

## **TCUF: “Designing for Millennials: Live, Learn, Play”**

Session Time: Thursday, September 29, 10:00 – 11:00 a.m.

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**Audience Question:** Who is in the room – University Project Managers, Architects, Engineering, Contractors? How many of you have worked on Student Life Projects?

### **1. What are the areas of responsibility that are under the Student Life umbrella on your campus? How have you seen the role change in the years you’ve been a professional?**

(Each panelist give an overview of their campus department and role and what issues seem to be taking the most time and focus as you start the fall 2016 semester)

### **2. What are the adjectives you would use to define the millennial generation?**

- a. **Connected – social media, cell phones**
- b. **Sheltered – over indulgent and/or highly involved parents**
- c. **Team players – especially due to cell phones and social networks**
- d. **Progressive – or perhaps just more “accepting” of lifestyle, racial, ethnic differences**
- e. **Driven – motivated, high achieving and pressured to achieve**
- f. **Techno-savvy - more, more, more**
- g. **Self-confident – very optimistic and hopeful**
- h. **Determined – goal-oriented and success driven**
- i. **Entrepreneurial – willing to take chances**
- j. **Civic minded – students have already experience community service and continue to be engaged at the college level**
- k. **Career Focused – another way of saying “driven” (e) and “determined (h)**

- I. Team Orientated – no one really likes group projects, but these students are more accustomed to doing projects together

### **3. What are the ten issues you need to account for with millennials on your campus?**

- a. Technologically savvy. Sit by themselves, listen to music, texting, talking on their phone
- b. They are sheltered and have helicopter parents (students tend to let their parents do this)
- c. They are team oriented, work together in groups, reflect together in groups
- d. They need to stay engaged in the classroom. What can we do to get through? (shiny baubles?)
- e. Diversity – tends to be more of diversity of thought given their greater exposure to diversity of people (demographics)

### **4. What are the challenges with this generation?**

- a. They have a desire to be a part of everything and have a say in everything, even when it is not their responsibility or role. They want to be a part of the process on virtually every campus issues.  
Examples:
- b. They want work-life balance. They want more money when they start to work, yet have watched their Boomer parents and don't want to work on the long hours.
- c. Sense of entitlement – They are "owed" perks, special consideration. Especially an issue on the Rice University (private) campus.
- d. Inclusion and Diversity – very important to students, everyone is a part
- e. Parent involvement – parents will "call in" to campus on a variety of issues that affect their kids. They will complain when the campus is not living up to their expectations for their kids' experience. "Sell Parents" so that they can stay involved in campus community. Communication important to parents.
- f. They feel that job options are limited so students feel stressed about their future. They have a high-burn out rate. They want their class and campus schedule to be overloaded and are often exhausted. Rice has lowered the maximum amount of hours per semester that students can take. They are over achievers in and out of the classroom. (Rice)
- g. Problems/Issues in the campus community – there are multiple ways and opportunities for students to comment and they do.

h. High expectations for salary when they graduate. Humanities majors go into consulting.

**5. What are the trends that university facility professionals and the A/E/C industry should take into account as they design buildings for Student Life (residence halls, student unions, recreation centers etc.)**

- a. Residence Halls – suites with individual sleeping space and common spaces
- b. Common areas with “blurred space” and learning support
- c. Facilities that “ blur the lines” **between traditional academic affairs and student affairs**
- d. Facility and residence halls that account for needs of faculty families who live there
- e. Residential colleges
- f. Building for next 30 years
- g. **Both Faculty Live-in and Residence Life Coordinator (professional staff) – have apartments large enough for small events, dinner programs (University of Miami)**
- h. Student Centers with areas for special communities – LGBT, veterans, where students hang out with others that are in their community **(ACUI)**

**6. What areas do you receive the most enthusiastic compliments about and what areas receive the most complaints? What facilities are most important for student recruitment and retention?**

- a. Most important and most enthusiastic at Rice is the residential colleges and our Rec Center**
- b. Most complaints, our old outdated Student Center**
- c. Compliments**
  - i. Memorial Student Center**
  - ii. Student Rec Center**
  - iii. New Residence Halls**
- d. Complaints**
  - i. Rec Center (crowding) \$55M additional completed soon**
- e. Recruitment & Retention**
  - i. Kyle Field**
  - ii. Student Rec Center**
  - iii. Memorial Student Center**
  - iv. Student Health Center**

**v. Student Counseling Center**

- f. Compliments
  - i. New Residence Halls (e.g. Cougar Village I & II, and Cougar Place)
  - ii. Student Center
  - iii. Campus Recreation and Wellness Center
  - iv. MD Anderson Library
  - v. Athletic space (new football stadium)
  - vi. Bauer College of Business
  - vii. One Stop Center in our Welcome Center Garage
- g. Complaints
  - i. Old Classroom Buildings

**7. What resources do students need and what facility amenities or details are overlooked?**

- a. Since they are team players – like working in groups – more small team meeting spaces as opposed to individual cubicles in libraries and beyond
- b. Flex spaces that can be easily reconfigured
- c. Spaces that serve multiple functions, or include several stops, in on location (e.g. Student Center with meeting spaces, convenience store, ATM, cell phone charging stations, computer monitors, “chill” seating, coffee shop, copy center/copy machines, printers, food sources all included.)
- d. Dorms/housing that includes more than just common space(s) and rooms. Include meeting spaces (small and large), quiet study places, easy networking options, 24-hour food/drink options, outdoor bbq pits, space for outdoor activities (e.g. volleyball, badminton)
- e. **CAFFEINE...in massive quantities!**
- f. **Healthier eating options. Vegetarian, gluten-free, etc.**
- g. **More stressed out than previous generation. Millennials are more likely than older generations to turn to yoga and meditation as stress relievers.**
- h. **Want their own space and willing to pay for it.**
- i. **Student furniture needs to be updated with ports and outlets built into desks and beds. Furnishings have to ensure the furniture is not only good quality and functional but especially good design. The functional design must give students a useful space for their digital devices with easy access for charging.**

- j. **The following amenities should not be compromised when designing facilities: safety; proximity to campus; cost; private bathrooms; on sight parking; double beds; onsite laundry; internet access; fitness center; cable/satellite TV; dining.**
- k. Overall, students want spaces that are "safe", "inclusive", "engaging", and building a "sense of community".