

2003-2004

**University Housing and
Food Service**



Living ... Learning ... Leading

2003-2004 Objectives and Statement of Results

The information provided below summarizes -- for the 2003-2004 academic year -- the goals, priorities, activities and progress of University Housing & Food Service. UHFS managers readily acknowledge the commitment and dedication of all UHFS staff in making the 2003-2004 academic year highly successful. Similarly, the many and varied partnerships UHFS enjoys across the campus are acknowledged as well.

To assist the reader, each of the twenty-one (21) department goals for this reporting period are affiliated with one or more of the eight (8) "General Program Goals" identified above.

- 1. *Revise the RA/HC Staff Manual and Programming Manual; consider combining the two publications into a single resource. Make both available as an electronic document or documents by March 2004, in time for the second module of RA Class. [General Program Goal – 2]***

This goal was completed for RA/HC Fall 2004 training.

- 2. *Review and refine the training processes for the professional residence life staff, including production of an updated Operations Manual. [General Program Goal – 2, 8].***

Good progress was made toward fulfilling this goal, however, with the departure of the Associate Director, full execution was not realized as desired. It should be noted that the work is continuing on the project and is scheduled for completion by Fall 2005.

- 3. *Review and refine the mailroom procedures for both Whitney Hall and University Village, with an emphasis on improving documentation of processes and procedures, reviewing training processes, and improving the security of the physical spaces in both locations with a focus on package receiving and delivery. [General Program Goal – 1, 2, 7, 8]***

Completed as stated, but recent changes in University-mandated residence hall address procedures and commercial package delivery requirements has identified the need for additional procedural modifications, refinement and training.

- 4. *Make housing assignments to new students in June versus August to better serve the students by making changes over the summer and eliminating some of the uncertainty. [General Program Goal – 5, 6]***

Fall 2004 assignments were communicated 2 months earlier than previous years (1st week of June). This was a huge success. Students came to town for summer orientation excited and secure in knowing the hall in which they would be living.

- 5. *Create and manage an Assignments timeline integrating Residential Management System (RMS) to best serve the students and the process. [General Program Goal – 5, 6]***

UHFS is on target with using RMS for the spring 2005 student web-based process. RMS will be fully launched in April 2005 (entire application/license/payment process will be available).

6. Insure a successful transition to on-line application and license processes [General Program Goal – 5, 6].

The fall 2004 application and license process was administered entirely online with a marked increase in the number of applications and paid licenses received over fall 2003. The spring 2005 application process will be conducted in a similar manner using RMS.

7. The objective is to create, acquire or modify existing database application(s) such that Student Judicial Affairs is able to integrate, to a single database, University student conduct records (Kendall Hall operations) with UHFS student conduct operations. In addition, the simplification of UHFS student conduct documentation, through web-based application redesign, is also an intended outcome. [General Program Goal – 1, 2, 6]

The Housing conduct database was completely rewritten into a Web-based model with security levels that allow the RA/HC staff to record incident reports directly into the system. The incident reports are automatically routed to the correct RCC and routed to Student Affairs as needed. A copy of Filemaker Pro was installed on the computers assigned to the Student Judicial Affairs Coordinator and clerical assistant. However, the two database systems are still not integrated. The data has to be re-entered manually. Dialog between UHFS and SJA is continuing regarding the database integration project.

8. Install and begin implementation of new Housing Management System (Residential Management System (RMS) [General Program Goal – 6, 7])

The new Housing Management System (RMS) was installed in January 2004 and test data loaded. It was launched September 2004 and the Student web application was launched mid-October 2004. The integration of processes continues (i.e., student financial services, maintenance work-order system, etc.).

9. Improve Web services to residents and staff [General Program Goal – 1, 6]

Students have been provided on-line access to McAfee antivirus. Housing Management and Student Conduct data are available; web-based student housing license processes has recently been launched.

10. Improve information technology systems to accommodate increased demand [General Program Goal – 6, 7]

New computers were purchased to replace those that were below minimum standards for CSU, Chico. In addition, the decision was made to replace desktops with laptops and provide wireless network access for the most mobile of the staff. The users have already noticed an increase in productivity and efficiency. A new integrated server is being specified and should be ordered in the fourth quarter of 2004-2005.

11. Continue to improve our internal audit infrastructure. This includes expansion and improvement to the Procurement Database. [General Program Goal – 4, 8]

Reports were adjusted through redesign of queries and formats to get the information that would be more helpful when comparing to the PeopleSoft A/P payments report. Through assistance from Accounting Operations we increased our proficiency with BRIO so that we can get the data faster and in a more helpful format. Adjustments to better integrate BRIO system reporting with the Procurement

Database (PDB) have been introduced. Documentation of much of the audit process for new UHFS quarterly reports and EOY reports has been completed.

12. Broaden participation of HMS implementation team membership and further the mapping and documentation of all operational processes within UHFS using the newly acquired TeamFlow8 [General Program Goal – 6, 7, 8]

Both Coordinator of Business Operations and Accounting Technician have been included on the HMS team. Documentation of direct and indirect accounting processes have occurred (i.e., Room Movement, Damage billing, and Assignment to billing processes). Some processes still require transfer to TeamFlow 8 software. Many processes are still not yet fully documented.

13. Finalize an action plan for Housing Expansion-Phase 1 and Residential Dining Center, and College Park real estate acquisition. [General Program Goal – 4, 7]

As CSU-System capital planning, design and construction (CPDC) protocols frame processes on campus, a plan for student housing expansion is nearing completion. This includes the selection of a consultant to conduct a student housing demand study and student survey, and submittal of CSU-System documentation in support of this initiative [i.e., CPDC 1-1 (5-Year Capital Improvement Program); CPDC 1-4 (Project Proposal Description); CPDC 2-7 (Capital Outlay Estimate); and, a 15-Year UHFS Financial Plan].

14. Continue to assist the assistant directors for Facilities Planning/Projects and Custodial/Grounds Operations in identifying planned annual expenditures for Reserve funds. [General Program Goal – 4]

A new 10 year plan for Building Maintenance and Repair (BMR) needs to be created and is underway. UHFS has started to allocate more funds for BMR projects that have been deferred for many years which include: roofing projects for Mechoopda/Esken and renovation of University Village-North. In addition capital outlay planning has already proved beneficial in the acquisition of new riding equipment for UHFS Grounds.

15. Begin identifying actual UHFS “cost of operations” so as to identify areas that can be consolidated and/or made more cost-beneficial [General Program Goal – 4].

During the last budget process, UHFS was able to identify and consolidate or simplify many expenditures; the most significant of which was and the process by which UHFS identifies and transfers money to Business Affairs for direct services. Other costs that have been identified for consolidation are the damage billing process and the payment plan management process. Collaboratively with the Assistant Director of Custodial and Grounds Operations, a committee is being formed to ensure that the resources we are spending on the Community Damage policy is doing what they are intended: that is, the cost of operations is having the desired net effect of education for our residents. There is much more work to do as a part of this goal and many more areas to align with our vision.

- 16. Negotiate, with Associated Students, a new five-year Lease Agreement (facilities) and the various food service agreements (i.e., Campus Food Service; Residence Hall Food Service; Resident Advisor Food Service; and Whitney Dining) [General Program Goal – 3, 7, 8].**

The various agreements were modified as mutually negotiated and approvals secured from University administrators.

- 17. Determine value, worth and self-sufficiency of summer conference program. [General Program Goal – 4, 8]**

The Summer Conference program provides important service and program support to various University constituent groups and event sponsors but does not generate revenues sufficient to offset operating costs. However, consolidation of the program's operations, specifically facility/building use, is intended to reduce overhead costs and increase programmatic efficiencies. An aggressive marketing campaign is intended to attract a new and expanded customer base in an effort to increase profitability and possible self-sufficiency.

- 18. Provide, to student users visiting the UHFS office, computer workstations to assess the Web-based off-campus housing listing system. [General Program Goal – 5, 6]**

Two (2) computers have been placed in the UHFS lobby for students to search the online, off-campus housing listing system. In addition, a printer and two flat screen monitors have been purchased to support this service area. New "Off-campus Housing Information" signage was added to the UHFS kiosk for better visibility and customer service.

- 19. Work collaboratively with the contractor to improve resident satisfaction with the laundry system mainly by improving repair and upkeep responsiveness. [General Program Goal - 1, 8]**

This is an on-going dynamic objective. In order to provide the best possible laundry service to our residents, a continual dialogue concerning service delivery and monitoring of feedback from residents is required.

- 20. Work with others to implement the RMS system for work orders and inventory to increase operational efficiency. [General Program Goal – 6, 7, 8]**

A limited, pilot program allowing students to create work orders will be introduced spring 2005. If that program is successful, then all students will be allowed to use the student web page to submit work orders for their rooms. Methods for tagging and tracking room inventory are being researched.

- 21. Complete the Lassen south lawn project. [General Program Goal –1]**

The last phase of this Grounds project is to remove the hedge that borders the north side of the lawn. This phase will be completed when the new south side hedge has grown to sufficient size to become a privacy barrier. At that point we will complete the last phase of the project.

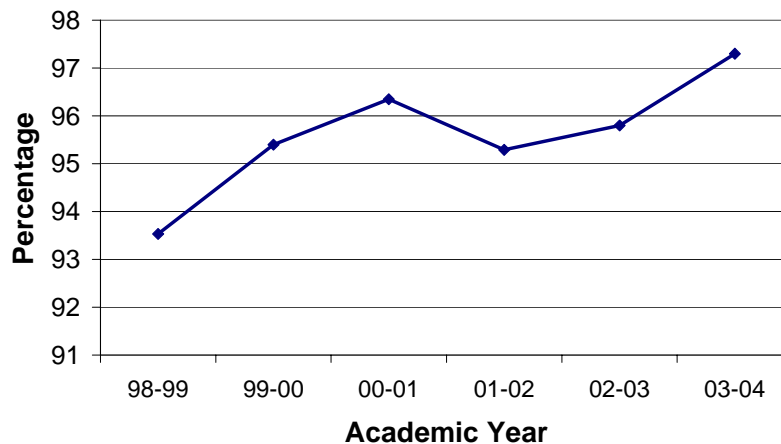
The following data provide important benchmark information regarding UHFS operations in the preceding year. These include: Residence Hall Occupancy; Quality of Life; and, Residential Dining Programs.

Residence Hall Occupancy

One of the key measures of UHFS performance is residence hall occupancy data. A significant annual goal is to effectively market on campus housing facilities and programs to ensure full utilization. This is particularly important as “first time freshman” numbers have grown coupled with national research indicating the improved sense of community and campus connection felt by students living on campus. Traditionally, University residence halls open with 98-99% occupancy each fall. While there have been long fall semester waiting lists during the spring and early summer, late cancellations and no shows often prevent maintaining 100% occupancy at fall opening.

Over the past 5 years, there has been an increase in the number of University-administered bed spaces. In mid-year 1998-99, with the opening of University Village (south side), UHFS effectively doubled the number of spaces at University Village. As expected, that spring only a limited number of the new bed spaces were assigned which resulted in a 67% spring semester occupancy for UV. That fact accounts for the decrease in overall academic year occupancy census.

Average Occupancy Per Year



The trend noted above relates to spring occupancy challenges. With fewer freshmen admitted to the University for the spring semester, it is more difficult to fill spaces vacated after the fall term. This causes spring occupancy to impact the annualized occupancy (2-3 percent) for the year.

It is important to note that during 2003/2004, UHFS had the highest overall occupancy since 1997-1998. High fall opening numbers (99.9%), the hard work achieved by our live-in staff, and the best freshmen class (GPA and test scores) to date all helped create and maintain a high occupancy rate.

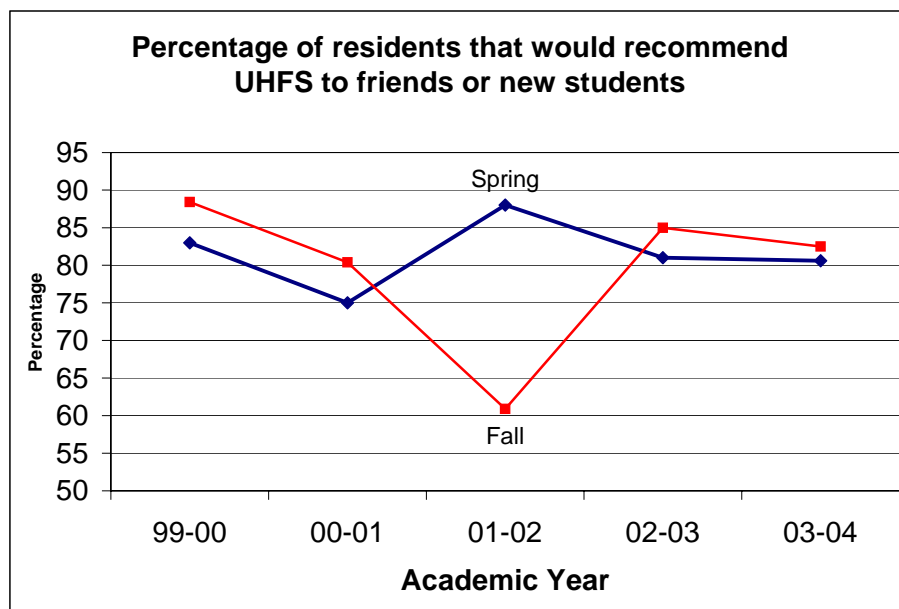
Quality of Life

During the spring of 1999, UHFS asked students (via the spring Exit Survey) if they would recommend the “on campus residential experience in the first year at Chico State” to friends or new students attending the university. During fall 1999, UHFS began to ask this same question on our fall Quality of Life Survey.

The student response has ranged from 75% to 88% stating “yes”, that they would recommend living in university housing to friends or new students. In spring 2002, the “positive recommendation rating” dipped to 60.9%.

UHFS is pleased to report that over the 2002-2003 academic year, both the fall and spring survey had a “positive recommendation rating” of over 80% [81% rating fall 2002; 85% rating spring 2003]. A follow up question for those students “not recommending on campus housing” did not yield helpful qualitative data (only 6.4% would “not recommend on campus housing in the first year”).

In 2003/2004, an 80+% rating was posted from students who would recommend UHFS to friends and new students. The spring 2004 Exit Survey also yielded a 6.2% “would not recommend” rating which is consistent to spring 2003 as noted above.



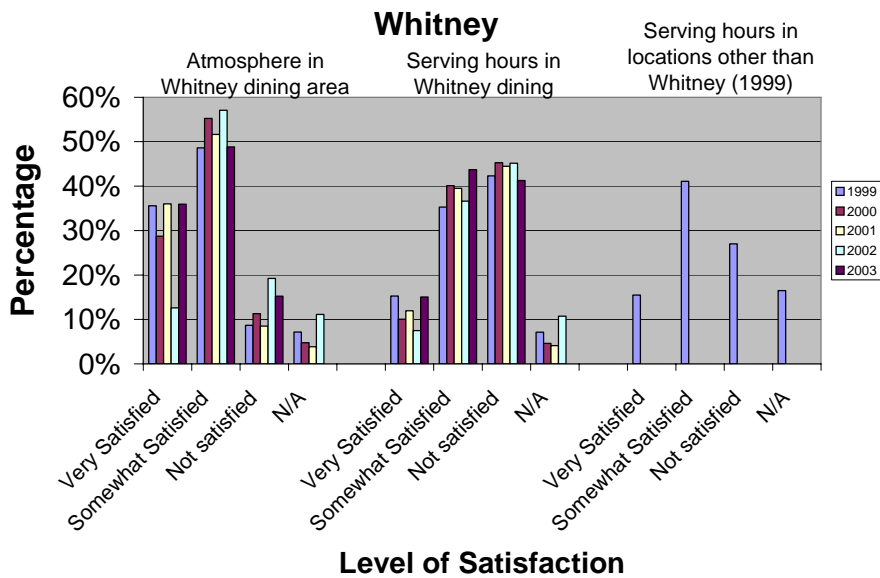
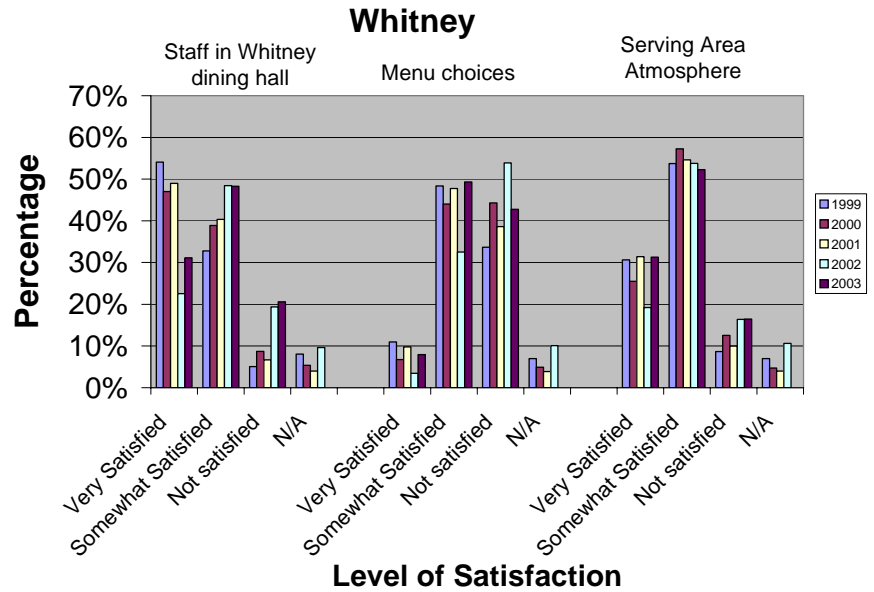
Residential Dining Program

Objective: “Assess student satisfaction with campus dining services.”

(3, 8)

The Quality of Life survey provides good data on the residential dining food service program. Below, by year and score, are the responses for each question for this year and the previous four years. The majority of respondents are “somewhat” to “very satisfied” with most food-related categories.

The “Whitney Dining Staff” and the “atmosphere in the dining area” consistently indicate good satisfaction ratings. There is some inconsistency from year-to-year regarding “other dining options” as the BMU food programs have been modified.



Whitney and Other Food Services

