

California State University,  
Chico

Division of Student Affairs



University Housing Annual  
Report 2016-2017

This is a summary of the activities of University Housing for the 2017-2018 academic year. The Department of University Housing 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.

# UNIVERSITY HOUSING ANNUAL REPORT 2016- 2017

DIVISION OF STUDENT AFFAIRS

## I. MISSION

In August, 2017 a new Mission was created by the Executive Director and Associate Directors after gather input from staff members.

- Our Mission Statement:

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

- Our Diversity, Inclusion and Equity Statement:

University Housing affirms that each person is a distinctive contributor to our community. Our commitment is to embrace an inclusive environment which all persons are respected, valued, and individually celebrated.

- Our Four Pillars:

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

## GOALS

I. Provide safe, clean, attractive and well-maintained residential environments which assist students in making the transition to university life.

## 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: 2,230 students

Operating Budget: \$17.4M

Full-Time Staff: ~57

Student Staff: 232

2. Provide a highly skilled staff in all UH 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.
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. 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 UH 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**

### COORDINATOR FOR RESIDENTIAL LIFE LEADERSHIP AND ENGAGEMENT REPORT

1. The Hub opened in the fall of 2017 and served nearly 5,000 students in its first year. The Hub is open and staffed Sunday-Thursday 2:00 PM to 10:00 PM and on Friday and Saturday 2:00 PM to 2:00 AM. The Hub provides residents and students at large a place to relax, play and study. Frequent "Hubbers" enjoy the Keurig Machine, Sunday Tutors, Wii Game System, a variety of board and card games and the daily trivia. Working in collaboration with the Student Learning Center University Housing piloted a tutoring program on Sunday afternoons, during the spring semester, in the Hub. Tutors were available from 2:00 PM to 8:00 PM and offered both Math and Writing support. The program was successful, and will be continued with some modifications in the fall semester.

2. Prime Time Productions (PTP) collaborated with the Campus Drug and Alcohol Center (CADEC) to host Friday night late night events at the Hub each week. Residents and non-residents could stop by the Hub between 10:00 PM and 1:30 AM each Friday for a variety of fun events such as Glow in the Dark Mini Golf, Karaoke, and award winning Get Cheezy in the Courtyard. The Get Cheezy event served
3. Over 600 grilled cheese sandwiches with a budget of just \$450.00 and was recognized at a conference as the region's most successful low-cost program. As always the strength of Prime Time Productions is in its significant number of campus and community collaborations. Collaborators this year included the Community Legal Information Center (CLIC), AS Productions, the Gender and Sexuality Equity Center (GSEC), Cross Cultural Leadership Center (CCLC), Fraternity and Sorority Affairs, the Wildcat Leadership Institute, AS Sustainability, Campus Pride, Health Center, Delta Sigma Pi, Butte Environmental Council, Stonewall, Office of Diversity and Inclusion, University Police, Chico State Gaming, Safe Place, Embodied, Wildcat Recreation Center, Recreational Sports, Athletics, Career Center, Ballroom Dance, and Academic Advising. Through weekly events and the Hub we served more than 18,000 students.
4. Implemented Living Learning Communities in the residence halls. These theme Communities bridge academics and on-campus living as integral parts of the Chico Experience. These LLC's provide residents with a sense of belonging through an exceptional and intentional living atmosphere. The current LLC's are:
  - a. **PATH Scholars House:** The mission is to create a community of care and resource for individuals that are affiliated with the PATH Scholars Program (Promoting Achievement Through Hope;
  - b. **Lavender Living:** This House is designed as an intentional community affirming the cultural experience of LGBTQ+ residents as well as their allies.
  - c. **Global Experience:** The mission of these two communities is to promote intercultural respect and understanding and advance tolerance and peace among students;
  - d. **Wildcat Emerging Leaders:** This community is open to first-year students in all majors who are interested in developing their personal leadership potential;
  - e. **Wild About Business:** This community is a unique opportunity for first-year business administration and business information systems majors to study and take courses together and
  - f. **Upperclass/Transfer:** This community is a residential experience designed to support students who are transferring from either two-or-four year institution to CSU, Chico.
5. The Inaugural Discernment Dinner was hosted in February and was attended by 45 Whitney Residents, Prime Time Productions student staff and 15 faculty and staff. The dinner took place in the transformed Whitney study lounge and provided students an invaluable opportunity to connect to faculty and staff outside of a classroom or office. Faculty shared personal life stories, including their ups and downs of college, as well as great pieces of advice. The goal is to host three Discernment Dinners in the 2017-2018 school year.
6. The University Housing website was reconstructed to be more user friendly to both current residents and prospective residents. This year long initiative has increased the ability for parents and students to identify much needed information. The website also includes a link to the University Housing Flickr page where residents have access to event photos, a link to our UH Facebook page and a link to our events calendar.

## COORDINATOR FOR STUDENT CONDUCT AND COMMUNITY RESPONSIBILITY REPORT

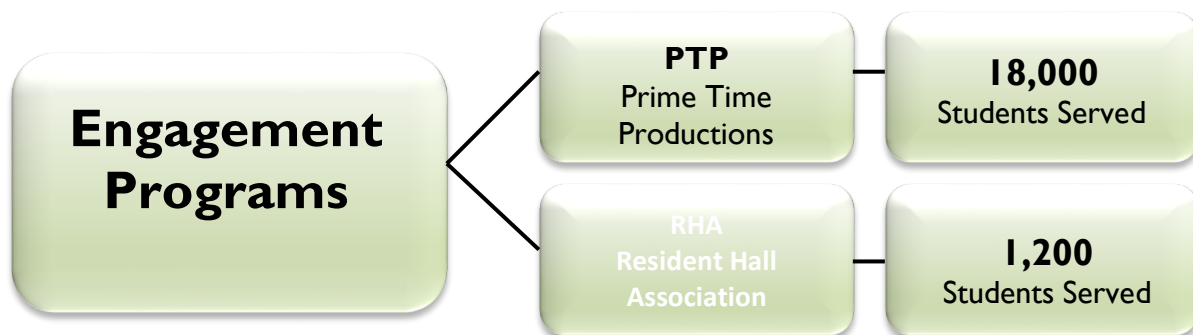
- See Appendix A

### DIVERSITY EFFORTS

1. Marshall Elliott- Diversity Certificate Program
2. Kerry Thao- Diversity Certificate Program

- 2 Diversity trainings per academic year

## RESIDENTIAL PROGRAMMING



### CAMPUS COLLABORATIONS

#### AS Productions

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

#### GSEC

- Queer Week Events
- Transgender Awareness
- Sex Week
- Poetry Night
- Coming out Day
- Transgender day of resilience

#### CADEC

- ROAR Training
- Open Mic Nights
- Up Late Events
- Halloween
- Cesar Chavez

#### UMatter/ Wellness

- Before I Die Wall
- Suicide Prevention
- Wellness Workshops

#### Safe Place

- Denim Days
- Sexual Assault Awareness

- Healthy Relationships Dance

#### Student Health Center

- Health and Wellness Presentations
- Flu Shot
- Flue Awareness

#### Fraternity and Sorority Affairs

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

#### Office of Diversity & Inclusion

- Pink Shirt Day
- Black History Month
- Trans Week
- Queer Week
- Love Every Body Week
- Hispanic Heritage Month
- Cesar Chavez Events

#### Chico State Pride

- Mardi Gras Education
- Coming out Day

#### AS Government Affairs

- Cats in the Community
- Election Events

#### CCLC

- Brave Space

#### Indian Student Association

- Holi Festival

#### Nu Alpha Kappa

- Posada Navidena
- Day of the Dead

#### Career Center

- Workshops
- LeadCat
- Career Fair

#### Academic Advising

- Community Advising
- Professor Palooza
- AACE
- Workshops

#### College of Business

- Business Major advising options
- Workshops
- Speakers

#### Wildcat Food Pantry

- Wildcat Walk Run Dance

#### St. Baldricks

- Discernment Dinne

## OTHER ACCOMPLISHMENTS

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

## I. CHANGES IN POLICIES AND PROCEDURES

- New Application Process for incoming students- see Appendix A

## RESOURCE SUMMARY

### RESOURCE ALLOCATION

<b>Revenue</b>	
Rent, Summer Conference, & Misc. Income	16,875,100
<b>Expenses</b>	
Salaries and Benefits	5,422,033
Operating Expenses	5,495,000
Debt Service	3,049,000
Trf to Building Funds	1,900,000
<b>Total Operating Expenses</b>	<b>15,866,033</b>
<b>Reserve Activity</b>	
To Reserve 16-17	1,009,067

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

## HUMAN RESOURCES

- Dr. Jeff Hale- Associate Director for Operations
- Chris Rhoda- Associate Director for Facilities
- Cathy Gregg- Budget Analyst



FACILITIES/EQUIPMENT

1. UV North roof
2. UV South carpet replacement
3. Whitney carpet (Triples and Quads)
4. Whitney chiller repair
5. UV South lounge furniture
6. Furniture for triples and quads (Whitney & Konkow)
7. In-house minor maintenance projects:
  - i. Lassen RCC apt exhaust fan
  - ii. UV deck and siding repair
  - iii. UV gate maintenance
  - iv. UV resource room

**II. PROGRAM ASSESSMENT FOR PAST YEAR PROGRAM OBJECTIVES**

ONGOING ASSESSMENT EFFORTS

**SERVICE USAGE SUMMARY**

<i>Fall 2016</i>	101.3%
<i>Waitlisted Students at</i>	0
<i>Spring 2017</i>	97.9%
<i>Average Occupancy 16-17</i>	97%
<i>Summer Conference</i>	23
<i>Summer Conference</i>	2,200

**III. 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:

1. Create 10-year building maintenance and renewal plan
2. Reinvest funds to solve deferred maintenance
3. Increase board and room rates 1%
4. Work with financial aid to establish need-based grant funding
5. Institute programming model based on best practice to bolster academic achievement



## IV. PROGRAM OBJECTIVES FOR NEXT YEAR

1. Development of a revised Housing Masterplan: The Housing Master Plan (HMP) specifically focuses on improving the student residential experience through a combination of renovation and new construction projects over the next 5-10 years. The HMP will reposition housing offerings to meet student market demand, increase on-campus undergraduate capacity, and respond to University initiatives related to student success. The anticipated timeline for completion and rollout is 18 months, beginning in late fall 2017 with an expected outcome of having a long-range master plan specific to University Housing
2. Conduct a series of facility condition and longevity studies for Lassen, North Campus, Shasta, and Whitney Halls: The purpose is to determine which area is most opportunistic for redevelopment with an anticipated completion date of late spring 2018. The expected outcome is to provide contemporary and affordable housing for CSU Chico students within 2-5 years.
3. Professional Development of Staff: Provide an events of professional development opportunities including a Brown Bag Lunch series, Guest Speaker series, conference attendance, invited to present at conferences and during department meetings, and completion of certification programs. The purpose is for intellectual growth (e.g., expanding the ability to synthesize multiple sources of information), solve problems, and use the department's experiential base to create new insights and approaches. This is an year round initiative. The expected outcome is learn and utilize critical thinking, reflective listening and effective reasoning skills.
4. Conversion to a new software data management platform
  - i. Allows for more efficient occupancy management, seamless experience for students from application to assignment, and systematic record-keeping for room conditions, housing "deposits," and a variety of data related to desk functions.
  - ii. Implementation is to be completed by end of fall semester.
5. Updating of projectors and smart board technology in the HUB.
  - i. Allows for classes to be held in the 2nd-floor classroom.
  - ii. Provides a better setting for social programming.
  - iii. Completion date is November 30
6. Assessing mail/package delivery services in response to student shopping/shipping behaviors.
  - i. Expand hours in the Whitney mailroom
  - ii. Look for alternative sites that will work as temporary and permanent homes for a mailroom
  - iii. Audit hours spent on extended hours, number of packages compared to previous year, and training needs
7. Complete budget planning in advance of deadline
  - i. Avoid 11th hour reporting
  - ii. March, 2018
  - iii. Implement a "best practices" assessment and approach to all functions as stipulated in the ACUH0-I Professional and Ethical Standards
  - iv. Provide a bona fide professional service for student, staff, and other stakeholders.
  - v. Will involve additional assessment, training, and evaluation
  - vi. Conduct extensive assessment of all areas of University Housing
8. Fire Life and Safety: Plan upgrades to facilities with fire sprinklers and install modern smoke detectors. In addition to making UH facilities safer, this will also reduce the number of false alarms on the current



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fire alarm system and reduce the number of responses from Chico Fire.

9. Whitney Hall: At this time, UH is beginning a mini-masterplan to add additional bed space to existing facilities by constructing additions to existing buildings. Upon completing this,
10. Whitney Hall will be modernized through new construction.
11. Introduce and implement APPA standards: APPA standards have been introduced to the Custodial team and UH is conducting a Beta test in Shasta and Lassen for standardized cleaning procedures and cleaning chemicals.
12. Restructuring FC to provided faster response times to Service Requests: Our goal is to provide 24-hour response times to work orders placed by students during this school year.