

# STUDENT HOUSING ANNUAL REPORT

2024/25



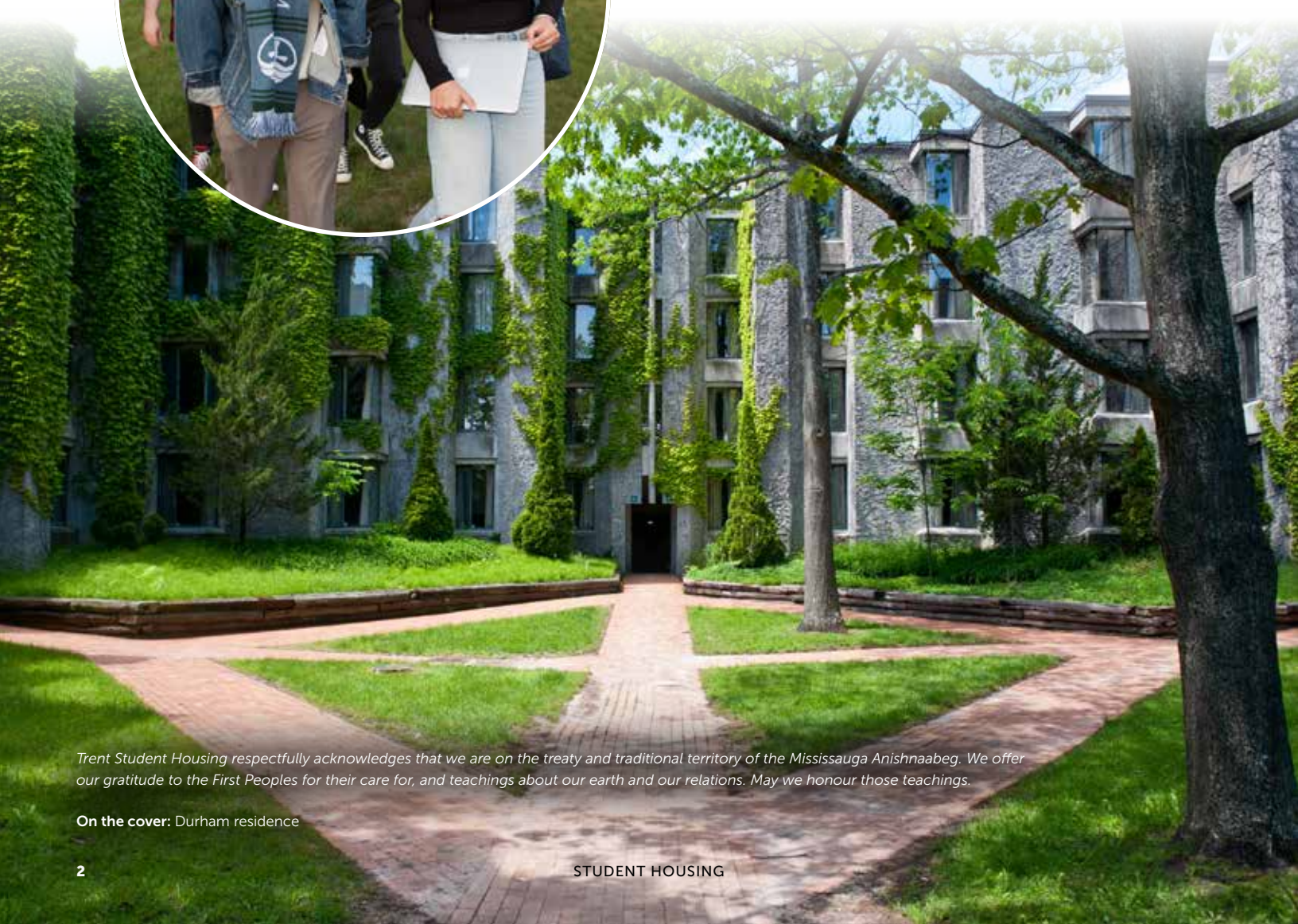


# INSIDE THIS REPORT

Message from the Senior Director .....	3
Our Purpose, Values & Aspirations.....	4
Our People .....	5
2024-25 By the Numbers .....	8
2024-25 Highlights .....	10
2024-25 Financial Summary .....	11



**Integral to the rich and vibrant Trent University student experience, Student Housing provides a safe, caring, and welcoming living experience that contributes to student success.**



*Trent Student Housing respectfully acknowledges that we are on the treaty and traditional territory of the Mississauga Anishnaabeg. We offer our gratitude to the First Peoples for their care for, and teachings about our earth and our relations. May we honour those teachings.*

**On the cover:** Durham residence



# MESSAGE FROM THE SENIOR DIRECTOR



Student Housing has successfully navigated another year as we continued to provide safe, caring, welcoming, and inclusive communities in support of student success. The 2024-25 academic year saw significant strategic efforts to move Student Housing forward into the future. These efforts included but are not limited to the:

1. Engagement in the design and steering committees for Gigidaa Migizi College and Otonabee College Residence.
2. Launch of the Upper Year & Graduate Suites pilot program, designed to house Trent students beyond their first year.
3. Creation of new after-hours supports for first-year residence students.
4. Increasing Open House tours to the West Bank Colleges and Trill College by 30% and 300% respectively.
5. Development of new partnerships to support off campus students, such as SpacesShared.

This report shares further highlights from the 2024-25 academic year and shows that Trent Student Housing continues to push the envelope to provide services, supports, and programs that meet the needs of our changing student population.

We are proud of the ways that we have worked to contribute to a vibrant campus community and to the field of housing, residence life, and student affairs and services. We look forward to continuing to work with our campus and community partners in the coming year.

**Jen Coulter, PhD**

Senior Director, Trent Student Housing

---

***“I love being around a bunch of people my own age, who are also experiencing first year of university. I like my roommates and the sense of place I have created here with them. Overall, its [living in residence] a very fun experience.” – First Year Resident***

---





# OUR PURPOSE

As stewards of the University, we provide a safe, caring, and welcoming living experience that contributes to student success.

## Our Core Values

- We put **people first** and consider the whole person in caring ways as we seek opportunities to contribute to the academic mission.
- We work to **support the health and well-being** of our community to create a welcoming and inclusive experience for students, staff, and guests.
- Our staff teams **listen to students and guests** as we design our services in innovative ways to enrich our programs.
- We provide **sustainable services and social programs** that add value and vibrancy to our communities so the University can prosper.

## Our Aspirations

- Student Housing will be known as a great place to work.
- We will be the #1 residence program in Ontario as we create opportunities, so students feel welcome and connected.
- Our work practices will be integrated and efficient to create capacity on our team to focus on important goals and maximize resources.
- Our department will enhance the vibrancy of campus and contribute to the university's financial health and sustainability.

*“I like how supported I have felt in my role. My supervisor is always helping to make me feel better about certain scenarios and what my next steps need to be when I am unsure.”*  
– Student Employee





# OUR PEOPLE

Our people are the heart and soul of our community and our greatest asset. That's why supporting the growth, development, and learning of our team of 150+ dedicated and caring employees is so important to us.

97%

OF STUDENT EMPLOYEE SATISFACTION SURVEY RESPONDENTS REPORTED BEING SATISFIED WITH THE SUPPORT THEY RECEIVED FROM THEIR SUPERVISOR.

## Student Employees

Student Housing is one of the largest employers of students at Trent. We are proud of the work of our student staff and appreciate all they do to make the Trent student experience a great one!

- 125 student employees in 16 unique positions.
- 98 hours of training conducted through 54 training workshops.
- 10 campus departments facilitated training for student employees.
- 125 employment assistance program enrolment buy-ins for student employees.
- 345 student applicants for 2025-26 employment with Student Housing.

92%

OF STUDENT EMPLOYEE SATISFACTION SURVEY RESPONDENTS ARE SATISFIED WITH THEIR EXPERIENCE WORKING IN STUDENT HOUSING.

\$2,004,394

IN SALARIES & BENEFITS PAID TO STUDENT EMPLOYEES.

***"I have completely found a new part of myself...when I came to August training, I was afraid to talk to anyone new and was super unconfident in my abilities. In the last year and a half in my position, I have gained so much confidence. I feel fully confident in my job, my tasks, and my abilities to make connections."***  
– Student Employee



# OUR PEOPLE

## Professional Employees

Student Housing employs professionals in a variety of positions to support our 24/7/365 operation.

- 32 professional staff
- 60 hours of training conducted
- 10 of 32 professionals were in their first post-graduation role
- \$552,410 revenue generated per employee

## Accomplishments and Contributions to the Field

Student Housing staff had many accomplishments and made significant contributions to the field of housing, residence life and student affairs in 2024-25

- 7 conference presentations
- 6 staff enrolled in graduate programs
- 2 provincial awards received
- 1 microgrant received
- 1 academic journal reviewer
- 1 post-secondary course taught
- 1 provincial community of practice committee chair

### JEN COULTER Senior Director

- Received the 2024 President's Recognition Award from the Ontario Association of College & University Housing Officers (OACUHO)
- Completed her PhD in Higher Education from the University of Toronto
- Appointed as a reviewer for the Canadian Journal of Higher Education
- Presented "The Experiences of Women Senior Housing Officers at Canadian Universities" at the OACUHO Spring Conference



### AMELIA MUNDAY Residence Education Coordinator

- Completed her Master of Education degree from Trent University



### KATE MACISAAC Assistant Director, Community Care & Education

- Course Facilitator at Durham College for the course "Health, Wellness & Nutrition"
- In collaboration with the Student Wellness Centre, hosted the Regional Forum for the Centre for Innovation in Campus Mental Health



### MONTANA SCOTT Recruitment & Business Development Coordinator

- Presented "A Culture of Sharing: Getting Your Whole Team on the Marketing Bus" at the OACUHO Spring Conference



### WENITA KIRKBY Budget Officer

- Received the 2024 Award of Excellence from OACUHO



### MARLEE LUNSHOF Residence Life Coordinator, Lady Eaton College

- Awarded a Trent University Microgrant for "The Care Cupboard"



# OUR PEOPLE

## NICOLE SULLIVAN Community Housing Coordinator

- Developed and co-chaired the first Off-Campus Housing province wide community of practice
- Presented "How Staff Support Students with Off-Campus Housing" at the OACUHO Spring Conference



## MADDIE HUFF Business Systems Analyst

- Panelist "One Database, Multiple Sites" at the StarRez Regional Conference
- Presented "Room for Change: Trent's Room Transfer Process" at the StarRez Regional Conference



## ALIYAAH ALLEN Admissions & Occupancy Management Associate

- Presented "Room for Change: Trent's Room Transfer Process" at the StarRez Regional Conference



## JILLIENNE SIMONE-BURNS Director, Housing Facilities & Operations

- Began her Master of Arts in Leadership degree at the University of Guelph



## KEELEY MOLONEY Assistant Director, Residence Life (East Bank & Trill Residences)

- Presented "Beyond Duty: Re-envisioning the Don Experience" at the OACUHO Spring Conference



## MELANIE HOWARD Assistant Director, Residence Life (West Bank & Durham Residences)

- Presented "Beyond Duty: Re-envisioning the Don Experience" at the OACUHO Spring Conference



## NICK MARTINO Community Housing Associate

- Presented "How Staff Support Students with Off-Campus Housing" at the OACUHO Spring Conference
- Presented "The Ethno-Racialization of Asian Canadian Anglers and Poaching in Ontario" at the Canadian Sociological Association (CSA) Annual Conference



# 2024-25 BY THE NUMBERS

87%

OF RESIDENT SATISFACTION SURVEY RESPONDENTS  
REPORT THEY WOULD

*recommend living  
in residence* TO OTHER STUDENTS

319 STUDENTS RECEIVED

\$51,691

IN EMERGENCY HOUSING FUNDING, WITH AN  
AVERAGE FUNDING OF \$486/STUDENT

STUDENTS PARTICIPATED IN

567

EVENTS HOSTED  
BY RESIDENCE  
LIFE STAFF

STUDENT HOUSING INVESTED

\$2,058,269

IN CAPITAL RENOVATION AND RENEWAL PROJECTS TO  
IMPROVE OUR FACILITIES.

8726 PACKAGES  
WERE DELIVERED

THROUGH THE STUDENT HOUSING SERVICE CENTRES







167

accommodation and unique need requests were supported

1,450

students received off-campus housing support

1,700

students called residence home

4,572

individuals engaged with us through Instagram

5,804

resident work orders processed

“

*I think living on campus has given me a better appreciation for the study spaces and resources the University has to offer.” – First Year Residence*



STUDENT HOUSING STAFF SPENT **38,584** HOURS ON CALL TO SUPPORT STUDENTS IN CRISIS.

RESIDENCE LIFE STAFF REPORTED **563** STUDENT SUPPORT AND WELL-BEING INTERVENTIONS.

RESIDENCE LIFE STAFF MANAGED **654** STUDENT CONDUCT CASES.

SERVICE CENTRE STAFF HAD **15,737** INTERACTIONS WITH STUDENTS, FAMILIES, AND GUESTS.

**7** STUDENT INDIVIDUALIZED EMERGENCY RESPONSE PLANS WERE DEVELOPED.

**243,085** UNIQUE WEBSITE VIEWS.

**15** INSTAGRAM REELS GENERATED **82,354** IMPRESSIONS.

# 2024-25 HIGHLIGHTS

## Building Capacity to Support Student Wellness

Supporting resident wellness begins with Student Housing professionals modelling wellbeing and setting appropriate boundaries. Throughout the year, Student Housing staff participated in a series of short wellness training sessions. These sessions were based on a program from the Canadian Mental Health Association (CMHA) called "Your Health Space" which brings resiliency and positive psychology principles to the workplace.

Throughout the course of the year, we found that staff that engaged in these sessions were better equipped to set boundaries, manage emotions, and engage in self-care after high impact situations where they had supported students and parents. As we look ahead to 2025-26, we look forward to continuing to build upon this success by further defining our wellness strategy to support residents and staff.

## Upper Year & Graduate Suites

In response to fewer first year undergraduate students applying to residence, a new pilot program for undergraduate upper-year and graduate students was launched in July 2024. Previously beds in university housing for these students were limited, contributing to a challenging off-campus student housing market.

Upper Year & Graduate Suites, provided students with an extended housing contract, single rooms, no required dining plan, and the convenience and safety of living close to the Symons campus on Water St. Within the first week of the launch of this pilot program, 45 students signed contracts, with the number of students residing in Upper Year & Graduate Suites rising to 86 students during the academic year.

We are proud of our communications, community housing, admissions, and occupancy management teams for the successful pilot of this project. The team has continued to build upon the success of 2024-25 by expanding this housing option. As of May 2025, Student Housing has contracted with over 100 students and maintains a waitlist for upper year & graduate suites.

## After Hours Support Program

In May 2024 the residence life team engaged students, staff, and campus partners in discussions about enhancing the support available to residents after regular business hours. Launched in July 2024, the After-Hours Support Program included extended nightly hours and services for students and having additional professional staff in residence between 10 pm and 8 am daily to provide support for more complex incidents.

The After-Hours Support Program quickly became a critical addition to our operation in supporting a thriving, inclusive, and

---

***"I want to acknowledge how much work I can tell has gone into ensuring that staff and students are feeling supported by the student housing department. Each don I interacted with this year had so many positive anecdotes to share that demonstrated the support that they felt. I felt it too." – Student Employee***

---



safe residence community. Feedback from students, staff, and partners has been overwhelmingly positive, and response time to student concerns improved.

We are proud of the work of our After-Hours Support Associates who exceeded our expectations in supporting students this year. Their support contributed to a stronger sense of safety and belonging amongst residence students. In our annual resident survey, 86% of participants reported feeling safe in residence.



# 2024-25 FINANCIAL SUMMARY

## FUNDING

Room Fees & Charges Revenue	\$17,677,130.00
Capital Project Reserve Transfer	\$2,058,269.00
TOTAL	\$19,735,399.00

## EXPENSES

University Contributions	\$1,623,993.00
Facilities Management Charges	\$2,556,995.00
Debt Servicing	\$1,050,340.00
Operating Expenses	\$7,108,286.00
Salary & Benefits	\$5,027,492.00
Capital Projects & Renewal	\$2,058,269.00
TOTAL	\$19,425,375.00

**UNIVERSITY CONTRIBUTIONS** represent university overhead for services at the university (6.62% of revenue), funding for positions in student affairs, and other transfers made to university departments.

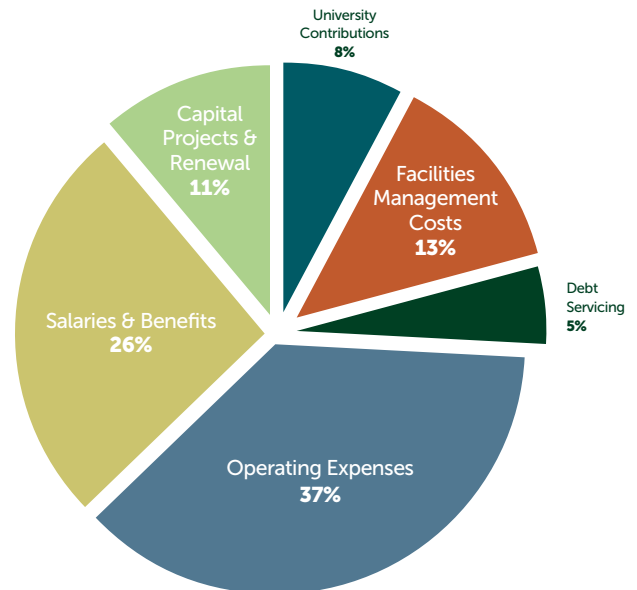
**FACILITIES MANAGEMENT COSTS** represent charges calculated per sq. ft for maintenance, custodial, and mechanical electrical maintenance.

**DEBT SERVICING** represents internal and external Student Housing mortgages, loans, debenture contributions and other debt.

**OPERATING EXPENSES** represent the expenses for operating residences, events, marketing, software, leases, furniture, equipment, utilities, and other day to day expenses.

**SALARIES & BENEFITS** represent the salary and benefits costs for Exempt, OPSEU, and Student employees.

**CAPITAL PROJECTS & RENEWAL** represent the funds spent to renovate and renew current residence facilities.



# LOOKING AHEAD 2025-26

Trent Student Housing is leaning into opportunities to enhance the student housing experience, supports, and services for Trent students.

Over the next year we plan to continue to invest in our facilities through capital projects, prepare for the opening of GMC and OC residences in 2028, collaborate with our partners in the development of a campus approach to the student experience, and begin a new strategic plan.

We look forward to continuing to work with our campus partners to positively influence the Trent University community.

**HOUSING**

[trentu.ca/housing](https://trentu.ca/housing)

