

The following is a summary of the Objectives, Measures and Initiatives identified by University Housing & Food Service for the 2005-2006 academic years and the status, at year-end, of each. Each objective is identified to one or more of the eight (8) General Program Goals identified above.

OBJECTIVES, MEASURES and INITIATIVES
2005 - 2006

RESIDENCE LIFE		General Program Goal(s)	
Objectives	Measures		Initiatives
<p>- A single, unified student conduct data base to be shared by Student Judicial Affairs and UHFS. Evaluate student conduct data base proprietary software applications (i.e., Judicial Management System) which is best suited for SJA and UHFS uses and integrates with the University's enterprise software (Peoplesoft).</p>	<p>- Complete product evaluation(s) by December 31, 2005. <i>COMPLETED - Judicial Affairs Management System (JAMS) was selected and will be jointly funded by SJA and UHFS. Beta test scheduled Fall 2006 with implementation anticipated Spring 2007.</i></p>	7, 8	<p>- Determine, from alternatives available, which product is best suited in concert with SJA and UHFS administration.</p>
BUSINESS OPERATIONS			
Objectives	Measures		Initiatives
<p>- Peoplesoft enterprise software implementation for processes involving Student Financial Services and Human Resources (staff and student payroll).</p>	<p>- To be completed by summer 2006. <i>COMPLETED.</i></p>	5	<p>- Active integration of existing processes with Peoplesoft structure requirements.</p>
<p>- Integration of Student billing processes (all UHFS generated charges) between RMS and Student Financial Services as a student portal access process.</p>	<p>- July 2005 and on-going. <i>COMPLETED - Reporting Database Service (RDS)</i> <i>Still pending - Common Management System (CMS)</i></p>	5	<p>- Post transactions accurately and on-time each month; - Decrease the number of calls to Student Financial Services and to UHFS.</p>
FACILITIES OPERATIONS			
Objectives	Measures		Initiatives
<p>- Review current Custodial Services staff structure in the context of: industry "preferred practices" (i.e., staff coverage ratios/sf, etc.)</p>	<p>- Initial draft proposal due September 1, 2005 - Final proposal due December 31, 2005 <i>COMPLETED - proposal submitted to Director regarding weekend custodial services coverage - under consideration.</i></p>	1, 2	<p>- Contact CSU system student housing programs to determine how similar custodial programs are structured; - Identify method(s) to determine student satisfaction with Custodial Services program; - Identify method(s) to objectively measure current service levels and ways/means to increase outcomes positively.</p>

RESIDENCE HALL SYSTEM EXPANSION			
Objectives	Measures		Initiatives
- Campus review and approval of residence hall expansion project review.	- Endorsement of residence hall expansion plan by University Executive Cabinet. <i>COMPLETED</i>	9	- Consultation with various campus constituent leaders (i.e., Capital Planning, Business & Finance, University Executive Cabinet)
- Housing Proposal Review Committee review and approval – November 2005 meeting.	- Successful review of project application will be dependent on CSU System approvals (CPDC and Treasury & Financing). <i>COMPLETED - HPRC presentation was made on February 1st</i>	9	Formulation/collation of project application materials to CSU System for review by September 1, 2005. Submittal of project application will be dependent on committee schedule.
- CSU Trustee review/approval of residence hall expansion project program.	- Successful review of project application will be dependent on CSU Trustee schedule. <i>COMPLETED - BOT voted to approve project request March 2006 as consent agenda item.</i>	9	
- Actively seek approval to begin the process of identifying a project architect for Phase I Student Housing Expansion and Residential Dining Center.	Prepare scope of work and RFP documentation for public distribution by December 31, 2005 <i>COMPLETED - AC Martin Partners has been commissioned for Phase 1 Project</i>	9	- Work with University Facilities Planning to secure approval from CSU System CPDC to proceed, in advance of bond sale, to have design services completed.
- Actively seek approval to begin the process of identifying a general contractor for Phase I Student Housing Expansion and Residential Dining Center (CM @ Risk Model).	<i>COMPLETED - Sundt Construction has been commissioned for Phase 1 Project</i>	9	

“Identify Department goals which will or may connect to the following initiatives/programs:”

WAC planning – (a) UHFS residential life staff should begin evaluating and communicating how the WAC can be utilized in residence hall programming; (b) UHFS staff should communicate how WAC programming may be shaped to meet the needs of the residence hall population(s).

Pending selection of WAC director.

Diversity – (a) seek to create a relationship with the newly created office for Diversity Programs and utilize available resources in staff and student development initiatives; (b) actively support the expanded Summer Bridge program (summer 2005) regarding on-campus accommodations, early arrivals, etc.; (c) seek to expand, where possible – depending on schedule/resources, the residential life staff role in Educational Opportunities Program training;

TASKS COMPLETED - Tray Robinson participated in RA training (fall); a diversity education consultant has been contracted to conduct professional staff training (2-day event); a diversity education team (2 professionals) has been contracted to provide paraprofessional staff training.

UHFS accommodated the expanded Summer Bridge program (early arrivals, etc.)

President’s Commission on Campus Life – “Alcohol & Other Drugs Task Force Report” (Recommendation 1D) Support additional activities during the evening the weekend before classes begin [for Freshman] – UHFS would be keen on participating in these efforts and while a budgetary obligation is suggested by the task force, there are no specific activities identified (Page 5).

TASK COMPLETED - selection of Coordinator for Residential Life Programming has been finalized (Sesba Tobiska) and began employment 1 June 2006. This task is a delegated responsibility to Coordinator for Residential Life Programming position.

(Recommendation 2) University Life Course – UHFS has and will continue to support the participation of staff to serve as ULC instructors.

TASK COMPLETED - Three (3) UHFS staff were selected to teach fall 2005 (Lizanne Leach, Brandon Farmer and Sesba Tobiska).

(Recommendation 3) Survivor Series – UHFS will continue to actively support this program.

TASK COMPLETED - significant promotion of the program series within all residence hall communities and expectation-setting that Residential Life staff would actively encourage residence hall students to participate.

Alcohol abuse reduction – introduction of heightened residence hall alcohol sanction program; Alcohol.Edu requirement for all first time freshmen (i.e., initial program, 30-day follow-up, sanction module as-needed); CADEC involvement with residence hall programming and staff training.

TASK COMPLETED and ON-GOING: In addition, bi-weekly meetings were established between UHFS administration and University Police command staff for the purpose of information sharing and advancing the working relationship between the two agencies.

FYE support – UHFS staff involvement with teaching the University Life course (see above); FYE Task Force participation; Faculty-in-Residence programming.

TASK COMPLETED and ON-GOING: Three (3) UHFS career staff were supported and selected to teach Fall 2005; the Director and Associate Director/ Residential Life are members of the FYE Task Force; Faculty-In-Residence programming was modified to focus more directly on Resident Advisor academic support/ success.

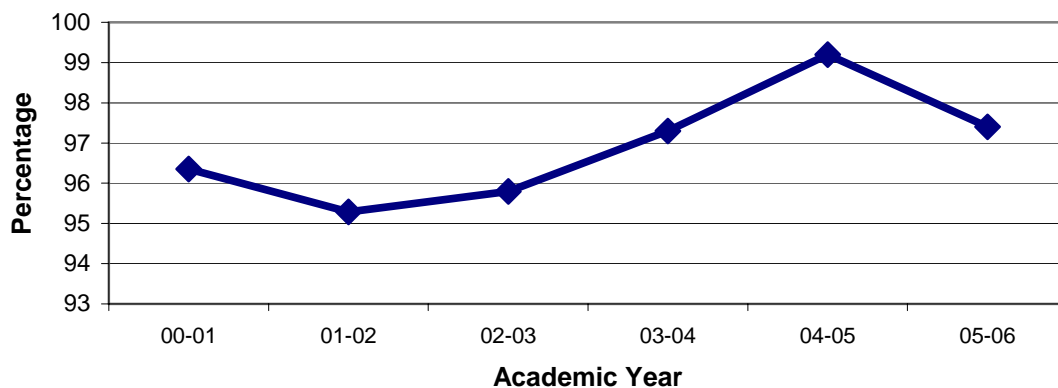
The following data provide important benchmark information regarding UHFS operations in the preceding year. These include: Residence Hall Occupancy; Quality of Life; and, Residential Dining Programs.

Residence Hall Occupancy

One of the key measures of UHFS performance is residence hall occupancy data. An important and recurring annual goal is to effectively market on-campus student housing facilities and programs to ensure full utilization. This is particularly important as “first-time freshman” numbers have grown in recent years coupled with national research indicating the improved sense of community and campus connection felt by first year students when residing in university-administered student housing. Traditionally, Chico State residence halls and apartments open with 98-99% occupancy each fall semester. While, over time, there have been sizable fall semester waiting lists, late cancellation activity and no-shows sometimes prevent maintaining 100% occupancy at fall opening as was the case fall 2005.

In the last 7 years, there has been an increase in the number of University-administered bed spaces through acquisition of University Village (north complex). Additionally, approximately 140 “new beds” were added to the UHFS housing stock by adding some tripled beds in various halls (fall 2005) and doubled beds at University Village (fall 2005). Coupled with a “soft-sell” to spring 2005 residents, capping the number of new transfer students, plus the addition of actual new bed spaces as noted above, the “net-net” fall 2005 for new frosh was approximately 180 bed spaces.

AVERAGE ANNUAL OCCUPANCY



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

It is important to note that during 2004/2005, UHFS had the highest overall occupancy since 1997-1998. Increased fall 2004 new student opening numbers (101.8%), the hard work achieved by UHFS staff in processing applications and communicating with waitlisted students coupled with the strongest freshmen class (GPA and test scores) to-date, all helped create and maintain a high occupancy rate during the 2004/2005 academic year.

It is also important to note for fall 2005, the UHFS assignment capacity was, in effect, increased by approximately 180 beds. This was achieved by creating some freshman double occupancy rooms at University Village (~120), adding some triple rooms (Whitney Hall and Konkow Houses), and limiting the number of returning students to University Housing from spring 2005 to fall 2005.

However, while fall 2005 began with some vacancies (approximately 20 beds overall), the “net plus” head count was 100 students greater than fall 2004.

Quality of Life

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

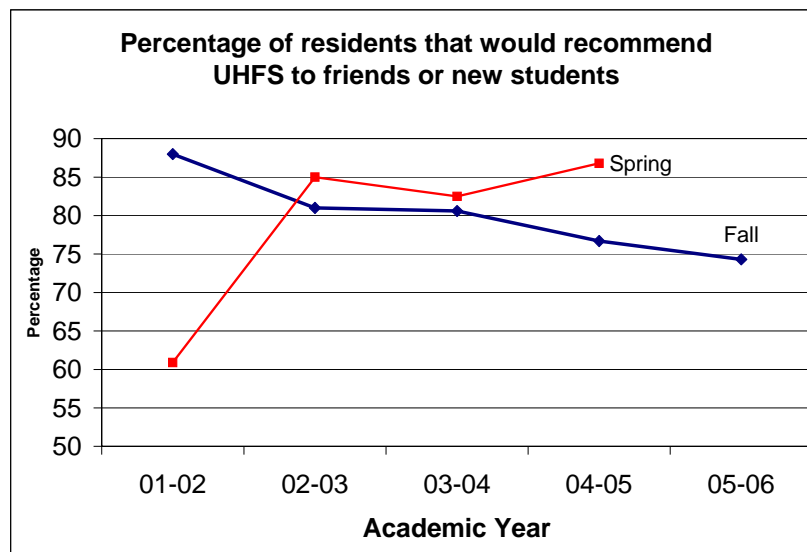
The line chart below tracks student responses for the previous five (5) academic years. Student responses have ranged from a high 88% stating “yes”, that they would recommend living in University Housing to friends or new students (fall 2001) and in spring of the same academic year (2002), the “positive recommendation rating” had dramatically decreased to 60.9%.

However, during the following academic year (2002-2003), both the fall and spring surveys had an overall “positive recommendation rating” of greater than 80% (81% rating fall 2002; 85% rating spring 2003).

In fall 2003, an 80+% rating was posted from students who would recommend UHFS to friends and new students. The spring 2004 Exit Survey also yielded an 82.5% positive rating.

In 2004/2005, UHFS experienced the largest positive fall-to-spring increase - more than 10% - and the highest spring rating by students recommending the residence hall experience, 88%. It is believed this is a direct result of the live-in staff and the fact that the “University Housing experience” was more enjoyable as the year went on.

In fall 2005, of 1479 responding to this question, 74.3% (1099) would recommend friends reside in University Housing - a slight decrease from fall 2004 (77%).



In spring 2006, a new “on-line” questionnaire format was introduced and the question above was not asked. However, four (4) new questions were asked of residents which provide equally important insight to their perceptions and attitudes regarding the residence hall experience:

(a) “I feel living on campus has had a positive impact on my studies”

Label	Frequency	Percent
Strong Disagree	17	9.14
Disagree	33	17.74
Neutral	51	27.42
Agree	72	38.71
Strongly Agree	10	5.38
Total valid	183	100.00

These data suggest that most students agreed (44%) that living on campus had a positive impact on academic pursuits while a sizable number (27%) neither agreed nor disagreed with the statement (neutral).

(b) I feel living on campus has had a positive impact on other aspects of my life (social, personal growth, etc.)

Label	Frequency	Percent
Strong Disagree	14	7.53
Disagree	19	10.22
Neutral	24	12.90
Agree	80	43.01
Strongly Agree	43	23.12
Total valid	180	100.00

These data suggest that a strong majority of students agreed (66%) that living on campus had a positive impact on social and personal growth. It is important to note that 13% neither agreed nor disagreed with the statement (neutral).

(c) In my living environment, community guidelines are enforced by University Housing staff.

Label	Frequency	Percent
Strong Disagree	14	7.53
Disagree	16	8.60
Neutral	30	16.13
Agree	82	44.09
Strongly Agree	42	22.58
Total valid	184	100.00

These data suggest that a strong majority of students agreed (67%) that University Housing staff enforced community guidelines. It is important to note that 16% neither agreed nor disagreed with the statement (neutral).

(d) I feel safe in my living area.

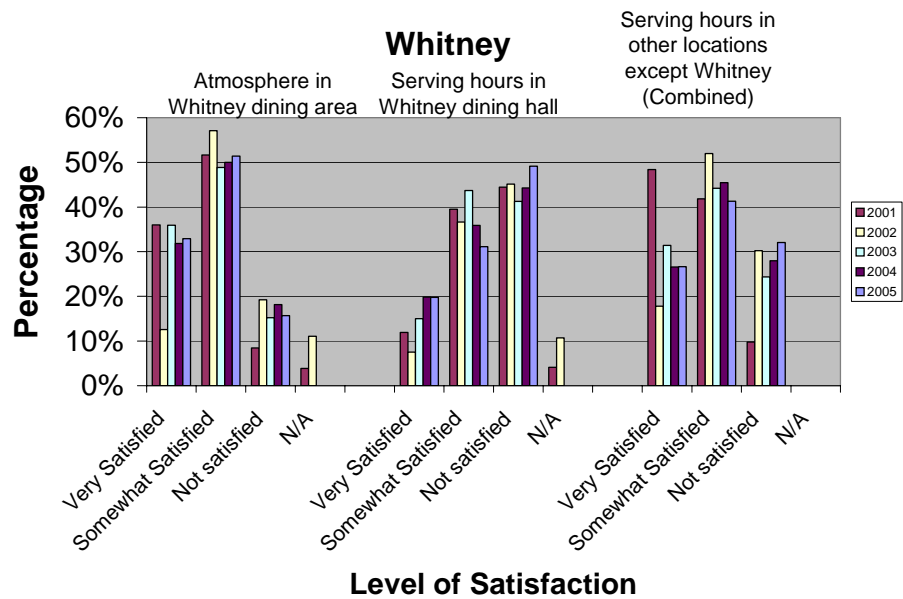
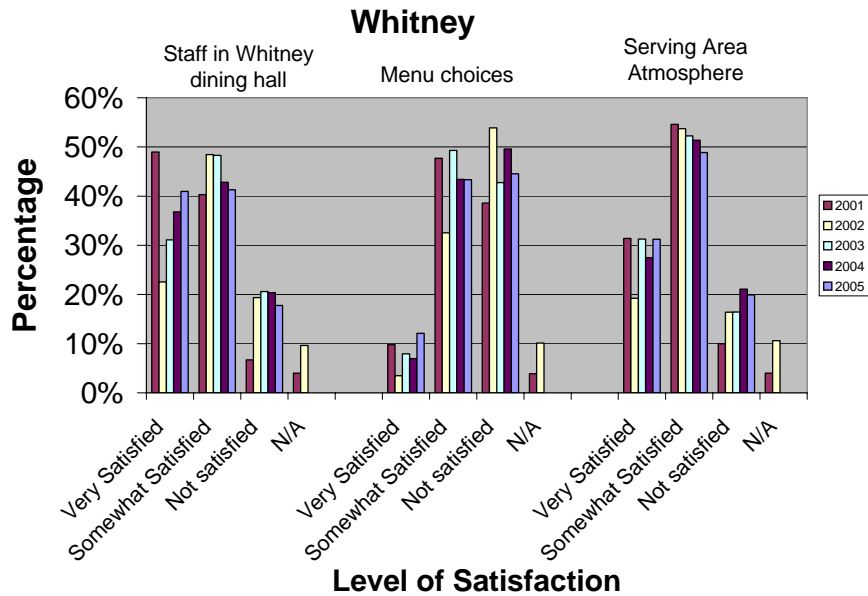
Label	Frequency	Percent
Yes	165	88.71
No	18	9.68
Total valid	184	100.00

These data suggest that a vast majority of students agreed (89%) that University Housing was a safe environment.

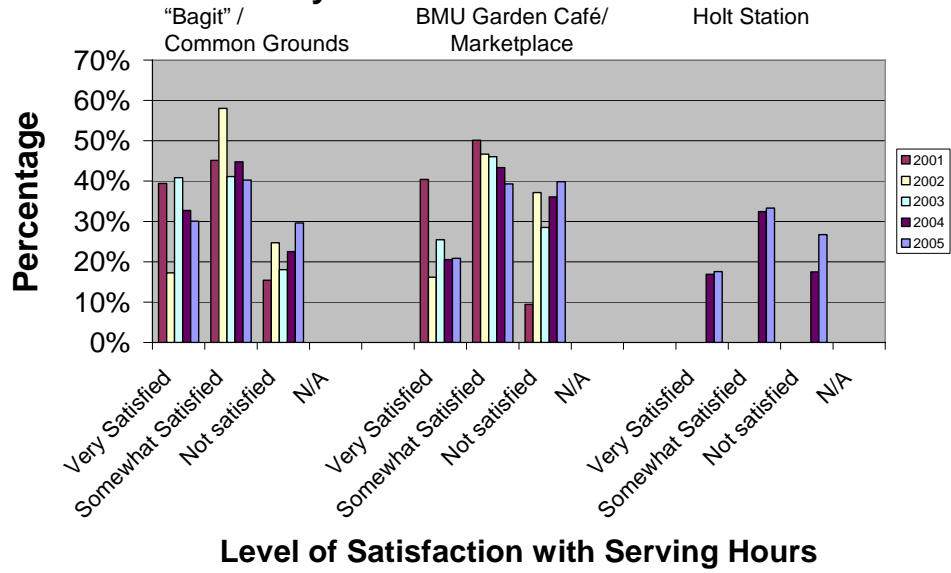
Residential Dining Program

The Quality of Life survey provides good data on the residential dining program. Below, by year and rating, are the responses for each question for previous five (5) 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



Objectives, Measures and Initiatives - 2006/2007

The following represents UHFS “objectives, measures and initiatives” for the 2006-2007 academic year as submitted to Student Affairs in June 2006. Each objective is identified to one or more of the eight (8) General Program Goals identified above.

OBJECTIVES, MEASURES and INITIATIVES ***2006 - 2007***

RESIDENCE LIFE		General Program Goal(s)	
Objectives	Measures		Initiatives
Actively encourage and support diversity programs, training and recruitment.	More sensitivity and comfortableness to program on issues related to diversity. Attract a diverse pool of RA candidates - On going effort throughout the year	2, 3, 8	<ul style="list-style-type: none"> - Diversity workshop for professional and paraprofessional staff - Creating monthly canned active & passive diversity programs - Collaborate with ethnic student organizations and EOP to advertise the RA position.
Develop the Faculty Mentor program which would include solicitation/identifying faculty members to work programmatically with Resident Advisors	Successful collaboration and recruitment of faculty members and active faculty participation in the Residence Hall community - To be completed and evaluated by July 2007	2	<ul style="list-style-type: none"> - Encourage returning RAs from Lassen & Shasta to solicit participation from their past faculty (5 returning RAs) - Collaborate with the First Year Experience Director - Identify additional resources for the program through the FYE Program (Hemlata, Sessa & Director of FYE submitted a proposal for funding and program approval to Bill Loker, Dean of Undergraduate Education).
Addition of a Faculty in Residence at North Campus	Successful recruitment and placement of the Faculty in Residence - To be completed by Spring 2007	2	<ul style="list-style-type: none"> - Contact college deans of Natural Sciences & Engineering
Evaluating and assessing program success and impact on students	Complete selective large and small scale program evaluations (residents) - To be completed by Spring 2007	8	<ul style="list-style-type: none"> - Develop an evaluation form - Provide incentives for residents to complete the evaluations - Compile and distribute evaluation results
BUSINESS OPERATIONS			
Objectives	Measures		Initiatives
- Successful transition of new Associate Director/UHFS Administration to the department and role/duties.	- Demonstrated ability to understand and navigate the department’s business operations environment and be responsive to department and campus constituents.	2	<ul style="list-style-type: none"> - Actively identify training and orientation activities which will directly support successful outcomes (i.e., PeopleSoft, Reporting Data System, Human Resources, etc.)
FACILITIES OPERATIONS			
Objectives	Measures		Initiatives

<ul style="list-style-type: none"> - Identify and evaluate proprietary software to support on-line work order system. - Lassen shed replacement - Initiate planning to upgrade interiors of Shasta Hall and Lassen Hall 	<ul style="list-style-type: none"> - Implementation - Summer 2007 - Completion - Spring/Summer 2007 - Identify interior design consultant to assist with course of action, costing and project execution. 	<p>1, 2</p> <p>1</p> <p>1</p>	<ul style="list-style-type: none"> - Schedule product demonstrations and recommend purchasing decision to the Director. - Actively engage Facility Maintenance Services (FMS) personnel to push this project forward successfully. - Craft RFP for contracted services per Contracting/Procurement guidelines and expectations.
INFORMATION TECHNOLOGY			
Objectives	Measures		Initiatives
<ul style="list-style-type: none"> - Train staff and students on web-based programs and protocols (i.e., work orders, billing statement processes, etc.) 	<ul style="list-style-type: none"> - Work order process – “Beta hall test” – Summer 2007 	2, 5	<ul style="list-style-type: none"> - Train professional and paraprofessional staff on systems applications; - Create student web site instructions for each process area.
RESIDENCE DINING FOOD SERVICE			
Objectives	Measures		Initiatives
<ul style="list-style-type: none"> - Seek to determine and increase student satisfaction regarding Whitney Dining Hall food service program (i.e., food quality, service delivery, cost, etc.) by benchmarking student satisfaction Fall 2004. 	<ul style="list-style-type: none"> - Addition of “post-test” student satisfaction survey specifically targeting residence hall dining program by conducting a secondary student satisfaction survey before the 2005 spring vacation break. 	4, 8	<ul style="list-style-type: none"> - Work with Whitney Food Service Committee to develop “post-test” student satisfaction survey. - Track “continuous dining” participation rates, student satisfaction and food waste.
RESIDENCE HALL SYSTEM EXPANSION			
Objectives	Measures		Initiatives
<ul style="list-style-type: none"> - Actively engage College Park property owners for the purpose of acquiring land in preparation of Student Housing Expansion - Phase 2 	<ul style="list-style-type: none"> - Come to purchase terms with as many property owners as is possible. 	9	<ul style="list-style-type: none"> - Encourage the University to hire a real estate agent to represent the University in these transactions.
<ul style="list-style-type: none"> - Actively participate in all aspects and processes of Phase 1-Student Housing & Dining Center expansion activities. 	<ul style="list-style-type: none"> - Participate in all planning and construction-related activities. 	9	<ul style="list-style-type: none"> - Seek to clarify communication requirements among and between various players (i.e., Campus Planning, general contractor, architect, FMS, etc.)