

## *Division of Student Affairs*

---



# UNIVERSITY HOUSING & FOOD SERVICE

*Living ... Learning ... Leading*

## PROGRAM OVERVIEW

The Department of University Housing & Food Service (UHFS) is a comprehensive student housing program. Accommodating 1,900 students in seven (7) residential communities, UHFS-administered facilities include a range of student housing style options for students including traditional double-loaded corridor/community bath residence halls, suite-style and apartment-style facilities.

UHFS is responsible for the day-to-day operations and administration of all programmatic, financial, personnel, information technology, constituent outreach, and student life and facility operations. General maintenance, custodial services, grounds, and capital projects are administered and funded within the UHFS structure.

Reporting to the Division of Student Affairs, UHFS is a self-support auxiliary enterprise with an annual FY 2010 operating budget of ~ \$13.0 million.

An essential departmental core value is the responsibility to support the academic mission of the institution by providing living environments that enhance the educational and personal growth of residential students. Our task is to engage residents in recognizing the value and importance of community responsibility through participation in community activities, student leadership development opportunities, special events and programs [social, cultural, recreational and spiritual].

UHFS employs 50 full-time career staff, several temporary services staff, 55 student paraprofessional residential life staff, and 175-200 student assistants in a variety of support positions (i.e., custodial services, grounds, desk assistants, information technology, summer conference programs, student leadership development, etc.) UHFS is the second largest campus student employer.

UHFS serves as the primary administrative partner with Associated Students in the operation of Whitney Hall residential dining services.

## GENERAL PROGRAM GOALS

1. Provide safe, clean, attractive and well-maintained living environments, which assist students in making the transition to university life.
2. Provide a highly skilled staff in all UHFS functional areas in order to realize the Department's primary goal of being fundamentally student-centered in all services and program delivery and, in so doing, teaching students community responsibility, facilitating personal growth, academic achievement and persistence.
3. Seek to establish inclusive University Housing communities for all residential students which provide and engage students to better fulfill their promise as citizens and meet their obligations and responsibilities as community members.

4. Ensure Residential Dining Program service delivery that effectively meets institutional and residential life program goals.
5. Engage in efficient and accurate financial management.
6. Effectively market University Housing programs (including conference and off-campus housing services) to ensure full utilization.
7. Effectively utilize technology to meet student and program needs.
8. Engage in on-going strategic planning for the future improvement of UHFS service delivery to students and various constituent groups.
9. Focus on the development/acquisition of new student housing in order to meet unmet demand.
10. Engage in regular assessment and evaluation of service delivery and quality of student life outcomes.

## **I. Departmental Mission Statement**

- Include Reference to CSU Chico Mission Statement
- Include statement of how programs and services relate to recruitment, retention, satisfaction and graduation of students

### **UHFS Mission Statement**

The Department of University Housing & Food Service recognizes that the University community provides two powerful and dynamic environments -- curricular and co-curricular -- and is committed to being a positive influence and partner in both.

The Department mission, through the residence hall living/learning experience of our students, is to amplify and support the comprehensive institutional mission of the University by:

- > providing safe, secure, clean and reasonably priced residential environments conducive to the academic and personal development of the student;
- > providing services, programs and activities which encourage students to develop themselves intellectually, emotionally, socially, physically, vocationally and spiritually;
- > Selecting and training professional and paraprofessional staff committed to developing residential communities which emphasize student development principles;
- > identify and address evolving student environmental needs via professional advisory staff working directly with University Faculty and Staff, Residential Life staff, Residence Hall Association, and Resident Advisor Advisory Council;
- > providing residential environments that honor human diversity which embrace students as individuals -- each with rights and responsibilities -- each with unique goals and needs.

### **UHFS Diversity Statement**

#### ***CELEBRATING THE DIGNITY OF ALL PEOPLE***

The Department of University Housing & Food Service celebrates and recognizes that the University community is comprised of persons who represent diversity on many levels ... diversity of thought, belief, race, ethnicity, gender, gender identity/expression, culture and sexual orientation. All members of the University community are equal and accountable to each other.

University Housing & Food Service embraces the philosophy that ALL persons who are marginalized, ridiculed and demeaned for their beliefs, culture, gender, race, sexual orientation, gender identity/expression, and/or ethnicity -- are entitled to "places where Allies dwell" ... by definition, this includes Chico State residence halls and the offices of each UHFS staff member.

In a community of scholars, there is no place for hateful behavior.

The Department of University Housing & Food Service affirms and celebrates the dignity of all people.

### ***The University Mission***

*California State University, Chico is a comprehensive university principally serving Northern California, our state and nation through excellence in instruction, research, creative activity, and public service. The University is committed to assist students in their search for knowledge and understanding and to prepare them with the attitudes, skills, and habits of lifelong learning in order to assume responsibility in a democratic community and to be useful members of a global society.*

An examination of the department's charge against the University's mission would not be complete without including the University's statement of values and of the twelve [12] articulated in the Strategic Plan, those specifically reflected in the service responsibilities and educational mandate of University Housing & Food Service: these specifically include:

- *We stand for academic freedom, the exploration of the frontiers of knowledge, and a strong sense of intellectual community characterized by reason, respect, civility, and openness of expression.*
  - *We share a commitment to academic excellence and will communicate high expectations to our students.*
  - *We promote active learning, curiosity, and the recognition that learning occurs in our classrooms, studios, and laboratories, and beyond, through the co-curricular experience, service engagements, social interactions, and other expressions of a full and healthy student environment.*
  - *We emphasize both the quality and the spirit of services to our students, employing "student friendly" policies and practices that foster student achievement and progress to degree.*
  - *We acknowledge not only the obligation of service, but also the value of service to others in defining institutional character and measuring institutional performance.*
  - *We hold dear the values of multicultural respect, awareness, and understanding and we pursue diversity not just as an idea to embrace, but as a community to form.*
  - *We affirm that we are "One University" where collaboration, mutual support and trust, and common goals define our work together and the spirit of its engagement.*
- 
- **Include statement of how programs and services relate to recruitment, retention, satisfaction and graduation of students –**  
UHFS has historically served the majority of first-year students at Chico State (approximately 73% of all first year students resided on-campus in 2009-10). In the near term, and within University Housing master planning parameters, the core service mission of the department will not significantly change. As such, the on-campus residential experience has been increasingly desired as first-year enrollments have increased in recent years and the University has recognized and endorsed the first-year residential experience as an important element in the student's experience. As a by-product and evidenced by substantial waitlist participants, the demand for on-campus student housing continued to significantly outpace the department's ability to accommodate all who seek residence hall and/or apartment accommodations.

Each fall semester UHFS conducts a "Quality of Life" Survey (QLS). Fall 2009 marked the fourth year UHFS administered the survey as an on-line experience with approximately 583 residents responding (~31% of the total resident student population). The QLS is comprised of approximately fifty (50) questions. Near the close of each spring semester UHFS administers a residential student "Exit Survey" (ES) which is a replication of the Fall QLS survey. The ES was administered electronically this spring with 349 respondents participating which represented a ~19% participation rate of the total resident student population.

Student respondent data from the QLS and ES provide insight to the question:  
***“How [do UHFS] programs and services relate to recruitment, retention, satisfaction and graduation of students ...”***

Quality of Life Residence Hall Student Survey Fall 2009 & Spring 2010	A		SA		“Agree” & “Strongly” Aggregated	“Agree” & “Strongly” Aggregated												
	Fall	Spring	Fall	Spring	Fall	Spring												
I feel living on campus has had a positive impact on my studies.	55%	45%	17%	19%	72%	64%												
I see people in my living group studying on a regular basis.	53%	47%	16%	15%	69%	62%												
<b>Student Employment Profile: Fall 2009: 8% and Spring 2010: 21%</b> <b>During an average week, how many hours do you work?</b>																		
<table border="1"> <thead> <tr> <th>Fall 2009</th> <th>Spring 2010</th> </tr> </thead> <tbody> <tr> <td>&gt; 1 to 10 hours ---- 68%</td> <td>&gt; 1 to 10 hours ---- 45%</td> </tr> <tr> <td>&gt; 11 to 20 hours ---- 28%</td> <td>&gt; 11 to 20 hours ---- 31%</td> </tr> <tr> <td>&gt; 21 to 30 hours ---- 2%</td> <td>&gt; 21 to 30 hours ---- 15%</td> </tr> <tr> <td>&gt; 31 to 40 hours --- 2%</td> <td>&gt; 31 to 40 hours --- 4%</td> </tr> <tr> <td>&gt; More than 40 hours --- 0%</td> <td>&gt; More than 40 hours --- 5%</td> </tr> </tbody> </table>	Fall 2009	Spring 2010	> 1 to 10 hours ---- 68%	> 1 to 10 hours ---- 45%	> 11 to 20 hours ---- 28%	> 11 to 20 hours ---- 31%	> 21 to 30 hours ---- 2%	> 21 to 30 hours ---- 15%	> 31 to 40 hours --- 2%	> 31 to 40 hours --- 4%	> More than 40 hours --- 0%	> More than 40 hours --- 5%						
Fall 2009	Spring 2010																	
> 1 to 10 hours ---- 68%	> 1 to 10 hours ---- 45%																	
> 11 to 20 hours ---- 28%	> 11 to 20 hours ---- 31%																	
> 21 to 30 hours ---- 2%	> 21 to 30 hours ---- 15%																	
> 31 to 40 hours --- 2%	> 31 to 40 hours --- 4%																	
> More than 40 hours --- 0%	> More than 40 hours --- 5%																	
<b>During an average week, how many hours do you study?</b>																		
<table border="1"> <thead> <tr> <th>Fall 2009</th> <th>Spring 2010</th> </tr> </thead> <tbody> <tr> <td>&gt; 0 hours ---- 2%</td> <td>&gt; 0 hours ---- 1%</td> </tr> <tr> <td>&gt; 1 to 3 hours ---- 22%</td> <td>&gt; 1 to 3 hours ---- 14%</td> </tr> <tr> <td>&gt; 4 to 6 hours ---- 43%</td> <td>&gt; 4 to 6 hours ---- 49%</td> </tr> <tr> <td>&gt; 7 to 10 hours --- 24%</td> <td>&gt; 7 to 10 hours --- 28%</td> </tr> <tr> <td>&gt; 11+ hours --- 9%</td> <td>&gt; 11+ hours --- 8%</td> </tr> </tbody> </table>	Fall 2009	Spring 2010	> 0 hours ---- 2%	> 0 hours ---- 1%	> 1 to 3 hours ---- 22%	> 1 to 3 hours ---- 14%	> 4 to 6 hours ---- 43%	> 4 to 6 hours ---- 49%	> 7 to 10 hours --- 24%	> 7 to 10 hours --- 28%	> 11+ hours --- 9%	> 11+ hours --- 8%						
Fall 2009	Spring 2010																	
> 0 hours ---- 2%	> 0 hours ---- 1%																	
> 1 to 3 hours ---- 22%	> 1 to 3 hours ---- 14%																	
> 4 to 6 hours ---- 43%	> 4 to 6 hours ---- 49%																	
> 7 to 10 hours --- 24%	> 7 to 10 hours --- 28%																	
> 11+ hours --- 9%	> 11+ hours --- 8%																	
I feel living on campus has had a positive impact on other aspects of my life (social, personal growth, etc.)	50%	41%	31%	33%	81%	74%												
In my living environment, community guidelines are enforced by University Housing staff.	57%	49%	33%	32%	90%	88%												
University Housing staff address violations when brought to their attention.	61%	54%	30%	32%	91%	86%												
Students who violate university or University Housing policies are treated in a respectful manner by staff.	61%	51%	21%	20%	82%	71%												
I feel as a result of living on campus, I am more aware of the social inequities that exist within our popular American culture and/or in a broader sense, the global community.	45%	41%	9%	13%	54%	54%												
Fellow residents treat each other with respect regardless of culture, background, race, religion, age, gender, sexual orientation, etc.	60%	55%	25%	26%	85%	81%												
Floormates support each other’s academic success.	50%	53%	15%	15%	68%	61%												
University Housing Office staff are courteous and helpful.	67%	65%	22%	16%	89%	81%												
University Housing administrators are doing a good job.	25%	60%	65%	17%	90%	77%												
Maintenance staff keeps my residence area in good condition.	48%	59%	44%	28%	92%	87%												
I believe the Custodial staff is doing a good job.	48%	53%	44%	35%	92%	88%												
The University Housing experience has been an important aspect of my college experience.	47%	44%	38%	33%	85%	77%												
Faculty care about my academic success.	62%	64%	17%	17%	81%	77%												
<b>My Resident Advisor has demonstrated a commitment to:</b>																		
> diversity in my living group (culture, race, religion, age, gender, sexual orientation, other).	52%	51%	33%	30%	85%	81%												
> social justice and advocacy education in my living group.	56%	51%	30%	28%	86%	79%												
> alcohol and drug education in my living group.	53%	49%	33%	27%	86%	76%												
> community respect education in my living group.	54%	54%	34%	27%	88%	71%												
> get to know me as an individual.	41%	41%	40%	32%	81%	73%												
> creating an environment in my living group that assists me in doing better in my courses.	44%	46%	42%	22%	86%	68%												
> encouraging people in my living group to get to know each other.	44%	44%	42%	36%	86%	80%												
> share perspectives and have open dialogue.	40%	42%	40%	27%	80%	69%												
> programming and facilitation activities in my living group.	52%	46%	35%	32%	87%	78%												
> environmental sustainability education in my living group.	49%	49%	27%	22%	76%	71%												
I feel comfortable going to my Resident Advisor with a concern.	42%	41%	42%	41%	84%	82%												
I believe my Resident Advisor is doing a good job.	37%	37%	52%	43%	89%	80%												
	NO		YES															
I feel safe in my living area.	4%	5%	96%	95%														
I am willing to confront others when their behavior concerns me.	15%	17%	85%	83%														

National studies conducted over several decades have consistently concluded that a residential community experience provides undisputed benefits to student academic and social success, a positive transition from home-to-college, second-year retention, and ultimately, more robust graduation rates.

However, Fall 2010 enrollment will present a completely different set of occupancy dynamics given the University's intentional and substantial reduction in First-Time Freshman [FTF] enrollment. As a consequence, UHFS launched the "We Want You Back Next Year" campaign targeted to **current residence hall students and their parents**. The UHFS campaign actively encouraged and incentivized current-year residents to return to on-campus housing for the 2010-2011 academic year [i.e., room rate guarantee, Sutter Hall "sophomore community" preference, nominal or no meal plan requirement, first priority for on-campus parking lottery, University Village summer housing fee waiver, etc.] The yields were positive [150 returning versus 50-60 in a typical year], but still far below what was hoped to be the outcome [i.e., enough returning students to fill the void between projected enrollment and bed capacity].

At this writing, two [2] floors in Whitney Hall are scheduled to be closed for the new academic year and as many as five [5] buildings at University Village will likely not be occupied – perhaps more.

## II. Department Accomplishments

1. In the last six (6) years, University Housing & Food Service (UHFS) has made a concerted effort to attract and retain professional and student staff from under-represented groups as defined by race, ethnicity, gender and sexual orientation. By example, UHFS student staff recruitment efforts have included targeted presentations to various under-represented student groups who serve and advocate for their needs (i.e., social organizations, TRIO programs, student leadership councils). Since 2004-2005, the Resident Advisor staff comprised of under-represented persons has increased by 100% (2004/05 = 9 students; 2007/08 = 18 students). In the 2009/10 academic year, fifteen [15] student staff members were from under-represented groups representing racial/ethnic persons.

Professional staff recruitment strategies have incorporated the resources of regional, national and international professional associations (i.e., ACUHO-I, WACUHO, NASPA, ACPA). By example and outcome, among the fourteen (14) full-time professional residential life staff hired in the last six (6) years, eleven (11) have self-identified as under-represented persons (i.e., racial, ethnic, sexual orientation). Additionally, of the three (3) Associate Director staff appointed in the last four (4) years, two (2) are under-represented category persons and two Coordinator-level appointments in the previous two (2) years were under-represented persons.

2. Initially, in partnership with the First-Year Experience Program and the Dean for Undergraduate Studies, UHFS has successfully piloted [under the direction of Hemlata Jhaveri, former Associate Director/Residential Life] a Faculty Mentor program with six (6) faculty in 2006-07. In 2007-2008, the Faculty Mentor program virtually tripled with seventeen (17) Faculty participating. In the third year [2008-09], there were twenty (20) Faculty participating. **In 2009-2010, twenty-eight [28] Faculty participated as Faculty Mentors.** The program encourages engaged faculty-student interaction outside the classroom within the residence halls. The matrix below captures Faculty Mentor program data and reflects a positive experience for residence hall students participating in the program.

Quality of Life Residence Hall Student Survey FACULTY MENTOR DATA Fall 2009 & Spring 2010						
Do you have a Faculty Mentor as part of your residential experience?	Fall 38%	Spring 38%				
	Fall	Spring	Fall	Spring	Fall	Spring
	A		SA		"Agree" & "Strongly" Aggregated	"Agree" & "Strongly" Aggregated
I am comfortable networking with at least one other on-campus faculty member based on the Faculty Mentor program on my floor.	53%	55%	18%	18%	70%	73%
I can identify at least one resource my Faculty Mentor offers outside of the classroom.	58%	53%	17%	13%	75%	66%
I have discovered new information related to my Faculty Mentor's expertise.	44%	49%	16%	13%	60%	62%
Based on the experience with my Faculty Mentor, I would recommend other residents get to know a faculty person outside of the classroom.	56%	58%	17%	16%	73%	74%
Interacting with Faculty outside of the classroom is beneficial to my overall growth and maturity as an individual.	57%	59%	25%	22%	82%	81%

3. Comprehensive Diversity Training conducted for professional staff and Resident Advisors utilizing outside resources (consultants).
4. Overall residence hall student conduct violations for the first time in five years reflected a modest spike [+03.%] (see **Attachment 1** – “University Housing Student Conduct Profile YTD Comparison” data matrix) which also includes dramatic base-year to YTD comparisons. The trend analysis during the five [5] years data have been collected still portray an overwhelmingly positive trajectory.
5. Significant progress noted in this cycle on deferred maintenance projects (i.e., University Village exterior restorations, substantial scope and progress in Whitney Hall “refresh” [paint, carpet, ceiling tile, room/hallway lighting, bedroom and common-area furniture, and fire life/safety system replacement]. See **Attachment 6** – “Capital Projects Matrix”.
6. Successful completion and occupation of a new program building for University Village students – the first of its type for residents of that community.
7. Sutter Hall [Phase 1] project execution (new beds and dining center) has progressed with student occupation on schedule (Fall 2010). However, it is likely that the new dining center will not be commissioned until after the fall semester begins. UHFS administration (director, associate director/Facility Operations/Projects, assistant director for Capital Projects), in concert with Campus Facility Planning, Chancellor’s Office staff, contract architects (AC Martin Partners) and general contractor (Sundt Construction), have continued an aggressive line to realize the desired outcomes.
8. Phase 2 (College Park acquisition) has shown nominal progress in this cycle (i.e., one (1) new property acquisition). An MOU between the University [UHFS] and University Research Foundation has been codified that will allow for financial settlement between these two entities on existing real estate holdings and any subsequent transfer of Research Foundation properties to University Housing. The MOU should position UHFS and University Research Foundation to more readily and easily address real estate transfers in the future.
9. Continuing refinement to the University Housing on-line student application/license agreement process so that PeopleSoft database information is more readily captured and embedded into the residence hall assignment system.
10. Introduction of student “room/building self assignment” module allowing for more student consumer control of building, room, and roommate selection.

**III. Changes in Policies and Procedures**

UHFS Fleet Supplemental Guidelines and Use Policy was launched during this cycle [See Attachment 2].

**IV. Resources Summary**

- **Budget Summary – Fiscal Year 2010 (1 July 2009 to 30 June 2010)**  
For FY 2010, President Zingg approved and the Campus Fee Advisory Committee (CFAC) subsequently endorsed an aggregated 4.0% residence hall room and 8.0% University Village room rate increase.

2009-2010 Budget VS Actual	Budget	Actual	Delta	%
<b>REVENUES</b>				
Room rent fees, food service, interest earnings	13,080,420	13,283,700	(203,280)	-1.55
<b>EXPENSES</b>				
Total Operating Expenses	8,897,113	9,296,009	(398,896)	-4.48
Net operating	4,183,307	3,987,691	195,616	+4.68
<b>TRANSFER OUT DETAIL</b>				
Building Maintenance Reserve (BMER)	3,230,521	1,488,457	1,742,064	+53.93
College Park acquisition(s) + RF interest payment	190,589	316,361	(125,772)	-65.99
UHFS Capital Reserve contribution	762,197	2,182,872	(1,420,675)	+186.39
<b>Total Transfers</b>	<b>4,183,307</b>	<b>3,987,691</b>	<b>195,616</b>	<b>+4.68</b>
	<b>13,080,420</b>	<b>13,283,700 *</b>	<b>(203,280)</b>	<b>-1.55</b>
<b>Footnotes:</b>				
* Budget and Actual accruals as of 12 July 2010 do not include end-of-year adjustments from Accounting Operations.				

- **Staffing – include changes/recruitments, etc.**

POSITION(s) Appointed During 2009-2010	CLASSIFICATION	EFFECTIVE DATE
Residence Community Coordinator – Lassen/Shasta – Juan Blanco	SSP III	July 2009
Residence Community Coordinator – North Campus – Anna Lind Thomas	SSP III	July 2009
Assistant Residence Community Coordinator – Whitney Hall – Willie Blackmon	SSP II	July 2009
Assistant Residence Community Coordinator – Lassen/Shasta – Lee McFee	SSP II	July 2009
Coordinator for Residence Hall Conduct – Courri Brady	SSP III	October 2009
Coordinator for Residential Life Programming – Chad Disharoon	SSP II	October 2009
Facility Worker – Jacob Allen [FMS permanent transfer]	Facility Worker II	October 2009
<b>Fulltime Positions for the period – 7</b>		

**V. Program Evaluation for Past Year – See Attachment 3 – Program Evaluation Data**

- Program Goals (for each goal)
- Criteria for success: Met, Exceeded, Unfinished/Unmet
- Identify related CSU, Chico Strategic Priority(s) for each goal

## VI. Ongoing Assessment Efforts

- Student Learning Outcomes Measures – See Attachment 3 – Program Evaluation Data
- Statistics on Program Usage – See Attachment 4 – Program Usage Data
- Most Critical Performance Indicators include:
  - > Residence hall occupancy – as an independent, auxiliary enterprise
  - > Financial resource stewardship – to fulfill the department’s mission (day-to-day operations, program and service delivery, facility operations, and residence hall system expansion)
  - > Student satisfaction with the overall residential experience
  - > Identification of exceptional individuals to serve the students
  - > On-going documented demand for the on-campus residential experience

## VII. Analysis: What actions need to occur to move the program to the “next level”?

See Attachment 5 – “What does Excellence look like ... What will it take to get there?”

This attachment summarizes an exercise in which all UHFS managers are involved each year.

**Step One:** In Spring 2007, the UHFS management team was asked these two compelling questions: “What does excellence look like for your area ... and what will it take to get there?”

**Step Two:** Each of the three (3) Associate Directors engaged their direct-report staff to identify ways/means to improve existing programs and the resources needed to move forward, AND – to identify new programs and services – along with the necessary resources – to take their respective areas to the “next level”.

**Step Three:** The UHFS management team met on two (2) separate occasions to review the progress of each functional area during the course of the previous 12 months for the purpose of better understanding the priorities of each group, identify similarities/commonalities across the department, to ask questions regarding task identification, offer suggestions and challenge assumptions.

**Step Four:** Each functional area individually identified tasks completed; new tasks to be undertaken; prioritized the “excellence elements” for its unit as identified the previous year. In Spring 2009, the UHFS management team met again to review this comprehensive document.

It was during this meeting that additional refinement took place and the plan – noted as a work in progress – was codified.

**Step Five:** The document attached is the collective product of this exercise and sets the course for moving UHFS to the “next level”.

**Step Six:** The document will be reviewed annually, modified as needed and conditions warrant.



**VIII. Goals: Present goals for the next academic year.**

**See Attachment 7 – UHFS Goals & Learning Outcomes 2010-2011**



**ATTACHMENT 1**

**Student Conduct Profile**

> YTD Comparison – 2007-08 to 2009-10

> Base Year to 2008-2009/Current Year Comparison

	Base Year 2004- 2005	2005-2006	2006-2007	2007-2008	2008 – 2009	2009 - 2010	CURRENT YTD Percentage Change From Previous Year +/-	Percentage Change Base Year to Current Year
<b>VIOLATIONS</b>								
Alcohol Violations	796	693	448	283	239	<b>312</b>	+23%	-155%
Alcohol Assessment	37	41	47	47	56	<b>79</b>	+29%	+53%
Alcohol Transport	18	23	33	35	34	<b>37</b>	+0.08%	+51%
Computer	NA	NA	36	83	14	<b>4</b>	-250%	NA
Drugs	157	136	41	23	23	<b>37</b>	+38%	-324%
Fire safety	167	63	39	8	4	<b>9</b>	+55%	-176%
Noise	577	762	485	270	287	<b>159</b>	-80%	-263%
Non Compliance	192	208	81	37	43	<b>21</b>	-105%	-81%
Total Violations	2566	2345	1899	1305	1222	<b>1226</b>	+0.03%	-109%
<b>SANCTIONS</b>								
Disciplinary Probation	215	444	331	393	224	<b>375</b>	+40%	+43%
Suspension	57	68	37	22	11	<b>23</b>	+52%	-148%
License Terminations	63	98	84	65	53	<b>43</b>	-23%	-47%

## ATTACHMENT 2 UHFS Vehicle Use Policy



### UHFS Fleet Supplemental Guidelines and Use Policy

UHFS owns, maintains and operates a variety of vehicles. UHFS staff and students must be fully trained on University policies and procedures BEFORE operating any UHFS vehicle by participating in a University-sponsored "defensive driver training" program.

The UHFS Fleet Supplemental Guidelines and Use Policy does not replace the Chico State University and/or California State University System policies governing vehicle use by employees. However, UHFS guidelines provide specific direction on UHFS vehicle use and, as such, must be fully understood and accepted by each employee before operating any UHFS vehicle, rental vehicle or personal vehicle used to perform job-related duties. UHFS administrators and supervisors will be responsible for training staffers on UHFS fleet guidelines.

**PLEASE NOTE:** student staff will not be authorized to use personal vehicles for job-related duties.

As stated above, all UHFS staff [career, probationary, temporary and/or student staff] must successfully complete the University-sponsored "Defensive Driving Course" before authorization to operate any vehicle [as described above] will be permitted in the performance of work-related duties. This document is supplemental to the CSU Vehicle Policy and Use Guidelines which can be found at

[http://www.calstate.edu/HRAdm/Policies/csunvr\\_policy\\_guideline.pdf](http://www.calstate.edu/HRAdm/Policies/csunvr_policy_guideline.pdf)

Outlined below are the general UHFS guidelines related to fleet vehicle usage and authorization requirements:

- Only UHFS staff [career, probationary, temporary and/or student staff] who have successfully completed the CSU-sanctioned defensive driver training course, have a valid California Driver's License, and appropriate driving record (no more than 3 moving violations or responsible for more than 3 accidents in a 12 month period) are permitted to operate UHFS fleet vehicles, rental vehicles and/or personal vehicles to perform job-related duties. Vehicle use authorization records are kept on file in the UHFS Central Office for full-time and part-time staffers; supervisors maintain records for student employees. It is the responsibility of the employee to notify their immediate supervisor of any and all citations or moving violations that would prohibit the employee from driving any vehicle in the performance of work-related duties.
- It is the responsibility of each staffer to audit their own CSU defensive driver training status and the students they supervise. Please note that Defensive Driver Training Certification expires every four [4] years. If a Defensive Driver Training Certification expires, then access to UHFS fleet vehicles and/or the use of personal vehicles in the discharge of work-related duties is immediately terminated until CSU vehicle use certification requirements are rectified.
- In situations where a UHFS fleet vehicle(s) assigned to a shop/unit where multiple-users share use of the same vehicle, then use of that vehicle should remain within that assigned shop group unless authorized by UHFS central administration (i.e., MPP-level administrator).
- Access to common-use vehicles (i.e., H28, H98) by authorized staff will continue every year without interruption provided the driver has fulfilled CSU Defensive Driver Training requirements; this list will be reviewed and modified annually or as needed.
- Student staff must follow the same requirements as career staff (compliance with CSU and UHFS guidelines). In addition, the respective Associate Directors will gather and maintain a current list of authorized student drivers for their area. Student staff must be reauthorized each year to operate UHFS vehicles.
- Students will be assigned by their supervisors to an authorized driving level for UHFS fleet vehicles (trucks, carts, etc).
- All career, probationary, temporary and/or student staff will be required to sign the Vehicle Authorization Form for the type(s) of vehicle(s) as assigned/determined by their supervisors.

March 2010

V. PROGRAM EVALUATION / UHFS UNIT GOALS - 2009/2010 – REVIEW/STATUS

ATTACHMENT 3

Administrative Area	Condition	Audience	Behavior	Degree	Evidence	Met	Exceeded	Unfinished	UHFS Program Goal	Campus Strategic Priority
University Housing	Continuing and final preparations to successfully open Sutter Hall for Fall 2010 student occupancy.	Campus Student Affairs Students	Full participation as the University's representative in the role of "owner" with the various constituent groups [i.e., Facility Planning, Chancellor's Office staff, contractor and architect].	Seek to involve all stakeholders in the process and hold all accountable for productive and positive outcomes.	<i>UHFS has continued to fully participate in all transactions associated with the Sutter Hall project. This has included the director, associate director for Facility Operations/Projects, and assistant director for UHFS Capital Projects. Concerns still persist regarding the construction schedule especially as this pertains to the dining center.</i>		X		1	1 6
Facility Operations	Complete final tasks associated with a successful launch of the automated/on-line work order system and train UHFS staffers on the system. Seek partnership with FMS (campus site licensee) to create platform for UHFS operations.	Facility Operations staff Residential Life staff Residents	Determine impediments and resources necessary to complete this task by the end of Fall 2009 semester.	Schedule meetings with FMS to define processes and consider how to use the software best. Establish training schedule for all UHFS personnel.	<i>This project is not complete as this time and will be a carry-forward item for the 2010-2011 academic year. UHFS field staff have received training on the use of hand-held portable units and desktop software.</i>			X	1 7	1 3
University Housing Services: <i>Residence Hall Assignments</i>	Determining the feasibility and viability of implementing an enhanced on-line student housing assignment module that will allow students to "self-assign" to a specific building, room and/or roommate.	Residents	If feasible and manageable, this approach will demonstrate greater independence over outcomes and control within the residence hall assignments process.	Students will report less frustration with the existing system and a higher degree of satisfaction as evidenced by customer service surveys.	<i>The RMS "self-assign" feature was successfully launched/beta tested with new spring 2010 students. As a result, the full application rollout was successfully introduced to all new Fall 2010 applicants.</i>		X		7	3
Residential Life	Residence hall programming data base system.	Residential Life Staff	Complete all necessary details associated with a successful launch of the in-house software program.	Seek to involve all stakeholders in the process and hold all accountable for productive and positive outcomes to include staff training.	<i>This project is 95% complete as Residential Life staff have continued to seek modifications to the basic application and these are being accommodated as schedules permit.</i>	X			3 10	1

**VI. PROGRAM USAGE DATA***Attachment 4*

<b>UNIVERSITY HOUSING SERVICES</b>		
UHFS license agreements processed – Fall 2009	2575	
UHFS occupancy <b>Fall 2009</b> “At Opening”	1954	100%
Students “waitlisted” during Fall application cycle after initial assignments	466	
UHFS system average occupancy – Fall 2009	1941	99.3%
UHFS occupancy <b>Spring 2010</b> “At Opening”	1880	96.2%
UHFS license agreements processed – Spring 2010	40	
Students “waitlisted” during Spring application cycle after initial assignments	-0-	
UHFS system average occupancy – Spring 2010	1857	95.1%
Average UHFS system OVERALL occupancy – 2009-2010	1899	97.2%
ResNet service calls (260 @ fall opening + 959 during the academic year)	<b>1,219</b>	
<b>RESIDENTIAL LIFE PROGRAMMING PROFILE – Fall semester</b>		
	<i>Programs Presented</i>	<i>Estimated Student Attendance</i>
Resident Advisor sponsored programs system-wide	1,066	9,423
All-Hall programming/community-wide	24	1,331
Residence Hall Association/Residence Hall Programming Board events	50	4,392
Safe-Start Program first-year student participants	23	1,740
<i>Fall semester programming profile</i>	<b>1,163</b>	<b>16,886</b>
<b>RESIDENTIAL LIFE PROGRAMMING PROFILE – Spring semester</b>		
	<i>Programs Presented</i>	<i>Estimated Student Attendance</i>
Resident Advisor sponsored programs system-wide	531	5,547
All-Hall programming/community-wide	18	1,196
Residence Hall Association/Residence Hall Programming Board events	36	3,276
<i>Spring semester programming profile</i>	<b>585</b>	<b>10,019</b>
<i>Grand Total – 2009/2010 Residential Life Programming</i>	<b>1,748</b>	<b>26,905</b>
Faculty Mentor Programming – Annual profile - [reflected in the total program numbers above]	183	3,196
<b>SUMMER CONFERENCE SERVICES – Summer 2009</b>		
Summer Conference groups	17	
Summer Conference guests	704	
Summer Conference revenue	\$157,484	
<b>STUDENT JUDICIAL AFFAIRS – UNIVERSITY HOUSING / 2009-2010</b>		
> Incident Reports filed	575	
> UHFS license terminations	43	
> <i>Informal sanctions rendered (meetings, letters, etc.)</i>	<b>349</b>	
> <i>University Housing hall-level sanctions</i>	<b>115</b>	
> <i>Educational Remedial sanctions rendered</i>	<b>123</b>	
> <i>Peer Conduct Review Board referrals</i>	<b>15</b>	
> <i>Disciplinary Probation sanctions rendered</i>	<b>375</b>	
> <i>Suspension sanctions rendered</i>	<b>23</b>	
> <b>TOTAL sanctions rendered</b>	<b>1000</b>	
<b>FACILITY OPERATIONS &amp; PROJECTS</b>		
Work orders processed	3,900	
Building Maintenance Equipment Reserve Project value	\$1,900,000	
<b>CUSTOMER SERVICE</b>		
Incoming calls to the UHFS 800 line	2296	
Residence hall tours (academic year & summer combined)	1447	

**VII. ANALYSIS: WHAT DOES EXCELLENCE LOOK LIKE? WHAT WILL IT TAKE TO GET THERE? - ATTACHMENT 5**

VII. ANALYSIS: WHAT DOES EXCELLENCE LOOK LIKE? WHAT WILL IT TAKE TO GET THERE? - ATTACHMENT 5										
DONE	Evergreen	Delayed	In Process							
Assigned To	Priority	Submitted By	Type of Change	Current Situation	What Excellence Looks Like	Outcomes if Change Occurs	What will it take to get to Excellence	Implementation Date	Budget Requested	Status
Administrative	2	David Houchin	Non-Payment Student Eviction	CSU, Chico does not comply with SUAM 2150. Part of that non-compliance results in UHFS bad debt charges.	Compliance with SUAM 2150 eviction protocol for students who fail to prepay their room charges.	We will be in compliance (i.e. we will not be liable to an audit finding on this point). Early detection will minimize food service costs and reduce/eliminate bad debts.	We will need to develop a timeframe and process to monitor payment history. Notice to pay rent or quite process developed to conform to Chancellor's Office recommendations.	Fall 2009	None	
Administrative	3	Barbara Vong	Student Billings	Student accounts are uploaded on a weekly basis to PeopleSoft. However, there are frequently time gaps between the bill generating event and the actual billing. Sometimes due to ResLife not having anyone step forward to take the charge, sometimes because the student needs to meet with Judicial.	Provide students faster and complete billings as well as a better understanding of those charges / credits through their portal access.	Students will not be surprised by charges appearing on their account. The description of charges will be clear enough to eliminate confusion.	Improved cooperation from maintenance and ResLife staff in completing work orders as TMA is implemented systemwide	Fall 2009		
Administrative	7	David Houchin	Budget Reporting (to Cost Center Managers)	Most months the cost center managers receive their expenditure reports on or about the 10th.	Each cost center manager will have a detail accounting of their expenditures (including PEC details) by the 15th of each month along with a fiscal year to date comparison of actual expenditures to the approved budget.	Managers will understand their spending choices and be able to manage their approved budgets. We will maximize dollar values transferred into reserves.	Continued progress to getting all transactions submitted on a timely basis so reports can be run by the 9th, giving a one day turn-around for publishing on the 10th.	On-going	None	
Administrative	7	David Houchin	Budget (Data Submission to Kendall Hall)	The process for submission is unclear at this time.	Timely and complete submission of departmental summary data to VPSA, VPBF and budget office.		Clear understanding of expectations from Kendall offices.	On-Going		

Administrative	7	Therese Erndt / Laurie Ratterree	PCC Receipts	Each month PCC receipts must be submitted and processed to meet Kendall's 10th due date.	All PCC receipts turned in on time and submitted with 100% accuracy to Kendall by the 10th of each month. Detail listing circulated to each cost center manager with financial reports.	Compliance with campus policies.	Staff to understand and comply with PCC timeframes -- submitting all receipts and signed cover summary by noon on the 10th of each month.	On-Going		
Administrative	8	Barbara Vong	Student Employment (Hour Inputs)	The upgrade to CMS 8.9 has resulted in even greater input time for student hours than the previous version.	Less data input time for student employee hours -- and allow students to view their own work hours in an open, correctable, environment.	Reduced input time.	We are advised that the CMS-HR folks are working on a solution to speed up the processing time. What those solutions are and when they will be implemented are unknown.	ON HOLD - Pending action by Student Employment		There is a proposal from Student Employment dealing with on-line timecard entry -- this has an unknown impact on this improvement opportunity.
Assignments	1	Amber Tamagni	Assignment Confirmation	MITCS has prepared an "accept assignment" reply on the student web	students confirm they accept their assignment within x days or be placed on the waitlist -- assist with waitlist mgmt.	Students not coming removed from assigned spaces, able to assign students who are coming....	Monitor developed process and adjust for Fall 2010 as required	May 2009	None	
Assignments	2	Amber Tamagni	Website (UV enhance)	Current page does not do UV justice, is difficult to navigate and the virtual tours are not uniform	Create a pdf version of the new UV brochure that is interactive (live links with in the text) complete with virtual tours	Better marketing image of UV	UV marketing piece, new virtual tours, imbedded live links	PDF on-line by 3/15/09; Virtual Tours by 7/1/09	TBD	
Assignments	2	Kathy Casey	Application Process	Assignment is based upon priority number and preferences entered at time of application.	Students have ability to assign themselves to rooms within buildings they desire.	Improved resident satisfaction with assignments.	RMS Student Web implementation (we already own software)	Fall 2011	RMS SWSA Onsite Training Fees (requested quote from Andrew)	

Capital Projects	1	Amber Tamagni	UV fill potholes and re-stripe parking lot	You can not see the parking space lines and speed bumps are not clearly defined. Also all fire lanes, no parking areas & handicapped parking need to be re-stenciled.	New stripes, newly stenciled directional signs, and repainted speed bumps	Better ease of parking due to truly defined lines, and highlighted no parking areas.	Hiring a subcontractor who will stripe and re-stencil the parking lot (or purchase paint and rent the equipment to perform the task in house)	Summer 2009	\$ 25,000	
Capital Projects	1	Gloria Torbeck	Process Improvement (Facilities group)	Each person operates under individualized procedures; lack of consistency	When written policy and procedures exist; the "team" is all on the same page. We would be an working effective team.	Increased consistency in service levels and performance of maintenance, custodial and grounds personnel.	In TMA implementation include written policy and procedures. This will assist in our building a working effective team.	Ongoing		
Capital Projects	1	Mike Bates	Energy Conservation (IGA)	HVAC and related equipment is in need of replacement with energy efficient measures	Replacement of equipment that has been in place beyond its useful lifetime	Energy Savings, space comfort, less staff hours in operation and maintenance	Investment Grade Audit (IGA) that will produce a menu of energy measures with a defendable budget and defendable incentives	IGA in progress start date 2/24/09	\$ 30,671	
Capital Projects	1	Mike Bates	Security Improvements	There are many dark areas around residence halls and University Village. Additionally, there are minimal video camera coverage areas	Increased coverage for all areas of Housing in the public areas including hallways, stairs and parking lots	Increased safety, public awareness of surveillance as a deterrent.	Hire a consultant to survey the Housing campus and make recommendations for installations	Spring 2009	\$36,000 for study; Implementation cost TBD	
Capital Projects	2	Anna Lind	UV Physical ambience	South UV painted Summer 2008, Current north UV building color is unappealing	Painting all UV buildings beige color	Brighten up UV complex as a whole	PEWAF 's submitted	South Summer 2008 North Summer 2009	In Capital Budget for 2009-2010	
Capital Projects	2	Anna Lind / Courri Brady	UV programming space	There is inadequate programming space at the complex especially for large programs. As it stands -- there are 600 plus residents, and one small building that can hold 30 people max -- as programming space during the winter months	Construct a building on the tennis court site.	UV will be able to provide a more appropriate and safe area for programming. Minimum 100 People	PEWAF Submitted spring 2009 for construction during summer 2009	8/21/2009	\$ 250,000	



Capital Projects	2	Mike Bates	Energy Conservation - UV - Synergy Contract	Split HVAC units in UV apartments are in need of preventative maintenance and inspection of ductwork	All units at UV to have coils cleaned units tested for energy efficiency, ductwork leak tested for energy efficiency	Energy Savings, space comfort, less staff hours in operation and maintenance	Contract submitted to Contracting pending approval	June 2009	\$ 0	
Capital Projects	5	Amber Tamagni	UV Repair or re-pave parking lot at UV	The parking lot is one of the 1st things seen when touring and it is full of pot holes & cracks	New or resurfaced parking lot	Better drive-by presence of UV, property looks like it is cared for, better marketability, happy residence	Bid out and compare difference between cutting out old parking lot to re-pave or just fixing/resurfacing existing one (which would be more cost effective in the long run?).	Delay until trench work is completed	\$75-\$120,000	
Capital Projects	5	Amber Tamagni	UV - Water Heater improvement in 6 person cluster	6 person clusters do not always have hot water at peak demand times.	Adequate hot water even during peak demand times.	Happier students.	Explore direct fire gas heat-on-demand system for 6 person clusters	Summer 2010	TBD	
Capital Projects	5	Mike Bates	UV - Re-roof north buildings	Periodic leaks have been occurring.	Warm and dry structures	Happier students. No water damage.	Re-roof the flat roof buildings in north UV	Summer 2009	TBD	
Capital Projects	6	Gloria Torbeck	Webb Alert	Students must lug dirty clothes down to laundry -- if all machines are busy they have to lug it back to rooms and try again latter.	Students are able to check availability of washer / dryers over the internet before taking dirty clothes to laundry room.	Happier students.	Webb has the technology, we would need to install the connectivity in laundry rooms.	Investigate Shasta & Lassen for Fall 2009	\$ 1,000	
Capital Projects	7	David Houchin	Deferred Maintenance Planning	There exists no complete Deferred Maintenance Plan (CSU Administrative Requirement and outstanding audit finding)	Department plans and expends maintenance and capital improvement funds in accordance with plan documenting and prioritizing physical needs, sources and uses of funds	Department budgeting and expenditures become planned, as opposed to reactionary, events. Improvements are made based on priority and availability of resources.	Complete property assessment identifying and prioritizing physical need and integrate with availability of resources over time.	Spring 2009 IGA to set priorities	none	
Capital Projects	8	Gloria Torbeck	Maintenance Shop Expansion	Maintenance shop facilities is small and crowded for number of staff and projects assigned. The secure key shop is at Konkow.	Adequate work space including meeting / training space and a secure key shop for key/card access items all under "one roof".	Increased security over key/card access items. Common meeting / training area would increase interactions between all facility groups.	Consider expanding current shop to the North once property is purchased or build up. This could include Grounds shop as well. It should be large enough to allow warehousing of supplies.	2010/11	TBD	

ANNUAL REPORT: University Housing & Food Service – 2009/2010

Capital Projects	9	Gloria Torbeck	North Campus Boiler / Chiller plant	North campus has 200+ heat pumps that are in small confined spaces. Current units will be out of service within a couple of years.	Energy efficient boiler/chiller plant	Improved energy efficiency, elimination of high maintenance time individual units	Design & construct a boiler/chiller plant for north campus (in conjunction with Phase 2B&C at College Park)	IGA Spring 2009 Construction 2013/14 ???	TBD	
Custodial / Grounds	1	Chuck Grant	Sustainability: Green chemical and mechanical products.	Still no effective green disinfectant. Research is on-going	New ideas, better services with emphasis on sustainability	Better services causing customer satisfaction	Continue to seek new green chemicals (hard water deposits, disinfections) and mechanical products (auto flush valves,etc.).	ongoing	Budgeted as items are sought, tested and purchased.	
Custodial / Grounds	1	Chuck Grant	Team Building	Summer potlucks/pizza party. Four international potlucks have been held in 2008/09. Involve student staff and pro staff.	Brainstorm of ideas and "how to"	More ideas on process improvements and morale boost.	Asst. Director schedules events around meals where staff comes together.	On-going	\$ 300	
Custodial / Grounds	2	Chuck Grant	Training Video.	There are many individual approaches to training methods and contents	Better well trained student assistant staff, better more consistent training provided by all staff to meet the goals of UHFS and Campus.	Staff on same page. Uniform approach to training. A thorough examination and implementation of training in Custodial department	Evaluate, select and implement appropriate training programs and decide on the method of creating the training video using Musselman Productions.	asap	\$ 1,500	
Custodial / Grounds	5	Amber Tamagni	UV - Landscaping	UV landscaping looks old and needs brightening.	A bright public first impression as guests drive into UV	Greater acceptability of UV as future residence choice.	Replant areas in central parking area and repair planters.	Before summer orientation in June 2009	TBD	
Custodial / Grounds / Facilities	1	Gloria Torbeck	Staff training: Workshops	9 people went to training this year from facilities; 4 from custodial/grounds	Professional development for maintenance staff on annual basis.	Improved knowledge / skill base for staff; improved morale.	Staff training: Job related Workshop or training school session for each staff member per year. (minimum of one per year)	On-going	\$ 5,000	
Custodial / Grounds / Facilities	1	Gloria Torbeck & Chuck Grant	Safety training improvements	Safety issues are discussed at every other Monday morning meeting.	100% safe working environment for all employees; no workers compensation claims.	Compliance with OSHA rules resulting in a safer work place for staff	More EHS provided safety training for department in order to keep abreast of new OSHA rules and regulations.	On-Going	None	
Custodial / Grounds / Facilities	2	Chuck Grant Gloria Torbeck	Inspection Process	Currently there is no organized safety inspection program of our buildings.	A routine internal inspection system proactively detects hazards in our buildings.	Improved safety for staff and students. Issues are resolved while minor.	Design a safety inspection procedure for each building. Schedule inspections on regular basis. Train inspectors.	Fall 2009	TBD	

Custodial / Grounds / Facilities	5	Gloria Torbeck	Staff Recognition (residents know who staff are)	Residents do not know who staff are -- why they are in "their space". Custodial staff have become more acquainted with the residents they serve, however maintenance has not made the same strides.	Residents know the custodial/grounds/facilities group staff. Staff would feel more appreciated.	Might improve security for residents (they know who should or should not be there). Residents would receive better services because staff would learn of problems earlier.	Staff introduced to residents in all halls and at UV. Staff wear their photo name tags at all times. ResLife staff incorporate an affirmation time in community meetings.	Fall 2009	\$ 500	
Director	5	David Stephen	Central Office Refresh	Building interior is looking tired.	Professional people working in a professional looking space.	More professional looking space.	Refresh perimeter offices during the year one-by-one; complete interior space during winter break.	Winter Break 2009- 2010	TBD	
Facilities	1	Gloria Torbeck	Work Order turn- around time Improvement	TMA Project continuing. Weekly meetings with FMS to define processes and consider how to use the software best. Also due to increase in staff turn around of Work Orders has improved.	4 hour response for priority work orders; 80% completed within 24 hours; all completed by 72 hours.	Decrease the number of maintenance work orders, to respond to requests within a 48 hour period and to complete maintenance work orders within 72 hours.	Purchase and implement TMA system (jointly with FMS)	<i>Spring 2009</i>	In current budget	
Facilities	2	Gloria Torbeck	Communication Tools: Walkie Talkie/Phone system??? PDA solution???	Using two way radios and cell phones. When staff need to speak with manufacturer on site of a job they use their personal phone or come get Associate Director's phone	Groups is able to communicate without interruption including dropped calls. Service representatives an/or manufacturers could be reached at job site for information and direction.	This would enable us to communicate individually with one another and as a group without interruption. Also, better communication would enable us to contact service representatives and manufacturers at job sites, for information and direction and to discuss problems. The communications system could decrease the number of service calls by outside contractors and save money.	Purchase some type of push to talk phone system for all maintenance personnel. <i>Phone/radio/PDA hardware with Work Order Software System</i>	<i>Spring 2009</i>	TBD	

Facilities	2	Gloria Torbeck	Sutter Hall: ready to provide services to new residence hall	Conformed 100% prints received 3/11/2009. RFI's and Submittals being reviewed by Gloria and Mike	Be involved in print review; receive ample training on all the systems, make a video of training sessions that are given and hire new Maintenance person for this added square footage 1 year in advance of building coming on line.	No surprises when hall is opened in the Fall <i>2010</i>	Set schedule for staff review of prints, schematics	Fall 2010	None	
Facilities	3	Gloria Torbeck	Emergency Work Order requests	After hour response time often too long and sometimes difficult to reach staff. Callbacks have decreased this past year due to more preventative maintenance task completion, a result of increased staffing levels.	Emergency work orders are responded to within four hours.	Emergency requests will be responded to by the department and completed within 24 hours or less. (Emergency requests are defined as security and life safety issues.)	Increased staff levels; information systems support through a database. <i>Unit 6, FMS, UHFS negotiation for emergency and after hours staffing.</i>	<i>Spring 2009</i>	unknown	
Facilities	3	Faye Perata	Whitney Dining Access	There is an on-going problem with students/staff members wanting to access the staircase leading to Whitney Hall from the Dining Center. This area is restricted to limit any non-Whitney resident from entering the building and any non-paying customer to enter the Dining Center	Create a 1/2 gate to allow access to and from Whitney Hall and close the access to the computer lab from the dining center to control the traffic flow	By closing the inner door to the computer lab, this will eliminate the need to enter and exit dining through the Whitney stairs entrance. Also by putting a gate there, students will be less likely to try to sneak through and use this as an exit/entrance. Dining staff will not have to focus their attentions on monitoring this area. Limits the student traffic through dining and the non-Whitney residents having access to Whitney hall	With the approval from the fire marshal installing the gate at Whitney Dining. <i>Gloria will present the question to the Fire Marshall</i>	Fall 2009	TBD	
Facilities	4	Gloria	Painter (full-time)	Intermittent position -- limited to 960 hours. Difficult to track hours accurately to limit.	fulltime position	timely upkeep of buildings	approval	July 2009	\$40,000 more than intermittent position currently costs	

Facilities	9	Eric Price	Umbrellas on smoking benches	When it rains the students stand under the overhang at the front door that leads to students inhaling smoke when entering the building. Putting together a packet (photos, sketch) to present to CPEC.	Designated smoking areas that comply with state 25' law.	No second hand smoking near the residence halls	Evaluate the effect of second hand smoking and designate space for smokers.	DELAYED	TBD	Putting together a packet (photos, sketch) to present to CPEC
Inform Sys	4	Kathy Casey	Training: RMS user group	Some staff do not use RMS or use it sparingly.	Well trained staff able to perform all required data entry accurately and able to retrieve all desired reports.	Efficiency, employee satisfaction, customer service improvements.	Complete UHFS RMS manual, hold semi-annual training sessions. Expand user base to all staff.	Currently being implemented	None	
Inform Sys	5	Kathy Casey	UV Guest Registration	Guest registration is centralized at the residence halls and is compliant with CSU policy. However, UV is non-compliant, primarily due to the open apartment units making up the Village.	Guest registration compliant at University Village. Registration should be easy for the resident to complete and monitor able by ResLife staff.	University Housing would comply with Chancellor's office regulations. We would know who is visiting our facilities and with whom.	Student initiated guest registration from their rooms via the internet with a printed pass. Could also be done at the UV front desk. Portal Login Implementation in Fall 2009. Will have no meaning if not enforced.	Pilot Fall 2009	None	
Inform Sys	8	Courri Brady	Programming Online Paperwork	Programming database is in progress, but there are few active users to completely exercise the program.	On-line program proposal and evaluation developing a library of programming resources for RA use.	Easy access for RAs and professional staff to complete and track programming paperwork, residents would be able to complete feedback on-line, track trends and create a database for future reference	Program ready, but it needs active users and daily use by RAs, ARCCs, and PC to complete the deployment cycle.	Beta test in Late Spring 2009	None	
Inform Sys	9	Kathy Casey	Application Process	On-Line application process opens with a mad rush for about 15 minutes as students jockey for early submission -- resulting in confusion and anxiety among parents and students.	A fair yet stress free experience in applying for University Housing.	Smoother process for new applications. "Floodgate" problem eliminated.	Allow housing applicants based upon University admit/DEIN status. Application is first step, then return for payment/room selection using RMS student web self-assignment process.	Subject to approval		

Office Manager	2	David Houchin	Staff Evaluations	Recently Staff evaluations have been mostly been submitted before the due date. However, we continue to have some late evaluations.	All staff personnel receive their evaluations on or before the review due date.	Staff would feel affirmed and valued.	Independent of anything Kendall does, office manager would alert managers of due dates and monitor, following up as deadline approaches.	On-going	None	
ResLife	1	Hemlata Jhaveri	Measuring Outcomes	Program and learning outcomes are beginning to be used to assess our programs-decisions but there is room for improvement in both developing appropriate measures and using them for program evaluation.	Clearly identify program and learning outcomes for programs(e.g.: faculty mentor, RA activities, etc)	Staff understanding of preferred outcomes will be enhanced and our programming model will be improved.	Continue using assessment tools and connecting them to the learning outcomes for AY 2009-2010.	On-going	None	
ResLife	1	Hemlata Jhaveri	Faculty Mentor Program Expansion	17 mentors in 2007/08; current program consists of 20 faculty mentors.	Expansion of the faculty mentor program to 25	Higher number of floors and RA staff will have a faculty mentor for their floor to provide the individualized attention outside the classroom	Recruiting faculty mentor by the end of Spring 2009 semester and planning an orientation in August 2009	On-going	\$ 25,000	
ResLife	1	Nikki Stadler	Occupancy Status	Their has been a tremendous improvement in the timeliness of movement reports. There have been several instances this year where students moved from UV to a residence hall and did not have their meal plan begun timely due to a delayed movement report.	Timely occupancy status reports from ResLife staff.	Improved timeliness of billings and accurate data passed to Whitney Dining (there was a recent instance in which a student moved from UV to a residence hall and the meal plan was not activated).	Commitment from ResLife to send movement emails on time with RMS movement completed within 24 hours.	On-going	None	

ANNUAL REPORT: University Housing & Food Service – 2009/2010

ResLife	2	Faye Perata	Police Liaison Program	Currently UPD is present in the building when dealing with an incident or doing rounds	The Police Liaison Program would designate one police officer for each community and this officer would have periodic lunch/dinner with building staff and answer any questions/concerns, this program could also include CSO's doing rounds in the residence hall	Each residence hall and staff would have a UPD officer that they would be connected with and could count on to answer programs. This would also increase UPD's visibility in more positive scenarios, CSO's doing rounds in the building is not as intimidating as UPD officers	Collaborating with UPD to create this partnership	Program was piloted in Fall 2008 but needs to be reinitiated in Fall 2009	Meal tickets for UPD officers-\$250	
ResLife	2	Faye Perata	Sustainability: Reduce paper waste from labs	Student occasionally print large volume of pages that are wasted -- sometimes never collected.	Reduce waste.	More sustainable environment	Move printers to the front desk to monitor printing activities. Encourage students to read on-line instead of automatically clicking print.	On-going	None	
ResLife	2	Hemlata Jhaveri	Diversity Statement: Post in Lobbies	Pledge cards have been signed by students in all communities, diversity pins were awarded to students.	Residents understanding the department's updated Diversity Statement.	Affirms the department's commitment to diversity	Working with IMC to create Diversity Statement panels/postings; programming targeted to increase awareness.	Spring 2009	\$150 per printed sheet	
ResLife	2	Terry Wilson	PCRB referrals	Minimal number of residents referred to PCRB	Increase in PCRB referrals	Less escalating conduct and increased peer feedback	Emphasize the role of peer feedback during judicial training in Fall 2009. Continue to emphasize and advocate for PCRB	On-going	None	
ResLife	3	Chuck Grant	Custodial / Grounds Staff recognition within residential communities	Custodial/grounds staff are not well known within the community.	Custodial staff aware of what is important to residents; residents aware of importance of the unit	Staff morale boost, feeling appreciated; residents would receive better services because staff would learn of problems earlier.	Staff are introduced and then build relationships; ResLife staff to incorporate affirmation time in community meeting sessions.	Fall 2008	Of the Month awards	Project has not been initiated. Start Summer 09
ResLife	3	Courri Brady	Programming Equipment	Currently individual communities have purchased equipments for their area and it is not uniform across the board. All communities now have a sound system.	Purchasing and creating a centralized location for equipment check-out (e.g.: stereo system, popcorn machine, etc)	All staff members have access to equipment and no program is cancelled due to accessibility to equipment	Purchasing speakers, music systems, popcorn machines, etc that can be checked out to any community	Fall 2010 (new programming building completion)	TBD	

ResLife	1	Hemlata Jhaveri	Increase Desk Operations (Mechoopda, Esken, Lassen & Shasta, and University Village)	Current desk hours are from 10am-5am.	Desk Operations available to students 24/7 to answer questions and during emergencies	2008-09 Desk/GCI operations in effect from 10am-5am. Extended hours might increase compliance with GCI and safe conduct.	Staff desks 24/7	DELAYED - Revisit 24 hour operation someday	Approx. \$61,110	
Senior Managers	1	Kathy J.	Cross Training	Most support staff know only their own duties with minor overlap on procurement and student payroll entry.	All support staff are able to cover main position responsibilities when other staff are out ill or on vacation (no one deserves to come back to an overflowing inbox)	Improved departmental efficiency. Staff morale improvement. Less risk of oversights due to unanticipated staff absences.	Cross-training so we can help when staff are out on vacations leaves or ill. Updated information from all areas of Housing			
Summer Conference (Off Campus Housing)	1	Amber Tamagni Natalie Gebicke	Off campus housing workshop prior to the Housing Fair	Housing Fair is advertised but not utilized by the students to the full potential	Invite students to attend a "how to" apartment search workshop as a programming event in the residence halls and University Village.	Increased participation in the Housing Fair by students and the community, and a better service to our residents	Develop quality programming tool for RA's to use. Consider using community property managers as guest experts in workshops.	February 2009	None	
Summer Conferences	2	Natalie Gebicke	Judicial Banned from UHFS Facilities	Students that are judicially banned from UHFS facilities are allowed to eat in Whitney dining center	Students banned from UHFS facilities are not allowed access to Whitney Dining.	Judicial ban will be enforced.	UHFS Student Conduct ASA II sends restricted list to Whitney Dining assistant.	Fall 2009	None	
Summer Conferences	2	Natalie Gebicke	One Stop Shop	UHFS has a relationship with Continuing Education and AS Coordinator to make it easier for sponsoring organizations to book meeting rooms, sleeping accommodations and dining services.	Sponsoring organizations would have an easy "one stop shop" for booking meeting rooms, sleeping accommodations and dining needs for their groups.	Easier reservation systems would increase the attractiveness of Chico State for professional development programs.	Continued cooperation with Heather Quilici (Continuing Education) and AS Coordinator on campus who are working toward the "one stop shop" goal with us.	On-going	None	
Summer Conferences (Food Service)	1	Natalie Gebicke	Dining Services Committee	Interest in the Dining Service Committee has increased this past year. There is still opportunity for improvements.	Active student representatives from each community.	Better student representation with true student opinion and sway.	Continued efforts to recruit and retain student representatives.	On-going	None	



<p>Summer Conferences (Off-Campus Housing)</p>	<p>3</p>	<p>Natalie Gebicke</p>	<p>Increase participation by property owners in the Off Campus Housing Fair.</p>	<p>Limited table availability in the BMU limits the participation to 9 tables each day of the housing fair.</p>	<p>Students are able to learn about housing options in the community and what to "watch out for" and well as what to "look for".</p>	<p>Students have increased selection of property management offerings.</p>	<p>Housing providers need to change focus to more of an educational event rather than a mere marketing event.</p>	<p>On-going</p>	<p>None.</p>	
--	----------	------------------------	--	---	--	--	---	-----------------	--------------	--

ANNUAL REPORT: University Housing & Food Service – 2009/2010

California State University, Chico, University Housing and Food Service, Capital Projects - ATTACHMENT 6		2007												2008												2009												2010											
		Winter Brea				Summer Break				Winter Brea				Summer Break				Winter Brea				Summer Break				Winter Brea				Summer Break																			
		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug													
<b>Lassen Hall</b>																																																	
Fire alarm upgrade	2007	Complete																																															
fan units (4) shutdown upgrade	2007	Complete																																															
Interconnect to UPD	2008-2009	Complete																																															
Interior finishes: full paint-out	2007	Complete																																															
Student room furniture	2007	Complete																																															
Lounge furniture acquisition	2007	Complete																																															
Common area accent furniture	2008	Complete																																															
Student room lighting replacement	2008	Complete																																															
Window replacement	2009	Complete																																															
Hall carpet warranty	2009	Complete																																															
Brick walls cleaned	2007	Complete																																															
Woodwork refinish - closets	2007	Complete																																															
Ceiling grid	2007	Complete																																															
<b>Lassen Hall Storage Shed</b>		TBD																																															
<b>Shasta Hall</b>																																																	
Fire alarm upgrade	2007-2008	Complete																																															
Carpet & ACM abatement	2007-2008	Complete																																															
Window replacement	2007-2008	Complete																																															
Student room furniture acquisition	2008	Complete																																															
Lobby/lounge furniture acquisition	2008	Complete																																															
Interior and exterior paint	2008	Complete																																															
Woodwork refinish - closets	2008	Complete																																															
Common area and student room lighting	2008	Complete																																															
Ceiling grid	2008	Complete																																															
Brick walls cleaned	2009	Complete																																															
<b>Lassen &amp; Shasta Halls</b>																																																	
RCC/ARCC apartment HVAC replacement	2007-2008	Complete																																															
Bathroom counter resurfacing/plumbing	2007-2008	Complete																																															
Lower roof replacement	2008	Complete																																															
Chiller water treatment system	TBD																																																
Student room carpet replacement	TBD																																																
Water fountain replacement	2008-2009	Complete																																															
Mount student room phones on wall	TBD																																																
Sauna conversion to custodial storage	2008	Complete																																															
Front desk countertops	2008	Comp																																															
Lobby doors	2010																																				Work												
<b>Whitney Hall</b>																																																	
Elevator modernization	2007-2008	Complete																																															
Fire alarm upgrade - Phase I - Lobby	2007-2008	Complete																																															
Control room HVAC	2007-2008	Complete																																															
Cab stainless steel finishes	2007-2008	Complete																																															
Fire alarm upgrade - Phase II - Building wide	2011																																																
Chiller maintenance/overhaul	2007-2008	Complete																																															
Building controls system - chiller & DHW	2007-2008	Complete																																															
Kitchen dishwasher overhaul	2008	Complete																																															
2008 Hydronic system assessment & repair - Phase I	2008	Complete																																															
2009 Hydronic system assessment & repair - Phase II	2008-2009	Complete																																															
Fire alarm interconnect to UPD	2009-2010	Complete																																															
Roofing repair (Complete fall 2010)	2009-2010	Complete																																															
Building controls system - boilers & fan units	TBD																																																
Building mechanical system overhaul-boiler replacement	TBD																																																
Kitchen waste Ppumbing - Rm B19	TBD																																																
Window replacement - 14 windows	2009	Complete																																															
Interior facelift	2009-2010	Complete																																															
Seismic retrofit	TBD																																																
Chiller water treatment system	TBD																																																
Wireless switch room build outs	2010																																				Work												
Exterior paint	2010																																				Work												
Landscape	2011																																				Work												
ADA ramp removal and repair	2010																																				Work												
Whitney wireless	2010																																				Work												
Whitney exterior paint	2010																																				Work												
<b>Esken Hall</b>																																																	
Shower stall rehab (8) – 2 <sup>nd</sup> Floor E&W	2009	Complete																																															
Bed replacement	2009																																																
Carpet replacement - public areas	2010																																																
<b>Mechoopda Hall</b>																																																	
Shower stall rehab (4) – 2 <sup>nd</sup> Floor W	2009	Complete																																															
Bed replacement	2009																																																
Carpet replacement	2010																																																
<b>Konkow Hall</b>																																																	
Exterior siding repair & paint	2009-2010																																																
Living room furniture replacement	2008-2009	Comp																																															
Dining room tables refinish	2009	Complete																																															
Kitchen countertops replace/faucets in butcher block	2008-2009	Complete										Partially Complete																																					
Kitchen cupboards refurbishing	2009	Complete																																															
Fire alarm system (Complete in 2010)	2010																																																
<b>North Campus</b>																																																	
Solar water heater rehab	2008	Complete																																															
Heat pump replacement	2008-2009	Planning																																															
Fire alarm system replacement (3)	2009-2010	Install																																															
Mechanical yard refurbishment	2011	Install																																															
Bathroom zone valves	2011	To be completed winter break 2010																																															
Mech/Esk Bedroom carpets (fall 2010)	2011	To be completed summer of 2010																																															
Mech/Esk Furniture upgrades (fall 2010)	2011																																																
<b>Sutter Hall</b>																																																	
CCTV	2010																																				Work												
<b>University Village</b>																																																	
Electrical service inspections & repair	2007-2008	Assess	Complete																																														
Exterior lighting improvements - Phase I	2008	Complete																																															
Exterior lighting improvements - Phase II	2009-2010	Complete										Partially Complete																																					
Security fencing	2007-2008	Complete																																															
Building "M" vending machine electrical service	2007-2008	Complete																																															
Siding repair	2008	Complete																																															
UV south exterior painting	2008	Complete																																															
Storage shed	2008	Complete																																															
Gas line to lift station generator	2008	Complete																																															
UV north exterior painting	2009	Complete																																															
Sidewalk repair work	TBD																																																
Parking repair work	2010																																																
UVN flat roof repairs	2010	Complete																																															
Gutters and downspout improvements	2009	Complete																																															
Telecom interconnect project	2010	Complete																																															
Programming building	2009	Complete																																															
DHW closets - hardware, switching & lights	2009	Complete																																															
Deck & rails - in house	2009	Complete																																															
Toilet replacements	2009	Complete																																															
Appliance replacement	2009	Complete																																															
Microwaves	2008-2009	Complete																																															
Refrigerators	2009	Complete																																															
Stoves	2009	Complete																																															
UVN patio door - in house	2009	Complete																																															
UVN patio door lock sets	2009	Complete																																															
Utility aggregation elect/gas metering gas line ext/lift sta	2009	Complete																																															
UVN upper/lower cabinets, vanities, sinks - replace	2011																																																
Bldg 18, 19, 20, 21 & 22 (fall 2010)	2010																																																
Underground pathway/paving	2010																																				Work												
Wireless tower	2010																																				Work												
CCTV	2010																																				Work												
<b>Global</b>																																																	
Housing wide lighting - in house	2010-2011	Complete																																															
Knox-box installations	2010																																																
Security acces/key system	2010																																				Implement												
Campus emerg & escort service phone expansion	2009																																				Work (UV)												
Security camera expansion	2010																																				Work (UV)												
Arc flash study	2009	Complete																																															
IGA	2009	Complete																																															
Medeco	2009-2010	Complete																																															
Central fire alarm to UPD	TBD																																																
Legion Ave. street lighting project	2010																																				Work												
<b>UHFS Office</b>																																																	
HVAC upgrade	TBD																																																
Telecom room remodel	2008-2009	Complete																																															

**VIII. UHFS UNIT GOALS – 2010/2011**

ATTACHMENT 7

Administrative Area	Condition	Audience	Behavior	Degree	Evidence	Met	Exceeded	Unfinished	UHFS Program Goal	Campus Strategic Priority
UHFS Administration Residential Life Facility Operations Food Service	Completion of Sutter Hall project [residential and dining center] for student occupation effective Fall 2010.	Students Department Staff Campus Community	Successful and on-time opening of the Sutter Hall and Residential Dining Center is the goal. Full participation by senior management staff as the University's representatives in the role of "owner" with the various constituent groups [i.e., Facility Planning, Chancellor's Office staff, contractor and architect].	Continue to involve all stakeholders in the process and hold all accountable for productive and positive outcomes.					14	16
Facility Operations Capital Projects	Use reduced overall student enrollment and reduced UHFS resident occupancy as an opportunity to improve the physical facilities not in service.	Facility Operations staff Residential Life Staff Residents	Define scope of work, identify/commit financial resources, determine responsibility for work execution [i.e., in-house, outside contractors, or a combination of both.]	Continue to involve all stakeholders in the process and hold all accountable for productive and positive outcomes.					1	15
UHFS Administration	Expand residence hall student retention program – determine what incentives might be offered to retain students in campus housing in greater numbers beyond the freshman year. Also determine means of attracting increased numbers of new transfer students. Study the ramifications to ResLife programs and processes with an older population/transfer base at UV in particular.	Residential Life Staff Residents	Conduct focus groups and targeted surveys to determine student satisfaction, needs and wants with regards to on-campus housing beyond a single year experience.	Continue to involve all stakeholders in the process and hold all accountable for productive and positive outcomes.					26	1
Facility Operations	Complete logistics associated with the successful and complete launch of automated/on-line work order system [TMA]. UHFS Staff training has been completed.	Facility Operations staff Residential Life staff Residents	Determine feasibility of fully executing the TMA launch during 2010/2011 in cooperation with FMS.	Schedule meetings with FMS to define processes and consider how to use the software best. Establish training schedule for all UHFS personnel.					17	3
Facility Operations	Plan program and use of space(s) previously occupied by Whitney Dining (basement, lower dining (ground level), kitchen (lobby level) and upper dining).	Facility Operations staff Residential Life staff Residents	Engage Campus Facility Planning in formulating and defining a workable strategy to determine scope and execution of work.	Goal is repurpose the Whitney Dining Hall space as office and residence hall student activity space.					8	5
UHFS Department-wide	Ensure financial integrity of UHFS in next five years assuming an overall declining enrollment if occupancy continues to be at a reduced level (this will tie into the 15 year financial forecast the Chancellor's Office has requested because of Sutter Hall debt service obligations)	UHFS Department-wide	Analysis of business and program operations to assure efficient and effective "best practices" for the department.	Involve all stakeholders in the process and hold all accountable for productive and positive outcomes.					5	5
UHFS Department-wide	Complete self-evaluation of programs and processes based upon ACUHO-I standards in preparation of an external review during the 2011-12 academic year.	UHFS Department-wide	Each functional area will identify and commit to codify business operations to reflect industry standards for a comprehensive university housing program.	Involve all stakeholders in the process and hold all accountable for productive and positive outcomes.					810	5