

**Semi-Annual and Annual Report Outline****University of Houston****Division of Student Affairs and Enrollment Services****Student Housing and Residential Life**** Student Housing and Residential Life Overview**

Student Housing & Residential Life (SHRL) supports the mission of the University of Houston (UH) by fostering communities where academic success, student growth and development, diversity, and community are nurtured. The department exists to support students so that they will be successful in their college career while living on campus, to graduate in a timely manner, and to prepare them to continue their success after graduation. Within every interaction between residents and the department, our professional and paraprofessional staff members lead with our values of student success and satisfaction, whole person/student development, community development, building relationships, and leading with an ethic of care.

SHRL manages seven facilities on campus, which contain 6,495 beds. In addition, SHRL partners with two privately managed on-campus facilities, adding an additional 1,513 beds. This gives UH 8,008 on-campus beds.

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** Student Housing and Residential Life Mission**

Mission Statement: We are a diverse community of students, staff, and faculty who foster student success in living-learning environments by building relationships, promoting engagement, and leading with an ethic of care.

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** Student Housing & Residential Life Vision**

Vision Statement: Student Housing & Residential Life is the unrivaled residential experience in student success!

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** 1: Goal #1 - Residence Hall Desk Awareness**

Provide students with a better knowledge of the purpose of each residence hall desk. DSAES Strategic Initiative #5c

**Goal Status:** Partially accomplished

**Status Narrative**

A formal event has not happened, but there have been some passive events held by SRDs (Supervisor Residential Desk).

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** 2: Goal #2 - Cougar Experience Scholars**

2. Develop an ELG (Engaged Learning Groups) for the Cougar Experience Scholarship (CES) students (Cougar Village 2 low). DSAES Strategic Initiative #1e

**Goal Status:** Accomplished

**Status Narrative**

SHRL has created a living learning community for 27 Cougar Experience Scholars, who are housed in Cougar Village II.

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** 3: Goal #3 - Room Assignment/Change Satisfaction**

Improve resident satisfaction of room assignment or change process for 2016-2017. DSAES Strategic Initiative #2e

**Goal Status:** Accomplished

**Status Narrative**

Benchworks measured this factor in 2015-2016 at 4.95 and 2016-2017 at 5.02. There was a 0.07 increase.

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 **4: Goal #4 - Emergency Preparedness**

Create ongoing emergency preparedness exercises for fulltime SHRL staff to increase awareness of UH/SHRL policies, procedures, and staff expectations/roles. DSAES Strategic Initiative #2b

**Goal Status:** Partially accomplished

**Status Narrative**

The emergency preparedness committee is currently planning various trainings, programming, and exercises. In addition, the committee has identified the need for resources online and is currently in the planning phase of an emergency webpage specific to housing. The committee held a table top exercise in June 2017 during an all department meeting; however, more trainings and resources are being developed.

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 **5: Goal #5 - ELG/LLC Staff Training & Expectations**

By fall 2016, develop expectations, training, and processes for ELG (Engaged Learning Groups) / LLC (Living Learning Communities) staff to facilitate programming on those floors. DSAES Strategic Initiative #2b

**Goal Status:** Accomplished

**Status Narrative**

Expectations and training for staff were developed and distributed in fall 2017.

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 **6: Goal #6 - Partner with UH in 4 to create LLC/ELG**

Partner with UH in 4 to create a living learning community or ELG (Engaged Learning Groups) with their students (Cougar Village 2). DSAES Strategic Initiative #1e

**Goal Status:** Accomplished

**Status Narrative**

SHRL created a living learning community for UH in 4 for 2016-2017. It is housed in Cougar Village II.

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 **7: Goal #7 - Develop Service Agreement**

Develop a service agreement (contract) guide which will consistently document and communicate policies and procedures as they relate to the Student Housing and Residential Life Service Agreement to both internal and external constituents. DSAES Strategic Initiative #2b

**Goal Status:** Accomplished

**Status Narrative**

A service agreement (contract) guide was developed.

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 **8: Goal #8 - Increase marketing to newly admitted FTICs**

Elevate the number of communication and marketing touches we have with new FTIC admitted students in order to increase the percentage of first year students living on campus; through the additional email communication, new 1 sheet flyer for the admitted view book, and a new social media strategy. DSAES Strategic Initiatives #5c

**Goal Status:** Accomplished

**Status Narrative**

A total of 40,552 emails (each admitted FTIC received four emails each) were sent to admitted FTIC recipients between February 8 and July 21, 2016, with 23,593 (58.2%) being opened. Admitted FTICs who attended new student orientation received an email before and after orientation; 5,136 emails were sent and 3,405 (66.3%) were opened.

FTICs accepted to UH

<b>2016</b>	V.s	<b>2015</b>	
50,552		35,626	Delivered
23,593		19,079	Opened
58.2%		52.1%	Open Rate

FTICs who attended new student orientation

<b>2016</b>	V.s	<b>2015</b>	
5,136		4,364	Delivered
3,405		2,383	Opened
66.3%		54.6%	Open Rate

Parents of admitted FTIC students

<b>2016</b>	V.s	<b>2015</b>	
30,482		27,822	Delivered
15,709		12,990	Opened
51.5%		46.7%	Open Rate

 **9: Goal #9 - Raise Awareness of ELGs to New Residents**

Raise awareness of ELG (Engaged Learning Groups) housing options to new residents. The goal is to incorporate this into the fall recruitment marketing and communication plan that launches February 2016. DSAES Strategic Initiatives #5c

**Goal Status:** Accomplished

**Status Narrative**

FTICs accepted to UH for fall 2016 were sent an email on June 1, 2016. This email explained ELGs, the benefits, the options, and how to sign up. A total of 9,522 FTICs received the email, with 4,918 (51.6%) opening it. A similar message was delivered to current UH students on June 2, 2016. A total of 26,576 students were sent the email, with 10,528 (40%) of them opening it. Additionally, postcards and brochures were developed for each new community and sent electronically to students by SHRL and departments sponsoring communities.

 **10: Goal #10 - Uniform Student Hiring and Training**

Complete student hiring guide and training to allow for consistent and uniform hiring process for SHRL. DSAES Strategic Initiative #2a

**Goal Status:** Partially accomplished

**Status Narrative**

The SHRL Business Office has completed a hiring checklist and has reviewed and distributed to the Assistant Director of Recruitment and Selection. Business office is continuing to work with the Assistant Director of Recruitment and Selection on streamlining hiring processes.

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 **11: Goal #11 - Programming and Employment Reports**

Add detailed programming reports and employment reports to monthly, quarterly, and annual reports. DSAES Strategic Initiative #4c

**Goal Status:** Partially accomplished

**Status Narrative**

The SHRL Business Office created an online (Sharepoint) form for programming reports; however, the employment reports are still a work in progress.

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 **12: Goal #12 - Enhance Customer Service**


Enhance customer service through purposeful staff training at all levels. DSAES Strategic Initiative #2e

**Goal Status:** Accomplished

**Status Narrative**

On October 21, 2016, SRDS acquired Customer Service Standard Signs and Cards for Front Desks from Jeanette Miller; and, 2) On August 8, 2017, Leanica Adams did a presentation, "Customer Service and Desk Protocol," for the DAs (2:15-3:00pm) and RAs (4:00-5:00pm).

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 **13: Goal #13 - Develop a 5-7 year refresh and renewal plan for SHRL residential spaces.**

Develop a 5-7 year refresh and renewal plan for SHRL residential spaces. DSAES Initiative #2b

**Goal Status:** Partially accomplished

**Status Narrative**

SHRL has prioritized specific halls and projects most in need of critical attention. Final planning is contingent upon the results of the forthcoming Facilities Conditions Assessments.

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 **14: Goal #14 - Develop a 5-7 year capital projects plan for SHRL residential spaces.**

Develop a 5-7 year capital projects plan for SHRL residential spaces. DSAES Initiative #6d

**Goal Status:** Changed

**Status Narrative**

SHRL will work collaboratively with Facilities Construction and Construction to review and obtain a current assessment of facilities. (SHRL is waiting for Facilities Conditions Assessments to be completed in early 2018 to determine priorities based on budgets)

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 **1: Assessment Activity #1 - Resident Advisor Training**

Resident Advisors will participate in purposeful staff training and gain skills and knowledge necessary to fulfill job requirements.

**Purpose of Assessment Activity**

1. We want to gauge whether our RA training efforts (summer, in service, spring) are effective
2. Measure if RA's have retained information learned about their job and duties by the semester
3. Measure RA skill acquisition

**Method of assessment**

1. Effective Training Efforts: Evaluate RA training (formative) - Baseline Survey
2. Retained Information: Evaluate RA training (summative) - Baseline Survey
3. Skill Acquisition: RA learning through newly created rubric and evaluations

**Frequency / Timeline of Assessment Activity**

1. Effective Training Efforts: 3 times a year
2. Retained Information: 2 times a year (end of fall and end of spring)
3. Skill Acquisition: 2 times a year (end of fall and end of spring)

**Results**

1. Effective Training Efforts: We completed a formative assessment at the end of summer training. Results are attached.
2. Retained Information: This cannot be completed in time for the semi-annual report, as this is a full year process. However, the Resident Advisor Training Committee is working to create a process for this assessment strategy.
3. Skill Acquisition: A process for measuring this has not yet been determined.

 RA Training Assessment - Formative

 RA Training Assessment - Summative

 SHRL-RA-Fall-2016-Training\_Frequency

**Action to be taken as a result of the activity**

1. Effective Training Efforts: No action has been taken at this time.
2. Retained Information: No action has been taken at this time.
3. Skill Acquisition: No action has been taken at this time.

** 2: Assessment Activity #2 - Academic Engagement**

Provide academic enrichment programs focused on the FY area that will help students persist.

**Purpose of Assessment Activity**

1. To measure the efficacy of academic programming offered in the residence halls.
2. To measure the visibility of Faculty in Residence and residents' awareness FIR.

**Method of assessment**

1. All educational programs include an assessment completed by residents in attendance.
2. Faculty interaction/awareness assessment (Benchworks ISQ)

**Frequency / Timeline of Assessment Activity**

1. Academic Programming: This will be ongoing as the programs happen.
2. F-I-R Interactions: This will be completed once a year - fall semester - when the Benchworks survey is administered.

**Results**

1. Academic Programming: For fall 2016, we were not able to complete the assessment.
2. F-I-R Interactions: We did ask these questions on the Benchworks ISQ. The results were as follows: Of 1250 residents to respond, 419 (33.5%) said they had participated in a program or activity with their Faculty-in-Residence.

 Fall 2016 Benchworks -FIR ISQ

**Action to be taken as a result of the activity**

1. Academic Programming: No further action is being taken at this time.
2. F-I-R Interactions: SHRL also asked residents what types of activities they would like to see their FIR offer. 15.3% (Outings - sports events; museum); 17.5% (social events - parties, dinner, etc.); 11.6% (career advice); 14.9% (hobby classes/activities); 10.7% (academic advice). These answers will help us to guide our programming, and potentially the marketing, of the Faculty-in-Residence program. Action steps included involving the Faculty In Residence in Opening 2017 (i.e. Milk & Cookies with the Faculty in Residence) and other initiatives are on-going throughout 2017-2018.

** 3: Assessment Activity #3 - Student Experience & Overall Satisfaction**

Students who live on campus will report a high level of satisfaction with all aspects of on-campus living.

**Purpose of Assessment Activity**

1. Measure students' satisfaction with overall on-campus living experience
2. Measure students' satisfaction with room change process
3. Measure efficacy of academic and social programming in residence halls
4. Measure student and parent satisfaction with opening

**Method of assessment**

1. Overall satisfaction: Satisfaction with overall living experience measured through Benchworks
2. Room Change Satisfaction: Measured by specific questions in Benchworks survey
3. Programming Efficacy: iPad (formative) assessment of educational programs we offer
4. Satisfaction during Opening: Survey created by SHRL and deployed at opening

**Frequency / Timeline of Assessment Activity**

1. Satisfaction with overall living experience measured through Benchworks
  - a. Measured once per academic year. Administered in the fall semester.
  
2. Measured by specific questions in Benchworks survey
  - a. Measured once per academic year. Administered in the fall semester.
  
3. iPad (formative) assessment of educational programs we offer
  - a. Ongoing as programs occur during the academic year.
  
4. Survey created by SHRL and deployed at opening
  - a. Measured once per academic year. Administered in the fall semester during opening.

**Results**

1. Overall Satisfaction
  - a. We completed this through the Benchworks survey. SHRL Longitudinal Benchworks results are uploaded.
  
2. Room Change Satisfaction
  - a. We completed this through the Benchworks survey. Results show that of 1,186 respondents, 999 (84.2%) did NOT request a room change. Of those that did request a change, 51 (4.3%) said the process went "very smoothly;" 42 (3.5%) said it went "somewhat smoothly;" 50 (4.2%) said it "could use some improvement;" and 44 (3.7%) were unable to move because there was no open bed spaces. Screenshots of results from Benchworks reporting are uploaded.
  
3. Programming Efficacy
  - a. We were not able to complete this task for fall 2016 due to our iPads not being set up. However, we did give paper assessments for our Faculty-in-Residence Sunday Night Dinners. Results are uploaded.
  
4. Satisfaction during Opening
  - a. We did not launch the opening survey due to a timing restraint.

 Benchworks Room Change Satisfaction - Assessment Plan

 Fall 2016 Dinners

 SHRL Longitudinal Benchworks Scores

**Action to be taken as a result of the activity**

1. Overall Satisfaction of SHRL
  - a. SHRL leadership continues to meet with campus partners regarding satisfaction results in order to improve services and facilities.

## 2. Room Change Satisfaction

- a. SHRL launched an online room change request form in spring 2017.

## 3. Programming Efficacy

- a. No action has been taken at this time.

## 4. Satisfaction during Opening

- a. No action has been taken at this time.

## FY17 Semi-Annual Report - SHRL

### Departmental Points of Pride

1. In fall 2016, the average cumulative GPA for all Resident Advisors (RAs) on campus was 3.43. In addition, our Benchworks survey revealed that our respondents rated our student staff (RAs) at a 5.83 on a 7-point Likert scale. SHRL also saw over 300 RA grade eligible applicants during the yearly selection process in fall 2016.

2. The Cougar Experience Scholarship living learning community launched in fall 2016, though the scholarship is in its second year. The fall 2016 cohort had 27 scholars living in Cougar Village II, and each student participates in two on-campus involvement opportunities (i.e. employment, volunteering, or student organizations). The average cumulative GPA for the Cougar Experience Scholars cohort in fall 2016 was 3.11, with 10 scholars being named to Dean's List.

3. Benchworks is a satisfaction survey that asks students to rate various aspects of SHRL and campus partners on a 7-point Likert scale (i.e. dining services, safety - UHPD, internet, laundry, facilities, programming, etc.). SHRL's scores have continued to increase since first beginning the survey in 2011-2012 and influence department priorities.

	<b>2011- 2012</b>	<b>2016- 2017</b>	<b>Difference in mean 2011 to 2016</b>
<b>Overall Satisfaction</b>	5.09	5.5	+0.41
<b>Overall Learning</b>	5	5.39	+0.39
<b>Overall Program Effectiveness</b>	4.8	5.29	+0.49

4. An electronic process has been developed which will allow students to change their fall 2017 room assignment prior to move in. The process takes the place of a waiting list and is a significant step forward in technology enhancement for our students. The room change process has also moved online.

5. SHRL Leadership and Learning Programs plans to launch two new Living Learning Communities for fall 2017, Impact (service learning focus) and International House. Impact, located in Cougar Village I, has 32 spaces and International House, located in Bayou Oaks, has 12 spaces. Additionally, the Gender Diversity Living Learning Community will expand from 2 residents in 2016-2017 to 16 residents in 2017-2018, which allows for their community to move to Cougar Place from the Quadrangle.








6. SHRL announced that all residence halls will remain open over winter breaks. Previously, only Calhoun Lofts and Bayou Oaks remained open over winter break. This decision was made to serve students who: are international; who need to continue their regular work routines; who are former foster youth; who are financially challenged to travel home or elsewhere; and who, for going home, may not be a healthy or safe prospect.

7. The fall 2014 retention rate of FTICs on campus was 86.2%, while the fall 2015 retention rate of FTICs on campus was 86.5% (for comparison, the fall to fall all UH FTIC retention rate is 84.6% for fall 2015).

8. The fall 2016 occupancy rate (7,368 occupied beds, 98%) increased by 1% from fall 2015's occupancy rate (7,413 occupied beds, 97%). Occupancy has increased since 2011 (5,750 occupied beds, 95%).

9. SHRL increased the percentage of FTIC students living on campus. SHRL housed 52.56% (2,241) of the 4,263 FTICs in fall 2016, up from 50.31% (2,107) of the 4,188 FTICs in fall 2015 (2.25% increase).

### Utilization Reports

-  20162017ProgrammingNumbersFINAL
-  Conference Services & Guest Housing
-  FY17 Annual Report Conduct & Transports
-  SHRL Occupancy Chart
-  SHRL Student Employees Chart

### Areas for Continuous Improvement Growth and Opportunities:

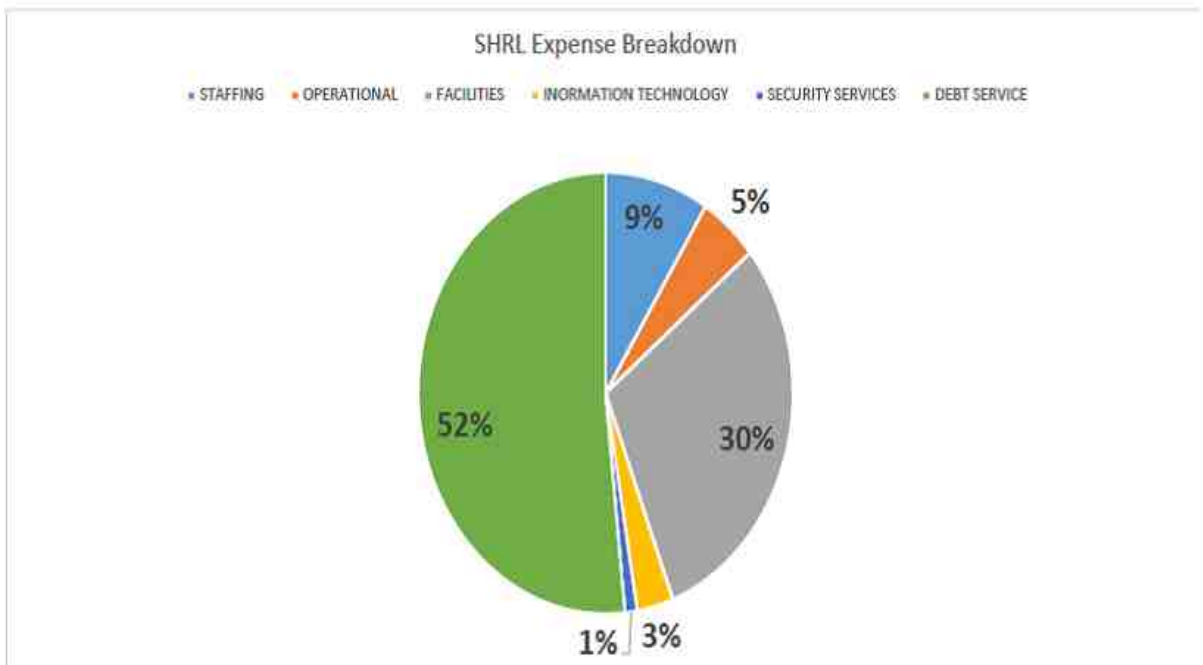
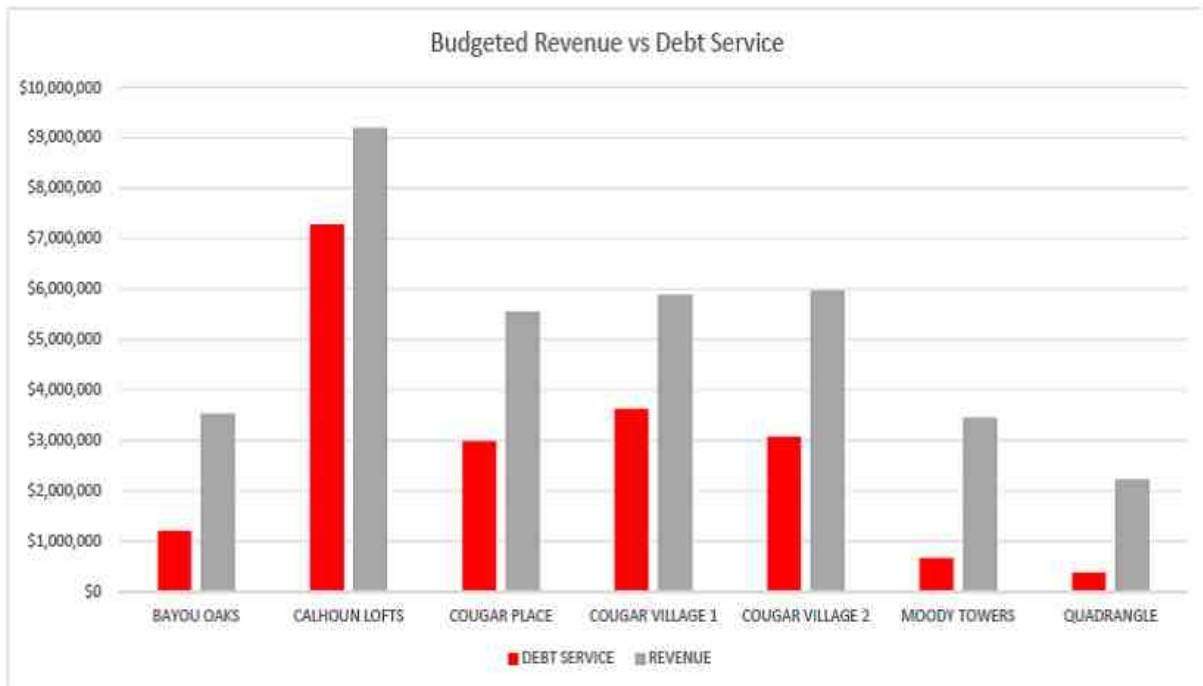
- Priority Recommendations from External Review Committee
  - Work needs to occur on helping staff identify how their work fits into the mission of both SHRL and overall division.
  - Finalize a residence life staff model, complete with learning outcomes and assessment strategy, and stick with it for at least two years in order to best evaluate the effectiveness of said model. This must include the academic initiatives component of the program.
  - Training on supervision for mid-level staff is critically important for the department to advance.
  - Review the staffing structure model for SHRL in order to ensure that the department is set up well not just for now, but for the future. This should include position description reviews.
  - Create a plan to address housing costs for students with a lower ability to pay that will not price the students out of newer housing buildings/renovated spaces on campus.
  - Develop and implement a marketing and communication strategy that goes beyond asking students to sign up for housing. A "lifecycle" approach to student communication is important.
  - Create a strategy by which all leaders overseeing full or parts of the SHRL budget have access to financial information quickly, consistently, and in a format that helps leaders make decisions.
  - Focus both on bolstering the reserve balance for capital improvements, and on creating a comprehensive replacement/renewal plan (maintenance and equipment) for SHRL.
- Transition to new staff model
- With the Quad replacement project, critical decisions about how students will live together need to be made. For example, SHRL has opportunities for our Living Learning Communities to flourish.
- With the addition of Teach for America, there is significant growth in our summer conference program as well as an opportunity to provide excellent accommodations and service in order to retain the group.

### Critical challenges:

- Quadrangle occupancy in FY18, as the community will close indefinitely in December 2017.
- Replacement and renovation of older buildings with new construction and designs that students want while also maintaining affordability for students.
- Transition to new staff model
- Staff adjustments in FLSA – SHRL saw 17 employees (of 41 SHRL employees) change designation from exempt to non-exempt status.
- Potential minimum wage increase

**Budget/Fundraising/Grants (only if applies)  
Issues and Challenges with Budgets**

- Deferred maintenance
- Reconciling past debt
- Forecasting charges from Facilities and Maintenance
- New University regulations regarding Capital Renewal



## Development/Advancement (Fundraising/Grants/Scholarships/Etc.)

### Established

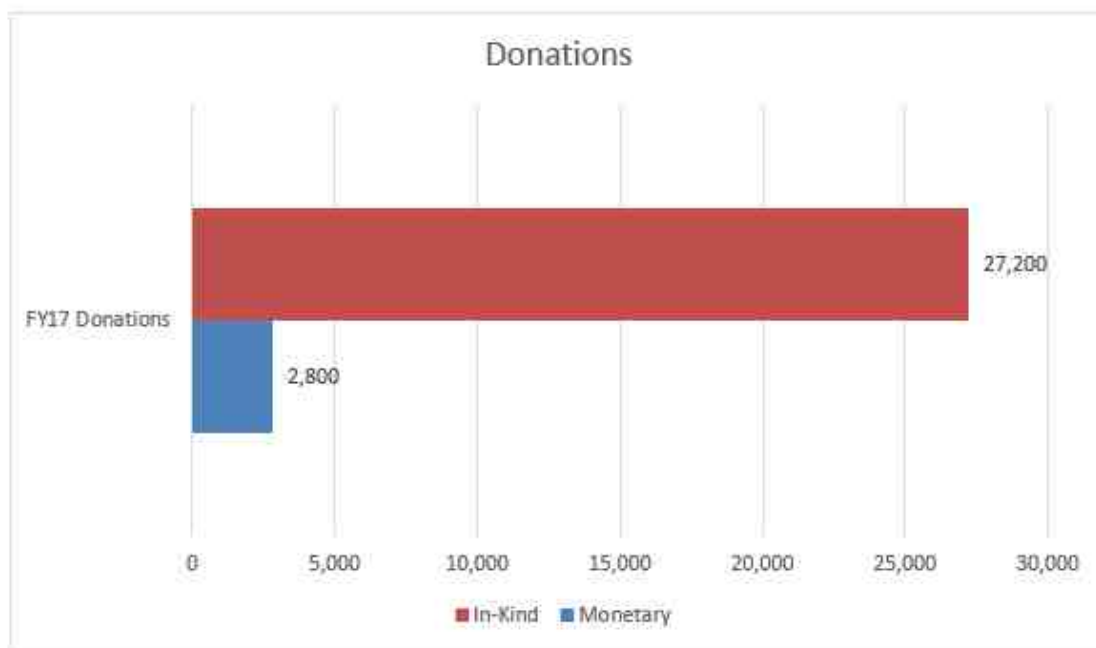
- Centralized donation asks for Move-In with the Development Committee
- Building relationships with key alumni around Quadrangle replacement and future giving opportunities
- Plan Quadrangle Alumni Event (scheduled for September 16, 2017)
- Development Committee published the first Housing Alumni and Friends Newsletter (Fall 2016), which was distributed to Alumni and Campus Partners

### Initiated

- Potential endowment of Cougar Experience Scholarship in honor of Barbara Parrott McGinity in connection to Quadrangle Alumni Event. University Advancement has secured a commitment of a seed gift from alumni towards this goal.
- Fundraising opportunities connected to the Quadrangle: mailbox doors, limestone, benches, etc.

### Desired

- Development of on-going opportunities to partner with alumni and fundraise for specific department goals.



### Marketing Highlights (only if applies)

#### 1. Established

1. brochures for tabling; stress free finals; social media, email messages, printed materials (posters, flyers, direct mail); video, Orientation Presentations, Orientation Tablings, Strategic Marketing Plans for Priority Sign up, Move-in, Bus Shuttle Ads

#### 2. Initiated

1. Created a brochure with a cut out that went out to 20,000 people
2. Social Media campaign
3. Music video
4. New Everything Red, White and Coog with new host

## 5. Coach Applewhite Video

 Marketing\_GraphUPDATED
**Staff Highlights: Personnel Updates (only if changes occurred)**

- One graduate assistant, three RLCs, one Supervisor Residential Desk, and one administrative assistant departed from SHRL; three Faculty-In-Residences departed from their live-in roles; and, one SHRL staff member retired.
- SHRL added seven new full-time staff members (two Residence Life Coordinators, one Assistant Director for Marketing and Communications, one Accountant 2, one HR/Payroll Coordinator 2, one Supervisor Residential Desk, and one Graduate Assistant).
- SHRL staff completed 15 Skype interviews and 7 on-campus interviews for the Faculty-in-Residence position. Three positions were open for fall 2017. Erica Jordan (HDFS) replaced Ognjen Miljanic (Chemistry) in Cougar Village I; Erika Cizek (Communication) replaced Sarah Luna (Women's, Gender, and Sexuality Studies) in Cougar Village II; and Aaron Becker (Electrical and Computer Engineering) replaced Mat Johnson (English) in Moody Towers.
- SHRL welcomed three ACUHO-I summer conference interns and one ACUHO-I marketing intern.
- SHRL discontinued the 10 Senior Resident Advisor positions for fall 2017. It has been replaced with 9 Community Mentors, who will focus on Mapworks interventions and hall council advising. Ninety people applied for the 9 positions.

**1. Identify Staff that have Retired/Departed/Promoted**

1. Jose Gonzalez, Graduate Assistant, departed Sept. 2016
2. Martie Brantley, Financial Coordinator 1, retired Jan. 2017
3. Tyler Joseph, Residence Life Coordinator, departed Jun. 2017
4. Nicole Boucher, Residence Life Coordinator, departed Jun. 2017
5. Jackie Stelmaszczyk, Residence Life Coordinator, departed Aug. 2017
6. Rebecca Szwarc, Administrative Assistant, departed May 2017
7. Amber Perry, Supervisor Residential Desk, departed Jul. 2017
8. Mat Johnson, M.F.A. Associate Professor in English, Moody Faculty-In-Residence, departed
9. Dr. Ognjen Miljanic, Associate Professor in Chemistry, Cougar Village I Faculty-In-Residence, departed
10. Dr. Sarah Luna, Postdoctoral Fellow in the Women's, Gender, and Sexuality Studies Program, Cougar Village II Faculty-In-Residence, departed
11. Discontinued the 10 Senior Resident Advisor positions

**2. Identify New Staff Members**

1. Alyssa Veteto, Residence Life Coordinator, Calhoun Lofts
2. Chloe Felton, Supervisor Residential Desk, SHRL Front Desk
3. Erika Lomas, Coordinator, Dept HR/Payroll 1
4. Erica Pen, Accountant II
5. George Hill, Residence Life Coordinator, Cougar Village II
6. Kellie Spellman, Assistant Director for Marketing & Communications
7. Juan Armijo, Summer 2017 ACUHO-I Marketing Intern from Texas Women's University
8. Charlie Duffy, Summer 2017 ACUHO-I Intern from Florida Atlantic University
9. Ethan Smith, Summer 2017 ACUHO-I Intern from University of Houston
10. Rishawnda Archie, Summer 2017 ACUHO-I Intern from Eastern Illinois University
11. Dr. Aaron Becker, Assistant Professor in Electrical and Computer Engineering, Faculty-In-Residence, Moody
12. Dr. Erica Jordan, Clinical Assistant Professor in Human Development and Family Studies, Faculty-In-Residence, Cougar Village I
13. Dr. Erika Cizek, Assistant Professor in Communication, Faculty-In-Residence, Cougar Village II
14. Casandra Butcher, Graduate Assistant for Leadership & Learning Programs
15. Created 9 Community Mentor positions

**On February 16, 2017 SHRL held its first Staff Recognition Lunch, which recognized professional staff members for their years of service with the department. The following staff were recognized:**

**5 Years**

- Kenny Mauk – 5
- Don Yackley – 5
- Alicia Whitmire – 5
- Maria Honey – 7
- Adam Leal – 7
- Teeba Rose – 8

**10 Years**

- Lin Crowson – 10

**15 Years**

- Bernice Cantu – 15
- Rosemary Altman – 15
- James Aguanno – 17

**20 Years**

- Rebecca Szwarc – 20
- Regina Nixon -22
- Martie Brantley – 23

**25 Years**

- Janelle Brown – 25

**Staff Highlights: Presentations, Involvement/Oversight and/or Awards and Recognition  
Staff Awards & Recognition**

(Alphabetically by last name)

**Staff Awards & Recognition**

**Student Housing and Residential Life** won the University of Houston Division of Student Affairs and Enrollment Services Outstanding Assessment Award (Group). The Marketing area also took third place in marketing at the ACUHO-I Conference.

**Leanica Adams**

- 2017 Cub Camp Namesake

**Janelle Brown**

- February 2017 winner of ACPA's Pan African Network Sawubona Award
- Ambassador for the UH Billion Dollar Capital Campaign, "UH Here We Go"

**Carrie Cooper**

- Southwest Association of College and University Housing Officers (SWACUHO) Nancy Murphy-Chadwick New Professional of Distinction Award (awarded March 2017)
- University of Houston Division of Student Affairs and Enrollment Services Excellence in Programming
- University of Houston Division of Student Affairs and Enrollment Services Student Success Award (for SHRL Leadership & Learning Programs)

**Lin Crowson**

- University of Houston Division of Student Affairs and Enrollment Services Student Success Award (for SHRL Leadership & Learning Programs)

#### **Kayla Fischer, Senior Resident Advisor**

- Southwest Association of College and University Housing Officers (SWACUHO) Gene Ward Outstanding Student Leader Award (awarded March 2017)

#### **Amy Fitzjarrald**

- University of Houston Division of Student Affairs and Enrollment Services Ambassador Award
- University of Houston Division of Student Affairs and Enrollment Services Student Success Award (for SHRL Leadership & Learning Programs)
- ACPA 2018 Convention Experiences Committee – Local Arrangements
- Published “Walking the Talk” in ACUHO-I’s Mar-April 2017 *Talking Stick*
  - [http://www.nxtbook.com/nxtbooks/acuho/talkingstick\\_20170304/index.php?startid=24#/28](http://www.nxtbook.com/nxtbooks/acuho/talkingstick_20170304/index.php?startid=24#/28)
- Inducted in to Kappa Delta Pi International Honor Society in Education during spring 2017 (for doctorate work at Illinois State University)
- Selected as a Reviewer for NASPA Journal About Women in Higher Education (New Professional and Graduate Student Board), term 2017-2020
- 2016 GLACUHO “Trends” Article of the Year (awarded November 2016)
- Published “Global Awareness to Personal Awareness on Semester at Sea” for The Student Affairs Collective Blog
  - [https://studentaffairscollective.org/global-awareness-semester-sea-saintemational/#disqus\\_thread](https://studentaffairscollective.org/global-awareness-semester-sea-saintemational/#disqus_thread)
- Published “Engaging White Professionals in Race Conversations” on the NASPA New Professionals and Graduate Students Blog
  - <https://www.naspa.org/constituent-groups/posts/engaging-white-professionals-in-race-conversations>
- Illinois State University’s Educational Administration and Foundations Edward R. Hines Higher Education Endowed Scholarship Recipient (awarded December 2016)

#### **Maggie Gandy, SHRL Graduate Assistant**

- Offered summer 2017 orientation internship at Dalton State College in Dalton, GA

#### **Maria Honey, Assistant Director** (re-org to Auxiliary Services full-time in summer 2017)

- 2017 Distinguished University Staff Award from the Texas Association of Chicanos in Higher Education (TACHE) (awarded March 2017)

#### **Kirk LeBan, Resident Advisor**

- University of Houston Division of Student Affairs and Enrollment Services Student Employee Award of Excellence

#### **Kenneth Mauk**

- Southwest Association of College and University Housing Officers (SWACUHO) James L. Gibson Exceptional Service Award (awarded March 2017)
- University of Houston Division of Student Affairs and Enrollment Services Diversity Award

#### **Jeanette Miller**

- UVM Graduate Student Senate mini grant for travel to 2017 Popular Culture Association conference in support of a creative art presentation for her M.S. in Natural Resources with a concentration in Leadership for Sustainability program

#### **Taylor Peterson, Senior Resident Advisor**

- University of Houston Division of Student Affairs and Enrollment Services Student Employee Award of Excellence

**Rebecca Szwarc, Departed May 2017**

- University of Houston Staff Council Appreciation Award

**Jackie Stelmaszczyk, Departed August 2017**

- Southwest Affiliate of College and University Residence Hall's **Diamond Values Award** (given for service to institution), presented in September 2016
- University of Houston Division of Student Affairs and Enrollment Services Outstanding Professional Award of Excellence

**No Frills Business Conference – Feb 10-13, 2017 – Texas State University in San Marcos, TX**

- Student Advocacy was awarded to UH's Residence Hall Association (RHA)
- Hamza Muhamad, NRHH President, received a regional Of The Month (OTM) award for student of the month

**SWACURH Conference (October 2016) – Denton, TX**

- Most Spirited Large School Delegation (4<sup>th</sup> year in a row)
- Won an Award for Presenting the Most Programs at SWACURH
- Chris Pinto (RA) won Volunteer of the Year
- Mikhail Jarrett (RA) was regionally recognized for an OTM that Coley Boucher (RLC) wrote
- Aaron Crowe (RLC) presented "*ART Session: Becoming the Master of your Campus Resources*" Michael Ocampo (RA) and Taylor Archer (RA) presented "*The Sweetest Sex*"
  - Presentation won Top 10 Programs
- Tierra Harris (RA) presented "*Let's Judge a Book by its Cover*"
  - Presentation won Top 10 Programs
- Andrew Teoh (RA) presented "*Presenting YOU!*"
  - Presentation won Top 10 Programs

**SWACUHO RA Conference (October 2016)**

- Shemeka Phipps (RLC), Kadidja Kone (RA), and Erika Jacobs (RA) presented "*Label Jars, Not People*"
  - Presentation won Top 5 Programs

**Don Yackley**

- Chosen as faculty for ACUHO-I James H Grimm National Housing Training Institute for 2017

**SHRL Staff Presentations****SWACUHO RA Conference (October 2016)**

- Nicole Boucher (RLC) presented "*Speilberg and Social Justice: Education Through Film*"
- \*Shemeka Phipps (RLC), Kadidja Kone (RA), and Erika Jacobs (RA) presented "*Label Jars, Not People*"
- Natalie Chacon (RA) presented "*Alcohol Awareness*"

**SWACURH Regional Conference (October 2016) – Denton, TX**

- Aaron Crowe (RLC) presented "*ART Session: Becoming the Master of your Campus Resources*" with Stephen F. Austin State University Area Coordinator, Shea Roll
- The following SHRL Resident Advisors presented:
  - Michael Ocampo (RA) and Taylor Archer (RA) presented "*The Sweetest Sex*" (Presentation won Top 10



Programs)\*

- o Tierra Harris (RA) presented “*Let’s Judge a Book by its Cover*” (Presentation won Top 10 Programs)\* Andrew Teoh (RA) presented “*Presenting YOU!*” (Presentation won Top 10 Programs)\*

#### **University of Houston SHRL Resident Advisor Information Session – (October 2016) - University of Houston**

- Tyler Joseph (did two separate days)
- Brian Hall
- Shemeka Phipps

#### **RMS World 2016 – Business Operations & Technology Workshop – (October 2016) – Raleigh, NC**

- Leanica Adams presented “*Introduction to RoomySync & Mercury Integration*” with Ron Castellucci, co-founder of RoomSync

#### **TACUSPA Conference – (October 2016) – Austin, TX**

- Rebecca Szwarc presented “*Sharing Assessment Results with Different Audiences*”

#### **NASPA - (March 2017) - San Antonio, TX**

- Amy Fitzjarrald presented “*Understanding Intersecting Identities: The Invisible Minority*” with Kellie Dixon from North Carolina A&T State University
- Amy Fitzjarrald presented “*Demystifying Research for New Professionals and Graduate Students*” with the NASPA New Professionals and Graduate Students Knowledge Community

#### **Mapworks User Conference - (June 2017) - Orlando, FL**

- Lin Crowson & Amy Fitzjarrald presented “*Making Mapworks Part of Our Every Day: From Implementation to Case Management*”

#### **UH Summer Assessment Symposium**

- Amy Fitzjarrald presented “*Use of Technology in Assessment*” with Caitlin MacNeil, Tina Powellson, Lorianna Mapps, & Katy Kaesebier

### **SHRL Staff Attendance at Conferences & Workshops (Chronologically)**

#### **ACUHO-I Housing Facilities Conference (October 2016) – Scottsdale, AZ**

- James Aguanno

#### **ACUHO-I Business Operations Conference (October 2016) – AZ**

- Janelle Brown
- Regina Nixon
- Teeba Rose

#### **SWACUHO Mid-Year Meeting (October 30-Nov 1, 2016) – Little Rock, AR**

- Kenny Mauk

#### **SWACURH Regional Conference (October 2016)**

- Aaron Crowe presented “*ART Session: Becoming the Master of your Campus Resources*” with Stephen F. Austin State University Area Coordinator, Shea Roll

#### **SWACUHO RA Conference (October 2016) – University of Arkansas – Fort Smith, AR**



- 10 RAs
- Nicole Boucher (RLC) presented "*Speilberg and Social Justice: Education Through Film*"
- \*Shemeka Phipps (RLC), Kadidja Kone (RA), and Erika Jacobs (RA) presented "*Label Jars, Not People*"

#### **RMS World 2016 – Business Operations & Technology Workshop – (October 2016) – Raleigh, NC**

- Leanica Adams presented "*Introduction to RoomySync & Mercury Integration*" with Ron Castellucci, co-founder of RoomSync

#### **TACUSPA Conference – October 2016 – Austin, TX**

- Rebecca Szwarc presented "*Sharing Assessment Results with Different Audiences*"

#### **Senior Housing Officer Regional Meeting – (November 2016)**

- Don Yackley

#### **ASCA - February 2017**

- Jackie Stelmaszyzck
- Douglas Bell
- Brian Hall

#### **First Year Experience Conference - February 2017 - Atlanta, GA**

- Carrie Cooper

#### **NASPA - March 2017 - San Antonio, TX**

- Amy Fitzjarrald

#### **Mapworks Conference - June 2017 - Orlando, FL**

- Lin Crowson
- Amy Fitzjarrald

#### **ACUHO-I - June 2017**

- Don Yackley
- Kenny Mauk
- Susan Kimbrough
- Alyssa Veteto
- Aaron Crowe
- Kandace Kendall
- Avis London
- Shaniqua Johnson
- Shemeka Phipps

#### **UH Summer Assessment Symposium - June 2017**

- Amy Fitzjarrald

**Staff Highlights: Intentional Staff engagement with students outside of job duties (only if applies)**  
Douglas Bell, Amy Fitzjarrald, and Don Yackley serve on national committees, while Kenny Mauk serves on a regional committee.

**Every member of SHRL serves on at least one department committee, fourteen SHRL employees serve on DSAES committees, and seven people represent SHRL on UH committees.**

**Committee Involvement & Intentional Staff Engagement**

(Alphabetically by last name)

**Leanica Adams**

- SHRL Hospitality and Staff Meals (Chair)
- WOW Campus Prowl Committee

**James Aguanno**

- SHRL Emergency Preparedness Committee
- SHRL Facilities Sub-committee (Chair)

**Rosemary Aleman**

- SHRL On-Site/Drop-N-Run Check-in for Opening Sub-committee

**Rhoda Arnes**

- Cougar Movers Subcommittee (Co-Chair)

**Douglas Bell**

- DSAES Fraternal Excellence Program Interviewer
- SHRL On-site Check-In/Drop n Run Sub-committee
- SHRL Development Committee
- DSAES Achievement Initiative for Minority Males Mentor
- Personal Access Liaison (PALs)
- Association of Student Conduct Administrators Annual Conference Committee

**Connie Blackmon**

- SHRL Closing Committee

**Nicole Boucher (department SHRL in June 2017)**

- SHRL Recognition Committee (Co-Chair)
- DSAES Fraternal Excellence Program Interviewer
- UH Chi Omega Staff Advisor
- DSAES LINK Mentor Program (Mentee)
- SHRL Opening Events Sub-committee
- SHRL RA In-Service and Training Committee
- SHRL Cougar Experience Scholars Mentor

**Martie Brantley**

- SHRL Recognition Committee

**Janelle Brown**

- UH Black Alumni Association (Vice-President)
- Phi Beta Sigma Scholarship Gala Judge (Feb 2017)
- Alpha Kappa Alpha Sorority, Inc. Mentor
- UH Black Leadership Network (Vice President)
- SHRL Closing Committee (Chair)
- SHRL Off-site Check-in Sub-committee
- Campus Manager for Auxiliary Services Search Committee
- Auxiliary Services Vending Machine Committee

**Bernice Cantu**

- SHRL On-site Check-In/Drop n Run Subcommittee

**Carrie Cooper**

- SHRL Opening Events sub-committee (Chair)
- DSAES Family Weekend Committee
- DSAES Sibling Day Committee
- DSAES LINK Mentor Program (Mentee)
- SHRL Cougar Experience Scholars Mentor
- SHRL Sexual Violence Prevention and Education Committee
- Residence Halls Association (RHA) Advisor

**Aaron Crowe**

- National Residence Hall Honorary (NRHH) Advisor
- SHRL Opening Committee (Chair)
- DSAES Scarlet Seals Mentor
- DSAES Cougar Casino Committee
- Quadrangle Replacement Committee

**Lin Crowson**

- SHRL Development Committee
- SHRL Cougar Experience Scholars Mentor
- SHRL Sexual Violence Prevention and Education Committee

**Tiffany Dewberry**

- SHRL Recognition Committee

**Chloe Felton**

- SHRL Off-site Check-in Sub-committee

**Amy Fitzjarrald**

- NASPA Journal About Women in Higher Education (NJAWHE) New Professional and Graduate Student Board, Reviewer, 2017-2019 term
- NASPA Student Leadership Programs Knowledge Community Leadership Team - Literature Review & Resource Co-Coordinator, 2017-2019 term
- 2017 NASPA NUFP Annual Conference Stipend Review Committee
- 2017 ACPA Pan-African Network Achievement Awards Review Committee
- 2017 ACPA Program Reviewer
- 2017 NASPA Program Reviewer
- 2017 NASPA Excellence Awards (Housing, Residence Life, Contracted Services, Judicial, and related) Reviewer
- 2016 NASPA Region IV-W/E Conference Reviewer
- 2017 NASPA Strategies Conference (Sexual Violence) Reviewer
- 2016 NASPA Student Leadership Programs Knowledge Community (SLPKC) Awards Review Committee
- 2017 & 2018 NASPA Online Knowledge Community Publication Committee
- College Student Affairs Journal, Reviewer
- Personal Access Liaison (PALs)
- DSAES Careers in Student Affairs Month Planning Committee
- DSAES Fraternal Excellence Program Interviewer
- DSAES Assessment Committee
- President of Houston Metropolitan Alumnae Association of Sigma Lambda Gamma Sorority, Dec 2016-Aug 2017
- SHRL Opening Committee (Chair Elect)
- SHRL Development Committee
- SHRL Cougar Experience Scholars Mentor
- SHRL Sexual Violence Prevention and Education Committee
- National Residence Hall Honorary (NRHH) Advisor
- Sigma Lambda Gamma Sorority, Lambda Delta chapter at Houston Baptist University, Intake Advisor

**Margaret Gandy**

- SHRL Opening Events Sub-committee
- SHRL Sexual Violence Prevention and Education Committee

**Andrea Griffin**

- SHRL Marketing & Communication Sub-committee

**Alicia Gusman**

- SHRL Emergency Preparedness Committee

**Brian Hall**

- SHRL Emergency Preparedness Committee
- DSAES Professional Development Committee
- Networking/Social Events Sub-committee (Chair)
- SHRL Staff Selection Committee
- SHRL Parking & Security Sub-committee (Chair)

**George Hill (joined SHRL in Aug 2017)****Maria Honey (departed SHRL in July 2017)**

- SHRL Marketing & Communications Sub-committee
- Staff Council
- Food Service Advisory Committee (ex-officio)
- Bookstore Advisory Committee (ex-officio)
- Transportation and Parking Advisory Committee (ex-officio)
- Sustainability Task Force (ex-officio)
- Cullen Performance Hall Advisory Committee (Support Staff)

**Shaniqua Johnson**

- SHRL Closing Committee
- Senior Resident Advisor Council Advisor
- DSAES Weeks of Welcome Committee – Cougar Prowl Subcommittee
- The Aesthetic Sistas (TAS) Advisor
- SHRL RA In-Service and Training Committee
- DSAES Weeks of Welcome Committee
- UH Staff Council

**Tyler Joseph (departed SHRL in June 2017)**

- SHRL Professional Development Committee
- SHRL On-Site/Drop-N-Run Check-in for Opening Sub-committee (Chair)
- SHRL Staff Selection Committee

**Kandace Kendall**

- SHRL Recognition Committee (Co-Chair)
- DSAES Fraternal Excellence Program Interviewer
- SHRL Facilities Subcommittee
- SHRL RA In-Service and Training Committee
- DSAES InfraRED Committee
- ACUHO-I Member

**Susan Kimbrough**

- Chancellor's Sexual Violence Education and Prevention Advisory Committee
- UH Tobacco-Free Task Force Oversight Committee
- UH CART
- DSAES Scarlet Seals
- SHRL Residence Life Coordinator Search Committee
- Sexual Violence Prevention Strategies Committee
- DSAES Substance Abuse Prevention Committee

- SHRL Professional Development Committee (Advisor)
- SHRL Recognition Committee (Advisor)
- Personal Access Liaison (PALs)
- SHRL Sexual Violence Prevention and Education Committee

**Adam Leal**

- SHRL Off-site Check-In Subcommittee
- SHRL Emergency Preparedness Committee (Chair)

**Erika Lomas (joined SHRL in February 2017)****Avis London**

- DSAES Fraternal Excellence Program Interviewer
- SHRL Professional Development Committee
- SHRL Parking and Security Sub-committee
- DSAES Thank You Committee

**Connie Lowe**

- SHRL Recognition Committee

**Kenny Mauk**

- SWACUHO Executive Committee (Past President)
- SHRL Closing Committee (Advisor)
- SHRL Emergency Preparedness Committee (Advisor)
- DSAES LINK Mentor Program (Mentor)
- Personal Access Liaison (PALs)

**Courtney McElroy**

- SHRL Professional Development Committee (Chair)
- SHRL Staff Selection Committee
- RHA Advisor
- LGBTQ Resource Center Advisory Board
- DSAES Achievement Initiative for Minority Males Mentor
- Mentor for the Center of Diversity and Inclusion

**Jeanette Miller**

- SHRL Development Committee (Chair)
- SHRL Hospitality and Staff Meals Sub-committee

**Shannon Moore**

- SHRL Parking and Security Sub-committee

**Regina Nixon**

- SHRL Facilities Subcommittee
- UH Meal Plan Petition Committee

**Erica Pen (joined SHRL in March 2017)**

- SHRL Sexual Violence Prevention and Education Committee

**Amber Perry (departed SHRL in July 2017)**

- SHRL Hospitality and Staff Meals Sub-committee

**Shemeka Phipps**

- SHRL Opening Events Sub-committee
- SHRL Recognition Committee
- SHRL Staff Selection Committee

**Teeba Rose**

- SHRL Marketing & Communication Sub-committee (Chair)

**Jackie Stelmaszczyk (departed SHRL in August 2017)**

- SHRL Professional Development Committee
- DSAES Fraternal Excellence Program interviewer
- DSAES Careers in Student Affairs Planning Committee
- SHRL Opening Events Sub-committee
- SHRL RA In-Service and Training Committee
- SHRL RLC Training Committee

**Rebecca Szwarc (departed SHRL in May 2017)**

- UH Staff Council
  - Professional Development Committee (Co-Chair)
  - CFI Committee (Supplies & Maintenance Chair)
  - Staff Affairs Committee
  - Executive Board
- UH Global Strategies and Studies Advisory Committee
- UH Women and Gender Advisory Committee (Chair)
- UH International Education Week Committee
- DSAES Assessment Committee
- SHRL Professional Development Committee
- Personal Access Liaison (PALs)
- Cougar First Impressions Volunteer
- SHRL Off-site Check-in Sub-committee
- Finals Mania

**Alyssa Veteto**

- SHRL Hospitality and Staff Meals Sub-committee
- SHRL Development Committee
- Residence Halls Association (RHA) Advisor
- SHRL Sexual Violence Prevention and Education Committee

**Mark Vitek**

- RA In-Service and Training Committee (Advisor)
- SHRL Emergency Preparedness Committee

**Alicia Whitmire**

- Anime No Kai (Advisor)
- Friends of Fandom (Advisor)
- SHRL Development Committee
- DSAES Link Program Mentee
- Church of UH (Advisor)
- SHRL Hospitality and Staff Meals Sub-committee

**Mackenzie Wysong**

- SHRL Closing Committee
- Sustainability Committee

## Don Yackley

- ACUHO-I Housing Internship Committee (Chair)
- Food Service Advisory Committee
- Enrollment Task Force
- SHRL Opening Committee (Advisor)
- SHRL Development Committee (Advisor)
- Executive Director for Admissions Search Committee Chair
- Executive Director for Auxiliary Services Search Committee
- Quadrangle Replacement RFQ Evaluator Team
- Personal Access Liaison (PALs)
- Finals Mania volunteer

## Student and Faculty Shared Governance (only if applies)

- **SHRL Advisory Committee:** includes representatives from Faculty Senate, Staff Council, and Student Government Association (SGA), RHA, and RA staff. Met once in the fall semester and discussed: proposed rate increases (approved), conference services, and staff updates.
- **Residence Halls Association (RHA):** represents all students who live on campus. They provide representatives to University and department-wide committees and advisory boards. Goals included maintain Hall Councils in all seven residence halls; increase focus on student-supported legislation; continue large-scale events for on-campus residents; support NRHH; improve programming collaborations with resident advisors; and provide a strong presence at regional and national conferences and organizations.
- **National Residence Hall Honorary (NRHH):** advocates for the interests and welfare of residence hall students, provides opportunities for their personal growth and development, and strives to provide recognition for individuals who have contributed to the advancement of university housing. They helped present at RA training, and worked hard to increase the quality of OTM (Of the Month) submissions. These submissions recognized outstanding contributions at UH and three OTM's won regional recognition. NRHH inducted 16 new members in October, growing to 25 active members.
- **Senior RA Council:** represents Resident Advisors in Student Housing and Residential Life. This group is charged with advocating for RAs and representing their interests to SHRL administration. They proposed a meal plan change for student staff and staff meeting time change – both were approved. (Discontinued May 2017)

## Collaborations/Partnerships (in support of DSAES Strategic Initiative 6) Internal and External Collaborations

SHRL partnered with over 20 internal DSAES entities and had over 25 external DSAES partnerships.

### Internal DSAES Collaborations

- Programming: LGBTQ Resource Center, UHPD, Counseling and Psychological Services, SVPE (Dr. Laura McGuire), Wellness (Dr. Patrick Lukingbeal), Women and Gender Resource Center, Center for Student Involvement, Center for Diversity and Inclusion, Smart Coogs, Metropolitan Volunteer Program
- Assessment: DSAES Assessment Committee, Dean of Students Office
- Resident Advisor Training & In-Service: SVPE (Dr. Laura McGuire), Alcohol and Drugs (Reuben Parrish from Wellness), Mental Health (Dr. Patrick Lukingbeal from Wellness), Dean of Students Office, Center for Diversity and Inclusion, UHPD, Counseling & Psychological Services, Center for Student Involvement
- Skyfactor (Mapworks): LGBTQ Resource Center
- Cougar Experience Scholars: Scholarships and Financial Aid
- Conduct: Dean of Students Office
- Student Staff Selection: University Career Services
- Faculty-in-Residence: Dr. Richard Walker, ACE fellow Dr. Benita Beech
- External Review: Dr. Richard Walker, DSAES, Dr. Pam Shefman
- Early Move-In: Campus Recreation
- Room Assignments: Center for Students with disABILITIES, Center for Fraternity & Sorority Life
- International Education Week: International Student and Scholar Services Office
- Development: Dining Services, Campus Recreation, Wellness, Dean of Students Office, Student Centers

### External to DSAES Collaborations

- Programming: LAUNCH, Libraries, Learning Abroad
- Skyfactor (Mapworks): Athletics, Information Technology, Skyfactor, Exploratory Studies
- Cougar Experience Scholars: UH Advancement Office, Development
- Living/Learning Housing: Honors College

- Conduct:
- Fundraising: UH Advancement Office, Office of Emergency Management
- Resident Advisor Training & In-Service: UH Librarians (Kerry Creelman), Equal Opportunity Services, UH Fire Marshal, Facilities/Construction, Office of Emergency Management
- External Reviewer: Reviewers who came to campus
- Cub Camp: Academic Affairs
- Early Move-In: UH Debate, Cub Camp, Honors, LCC, Athletics, Band
- Room Assignments: UH Law School, UH School of Optometry, Honors College
- International Education Week: Catering on Cullen
- Move-in: Division of Administration & Finance
- Development: University Information Technology, UH Athletics, UH Administration and Finance, UH Auxiliary Services, UH Business Services III Department, Copy Center and True Color Graphics, METRO, Tiffs Treats, Monster (Energy Drinks), Alonti's