use them. THEY DON'T SHARE VERY WELL

refer to comments about the filthy apartmnet

nothing negative.

The 88 degree day we had one day. Not being included in the environmental trip to no
Minnesota

the dining center what a drastic change for the worse. Could we have two nights from
4:30-6:30?

N/A

too much rain

No tray in dining center. Dining center closed too often. Not much variety in the menus. Very disappointed in water aerobics time. Did not attend once due to noon hour. Always went 3 times a week when at 9:00am

Dealing with food people

Food service.

couldn't get as many cable channels as last year. Cable didn't have the strength, unable to get channel 8-1, 2,3 only channel 8. Several people came and checked tv, gave up and "cable" didn't improve.

all was positive, overall a very pleasant experience, and no negative feelings about the program

The absence of trays in the dining center.

main dining center: no trays or microwaves

Dining room food quality could be improved

Having to go home too soon!

dining center food was not always good. French toast stix were like hockey pucks
beds squeaked- uncomfortable, drapes need to close from right to left not left to right (evening sun)- problems with dirty washing machines, dining room closed too often, and too many manu repeats. Vacuums need cleaning they smell!

The food in the dining center - (good salad, terrible dining center hours- either an hour late or 1/2 hour longer. Aqua-fit hours are awful-- who wants to water exercise at lunch? 9am is better than 12:00. Need more activities earlier in the renting time - 5 weeks did not include enough.

Please replace either building doors or locks or both. It is impossible to open the entry doors without two hands and even then it is still difficult.

not being able to leave the pool fitness class in the morning for fitness.

cafeteria service and food were inconsistent

Heat on the fourth floor

changes to DC. Really missed having tray available; decreased hours and days. we didn't bring grandkids this year because of it

after staying at the other college keeping doing what you are doing, you are doing great.
urine stain on mattress

Our room location - ie- parking lot noise, cherry picker (summer repair), lawen mowing, trench digging, grandma's marathon visitors above us. Garbage truck, service vehicles, not very peaceful for mornings.

I wish we could store stuff here - I'll pay! Dining Hall! Hours, availability, running out of food, food cold, messy dessert area. I'm not a complainer, but this year was terrible. TV reception on quite a few channels was horrible.

nothing

Rain

There is nothing not to like!

all the steps but our apartment was worth it

not so clean apartment

we aren't golfers so we didn't participate , but glad others enjoyed that opportunity

keep up the good work

people slamming cupboard doors and drawers in nearby apartments- especially during sleeping hours. Note: not everyone is from the same zone or sleeps on the the same schedule.

dining room closed on too many days!

10 weeks flew by too fast

being forced to give \$200 to food service (I'm sure I'm not the only one)- I wish they would have center court open more M-F for lunch and even dinner if possible. We old guys like to sit, order, and be served

18" boxes, cafeteria closed night before we leave. THIS IS IMPORTANT!!

dining room was terrible compared to previous years. schedule and menu were bad- it wasn't open the first week of the 10 weeks- like previous years

Menu and hours of dining center, mold in bathroom, paint off wall,

Water aerobics at lunchtime

Lack of dining options on the weekends

the living room furniture is very UNcomfortable to sit on

Not being able to use all my dining dollars/meal card.

can't think of anything

There seemed to be a problem with the cafeteria, The food was tasteless and it was closed some of the time. Out o coffee, tea, milk, ice cream- at different times menus were not as good as the past 4 years

laundry room is too far away, the dining center schedule was hard to determine and most meals were so-so (except turkey and roast beef).

Bed mattresses need to be updated & need non-slip put in tubs/shower for all seniors.

White wine should be pre-chilled for fish boil night - beer was cold.

the changes made in the dining center

The dining center. Please help with menu planning. Eating together is an important social activity that should be encouraged to support camaraderie. Possibly on those evenings without any summer camp attendance it would be possible to schedule "senior dining" with meals comparable to pot roast or turkey dinners. Consider volunteer entertainment i.e. Local performers wanting exposure to encourage attendance at venues they may attend, have engagement of amateurs trying to encourage interest. I played in a band for years. The first year we would play anywhere we were invited .

Years 2-6 we played we were busy every weekend earning a very fitable income. It works. you can offer an audience of 100 to 300 people which is very desirable to many artists. they could perform 30-45 minutes which would be long enough which would be long enough for the entertainer and long enough for the audience. This would allow 15-20 minutes socializing for the seniors. Good entertainment and a good meal could equal a GREAT seniors night. Just a thought. Cost needn't increase significantly

being unable to attend some of the tours, because our names weren't called. I know they try to fair to all

dining center menu, other than monday, and hours. Misinformation and dates in the lighthouse

living on the east side of heaney was like living inside a construction site! lots of noise! It's a "couples world"- longtimers not friendly or inclusive.

Not meeting as many people from the apartments as I would have liked, and having a little more social life in the apartments.

The dining center hours were sketchy. evidently it is run for the benefit of the camps with the consideration of the "summer seniors" given less importance.

we only stayed 8 weeks and we can't leave out items in boxes why? we could pay for that privilege

NO HELP AVAILABLE FOR MOVE OUT

Limited number of people allowed on excursions

Dining Center hours. I prefer bingo in a conference room. I stopped attending this year.

3 different instructors for functional fitness was problematic.

LLP suggestions

anything scientific

no

Ask occupants to return cart to lobby. Also to be careful opening their car doors. I get more "dings" here than anywhere else

More variety in Dining center menu. 4 nights of pasta and one night of chicken nuggets isn't a healthy diet for us or the campers

no suggestions

Monday and Wednesday nights being special senior nights at the dining center. or a special meal for seniors besides Mondays, which was great to go along with bingo.

More trips to zoo and museums

Possible activities for people who are here alone - Hard to always be a fifth wheel with couples. If necessary, charge for hot water in laundry. Some items need hot water continues the cruise

No regular routine established. Available counting of reps. military like.

Encourage a floor party in the building or between the floors a little more.

vikre distillery, dining Duluth- have various restaurant give programs, the whale brewery scene, 185 chocolate Hiedi, Tony Dierckens- historian, fitger's tour

Current events discussion groups

Dining hall trays

Visit Glensheen, Visit Ely.

History of Duluth, Glensheen

Did not attend.

No

send out Josh to Arizona to put on some promotional classes in mid-January

no excellent

leave cart in laundry room for transferring clothes from washer to dryer

more on arts, gallery crawl, tour (guided) of depot and art institute, tour of artists' studios, guthrie plays

John Swenson again with another aspect of energy. Something on aging gracefully

Native American culture of the region. Wildlife of the region/birds of the region.

show slides about early Duluth- Would be nice to see again

See great courses

1. someone from the Audubon society to make visual presentation on "Buds in the area." Jane Cleave 218-721-4748 2. Tribal Indian- topics- status of today's Indians not returning do to health issues and retirement of Scott who did an excellent job recruiting seniors for us, in Arizona

tour of the Duluth paper mill and tour of Cook Park

Can you get Tony Dierckens back?

return John Swenson, Fitgers was popular

Have Jackson return to instruct us on the latest tech stuff.

Tech Wednesdays with Jackson, again!

invite franceau from Duluth grill for a progress report on their organic efforts

See #4

don't know anything about that.

Not off hand- did not attend.

The health program done by pharmacist was excellent! love history or business programs

more computer classes for electronically challenged

Learn how to kayak

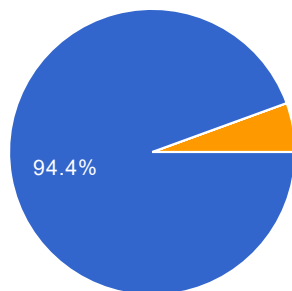
more nature talks

how about movie night- dance lessons

Have professors give orientation lectures of their expertise once a week. Add organized Rose Garden tour.

beans in Ely, lumber in Grand Rapids

Recommend?



Yes	102	94.4%
No	0	0%
Maybe	6	5.6%

Additional Comments

Another good place to advertise UMD summer housing is the Sun City Oro Valley (Tucson, AZ) "tipster" www.suncity.orovalley.com or sun city oro valley 1565 E Rancho Viskoso Blvd Oro Valley, AZ 85755 520-917-8068

I think we need to get some new prizes for our northern exposure points. We weren't able to use any as we have everything we wanted

recommend diagonal parking for ease of entry and backing out. Feel it is a great value for the\$\$

I have recommended UMD many times

how about a t-shirt for points?

Disappointed with reduction of dining center hours

Terrible experience on move out day. Kids moving in- no carts- kids took carts to clean may not return to such chaos. If you allow us to stay till noon- don't let new people move in!

This was our first year to participate in the program and we definitely made plans to come next year. Kate, Rachel, and Nicole were wonderfully kind, attentive and helpful

We have promoted the program everywhere we go - FL, AZ and WI

fifth year here:2005,2006,2007,2011,2014

Great place to relax and do only what you want to do. The RA's were great!!! THANKS!

I think this is a wonderful way to spend the summer, and with really no need for air conditioning!

Not happy with the changes. Many found it difficult to use up meal card due to dining hall closures. Day of departure: students/ cleaning people filled up the elevator- they have read baskets. Need to wait until seniors depart

I have already recommended it to friends and family.

tour of graveyards with guide to talk about famous people and their historic parking lot closed on night of "fish boil" no work was being done on lot. we need some coordination here. 2 more shopping carts would be nice!

Wonderful place to be for a really "cool" summer.

Great Program!

Check language in lease and on website about early departure & refunds & written 30 day notice for any circumstance other than medical. Very confusing.

Advance menus were not distributed for every week. We did not know which days we wanted to eat. We had to take a chance.

even though you have been operating many years we met many Duluth people that didn't know about the program. I'd want everyone to know what a good service this is that you provide

and every year we have recruited at least one other or two senior renters

door jam needs fixing

A wonderful place to stay for anyone that wishes to explore this area.

Love the goldfine girls. A very nice way to spend the summer and make new friends

I hope that dining (food & hours) improves, otherwise i'll probably reconsider. This was our 4th year. One of the best parts of "senior" is not having to cook. Hall closed half the time.

We have, and will continue to :)

Food- need more variety- had some selections 2 or 3 times a weeks- Also need more healthy entree selections in regard to fat and sodium content- yogurt machine selection were very soupy after coming out of machines all the time. Had a great time in Duluth- North shore has a lot to offer- were able to do lots of extras (courtesy of the lighthouse) cleanliness of the apartment is a big issue. We should not have to clean it when we come here. I talked with Garth Sundeen and agreed that his function didn't take care of responsibilities, we should have been offered a financial satisfaction which it wasn't. Dining hall being closed during last weeks, while we are trying to use our dining dollars is not a professional program in the last few years the dining menu has not overall been very good. Last year, doing away with the meal trays makes it very inconvenient to handle the dishes and glasses.

We would love a shirt that says "Duluth, MN (UMD) my summer home!" purchased with points, and great advertising when home.

I always tell people about the UMD summer senior program.

Add non-denominational outdoor services every Sun at 10 am. If you do religious stuff in the lighthouse? Leif Erickson Park bandshell - so fun and right by the rose garden. Hit the city of Duluth up for something - we're adding a lot to their economy during our stay - likely \$300 per person per week. Should be points earned for things that help your life/fitness - especially fitness classes/hiking, tweed, orchestra attendance - bingo &

buffet are questionable points earned, just use the \$\$ up.

always have.

dining services: 1. no ribs this year and dessert would run out before end time of serving. If they run out of pie seems like they could at least provide cookies or brownies
2. Kirby student center good. 3. no happy with continuing (3 years?) reduction in size of storage boxes

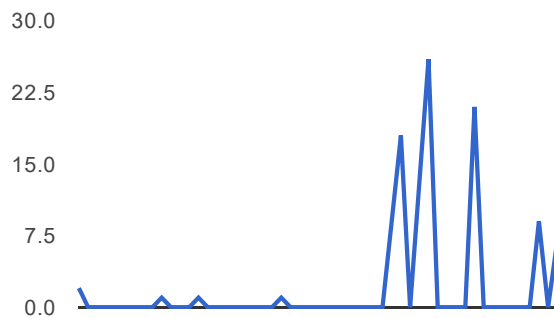
Thanks for a great time.

RAs were very willing to help, pleasant, cheerful, caring

We often do! If those staying 5 weeks could leave one box that would be so helpful
good mattresses and new carpeting ok

#1 consistant cool air. Lots of fun activities on campus & around the area. The City of Duluth needs to keep Lester Golf open. We are happy to play at that course. Also, we, plus all of the other UMD visitors spend lots of money in Duluth.

Number of daily responses



Appendix E

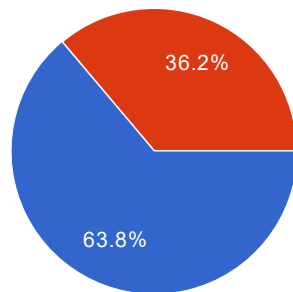
Grandma's Marathon Feedback Survey (Summer 2015)

131 responses

[View all responses](#)
[Publish analytics](#)

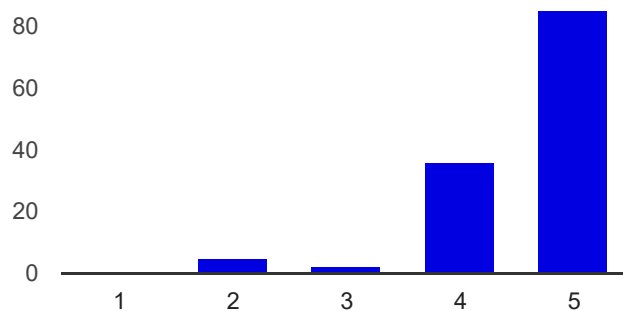
Summary

Did you stay in a residence hall or an apartment at UMD?



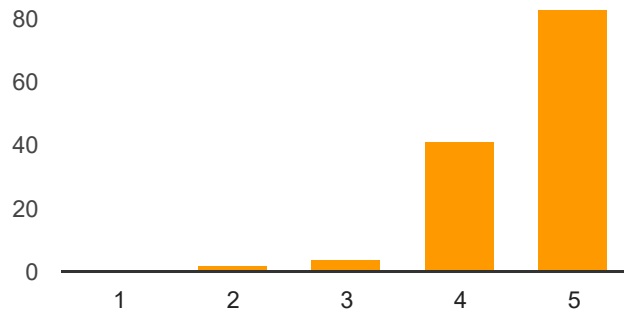
Residence Hall Room	83	63.8%
Apartment	47	36.2%

Please rate your experience with the reservation process.



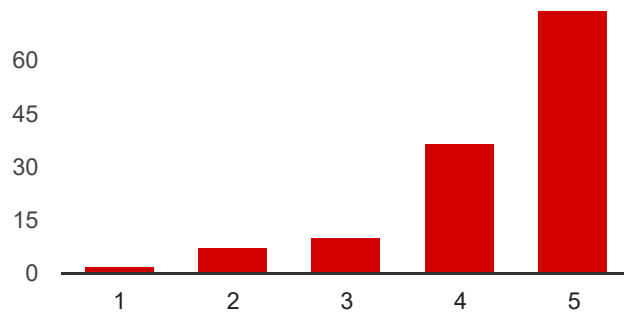
Very Poor: 1	0	0%
2	5	3.9%
3	2	1.6%
4	36	28.1%
Very Good: 5	85	66.4%

Please rate the communication you received from UMD prior to your arrival



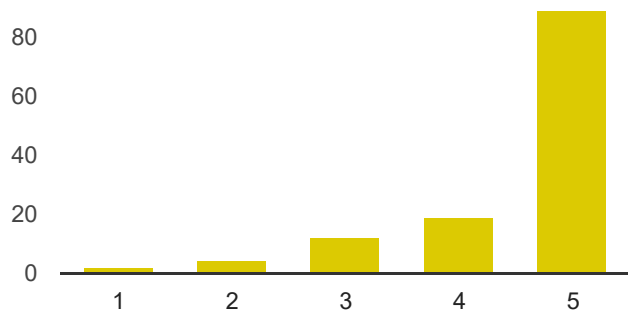
Very Poor: 1	0	0%
2	2	1.5%
3	4	3.1%
4	41	31.5%
Very Good: 5	83	63.8%

Please rate your ease of locating the check-in location and your accommodations.



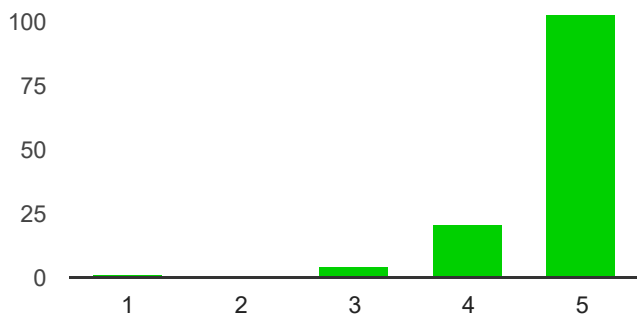
Very Poor: 1	2	1.5%
2	7	5.4%
3	10	7.7%
4	37	28.5%
Very Good: 5	74	56.9%

Please rate your ease of locating the UMD Shuttle and DTA Bus Hub locations.



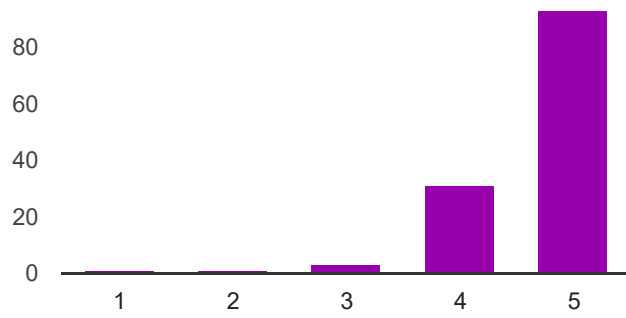
Very Poor:	1	2	1.0%
	2	4	3.2%
	3	12	9.5%
	4	19	15.1%
Very Good:	5	89	70.6%

Please rate your experience with the arrival/check-in process.



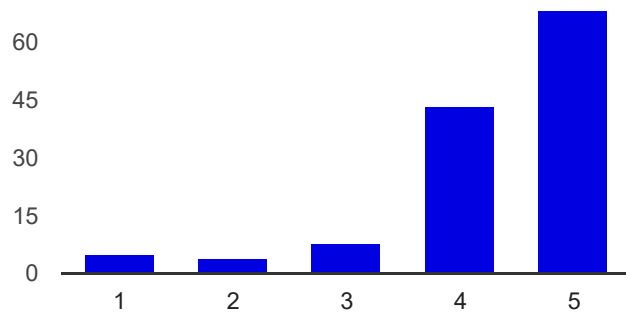
Very Poor:	1	1	0.8%
	2	0	0%
	3	4	3.1%
	4	21	16.3%
Very Good:	5	103	79.8%

Please rate your observation on the cleanliness of your accommodations.



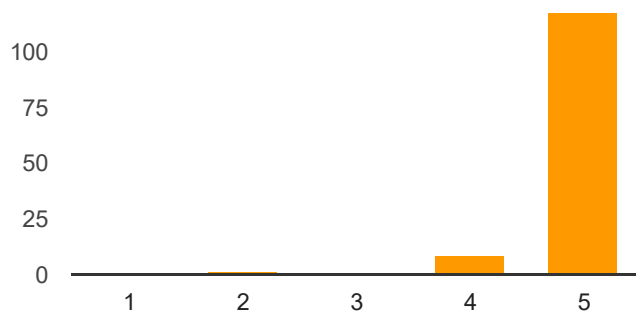
very Good: 5 95 12.1%

Please rate your observation on the bedding and towels provided.



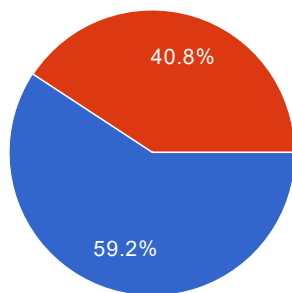
Very Poor: 1 5 3.9%
2 4 3.1%
3 8 6.3%
4 43 33.6%
Very Good: 5 68 53.1%

Please rate your experience with the check-out process.



Very Poor: 1	0	0%
2	1	0.8%
3	0	0%
4	9	7%
Very Good: 5	118	92.2%

Did you visit the Grandma's Marathon Hospitality Suite at UMD?



Yes	77	59.2%
No	53	40.8%

What would have made your stay more enjoyable?

Not much. If we could make reservations online rather than fax or mailing that would be more convenient.

Access to a TV & restaurants closer to dorm

I would rather see some of the hospitality food moved to the race morn..i.e. bagels, banana s and oatmeal.

It was hard to find the buses back to UMD post race. Also, I wish they had had a microwave on each floor in the lounge. I arrived on Thursday, and wanted a microwave for my Friday morning breakfast, but couldn't find one.

A bed that didn't squeak every time I moved! I would have liked to have been closer to the bathroom. I was in F but the bathroom was in E.

Everything really was great. Slightly softer towels would have been appreciated, though.

Some soap to take a shower after. Would that have been too much to ask? Have adequate coffee in the morning and coffee makers that work or someone who knows how to make coffee. Give adequate directions to room instead of being handed a key.

No problem, it was fine.

Clean bedding. Very noisy

Nightly turn down service from Monte!

On Sunday morning, my husband and I went down for the continental breakfast before we left. All that was there was the leftover bread from Saturday, some fruit, coffee and water. I know that many had already left but I was disappointed that there wasn't any plates, butter or jam (for the toast) or even bagels. I didn't expect a big spread of food

like the hotels but it would have been nice if the same selection was there for Sunday as on Saturday. Since UMD has a food service program, I thought that they would be able to restock easily.

Understanding that I was in a dormitory...it was a very pleasant stay and I think the staff was great.

It would have been nice if my spouse was able to use restrooms closer to our dorm room. We were on a floor with just a female bathroom and it would have made more sense if he could have simply gone upstairs or downstairs to use the restroom - instead of the other side of the hall (we were in Griggs).

There was not a complimentary bus to transport family members to the Canal Park like there was in past years. My wife had to take the DTA even though there was a runner's bus going down on race morning. If the bus is going downtown, why can't she ride on the bus?

better beds list of area restaurants

Please add a blanket for the bed...very minimal bedding provided - I would have brought something from home if I'd known in advance so I'd have slept better/been more comfortable ...I think just sheets on top of the mattress and a super-thin bed spread were provided; that's okay, but let me know!!!

Very poor mattress. I suspect room doors have been adjusted to close hard but makes for lots of noise when folks aren't used to it.

A reading lamp in the room. There was only ceiling and vanity lighting.

we had a terrible time finding the buses at the downtown end both the night before the marathon (was told that we would be picked up at the Raddison- and that was only for a 2 hour window) and the day of the marathon our runner couldn't find the shuttle buses for the runners back to UMD immediately afterwards - he was tired and wet

Air conditioning.

Some larger signs announcing the shuttle bus location, maybe a banner 10 feet by 6 feet?? We almost got on the DTA bus instead as there were no signs and the DTA driver was unaware of arrangements. Great to have the shuttle once understood, we used it often and is a great selling point for UMD stay.

I prefer bottles of water in the morning before the race. The coffee makers were not working in the morning.

We loved UMD and will stay there again next year. It would have been helpful if the person who checked us in (very late, bless his heart) had known more about where and how to go to catch the shuttle buses. But we went to Iannis Hall and asked the morning of the race, and it was easy as pie to get there. Signage was great in Iannis Hall!

Thanks to everyone for making our stay so comfortable and fun. Y'all do a fantastic job of making the runners feel welcome!!

None

Nothing, really. You folks did a great job!

thoudht it was all I It was all good!

lines were too long the day of the race to take runners to the start. Need to improve the onboarding and transportation process. Shuttle bus driver on Friday night stated that he would pick us up at the radios son. So we walked back to the radios son and no bus. After taking a taxi back to the dorm discovered that the bus pick up was at the deck. It was great! Nothing more needed....

Friendly people, great Hospitality Suite; great pricing! Couldn't have asked for more!

I was very happy with the dorm room. The check-in people were friendly. It was extremely clean. The bathroom was clean. The shuttle was perfect. I just needed the cafeteria to stay open longer. Otherwise next year I will bring more food because I was without a car... Also next year I will bring an additional mattress pad and blanket. That was the only thing. I actually preferred the dorm room to a hotel because I found it more clean. Thank you very much! I had such a good time staying there! I loved Grandma's! It was my first marathon but I want to come back next year and I will again stay here.

This is my third year staying with UMD for the marathon weekend. I have been very happy with the accommodations there. It is especially nice to be able to take the shuttle to the expo and to the start of the race right from campus. Once I arrive in Duluth I park my car and use the shuttles to get everywhere. It's so nice to avoid having to deal with traffic and parking. I also love the hospitality room- nice touch!

Real cream for the coffee. We had a hard time locating the check in building from the parking lot, but maybe it's just us.

My family waited at the DTA bus station area on campus to get to downtown duluth for 30 minutes during the time when busses were scheduled to come and none came. Because of this, they had to drive last minute and missed me at the finish line (though they did see me in downtown right after they found a parking spot). I really enjoyed staying at UMD and would do so again, but the DTA bus service coordination was very poor. All in all, we did enjoy stayng at UMD. A confirmation email the week of the event woulf be appreciated too. Thanks for a good weekend :)

Everything was great

DTA hub ...what is that? Was there spectator bus accommodations? Shuttle/ bus service to various points of the course would have been great.

It was absolutely great the way it was!

Our room was really dirty when we arrived. Specifically the bathroom didnt look like it was cleaned post move out (body hair on walls and in shower) and one bedroom had vomit stains on the carpet. We were barely in the room but cleaner would have been a plus.

Running 2 minutes quicker :)

Earlier/more frequent shuttles Saturday post race from Umd

I ran the marathon and there was no coffee before the run - it was cold and watery.

More frequent shuttles back to UMD after the marathon. We were freezing cold and had to wait 30 minutes before the bus even left the DECC.

The UMD map on the website could be improved. The building names were unclear. But we were able to find Ianni Hall. The accommodations were fine; we weren't expecting much so it was a treat to have the hospitality suite and a little soap for our shower. The drawings by the kids were a nice personal touch.

less rain

It would have been nice if there was coffee Friday morning & maybe some televisions other than the one at the hospitality suite. No big deal though. Everyone was very friendly & helpful. The price was right, also. If I ever come back to Duluth for the race, I'm staying with you! THANKS!!!!

If that guy in the Beemer that parked all screwy had fallen down a well. Also if the staff had genuinely laughed at my Woody Allen joke about Iannie Hall rather than just chuckling politely, that would have made my day. The missus tells me my expectations are not realistic in this department.

If there would have been any way to loan out fans to guests that flew in and could not bring their own - there was very loud music somewhere nearby the night before the race, but it was too warm to close our windows & block out the noise.

I had to go to a different wing of the bldg. for the men's restroom. My room was in the wing with the women's restroom.

Overall, it was a GREAT experience. I'll definitely look to stay there again during future races. The hospitality suite was wonderful, as was the breakfast for runners. It would have been nice to have coffee that was hot (it was barely lukewarm) and the microwave was out of order. Otherwise, though, it was great.

A massage! Really, you guys do a great job.

I would prefer an apt in the future. It was inconvenient to have to use the shared bathroom. The beds were not very comfortable. The coffee and lemonade were appreciated. The shuttle was clearly marked but the buses were more difficult to find.

I enjoyed the accommodations

area maps,

A fan in the room for warmer nights. We traveled by plane and it is hard to bring fans along.

It's awesome! Two very, very minor details: (1) it would be awesome to have some peanut butter, butter, and/or jam for the toast out in the morning; and (2) it would be great to have soap and shampoo either in the showers or in the rooms, as I forgot that you don't provide them.

When we arrived we were put in a handicapped apartment and it only had 1 twin bed in each room. I called the # on the flyer I was given and told them there was a problem and

that we need 2 additional beds. The person on the phone said it was clearly stated on their website that there is only 1 bed per room. So then we had to go back down to the housing office get assigned a new apartment (I'm glad they had a spare apt for us to use.) It was the hassle of moving all the stuff we unloaded from one apt to another. Otherwise everything was great. The manager at the desk apologized for his mistake. All was good.

Upon checking in, we were not informed about the hospitality suite, so make sure you let people know about that going forward. We saw the signs for the hospitality suite so we did get there and it was excellent! Better signs as to where to go to check in on the UMD campus would also have been helpful.

We had shower problems which i talked to front desk about. Otherwise we had a nice stay. Thankyou maybe the city bus could run a early bus down to the race. Earliest we saw was around 8, and we would have missed people. But not really housing problem. Please pass it on

It was a little loud in the hallways... also the showers were pretty terrible. I feel bad for the kids that have to use them all school year! No water pressure at all and barely any water coming out.

Better directions / staff available at check out time

Pillows that weren't insanely firm

I came back for a shower at the athletic center and had a lot of trouble finding the location.

beds were really hard. Maybe have an optional foam pad to "reserve" for those who feel they need it (like us). The room doors slam shut and make a lot of noise, but fairly, so do hotel room doors. But if at least the bathroom doors could be adjusted to not slam, that would help. Also, maybe a note in the info sent to all could mention to hold the door while it closes to eliminate the noise. Maybe even fliers on each door suggesting to hold the doors while they close to prevent slams.

It was perfect!

Supply soap bars in room. I had to ask for a bar of soap. Put temporary signs in parking lots that are open to parking.

Not much - pretty awesome!!

Not having a concert outside our window (probably outside of your control!) Maybe provide earplugs?

It is a great place to stay when participating in Grandma's.

The beds were pretty uncomfortable, but completely in line with what we would expect for a college apartment, so no real complaints.

It was perfection the way it was:)

Nothing....it was perfect! I would highly recommend staying in the dorms. It's convenient, inexpensive, clean and above all Quiet...which is important .

The bathrooms were very clean when we arrived on Friday. By Sunday, the bathrooms were pretty dirty. This wasn't a huge issue to us. We enjoyed staying at UMD and would stay there again if we run another Grandma's Marathon.

Private bathrooms (not feasible in the dorms though).

Nothing else. The accommodation is great.

Very minor things-such as putting the Ianni Hall address in the confirmation email and signs for the shuttle to the tents on Saturday night (the pickup location was different than where I boarded the bus for the marathon).

The shower curtain was a little short.

TV access in the apartments. Also better quality beds and nicer towels.

The snacks at the hospitality suite could have been better. By the time i got down there around 5:50am there were only few eatables left.

This is my second year staying here and I will do so again!

The checkout on the Marathon day could have been extended to 2 PM so that runners can finish the race and take a shower. Many hotels do provide this facility on big marathons.

Microwave and coffee early on Friday morning in the lobby. (Not just Saturday).

The interactive map to identify the dorm check in location was not user friendly for non campus familiar people; acronyms were unknown. I had to call for better direction explanation. The beds were uncomfortably too firm.

What additional suggestions or comments do you have?

Overall we enjoyed our stay and really liked the extra space in the apartment. However, upon our arrival to the room, we noticed our shower was filthy with black dirt(?) coating the floor. We attempted to wash it down to find that the entire drain was clogged and puddling in the floor of the shower. We had to head back to the check-in area to wait in line again and speak with a manager. The customer service was top-notch though as the check-in person called for his supervisor immediately who then contacted maintenance. They were up in our room fixing the problem and cleaning within 20 minutes which was good but the issue took about an hour of our time away during the day. We were thankful for the assistance but for the high cost of our stay this should have not been an issue to begin with. Please make sure all areas are checked in the rooms including the shower/bathroom so that future guests do not have to experience this.

Very good dorm! Better than the one I lived in during college.

Everything was streamlined and easy--thank you

nothing else - everything else was good - the hospitality suite was really nice - we visited it once. We were looking for a microwave in the apartments to make microwave popcorn - that was minor -

It was great and economical - I guess only two things: 1) more specific directions

regarding "where" the buses would pick up on Saturday from Canal Park and the exact name of the apartment building I was staying - I was told Oakdale....but there were many apartments in that area...BUT they had different names, which I wasn't aware of. Would totally recommend staying here and if I run it next year would do it again. Thanks!

Develop a secure way to take credit card info. for reservations. Faxing a credit card number is extremely outdated.

Hospitality is such a nice thing to have. Very pleasant, knowledgeable, and clean and well stocked. Thankyou the housing at UMD does a good job for such a people filled weekend. Kudos to you

The toilet in the apartment seemed to be consistently clogged even when nothing was flushed except water

Maybe one more set of towels, but that would be a minor suggestion. Two per person was just fine. I would definitely recommend staying there!

Very nice accommodations, will book there again for future events.

None really. Great experience. Stayed at CSS a few years ago and for essentially the same price UMD was tons better!!

Saturday evening shuttles were difficult to locate and we ended up taking cabs. Bravo to the staff at UMD for wrangling all this and being so great at it. The hospitality suite and coffee at Ianni Hall were great! Loved the posters from the kiddos, too. They went right up on the fridge in the suite! If I can talk more suckers into running with me next year, we'll be staying at UMD again for sure.

Keep the hospitality suite, as that was really nice.

We really enjoyed staying in the apartments. It was incredibly convenient, clean, and everyone was very friendly. We would definitely do this again!

Only complaint is the slamming of doors can keep you awake.

Only one suggestion. The morning of the marathon,...none of the coffee makers were making a decent cup of coffee. There was a line of people disappointed to get brown water instead of coffee. Pre-made coffee in dispensers would have served a lot of runners and made them happy!

Need more signs to direct where check in was located. Also only used last name of building on information instead of entire name which also made it more difficult.

I was very pleased with my stay and recommend it to others participating in the event. I also found the volunteers to be very helpful and friendly, and having the shuttle service not only to the marathon but the tents as well was immensely helpful. Thank you! everything was great - will likely stay again next year.

It would have been nice to just pay for one night since we had to jump into a car and drive to Minneapolis for an after noon wedding. We would normally have stayed both nights but couldn't this time.

You guys do such a great job! I signed up for the UMD dorms last year out of necessity

- registering for the race just four weeks before, this was what was available. But my family enjoyed the dorms so much last year that they actually *requested* we stay there again this year. As a runner I really appreciate the hospitality room the night before and the assorted simple breakfast items in the morning. I also appreciate the weather reports the night before and the results books the evening after. Seriously, the dorms are probably going to become part of our Grandma's Marathon tradition. Good job, keep it up!

We thought the beds were pretty good in our room. Everyone slept well. The welcome room was great and all the people we interacted with at UMD were great. Finding buses back to campus was hard. Getting downtown was easier. Thanks for asking. If I come back for another Grandma's I would stay at UMD again.

I was a college student once, and I remember the furniture, but my body can't quite handle it like I used to! The beds and springs were a little saggy, which I know is typical for dorm rooms. We used to put a piece of plyboard underneath to help support the mattress. Other than that, though, it was a perfect stay! :)

There should be better communication about what is provided in the rooms. We brought bedding, pillows, towels, etc. because we did not know they were provided. Other than that, great experience!

Actual promised coffee on race morning would have been appreciated. Many of us relied on that so we didn't make provisions. Runners need the warm liquid & the caffeine.

Hospitality Suite should be open with food on the morning after the marathon (Sunday).

Overall, the entire experience was really good. Very smooth check in and check out, accented by a very calm, pleasant and friendly manager as well as all the staff! We cannot make it next year, but sure will consider staying at the residence hall next time we come. Thanks to all!!

Great experience, thanks

Second year staying with UMD at the dorms and as always, very well run and easy process. Wouldn't stay anywhere else for Grandma's weekend!

Really great job! We love staying here every year!

Better directions on finding the race buses

really enjoy staying in the dorms even more so than a hotel that may offer more amenities. I stay in the dorms every year

Maybe put a sign in the apartments (Goldvine) about their being a hospitality suite in Iannis Hall and directing folks to there to catch the shuttle.

Get a longer shower curtain for the bathroom. It's funny that there is was a sign on the wall stating to put the shower curtain inside the tub, however, the shower curtain was so short it didn't even touch the tub and made a GINORMOUS puddle when taking a shower.

I was very impressed with the great accommodations, and we had an excellent

weekend. Thank you!

I loved the friendly staff & the hospitality suite was excellent!

None. We are hopeful that we can stay again next year!

Coffee Saturday morning was a little weak - but I loved that it was provided! Beggars can't be choosers and I just loved the dorm experience before a marathon... everyone was in the same boat.

Very accommodating and welcoming for the runners. Thank You!

If you have any control over the weather, ask for it not to rain on marathon day next year:)

No suggestions.

Thank you for everything!!! Will certainly recommend to anyone else.

I was tremendously happy with the overall accommodations and UMD made me proud of my sister school:)

Online registration would be nice

Everything was great but having to fax in my reservation was kind of a pain.

It is not really important and I don't think you can do something about it. Parking is hard and you have to park far from the housing. And when your legs are aching after the marathon, you would really appreciate being parked near the building.

The dorms were nice and the views were great - and everyone was very helpful throughout the weekend! Thank you!

Towels and bedding are remedial, but this is largely what I expected. Check in and out could not have been easier, thanks. Was a little tough to locate our apartment at first as the key has no name of apt building, like "basswood or birch" on it. We had to go inside and just look for the number. It would be helpful to tell at check in what building the room is in.

I thought the marking of where to check in should have been better. This was our first time in Duluth and we had a hard time locating the correct building to check in.

Please spray febreeze or some similar item on the furniture in the apts. The chair and couch had a significant body odor associated with it.

My Wife & I thought that everything was terrific!! The staff were great; very helpful and pleasant, the accommodations in the rooms was everything we needed and very clean and you guys made it really easy for shuttling back. We will do it again. Thank you!

Steve Bade

Loved the experience. Wish you had dog-friendly accommodation options, but everything else was wonderful. Thank you.

I wish I would have known about the hospitality suite? I did also appreciate the apples and oranges and coffee. Again, thank you so much.

On-line reservation process.

Overall, very convenient and easy stay. Thank you

The UMD staff was friendly and helpful. We also appreciated the shuttle bus service. We would stay at UMD again.

Not much. Will use UMD again for Grandma's. Thank you.

People arriving with camper/ trailers should not be allowed to park in the lot near the apartments. They took up 6 + regular parking spots. They should have been directed to park in the overflow parking lot U. Hospitality suite was awesome...thank you!

Online registration. We live in the 21st century, fax is dead.

The spectator buses down to canal park need to start running earlier than 8:00am. Our spectators took a cab down to the park because had they taken the shuttle, they would have missed our finish (our group ran the half). Other than that, the overall experience was awesome!

This is the first time I have ran at grandmas. I will definately come back and stay at UMD again if I run Grandma's in the future. The experience was great! The shuttle services was ideal.

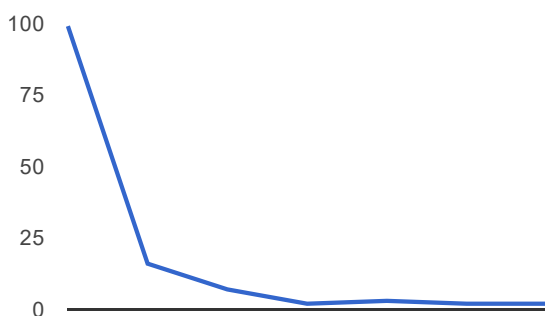
A big charge for two nights for only one nights stay and such little service.

Would like to register online next time instead of using faxes if possible

Very pleasant and enjoyable experience at a good price. thank you

Great job on the bus shuttle to the start of the marathon -- worked like clock work and really appreciated it!

Number of daily responses



Appendix F

ACUHO-I Standards Self-Audit

Standard	Ranking
Part I: Mission	
1 Housing and Residence Life is an integral part of the educational and academic support services program of the institution.	3
2 A mission of Housing and Residence Life is to provide reasonably priced living environments which are clean, attractive, well maintained, comfortable, sustainable, and include contemporary safety features supported by systematic operations. (M.1.)	3
3 A mission of Housing and Residence Life is to ensure the orderly and effective administration of the program through sound management. (M.2.)	3
4 A mission of Housing and Residence Life is to provide an environment including programs and services that promotes learning in its broadest sense, with an emphasis on academic support, success and enhancement. (M.3.)	3
5 A mission of Housing and Residence Life is to provide, in programs that include food services, a variety of nutritious and pleasing meals, in pleasant surroundings, at a reasonable cost. (M.4.)	N/A
6 A mission of Housing and Residence Life is to provide a service that satisfies the needs of the housing and food service customer in a courteous, efficient, and effective manner. (M.5.)	3
Part II: Functional Areas	
1 The mission of the college / university housing program is accomplished through the coordination of three interdependent specialized function areas of college/university housing: (a) business/management, (b) education/programming, and (c) residential facilities.	3
2 The college/university housing program management staff ensures that effective communication and working relationships exist in areas where campus administrative structures report to different agencies.	3
Business Management: Planning	
1 A departmental mission statement, a set of goals and objectives and a values statement supportive of that mission statement are an integral part of the program.	3
2 Job descriptions, policy statements, and guidelines are consistent with the above. (A.1.)	2
3 The mission statement and goals of the department are consistent with the mission of the institution. (A.2.)	3
4 The mission statement and goals of the department are reviewed and disseminated regularly. (A.2.)	2
5 The mission statement and goals are consistent with the ACUHO-I Standards and Ethical Principles for College and University Housing Professionals. (A.3.)	3
6 The organization is evaluated on the basis of its progress toward the achievement of its short and long-range goals at both organizational and individual levels. (A.4.)	2
7 Planning is adequate to project and accommodate future needs. (A.4.)	2
8 The managers' jobs provide adequate time for planning, as well as implementation. (A.5.)	2
9 Valid assessment tools are used and appropriately interpreted. (A.6.)	2
Business Management: Personnel	
1 There is at least one professional staff member responsible for the administration/coordination of the department. (B.1.)	4
2 This professional staff member is knowledgeable of and understands the program's goals and mission. (B.1.)	3
3 Staff members' responsibilities and relationships are defined in an organizational chart. Managers emphasize fluidity, adaptability and cross-functional collaboration. (B.2.)	2
4 A written job description is provided to each full-time employee. (B.3.)	3
5 Training, supervision, evaluation, and resources to accomplish assigned tasks are provided to each staff member. (B.4.)	3
6 A written performance appraisal is provided to each full-time and student employee at least annually. (B.5.)	4
7 Policies and procedures are accessible to staff. (B.6.)	3
8 Policies and procedures are reviewed annually and updated when appropriate. (B.6.)	3

9	The rationale for policies and procedures is readily available and is related to the organization's mission statement, goals, and objectives. (B.7.)	2
10	Staff has a working knowledge of all policies and procedures. (B.8.)	3
11	Each management employee has a written plan reflecting and supporting the organization's goals and objectives. (B.9.)	2
12	Each management employee has a written plan detailing areas for personal improvement. (B.9.)	2
13	Appropriate measures are taken to ensure that when student staff members are employed, they are adequately trained and supervised. (B.10.)	3
14	<i>blank</i>	
15	Sufficient numbers of professional/qualified staff members are present to carry out the mission of the department. (B.12.)	2
16	Clerical and technical support staff is present to assure that professional staff can carry out their assigned responsibilities. Support staff must be of sufficient quantity and quality to accomplish the following activities: operation of computers, accounting, clerical and office administrative tasks, maintenance of confidential records, maintaining office systems and servicing clients. (B.13.)	2
17	Salaries and other benefits for all department positions are commensurate with those of similar positions within the institution and at other comparable institutions. (B.14.)	3
18	Acceptable accommodations are provided for live-in staff. (B.15.)	N/A
19	There is on-going evaluation of the conditions of employment for all staff (e.g. length of contracts, job expectations). (B.16.)	2
20	Professional development opportunities exist for staff. (B.17.)	3
21	Support is provided for staff to attend professional development and continuing education programs. (B.17.)	3
22	Staff members are knowledgeable about and remain current with respect to obligations and limitations placed upon the institution by constitutional, statutory and common law, by external governmental agencies and institutional policies. This includes "duty to accommodate" legislation and practice. (B.18.)	3
23	Staff members treat confidential information appropriately. (B.19.)	3
24	Professional staff members are provided access to legal advice as needed to implement their responsibilities. (B.20).	4
25	Staff members utilize policies and practices that limit liability exposure for the institution and its agents. (B.21.)	3
26	Hiring, promotion, staff policies, and training practices consider issues of diversity, inclusion and equity including the following three points. (B.22.)	3
27	Both the spirit and intent of equal opportunity laws are evident. (B.22.)	3
28	Non-discriminatory personnel policies regarding race, gender, religion, age, nationality, color, sexual orientation, gender identity, disability, and veteran status have been developed and are adhered to at all times.(B.22.)	3
29	Policies are in place to encourage the hiring and promotion of a diverse and multicultural staff. (B.22.)	3
30	The department seeks to identify, prevent, and/or remedy discriminatory practices. (B.23.)	3
31	Staff members abstain from all forms of sexual harassment, as required by law, and any other form of unprofessional or illegal activity. (B.24).	4
32	Hiring practices are intentional in employing staff that are reflective of and appreciative of the diversity of the student body. (B.25.)	4
33	All staff members have access to diversity and inclusion training and are accountable for integrating the training into their work. (B.26.)	3
34	All staff members ensure that residents are provided access to services on a fair and equitable basis. (B.27.)	3
35	There is evidence of systematic effort to maintain effective working relationships with campus and community agencies whose operations are relevant to the mission the department. (B.28.)	2
36	Staff members abstain from actual or perceived personal conflicts of interest. (B.29.)	3
37	Staff members recognize their limitations and make appropriate referrals when necessary. (B.30.)	3

38	Staff members are informed about the institution's policies on ethical practice in research. (B.31.)	N/A
39	Staff members comply with these policies when conducting the research. (B.31.)	N/A
40	Safety and security policies and procedures are reviewed periodically and modified as appropriate. (B.32.)	3
41	All policies/procedures related to access and equity of services and systems are periodically reviewed and modified as appropriate. (B.33.)	3
42	Staff members with safety and security responsibilities are carefully selected. (B.34.)	4
43	Staff members with safety and security responsibilities are provided with adequate training and supervision. (B.34.)	3
44	Staff members strive to create a positive attitude and customer relations with the housing and food service customer. (B.35.)	3
45	Staff members who are in a position to interact in any way with children (e.g. conference services) should be subject to criminal records/vulnerable sector background checks. (B.36.)	4
Business Management: Accounting/Finance		
1	Responsible accounting procedures are established and all housing and residence life funds are handled in accordance with those procedures and within institutional policy. (C.1.)	4
2	Financial reports provide an accurate financial picture of the organization and provide clear, understandable, timely data on which housing officers and others can base decisions and make plans. (C.2.)	4
3	The budget is used as a planning and goal-setting document, reflecting commitment to the mission and goals of the housing organization and the institution. (C.3.)	4
4	Budgets are flexible and capable of being adjusted during the year. (C.3.)	4
5	Residents have a voice in the facilities operated by the department and are given the opportunity for comment on proposed rate increases and the operating budget well in advance of their implementation. (C.4. & C.9.)	1
6	Information regarding the use of housing and residence life funds is available to the college/university community. (C.5.)	2
7	When the housing and/or dining operation is an auxiliary enterprise, funds from those operations are not used to support unrelated parts of the college/university. (C.6.)	4
8	Adequate funding is available to carry out the mission of housing and residence life, including reserves for repairs, replacements, and capital improvements. (C.7.)	4
9	Adequate and appropriate internal controls are in place to ensure full accountability of the financial process. (C.8.)	4
10	Rate reduction and/or assignment and contract practices exist to assist students with financial hardships to afford on-campus housing. (C.9.)	1
11	Rate increases are announced well in advance of their implementation. (C.10.)	3
12	Procedures with regard to financial reporting and accounting are developed and published. (C.11.)	4
Business Management: Purchasing/Property Management		
1	Purchasing procedures are designed to be consistent with institutional policies and ensure that the institution receives the best value for funds spent. (D.1.)	4
2	Purchasing procedures are designed to consider information available for comparing the environmental impact of the product purchased. (D.1.)	3
3	Appropriate steps are taken to secure college/university housing property and furnishings. (D.2.)	4
4	Procedures are present and implemented to ensure reconciliation among goods ordered, goods paid for and goods received. (D.3.)	4
5	Staff members are guided by institutional conflict-of-interest and related policies when considering whether or not to accept gifts or any other good or service for free or at reduced cost from vendors or contractors with whom they do business. (D.4.)	4
6	An up-to-date inventory of college/university housing property and furnishings is maintained. (D.5.)	3
Business Management: Contract Administration		
1	A clear and thorough written agreement between the resident and the institution conveys mutual commitments, including defined criteria for the use of sustainable practices and amenities. (E.1.)	4

2	The procedures and priorities for obtaining housing and/or meal options are clearly communicated to students, other interested members of the campus community, and potential residents. (E.2.)	4
3	Procedures for canceling, subleasing, or being released from the housing and/or dining agreement are written and distributed, if there is provision for such release. (E.3.)	3
4	Room assignment and room change policies and procedures are clearly written and made available to residents. (E.4.)	3
Business Management: Service		
1	Services (such as telephone reception desk, vending, laundry, housing information, information technology, etc.) are managed efficiently and in a professional and customer-oriented manner. (F.1.)	3
2	If an off-campus housing referral/information service is provided, it is operated efficiently and in a professional manner. (F.2.)	
3	Equal opportunity/equity access principles and fairness are used in administering any off-campus housing service. (F.2.)	
4	Housing and residence life facilities and services are readily accessible to all residence and dining students, including traditionally underrepresented, evening, part-time, students, as required by institutional policy. (F.3.)	3
Business Management: Conference Administration		
1	Conference housing is administered to support the mission of the housing department and the university/college. (G.1.)	4
2	Live-in supervision is provided when housing conferees are under the legal age of majority. (G.2.)	3
3	Staff members who are in a position to interact in any way with children in the course of conference service provision are subject to criminal records/vulnerable sector background checks. (G.3.)	4
4	Conference participant staff members in a position to interact in any way with children are subject to criminal records/vulnerable sector background checks. (G.4.)	4
5	Conference housing is contracted and administered in an efficient and professional manner. (G.5.)	2
6	The conference operation is ancillary to the student housing operation when student residence hall facilities are used for conferences. (G.6.)	3
7	Participants evaluate the conference operation, including the customer service aspect of their experience, on a regular basis. (G.7.)	1
Business Management: Evaluation		
1	A program of regular and systematic evaluation exists within the department to determine the extent to which the mission is being met, including student self-service. (H.1.)	2
2	Evaluation data are gathered from students and other significant constituencies. (H.2.)	3
3	Evaluation data are used to revise and improve the operation of the department. (H.3.)	3
4	Evaluation data are used to solicit the level of customer satisfaction and service. (H.4.)	3
5	Evaluation activities use comparative and longitudinal data. (H.5.)	2
6	Evaluation activities include a focus on outcomes-based results. (H.6.)	2
7	Staff training and development activities are subject to assessment and evaluation practices. (H.7.)	3
Business Management: Technology		
1	Technological resources used in the administration and operation of housing and dining services are evaluated regularly to determine whether current and projected needs and opportunities are met. (I.1.)	3
2	Staff members have adequate access to technological resources in the performance of their job responsibilities. (I.2.)	3
3	Technological resources are used to achieve and sustain cost reduction and efficiency improvement measures initiated by the professional staff. (I.3.)	3
4	Technological resources for staff and students are properly maintained and serviced. (I.4.)	3
Education/Programming: Educational Opportunities		

1	The residential learning environment provides educational opportunities for students and other members of the campus community that are oriented toward promoting academic success, the development of other skill sets and providing opportunities for the clarification/maturation of value systems of students.	2
2	Residents are provided with opportunities to interact with faculty members in the residential environment. (A.1.)	1
3	Residents receive encouragement and assistance in forming study groups in the residential environment. (A.1.)	2
4	Residents have access to academic resources of the campus via technology within the residential environment. (A.1.)	3
5	Residents are provided opportunities for forming, analyzing and/or confirming values, including spiritual, ethical, and moral development. (A.2.)	2
6	Residents have access to activities that promote the development of their independence and self-sufficiency, to help them identify, develop and confirm a sense of identity. (A.2.)	2
7	Residents have access to activities and experiences that promote development of their sense of fairness and respect for self, others, and property. (A.2.)	2
8	Residents are provided opportunities to develop an appreciation of new ideas, cultural differences, diverse perspectives and diverse lifestyles, and sustainable practices. (A.3.)	3
9	Residents have access to planned activities that provide opportunities to make educational and career choices. (A.4.)	2
10	Residents have access to activities that promote self-improvement and life balance. (A.4.)	3
11	Residents have access to activities that promote self-management in areas including but not limited to health, personal finances, and time. (A.4.)	3
12	Residents have access to programs that promote the acquisition and use of knowledge, skills, and values. (A.4.)	3
Education/Programming: Staff Activities		
1	Staff activities are based on assessed needs.	2
2	Staff members orient residents to services, facilities, personnel, and staff responsibilities. (B.1.)	4
3	Staff members provide information about civil and other laws and policies consistent with relevant legislation. (B.2.)	3
4	Staff members assess the feasibility and desirability of policies restricting access of non-residents to the residential environments. (B.2.)	3
5	Staff members consider the safety and security of residents and property in policy development. (B.2.)	3
6	Staff members review data regarding security-related matters and determine any corrective action needed. (B.2.)	3
7	Policies and procedures are in place to respond to students exhibiting behaviors related to psychological distress, including limiting the impact of such behaviors on the community. (B.2.)	2
8	Mental health and wellness programming is provided. (B.2.)	2
9	Staff members document policies and rationales for those policies, procedures, behavioral expectations, and potential consequences for violations. (B.3.)	3
10	Staff members promote and demonstrate responsible and sustainable social behavior, choices, and lifestyles. (B.3.)	3
11	Staff members should provide residents the opportunity to appreciate new ideas, cultural differences, and perspectives. (B.3.)	3
12	Staff members should provide opportunities for students to learn how to minimize a detrimental impact on the environment. (B.3.)	3
13	Staff members provide opportunities for students to discuss with any roommates or suitemates issues related to personal property and space. (B.3.)	4
14	Staff members involve residents in programming and policy development. (B.3.)	2
15	Staff members encourage residents to confront inappropriate or disruptive behavior. (B.3.)	3
16	Staff members encourage residents to participate in conflict mediation. (B.3.)	3
17	Staff members encourage residents to participate in evaluating the department. (B.3.)	2

18	Departments and staff members provide students the opportunity to report bias related incidents. (B.3.)	3
19	Staff members encourage residents to learn and exercise their rights as students, tenants, residents, and consumers. (B.3.)	3
20	Staff members promote learning by encouraging an environment conducive to academics. (B.4.)	3
21	Staff members promote learning by providing information on academic resources. (B.4.)	3
22	Staff members engage faculty and other staff in creating learning activities in the residential environment. (B.4.)	2
23	Staff members promote and demonstrate an educational response to the impact of the use and abuse of alcohol and other drugs. (B.4.)	3
24	Staff members provide educational experiences in leadership development and decision-making. (B.4.)	2
25	Staff members assess the residential population annually in order to address needs related to special interest programming and to upgrade or modify facilities. (B.4.)	2
26	Staff members promote learning by providing educational experiences in sustainable leadership and lifestyle development. (B.4.)	2
27	To assist residents in the process of meeting educational needs and developmental goals, staff members support and encourage interaction among residents and each other. (B.5.)	3
28	To assist residents in the process of meeting educational needs and developmental goals, staff members provide individual support and make appropriate referrals. (B.5.)	3
29	To assist residents in the process of meeting educational needs and developmental goals, staff members provide programs that foster awareness of cultural diversity, self-awareness of possible prejudices and understanding of desirable behavior changes. (B.5.)	2
30	To assist residents in the process of meeting educational needs and developmental goals, staff members assist both students from different backgrounds in cross-cultural understanding and collaboration. (B.5.)	2
31	To assist residents in the process of meeting educational needs and developmental goals, staff members develop relationships with students that reflect genuine interest in each student's educational and personal development. (B.5.)	3
Residential Facilities		
1	Housing and dining facilities are adequate to carry out the mission of the department. (RF.1.)	3
2	There is adequate private office space available to accommodate needs for confidential meetings. (RF.1.)	3
3	There is adequate reception, office, and storage space to accommodate the assigned staff, resources, equipment, supplies and machinery. (RF.1.)	2
4	There is adequate conference and meeting space. (RF.1.)	2
5	Facilities are accessible to persons with disabilities. (RF.1.) and (GM.2.)	3
6	Facilities comply with federal/national, state/provincial, and local health and safety requirements. (RF.8.)	4
7	Students are informed when pest control measures are scheduled, implemented, and applied. Students are provided with educational information about pest control measures and how they can assist with pest management. (RF.6.)	3
8	A preventive maintenance program designed to realize or exceed the projected life expectancy of equipment and facilities is implemented. (RF.4.)	4
9	A program designed to repair or upgrade equipment, facilities, and building systems as they become inoperable or obsolete is implemented. (RF.2.)	4
10	A renovation program to modify physical facilities and building systems to improve their sustainability, flexibility, effectiveness, appearance, efficiency, and safety is implemented. (RF.3.)	4
11	A 24-hour a day emergency response program is implemented. (RF.3.)	4
12	A systematic equipment-replacement program exists for furnishings, mechanical systems, maintenance equipment, carpet, window treatments, and dining equipment. (RF.4.)	4
13	Painting is accomplished according to both immediate needs and a planned cycle. (RF.5.)	4

14	Arrangements provide adequate privacy to students while using restroom facilities and sleeping. (RF.13.)	4
15	A green housekeeping program exists to provide clean, orderly public and common areas within the housing system that minimizes the introduction of hazardous or toxic materials into the residential environment. (RF.5.)	4
16	Building design addresses access issues for both persons with and without disabilities (RF.14.)	3
17	Systematic cleaning of all residence and dining areas is performed on a regular schedule. (RF.5.)	3
18	Adequate and flexible common space is available to staff and students to engage in building community and succeeding academically. (GM.4)	2
19	Specific mission goals are considered in the configuration of rooms, common space, safety and security, and in complementing the academic mission of the institution (RF.15.)	2
20	Housing grounds (e.g., streets, walks, recreation areas, parking lots) are attractively maintained and include appropriate safety features. (RF.7.)	3
21	Periodic inspections and audits ensure compliance with fire/safety codes. (RF.8.)	4
22	Periodic inspections and audits identify and address potential safety and security hazards. (RF.8.)	4
23	Periodic inspections and audits ensure implementation of campus efforts to improve energy efficiency. (RF.12.)	4
24	Inspection and audit data form the basis for the development of repair/replacement schedules. (RF.2.)	4
25	The access control system provides for frequent monitoring of all hardware and identifies potential security hazards/risks related to key/card inventory by stringently controlling the use of master keys/access cards. (RF.9.)	2
26	Waste disposal, recycling, handling, and storage of chemicals and hazardous materials comply with federal/national, state/provincial, and local health and safety and environmental protection requirements. (RF.10.)	4
27	The department strives to minimize risks to employees through education, training, and provision of personal protective equipment.	3
28	A systematic evaluation of students' satisfaction with housing and dining facilities is in place. (RF.11.)	3
29	Principles of sustainability are incorporated into the operation and/or renovation of existing facilities and construction of new facilities. These principles include, but are not limited to, a strong energy conservation program and organized recycling program, as well as advancing the principles of a carbon neutral environment. (RF.12.)	3
30	Gender neutral specific housing has been created where feasible. (RF. 13.)	1
31	New facilities and substantial renovations have taken into account Universal Design Principles. (RF.14.)	3
32	Common space is adequate to give both underrepresented groups adequate privacy and functionality while together without interfering with the typical use of residential amenities (e.g., kitchens) (RF.15.)	2
33	Measures are taken to promote a safe and secure environment in and around the residence and dining halls. (GM.1.)	4
34	Reasonable and adequate accommodations and related facilities for individuals with special needs comply with relevant standards and are well maintained. (GM.2.)	3
35	The availability of reasonable and adequate accommodations and related facilities for individuals with special needs is thoroughly communicated to potential residents and guests. (GM.2.)	3
36	Where provided, public, common, study, recreational, and computer areas are adequately furnished for the number of residents who use them. (GM.3.)	2
37	Community bathrooms and other public areas are cleaned and sanitized at least daily on weekdays and a weekend housekeeping schedule is in place. (GM.5.)	3
38	Adequate space is provided for student study, socializing, recreation, and meeting. (GM.6.)	2
39	Sufficient space for custodial work and storage is available and in close proximity to the area of custodial responsibility. (GM.7.)	4

40	A master plan for maintaining and renovating all facilities, with recommended timelines for addressing identified needs, exists. (GM.8.)	2
41	Individual rooms/suites/apartments are furnished/equipped to accommodate the designated number of occupants. (GM.9.)	4
42	Residence hall/apartments are furnished and maintained in a manner designed to provide safety, comfort, and an atmosphere conducive to study, and a variety of related learning opportunities. (GM.10.)	3
43	Laundry facilities are provided within or in close proximity to the residence halls/apartments. (GM.11.)	3
44	Management seeks suggestions from residents on a regular and consistent basis regarding facility improvements and renovations to college/university housing and dining facilities. (GM.12.)	1
45	Management seeks, whenever possible, to schedule renovations to facilities in a way that minimized disruption to residents, diners, and guests. (GM.12.)	3
Emergency Preparedness		
1	Thorough planning documents and protocols plus annual training for staff and students for all crisis-related residence and dining circumstances (including but not limited to fire, evacuation, psychological incidents, environmental disasters, etc.) exist and a minimum of annual training is provided related to such incidents. (EP.1.)	2
2	A well-developed business interruption plan for housing and dining services exists. (EP.2.)	2
3	The appropriate staff members participate in campus crisis management planning and evaluation. (EP.3.)	2
4	Housing program staff take a campus leadership role in defining what an emergency is. (EP.4.)	1
5	Evacuation plans are inclusive of students with disabilities or those who become disabled during an emergency. (EP.5.)	2
6	The housing and residence life operations are guided in their planning by the document "ACUHO-I Campus Housing Guidelines for Pandemic Planning". (EP.6.)	1
Part III: Ethics		
1	Housing and dining management is informed by an identified set of ethical standards and guiding principles that implement and inform professional practice. (E.1.)	3
2	The adopted ethical standards are available in written form and reviewed regularly. (E.2.)	2
3	Policies and procedures are consistent with established ethical standards. (E.3.)	3
4	At minimum, the ACUHO-I professional and ethical standards are adopted as institutional standards and are reflected in the operation, conduct, and performance of the staff. (E.4.)	3
5	Departmental ethical standards recognize the need to make appropriate referrals when specialized skills are needed; the importance of providing electronic and paper information which is fully representative of services and programs offered; expectations held; regulations and policies; the need to respond appropriately to confidentiality issues; and the importance of demonstrating respect, integrity, and caring for others. (E.5.)	3
6	Departmental ethical standards include: The housing professional acts with integrity, dignity, and competence. (E.6a.)	3
7	The housing professional recognizes the dual responsibility to students and the institution. (E.6b.)	3
8	The housing professional is committed to providing safe, affordable, attractive, clean, comfortable, sustainable, and well-maintained living environments that are responsive to the needs of present and future residents. (E.6c.)	3
9	The housing professional has an obligation to understand the educational goals and academic mission of the institution and to aid in the support and realization of these goals through residence hall programming, alternative living options, leadership training, student governance, faculty involvement, and sound fiscal management. (E.6d.)	3
10	The housing professional accepts students as individuals, each with rights and responsibilities, each with goals and needs, and with this in mind, seeks to create and maintain a community living environment in which optimal learning and personal development can take place. (E.6e.)	3

11	Include that the housing professional strives to establish an open, diverse, and multicultural residential environment that promotes appreciation, understanding, and respect for differences. (E.6f.)	3
12	The housing professional provides a continuing program of development for all levels of departmental staff. (E.6g.)	2
13	The housing professional develops and maintains staff relationships in a climate of mutual respect, support, trust, and interdependence while recognizing the strengths and limitations of each colleague. (E.6h.)	2
14	The housing professional develops lines of communication within the campus community so that programs, services, policies, and procedures support, reinforce, and are consistent with the mission and goals of the institution. (E.6i.)	2
15	The housing professional plans and uses assessment tools and seeks other means of evaluation on a regular basis in order to focus on continuously improving services, programs, and procedures. (E.6j.)	2
16	The housing professional seeks to develop new knowledge as the basis for improved programs, policies, and procedures and communicates the results through appropriate channels using available media and technologies. (E.6k.)	2
17	The housing professional is committed to incorporating technology into the residential environment for the benefit of residents and staff and identifying strategies to promote appropriate use of technological resources. (E.6l.)	2
18	The housing professional recognizes both formal training and practical experience as important ingredients in the preparation of any person for effective full-time work in a higher education institutional setting. (E.6m.)	3
19	The housing professional believes in the educational value of professional associations and encourages staff to attend appropriate regional, national, and international meetings. (E.6n.)	3
20	The housing professional is aware of the political implications of housing as an integral part of higher education and is obligated to maintain effective relationships with the global community so that programs, policies, and procedures are fully understood. (E.6o.)	3
Ethical Hiring Practices for Housing Professionals		
1	In the position announcement, job requirements are clearly stated (e.g. position is live-in, live-on, or live-off: terms of contract, if applicable: location of work: whether the position is unionized: physical requirements pertaining to relevant disability legislation: etc.). (EHP.1.)	4
2	All responsibilities of the position and work conditions should be accurately portrayed including all relevant reporting lines. (EHP.2.)	4
3	In the position announcement, expectations for the provision of the applicant's professional references (i.e. names only, letters of reference, other) should be clearly stated. These provisions should comply with relevant employment or human rights legislation. (EHP.3.)	4
4	Receipt of every application should be acknowledged within a reasonable amount of time by letter or email. (EHP.4)	4
5	Regret letters should be sent in a timely manner to those applicants who are not among the finalists. (EHP.5.)	3
6	Portfolios and special materials should be returned to the non-finalists in a timely manner. (EHP.6.)	4
7	Finalists should be afforded the opportunity to visit the campus, at the institution's expense, if possible, before an offer of employment is extended. (EHP.7.)	4
8	Candidates must receive specific information on which travel expenses will be covered by the employer and which expenses must be covered by themselves. Eligible candidate expenses should be reimbursed to the candidate in a timely manner. (EHP.8.)	4
9	Candidates should be notified when they are placed on a list of finalists. (EHP.9.)	4
10	Finalists should be provided with information on the anticipated hiring process schedule. (EHP.10.)	4
11	Members and chairs of search or selection committees must be thoroughly briefed and informed in writing about the procedures and requirements for the screening and search process for the specific position. (EHP.11.)	4

12	All interviewers must be informed in writing about the legal guidelines and appropriateness of conduct and questions asked during the interview process, including questions that are not permitted by relevant employment or human rights legislation. (EHP.12.)	4
13	If a search process is extended or terminated, applicants should be promptly informed and provided with an explanation for the extension or termination. (EHP.13.)	4
14	Position offers should be made in person or by telephone, followed by a letter confirming the offer and a signed contract or letter of appointment. (EHP.14)	4
15	Finalists should be informed, as part of the job offer, of the institution's policy regarding moving expenses. (EHP.15.)	5
16	A date should be set by which the finalist must inform the institution of the decision to accept or not accept the offer. (EHP.16.)	5
17	Finalists who are not selected should be called and also should receive a letter within a reasonable time. (EHP.17.)	4
18	Candidates should be told how they can access specific information on benefits packages. (EHP.18.)	4
19	Volunteers in conference career centers have an ethical obligation to maintain a neutral position regarding institutions and posted vacancies when working with candidates. Volunteers should not simultaneously be engaged in a related job search. (EHP.19.)	N/A
20	Entry-level staff members must be made to understand their role and ethical obligations in the hiring process. (EHP.20.)	4
21	The person offering a position appointment to a candidate should discuss with the candidate the status of his or her current employment. (EHP.21.)	4
Part IV: Qualifications		
1	All professional staff members are qualified for their positions on the basis of graduate education and/or an appropriate combination of education and experience. (Q.1.)	4
2	Support staff members and pre-professional staff are qualified for a position based on written criteria established by the university as well as by an appropriate combination of education and experience. (Q.2./Q.3.)	4
3	Paraprofessional staff members are qualified for their position on the basis of written criteria established by the institution.	4
4	The chief housing officer's qualifications include a terminal degree in higher education, business administration, or a human behavior field such as counseling, in addition to related experience, OR has a master's degree OR has a bachelor's degree in a similar field AND significant experience in housing. (Q.1.)	4
5	Housing officer in charge of facilities administration has qualifications of a master's OR a bachelor's degree AND related experience in engineering AND/OR maintenance. (Q.2.)	3
6	Housing officer in charge of food service has qualifications of a master's OR bachelor's degree in hotel and restaurant administration or dietetics AND significant experience. (Q.3.)	N/A
7	Housing officer in charge of residential education has qualifications of a master's degree in college student personnel, counseling, or a related field OR a bachelor's degree AND significant experience. (Q.4.)	4
8	Housing officers in charge of central office administration, assignments, conference housing, or apartment family housing have qualifications of a degree in any of the above areas and significant experience in the general area(s) of responsibility. (Q.5.)	4
9	Middle management personnel have qualifications of a master's degree in college student personnel, counseling, or a related field OR a bachelor's degree AND reasonable experience. (Q.6.)	4
10	Housing officers in charge of individual or small groups of residence halls have qualifications commensurate to the size and capacity of the living area for which they are responsible and those qualifications include a master's degree in college student personnel, counseling, or a related field OR a bachelor's degree AND relevant paraprofessional or pre-professional experience. (Q.7.)	5
11	Staff characteristics include; demonstrated skill in leadership and communication, maturity, a well-developed sense of responsibility, sensitivity to individual differences, a positive self-concept, an understanding of how to promote student learning and academic success, and an obvious interest and enthusiasm for working with students.	4

Appendix G

Gender Inclusive Housing Proposal/Plan

GENDER INCLUSIVE HOUSING PROPOSAL

UNIVERSITY OF MINNESOTA DULUTH

BACKGROUND & PROCESS:

Gender inclusive housing (GIH) is a topic that many colleges across the country have been addressing over the past few years. It is a topic frequently addressed at conferences and meetings of both housing and GLBT services staff organizations.

Within the University of Minnesota system, the topic has come up at the Twin Cities and Morris campuses. Those campuses are also developing their own policies and plans for gender inclusive housing. President Kaler has also indicated his support for gender inclusive housing initiatives in the system, saying “it would seem to me very sensible to find a way to accommodate that.”¹

At UMD, the creation of Gender Inclusive Housing supports our work with Strategic Plan Goal 2. Goal 2 states “Create a positive and inclusive campus climate for all by advancing equity, diversity, and social justice.” Creating GIH does just that for many students who may have previously felt like the campus climate was not inclusive or that they did not feel like they had a safe space to live in our community. GIH is also one of the factors included in the Campus Pride Index, which is the process by which a campus becomes labeled as LGBT-friendly. Additionally, the latest version of the professional standards for college and university housing, established by ACUHO-I, includes GIH as a guideline for housing programs.

At UMD, a small working group was formed in the Summer of 2014 to begin examining this issue. The committee membership is:

- Jacob Froelich, President of the UMD Student Association
- Jeremy Leiferman, Director of Housing & Residence Life
- Angie Nichols, Director of GLBT Services

Members of the working group have met with members of the Queer & Allied Student Union (QASU) and the UMD GLBT Commission to explore the topic of gender inclusive housing and to solicit their feedback and support.

POLICY:

UMD H&RL should adopt the following policy statement demonstrating its support of students, including those outside the gender binary, and of gender inclusive housing.

“UMD Housing & Residence Life, in accordance with the University Nondiscrimination statement, will recognize and respect the stated gender identity of each student. H&RL will make every attempt to provide students with safe and comfortable housing assignments in keeping with their gender identity and expression.”

It is noteworthy that while this policy is designed to support gender non-conforming students in our housing facilities, all students will have the potential to benefit from this housing option if they chose to take part in it. There is potential that the additional housing options proposed will make living on-campus a viable option for a number of students who in the past may have chosen to live off-campus.

It is also worth noting that maintaining single-gender housing options for students is included in our planning process – the goal is to expand housing options, not take away housing options.

HOUSING OPTIONS:

Currently, housing at UMD is all single-gender and assumes students identify as either male or female. All residence hall floors are single gender. All apartments are assigned as single-gender. A review of the housing facilities was conducted to determine which areas might suitably be used for gender inclusive housing.

The following recommendation for the 2015-2016 academic year is made:

- Students will be allowed to select gender inclusive apartments, in which the make-up of the apartment can consist of any combination of genders. (All student apartments are 2-bedroom and have one private bathroom within the apartment.)

The following recommendations are for subsequent years:

- The floors in Lake Superior Hall become gender inclusive, allowing students of all genders to be assigned to live on each floor. (Our current Housing Management System does not allow us to assign students of different genders to the same floor. Until the HMS is upgraded, we are unable to have GIH in our residence hall spaces. We are unable to upgrade the HMS system until the Peoplesoft upgrade project (ESUP) is complete.)
- The floor bathrooms in LSH are renovated, allowing a gender inclusive bathroom to be added on each floor. A gender inclusive bathroom would provide more private toilet and showering facilities than a traditional residence hall bathroom. Many believe that we should not designate GIH in a residence hall area unless we are also able to create gender inclusive bathrooms. Therefore, both of these recommendations for LSH should be done concurrently.
- Burntside and Vermilion Halls are considered if interest in additional gender inclusive residence hall space arises.
- Any major renovation to housing facilities or new construction that occurs be designed with gender inclusivity in mind.

HOUSING APPLICATION & PROCESSING:

In order to accommodate the recommendations outlined in this document, the housing application & contract will need to be updated in the following ways:

- A third gender option should be added to the housing contract: “trans*”
- A question should be added related to roommate matching:
 - I wish to live with someone who identifies as gay, lesbian, bisexual, trans*, or an ally. (An ally is someone who supports and stands up for the rights of GLBT people.)

As applications are received, attention will be paid to the added questions.

- For someone who indicates their gender is “trans*”, H&RL will follow up with that student to ensure they will be assigned to a space that best meets their needs.
- For someone who indicates that they would like to be matched with another GLBTA person, efforts will be made to match those individuals.

If a vacancy occurs in a room, H&RL will keep in mind the original requests of the students in that apartment when filling the vacancy. If the remaining occupants in a space are of one gender, H&RL will assign a student of that same gender to the open space. If the remaining occupants of the space are of differing genders, H&RL will assign a student who has indicated preference of living with someone of a different gender.

As H&RL moves to a new housing management system in the next year, the housing application can be reviewed. As space won't be limited as with a paper application, additional questions related to GIH may be added at that time.

ADDITIONAL ITEMS:

As gender inclusive housing becomes a fully incorporated housing option at UMD, the following items should also be considered and implemented as soon as possible.

- Training for professional & paraprofessional staff should include sessions on GLBT (with special focus on trans*) issues as it relates to their position.
- Create a webpage that outlines UMD H&RL policies and processes for trans* individuals.
- Remove all signage regarding bathroom gender policies that are currently posted and develop a trans*-inclusive bathroom gender policy.
- Where appropriate, indicate to students that H&RL discourages students in relationships from living together.

COMMUNICATION PLAN:

Once approved, the following communications are recommended:

- Creation of a page on the UMD H&RL website that outlines the GIH policy and provides additional information to students & parents.
- A press release, created in collaboration with External Affairs, is sent to the UMD Statesman.

- An announcement is sent electronically to current residential students as part of communications related to room draw.
- An announcement is sent to members of QASU.

Any additional media contacts would be directed to External Affairs, who will be briefed on the GIH proposal and plan.

COMMON QUESTIONS & ANSWERS

The following questions and answers are provided to support the proposal and provide information to staff as they field questions from students and parents about GIH.

What is the difference between Gender Inclusive Housing, Gender Neutral Housing, or Gender Open Housing?

Each campus approaches gender inclusive housing in a different way and uses different terminology to describe it. Ultimately, the three titles are referring to the same concept. UMD students and staff felt that the term Gender Inclusive Housing was the most appropriate term for us to use on our campus.

Why should UMD offer gender inclusive housing?

Offering gender inclusive housing is supportive of UMDs Strategic Plan Goal #2 in creating a more inclusive campus climate & community. Adopting of this policy not only supports GLBT students, but also provides an additional housing option to all students which may aide in their success.

Will any student be forced into gender inclusive housing?

No. Students will not be forced into a gender inclusive housing environment. They will need to select this as a housing option. If they do not select it, they will not be assigned into it.

Won't this take away options for students who don't want to live in gender inclusive housing?

No. Students will still have the opportunity to live in a single gender environment if they desire it.

Can students in a heterosexual relationship live together under this option?

Certainly they could, however students are encouraged to think through the decision of living with a significant other, regardless of whether it is a same-sex or different-sex relationship. Some relationships are ready for this step and others are not. While this is a common concern, at other institutions with a gender inclusive housing policy, this is a rare occurrence.

NOTES:

¹ <http://www.mndaily.com/university/administration/2013/06/04/kaler-talks-minnesota-leg-tcf-bank-stadium-alcohol-sales-and-ge>

Updated: 3/9/15

Appendix H

Website Before & After Views

Old Website:

The screenshot shows a web browser window with the URL www.d.umn.edu/housing/index.L.html. The page title is "UMD Housing & Residence Life". The navigation menu on the left includes: Application Process, Residence Life, Housing Facilities, Summer Housing, Repair Request, Residence Parking, Food Services, Employment, Resident Advisor, GreenHouse living-learning community, Global Home Living Community, University of MN Duluth, Search Site, and Site Map. A sidebar on the left contains a notice: "Housing facilities close at 8 PM on Friday December 19th, 2014 for Fall Semester. Housing facilities reopen at 9 AM on Sunday, January 18, 2015 for Spring Semester." and another notice: "Contracts for newly admitted students for Fall 2015 will be available on February 1st, 2015." The main content area features a welcome message: "Welcome to the UMD Housing and Residence Life Website" and a photo of Lake Superior Hall. The footer shows the system time as 3:17 PM on 6/30/2015.

Updated Website

The screenshot shows a web browser window with the URL www.d.umn.edu/housing/. The page title is "Housing & Residence Life". The header features the University of Minnesota Duluth logo and the tagline "Driven to Discover". The navigation menu on the left includes: Department Information, Application Processes, Housing Facilities, Summer Housing, and Quick Links. The main content area features a welcome message: "Welcome! UMD Housing and Residence Life, in support of the mission of the University, provides programs, opportunities, and residential facilities to student residents and others, that promote learning, individual respect, personal growth, and responsibility to one's community." and a news update: "News & Updates" with a bullet point: "Application/contracts for newly admitted students for Fall 2015 are now available here." A photo of a building is visible on the right side. The footer shows the system time as 3:17 PM on 6/30/2015.