

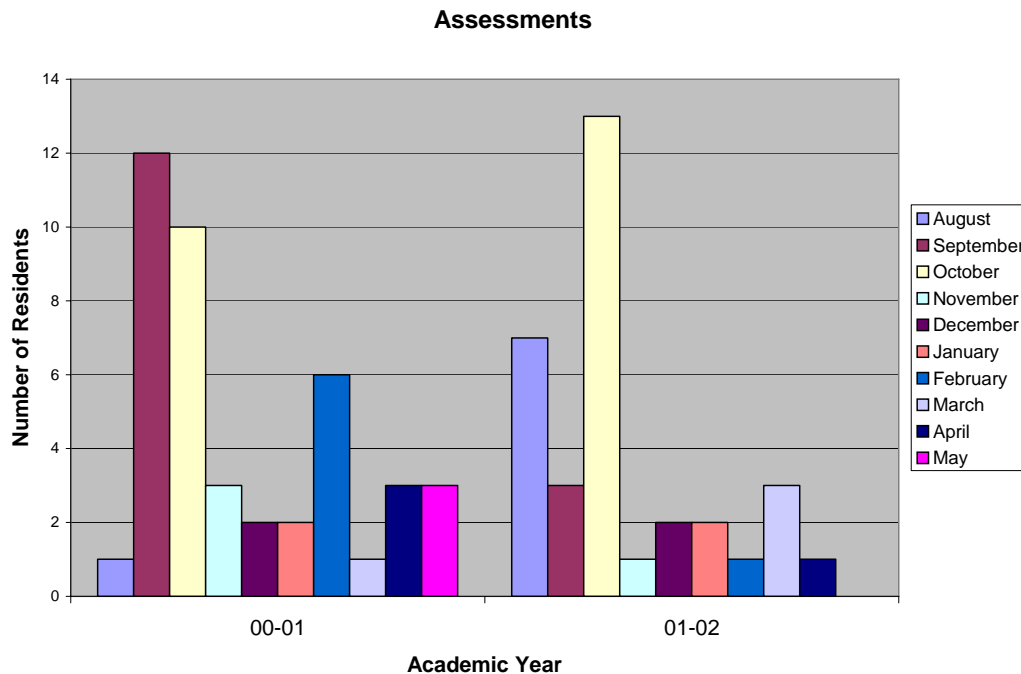
## 2001-2002 Objectives and Statement of Results

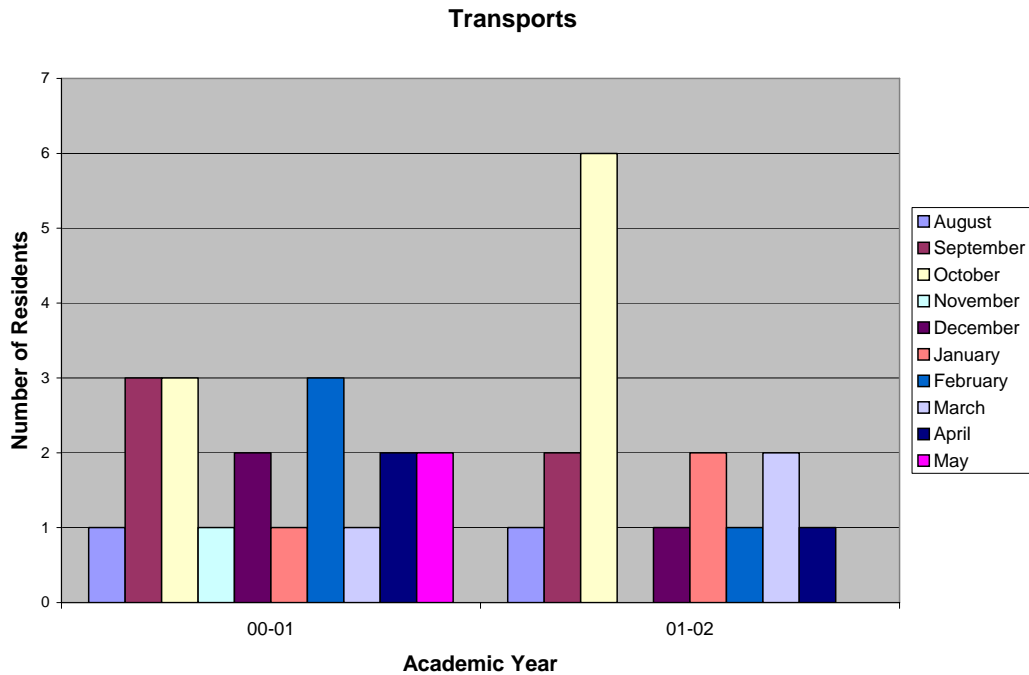
### Residential Life

**Objective: Observe a decline from August to May in the number of alcohol transports. (1)**

Alcohol use is a concern on college campuses across the country. High-risk drinking patterns are of particular concern for first time students. Each year we have a new group of residents, so we cannot count on past educational efforts to carry over. We are continually striving to find ways to communicate with students about the dangers of alcohol poisoning, and focus on this message during early fall and early spring. We measure our success by tracking the numbers in the context of our stated objective above.

Alcohol Assessment and Transport Patterns: An alcohol assessment involves a Residence Life and/or University Police staff member speaking with an identified student to determine to the best of his or her ability, whether a student needs medical attention for presumed over-consumption of alcohol or other drugs. An alcohol transport involves medical personnel traveling to the residence halls or University Village to assess the student's condition, and choose to bring him or her to the hospital for additional medical assistance.





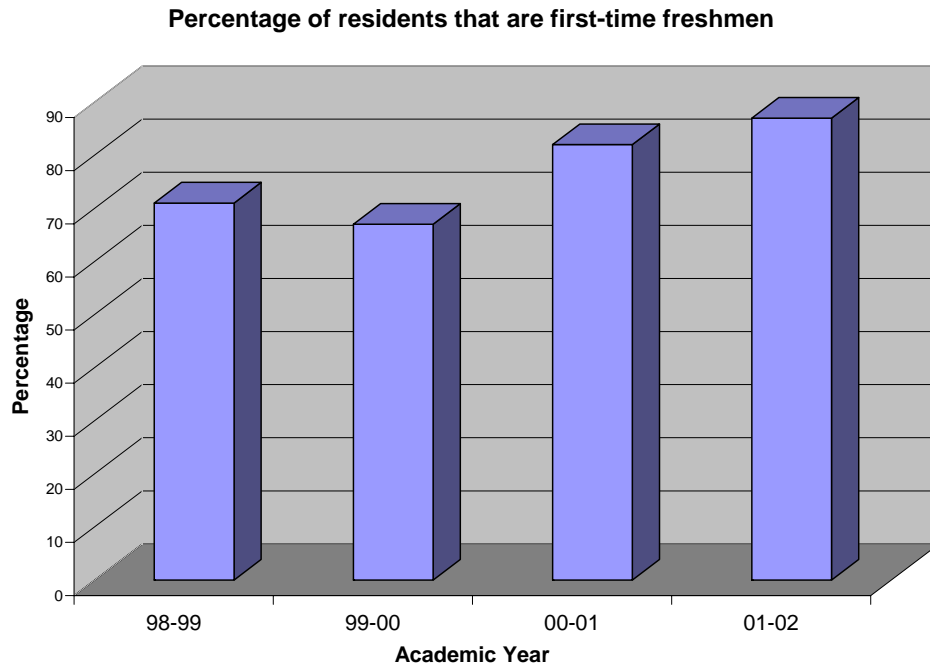
**General Overview of Assessment and Transport Data:**

Over the past two years, patterns seem to show that the number of required alcohol assessments and transports are highest early in the fall, and taper off as the year continues. During the past two years these numbers have seen a mild spike early in the spring semester, perhaps reflective of new resident behavior, or the perception that academic demands are not yet pressing. It could also be related to the reconnecting of fall relationships in a social setting, or potentially related to the spring rush period.

In general, we believe this data indicates a successful pattern of communication and education at the front end, leading to fewer assessments and transports as the semester and year moves forward. With only two years of data, strong patterns cannot yet be detected.

## Assignments and Marketing

**Objective:** Focus our occupancy around the size and needs of the FTF, but work to increase our new transfer numbers. (5)



As we have worked hard to meet the needs of first-time freshman, the number of returning students and transfers we are able to accommodate has been slowly wedged out. In 99-00 we had room for these populations in over 35% of our bed spaces. In 01-02 that percentage fell to below 20% of beds. New transfers are important to house because they too are going through tremendous transition. Returning students are important because of the mentoring role they play within our communities.

New transfers also help us recover bed space loss from fall to spring. If we have environments that are home to new transfers, we see a greater interest in university owned housing among new transfers coming in spring.

With the size of the new freshman class in 01-02, we were unable to meet this goal, in fact we saw a continued increase in the percentage of our bed spaces dedicated to freshman, thus a decline in the bed spaces available to new transfers. While we are pleased to serve the freshman student, this continues to demonstrate our need to pursue additional beds to meet the unmet need for new transfers and returning students.

## **Programming and Leadership Development**

### **Objective: Review and enhance the programming model (1, 8)**

Effective programming is a key element in successful community building and is a vital part of the co-curricular campus experience. Enhancing the programming model helps bring clarity of purpose to the staff and in turn, provides improved, more targeted programming for residents.

#### **1999-2000 Programming Model**

In 1999-2000 the programming model that the resident advisors were encouraged to use was the “Wellness Wheel”. The Wellness model was difficult to use effectively and therefore was not being followed in the majority of the RAs programming efforts.

#### **2000-2001 Programming Model**

In 2000-2001 a new programming model was developed called the “CSU SUCCESS” model. This model focuses on transitional issues that most first year students go through in college. It was easier for the RA staff to understand and identify with.

#### **2001-2002 Programming Model**

Generally, the “CSU SUCCESS” programming model remained the same as the first year with some minor adjustments. In its second year, the model continued to be effective and the RAs were very deliberate in using the model month by month and being intentional with the focus on their mainly first year residents. We believe that CSU SUCCESS has been a success!

### **Objective: Track resident involvement in leadership opportunities and assess the quality of experiences & impact on both the campus and regional levels. (1, 8)**

We believe some of the best leadership training ground available to the first year student can be found in the Residence Hall Association. In a large part, our programming resources come directly from the RHA, which places a strong importance on the cultivation of strong leaders.

- **Residence Hall Association (RHA):**

There are Seven Officers on the Executive Board, representing all University Housing students, Six Hall Council Boards made up of approximately ten to fifteen officers each. Each board meets once a week for about 1 hr. for formal council meetings in their living community. Most boards also meet once a week from 30 minutes to 2 hours with just the board’s executive officers for planning and organizing purposes. Many officers, especially Council Presidents and Treasurers have regular (usually weekly) one on one’s with their advisor (a professional staff member).

Since about 95% of the RHA officers are first year students advisors spend specific time on a weekly basis training and developing these new leaders by teaching them basic leadership skills such as: helping set the agenda for the council, creating opportunities for the officers to learn how to address the needs of their community, teaching the council how to develop and manage their budget, building a cooperative team approach amongst the officers, and getting the council connected to campus and community resources.

### **Leadership Development and Training Opportunities offered in 01-02:**

- **Leadershop:** A three-hour workshop in September for all RHA officers to train the new student leaders on the structure of RHA, the duties and goals of each RHA officer position, on important campus resources and programs that they will be involved in, on the overall RHA \$60,000 budget breakdown, and on what it means to be a good leader.
- **Fall & Spring Council Retreats:** Most councils spend anywhere from an afternoon to an entire weekend on a training/teambuilding retreat following elections. These retreats allow for relationship building, setting goals, clarifying roles and duties, developing a budget, revisiting board constitution and bylaws, and training on basic leadership skills.
- **LEAD Retreat Attendance:** The October retreat is sponsored by the Student Activities office for all campus leaders and has proven to be a very effective leadership development opportunity for our new student leaders as well as a wonderful networking opportunity. Student Activities reserves 30 spots for the RHA to sponsor the resident student leaders who attend from our communities.
- **PACURH Conference Attendance:** The Pacific Affiliate of College and University Residence Halls (PACURH) has a student leadership conference every November, which approximately 9 to 12 resident student leaders attend each year. This conference exposes our residents to other resident student leaders from over 40 colleges and universities.
- **NO Frills Conference Attendance:** The PACURH organization has a resident student leadership business meeting conference every February, which we have been sending approximately 5 to 10 resident student leaders to each year. This conference allows more networking and leadership with the regional organization. **At 2002 No Frills Conference, CSU, Chico bid for and was awarded the privilege to host the Fall 2002 annual conference! This will provide an excellent leadership development opportunity for our student leaders!**

**New Leadership Opportunities (Created in 2001-2002):**

- **Orientation Team “O-Team”:** The O-Team was created in Fall 2001 and is a group of approximately 20 student volunteers who previously lived in our Residence Halls. They help with orientation activities during the week that new students move into the residence and are key to helping us welcome and inform new students during move-in. O-Team members have a great attitude and have had a huge positive presence on the opening experience for both our new residents as well as our staff.
  
- **UHFS Leadership Scholarships & Recognition Dinners:** University Housing and Food Service in conjunction with the RHA hosts a dinner each semester to honor significant contributions of a select few resident student leaders. Eight leadership scholarships are awarded each year. These leadership scholarships are funded by University Housing and Food Service in memory of past staff members who served Housing in various capacities. The scholarship recipients are chosen based upon their hall participation, commitment to their leadership position, teamwork, dedication, role modeling, exceeding expectations, and for their significant contributions both to the residence halls and towards the greater campus community.

## **Financial Operations**

The Financial Operations within UHFS continued to use teams and partnering to develop and improve methods and procedures in 2001-2002.

**Objective: Provide managers with training on processes and give tools for tracking expenditures and managing area budgets. (4)**

Specifically:

- Ongoing meetings occurred on OMS Judicial with ResLife staff to identify how information affects other processes and staff.
- A meeting was held with managers to discuss budget process and deadlines and identify how chartfield strings affect budget process.
- Developed and implemented new process for CAF database and reporting. Trained managers on report. Database provides tool to view current expenditures and gather historical data with detail.

**Objective: Administer, evaluate, improve and maintain budgeting, accounting, purchasing, auditing and payroll processes within Financial Operations. (4, 8)**

In 2001-2002 the Financial Operations staff developed processes using current technology and database resources to improve processes used throughout UHFS operations in processing student payroll, reporting occupancy, collecting information for judicial reporting requirements, tracking expenditures, developing budgets, and interfacing student data with current housing management system.

Specifically:

- Database developed to support tracking of judicial data [Operation Management System (OMS)].
- Converted manual purchase order tracking system to peoplesoft data entry and CAF database (access) entry. Ability for BrioQuery and Access Query reporting.
- Improvement to internal Operation Management System (OMS) for occupancy reporting.

**Objective: Ensure all financial operations smoothly integrate with the financial systems and processes used within UHFS, Chico State, and the Chancellor's Office. (4, 6)**

Financial Operations staff worked closely with other technical members of other CSU, Chico departments to share information and develop processes for interfacing student and financial data.

Specifically:

- Worked closely with Student Financial Services to fine tune information and timing requirements for interface and information transfer for student accounts.
- Worked closely with Admissions to develop an understanding on how housing and admissions student data impact one another.
- Participate on Financial Aid Committee and ongoing communication regarding changes in processes affecting staff (RAs) or students.
- Continue to explore Portal for development of UHFS use.

**Objective: Pursue initiatives that will take the UHFS Financial Operations program into the future and meet the increasing needs of the program. (4, 6)**

In 2001-2002 Financial Operations developed tools using access, visual basic, CBORD, and other software applications to improve processes. Exploration, research and review of software applications continue in order to find ways to improve service to students. The CBORD housing management system is becoming outdated and 2001-2002 brought forth the information that CBORD support would be going away as a new upgrade from the company is implemented. UHFS will need to begin deeper exploration into the best pathway for our program to take. UHFS was also introduced to a payment plan alternative through campus representatives and it was decided to explore the possibilities with the campus in the coming year.

## Maintenance and Safety Programs

**Objective: Assure that all on the job accidents are being reported properly. (1, 2)**

The department provides staff training to assist them in proper filing of accident reports.

**Total Injuries reported: 64**

Total Student Work Related Injuries: 46

Total Student Non-Work Related Injuries: 0

Total Staff Work Related Injuries: 17

Total Staff Non-Work Related Injuries: 1

<b>Reported Injuries By Area</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>
Administrative Students	0	0	0
Administrative Staff	1	0	1
Custodial Students	10	1	5
Custodial Staff	6	2	0
Grounds Students	6	3	0
Grounds Staff	1	1	0
Maintenance Students	1	9	2
Maintenance Staff	0	4	2
Residence Life Students	1	1	7
Residence Life Staff	0	0	0
<b>Total injuries</b>	<b>26</b>	<b>21</b>	<b>17</b>

The past year saw a decrease in the number of accidents reported and increase in the timeliness and accuracy of reporting.

## Custodial and Grounds

One of the ways that we can achieve better service and product in the our program is through more interaction with residents by the non-RA staff to get a better idea of how we can make the facilities less challenging. One of the goals in the custodial and grounds area is to be “purposely more engaging” with residents as Supervisors tour the halls to discover more about resident concerns and needs. We stress this “purposeful engagement” with all frontline staff.

### **Objective: Decrease dissatisfaction level regarding bathroom cleanliness. (1)**

It should be noted that there is a huge change for most residents transitioning from the family residence to a residence hall. The contrast between the privacy afforded by the family home and the sharing of a bathroom and showers with 20 to 40 other residents on a wing is conspicuous. Therefore creating a comfortable bathroom environment for residents that meets or exceeds their expectations is challenging.

Data provided by the Quality of Life Survey taken in the fall each year by UHFS:

<u>Year</u>	<u>Residents not satisfied with bathroom cleanliness</u>
F-99	23.0%
F-00	40.6%
F-01	27.8%

The data over the last 3 years indicates that there was some fluctuation in the satisfaction levels of the residents with their bathrooms. Three years ago, 23% of the residents reported that they were not satisfied with their bathrooms. That figure shot up to 40.6% the next year before lowering to 27.8% last year.

During the 00-01 year there was a marked turn over in full-time staff within the custodial staff. It is almost a certainty that this contributed to the spike in dissatisfaction with the bathrooms as it seriously taxed the ability to supervise and augment the student assistants in the custodial department and sapped energy levels of the full-time staff.

**In 2001-2002, a return to full-time staff stability and the establishment of a night position to handle the bulk of biohazard removal positively impacted custodial performance in the bathrooms.** The custodial department seeks to maintain a downward trend from the 27.8 percent of residents dissatisfied with their bathrooms. We will begin evaluating a system that could enhance our ability to maintain our bathrooms through the use of a matron system.

**Objective: Decrease dissatisfaction level regarding community landscaping. (1)**

Our grounds are some of the most attractive on campus. Over 90% of our resident respondents are satisfied with the community landscaping.

Data provided by the Quality of Life Survey each fall by UHFS.

<u>Year</u>	<u>Residents not satisfied with community landscaping</u>
F-99	4.8%
F-00	7.4%
F-01	7.1%

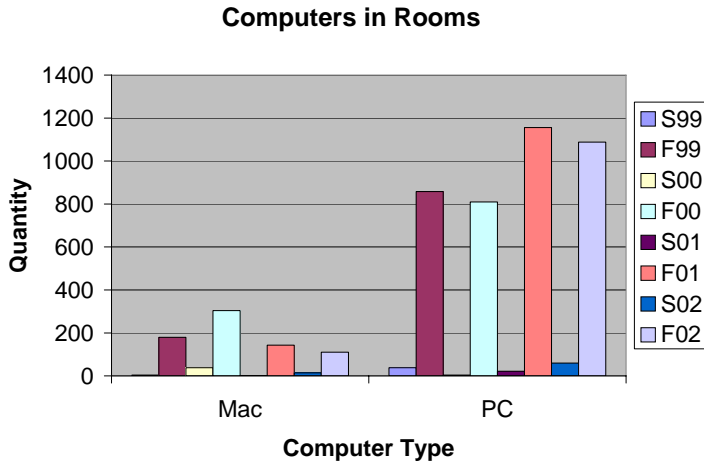
The data for the last 3 years indicates the number of residents not satisfied with the landscaping around their communities has remained fairly stable from a low of 4.8% three years ago to 7.1% last year. Even though the relative percentage of residents dissatisfied with the landscaping is relatively low, there is some concern that there has been a small upward trend in the data. Follow-up investigation should reveal what our residents are concerned about regarding landscaping.

In 2001-2002, one major grounds initiative was a student lead creation of a community garden at University Village.

The grounds staff was increased by one ½ professional to begin compensating for the increased grounds demands placed through the UV acquisition. A full-time position is needed.

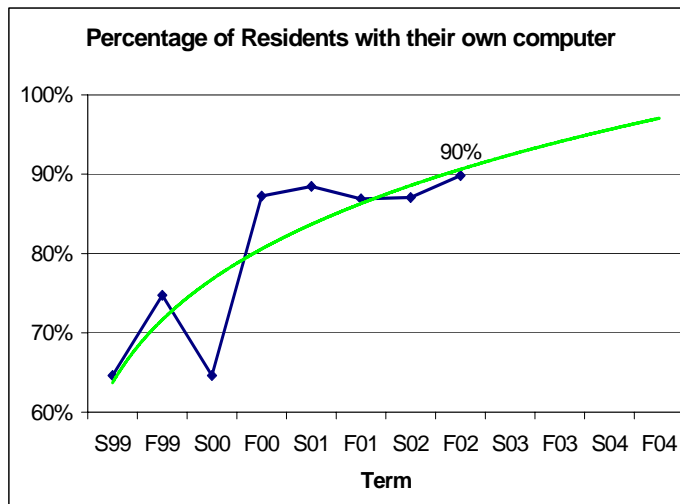
## Technology and Information Systems

**Objective: Provide high-speed connection to the Internet and CSU, Chico resources in rooms. (6)**



Classes have increased the use of computer technologies from simply wanting typed papers to requiring Internet research, online class materials and delivery of finished products to the instructor’s website. Residents are more computer literate and prepared for college computer usage than in previous years. PCs outstrip Macintosh computers by a fair margin.

Some residents bring new computers, others get the family hand-me-down, but this fall 90% of residents arrived with a computer. If the trend continues, nearly all residents will have a computer within two years. **ResNet registrations for Fall 02 were 218 in Lassen, 216 in Shasta and 350 in North Campus** for a total of 784. The room capacity of Shasta and Lassen are 210 each and combined capacity



for North Campus is 311 for a total of 731. **The over utilization of connections may have several causes. Some residents may have changed computers during the semester or they may have used a friend’s laptop. In any case, it is obvious that the networks are being fully utilized in the wired halls.** Whitney is in need of a connectivity option. A suitable solution for UV is being researched; with some of the obstacles are the physical wiring and SBC (Pac Bell) restrictions on phone line access.

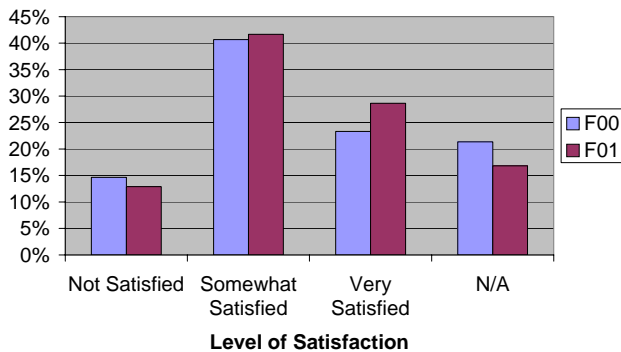
**Objective: Provide computers in hall labs to accommodate residents' needs. (6)**

Small computer labs were set up in Whitney, Lassen, and Shasta in 1998-1999 to see if residents wanted or needed this service. The labs were only open during the desk hours and residents had to sign out a key to use the lab. The usage was moderate in Shasta and Lassen, but very high in Whitney. This was most likely because Whitney had a 24-hour desk and no network connections in the rooms. In 1999-2000, labs were installed in Mechoopda, Esken, Konkow and University Village and plans were made to open all the labs 24 hours.

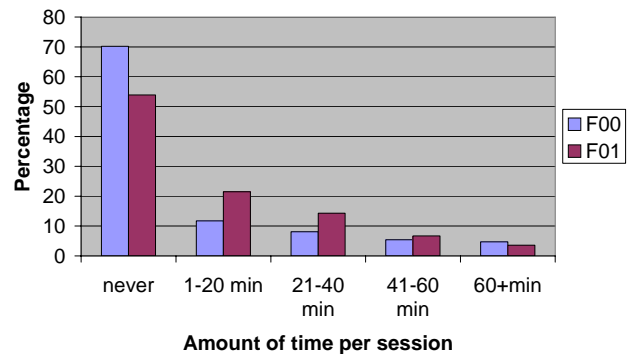
2001-2002 improvements: During fall 2000, wiring, desks, computers, and security cameras were put in place in Whitney and University Village, opening full time in March 2001. The computers in Lassen and Shasta were moved to the community rooms. The first semester the labs were open all hours, many residents were unaware of the fact that there were labs available. **Even though the number of computers in the rooms was increasing, the number of residents using the lab, lab utilization and satisfaction increased also. The amount of time users reported doing work in the lab increased.** This may be due to increased awareness and free printing capability. It is also an excellent place to do group assignments and research.

The computers in the labs are now over 3 years old. Plans are in place to upgraded as early as FY2003-2004 in order that the residents continue to have access to equipment capable of performing the tasks required.

**Satisfaction with Study Hall / Labs**



**Length of Lab use**



**Objective: Provide software and computers for staff to accommodate the changing technology needs. (6)**

Software to accommodate the need to provide an integrated solution for housing management as well as online housing application and licensing capability began to be researched in 01-02. Early plans are to recommend purchase and implementation in FY 2003-2004. Operating system and other software upgrades are also being researched. No new computers were purchased during FY 2001-2002.

## Summer Conference and Graduation Housing

### Objective: Increase summer conference participation. (4, 5)

Year:	2000	2001	2002
<b>Attendees:</b>	1,902	2,008	2,348
<b>Room Revenue:</b>	\$163,353.55	\$188,022.25	\$215,329.23

The Summer Conference program has steadily increased in participants and revenue over the last three years. 2001 saw a 6% increase in the number of participants over 2000, and a 15% increase in revenue. 2002 had a 17% increase in participants, and a 15% increase in revenue.

The program has welcomed 10 new groups over the last three years. The increase in revenue in 2001 can be attributed to six new groups from the previous summer. The increase in revenue in 2002 can be attributed to the 1.5% increase in rates and 340 additional guests. We expect to see a slight decrease in the number of participants and revenue over the next few years due to budget constraints for federally funded groups.

### **Graduation Housing:**

Year:	2000	2001	2002
<b>Attendees:</b>	721	679	709
<b>Room Revenue:</b>	\$10,251.84	\$1,710.12	\$13,378.08

Graduation Housing continues to provide the students of Chico State and their family and friends an excellent resource for accommodations during a highly impacted time for local lodging providers. **2001 was a poor year as far as revenue is concerned because the custodial contract doubled in cost, overtime tripled, and refunds doubled.** We were forced to raise prices enough to offset some of our costs in 2002. Overtime was cut by 50%, and the custodial contract went down. All those factors contributed to bounce back revenue to a more expected level. As our process continues to improve and our prices remain fair, revenue should remain steady and in the range of \$10K to \$15K. The guest numbers should remain consistent because we do not intend to increase the number of bed spaces made available. The major contributing factor to the numbers of guests changing is the length of stay. This is impacted when the Monday following graduation weekend is a holiday. This in-turn, leads us to have more Sunday bed-nights.

## Off-Campus Housing Services

**Objective: Increase participation in the annual off-campus housing fair. (5)**

**Off-campus Housing Fair Attendees:**

<b>Year:</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>
<b>Attendees:</b>	~150	~200	~500

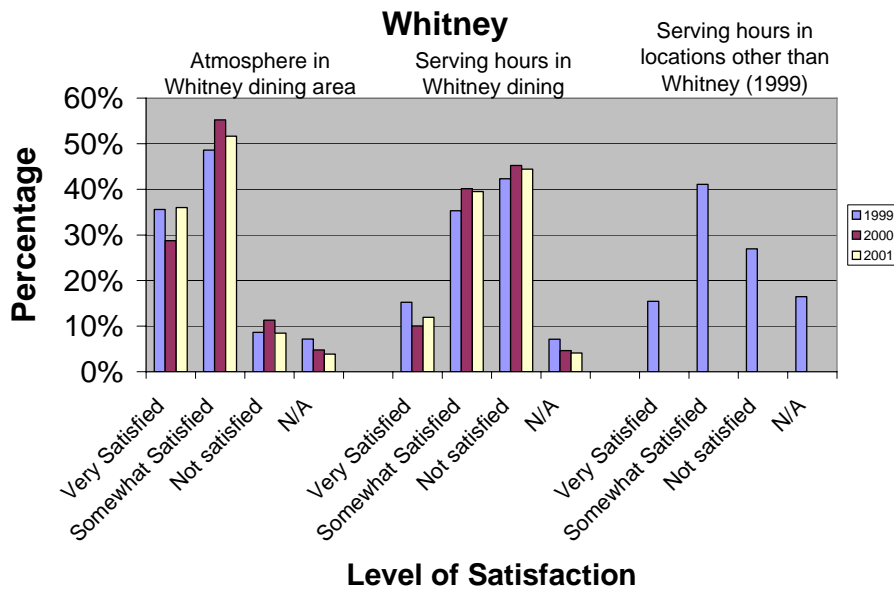
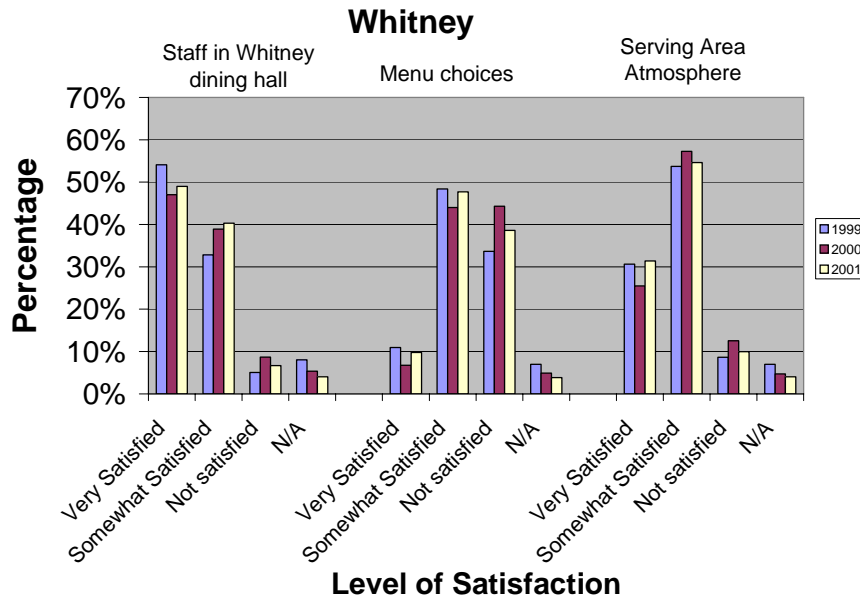
The Off-campus Housing Fair occurs each year around the end of February or the beginning of March for the residents in the residence halls. We invite local landlords and property managers to provide listings to students, free of charge, and provide an opportunity for students to ask questions. Although this program is mainly for residents in the halls, the Off-campus Housing Fair is open campus-wide. **In 2002 the Fair was moved to the BMU foyer from the UHFS Recreation Center. This proved to be a huge success for both the students and the property owners.** Due to its location, the BMU is easily accessible for all students and it provided more coverage for the landlords. We also worked with the Public Affairs office to broadcast information about the housing fair, as well as the Alumni newsletter that is sent to parents. All of our efforts came together to make the 2002 Off-campus Housing Fair the most successful one to date.

## Food Services

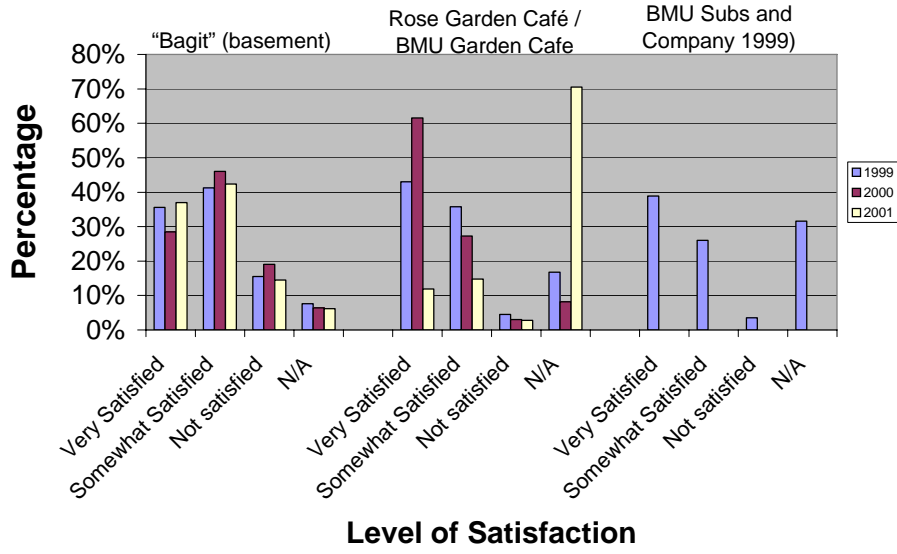
**Objective:** Assess student satisfaction with campus dining services.  
**(3, 8)**

The Quality of Life survey provides good data on our food service program. Below are the numbers of responses for each question for the last three years. The majority of respondents are somewhat to very satisfied with most areas. **Menu choices and serving hours are areas that need to be addressed in 02-03.** The staff and the atmosphere in the dining area are consistently showing good satisfaction percentages.

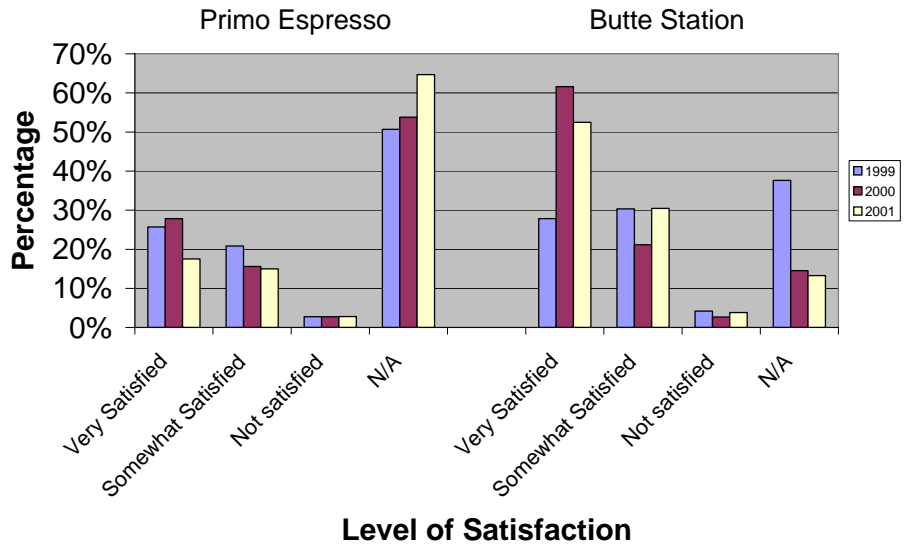
There is some inconsistency from year to year regarding the questions about other dining options as things have changed with the BMU.



### Whitney and Other Food Services



### Other Food Service



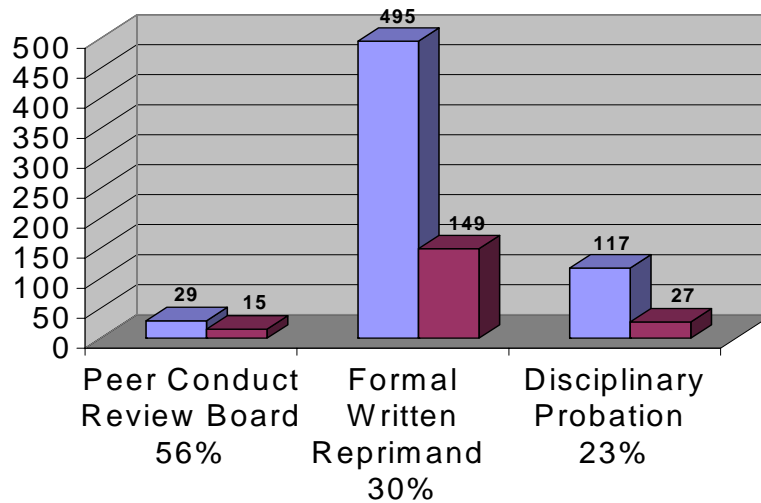
## Judicial Area

Much of the data for Judicial Affairs can be accessed directly through the Judicial Affairs report.

**Objective: Establish and/or refine existing documents in order to establish regular tracking and reporting of recidivism. (8)**

The chart below shows the recidivism rates among those who were sent to the Peer Conduct Review Board (PCRB) for sanctioning, or for the more serious cases, sent through the university discipline system of Formal Written Reprimand (FWR) or Disciplinary Probation (DP). The initial look into this data indicates that the more severe disciplinary sanctions have lower recidivism, which is logical. This 1-year snapshot does not allow for in-depth analysis, but it does lead us to look further at the effectiveness of the PCRB.

**Total Recidivism: 2001-2002**



■ Totals for first sanctions      ■ Return

## 2002-2003 Objectives

1. In coordination with Student Activities, CAVE, Adventure Outings and Recreation Sports, implement four new theme floors in Whitney Hall, and develop assessment tools to examine outcomes. (1)
2. Review the RA class and RA training. If possible, implement new strategies for Spring 02, but remain focused on improving training plan for 03-04 residential life staff. This plan must include evaluative tools for future assessment, as well as improve documentation and training records. (2, 8)
3. In coordination with A.S. Food Service leadership, prepare a two-year plan to identify options for improving/enhancing food service to residents, specifically in Whitney Hall. This plan will include an outline of plans for future strategic campus visits to other universities. This plan will provide information geared to enhance the planning for a new or renovated on-campus dining facility. (3, 7)
4. Continue intensive investigation and assessment of the on-going housing master plan that is seeking to improve dining, renovate or replace Whitney, and increase the total number of bed spaces offered by University Housing and Food Service. (1, 7)
5. Research and recommend a connectivity plan for Whitney Hall to provide a cost effective, short-term (5-year) port per pillow option while the future of Whitney is examined. The recommendation, if possible, will be implemented late spring and into the summer to bring such connectivity to Whitney for fall 2003. (6, 7)
6. Review our current Petition process for letting residents out of their license. This review will examine the timeline, the potential use of on-line resources, due process for students, and the potential impact on our occupancy for the spring semester. Recommendation presented by end of spring term, targeting 03-04 implementation. (6, 7)
7. Successfully guide our financial operations processes through the campus implementation of CMS. (4, 6)
8. Research and complete a detailed justification proposal to address the future need to update our current housing management system, which is outdated and soon to have no technical support available as the company implements an upgrade. The intent is to purchase a new housing management system in 03-04 and transition to the new Housing Management System spring of 04. (6, 7)
9. Improve the UHFS webpage, specifically adding a virtual tour. Also continue to work towards giving the UHFS web page a consistent campus look. (5, 6)
10. Research and document ways to ensure we are maximizing our opportunities with the new "My Chico" portal environment and keeping pace with the target goals of Beyond 2000. This will be part of a technology master plan to map out priorities for system upgrades, lab enhancements, and future connectivity projects. Produce a position paper documenting recommendations for the master plan. Any practical advancement may be implemented in spring 03. (6, 7)

11. Develop and implement a plan for automation of information and resources provided for students seeking off-campus housing options by our office. If needed, do an RFP to secure these services. Also work to improve 24-hour access to off-campus housing informational postings at our office. Goal is to have access to students of improved services by summer of 03. (5, 6, 7)
12. Form a Reunion Committee to plan and implement the annual housing reunion, working with Alumni and Parent Relations and Public Affairs. The reunion will take place July 2003. (5)
13. Form a Development Committee, possibly in tandem with the Reunion Committee, that will further advance the preliminary department vision for development of "Friends of UHFS". This group will explore potential friends, research foundation account specifics, meet with UA development staff and Alumni and Parent Relations, and present ideas by way of a position paper, spring of 03. (4, 5, 7)
14. Form a Marketing committee to meet monthly in the spring semester to enhance and update the department's marketing plan. This should outline the vision for the next five years and be completed by May 2003. (5, 7)
15. Update the memorandum of understanding with Athletics to address new ideas and examine the services delivered to student athletes as well as refine roommate placement processes. (5, 7, 8)
16. Update the memorandum of understanding with Communications Network Services to include new items such as local toll charges, disconnection of inactive lines, improved communication to students regarding services, and any other updates or improvements. (7, 8)
17. Prepare a phase in plan for the renovation of UV North that includes asbestos abatement, communications infrastructure, window replacement, dry rot repair, and some electrical modifications. The plan will include a projected work schedule and capital needs. (1, 7)
18. Fully upgrade the Lassen Hall mechanical system. (1, 4)
19. Create ADA access to the housing office by installing automatic doors. (1, 6)
20. Rather than bid, complete an RFP and secure a new laundry services contract for the residence halls. It is believed this will provide us with the best way to secure the highest quality service for residents. Include a member of the residence life staff on the RFP review committee. (1)