# California State University, Chico

## Division of Student Affairs
## University Housing
## Annual Report 2023-2024

California State University Chico
University Housing

## I. Mission Statement

University Housing provides a setting for students and staff to actively learn, pursue new opportunities, intentionally connect, personally develop, and advance toward lifelong success.

Our Four Pillars:

1. Connecting to Campus
2. Personal Development
3. Leadership and Engagement
4. Diversity, Inclusion, and Equity

## II. Accomplishments - A highlight

Each of these accomplishments not only reflects our operational success but also aligns with our strategic goals under the new Division of Student Affairs Strategic Plan, especially in advancing diversity, inclusion, and equity. These achievements are integral to our mission, demonstrating our commitment to providing a nurturing environment that supports personal development and prepares our residents for lifelong success.

### a. Enhanced Community Engagement and Leadership Development

i. **Statistical Achievement:** Our initiatives have substantially enhanced student engagement, with Resident Advisors facilitating the participation of over 4,200 residents at campus events. This indicates a robust enhancement in community engagement and student leadership opportunities.

ii. **Community Meetings:** The hosting of 248 community meetings with 3,488 attendees further exemplifies our commitment to fostering a vibrant and interactive community environment.

## PROGRAM OVERVIEW

University Housing is responsible for the day-to-day operations and administration of all programmatic, financial, personnel, information technology, constituent outreach, and student life within the residential communities. General maintenance, facility operations, custodial services, grounds, and capital projects are funded within the department's structure.

Residential Communities: 8 (Whitney Hall offline) = 7

Operating Budget: $23.6 M

Capacity: 1,743 incl. 48 RA's

Resident Advisors (RAs): 48

Student Staff: 120

Professional Staff: 19

**b. Successful Programming and Diversity Initiatives**

i. **Diverse and Inclusive Events:** The Hub, in collaboration with various campus partners, successfully organized 194 events attended by 10,542 students. Of these, 15 focused specifically on equity, diversity, and inclusion, showcasing our dedication to creating an inclusive campus culture.

ii. **Resident Advisor Involvement:** The active participation of Resident Advisors in these events highlights our strength in leveraging internal resources to promote leadership and community cohesion.

**c. Improved Conduct and Compliance Outcomes**

i. **Educational Impact:** Our proactive approach included conducting 1,015 educational meetings, which significantly contributed to a 46% reduction in recidivism rates for alcohol and cannabis violations compared to the previous year. This achievement underlines our success in not only managing, but also effectively altering behavior through educational outreach, thereby enhancing the overall community standards and student accountability.

ii. **Low Recidivism Rates:** We are proud to report exceptionally low recidivism rates of 8% for alcohol and 12% for cannabis violations, which are markedly lower than typical figures for university housing nationwide. This underscores the effectiveness of our preventive measures and educational strategies, reflecting our commitment to maintaining a safe and responsible living environment.

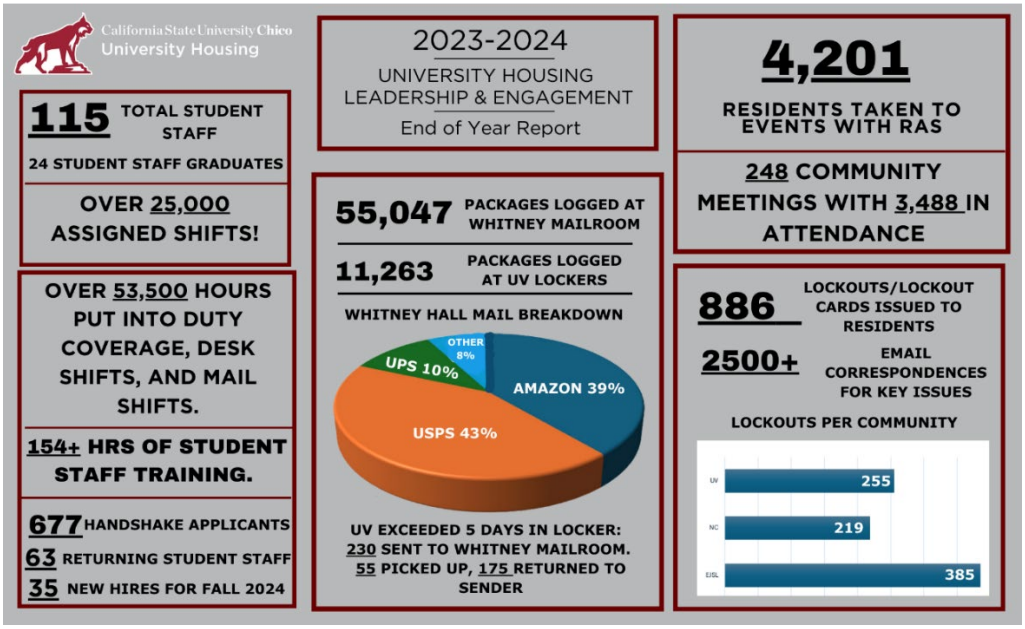
**d. Feedback-Driven Improvements in Housing and Dining**

i. **Resident Feedback Incorporation:** We actively integrated resident feedback from the Move Out Survey, leading to planned enhancements in building cleanliness and maintenance responsiveness, which are areas highlighted by residents for improvement.

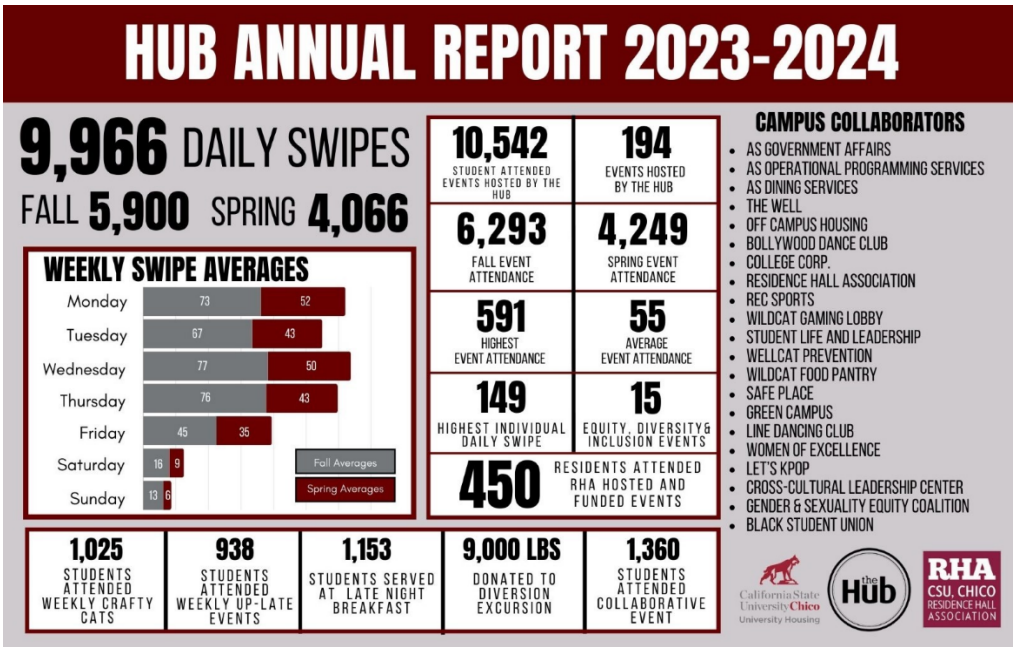
ii. **Dining Services Enhancement:** Plans to overhaul dining experiences, including the introduction of all-access meal plans and continuous improvement based on feedback, indicate a proactive approach to enhancing resident satisfaction.

## III. Program Statistics and Assessment for Past Year

### a. University Housing Leadership & Engagement Year End Summary:




### b. University Housing Programming – The Hub and Residence Hall Association (RHA) Year End Summary:

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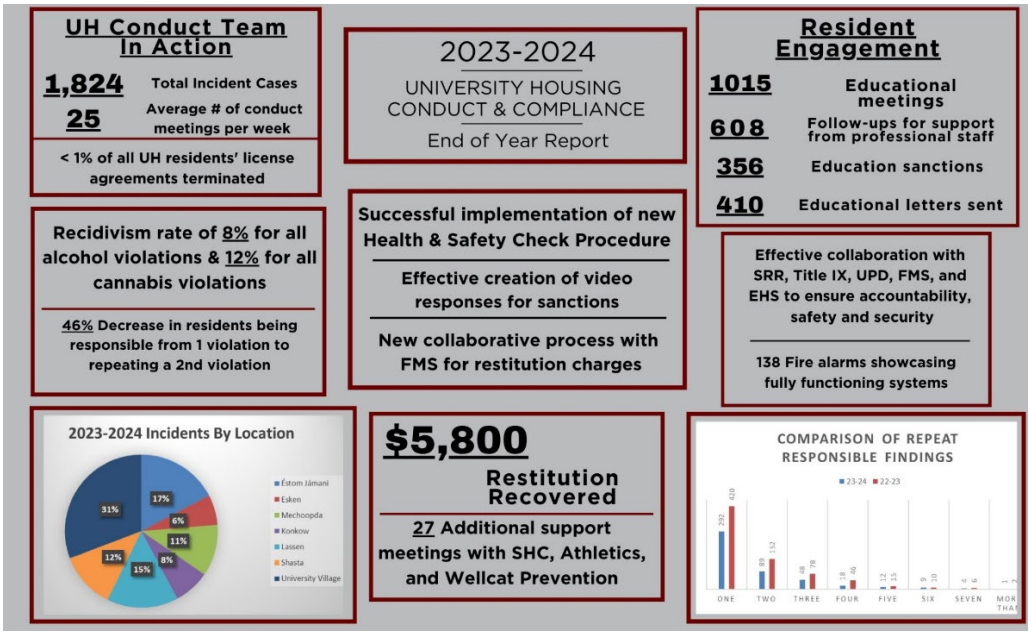
**c. University Housing Conduct and Compliance Year End Summary:**




**d. Move Out Survey.** This survey is sent to residents 2 weeks prior to moving out in May via email using text reminders.

**i. Highlights of Move Out Survey**

1. **Quality of Housing Accommodations**:
   Good: 34.09%
   Although "Neutral" ratings were high, a significant portion of respondents still rated the quality of housing accommodations as "Good".
2. **Atmosphere of Community:**
   Good: 39.33%
   The community atmosphere is well-regarded, with a plurality of respondents describing it as "Good".
3. **Safety of Community:**
   Excellent: 16.09%
   Good: 43.68%
   The majority of respondents feel safe in their community, with nearly 60% rating safety as either "Excellent" or "Good".

**ii. Areas for Improvement from Move Out Survey**

1. **Building Cleanliness:**
   Poor: 29.21%
   Unacceptable: 7.87%
   A significant portion of respondents are dissatisfied with the cleanliness of buildings, indicating a need for improved cleaning services or schedules.
2. **Timeliness of Maintenance Request Responses:**
   Poor: 22.67%
   Unacceptable: 5.33%

Nearly 28% of respondents are not satisfied with the response times to maintenance requests, suggesting a need for faster or more efficient maintenance processes.

3. **Quality of the Dining Hall Experience:**
   Poor: 28.74%
   Unacceptable: 3.45%
   Over 30% of the responses indicate dissatisfaction with the dining services, which could be improved by addressing food quality, variety, or dining environment.

## IV. Future Integration of Housing Objectives with the Divisional Strategic Action Plan

- **a. Proudly Owning Who We Are**
  - **i. Refresh and revise the University Housing website**
    1. Ensure that we clearly outline the departmental roles and responsibilities with a "who to contact" roster.
    2. Enhance marketing of the value of living on-campus in your first year.
- **b. Leveraging Our Strengths in What We Do**
  - **i. Enhance Cleaning Operations**
    1. Implement more frequent and thorough cleaning schedules and form a mechanism for resident feedback for specific areas needing attention.
  - **ii. Upgrade Dining Experience**
    1. Change Dining meal plans to all access plans that allow residents to eat as many times as they want during dining business hours. Continue the Dining Resident Feedback group to allow residents to share menu options, meal quality, and dining ambiance feedback.
- **c. Advancing Our Influence by How We Do Our Work**
  - i. University Housing made a monumental organizational transition for the 2024-25 year by bringing the facilities team (Maintenance, Custodial, and Grounds) back to reporting to University Housing. In prior years these teams reported to centralized Facilities Maintenance Services (FMS). In July 2024 UH decentralized and onboarded 26 employees to perform maintenance, custodial and grounds services directly for our UH facilities
  - **ii. Improve Maintenance Response**
    1. Launch a new Housing Maintenance software solution for residents to use. Require maintenance staff to close out work orders in real time. Ensure that management regularly reviews work orders older than 72 hours. This will provide a better experience for the residents and leading them to succeed as students