

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. At full capacity, UHFS can accommodate 2,150 students in eight (8) residential communities. UHFS-administered facilities include a range of student housing style options including traditional double-loaded corridor/community bath residence halls, house/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 2011-2012** operating budget of ~ **\$15.0 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 programs, activities, student leadership development opportunities and, special events [social, cultural, recreational and spiritual].

UHFS employs 55+ full-time career staff, several temporary services staff, as many as 65 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 Sutter Residential Dining Services program.

UNIVERSITY HOUSING & FOOD SERVICE
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 [Sutter Residential Dining Center & Sutter Café] that effectively meets or exceeds 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. Be mindful of 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 the University community is comprised of persons who represent diversity on many levels ... diversity of thought, belief, race, ethnicity, ability or disability, culture, gender, gender identity/expression and/or sexual orientation.

All members of the University community are equal and accountable to each other.

The Department of University Housing & Food Service embraces the philosophy that ALL persons who are marginalized, ridiculed and demeaned for their inherent and unique differences are entitled to “places where Allies dwell” ... by definition, this includes Chico State residence halls and the offices and work spaces 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 Institutional 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.*

The University's Strategic Priorities ...

As these inform the near-term and long-term goals of University Housing & Food Service – Attachment 3

1. Believing in the primacy of learning, we will continue to develop high-quality learning environments both inside and outside the classroom.
 2. Believing in the importance of faculty and staff, and their role in student success, we will continue to invest in faculty and staff development.
 3. Believing in the wise use of new technologies in learning and teaching, we will continue to provide the technology, the related training, and the support needed to create high quality learning environments both inside and outside of the classroom.
 4. Believing in the value of service to others, we will continue to serve the educational, cultural, and economic needs of Northern California.
 5. Believing that we are accountable to the people of the State of California, we will continue to diversify our sources of revenue and strategically manage the resources entrusted to us.
 6. Believing that each generation owes something to those which follow, we will create environmentally literate citizens, who embrace sustainability as a way of living. We will be wise stewards of scarce resources and, in seeking to develop the whole person, be aware that our individual and collective actions have economic, social, and environmental consequences locally, regionally, and globally.
- **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 85.7% of all first year students resided on-campus in 2011-12). 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 consistently desired irrespective of first-year enrollments. The University has recognized and endorsed the first-year residential experience as an important element in the student's college experience.

For the last six (6) years - each fall and spring semester - UHFS has conducted a "Quality of Life" Survey (QLS) of residence hall students. However - Fall 2011 and Spring 2012 marked a single-year change in data collection due to a "post-occupancy student survey" conducted by AC Martin Architects as part of the successful opening of Sutter Hall. Concerns pertaining to "survey fatigue" informed the department's decision to suspend the QLS survey in 2011-2012. At this writing, UHFS is awaiting data collection results and analysis from AC Martin Architects. The AC Martin post-occupancy data – once received - will be forwarded under separate cover as an addendum to this report.

That said – due to the retention of a campus dining food service consultant in this reporting year – there are new and unique residential dining food service data included in this report.

UNIVERSITY HOUSING MEAL PLAN PARTICIPANT DEMOGRAPHICS & DINING PATTERNS RESIDENCE HALL AND UNIVERSITY VILLAGE STUDENTS									
	Residence Hall Student Respondents - 349	<i>Male</i>	<i>Female</i>	University Village Student Respondents - 119	<i>Male</i>	<i>Female</i>			
		32%	68%		31.9%	68.1%			
18-19 Years of Age		87.9%			66.9%				
20-21 Years of Age		12.1%			19.5%				
Eat breakfast at Sutter Residential Dining 3 times or more each week		64.8%			46.5%				
UHFS students who do not "buy" lunch on-campus		43.4%			39.4%				
UHFS students who do not "buy" lunch off-campus		30.9%			32.4%				
UHFS students who do not dine at The Marketplace		60%			74.8%				
UHFS students who do not dine at Common Grounds or convenience stores on campus	77.9% to 90%		68% to 75%						
S U T T E R R E S I D E N T I A L D I N I N G C E N T E R									
	Residence Hall Student Respondents	Excellent/Good	Average	Below Average/Poor	University Village Student Respondents	Excellent/Good	Average	Below Average/Poor	
Food Quality		27.1%	39.5%	37.4%		45.6%	28.9%	25.5%	
Food Variety		31.7%	36.2%	30.9%		42.1%	30.7%	27.2%	
Friendly Service		50.4%	32.0%	27.6%		59.6%	22.8%	17.6%	
Speed of Service		38.3%	34.8%	25.7%		51.8%	28.1%	20.1%	
Operating Hours		26%	36.4%	36.1%		37.1%	37.2%	25.7%	
Cleanliness		71.4%	17.4%	11.2%		73.7%	14.9%	11.4%	
Atmosphere		66.8%	21.6%	11.6%		64.9%	23.7%	11.4%	
Price/Value		26.7%	24.0%	43.2%		40.4%	23.7%	35.9%	
Overall Dining Experience		31.9%	39.8%	26.8%		58.2%	27.2%	14.6%	

II. Department Achievements

1. In the last eight (8) 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/club organizations, TRIO programs, student leadership councils, etc.). In a three (3) year period [2004/05 to 2007/08], the Resident Advisor staff comprised of under-represented persons increased by 100% (2004/05 = 9 students; 2007/08 = 18 students). In the 2011/12 academic year, nineteen [19] student staff members [Resident Advisor staff] were from under-represented groups representing racial/ethnic persons – 30% of the UHFS residential life staff.
2. 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 twenty-four (24) full-time professional residential life staff hired in the last eight (8) years, twelve (12) have self-identified as under-represented persons (i.e., racial, ethnic, sexual orientation). Additionally, of the six (6) Associate Director staff appointed in the last six (6) years, three (3) came from under-represented category persons and five (5) Coordinator-level appointments in the previous five (5) years were under-represented persons.
3. Initially, in partnership with the First-Year Experience Program, the Dean for Undergraduate Studies, and the Vice President for Student Affairs - UHFS successfully piloted a Faculty Mentor program with seven (7) faculty in 2006-07. Since the first year, the Faculty Mentor Program has grown in numbers and reputation.

<i>Fall 2006 = 7 Faculty [pilot program year]</i>	<i>Fall 2007 = 17 Faculty</i>
<i>Fall 2008 = 20 Faculty</i>	<i>Fall 2009 = 28 Faculty</i>
<i>Fall 2010 = 33 Faculty</i>	<i>Fall 2011 = 33 Faculty</i>
4. UHFS successfully implemented a “cost-plus” residential dining contract with Associated Students. In partnership with Associated Students Campus Dining Program, UHFS concluded a highly successful year under the “cost-plus” contract model. Student participation and consumption rates both fall and spring semesters were unusually high – actually grew more robust in spring semester [averaged 95%+] which is counter to traditional trending in a residential dining program. The “cost-plus” contract model has been extended for 2012-2013.
5. A campus-wide dining program external review was conducted spring semester. From a field of highly qualified and experienced food service consultants – DM&A WEBB was retained for this project. Susan Wilkie – principal lead, and Marion Edwards – food operations consultant, were awarded the Chico State University contract. By internal agreement – UHFS and Associated Students equally shared the consultation fees. With regard to the University Housing & Food Service portion of the consultancy - resident student satisfaction data [residence halls and University Village] involving focus groups and on-line surveys were collected. A series of interviews/focus groups were held with career and student staffers associated with the residential dining program. The Sutter Residential Dining Center received consistently high marks from various constituent groups [resident students, faculty and employee groups].
6. Considerable progress was made on a variety of capital projects in FY 2011-2012 which included: University Village exterior wall board replacement/repair, deck & stairwell replacement & repair; exterior painting, complete renovation of four [4] residential buildings; University Village closed circuit television security camera installation – all exterior areas [80 cameras]; Lassen & Shasta Halls closed circuit television security camera installation [55 cameras]; Esken & Mechoopda Halls closed circuit television security camera installation [56 cameras]; North Campus closed circuit television security camera installation for exterior grounds [13 cameras]; Sutter Hall expansion of the closed circuit television security camera system to provide coverage of exterior grounds and project perimeter [4 cameras]; Whitney Hall replacement of the *original domestic and heating boiler system* with high efficiency/low energy consumption units; The existing “Blue Light” emergency telephone system was upgraded and new installations were rendered for all UHFS residential facilities [~ 20 units installed]; UHFS wireless connectivity project was completed this year – all residence hall facilities – including University Village - are now fully wireless.

The Faculty Mentor program encourages engaged and intentional faculty-student interaction 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 2011 & Spring 2012	Fall	Spring				
			Fall	Spring	Fall	Spring
Do you have a Faculty Mentor as part of your residential experience?						
	A		SA		"Agree" & "Strongly" Aggregated	"Agree" & "Strongly" Aggregated
I feel comfortable interacting with faculty outside of the classroom.	40	40	26	20	66	60
I am comfortable networking with at least one other on-campus faculty member based on the Faculty Mentor program on my floor.	26	25	22	14	48	39
I can identify at least one resource my Faculty Mentor offers outside of the classroom.	26	26	27	18	53	44
I have discovered new information related to my Faculty Mentor's expertise.	24	20	19	13	43	33
Based on the experience with my Faculty Mentor, I would recommend other residents get to know a faculty person outside of the classroom.	25	22	27	20	52	42
Interacting with Faculty outside of the classroom is beneficial to my overall growth and maturity as an individual.	34	38	36	29	70	65
<i>These data were provided by the AC Martin post-occupancy study. The ratings are lower than anticipated – the primary reason being that AC Martin questions allowed for a "neutral" or opt-out choice.</i>						

7. Overall residence hall student conduct violations reflected a significant increase/up-turn from the previous year [+66%] (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 six [6] years data have been collected still portray an overwhelmingly positive downward arch with regard to policy violations and student conduct outcomes.
8. In 2010-11, UHFS entered into a RA/Student Leadership Exchange with City University of Hong Kong [CityU] codified by an MOU between the two student housing programs. Spring 2012 marked the second year of a 3 year program in which UHFS and CityU exchanged Resident Advisor staff – three (3) students from each program spent 8-10 days on each campus. By all participant reports, the program was – again - an overwhelming success.
9. Resident student focus groups were conducted to determine interest in establishing a "transfer student community" in Sutter Hall and a defined "returning student" area in Sutter Hall – as a consequence, both areas have been established for Fall 2012.
10. For Fall 2012 - UHFS is in formal partnership with Undergraduate Education and the First Year Experience Program to establish a residential community focused on assisting FTF students in establishing a successful course of study by utilizing and being introduced to the new undergraduate general education curriculum model – Pathways. Sixty (60) beds in Mechoopda Hall have been set aside for this program.

III. Changes in Policies and Procedures

No new policy or guideline changes introduced this cycle.

IV. Resources Summary

- **Budget Summary – Fiscal Year 2012 (1 July 2011 to 30 June 2012)**

For FY 2012, President Zingg approved and the Campus Fee Advisory Committee (CFAC) subsequently endorsed an aggregated 3.5% increase for residence hall DOUBLE OCCUPANCY room and 3.35% increase on the standard meal plan option.

2011-2012 Budget VS Actual	Budget	Actual	Delta
REVENUES			
Room rent fees, food service, interest earnings	\$14,842,304	\$14,867,722	+\$25,418
EXPENSES			
Total Operating Expenses	9,696,130	9,298,485	(397,645)
Net before Debt Service & Projects	5,146,173	5,569,336	423,063
TRANSFER OUT DETAIL			
Debt-service	3,346,672	3,344,729	(1,943)
Building Maintenance Reserve (BMER)	3,687,000	2,829,224	857,775
UHFS Capital Reserve contribution	(1,887,499)	(604,717)	1,282,781
Debt Service Ratio	1.54	1.67	
Footnotes:			

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

POSITION(s) Appointed During 2011-2012	CLASSIFICATION	EFFECTIVE DATE
Coordinator for University Housing Services – Eva Kennedy	AAS	April 2011
Residence Community Coordinator – University Village – Sarah Lasnik	SSP III	July 2011
Residence Community Coordinator – Sutter Hall – Chad Pettay	SSP III	July 2011
Residence Community Coordinator – Whitney Hall – Katie Peterson	SSP III	July 2011
Assistant Residence Community Coordinator – Sutter Hall – Mark Brice	SSP II	July 2011
Assistant Residence Community Coordinator – Whitney Hall – Jeff Harrington	SSP II	July 2011
Assistant Residence Community Coordinator – University Village – Pablo Soto	SSP II	July 2011
Coordinator for Residence Hall Conduct [interim] – Juan Miguel Blanco	SSP III	July 2011
Associate Director for Residential Life – Kristin McPeak	MPP II	August 2011
Administrative Services Assistant II – Kayla Fevinger	ASA II	September 2011
Administrative Services Assistant II – Kristina Vassallo	ASA II	March 2012
Administrative Services Assistant II – Caitlin Linscheid	ASA II	June 2012
Building Services Engineer – Paul Willadsen	BSE	December 2011
Fulltime Positions Appointed during the period – 13		

V. Program Evaluation for Past Year – See Attachment 2 – 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 2 – Program Evaluation Data
- Statistics on Program Usage – See Attachment 4 – Program Usage Data/Service Indicators
- 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 6 – “What Does Excellence Look Like?”

This process 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 and Fall 2011, 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. The document – identified as Attachment 6 – reflects the current status of this process.

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

See Attachment 3 – UHFS Goals & Learning Outcomes 2012-2013



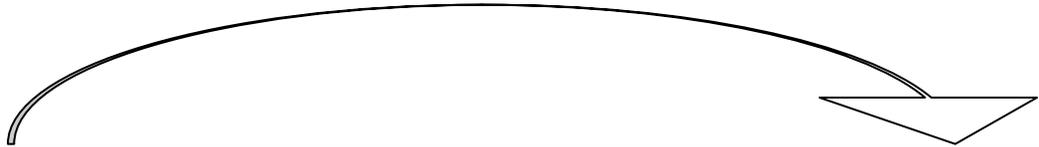
**University Housing & Food Service
California State University, Chico**

ATTACHMENT 1

Student Conduct Profile

> YTD Comparison – 2010-11 to 2011-12

> **Base Year** [2004-2005] to 2011-2012 [Current Year Comparison]



	Base Year 2004 2005	2005 2006	2006 2007	2007 2008	2008 2009	2009 2010	2010 2011	2011 2012	CURRENT YTD Percentage Change From Previous Year (+/-)	Percentage Change "Base Year" to Current Year (+/-)
VIOLATIONS										
Alcohol Violations	796	693	448	283	239	312	271	331	+22%	-58%
Alcohol Assessment	37	41	47	47	56	79	94	182	+94%	+392%
Alcohol Transport	18	23	33	35	34	37	44	81	+84%	+350%
Copyright	NA	NA	36	83	14	4	2	6	+200%	NA
Drugs	157	136	41	23	23	37	21	34	+62%	-78%
Fire safety	167	63	39	8	4	9	50	56	+12%	-66%
Noise	577	762	485	270	287	159	111	270	+143%	-53%
Non Compliance	192	208	81	37	43	21	9	30	+233%	-84%
Total Violations	2566	2345	1899	1305	1222	1226	895	1483	+66%	-42%
SANCTIONS										
Disciplinary Probation	215	444	331	393	224	375	148	392	+165%	+82%
Suspension	57	68	37	22	11	23	13	0	-100%	-100%
License Terminations	63	98	84	65	53	43	27	64	+137%	+1.5%

V. PROGRAM EVALUATION / UHFS UNIT GOALS - 2011/2012 – REVIEW/STATUS

ATTACHMENT 2

Administrative Area	Condition	Audience	Behavior	Degree	Evidence	Met	Exceeded	Unfinished	UHFS Program Goal	Campus Strategic Priority
Residential Dining Program – Cost-Plus Contact	Work closely with AS Dining Services to ensure the financial integrity of the residential dining program in the context of the “cost-plus” contract model; ensure high food service satisfaction among the residence hall student body; offer special events and educational information pertaining to food choices and nutrition.	Residence Hall students	<p>Analysis of business and program operations to assure efficient and effective “best practices” for the residential dining program.</p> <p>In partnership between UHFS and AS Residential Dining, each functional area will identify and commit to codify business operations to reflect industry standards for a comprehensive university housing residential dining program with cost-efficiency and customer service & satisfaction the pivotal goals.</p>	Involve all stakeholders in the process and hold all accountable for productive and positive outcomes by meeting regularly with department managers and soliciting feedback from residence hall students via the Food Service Committee.	<p><i>In partnership with Associated Students Campus Dining Program, UHFS concluded a highly successful year under the “cost-plus” contract model. Student participation and consumption rates both fall and spring semesters were unusually high – actually grew more robust in spring semester [95%+] which is counter to traditional trending in a residential dining program.</i></p> <p><i>The “cost-plus” contract model has been extended for 2012-2013.</i></p>		X		4	5
Campus Food Service External Review: Residential Dining and Cash Operations	Work closely with Contracting & Procurement, and AS Dining Services to identify a qualified consultant to evaluate campus retail food programs and the relationship between cash operations and residential dining operations.	<p>AS Campus Dining Management</p> <p>UHFS Central Management</p>	<p>Analysis of business and program operations to assure efficient and effective “best practices” for the campus dining program and its component parts [i.e., retail, catering, and residential dining.]</p> <p>In partnership between UHFS and AS Residential Dining, each functional area will identify and commit to codify business operations to reflect industry standards for a comprehensive campus dining program with cost-efficiency and customer service & satisfaction the pivotal goals.</p>	Continue to involve all stakeholders in the program review process and hold all accountable for productive and positive outcomes.	<p><i>From a field of highly qualified and experienced food service consultants – DM&A WEBB was retained for this project. Susan Wilkie – principal lead, and Marion Edwards were the field consultants assigned to the Chico State contract. Resident student satisfaction data [residence halls and University Village] are included in this report above. The Sutter Residential Dining Center received consistently high marks from various constituent groups. The AS Retail Dining operations are where the most significant attention is required.</i></p>		X		4	5
Facility Operations Capital Projects	Continue to make substantial progress on UHFS small capital project plan.	<p>Facility Operations staff</p> <p>Residential Life Staff</p>	<p>Define scope of work, identify/commit financial resources, determine responsibility for work execution [i.e., in-house, outside contractors, or a combination of both.]</p> <p>- CCTV projects: Shasta, Lassen & North Campus residence halls;</p> <p>- Fire life/safety projects for North Campus residence halls, UV apartments and Whitney Hall;</p>	Continue to involve all stakeholders in the process and hold all accountable for productive and positive outcomes.	<p><i>Considerable progress was made on a variety of small capital projects in FY 2011-2012 which included:</i></p> <p><i>University Village exterior wall board replacement/repair, deck & stairwell replacement & repair; exterior painting, complete renovation of four [4] residential buildings;</i></p> <p><i>University Village closed circuit television security camera installation – all exterior areas [80 cameras];</i></p> <p><i>Lassen & Shasta Halls closed circuit television security camera installation [55 cameras];</i></p> <p><i>Esken & Mechoopda Halls closed circuit television security camera installation [56 cameras];</i></p> <p><i>North Campus closed circuit television security camera installation for exterior grounds [13 cameras];</i></p> <p><i>Sutter Hall expansion of closed circuit television security camera installation for exterior grounds/project perimeter [4 cameras];</i></p> <p><i>Whitney Hall replacement of original domestic and heating boiler system with high efficiency/low energy consumption units;</i></p> <p><i>“Blue Light” emergency telephone system upgraded and/or new installations at perimeter of all UHFS residential facilities: ~ 20 units installed;</i></p> <p><i>UHFS wireless connectivity project was completed this year – all residence hall facilities are fully wireless.</i></p>	X			1	1 5

<p>UHFS Administration <i>CARRY-FORWARD ITEM</i></p>	<p>Continue to refine and expand residence hall student retention programs to 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.</p>	<p>Residential Life Staff Residents</p>	<p>Conduct focus groups and targeted surveys to determine student satisfaction, needs and wants with regards to on-campus housing beyond a single year experience.</p> <p>Establish programmatic relationships with campus programs which particularly serve upper-class student populations.</p>	<p>Continue to involve all stakeholders in the process and hold all accountable for productive and positive outcomes.</p>	<p><i>Resident student focus groups were conducted as identified. Interest expressed by students in having a "transfer community" established in Sutter Hall and a defined "returning student" area in Sutter Hall have been established for Fall 2012.</i></p>	<p>X</p>		<p>26</p>	<p>1</p>
<p>UHFS Department-wide <i>CARRY-FORWARD ITEM</i></p>	<p>Complete self-evaluation of programs and processes based upon ACUHO-I standards in preparation of an external review during the 2011-12 academic year.</p>	<p>UHFS Department-wide</p>	<p>Each functional area will identify and commit to codify business operations to reflect industry standards for a comprehensive university housing program.</p>	<p>Involve all stakeholders in the process and hold all accountable for productive and positive outcomes.</p>	<p><i>The on-going and annual UHFS "What Is Excellence" project fulfills this goal.</i></p>	<p>X</p>		<p>810</p>	<p>5</p>

VI. UHFS UNIT GOALS - 2012/2013

ATTACHMENT 3

Administrative Area	Condition	Audience	Behavior	Degree	Evidence	Met	Exceeded	Unfinished	UHFS Program Goal	Campus Strategic Priority
Residential Dining Program – <i>CARRY-FORWARD ITEM</i>	Work closely with AS Dining Services to ensure the financial integrity of the residential dining program in the context of the “cost-plus” contract model; ensure high food service satisfaction among the residence hall student body; offer special events and educational information pertaining to food choices and nutrition.	Residence Hall students	Analysis of business and program operations to assure efficient and effective “best practices” for the residential dining program. In partnership between UHFS and AS Residential Dining, each functional area will identify and commit to codify business operations to reflect industry standards for a comprehensive university housing residential dining program with cost-efficiency and customer service & satisfaction the pivotal goals.		Involve all stakeholders in the process and hold all accountable for productive and positive outcomes by meeting regularly with department managers and soliciting feedback from residence hall students via the Food Service Committee.				4	5
Residential Dining Program – Actuation of findings identified by the Campus Food Service External Review process for Sutter Residential Dining	Work closely AS Campus Dining managers and Sutter Residential Dining Staff to address the External Reviewer findings and make program adjustments as needed [i.e., operations, menus, service levels, etc.]	AS Campus Dining Management UHFS Central Management	Analysis of business and program operations to assure efficient and effective “best practices” for the Sutter Residential Dining program. In partnership between UHFS and AS Residential Dining, each functional area will identify and commit to codify business operations to reflect industry standards for a comprehensive residential dining program with cost-efficiency and customer service & satisfaction the pivotal goals.		Continue to involve all stakeholders in the program review process and hold all accountable for productive and positive outcomes.				4	5
Facility Operations Capital Projects	Continue to make substantial progress on UHFS small capital project plan.	Facility Operations staff Residential Life Staff	Define scope of work, identify/commit financial resources, determine responsibility for work execution [i.e., in-house, outside contractors, or a combination of both.] - CCTV project: Whitney Hall; - Fire life/safety projects for Whitney Hall & University Village; - Bike parking project for central quad residence halls; - Complete final phase of UV North renovations		Continue to involve all stakeholders in the process and hold all accountable for productive and positive outcomes.				1	1 5
UHFS Business Continuity Project	The University has determined that all administrative units should create a business continuity plan to mitigate any major event or disaster which might/could interrupt regular business operations.	UHFS Central Management Team Sutter Residential Dining Management team	Schedule training through the Office of Risk Management for all UHFS management and Sutter Residential Dining management on the campus-provided enterprise software.		Involve all stakeholders in the process and hold all accountable for productive and positive outcomes by meeting regularly with department managers and tracking progress to a successful conclusion.				4 10	3
“Pathways” Living-Learning Community – Mechoopda Hall	UHFS is in formal partnership with Undergraduate Education and the First Year Experience Program to establish a residential community focused on assisting FTF students in establishing a successful course of study	UHFS Management Team Residential Life Staff/ Mechoopda Hall Office of Undergraduate Education First Year Experience Program	The UHFS Residential Life program, in partnership with Undergraduate Education and the First Year Experience program, will identify and commit to codify programmatic operations, events and outreach [staff training, faculty engagement, GE Pathway coordinator involvement] to establish a residential education program for FTF students assigned to Mechoopda Hall who are seeking resources to make better informed choices about undergraduate degree programs and options.		Involve all stakeholders in the process and hold all accountable for productive and positive outcomes by meeting regularly with department managers and tracking progress to a successful conclusion.				3	1

VII. PROGRAM USAGE DATA – SERVICE INDICATORS		
<i>Attachment 4</i>		
UNIVERSITY HOUSING SERVICES – Fall 2011 / Spring 2012		
UHFS license agreements processed – Fall 2011	2,608	
UHFS occupancy Fall 2011 “At Opening”	2,083	
Students “waitlisted” during Fall application cycle after initial assignments	277	
UHFS system average occupancy – Fall 2011	2,063	
UHFS occupancy Spring 2012 “At Opening”	2,018	
UHFS license agreements processed – Spring 2012	86	
Students “waitlisted” during Spring application cycle after initial assignments	11	
UHFS system average occupancy – Spring 2012	2,000	
Average UHFS system OVERALL occupancy – 2011-2012	2,032	
ResNet service calls (78 @ fall opening + 352 during the academic year)	430	
RESIDENTIAL LIFE PROGRAMMING PROFILE – Fall 2011 semester	<i>Programs Presented</i>	<i>Estimated Student Attendance</i>
Resident Advisor sponsored programs system-wide	2,141	9,222
All-Hall programming/community-wide	14	1,168
Residence Hall Association/Residence Hall Programming Board events	65	5,817
Safe-Start Program first-year student participants	27	2,056
<i>Fall 2011 semester programming profile</i>	2,248	18,263
RESIDENTIAL LIFE PROGRAMMING PROFILE – Spring 2012 semester	<i>Programs Presented</i>	<i>Estimated Student Attendance</i>
Resident Advisor sponsored programs system-wide	1,535	4,611
All-Hall programming/community-wide	10	1,139
Residence Hall Association/Residence Hall Programming Board events	56	2,533
<i>Spring 2012 semester programming profile</i>	1,601	8,283
<i>Grand Total – 2011/2012 Residential Life Programming</i>	3,849	26,546
Faculty Mentor Programming – Annual profile - [reflected in the total program numbers above]	401	4,334
<i>RA Staff Programs numbers were higher this year due to increased number of RAs.</i>		
<i>The RHA/PTP/NRHH programs increased slightly due to the more intentional effort to involve and have NRHH put on separate, but effective programs. Again this year, attendance dipped in the spring due to residents having already established social groups and the advent of Greek life recruitment. Overall, numbers remained consistent with last year.</i>		
<i>Faculty Mentor programs this year were consistent with the previous year. Programs were generally more focused with the assistance of faculty insight. It should be noted that a few Faculty Mentors had more than one RA so at times 2-3 RAs would do a program with their shared Faculty Mentor.</i>		
SUMMER CONFERENCE SERVICES – Summer 2011		
Summer Conference groups	23	
Summer Conference guests	1,087	
Summer Conference revenue	\$200,288	
STUDENT JUDICIAL AFFAIRS – UNIVERSITY HOUSING / 2011-2012		
> Incident Reports filed	1,790	
> UHFS license terminations	64	
SANCTION PROFILE		
> <i>University Housing suspension</i>		
> <i>Informal sanctions rendered (meetings, letters, etc.)</i>	322	
> <i>Educational Remedial sanctions rendered</i>	67	
> <i>Peer Conduct Review Board referrals</i>	6	
> <i>Disciplinary Probation sanctions rendered</i>	393	
> <i>Suspension sanctions rendered</i>	1	
> <i>TOTAL sanctions rendered</i>	1,107	
FACILITY OPERATIONS & PROJECTS		
Work orders processed	4,426	
Building Maintenance Equipment Reserve Project value	\$2.9 M	
CUSTOMER SERVICE		
Incoming calls to the UHFS 800 line	1,700	
Residence hall tours (academic year & summer combined)	639	

California State University, Chico
University Housing and Food Service

ATTACHMENT 5

Capital Projects 2011-2012

		Winter Break					Summer Break				
		Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Lassen & Shasta Halls											
Reroof (Otto)	2012							\$49,827			
Shower pan replacement	2012								In process \$22,710		
Whitney Hall											
Emergency fire repair main	2012			\$9,620							
Replace fire alarm system	2012								In process \$157,613		
Replace fire alarm system (design & equipment)	2012								Purchased \$392,750		
Reroof (Otto)	2012								In process \$500,000		
Camera installation	2012								In design \$356,670		
Mock tour room	2012								In process \$30,000		
Bike parking	2012								In design \$250,000		
Mail room remodel	2012								In process \$45,000		
Esken Hall											
Window/stucco repairs	2012								In process \$12,000		
Mechoopda Hall											
Window/stucco repairs	2012								In process \$12,000		
Esken & Mechoopda Halls											
Loft Beds	2012										\$138,200
Transformations Furniture (public areas)	2012										\$60,980
Konkow Hall											
Kitchen countertop replacements	2012									DOC \$16,077	
Sutter Hall/Dining											
Platform Signage (Dining)	2012							\$4,723			
University Village											
Bldg. 15,16,17, & 23 renovations (Furniture by Thurston)	2012										\$92,750
Bldg. 15,16,17, & 23 renovations (Ecologic Furniture)	2012										\$26,683
North & South fire alarm system	2012								\$280,000		
Central phones	2012								\$29,431		
Walkways & decks	2012								\$86,328		
Global											
Safety phones	2011-2012		\$139,978								

- = Completed
- = In Process
- = Planned



WHAT DOES EXCELLENCE LOOK LIKE? WHAT WILL IT TAKE TO GET THERE? - ATTACHMENT 6

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 2012	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 system wide	Fall 2012		TMA will hopefully be implemented prior to Fall 2012
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		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.
Administrative		Barbara Vong	Community Damage Billing	An access database is used to record work orders and reports are run to bill communities manually	An automated system (TMA) that can eliminate the paper work order process and split the charge(s) as soon as a work order is complete.	Elimination of paper work order, fast turnaround time in completion of work orders, more accurate and up-to-date billing of community damages.	Implementation of TMA and an interface between TMA and RMS (for resident billing).	A.S.A.P.	TBD.	
Administrative		Eva Kennedy	Position Processes Manual	New staff and/or new interim staff have no documentation to use as a reference of how things were done.	Well organized documents/notes so whenever there's a turnover, the new staff would be able to pick up the tasks with reference to base on	Decrease the stress of new staff trying to learn everything in a very short time. Eliminate sink or swim situation.	All coordinator positions should have a coordinator handbook that provides information that a coordinator should know.	Soon	None	
Administrative		Barbara Vong	Financial Interface Improvement (from RMS to PS)	Manual interface is required	Automated interface which allows adjustments whenever needed (whether it is UHFS or SFIN initiated).	No delays in interface schedule or manual adjustments/compilation of interface files.	UHFS, RMS and M&I may need to get together and understand the current interface requirements	By the end of this academic year i.e. May 2012.	TBD.	
Administrative		Eva Kennedy	Back-up person for all job functions in IT	There's only one IT consultant in the office. When KC is sick or on vacation, most IT issues have to wait.	All areas of UHFS functions should have at least one person able to back up if the main person in charge is not available	Reduce the stress level of the main person in charge and the UHFS as a whole have less dependent on a single person for operation.	All IT systems should have another person other than KC to back up in case of malfunction. Other solutions would be: to hire an IT assistant, cross train several staff members, and retain MITC for specific projects	Fall 2013	None – 1 full time staff salary	MITC PO approved 12/1/11
Administrative		Eva Kennedy	New staff mentor/buddy system	New staff is left alone most of the time for the first week or two to figure out the office dynamics.	New hired staff will have a specific person to go to for questions and guidelines.	Creates instant support system for the new staff member. Decrease the length of time for new employee training. - The buddy would decrease productivity for 1 week	Assign a currently staff to be the mentor for the new staff on the first day of employment.	Immediately	None	
Administrative		Barbara Vong	Process Documentation	Particularly in assignment areas which triggers billing outcome in student accounts we have limited/undocumented processes such as petition to terminate housing license, movements etc.	Department has a complete documented guideline in all housing processes.	Anyone with written documentation can perform the task and similar situations will be handled the way no matter when it takes place (standardization).	Re-evaluate the current processes; seek clarifications on areas that are not clear. Also, at the same time seek improvements in terms of time needed to complete a process or communications between UHFS and residents.	A.S.A.P.	None.	

Administrative		Barbara Vong	Student Billing Detail	From their student portal account students can only see the lump sum billing value in their account. If they have questions they have to call into the central office and talk with Barbara to learn the detailed transaction amounts.	Students able to see their detail charges either through the student web or their portal account. [Based upon current University protocol's it is far more likely to be from the RMS student web.]	Students will be able to learn the details of the various charges that make up the value posted to their student account from the web without calling the central office.	Better clarity of charges. - Less time of Accounting Technician spent answering questions about detail	Spring 2012	Unknown. May be a feature within RMS, ask Philip James during training 10/3-10/6	
Assignments	2	Eva Kennedy	Self-Assignment 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 2013	RMS SWSA Onsite Training Fees (requested quote from Andrew)	
Assignments	4	Eva Kennedy	Pro-Staff Training: RMS	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.	Currently being implemented	None	
Assignments	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		Need to determine a fair methodology (when they give DEIN?)
Assignments		Eva Kennedy	CODA Training: RMS	Some CODA do not use RMS well or use it sparingly.	Well trained CODA able to perform all required data entry accurately and able to retrieve all desired reports.	Efficiency, employee satisfaction, customer service improvements.	Complete UHFS CODA RMS manual, hold semi-annual training sessions.	Currently being implemented	None	
Assignments		Eva Kennedy	CODA Desk Manual	No documented procedures on how the student requests should be handled such as requests for Hall change, and check-in date during move-in week.	Well documented procedures so all staff involved would know exactly what the process would be.	A CODA handbook to refer to every year during Fall assignment period to improve consistency in communication to applicants and their parents..	Create a handbook from Fall opening to move-in week with procedures of each stage of assignment process.	Fall 2013	None	Need cooperation of Laura to make this happen!
Assignments		Nikki Stadler	Roommate Awareness	Students do not know who their roommate will be until they meet them in their room.	Students would know who their roommate is at least two weeks prior to opening.	Increased satisfaction among residents because they were able to coordinate room needs with new roommate.	Identify other institutions using roommate self-assignment/roommate selection to research their processes.	Subject to discussion with director and ResLife staff	No costs involved	This was on the revisit later tab, has come up again.
Assignments		Eva Kennedy	Petition Process	Email and phone conversations	Place information (and form with instructions) on website.	Reduce confusion, simplify message.	Create a page on Website.	Fall 2012		

Assignments		Eva Kennedy	One License Agreement Annudally	Currently we produce two version of our license agreement, one for the year, and one for Spring only.	One License agreement crafted so it applies to either the full period or only spring semester.	Eliminates mid=year correction and re-posting. Only one license available.	Create a versitle document for both periods.	Fall 2012		Already in process.
Assignments			Improve RMS utilization on student hall change request	Copying student information from RMS using excel spreadsheet to keep track of student hall changes.	Using RMS to record student hall change requests. Reduce the time spend on manually copying student info and maintaining spreadsheet.	All student requests would be in RMS under the student record. Easy to locate and create work efficiency.	Create RMS hall change report that fits staff needs. Create procedure and train staff to use the new procedure.	Fall 2012	None	Kathy says she made such a report -- need to retrieve, update and learn how to use it appropriately.
Assignments		Juan Blanco	Section 8 Voucher Program	With tuition rates and cost of housing fees increasing at an alarming rate, it is often times impossible for first-year students to live in UHFS owned property (access). Presently, if students are not able to afford the housing rates, they cannot live in the residence halls and experience the benefits of living and learning in a community of peers.	Excellence would mean offering students, who otherwise would have not been able to do so, the opportunity to live on-campus. Housing at UCLA has a program in place where students can use Housing Choice Vouchers (Section 8) to pay for housing fees. Currently, the Office of Diversity and Inclusion, Financial Aid, and other members of the CSU, Chico community are looking for ways to aid student with finding access to healthy and cost effective learning environments/living arrangements	Meeting at UHFS' Diversity Statement; Having a diverse population in the communities; Meeting the needs of our students; Adhering to the Diversity Action Plan	Working with Butte County and the City of Chico to offer students Housing Choice Vouchers (Section 8) to live on-campus. This would mean UHFS selecting units (a set number of rooms) for this purpose. University Village can serve as our pilot program.	Fall 2012	Not sure. But there will be monies required to make this program a reality.	
Capital Projects	1	Gloria	security Improvements	UV front desk has no window security	Provide roll up window	improved security	project approval	Winter break 2011/12	tbd	
Capital Projects	1	Mike Bates	Security Improvements	There are many dark areas around residence halls and University Village.	Increased coverage for hallways, stairs and parking lots	Increased safety, public awareness of security as a deterrent.	In house staff have increased lighting and color of lighting - North campus still to do	Spring 2012	\$36,000 for study; Implementation cost TBD	<i>CCTV portion has been completed. Additional lightening installed by maintenance.</i>
Capital Projects	2	gloria	Coat center staircase with epoxy paint	Sutter hall stairwells are bare concrete and have a lot of cracking/ difficult to keep clean	Epoxy paint floors	Nicer look and easier to clean	approval of paint color and scheduling	summer 2012	TBD	

Capital Projects	6	Gloria Torbeck	WASH Alert (GT = WEB)	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 for Fall 2012	\$ 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.	Part of Phase 2	TBD	
Capital Projects			Esken and Mechoopda bathroom shut-offs	To do any supply line repairs we have to shut off entire building water.	Shut off valves for bathroom fixtures.	Can make repairs without impacting the whole building.	Make it a project and get it approved	Summer 2012	TBD	
Capital Projects		Gloria Torbeck	Konkow Upper Deck	Concrete pavers continually cracking with freezing weather and age. Cause tripping hazard at times and looks crappy. Pavers have to be cut to fit like a jigsaw puzzle.	Tex wood decking built in 4x4 or 4x6 sections	Labor intensive replacement job removed, looks nice, not a tripping hazard and should last 40 years.	In-house summer project approval	Summer 2012	TBD	
Capital Projects		Robert Francis IV	Moving ahead of the curve on IT	Computers running old OS's; TSA non-op, plus on already archaic devices; using large, expensive radios that share frequency.	Tablets or smartphones that can do all required things at once, plus for some workers, the device can "talk" to equipment (e.g.. HVAC)	Much faster, streamlined, and reliable communication between people and equipment.	Make I.T. a priority, and don't fear being the first to try new technology.			
Capital Projects			UV pool SOUTH and spa	South pool and spa are in need of resurfacing;	Resurface South pool and spa; fill in pool and expand the community building space	South pool and spa- less maintenance and looks good.	Contract to resurface pool and spa	Feb/Mar 2012	\$7840 pool + \$3200 spa	Currently gathering quotes

Capital Projects			UV pool NORTH	North is in need of resurfacing; additionally, this pool catches all the leaves in the area and requires almost double the maintenance	Resurface South pool and spa; North pool: option one- cut down a determined number of trees; option 2 - build a shade cloth roof over pool; option 3 - close and fill in pool and expand the community building space	north pool depends upon choice of options	Projects: CD - North pool area is in the shade so much that people don't sun bathe, and water doesn't warm up either. Option 1 would be his preference ; DBS - without pool, could be space for a convenience store (like Sutter Café). Perhaps first deal with frees -- if that prompts additional usage, should keep or re-evaluate	Summer 2012	\$ 15,000	
Capital Projects		Gloria Torbeck	Whitney "dining & kitchen" areas including basement	ResLife uses the basement for meeting space. It is drab and yucky space!!	Provide nice, well lit meeting space upstairs in old kitchen/dining space. Determine other usages within former dining spaces.	Pleasant place to hold meetings.	Design and layout above spaces and begin projects in order of priority. Hire design consultant to meet with various users to determine best use of space.	Begin summer 2012, then schedule discreet projects.	TBD	
Capital Projects		Mike Bates	Create in Whitney tour room on first floor a proto-type room	UHFS needs to "rent" tour room from residents occupying space. Disruptive to residents and community	Ability to show a typical resident hall space without disruption to community or residents.	Better tour experience for guests.	Create in Whitney tour room on first floor a proto-type room	Summer 2012	TBD	
Capital Projects		Robert Francis IV	Zone shut-offs for Whitney bathroom (toilet) water	Rumors of old shut-offs that are stuck, and poorly placed in students rooms. They must not work, because we don't use them.	Shut-off valves for the waterline that goes to the toilets placed in an access panel on the wall in every bathroom on all floors.	The leaky angle stops going to the toilets could be replaced without having to shut the building water off.	Summer renovation- Knock a hole in the wall, put in a shutoff valve on the water line, put in an access panel; every bathroom – every floor.	Summer 2013 ???	\$ 15,000	
Capital Projects		Gloria Torbeck	Way finding	Sutter is not identified	UHFS buildings would conform to campus standard		campus standard needs to be established	???		
Capital Projects		Mike Bates	Additional bicycle parking at Whitney	Current location lacks enough space for all the resident bicycles.	Renovation project to restore existing bicycle parking area enhance lighting and installation of pavers for watershed, increase the area utilizing adjacent spaces.	Meets goals set for alternative transportation, provides adequate parking for residents. Improves the overall appearance of the areas and ties in with Sutter Hall.	Design and Summer Project	Summer 2012	\$ 60,000	
Capital Projects		Mike Bates	Refresh of all buildings at UV North	The buildings at UV North interior finishes are beyond lifecycle including the HVAC split systems.	New interior finishes through each building, paint, carpet, flooring, glazing, HVAC systems.	Greater energy efficiencies, space comfort and upgraded interior finish for residents, reduction of maintenance calls.	Summer Project	4 buildings summer 2012; 3 buildings summer 2013	\$750000 sum 2012; \$550,000 sum 2013	

Capital Projects		Mike Bates	Roof Repairs	Whitney Roof is in need of replacement L/S roof is in need of top coat protective layer. Roofs are leaking creating possible damage to the buildings infrastructure	Spray on material for Whitney roofs a 40year fix, top coat overspray to L/S a 20 year fix. Protects the building	Interior building components are protected, reduced maintenance.		Summer 2012	\$ 250,000	
Capital Projects		Mike Bates	L/S shower pan repairs	L/S shower pans are beyond lifecycle originally installed 1959, cracking pans are creating water intrusion to floors below	Overlay shower pans to seal existing pans, recoat the shower walls.	Refreshed look, ease of maintenance and cleaning, reduction of leaks to other floors	Project	Summer 2012	\$ 33,376	
Capital Projects		Mike Bates	University Village Fire Alarm System	Currently all buildings have local alarms that sound in the area where the device is activated	A networked alarm system that calls into UPD, general alarms sounded when any device in the building is activated. External horns to alert building are in alarm.	Increased safety and protection for residents and greater response from professionals	Design and project	Summer 2012	\$ 200,000	
Conduct		Juan Blanco	PCRB on UHFS Website	PCRB is currently not on the UHFS Website under Leadership Opportunities. Students potentially do not know about this leadership opportunity because of the lack of advertisement/visibility.	Adding PCRB to the UHFS Website as another form of leadership opportunity.	Increase resident's interest in PCRB.	Composing a short description of PCRB, what it stands for, learning outcomes, and qualifications. Designated staff person is to provide yearly or semester PCRB updates to webmaster.	12/21/2011	None	On website as of 12/21/2011
Conduct		Juan Blanco	SJA Policies and Executive Memorandums on UFHS Website	Currently the UHFS website has no mention of SJA policies, although the Alcohol Executive Memorandum is on the site. It is in the best interest of the residents to have access to SJA polices before meeting with a conduct officer. http://www.csuchico.edu/sjd/policies.shtml - RCC gives what the "charge" (but not a charge letter) is but it is up to Coordinator and will be held accountable	Adding the SJA link to the UHFS Website would enable students more time to read material prior to meeting with Coordinator (rather than reading binder information just prior to meeting). Enable Conduct Coordinator to spend less time explaining violation and more time dealing with student and issues.	Improve resident's comprehension of university policies. This will also provide the residents/parents with an opportunity to review policies before the resident meets with the Coordinator for Residence Hall Student Conduct	Create a tab labeled "Code of Conduct" where UHFS can house the Living In PDF and the SJA link. It is also recommended that the "Release of Information" form be housed under this tab. Could also include a PCRB link.	Fall 2012	None	

Conduct		Juan Blanco	Parent Education - Top x issues dealt with in SJA		Educate parents before student's arrive on the top x number of reasons students enter SJA process.	Parents have opportunity to talk to sons/daughters before arrival to help navigate college life.	Prepare a list of the top x number of issues and possible talking points (might use Parent Resource info binder)	Summer 2012		
Conduct		Juan Blanco	Conduct Model - ARCC adjudicate housing policy cases	Only 2 of 5 ARCC's have been adjudicating cases.	Establish a weekly block of time for cases in Central Office.	ARCC's fulfill position description and gain experience to further their careers.	Train ARCC's on expectations and implement schedules	Spring 2012		
Conduct		Juan Blanco	Video of impact of choices	Students do not understand how judicial action can negatively impact future.	A video presented by students who got into trouble and how it negatively impacted them (DP= no study abroad, student athletics, student govt office....)	Better choices by our residents.	Find willing student to discuss negative outcomes, video and edit.	Summer 2012	Contact Rocket Spots for a quote.	
Custodial	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	1	Chuck Grant	Team Building	Summer potlucks/pizza party. 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	Continue to meet together
Custodial			Create an equipment training film for staff/update student asst. dvd	Heavy Custodial equipment is used during breaks and summers. Staff members forget some of the intricacies of running and maintaining the machines and need to be retrained.	Have a training piece readily available for use whenever needed so that those who need to operate the heavy carpet and floor equipment can refresh as needed before using.	Better performance by all potential operators. Operation of the machines will not depend on one staff person who currently trains and retrains the rest of the staff.	Contact Chris Smith from Rocket Spots productions and begin work on the new training video as well as updating the older one.	Have both CDs ready for summer 2012	We would need to get an estimate but my guess would be \$5000	
Custodial		C. Grant	Work Cell phones for lead custodians	Staff needing to reach a lead must call the Lead's personal cell or leave messages at custodial offices or email.	If each lead is carrying a work cell they are immediately reachable to provide support for staff.	Residence life staff and other staff will reduce lag time when requesting custodial support.	Purchase and set up 4 cell phones and assign them to the 4 Lead Custodians (one not hired yet)	Spring 2012		
Custodial		DBS	Custodial Rover	Currently have difficulty covering absences;	Hire a f/t custodial staff that would not have a specific building assignment -- could cover absences; if all here could work on specific project tasks.			DBS to propose to VPSA 11/2011		
Custodial		Chuck Grant	Absence Line for Student Workers		Absence Line for student custodial workers similar to one used for central office reporting.	Advise all relevant leads of staffing availability.	Add a line, schedule distribution of calls to lead phones. May not have a digital line at Whintey nor North Campus lead offices.	A.S.A.P.		

Custodial		Chuck Grant	Video Training - Carpet Cleaners	During the long time between usas, staff forget the proper start-up, operating, and shut-down processes on the various carpet cleaners.	Staff able to refresh learning skills before each seasonal use of carpet cleaners via a video presentaiton of correct steps.	Longer life of equipment, increase safety, improve machine efficiency	Create a video training film for staff to watch prior to each seasons carpet cleaning. Chuck to contact Rocket Spots for quote.			
Custodial		Chuck Grant	Help Students understand (1) how to clean and (2) prepare for move out	Students are left to their own limited understanding on cleaning their rooms/apartments resulting in unnecessary charges to students and unnecessary work for custodial.	Students are able to watch a video to learn how to clean their kitchen area, walls, floors, etc.	Reduced charges to students and quicker turnaround of units over sommer.	Produce a video (or series of videos) showing how to vacuum, how to clean a stove, refrigerator, bathroom, etc.			
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.	Summer 2012	TBD	
Facilities	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		Part of TMA business processes
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	
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	
Facilities	1	Gloria Torbeck	Work Order turn-around time Improvement	TMA Project stalled.	TMA fully functional. 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.	Restart Weekly meetings with FMS to define processes and consider how to use the software best.	????	In current budget	
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.	????	TBD	

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.	communicate individually with one another and as a group without interruption; contact service representatives and manufacturers at job sites, for information, direction and to discuss problems.	Purchase some type of push to talk phone system for all maintenance personnel. <i>Phone/radio/PDA hardware with Work Order Software System</i>	????	TBD	
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>	????	unknown	Improved -- 24 hr response on electrical or flooding; 48 hours most other tasks
Facilities	4	Gloria	Painter (full-time)	Intermittent position -- limited 0.75 basis.	fulltime position	timely upkeep of buildings	approval	????	\$12,000 more than 0.75 position currently costs	
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.	On-Going	\$ 500	Not all staff wear their ID badges at all times in the halls.
Facilities		Mike Bates	Custodial/Maint. Electric Vehicles	Increased Staffing levels without increased vehicles. Shared time on vehicle use creates delays in performing work. Often time's staff has to wait for a vehicle to be available to perform work.	Purchase of additional electric carts and one additional small pickup.	Ability to enhance working conditions and timeliness on work orders.	Purchase of vehicles and provide locations to park vehicles	2011-2012 AY.	Investigate	
Facilities		Kathy Casey	Building Control Systems	Who is doing what with the information collected on Temptrack, Scata, Sams and Apogee????						
Food Service		Gloria Torbeck	Sutter dining wait line	Students have to line up in the weather (rain, cold etc) to get carded into for meals	Desk is opened to both side of check-in to expedite the process OR some sort of designed overhang to provide shelter	Dry clients!	Option 1- inform AS to provide 2 check in staffers and cordon off an exit pathway. Option 2- contact James Sink to design shelter, get it approved and have it built.	Option 1- now, option-2 Summer 2012	TBD	

Grounds		Chuck Grant	Additional grounds person hired	We have two grounds people, 1 for all residence halls and 1 at UV	Hire a third grounds person (Gardening Specialist) (1) core; (2) north campus and (3) UV	Better supervision of student workers, ability to better manager grounds	Hiring an additional professional gardening specialist.			
Grounds		Chuck Grant	Lassen Storage shed	Shed is of questionable integrity	Improved storage area by Lassen.	Improve security of property stored in campus core.	Build a shed by Lassen			
Inform Sys		Kathy Casey	TMA Implementation	TMA was purchased several years ago and needs to be implemented. IT-C Time is the scarce resource.	TMA fully functional.	Better resident service, better maintained buidlings	A lot of preparation time, effort and energy both on part of IT-C and facilities group.	Begin spring 2012, functional by Fall 2012		
Inform Sys		Kathy Casey	Asset Box Deployment	Master keys are allowed to leave buldings and in hands of many different people.	Master keys stay inside building -- who has them is monitored and late returns are alerted.	Reduced vulnerability to lost keys	Installation and deployment of asset boxes in all buildings.	Five to install Spring 2012, reminder to be scheduled		
Inform Sys		Kathy Casey	CCTV				RCC's review daily, email regarding camera status. Track cameras re: reliability.			
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	Kris McPeak	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 training and programs(e.g.: faculty mentor, RA activities, etc.)	Staff understanding of preferred outcomes will be enhanced and our programming and training models will be improved.	Continue exploring assessment tools, and creating learning outcomes for all programs and training each academic year.	On-going	None	
ResLife	1	Kris McPeak	Faculty Mentor Program Expansion	From 17 mentors in 2007/08; the program has expanded to current 33 faculty mentors.	Expansion of the faculty mentor program to 65	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 2012 semester and planning an orientation in August 2012	On-going	\$ 25,000	
ResLife	2	Terry Wilson	PCRB referrals	Minimal number of residents referred to PCRB -- increased number of residents desiring to serve on board	Increase in PCRB referrals and board members	Less escalating conduct and increased peer feedback	Emphasize the role of peer feedback during judicial training in Fall 2012. 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 2012	Of the Month awards	Project has not been initiated. Start Summer 12
ResLife		Kris McPeak	Honors Housing	Honors is currently housed in Konkow	Moving Honors to Sutter South Tower which has many study lounges and a more ideal first year student setup	Honors students will have a more traditional style housing experience; The honors program will have lots of study spaces and potential lounges that would be conducive to project math and other honors related courses	Conversations with the Honors Program; Redirection of marketing materials for Sutter; Initial RA & Pro Staff selection	Fall 2012; Begin working Fall 2011	None	
ResLife		Kris McPeak	Living learning classrooms in Whitney	Now that Sutter Dining has opened, the former Whitney Dining space can be used for a plethora of other things	Classroom space in our residence halls can increase our connections with academic departments and provide space for intentional living/learning communities to be formed in our residence halls	1. Academic classes held in hall communities 2. Intentional programming space for workshops and seminars	If we are considering how/when to remodel the former dining space in Whitney, it would be good to get some academic folks to look at the space and determine needs for creating classrooms; as well as our Facilities staff to discuss	Summer 2012? Pending finances....	Unsure	
ResLife		Kris McPeak	Movement (communication) efficiency	There is no standard procedure for the communication of movements from community to community. ARCC's in the past have developed an informal email process, but this process could be cleaned up to create more efficiency and consistency for resident movements		Efficiency in movements will occur. This will be done by creating a consistent, communication system. Also, a standardized "waitlist" should be created in the s:drive for each community.	It will be important to create a consistent, communication system. Also, a standardized "waitlist" should be created in the s:drive for each community.	Dec. 2011	None	
ResLife		Kris McPeak	Professional staff training	Manual and Training materials seem out of date; a lot of "oral history"; no curriculum is created or consistency in procedures	An overhaul of the training binder with a strong training curriculum included as well as "oral histories" defined and written down. Planned team development activities as part of curriculum	Easier transition of professional staff in high turnover position; improve consistency regarding quality of support for Resident Advisors	Revise Professional Staff Manual; Develop Training Curriculum	Now; continue into January and February with completion in May	Possible team development funds for July training	

ResLife		Kris McPeak	RA hours at desk	They are permitted to work 4-8 hours weekly; 10 hours with special permission	RA's would be permitted to work up to 10 hours per week without permission	RA's seem to be more invested in the desk than some DA's are	Edit the hourly limit portion of the RA contract	Starting with the 2012-2013 academic year – begin August 2012	Depending on how many RA's choose to work above their required 4 hours per week	
ResLife		Kris McPeak	Residence Life Roommate Agreement	Students are essentially given a blank document with topic areas to discuss after they meet their roommate and move into their room	1. Students will receive information ahead of time about the importance of communication within the roommate relationship so they can prepare for these discussions prior to moving in 2. Considering the pros and cons of notifying students of roommate information earlier so these discussions can take place prior to arrival on campus	Students can be more prepared to have roommate relationship discussions; these discussions will be more intentional	Task Force in Residence Life to review roommate contracts and agreements at other institutions and create a program/document that is more intentional and user friendly.	Initial Meetings in mid-fall 2011; document created by early spring and ready to roll out for Fall 2012 assignments	\$ -	
ResLife		Kris McPeak	Revamping of conduct sanctions / charges	Currently we cannot charge students with Non-compliance for not scheduling meetings. Additionally, sanctions are often very punitive.	Progressive discipline, written notification that non-compliance may result in license termination	The conduct system will better serve students	Implementing an option for holding students accountable to not meeting with conduct officers; Develop educational sanction options that are less punitive and have a greater opportunity for learning	Fall 2012; Begin working Fall 2011	None	
ResLife		Kris McPeak	Sophomore Theme Communities	Currently, there are no specific sophomore-focused theme communities	Creating living-learning communities for sophomore student utilizing the Konkow Houses which have the ideal setup for a sophomore community	Greater draw for sophomore residents; Intentional & Focused Program	Conversations with the Honors academic program; Conversations with different offices/academic departments to create themed learning; Intentional RA & Prostaff selection; Collaboration with Chad Disharoon on Programming Initiatives	Fall 2012; Begin working Fall 2011	None	
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 Conferences	2	Natalie Gebicke	Our House Content	Our House is published 4x during the academic year with electronic links sent to parents of residents. Content does not seem to follow a consistent flow from year to year and therefore lacks the impact it potentially could have.	Our House delivers timely pertinent information to parents based upon predictable patterns of season and student adjustment during their first year away from home.	Improved impact for parents.	Prepare a matrix showing what emphasis has been for each issue since inception; then determine what is appropriate and should be retained and what should be shifted forward or back an issue – or eliminated.	Before end of semester of Spring 2012	None	
Summer Conferences	4	Natalie Gebicke	EOP Summer Bridge Off-Campus Housing Orientation	EOP Summer Bridge has conducted orientation sessions for University Housing for many years; two years ago Amber did a separate workshop (at the same time) for those choosing to not live in University Housing. Last year there was a third option started for those choosing to live at Craig Hall. Having appropriate information sessions for EOP Summer Bridge participants is important for student success.	EOP students receiving appropriate living option information during Summer Bridge by attending a off-campus housing workshop, hosted by University Housing, for educational purposes regarding renter's rights and understanding leasing agreements	Students are better educated and prepared for legal obligations of housing responsibilities.	Continue to invite off campus housing professionals to lead the workshop giving them a clear understanding of information to be provided. Develop a syllabi for the workshop and supporting documentation.	June-July 2012	None	
Summer Conferences	5	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	6	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	7	David Houchin	Students eating at pace	During the first 5 weeks of AY2011-2012 students are only eating at a 77% pace rate – in other words, about 19,000 meals should be eaten by our residents yet only 14,000 are actually being eaten. Students are paying \$8.90/meal purchased at pace.	Students enjoying Sutter enough to be eating at the pace of 12 meals/week (180 block) or 5 meals/week (with 75 block).	Students receive full value of what they have purchased.	Unknown – no specific ideas.			

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