

UNIVERSITY HOUSING ANNUAL REPORT 2015-2016

DIVISION OF STUDENT AFFAIRS

This is a summary of the activities of University Housing for the 2015-2016 academic year. The Department of University Housing and Food Service recognizes 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.



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DIVISION OF STUDENT AFFAIRS

I. MISSION

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
- identifying and addressing 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 (RAAC)
- providing residential environments that honor human diversity and embrace students as individuals; each individual with rights and responsibilities, and each with unique goals and needs.

GOALS

1. Provide safe, clean, attractive and well-maintained residential environments which assist students in making the transition to university life.
2. Provide a highly skilled staff in all UHFS functional areas to activate the Department's primary goal of being fundamentally student-centered in all services and program delivery and, in so doing, teaching residential students community responsibility, personal growth, academic achievement and persistence.

PROGRAM OVERVIEW



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

Residential Communities: **Eight**

Capacity: **2,200 students**

Operating Budget: **\$21.5M**

Full-Time Staff: **~55**

Student Staff: **175-200**

Living...Learning...Leading



3. Seek to establish inclusive University Housing communities for all residential students which provide and engage residents 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 [i.e., highly-trained and engaged Food Service staff, excellent customer service philosophies and execution, exceptional food variety and delivery systems, and nutrition education which informs the “food on the plate” program and serves students with special dietary needs.
5. Engage in efficient and accurate financial management.
6. Effectively market University Housing programs (including conference and off-campus housing services) to ensure the highest possible 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 should sustainable University enrollments demand additional student housing.
10. Engage in regular assessment and evaluation of service delivery and quality of student life outcomes.

GOAL ALIGNMENT

The department endeavors to make every experience an opportunity for student growth. Education is a combination of acts and experiences that have a formative effect on the development of mind and character. Whether in academic settings or everyday experiences in the residential communities interacting with others, education is essential to the development, retention, and success of students. In support of Student Affairs’ goals, the department leveraged synergies with other divisions and departments to enhance programs and services offered to residential students.

II. DEPARTMENT ACCOMPLISHMENTS & DIVERSITY EFFORTS

CONTRIBUTION TO PRESIDENT’S PROMISE SCHOLARSHIP

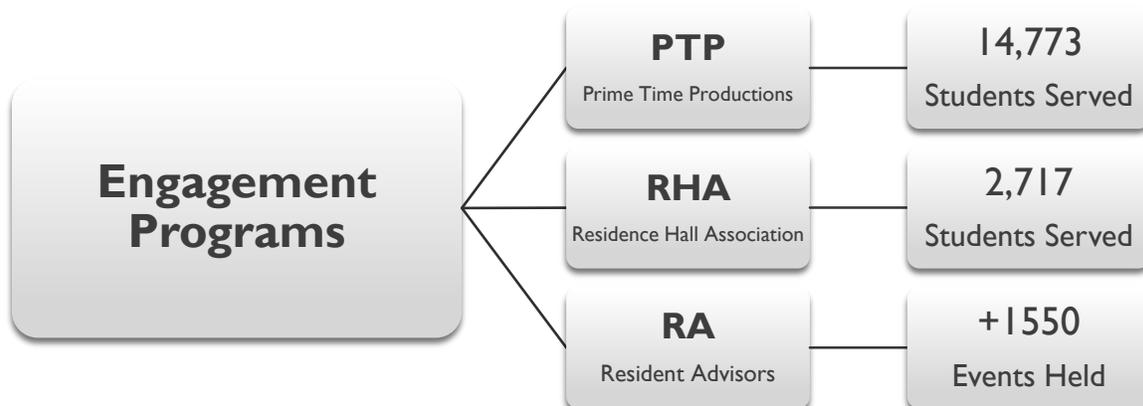
Beginning in 2015-2016 University Housing committed to contributing **\$50,000** per year to the President’s Promise Scholarship. This scholarship aims to expand opportunities for students with significant financial hardship to explore their dreams and achieve their potential.

WATER CONSERVATION EFFORTS

Due to persistent severe drought conditions in California, Governor Jerry Brown issued Executive Order B-29-15 mandating statewide conservation efforts. As part of the University’s “Brown is the New Green” campaign, in the summer of 2015, housing cut water consumption by a notable 850,000 gallons compared to the baseline year in 2013.



RESIDENTIAL PROGRAMMING



CAMPUS COLLABORATIONS

AS Productions

- Moonlight Movies
- Welcome Week Hypnotist
- First Friday Concerts
- Keepin' it Reel Films
- Haunted Hub

GSEC

- Queer Week Events
- Trans Conference

CADEC

- ROAR Training
- Open Mic Nights
- Late Night/Weekend Events

UMatter/ Wellness

- U Matter Speakers

Safe Place

- Denim Days - Sexual Assault Awareness Month

Student Health Center

- Health and Wellness Presentations
- Flu Shot Clinic

Fraternity and Sorority Affairs

- Meet the Greeks
- IFC/PHC/MGC Information Meetings

Office of Diversity & Inclusion

- Pink Shirt Day
- Black History Month
- Trans Week
- Queer Week
- Love Every Body

Chico State Pride

- Mardi Gras Education

AS Government Affairs

- Cats in the Community

CCLC

- Black Lives Matter Rally

Indian Student Association

- Holi Festival

Nursing Student Association

- Healthy Relationships Presentation
- Sex Positive Workshop

Nu Alpha Kappa

- Posada Navidena

Career Center

- Better You Presentation
- LeadCat

Academic Advising

- Got Advising – In Community
- Professor Palooza
- AACE

OTHER ACCOMPLISHMENTS

- In partnership with the Institute for Sustainable Development, University Housing became part of the campus “Living Lab” curriculum.
- Lassen and Shasta Halls won the Energy Campus Conservation Nationals competition against 16 other California campuses.
- Developed interface between Maintenance Connection and RMS/Mercury to enable automated billing.

III. CHANGES IN POLICIES AND PROCEDURES

No significant changes in departmental policies or procedures occurred in 2015-2016.

IV. RESOURCE SUMMARY

RESOURCE ALLOCATION

| Revenue | |
|---|------------|
| Rent, Summer Conference, & Misc. Income | 17,221,400 |

| Expenses | |
|-----------------------|-----------|
| Salaries and Benefits | 4,501,500 |
| Operating Expenses | 5,150,000 |
| Debt Service | 3,350,000 |
| Trf to Building Funds | 500,000 |

| | |
|---------------------------------|-------------------|
| Total Operating Expenses | 13,501,500 |
|---------------------------------|-------------------|

| Reserve Activity | |
|-------------------------|-----------|
| To Reserve 15-16 | 3,719,900 |

* Reserve contribution is higher than anticipated due to College Park home acquisition delays.

HUMAN RESOURCES

Abeer Mustafa was appointed as the Executive Director of the department following the retirement of David Stephen.

FACILITIES

- Shasta Hall carpet replacement
- University Village deck and siding maintenance
- In-house minor maintenance projects:
 - ~ Replaced Shasta Hall boiler
 - ~ Installed redundant hot water systems for North Campus halls,
 - ~ Hydration stations installations in Lassen, Shasta, Sutter, Whitney and North Campus halls.



V. PROGRAM ASSESSMENT OF PAST YEAR

PROGRAM OBJECTIVES

- Transition of new Housing Director – Met
- RMS/Mercury expanded functionality – Ongoing
- EO 1000 interpretation – On hold
- Maintenance Connection expanded functionality – Ongoing

ONGOING ASSESSMENT EFFORTS

SERVICE USAGE SUMMARY

| | |
|---------------------------------------|-------|
| <i>Fall 2015 Occupancy</i> | 100% |
| <i>Waitlisted Students at Opening</i> | 33 |
| <i>Spring 2016 Occupancy</i> | 98.3% |
| <i>Average Occupancy 2015-2016</i> | 97.9% |
| <i>Summer Conference Groups</i> | 22 |
| <i>Summer Conference Guests</i> | 1580 |

VI. ANALYSIS – MOVING TO THE “NEXT” LEVEL

University Housing has been fortunate to have demand that outweighs its capacity over the past several years. Achieving a first rate program will require significant attention in the following areas:

- Building maintenance and improvements
- Increasing access of University Housing to low-income, under-represented populations
- Creating a programming model that focuses on academic success and improved graduation rates

VII. PROGRAM OBJECTIVES 2016-2017

- Create 10-year building maintenance and renewal plan
- Reinvest funds to solve deferred maintenance backlog
- Hold room and board fees at same rate as 2015-2016
- Work with financial aid to establish need-based grant funding
- Institute programming model based on best practices to bolster academic achievement