

UNIVERSITY HOUSING & FOOD SERVICE
California State University, Chico
Five Year Program Development Plan
2008-2013

- Continue to growth and expansion of the Faculty Mentor program in partnership with Residential Life staff, Undergraduate Studies, Freshman Year Experience and University teaching faculty.
- Residential Life programming - currently program and learning outcomes are not being used to assess our programs- decisions are being made based on assumptions and feelings. Clearly identify program and learning outcomes for programs (e.g.: faculty mentor, RA activities, Residence Hall Association, and Residence Hall Programming Board). Continue using assessment tools and connecting them to the learning outcomes for AY 08-09 and beyond.
- Seek to establish a University Police Liaison Program which would designate one (1) police officer for each community. The liaison officer would have periodic lunch/dinner meetings with building staff and answer any questions/concerns. The program might also include Community Service Aide (CSA) perimeter/exterior patrols.
- Continue to seek outside technical (including sustainability training) and leadership training for Custodial and Grounds staff; establish a unit professional development budget for this purpose. Expand training on "green" products and methodologies within all University Housing facilities.
- Launch automated/on-line work order system and train UHFS staffers on the system. Schedule weekly meetings with FMS to define processes and consider how to use the software best.
- There exists no current Deferred Maintenance Plan (CSU Administrative Requirement and outstanding audit finding). Complete property assessment identifying and prioritizing physical need and integrate with availability of resources over time. Department plans and expends maintenance and capital improvement funds in accordance with plan documenting and prioritizing physical needs, sources and uses of funds. Department budgeting and expenditures become planned, as opposed to reactionary, events. Improvements are made based on priority and availability of resources.
- Increase internal safety/hazard inspection processes and make it routine by creating a system coupled with staff training and accountability. The intention is to create a safer environment with a more proactive approach to hazard detection.
- Seek to establish – in two-year period – 24/7Hour Desk Operations for Mechoopda, Esken, and Lassen & Shasta (this program already exists at Whitney Hall). Desk Services will be available to students 24/7 to answer questions and during emergencies, be available to contact Res Life duty staff, UPD and emergency responders. Enhanced security at each residential community entrance is desired and will be addressed with this plan.
- University Village outdoor programming space is inadequate. There is inadequate programming space at the complex especially for large programs. As it stands -- there are 600 plus residents, and one small building that can hold 30 people maximum. Placing a large tent in the tennis court area would create a programming space OR remove the second pool and fill the area with an enclosed programming space.
- Explore options/needs associated with establishing a One-Stop-Shop for Summer Conference programs. For a group to come to Chico State they have to contact a number of offices on campus to make arrangements (i.e., meeting space, food service and accommodations). Sponsoring organizations would have an easy "one stop shop" for booking meeting rooms, sleeping accommodations and dining needs for their groups. Continued cooperation with Continuing Education who are working toward the "one stop shop" goal with UHFS.
- Sutter Hall completion and occupation Fall 2010. Achieving this outcome will involve regular engagement by UHFS management – especially the director. Additional staff will be hired (maintenance, custodial, residential life, food service) to fulfill the Sutter Hall mandate of providing new student housing and dining services.
- College Park acquisition in preparation for Phase 2 student housing. It is imperative the University appoint a real estate agent to represent University interests in assertively engaging landlords/owners/property managers for the purpose of acquiring all remaining properties. New student housing and additional campus parking hinge on the full acquisition of College Park properties.