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.

<table>
<thead>
<tr>
<th>Capacity/Occupancy (Based on 10th Day Stats)*</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9-Month</td>
<td>12-Month</td>
</tr>
<tr>
<td>As-Built</td>
<td>6200</td>
<td>1233</td>
</tr>
<tr>
<td>Overflow</td>
<td>1043</td>
<td>0</td>
</tr>
<tr>
<td>Operating Capacity</td>
<td>7243</td>
<td>1233</td>
</tr>
<tr>
<td>Occupancy</td>
<td>7294</td>
<td>1234</td>
</tr>
<tr>
<td>% of Capacity</td>
<td>117.6%</td>
<td>100.1%</td>
</tr>
</tbody>
</table>

*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)

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

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.
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.
### Operational Highlights

- **Total Lab Users**
  - 2016: 1,000
  - 2017: 1,500
  - 2018: 2,000

- **175 Workshops Offered**

- **Total Workshop Participants**
  - 2016: 19
  - 2017: 215
  - 2018: 468

- **199 Memberships**

*Note: Numbers do not include members of the last month of the fiscal year.

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*"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

### Customer Feedback

#### How did you hear about Area 01?

- Word of Mouth
- Housing/Campus Tour
- Posters
- Class Sign-ups
- Social Media

#### Overall Experience & Customer 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!"
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

2016 157

2017 653

2018 841

Busiest day of the week

Busiest hour of the day

5-6 pm

Customer Feedback

How did you hear about Fitness Center West?

Overall Experience Satisfaction Rate

97%

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 love 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 hook 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.”

User Quotes: Overall Experience

“Overall, it is a good place to work out.”

Ranking of the most used resources

1 Weights

2 Treadmill

3 Studio

4 Other Cardio

5 Elliptical

6 Yoga Mat

98%

Customer Service Satisfaction Rate
HFS
WORKING TOGETHER TO ENHANCE STUDENT LIFE