

# STUDENT HOUSING AND RESIDENTIAL LIFE COVID-19 RESPONSE

In order to help mitigate the community spread of COVID-19, Student Housing and Residential Life engaged virtually with the residential community in the following ways:

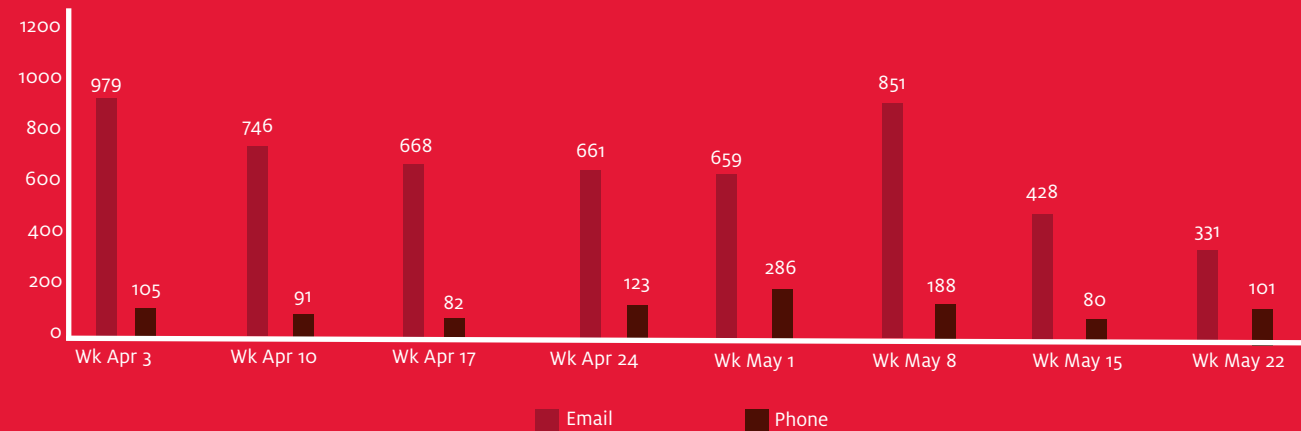
## HIGHLIGHTS

- Utilized Microsoft teams for virtual engagement with our residential populations.
- Collaborated with UH Facilities to develop a standardized room disinfecting process for all residential facilities.
- Provided continued support and service to the approximately 1500 students who remained on campus this spring semester through the COVID-19 pandemic.
- Continued outreach to new and returning students with information about student housing in the fall.
- Established a process to house and support residents who may need to self-isolate related to COVID-19.
- Offered 10 virtual events held by our Faculty in Residence.
- Presented a virtual student leader and student staff awards recognition event called the SHRLies, celebrating 27 winners in 20 categories.
- Adapted quickly to the pandemic with adjusted processes, protocols and Personal Protective Equipment for all our staff so they could continue to support students and their success.



## CUSTOMER SERVICE

We were proactive in responding to the needs of students, families, and guests through our Main Housing Office.



**955**

Phone Calls Answered



**4992**

Email Responses



## STUDENT-LED INITIATIVES

From April 6 - May 8 our student leaders in RHA and NRHH developed activities and events to connect with residents virtually.

**34**

Virtual Events

**160**

Event Participants



## RESIDENTIAL HALL INITIATIVES

From April 6 - May 8 we created opportunities for residents who remained on campus and those who returned home to continue learning and engagement.

**87**

Virtual Events

**1,264**

Event Participants

**2,099**

RA to Resident 1-on-1 meetings



# ONLINE ENGAGEMENT

From April 1 - May 30, we provided updates through email and social media concerning important housing deadlines, opportunities, and activities.



## 1,751

Average Instagram impressions



## 10

Emails distributed to current residents



## 68%

Open rate on emails to current residents



## 7,941

Average Twitter impressions



## 10

Emails distributed to prospective residents



## 49%

Open rate on emails to prospective residents

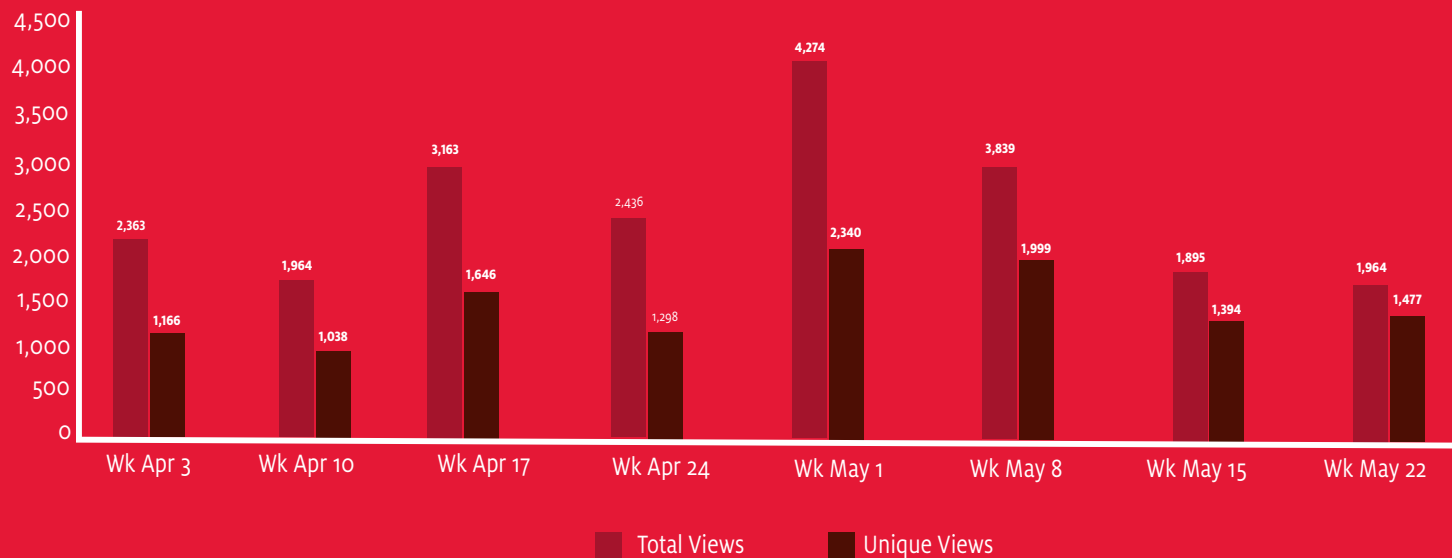


## 416

Average Facebook video views



# WEBSITE VIEWS



## RESIDENT REACTIONS

“Because COVID-19 has forced us to stay at home and avoid social interaction, RHA’s virtual engagement sessions are now the highlight of my day!”

“Virtual programming was a great opportunity to find social relief during these unprecedented times. I’ve been able to create bonds with new students and strengthen the connections I already had.”

“Moody Hall Council put together such a fun virtual Karaoke Night! I immediately felt comfortable and welcome, and I enjoyed spending time with other residents. It was a great opportunity to do something different with other people, I can’t wait for what RHA has planned next!”

