



UW

HFS

RESOURCE GUIDE
2018–19

HOUSING & FOOD SERVICES
UNIVERSITY *of* WASHINGTON
Division of Student Life

A photograph of a modern university courtyard at night. The courtyard is paved with blue tiles and features several outdoor seating areas with metal chairs and tables. In the background, a large, multi-story building with a glass facade is illuminated from within, showing people inside. The sky is dark blue, and string lights are visible across the courtyard. A semi-transparent black box with white text is centered in the upper half of the image.

UW Housing & Food Services is an integral partner in the university's drive to provide vibrant student life and educational opportunities.

PHYSICAL RESOURCES

HFS opened three new residence halls this year, completing the first part of the redevelopment of North Campus housing. Next up is the construction of Oak Hall, the final project in the decade-long Housing Master Plan.

RESIDENTIAL HOUSING

Total residence halls: 12

Alder Hall, Elm Hall, Haggett Hall, Hansee Hall, Lander Hall, Madrona Hall, Maple Hall, McCarty Hall, McMahon Hall, Poplar Hall, Terry Hall, Willow Hall

Total apartments: 8

Blakeley Village, Cedar Apartments, Commodore Duchess Apartments, Laurel Village, Mercer Court, Nordheim Court, Radford Court, Stevens Court

Operating capacities:

Alder Hall **644**, Cedar Apartments **344**, Elm Hall **539**, Haggett Hall **403**, Hansee Hall **336**, Lander Hall **678**, Madrona Hall **521**, Maple Hall **886**, McMahon Hall **1,040**, Mercer Court A–C **636**, Mercer Court D–E **285**, Nordheim Court **460**, Poplar Hall **271**, Stevens Court **518**, Terry Hall **313**, Willow Hall **548**

The designations “9-month” and “12-month” refer to the lengths of housing agreements. The 9-month agreement group is mostly made up of residence hall students, with a few 9-month agreement apartment occupants. The 12-month agreement group has apartment occupants on a full-year agreement.

Capacity/Occupancy (Based on 10th Day Stats)*						
	2017			2018		
	9-Month	12-Month	Total	9-Month	12-Month	Total
As-Built	6200	1233	7433	7665	1089	8754
Overflow	1043	0	1043	608	0	608
Operating Capacity	7243	1233	8476	8273	1089	9362
Occupancy	7294	1234	8528	8365	1079	9444
% of Capacity	117.6%	100.1%	114.7%	109.1%	99.1%	107.9%

*Does not include Commodore Duchess or Radford Court

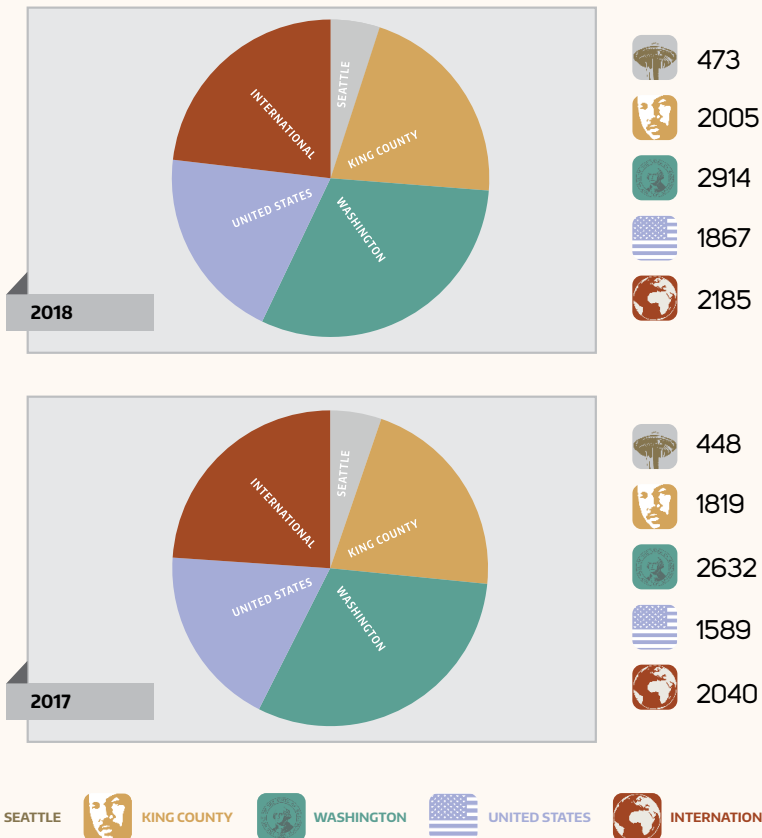


DEMOGRAPHICS

The residential student community at the UW continues to be diverse in nearly every available demographic measure.

The broad range of experiences this diversity brings to residents helps prepare them for a globally connected life.

DEMOGRAPHIC - LOCATION*



*As of 10th day of Autumn 2017 (October 13)

DEMOGRAPHIC

Female: **54.1%**

Male: **45.9%**

Freshmen living on campus

2018: **72.7%** (5,188 applicants out of 7,141 enrolled)

2017: **68.1%** (4,616 applicants out of 6,774 enrolled)

Transfer Students living on campus

2018: **19.5%** (305 students out of 1,566 enrolled)

2017: **15.9%** (241 students out of 1,519 enrolled)

Resident Retention (based on spring quarter capacities)

2018: **42.6%** (3,610 returners)

2017: **41.5%** (3,414 returners)

Total applications for HFS housing (before cancellations)

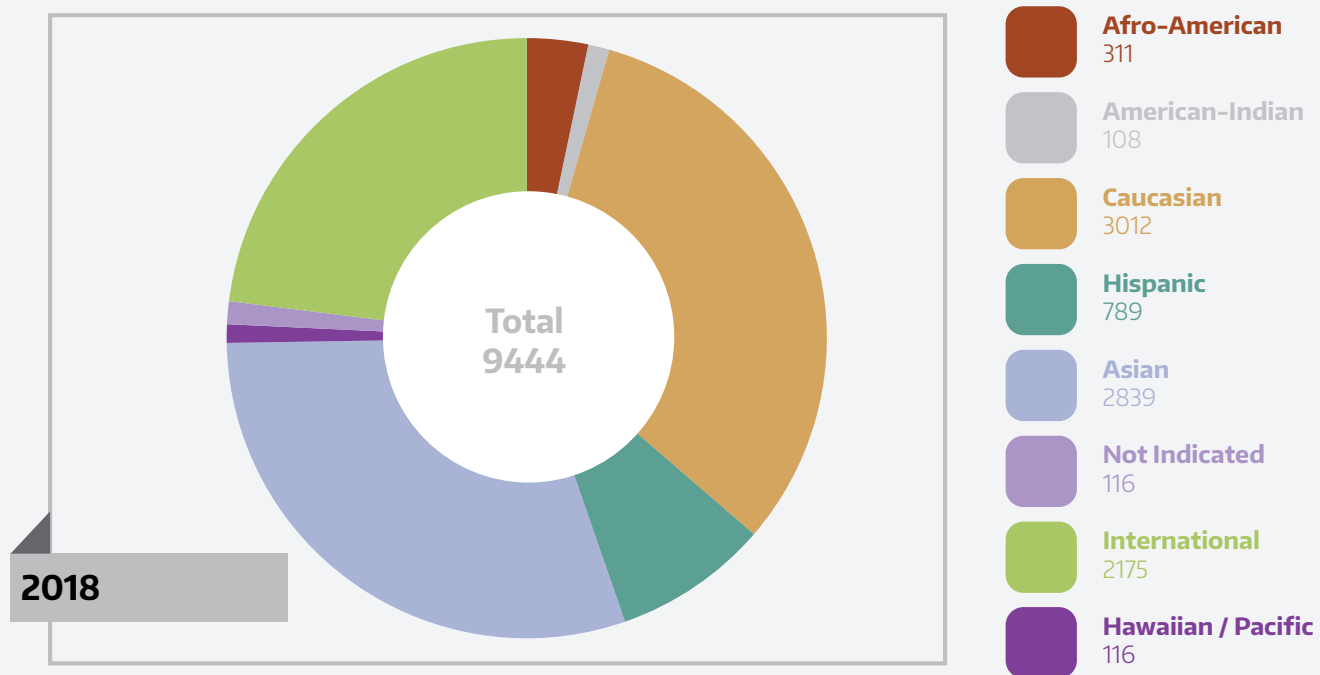
2018: **11,904**

2017: **11,090**

DEMOGRAPHIC - CLASS (Based on 10th Day Stats)

	2017			2018		
	9-Month	12-Month	Total	9-Month	12-Month	Total
Freshman	4624	118	4742	5182	48	5230
Sophomore	1100	231	1331	1312	218	1530
Junior	946	270	1216	1120	230	1350
Senior	588	223	811	684	231	915
Post Baccalaureate	2	0	2	3	2	5
Nonmatriculated	32	6	38	20	1	21
Graduate	1	360	361	40	330	370
Professional	1	26	27	4	19	23
Total	7294	1234	8528	8365	1079	9444

DEMOGRAPHIC - ETHNICITY (Based on 10th Day Stats)*



*As of 10th day of Autumn 2018 (October 13)



DIVERSITY

Housing & Food Services values diversity and is committed to promoting a multicultural community of students with diverse backgrounds, national origins, religious and political beliefs, physical abilities, sexual orientations and identities.



STUDENT EXPERIENCE

The multifaceted Residential Life Program offers structured activities and services that advance student growth and learning in such areas as leadership development and life skills, as well as direct and indirect support for academic achievement.



LEADERSHIP, SERVICE AND EMPLOYMENT OPPORTUNITIES

Budget Advisory Committee, a group of dedicated students who devote significant time to becoming fully educated about the complexity of HFS as a large organization so they can provide well informed feedback to HFS through the budget development process. (12 students)

Residential Community Student Association (RCSA), the representative student body for those living in the residential communities. (5 exec board members- one representative from each building)

Residence Education Programmers (REPs), student leaders that plan educational programs focused on wellness, academic success, and diversity/social justice in all residential communities. (8 students)

Residential Programming Board (RPB), provides campus-wide events and activities for all residential communities. (8 students)

Students Expressing Environmental Dedication (SEED), a residence hall group whose mission is to raise sustainability awareness and promote environmentally sound practices.

Hall Councils, providing student advocacy and programming activities in all residential communities.

Residential Community Standards Committee, which adjudicates alleged violations of community standards, facilitates educational workshops and reviews the *Early Exit* process. (18 students)

Resident Advisers, student staff that promote welcoming, inclusive, safe, respectful, academically supportive and fun residential communities. (168 students)

HFS employs about 1,000 students during the academic year.

CAMPUS DINING



DINING ACTIVITY FY2018

Number of Meal Plans Sold: **6,875**

Annual Dining Program Revenues: **\$47 million total sales for FY18**

Cost Range of Residential Meal Plans: **\$856-\$2,028 per quarter**

Average daily customer count during the academic year: **Over 40,000**

Total dining transactions for the past academic year: **5,371,808**

Highest daily customer counts during the academic year:

- > Residential Dining: **Local Point**
- > Convenience or grocery store location: **District Market**
- > Café: **Suzzallo Starbucks**
- > Food truck: **Motosurf**

The District Market generally does nearly 5,000 transactions daily.

UW Dining emphasizes an individualized approach to service to help ensure a positive experience for each customer. Customers can find quality products that provide value and variety through a sustainable approach, at nearly 40 convenient and welcoming locations.



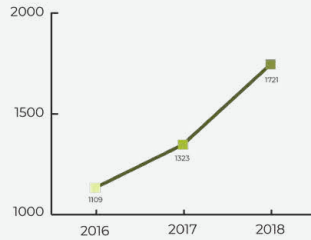


AREA 01

USAGE SURVEY STATISTICS 2017-18

Operational Highlights

Total Lab Users



175
Workshops Offered

Total Workshop Participants

19 2016 **215** 2017

199
Memberships

468
2018

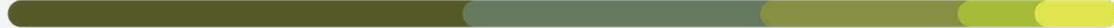
“Area 01 has been a great highlight to my first year here, and I hope I'll still have time to use it more next year!”

---Malia Clark

*not including revenue of the last month of the fiscal year.

Customer Feedback

How did you hear about Area 01?



Word of Mouth



Housing/
Campus Tour



Posters



Class Sign-ups

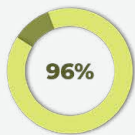


Social Media

Overall Experience & Customer Service Satisfaction Rate

“Staff were really friendly. My first time in, they answered any questions I had and made me feel welcome.”

---Kira Awadalla



User Quotes: What is Area 01 doing well?

“Providing opportunities for residents to use resources that they would not normally have access to.”

“Workshop variety and frequency, helpful staff in the Dabble lab.”

“Really accessible, good game selection and comfortable atmosphere. Offers a lot of different technology and options for things to do. Really like the new arcade cabinet.”

“Facilities are kept in a high-quality condition, staff are responsive and helpful whenever something is needed, and equipment is set out whenever we need it.”

“I feel like Area 01 is a really unique and valuable space for busy students because it offers such a variety of options from stress relievers to quiet study rooms.”

“I appreciate staff's help in the Dabble Lab. They are resourceful and encourage usage of the space.”

Ranking of the most used resources

1

Game Lab

2

Study Rooms

3

Dabble Lab

4

Computer Lab

5

Sound Lab

6

Image Lab

User Quotes: What can Area 01 do better?

“Maybe more programs and workshops that are geared toward beginners?”

“Partnerships with Hall Councils and other groups and encouraging casual use of the facility.”

“Wish there was one on North Campus!”



FITNESS CENTER WEST USAGE SURVEY STATISTICS 2017-18

Operational Highlights



Total Users

96,897

“Excellent hours! I am very grateful you are open as early as 7am on weekdays. The staff are great! The cleanliness is excellent.”

---Julia Jones

Total Class Participants

157
2016

653
2017

841
2018

Busiest day of the week



*not including revenue of the last month of the fiscal year.

Busiest hour of the day

5-6 pm

Customer Feedback

How did you hear about Fitness Center West?



Word of Mouth



Housing/
Campus Tour



Posters

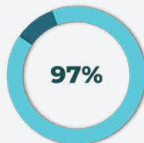


Class Sign-ups

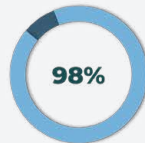


Social Media

Overall Experience Satisfaction Rate



Customer Service Satisfaction Rate



User Quotes: What is FCW doing well?

“I think the staff is doing a great job of keeping up with the facilities, and there is a good amount of equipment available.”

“Everything is great! The facilities are clean. The staff are nice. It's nice there.”

“The staffs are super friendly and since I am a campus resident for 3 years, I almost come to FCW every day and no doubt, every staff is professional, friendly, and willing to help.”

“The temperature and amenities have been nice.”

“Front desk staff is very friendly and polite.”

“I value the access to the studio rooms (again, love those), and there is a fair range of equipment to use. I also like the Husky Card system. It works well.”

“All the staff were really friendly and answered any questions I had.”

User Quotes: What can FCW do better?

“Have a place other than just hooks to store things that aren't as extreme as lockers. Cubbies maybe?”

“I think there should be more space or another gym added to campus.”

“It takes a long time to replace damaged equipment. Also, it needs other smaller equipment like a few kettlebells and resistance bands.”

“Many treadmills are always under maintenance. Sometimes it is hard to find an available spot at rush hours.”

Ranking of the most used resources

1

Weights

2

Treadmill

3

Studio

4

Other Cardio

5

Elliptical

6

Yoga Mat

HFS

**WORKING TOGETHER
TO ENHANCE
STUDENT LIFE**

