



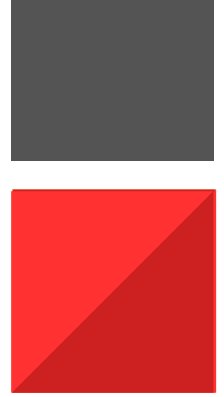
2024
2025

Dodge Campus Annual Report



| HOUSING AND
RESIDENCE LIFE

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Overview



The 2024–2025 academic year was one of connection, growth, and success within the community in Housing and Residence Life (HRL) at UNO. Our residents and staff worked together to create an environment where students felt welcomed, supported, and empowered to thrive in a positive residential setting.

Our residents demonstrated an exceptional commitment to building community. From participating in floor events and large-scale programs to supporting one another through daily interactions, their willingness to engage transformed our housing spaces into vibrant communities. Their involvement not only strengthened peer relationships but also contributed to academic success, wellness, and personal development across the Dodge Campus housing communities.

At the same time, our HRL staff—Resident Assistants, student leaders, and professional team members—invested deeply in the success of our residents. Through intentional outreach, creative programming, and individualized support, our staff built meaningful relationships that enhanced the residential experience and created a foundation for student belonging and success. The collaborative spirit of our staff was key in cultivating communities where every Maverick could find connection and purpose.

This report highlights the HRL’s efforts and impact over the past year. It showcases HRL’s continued investment in staff development, programmatic engagement, resident support services, and community partnerships. You will also find data and reflections on the resident experience, illustrating the tangible outcomes of our collective efforts to make on-campus living at UNO a powerful part of the Maverick journey.

Together, the 2024–2025 year stands as a testament to the strength of community in action, where connection, care, and collaboration created meaningful experiences that helped Mavericks live, learn, and grow.

MISSION & VISION

OUR MISSION

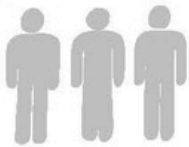
Housing and Residence Life at the University of Nebraska at Omaha creates a positive residential experience and supports the evolving needs of our students.

OUR VISION

Provide a safe and inclusive community where students are able to achieve success in obtaining their educational goals (curricular and co-curricular).

HOW WE DO IT

1



Assist students in forming supportive connections to other students, faculty, and staff.

2



Promote learning through our programs and services with an emphasis on academic support, inclusion, student involvement, wellness, and achievement.

3



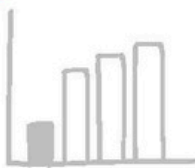
Engage students in the decision-making process regarding policies and procedures that impact their experience.

4



Celebrate the accomplishments of the housing community.

5



Assess our programs and services to ensure that we are responding appropriately to students' needs.

6



Ensure that our staff is professional, friendly, efficient, and student centered when responding to student needs and concerns.

7



Maintain our facilities in order to provide high quality, affordable amenities and accommodations to our students.

The University of Nebraska at Omaha shall not discriminate based upon age, race, ethnicity, color, national origin, gender-identity, sex, pregnancy, disability, sexual orientation, genetic information, veteran's status, marital status, religion, or political affiliation.

UNIVERSITY OF
Nebraska
Omaha



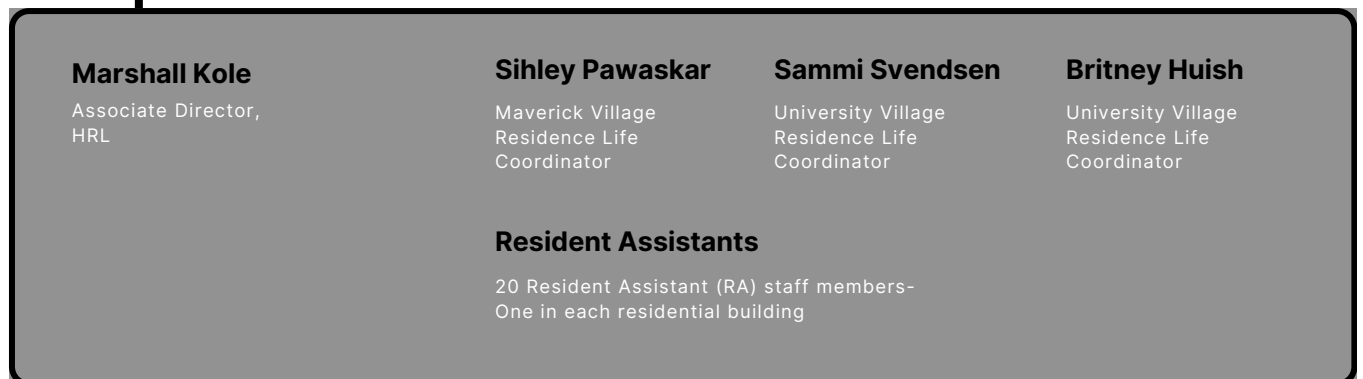
DEPARTMENT STAFF

HRL operates with 13 professional and 20 student staff members responsible for providing a positive residential experience on campus. Our staff offers high-quality direct, intentional support for residents living on campus at all hours of the day, every day of the year.

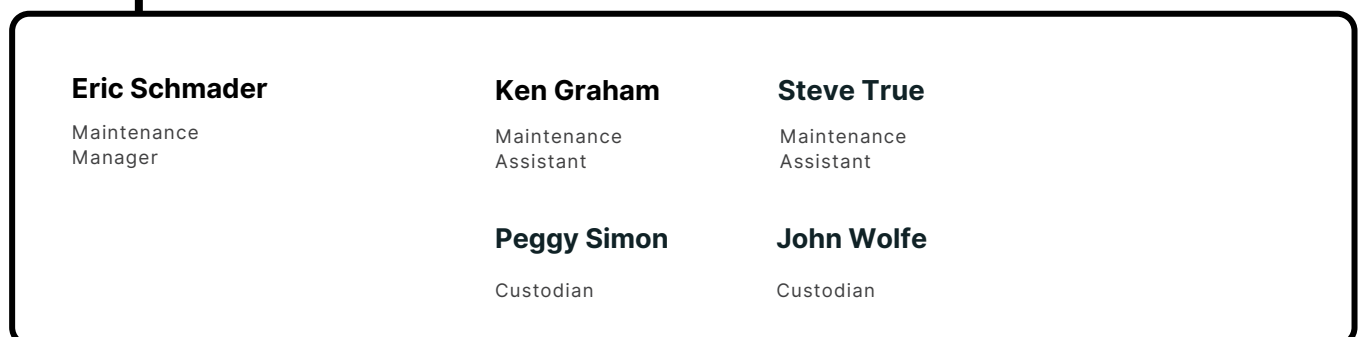
BUSINESS OPERATIONS STAFF



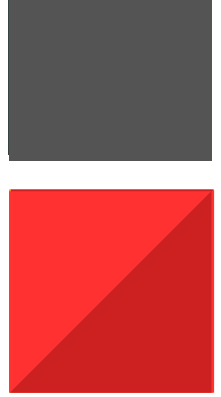
RESIDENCE LIFE STAFF



MAINTENANCE STAFF



STAFF ACHIEVEMENTS



HRL staff achieved many notable accomplishments throughout the 2024-2025 year, reflecting the department's commitment to hiring and developing staff who are passionate about meeting the evolving needs of our students in housing.

Our staff help make campus feel like home.

STAFF EXCELLENCE

Two staff members - Sihley Pawaskar and D'Mya Valdivia - were honored as UNO Employees of the Month for outstanding contributions in June and December 2024, respectively.

Hired and onboarded two key leadership positions - Assistant Director for Business Operations and Maintenance Manager - both essential to departmental continuity and success.

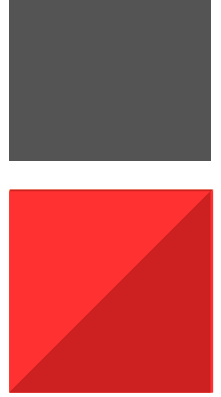
Maintained high-level operational efficiency and engagement despite significant staffing transitions.

STAFF DEVELOPMENT

Staff members on the Residence Life and Business Operations teams participated in many professional training and conference attendance opportunities to deepen their skillsets. These included:

- Basic Mediation Training and Certification (Nebraska Mediation Association)
- Foundations of Restorative Justice Practices (Microcredential Certificate via UNL)
- UMR-ACUHO Regional Housing Conference
- ACUHO-I National Conference
- ACUHO-I Behavioral Health and Wellness Training Institute
- Faculty for the Regional Entry-Level Institute for housing professionals in the UMR-ACUHO region

BUSINESS OPERATIONS



Housing Application Process

The HRL Business Operations team worked to streamline and formalize the housing application and leasing process for residents. One major procedural change in this area was the integration of DocuSign in the application and contract signing processes. This change helped to improve procedural automation and reduce errors in student housing records.

Admissions Partnership

Business Operations aligned event and marketing schedules within HRL to the schedule of university-wide student recruitment events hosted through Admissions (e.g., Be A Mav Days). The alignment of these events included HRL staff adding open house events that drew over 200 new students and family members to tour housing during our Spring Showcase.

Contract Renewal Education

Staff hosted fall tabling and “Housing 101” informational sessions in multiple modalities (in-person and via Zoom) to proactively provide students and housing residents comprehensive education about applications, leasing, roommate assignments, and the move-in process. These sessions were attended by 855 total participants.

HOUSING MAINTENANCE

Staffing Transition and Teamwork

The HRL Maintenance staff is comprised of five professional staff members - one manager, two maintenance service staff, and two custodial staff. Entering the 2024-2025 year, three positions including the Manager and two Maintenance Assistants were vacant. Staff hired into those positions during the fall 2024 semester on-boarded and began operating effectively very quickly. This couldn't have happened without the support and partnership of the seasoned custodial staff members on the maintenance staff who leaned into the staff changes and helped to ensure maintenance needs were being met on behalf of residents during the transition period.

Service Requests

1065

Maintenance service requests received and resolved during the 2024-2025 year -- A 122% increase in service requests resolved compared to the year prior.

5 hrs 9 mins

Average resolution time for requests after being received – A improvement of 5 hours and 7 minutes [50% faster] over the resolution time for requests the year prior.

Resident Satisfaction with Maintenance

82.96% Agree

The apartment where I live is well maintained by HRL

90% Agree

Housing buildings and grounds are well maintained

89.09% Agree

Maintenance issues in my apartment are resolved quickly

91.27% Agree

HRL maintenance staff are courteous and professional

RESIDENT SUPPORT SERVICES

Desk Services

HRL staff provide support services for residents through the desk in the MV and UV Clubhouses. Services include answering questions about housing and campus, assisting with key/access issues, and providing mail and package services for residents in housing.

Desks are open to residents Monday-Friday 8 AM-8 PM and Saturdays from 12-4 PM.

1998

Items (spare keys, vacuums, equipment, etc.) checked out to residents at the MV and UV desks.

8383

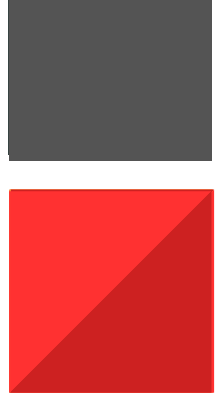
Packages received, logged, and delivered to residents at the MV and UV desks.

Resident Feedback on the Services Provided by HRL

Residents are provided an open-ended opportunity each year on the annual HRL Resident Experience Survey to provide general feedback or commentary about their experience in housing at UNO. Comments from the survey in November 2024 were overwhelmingly positive:

- *“Things are lovely. Even if there is an issue the staff at UNO are kind and empathetic towards anyone who needs assistance. It definitely removes some of my stress.”*
- *“[HRL] Staff are very easy to contact and show an invested interest in my experience on campus.”*
- *“Every time we have had an issue, it has been addressed or fixed incredibly quickly! I have no complaints!”*

SAFETY AND SECURITY



On-Call Staff Support

To foster a safe community for students living on campus, HRL invests in hiring and training live-in student Resident Assistant and professional Residence Life Coordinator staff members who participate in a 24/7/365 on-call response network in Maverick and University Villages.

RA On-Call Numbers

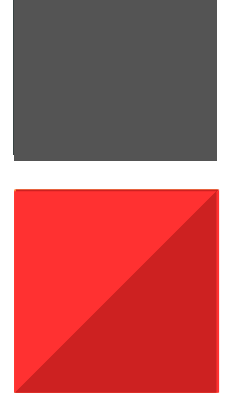
- **1363** Total calls for support received by RA on Call staff members from August 2024 through May 2025.
- **2.3** Average number of calls received and responded to by RA staff on call each night

Residents lock-outs (temporary keys) are the most common type of need handled by RAs on Call. Over half (56.5%) of the calls to staff outside of desk hours were for lock out assistance. Other common types of calls included “Staff Inquiry/Other” calls in which staff answered general HRL or campus questions for residents (17% of calls), residents checking in or out of housing (15% of calls), and reports about noise levels in HRL (5.1% of calls).

RA On-Call Numbers

- **308** Total calls for support received by Professional Staff On Call from August 2024 through May 2025.
- **124.5** Total working hours - mostly outside business hours - performed by Professional Staff on Call as part of the HRL on-call system

PROGRAMMING & ENGAGEMENT



Research shows that students who are actively engaged on campus are more successful and satisfied in their college experience. HRL provides significant opportunities for residents to actively participate events and programs in the housing and campus community.

Program Numbers



151

Total programs hosted in or by HRL for residents from August-May

10

Large-scale programs hosted by HRL in the first 6 weeks of the fall 2024 semester

9

Saturday Night Social alcohol-alternative events hosted by HRL

Program Attendance



4845

Total attendees to programs in HRL

656

Total unique attendees to programs in HRL

51

Average attendance at Saturday Night Social alcohol-alternative events

32

Average resident attendance at HRL programs and events

Program Attendance and GPA Attainment

Residents who attend programs in HRL do better academically than those who don't, supporting the claim the more engaged a student is on campus, the more likely they are to be successful.

Number of Programs Attended in 24-25

Avg Cumulative GPA

0 Programs	3.0933
1 Program	3.2983
2-4 Programs	3.2576
5-9 Programs	3.3687
10+ Programs	3.5598

RESIDENT EXPERIENCE IN HRL

HRL collects resident feedback via the Housing Resident Experience survey sent out each November. Responses from the fall 2024 survey indicate a very positive resident experience in on-campus housing.

HRL Staff Feedback

91.50% Agree

My RA is approachable, friendly and genuine

91.15% Agree

My RA shares and upholds expectations and policies

89.45% Agree

My RA is available to me

90.97% Agree

HRL staff are welcoming

HRL Climate and Services

90.25% Agree

HRL fosters an inclusive and welcoming community

89.53% Agree

HRL provides services that meet my needs

86.28% Agree

HRL creates a positive residential experience

91.25% Agree

The apartment where I live has all the amenities I need

Resident Wellness Feedback

92.49% Agree

Living on campus contributes to my healthy lifestyle choices

85.72% Agree

Living on campus helps me more effectively manage stress

94.74% Agree

Having a kitchen in my apt. promotes healthy diet choices

82.33% Agree

Living with roommates positively impacts my emotional wellbeing



HOUSING AND RESIDENCE LIFE

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