

# Measures of Performance and Quality 2001-2002

## University Housing and Food Service



Living  
Learning  
Leading

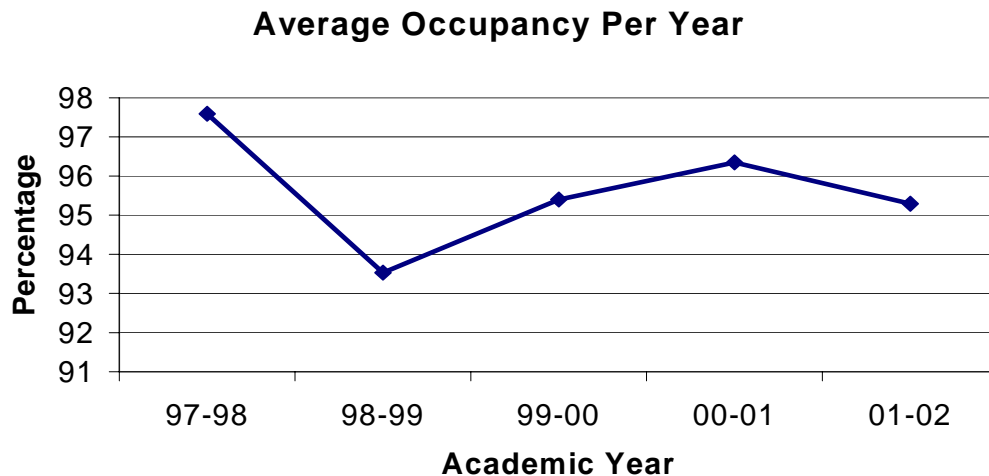
## Measures of Performance and Quality 2001 – 2002

### Occupancy

One of the key measures of our performance is our occupancy data. One of our global goals is to effectively market our environments and programs to ensure full utilization. This is particularly important as our freshman numbers have grown and national research indicating the improved sense of community and campus connection felt by students living on campus. Traditionally, we open in the 98-99% range each fall. While we have long waiting lists in the spring and early summer, late cancellations and no shows often prevent us from maintaining 100% occupancy.

Over the past 5 years we increased the number of bed spaces. In mid-year 98-99, with the opening of University Village's south side, we effectively doubled the number of spaces at University Village. That spring we were only able to fill a limited number of the new bed spaces, which was expected which showed up as 67% spring semester occupancy for UV. That fact accounts for the dip in our overall academic year occupancy figure.

The trend we've noted relates to spring occupancy challenges. With fewer freshman allowed in during the spring, it is more difficult to fill spaces vacated after the fall term, causing our spring occupancy to bring down the overall occupancy percentage for the year by 2-3 percentage points.



## RA Staff Demographics

Perhaps the most critical resource in our program that impacts our residents is the Resident Advisor Staff. Therefore, our staff demographics are a tremendous indicator of our quality of service delivery to students. Over the past two years we have made significant changes to Resident Advisor recruitment and compensation in an effort to attract staff with more life experience. Below is a summary of the number of staff, their academic rank, the number of staff of color, and how many staff members were retained through the end of their contract.

	1999-2000			2000-2001			2001-2002		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Resident Advisors and House	29 60%	19 40%	48	27 57%	20 43%	47	31 61%	20 39%	51
Students with Junior standing or	8 28%	11 58%	19 40%	16 59%	4 20%	20 43%	21 68%	17 85%	38 75%
Students of Color	4 14%	5 26%	9 19%	7 26%	6 30%	13 28%	7 23%	4 20%	11 22%
Worked a full year	24 83%	15 79%	39 81%	21 78%	11 55%	32 68%	25 81%	17 85%	42 82%
Left prior to end of contract	5 17%	4 21%	9 19%	6 22%	11 55%	17 36%	7 23%	2 10%	9 18%

During the 1999 – 2000 academic year, there were 34 Resident Advisors, 6 House Coordinators, and 8 Village Advisors. In 2000-2001 we experienced tremendous staff turnover and operated the entire year down one staff member. For 2001-2002 University Village was allocated 3 additional staff spaces to address the growing number of freshman living at UV. We also changed the title to resident advisor for University Village in 2001-02.

The number of upper division students hired as Resident Advisor staff has increased significantly over the past three years. We believe this is in part reflective of the focus on recruiting and hiring students with a minimum of 60 credits as well as significantly increased compensation. In 2000 – 2001, 43% of the RA staff members were upper division students. **After changes were made, in 2001 – 2002, 75% of the RA staff members were upper division students. The number of staff persons of color has consistently been higher than the general campus student population percentage.**

The rate of student staff either choosing to leave or being asked to leave their position was highest during 2000 – 2001, with 17 staff (36%) not completing the year, and only 32 (68%) of the original staff completing the contract. **During 2001 – 2002 the rate of staff leaving the position early decreased by half to 9 (18%). 42 (82%) of the original staff completed their contracts.** We believe this is in part due to the increased compensation package, the emphasis on higher upper division staff more prepared for the challenges both personally and academically, and added attention to staff support.

## **Programming Opportunities**

It is very important that we offer our residents an abundance of quality programming opportunities. We have continued to increase the number of programs offered to students. Active programs are those that students actually attend, while passive programs are informational/educational bulletin boards or handouts.

Average attendance numbers of student attendance per program have remained fairly consistent from 1999-2002 at about **18-23 students in attendance per program.**

**1999-2000: Total Active Programs= 461**

**2000-2001: Total Active Programs= 676**

**2001-2002: Total Active Programs= 822**

**1999-2000: Total Passive Programs= 249**

**2000-2001: Total Passive Programs= 587**

**2001-2002: Total Passive Programs= 804**

Both active and passive programs have increased significantly due to the improved training of staff as well as a change in the programming model and the expectations held for this model. The addition of the Coordinator for Programming and Leadership position in 1999, along with the 2001-2002 new RD/RCC structure where one full time professional staff member in each community focuses primarily on the supervision and support of RA programming have helped provide the RA staff with more resources, guidance, support, and direction.

## **Financial Management**

In order to measure our performance and quality in the area of stewardship, it is important to examine cost cutting strategies that make us more efficient. In times with great variability in the energy market, efforts made to become more energy efficient pay off on several fronts, both economically and environmentally. 2001-2002 demonstrated UHFS's continued commitment to excellence in energy conservation efforts.

### **Electricity Consumption for On-Campus Residence Halls**

	<b>2000-01</b>	<b>2001-02</b>
Kilowatt hours	3,403,100	3,337,289
Cost	270,372	222,895

**The use of electricity was reduced by 65,811-kilowatt hours, which resulted in a cost savings of \$47,477.**

### **Energy Conservation Projects Completed in 2001-2002**

1. Installed LED exit lights in 3 halls.
2. Upgraded Shasta mechanical to included chiller, cooling tower, circulating pumps, domestic hot water boiler, heating boiler and all related equipment.
3. Replacement of air handling and cooling tower belts.
4. Replaced Whitney domestic water and circulating pumps with energy efficient models.
5. Replaced exhaust fans with energy efficient models.
6. Installed variable speed motors to allow for less energy usage during peak periods.
7. Replaced incandescent lighting with fluorescent.
8. Installed temperature control on equipment.

## **Facilities Satisfaction Rating**

Our annual exit survey of residents helps us assess our quality of performance in providing safe, attractive physical living environments. One measure taken looks at the percentage of respondents who find our facilities challenging to live-in. While this does not indicate the particular element the respondent is not pleased with, it is helpful in assessing the overall dissatisfaction level.

<u>YEAR</u>	<u>Residents who found Facilities challenging</u>
99-00	15.7%
00-01	17.5%
01-02	13.5%

The data suggests that the percentage of students that find the facilities in the residence halls challenging has remained consistently low. In 2001-2002 we see the percentage is the lowest it has been in the 3-year period. Consistently, over 80% of our residents are satisfied with the facilities.

<u>YEAR</u>	<u>Residents That Chose 'Facilities' As The One Thing They'd Change</u>
99-00	3.8%
00-01	4.6%
01-02	3.9%

This data also suggests that the level of student dissatisfaction with our facilities is low. Residence Halls will never be confused with the five star hotels of this country, but the perception that residence halls are like prisons is not supported by this data. Over all we are pleased with what this data implies about resident perceptions of our facilities.

## Recommendation level from residents

During the spring of 1999, we began asking students via our spring Exit Survey if they would recommend UHFS to friends or new students to Chico State for their first year experience.

During the fall of 1999 we began to ask this same question on our fall Quality of Life Survey.

We have ranged from 75 % to 88% stating yes, they would recommend living in university housing to friends or new students. The spring of 2002 brought some potentially alarming news in that our “recommendation rating” dipped to 60.9%. It is difficult to tell if this is an unexplainable dip, or the development of a pattern. It has been decided that future surveys will need to include an additional question to help in the assessment, such as “If you would not recommend UHFS to friends or new students, why not?”

This is a very important area for us to track and give strong attention to.

