Residential & Housing Services (R&HS) supports the UC Berkeley campus by supporting residential students through a variety of services. • Through a 2013 Residential & Student Service Programs (RSSP) reorganization, seven units were brought together to make up R&HS. • The metrics reported in this document represent information from five of those units including Residential Programs, the Incentive Awards Program, Housing Assignments, Family Housing, and Assessment & Operations.

**Strategic Priority #1: Student Achievement & Satisfaction**

**Residential Education:**
- 30 unique communications strategies were used to provide residential learning experiences for the 7000+ undergraduate residents this spring.
- 524 contacts were made through the Residential tutoring services.
- In Spring 2014 there were a total of 52,918 contacts made in the Academic Centers, including 10,455 from Unit 1, 10,734 from Unit 2, 12,070 from Unit 3, 3,891 from MMC, 10,061 from Unit 4 and 5,707 from Unit 5.

**Residence Hall Assembly (RHA) & Hall Government**
- RHA sponsored or co-sponsored 5 system-wide programs (e.g., Dance Marathon).
- 23 people were inducted into NRHH (National Residence Hall Honorary).
- There were 58 active members of NRHH among the residential students.

**Student Hiring**
An extensive recruitment and hiring process resulted in 600 applications and 300 hires for the 2014-15 academic year. Positions included Resident Assistants (RAs), Security Monitors, Clerks, and Analysts.

**University Village (UVA) Family Housing**
- There were 4587 contacts at the UVA Academic Center.
- There were 1646 counts for children participating in all spring programs offered by UVA.
- 4 Social Welfare Program students received class credits for working on outreach programs at UVA.
- UVA offered a total of 48 programs and the total participation count for residents was 4236.
- Nearly 10% of families at UVA were served by the Bear Pantry - our food bank for student families with dependent children.

**Faculty Dinners**
- 20 faculty participated in the Faculty Dinners, and as a result, over two-thirds of student attendees reported an increased understanding of the ways in which they can go about selecting a major.

**Incentive Awards Program (IAP)**
- 260 undergrads and 303 high school students were served by IAP in Spring 2014.
Strategic Priority #2:
Cost of Attendance / New Net Revenue

Housing Assignments:
- Staff gave 1664 tours to prospective students and family members.
- Staff reviewed 3123 rental listings from local landlords.
- 1838 students subscribed to Cal Rentals, our service which helps undergraduates and graduates find off-campus housing.
- 3100 continuing residential students submitted housing applications for Fall 2014.
- 179 new families were offered apartments in Albany Village from January 1, 2014 - June 30.

Strategic Priority #3: Common Good

23 R&HS staff attended at least 1 regional and/or national conference, meeting and/or training session in spring 2014, including:
- NACADA Annual Conference
- NASPA Annual Conference
- ACPA National Convention
- UC Berkeley’s STAY DAY Conference (on-campus)
- ACE Women’s Network Conference
- UCOP’s Clery Act Training (at UCOP)
- University of California Judicial Officers Meetings
- Social Justice Mediation Institute
- National Conference on Race & Ethnicity in Higher Education (NCORE)
- Campus Violence Prevention Convention - UC Santa Cruz (May)
- SJSU Sexual Assault Conf - (May)
- CALCASA - California Coalition Against Sexual Violence - Sexual Assault, Domestic Violence, Dating Violence, and Stalking on Campus: Implications for Prevention (May)

10 R&HS staff members gave presentations at campus, regional, and/or national conferences including:
- Not Alone and Survivor Support
- First Generation and Low-income Students: Successful, Holistic High Touch Program
- Interactive Theater ‘Final Cut’ Multicultural Development Model
- Bullying and Civility - How to Protect Your Workplace
- Diversity Awareness: Multicultural Competency

20 R&HS staff members served on committees outside of Residential & Housing Services, including:
- RSSP Move-In Committee
- UC Berkeley Summerfest for Staff Appreciation Day
- CERC Subcommittee on Student Risk
- Stay Day
- Advising Council (campus)
- Summer Bridge
- Food Insecurity Task Force
- Title IX Audit Workgroup
- City of Berkeley Indoor Events Committee
- ACPA Multiracial Network
- Yield Task Force
- Veteran’s Steering Committee
- Berkeley Community Fund

IAP Director Layla Naranjo conducts a focus group at the All Scholar Meeting.
Strategic Priority #4: Ensuring Organizational Health and Positive Culture

13 R&HS staff members received awards in Spring 2014, including:

- **Staff Spot Award:** Legacy Lee, Dana Bache, Anne Taylor, Raymond Turner, Adela Rodriguez, Teodora Gonzalez De Rivera, Tavie Tipton, Laura McDonald, Mark Kinnard
- **UC Berkeley Achievement Award:** Robin Hershkowitz, Kate Bowers, Koret Mulder
- **Certificate of Volunteer Recognition (student group):** Maria Lucero Padilla
- **Chancellor’s Outstanding Staff Award:** Koret Mulder

The Stay Day Committee included Cal Housing’s Ellen Levitan (back row, third from the left), and Assessment and Operations’ Robin Hershkowitz (front row, left).

IAP Staff members Mónica Reynoso (left) and Phillip Loya (below) oversee undergraduate and high school student activities.

Maria Padilla, Compliance Education Manager for the Office for Prevention of Harassment and Discrimination, presents at Stay Day.
Residential Safety & Security

Information Security
The Residential Security Sargent consulted with student and professional staffs 165 times and conducted 13 presentations to residents and staff in the spring.

Climate / Learning Outcomes from the Spring Residential Survey
- In response to the Spring Residential Survey, respondents’ satisfaction with their sense of safety in their rooms was 87%.
- When asked to provide 3 words to describe their residential communities, among the top positive responses were: Fun, Friendly, Social, Helpful, Accepting, Family, Safe, and Supportive.

74% of the respondents indicated that living in the residence halls facilitated interactions with a more diverse group of people than they would have experienced normally.

For more information please contact
Dr. Glenn R. DeGuzman, EdD
E-mail: gdg@berkeley.edu