Greetings KSU Colleagues,

In the pages that follow, we attempt to illustrate how the Department of Residence Services creates communities that support student success.

As we see it, the typical residence hall student at KSU spends approximately 15 hours per week in class, leaving more than 90% of her/his week doing something outside of the classroom; therefore, we believe students’ experiences outside the classroom are as vital as what happens inside! With that in mind, we act and plan in ways that encourage students to clarify their personal goals, experience community and multiculturalism, challenge their ideas, understand their emotions, and personalize their values. With more than 6,200 students living on campus (including more than 80% of the first-year class), there is rarely a moment when we are not actively engaging students in these ways.

Student success serves as the foundation for what we do and is at the forefront of our minds when we make decisions about residence hall programs and services. These programs and services extend well beyond simply giving students a place to sleep; they include living-learning communities, hall partnerships with local community service agencies, and activities to engage students with each other and the broader University community. Even tutoring and other forms of academic support are located right in the lobby area of many of the residence halls! Our success – and that of our students – relies on the relationships across campus. These relationships – with faculty, staff, and student leaders – are critical to ensuring students receive the support they need to be successful.

Please enjoy this edition of the EMSA newsletter and if you have additional ideas for how Residence Services can support the academic mission of Kent State University, I encourage you to contact me at jcchurch@kent.edu.

I look forward to hearing from you!

Warm regards,

Jill C. Church
Interim Director
Department of Residence Services

FACT #1: 6,172 = total available residence hall bed spaces for Fall 2013
In Fall 2012, the average GPA for students in LLCs was 2.98 compared to 2.85 for students living on-campus but not in a Living-Learning Community. LLC students completed an average of 14.2 credit hours, compared to 13.8 hours for those not in an LLC and 12.9 for those living off-campus.

For the 2011-12 academic year, the retention rate for first-year LLC students was 80%, compared to The university’s overall freshman-to-sophomore retention rate of 77%.

Fall 2013 Living-Learning Communities are as follows: (*New for Fall 2013*)

- **Aeronautics** - Dunbar Hall – Partnership with the College of Applied Engineering, Sustainability and Technology
- **Army ROTC** - Dunbar Hall – Partnership with Army ROTC
- **Business Connection Commons** and **A Community of Entrepreneurs** – Prentice Hall – Partnership with the College of Business
- **CCI Commons** – Olson Hall – Partnership with the College of Communication and Information
- **College of Arts and Sciences** – Wright Hall – Partnership with the College of Arts and Sciences
- **Education, Health and Human Services** – Centennial Court B – Partnership with the College of Education, Health and Human Services
- **EXCEL** – Lake Hall – Partnership with Undergraduate Studies
- **Fine Arts Community** – Verder Hall – Partnership with College of the Arts and College of Architecture and Environmental Design
- **First-Year Experience** – Allyn, Clark, Fletcher, Manchester, and Korb Halls – Comprised of all first-year students
- **Honors College** – Stopher and Johnson Halls – Partnership with the Honors College
- **International Village Experience** – moving to Koonce Hall in Fall 2013 – Partnership with the Office of Global Education
- **Public Health Living-Learning Community** – Koonce Hall – Partnership with College of Public Health

For more information about our Living-Learning Communities, go to [http://www.kent.edu/housing/communities/index.cfm](http://www.kent.edu/housing/communities/index.cfm)

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**BUILDING COMMUNITY PARTNERSHIPS**

The Residence Services’ mission capitalizes on the commitment to student engagement in learning as well as responsible citizenship. With approximately 6,400 residential students on the Kent Campus, including Resident Assistants (RAs), ample opportunity exists to cultivate stewardship. Toward that end, each residence hall is strategically partnered with a community service agency each academic year. In collaboration with the Office of Experiential Education and Civic Engagement (OEECE), each residence hall staff is required to complete a minimum of two site visits per semester with their designated community partner. Hall staffs work diligently with 12 participating community agencies to establish relationships, address agency and client needs and educate students about the ‘world beyond our campus’.

This community/residence hall partnership has continued to grow and now not only includes hall staff, but also the broader residential student population. One important aspect of the program is to engage participants in a reflective activity. By asking reflection questions prior to, during, and at the end of the service activity, hall staff encourage students to think about the needs of the agency, what specific needs the agency meets in the community, and what the root causes of those needs are. A major aim of the program is to have students become problem-solvers and critical thinkers regarding social justice issues and go beyond these monthly or semesterly visits to become lifelong community servants—an overall goal for student development.

Another important program goal is to educate students about issues existing in the community outside of their residence halls. This often leads to the added bonus of developing students’ world views, providing opportunities for students to better understand individuals different from themselves, providing a context for them to come to a deeper understanding of social problems and eventually becoming social change agents. The attainment of this goal also improves and strengthens the relationships among the university, agencies and their clients, and local community constituents.
Morning...Noon...and Night, Promoting Student Success: A Glimpse at the Varied Responsibilities of KSU’s Professional Live-In Hall Staff

If you have ever received an e-mail from a Residence Services’ employee, you may be familiar with the departmental tag line, “Creating Communities that Support Student Success.” Both Residence Hall Directors (RHDs) and Assistant Residence Hall Directors (ARHDs) serve resident students in many ways, with the ultimate goal of creating healthy, thriving, educational communities that help students and support their success. Residence Services’ core values – student success, integrity, inclusive communities, and responsible decision making – are woven into the daily work schedules of RHDs and ARHDs.

A ‘typical’ day in the residence hall life of these trained housing professionals might include: informal contact with residents; meetings with students and/or resident assistants (RAs); advising the hall council; following-up on conduct/behavioral issues involving residents, including participation in hearing panels/conduct cases; catching up on paperwork; participating on University/department committees; responding to issues while serving an ‘on-call’ (6pm – 8am) duty rotation; and just ‘being there’, supporting or otherwise engaging hall residents.

A/RHDs serve as liaisons to the 12 living-learning communities on the Kent Campus (see page 2). In addition, A/RHDs work with each residence hall complex’s assigned community service partner. Success stories are often featured on Residence Services’ website, www.kent.edu/housing.

A/RHDs also support student academic success by actively participating in “early alert” and midterm intervention meetings with residents who may be struggling academically. Any KSU staff or faculty member can submit an early alert about a student, and if this student lives on campus, his/her A/RHD follows up with the student to discuss the contents of the early alert, and also to check in with the student to ensure he/she is receiving needed assistance. Midterm meetings involve A/RHDs meeting with students who have a midterm GPA below 2.0. In these meetings, A/RHDs discuss how the residence hall environment may affect grades, brainstorm study strategies, and share campus resources.

By the Numbers...

FACT #3: 17,404,518 total kilowatt hours of electricity usage in residence halls fiscal year 2012
TRI-TOWERS: NEW LOOK...NEW FUTURE

Major Renovation of Wright, Koonce and Leebrick Halls Underway

Exciting changes are in store for the Tri-Towers residential complex -- Wright, Koonce, and Leebrick Halls. Planned renovations include major mechanical upgrades, assorted cosmetic changes, and the addition of two large communal lounge spaces.

More specifically, Tri-Towers will be receiving a new heating/cooling system allowing for better environmental comfort. At project’s end, each building will have new elevators, carpeting, moveable room furniture, flooring, directional signage, wall graphics, windows, corridor improvements and painting throughout. New sidewalks will enhance pedestrian access to the complex. Even Rosie’s, Tri-Towers’ popular food venue, will be receiving a ‘facelift’.

Renovations will not only be taking place inside the buildings, but each hall’s exterior appearance will begin changing as well. In addition to new roofs and repairs on the outside brick surface, each building will receive panels that will update the look of the entire complex.

In Koonce and Wright Halls, the addition of tenth floor ‘sky lounges’ will provide panoramic views and also comfortable, bright space for students to meet, socialize, and build community.

Wright Hall construction will commence in Spring 2013 and will conclude during the late Fall semester. Koonce and Leebrick Hall construction will begin in Spring 2014 and continue until the end of the calendar year.

Since 1968, Tri-Towers has served as an important center of residential activity on the Kent Campus, housing approximately 1,400 students each year. It is expected that the aforementioned facility enhancements will strengthen Tri-Towers’ position as an attractive, engaging residential living option for students for decades to come.

RESIDENCE SERVICES ‘RUN DOWN’

On the Kent Campus, the 25 residence halls and four student family apartments comprise more than 1.9 million square feet of living and public space. The public space -- bathrooms, corridors, lobbies, lounge areas, meeting rooms, elevators, etc. -- is cleaned and maintained by a dedicated team of 77 housekeepers, including crew leaders and managers.

The Department of Residence Services is organized into five major functional areas:
- Administrative Operations/Facilities
- Assignments, Access Control, and Accounting
- Fiscal Affairs
- Residential Communities
- Residential Technology

As an auxiliary operation of the University, the Department of Residence Services is ‘self-funded’, receiving 96.4% of its revenue from student room charges. Among Ohio’s 13 state-assisted universities, KSU ranks as the sixth most affordable in terms of total room and board costs.

The department employs nearly 300 students annually in positions including resident assistants, security aides, area desk staff and technology support.

Last Spring Semester’s cumulative GPA for the Department’s 142 Resident Assistants (RAs) was 3.43! Well done!

FACT #4: 61% of KSU residence hall students are women.