

## **2002-2003 Objectives and Statement of Results**

The information provided below summarizes the goals, priorities, activities and progress of University Housing & Food Service identified for the 2002-2003 academic year. We readily acknowledge the commitment and dedication of all UHFS staff in making the 2002-2003 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 (20) department goals for this reporting period are affiliated with one or more of the eight (8) "General Program Goals" identified on the preceding page.

- 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)***

For the 2002-2003 academic year, we offered a co-ed floor that would accommodate up to 62 resident students to each of the four most active and interested student service offices. All four offices we approached jumped at the opportunity and we spent time figuring out the details, designing marketing tools, figuring out how assignments would work, and formalizing expectations, both on the University Housing end as well as the particular theme floor office's end. We received preference forms from 480 interested students to live on one of our four theme floors in Whitney Hall. So far most of our residents are excited to be on the floors, some themes are also very involved in the entire hall in addition to the floor, and residents especially like the active programs. We will be focusing on evaluative research including surveys and focus groups.

- 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)***

The RA class was reviewed and it was decided to move to the spring from the fall. The first spring RA class was taught in three modules. The first module was five weeks in Feb./March pre-selection. Then five weeks in March and April. Then the staff gets 1 unit for fall training. Each staff member gets 3 units total. This was very well received and is going to remain for 03-04. Improvement in the training was minimal. Future focus needs to be placed on the manuals and a balanced training approach that involves more campus departments.

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)***

The two-year plan was completed in August 2003 by Yves Latouche, Jeffery Soon, Bill Johnston, and Nikki Hertl. The campus visits were completed in 2001 and a report was done summarizing the trip.

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)***

Initiate planning dialog with University administration and CSU system offices regarding project funding strategies, planning options and processes required to launch the Phase One housing addition to include 150-200 new bed spaces and a new residential dining hall. Project construction initiation should commence not later than Summer 2005.

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)***

Long Range Ethernet (LRE) was the recommendation to bring connectivity to Whitney Hall and was implemented Fall 2003.

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)***

With feedback from the live-in staff and assignments team, a recommendation was made not to change the name of the process or the process itself. We will be making the petition available on-line to residents.

7. ***Successfully guide our financial operations processes through the campus implementation of CMS. (4, 6)***

Met with and communicated concerns or questions to Student Financial Services, Budget Analysis and Research, and, Accounting, and other campus departments. Financial Operations also ensured that the proper people were trained in CMS application, and with Chartfield's and its associated terminology and procedures when offered. We are still forming a back up policy for when key staff are missing. Financial Operations also created middleware that filled in the gaps between the needs of the organization and what CMS provided. Our continuing relationships with the departments listed above ensure good communication for upcoming changes in the CMS implementation.

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)***

The Feasibility Study was completed and Sole Source documentation is in progress to recommend RMS as the vendor and use Advantage 5 as our new HMS system.

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)***

The web page was updated with a virtual tour, through a partnership with the IMC, and the look was changed to match the Chico State home page.

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)***

All the lab computers and 10 of the computers in the Housing office were replaced during the summer and most of the other staff members received an upgraded computer. The basic portal framework is installed and is under development. When it is ready, it will be linked to the Chico Portal for a seamless student experience. The technology plan includes scheduled computer replacement, server upgrade/expansion, and enhanced software. The labs will also be upgraded and the latest software installed on a regular basis to prevent obsolescence.

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)***

The Off-campus Housing Website became operational during the 03-04 Academic Year. And, a 24-hour/7 day a week information kiosk was built and 100% functional in November 2003.

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)***

A reunion committee was formed in 2002. They planned the housing reunion with input from a number of campus offices. The reunion took place in July of 2003. The event was successful, but a bit over budget. About 100 people attended and all former directors were honored. It was held at University Village and the Bell Memorial Union. It is desired to make this event part of a comprehensive development effort. It is also noted that the committee was made up of current employees of CSU, Chico. It was recommended that non-staff members form the committee for the future.

13. ***Form a Development Committee, possibly in tandem with the Reunion Committee, which 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)***

Larry Bassow was appointed chair of a new development committee by then Interim Director John Lauer. Progress was slowed by the multiple staffing transitions taking place in UHFS. Larry Bassow has made contact with Jamie Starmer, who is chairing a development committee for the division of Student Affairs. There is great potential in this area.

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)***

The Marketing committee was formed in December of 2002. The committee met through the spring semester and focused specifically on four areas: Assignments, Conferences, Food Service, and Professional Staff Recruitment. A 5-year outline was not created as the group chose to expand its scope as opposed to focusing on the assignments area.

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)***

A meeting took place in January of 2003 with the Director and Associate Director of Athletics. We were able to come to an understanding allowing coaches to make roommate pairings, by team.

16. ***Update the memorandum of understanding with Communications Network Services to include new items such as local toll charges, disconnection of inactive lines, improve communication to students regarding services, and any other updates or improvements. (7, 8)***

Memorandum of understanding with Communications Network Services was updated and phone service was provided to each room via a new PBX systems. The MOU is again being updated to provide dial tone to each room and include 911, 4 digit, voice mail, call forwarding, call waiting and local calling.

- 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)**

Renovation plan for UV North is still in development

- 18. Fully upgrade the Lassen Hall mechanical system. (1, 4)**

*Lassen Hall mechanical system for domestic hot water, heating, and air conditioning was totally upgraded and operational fall 2003.*

- 19. Create ADA access to the housing office by installing automatic doors. (1, 6)**

Housing office is accessible with automatic doors installed summer 2003

- 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)**

A review committee was formed which included residence life staff as well as a member of the purchasing department. The RFPs were reviewed. A new 3-year contract was obtained. The new contract started on July 1, 2003.