Accommodating almost 17,000 guests over 13 weeks takes a dedicated Housing staff team. Behind the scenes, facilities staff is busy cleaning, painting, installing air conditioners, and preparing 15 residence halls. Rooms for adult conferences receive TVs, clock radios, special linens, and floor coverings. Access personnel prepare keys and electronic door programming for multiple arrivals and departures throughout the summer.

The tech services staff installs computers for labs and kiosks, and manages online access for short-term guests. They inventory audio and visual equipment for a full summer of meetings and events. The help desk staff focus on prompt, friendly tech support.

The dining and catering team plans menus and orders high quality ingredients and products to outfit five dining units. Large spaces are turned over daily for meetings, meals, and catered events. Cashiers and service personnel prepare to welcome our diverse customers by focusing on providing a great food experience for a variety of dietary needs.

The residence life staff provides house fellows for the Summer Orientation, Advising, and Registration (SOAR) program for an on-campus student and parent live-in experience. Desk employees prepare postings and materials to welcome our guests and help them navigate the greater Madison area. Pre-college counselors receive an orientation by the Res Life leadership to develop a respectful, safe, and cohesive community.

Administrative oversight for logistics of summer programs is centralized in the conference services office, to lead the planning with frontline staff for excellent service delivery. Support from human resources, purchasing, business services, and marketing staff help fulfill the summer residential experience. Every summer, it's a true collaboration among hundreds of Housing staff to successfully open our facilities to serve as a comfortable, convenient, and safe “home” for guests visiting from across Wisconsin and around the world.

LETTER FROM
The Director

“Let me thank you for the fabulous facilities and professional staff. I’ve run workshops all over the country for the past 15 years, and the UW-Madison venue ranks at the top. You run a great ship!”

—Barbara, Dept. of Geosciences, Hamilton College, New York

Sharon Seagren
Director of Conference Services
SUMMER PROGRAMS
By the Numbers

16,725 GUESTS SERVED*
MAY 25 - AUGUST 23

3,302 SOAR Students & Parents
3,765 Adult Conference Guests
2,347 Commuters
6,311 Youth/College Guests

*Does not include summer session students

OVER $4.0 MILLION GROSS REVENUE

NUMBER OF GUESTS BY RESIDENCE HALL

Adams 739
Ogg 3,298

Bradley 879
Phillips 42

Chadbourne 714
Sellery 2,915

Cole 1,602
Slichter 346

Dejope 526
Smith 2,551

Kronshage 599
Sullivan 511

Leopold 143
Tripp 824

Witte 978 Commuters not affiliated with a residence hall

304 EVENTS FOR RESIDENTIAL SUMMER PROGRAMS

GUESTS SPENT
82,371 BED NIGHTS

GUESTS PER MONTH

MAY 642
JUNE 6,949
JULY 7,230
AUGUST 1,904

203,181 SUMMER GUEST MEALS

74,962 BREAKFASTS
68,107 LUNCHES
60,112 DINNERS

Does not include guest or cash meals
For the last 95 years, University Housing has been actively serving summer guests in our residence halls and dining units. From May 25 through August 23, 2015, the Conference Services team hosted 118 programs representing all areas of Wisconsin, 49 states, and 45 countries.

Busy summers provide the opportunity for student staff and supervisors to closely work together. Teamwork is a key to handling workloads and challenges.

The team atmosphere is felt throughout the Conference Services office to meet the needs of almost 17,000 guests over the summer. Ellie Poikonen, Administrative Assistant for Conference Services, elaborates, “Teamwork is really important because there are so many people on campus counting on us. Together we can get things done quickly and share the load. Collaboration is what makes us succeed.”

The support of supervisors is something that has kept Ellie working with University Housing in various positions. “The supervisors care and want to see you build your résumé. They know when to challenge you and when to lend a hand. I know this will help me in my future career in research.”

This summer, we had 521 student employees who were a huge part of delivering high quality service to our guests. These students are gaining valuable skills to build their résumé for their professional careers.

Ben Ruffolo, Ogg and Smith Hall Desk Supervisor, has seen first hand how important communication is in his work—especially the ability to adjust quickly. “Each residence hall is different depending on who lives in it and when. I have to be professional and adapt the way I communicate to every group. Working over the summer gives me a second layer of learning that I don’t always get during the school year.”

For Anna Ballweg, she knows what she’s learning at the hall desk will give her the real world experience she’ll need in her future career as a social worker. “You have to be prepared for whatever may happen. It’s important you make that individual feel taken care of and listen. Making the human connection is so important.”

Head Student Supervisor at Carson’s Market, Emmett Mottl, strives for this as well. “When a group comes in for three meals a day, you get to know the customers pretty well. A warm welcome can make a huge difference. Building trust is something that’s important to practice.”
A strong and integral part of our work in University Housing is to support campus summer programs.

During the summer months, our residence halls transform from a home for college students to a place where professionals, researchers, youth and even grandparents join us as a part of the Wisconsin Idea, learning and interacting with expert UW – Madison faculty and staff. Guided by our mission and core values, our staff works tirelessly and seamlessly with campus partners to provide an outstanding experience with excellent customer service. The Badger Spirit is alive and vibrant within University Housing all academic year and throughout the summer!
ADULT CONFERENCES
Bring states & countries together

GUESTS FROM 45 COUNTRIES AND 49 STATES STAYED WITH US THIS SUMMER

Countries in dark red signify a guest group who stayed with us from that country

CHEFS WHO CARE
Food options for everyone no matter your needs

“I liked how there were options at meals for people whether they were vegetarians, vegans, or had allergies.”
—Youth Camper
YOUTH CAMPS

Helping future Badgers have a great camp experience

YOUTH MADE UP **OVER 50%** OF OUR SUMMER GUESTS

I had a great time. I look forward to becoming a Badger in the near future! On Wisconsin!

Thank you for assisting us with our first Pharmacy Precollege Summer Program. Everything went very smoothly — a testament to you and your team.

My camp was wonderful! Thank you for the amazing experience and memories.

“**WHAT** DID OUR YOUTH GUESTS SAY?”

GOING THE EXTRA MILE

Dining & amenities make youth feel at home

Central campus location

Common spaces to hang out with friends

Clean residence halls

Several dining options

Furnished rooms with air conditioning

Fast Wi-Fi Internet

DID YOU KNOW?

Housing Dieticians made sure youth had the best dining experience by assisting over 500 students with allergies and dietary restrictions before coming to camp.