

Summer Programs Annual Report



2018



University Housing
UNIVERSITY OF WISCONSIN-MADISON
Built for your *success.*

NOTES FROM UNIVERSITY HOUSING



Every summer, University Housing staff work with campus partners to provide a warm welcome to our residence halls, dining units, and tech centers. We serve thousands of guests representing every state in the U.S. and over 50 countries. Our support is part of the Wisconsin Idea, a commitment to public service that goes beyond the traditional academic experience.

Our guests continue to tell us that our residence halls provide convenient accommodations during their campus conferences, for a reasonable price, and with attentive customer service. The dining markets rated highest on convenience, customer service, and timeliness of food preparation. Our staff is here to meet your needs.

Jeff Novak
Director of University Housing

Life-long learning is important within our campus community. Youth become involved in their formative years through pre-college programs, of which 59% of our residential and commuter guests were between the ages of 8-17 (not including freshmen orientation). Diverse populations have the opportunity to build skills and knowledge to enter college more prepared to graduate with a degree, and become mentors, engaged alumni, and influential leaders.



University Housing supports our academic mission of UW-Madison by providing resources and facilities for recreational youth camps, international research scholars, professional conferences, freshmen and transfer student orientation, and summer programs that are here from one night to multiple weeks. This summer, we had over 18,300 guests in 17 residence halls, for 79,648 bed nights. Dining served over 191,000 meals in six markets over 11 weeks.

We continue to build on our campus and community partnerships to embrace changing practices and customer expectations throughout their lifespan.

Sharon Seagren
Director of Conference Services



CONFERENCE SERVICES

The Conference Services team of three professional staff and five summer student employees manage contracts and communication with program sponsors and directors, and our guests. They room assign overnight accommodations, reserve meeting spaces within all Housing facilities, schedule meals in six dining units, plan over 300 catered events, oversee logistics for every check-in, and provide equipment and welcome materials for our guests' experience.



"Excellent information was provided in advance about the conveniently located accommodations. I also received a personal response from UW-Madison Housing staff regarding special diets."
- Adult Conference Guest



138
Group contracts



over **1,000**
Additional advanced hall reservations than prior year



2,321
Meeting reservations



5,309
Residence hall online guest reservations



DESK SERVICES

Sixty student employees provide service over 11 weeks for our summer guests. They are our initial welcoming team, distributing keys, meal access cards, and information about the residence halls and campus. They provide irons, games, and other equipment, and also serve as the concierge at eight desks, often 24-hours a day. Guest surveys reflect high satisfaction levels for the friendly and helpful service provided by this front line staff team.



2,186
Items
checked out



6,560
Packages
distributed



FACILITIES

The housekeeping, maintenance, painting, sign shop, upholstery, and project team manage the residence hall operations. Their responsibilities include guest room turnover, installing air conditioners, setting up meeting room equipment, posting signs, directing parking at check-ins, and construction and grounds oversight as part of the many details to serve our summer guests.



2,775
Air conditioners
installed



3,960
Guest room
repairs



149,981
Laundered
linens

A special thank you to our Business Services, Human Resources, and Administrative teams for the support they provide to our summer guest experience.

OUR CORE VALUES ARE...



Integrity



Care



Excellence



Respect



Creativity



Optimism



Stewardship

...THE FOUNDATION TO OUR SUCCESS

DINING AND CULINARY SERVICES

The Dining and Culinary Services team manage meals and catering within Housing facilities and campus classrooms. Dining strives to provide quality food for every guest while accommodating all dietary preferences. With a registered dietitian on staff, our team works with groups and individuals to ensure our guests are able to eat a healthy, balanced diet and manage any food sensitivities or allergens. The team also works with guests to promote sustainability, including composting and reducing food waste.



191,171
Contracted
meals



668
Dietitian managed
guest allergies

Meal Plan By Unit	Total Guests
Carson's (6 weeks)	17,871
Four Lakes (10 weeks)	68,419
Gordon (9 weeks)	60,212
Liz's (5 weeks)	26,191
Newell's (4 weeks, breakfast only)	2,459
Rheta's (7.5 weeks)	16,019

TECHNOLOGY SERVICES

To support our guests, the Technology Services team coordinates phone installations, network support, audio and visual preparations, and oversight of seven onsite tech centers, which were accessed over 5,800 times. They continued with wireless access point installations to improve connectivity in the residence halls. The Help Desk team manages technology questions and troubleshoots issues for staff and guests.



2,935
Hall access
points installed



74,165
Pages
printed



522
Audio and
visual set-ups

SUMMER PROGRAMS IN REVIEW




>\$3.96
Million generated in contracts


\$298,339
Generated revenue from 25 new programs


79,648
Nights our guests stayed

GUESTS PER MONTH



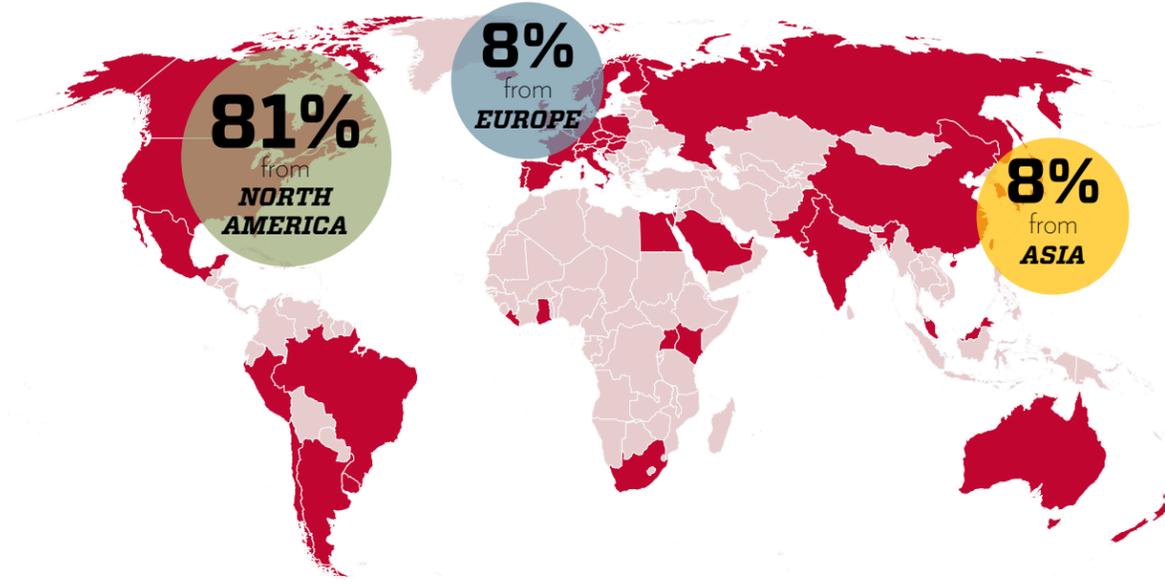
"Great staff, great price! Plus, the extras like the clock radio and refrigerator made it a great place to stay"
- Chadbourne Hall Guest

OUR SUMMER GUESTS

Our summer guests represented **all 50 states** in the United States. There were **25 international university programs** that provided accommodations for 498 guests in residence halls.

49
Countries Represented

BY LOCATION



- Asia**
- China
 - Hong Kong
 - India
 - Israel
 - Japan
 - Pakistan
 - Russia
 - Saudi Arabia
 - Singapore
 - South Korea
 - Taiwan
 - United Arab Emirates

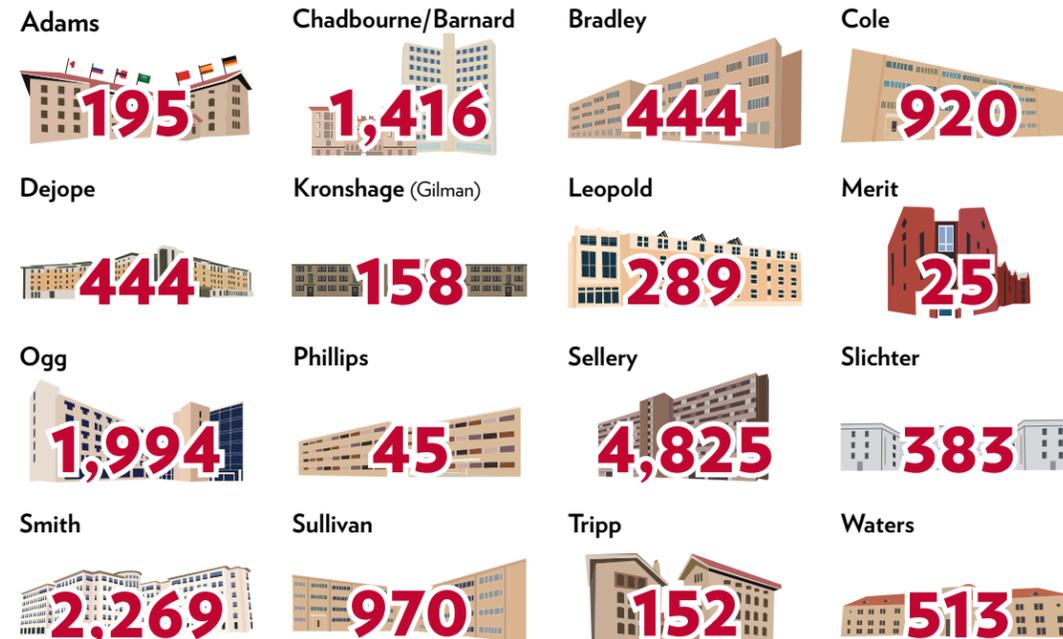
- Africa**
- Egypt
 - Ghana
 - Kenya
 - Liberia
 - South Africa
 - Uganda

- North America**
- Canada
 - Grenada
 - Mexico
 - United States

- South America**
- Argentina
 - Brazil
 - Chile
 - Peru
 - Uruguay

- Europe**
- Austria
 - Belgium
 - Croatia
 - Czech Republic
 - Denmark
 - Finland
 - France
 - Germany
 - Hungary
 - Iceland
 - Italy
 - Netherlands
 - Norway
 - Poland
 - Portugal
 - Slovakia
 - Spain
 - Sweden
 - Switzerland
 - United Kingdom
- Australia**
- Australia
 - New Zealand

BY RESIDENCE HALL



*“The chefs and dining staff were super helpful,
accommodating, and friendly”
- Adult Conference Guest*



Conference Services

UNIVERSITY HOUSING

UNIVERSITY OF WISCONSIN-MADISON

(608) 262-5576 • conferenceservices@housing.wisc.edu • www.housing.wisc.edu/conferences