Department Mission - The UNC Asheville Office of Residential Education, works within the residence hall communities to make the most of the student opportunity to experience University life through our multi-tiered programs. Our staff of more than 100 is highly committed to creating and maintaining a living environment that fosters and facilitates personal growth, good citizenship and community involvement within the residence halls and beyond.

Department Vision - The UNC Asheville Office of Residential Education will be a catalyst for student success by providing valuable learning experiences that recruit, retain, and support students through graduation. Our services, programs, activities, facilities, and staff will provide a foundation for learning and success.

Executive Summary – Residential Education focused heavily on the implementation of four specific goals for 2009-2010. These four goals included the following:

- Residential students gaining common life skills which would assist in their success as contributing citizens in the 21st century.
- First year students achieving success academically and persisting institutionally.
- Paraprofessional staff improving skills in the areas of work ethic, communication, teamwork, flexibility, and problem-solving.
- Students in transitional residential spaces reporting high satisfaction with the living environment as well as desiring to persist at UNC Asheville through the spring semester and into the 2010 academic year.

We achieved the most success in the goal related to transitional spaces which was implemented in collaboration with Housing Operations. Students living in these temporary residential options reported an 89% satisfaction rate. Another acknowledgement of the success of our efforts in this goal is that we started with 66 students living in transitional spaces in fall 2009 and retained 62 of those into the spring 2010 semester. In addition, we expect to retain 57 of these students in the residence halls into the fall 2010 semester. Because the proactive efforts of Housing Operations and Residential Education seemed to be positive in terms of students’ responses as well as the retention of these students, we will continue with the same efforts for August 2010. We believe that our expectation of a 95% reported success rate may have been too ambitious, and therefore we may minimally lower our standard for success in the coming year.

With our second goal of residential students gaining common life skills which would assist in the students’ ability to become a stronger citizen, we achieved a great deal of success in terms of the knowledge and skills gained by those who attended these programs geared towards eight different topic areas. However, as a department, we have come to believe that the area that needs the most focus is that of multicultural
competence. Because of this belief, we plan to focus more of our individual departmental efforts towards increasing this aptitude for our students, as opposed to choosing 8 separate life skill areas to place our concentration. We expect that through collaborations within our division as well as soliciting involvement from faculty, we will be able to achieve success in this area for the coming academic year as we narrow the subject of our focus.

In the area of first-year students achieving and persisting academically as well as institutionally, we achieved success through the utilization of Map-works, a student achievement monitoring tool. While we believe that our efforts in this area were strong, we also consider that with more deliberate collaboration with the Learning Support and Advising Office to create programming we may reach more students as well as put students in touch with that department for future use.

Finally, our fourth goal of paraprofessional staff gaining skills in four specific areas, we achieved satisfaction with the implementation of a consistent rubric which was utilized by each supervisor to provide direction for the growth of the individual student staff member. However, what we found was that each supervisor was using the rubric somewhat differently, which lessened the consistency of the student work experience. Because of this, we will continue with development of this goal for the coming year in order to tighten up these inconsistencies as well as the student’s overall understanding and involvement in the use of the rubric.

As Residential Education looks back at the 2009-2010 academic year, we have accomplished some success through the implementation of our goals as well as learned some lessons that we will put into practice for our ambitions designed for the coming year. We will continue to focus on retention, multicultural competence, as well as collaborations with other departments, and student employment. We feel that these individual goals will help in fulfilling the University Strategic Plan as well as the mission of Student Affairs and Residential Education.