California State University, Chico

Division of Student Affairs
University Housing
Annual Report 2024-2025

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

Proudly Owning Who We Are
Residence Life, Administration, and Facilities worked together to deliver a strong year of service and support. Residence Life managed staffing transitions while sustaining quality programming. Administration maintained smooth operations through efficient financial and contract management. Facilities, now fully integrated into University Housing, aligned maintenance, custodial, and grounds services with residential experience.

Leveraging Our Strengths in What We Do
All three teams contributed to improvements that directly benefited residents. Highlights include launching an all-access dining plan, streamlining administrative processes, implementing a new work order system for faster maintenance response, and using resident feedback to guide program and service enhancements.

Advancing Our Influence by How We Do Our Work
Collaboration across Residence Life, Administration, and Facilities supported the University Housing Master Plan, developed with Brailsford & Dunlavey, to guide future residence hall construction. Budget planning, operational oversight, and resident input ensured these plans are aligned with quality, safety, and student needs.

PROGRAM OVERVIEW

University Housing oversees all programmatic, financial, personnel, IT, outreach, and student life functions within the residential communities, ensuring a vibrant and supportive living environment. In 2024–25, all facilities funding, operations, and oversight — including maintenance, custodial, grounds, and capital projects — transitioned fully into the department. This integration strengthens alignment between facilities priorities and the residential experience, enhancing quality, safety, and comfort.

Residential Communities: 8 (Whitney Hall offline) = 7

Operating Budget: $23.8 M

Capacity: 1,762 incl. 48 RA's

Resident Advisors (RAs): 48

Let's Dance!
Residence Life hosted events and developed student leaders, Administration provided essential logistical and communication support, and Facilities ensured spaces were ready and welcoming. Together, these efforts strengthened community connections and created opportunities for residents to thrive.

III. Program Statistics and Assessment for Past Year

- 1,763 residents served, including 48 Resident Advisors
- $24.8M operating budget managed
- 1,922 conduct cases addressed, with low recidivism in key violation categories
- 32 medical or safety transports supported
- Conduct process emphasized restorative justice, with residents engaging in educational sanctions, community conversations, and actions that repaired harm and strengthened the residential environment
  Assessment Tools Used:

Move-Out Survey (Qualtrics) – Distributed via email and text reminders two weeks prior to move-out; collected quantitative and qualitative feedback on housing quality, community atmosphere, safety, maintenance, and dining.

Program Attendance Tracking – Event participation numbers recorded through sign-in sheets and card swipe data for RHA, The Hub, and Learning Community programs.

Conduct Case Management System – Tracks number and type of violations, sanctions assigned, recidivism rates, and collaboration with campus partners.

Maintenance Work Order System – Captures number, type, and closure times of maintenance requests to inform operational improvements.

Move-Out Survey Highlights:

- Quality of Housing Accommodations – Good: 38.46%, Neutral: 33.33%, Poor: 14.87%, Excellent: 8.21%, Unacceptable: 3.08%

- Atmosphere of Community – Good: 43.08%, Neutral: 35.38%, Poor: 11.79%, Excellent: 7.69%, Unacceptable: 1.54%

- Safety of Community – Good: 52.82%, Excellent: 25.13%, Neutral: 16.41%, Poor: 4.10%, Unacceptable: 1.03%

Focus Areas for 2025–26:

Building Cleanliness – Enhance custodial schedules and implement resident feedback loops.

Timeliness of Maintenance Request Responses – Further reduce closure times and increase communication with residents.

Quality of Maintenance Performed – Implement ongoing staff training and quality assurance checks.

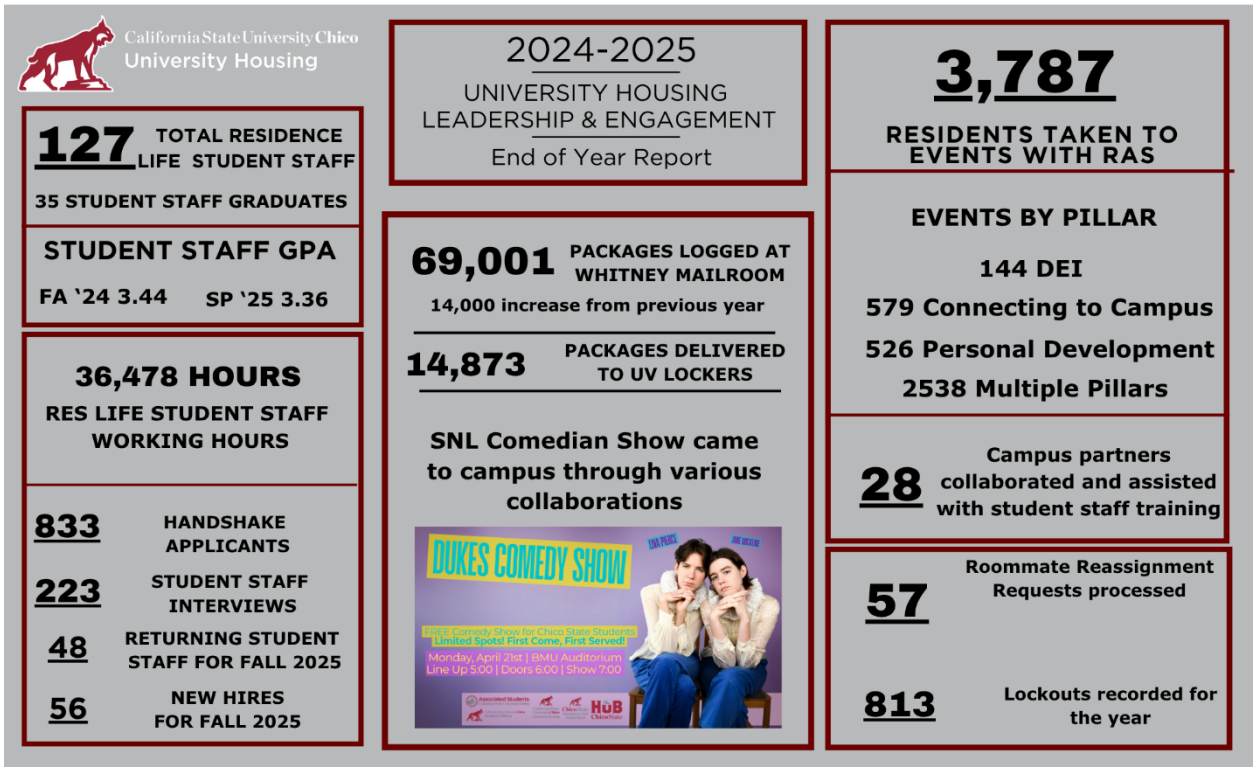
IV. Integrate Unit Objectives with Strategic Action Plan in 2025-26

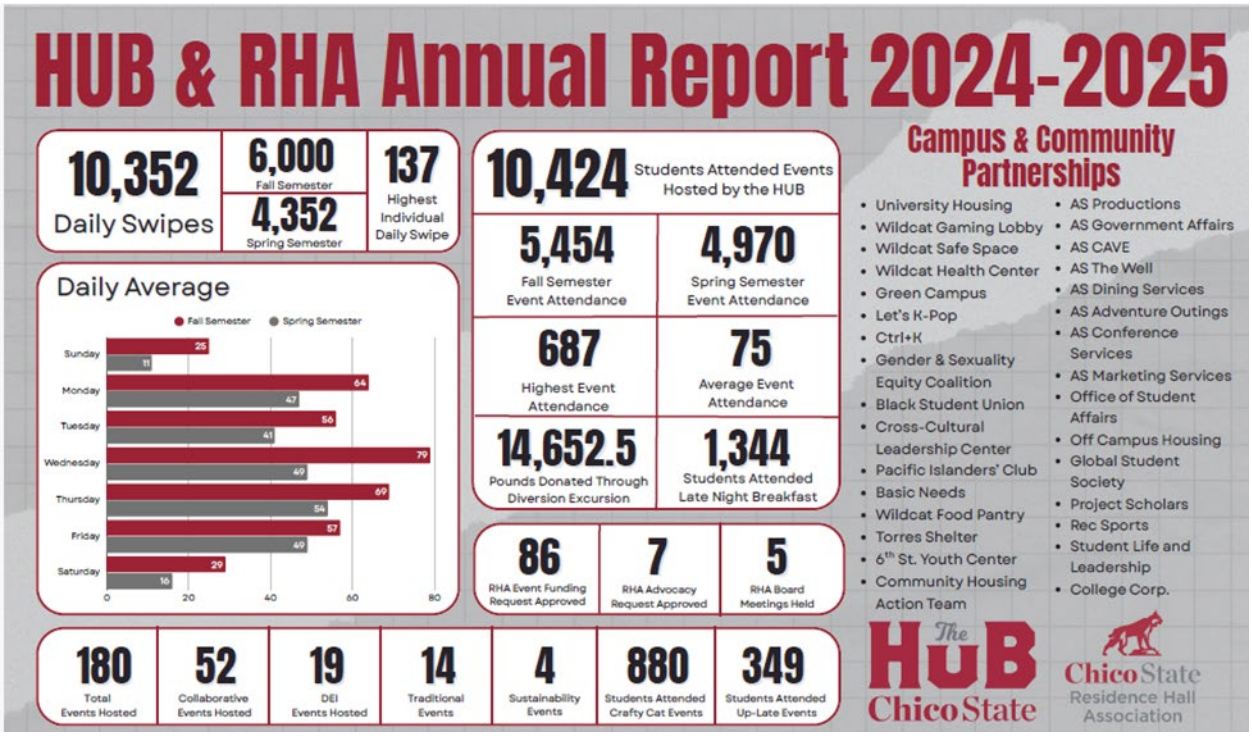
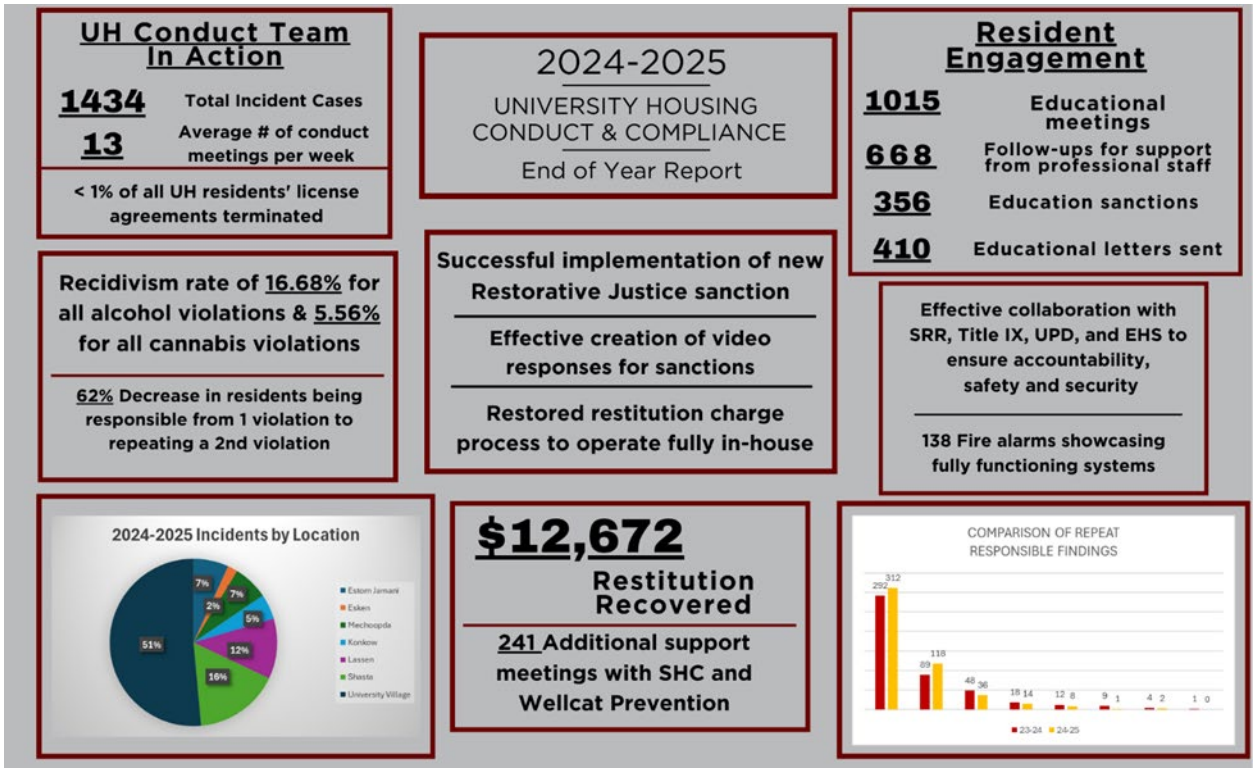
- **Proudly Owning Who We Are**
  Develop and launch a University Housing staff survey in 2025–26 to establish a baseline measure of employee satisfaction with internal communication and culture. Use results to identify at least two actionable improvements to implement in 2026–27.
  Leveraging Our Strengths in What We Do
  Ensure that 85% of all maintenance work orders receive an initial facilities response within 3 business days, as tracked in the maintenance work order system. A response may include a technician visit, assessment, and ordering of parts as needed.
  Advancing Our Influence by How We Do Our Work
  Secure preliminary design approval and funding pathway for at least one new residence hall project by June 30, 2026, in alignment with the University Housing Master Plan.
- **Let's Dance!**
  Host at least one major cross-divisional event during the academic year, drawing a minimum of 100 attendees, as verified by attendance tracking.

V. Identify at least one goal/objective that supports the Chico State Playbook in 2025-26

Enhance residential engagement and student success by expanding inclusive, community-building programming and improving facilities responsiveness, with the goal of fostering a positive living experience that supports student retention and strengthens Chico State's enrollment efforts. Achieve a 5% increase in overall resident satisfaction ratings (Move-Out Survey) related to sense of belonging and facilities responsiveness.

Appendix: Infographic Overview of Residence Life, Conduct, and Engagement

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