

California State University,
Chico
Division of Student Affairs



University Housing Annual
Report 2017-18

This is a summary of the activities of University Housing (UH) for the 2017-18 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 2017-18

DIVISION OF STUDENT AFFAIRS

I. MISSION

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

Our Four Pillars:

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

DEPARTMENT 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 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.

PROGRAM OVERVIEW



University Housing is responsible for the day-to-day operations and administration of all programmatic, financial, personnel, information technology, constituent outreach, 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

Operating Budget: \$17.2M

Capacity: 2,230 students

Student Staff: 232

Full-Time Staff: 55

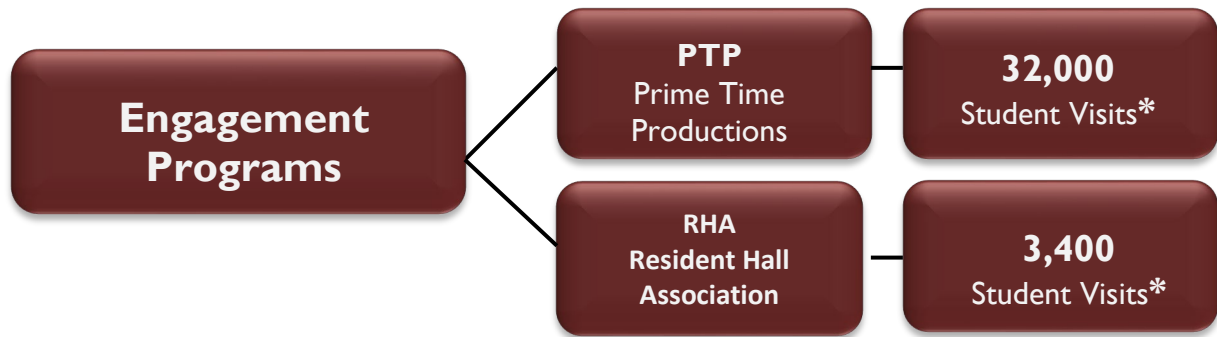
3. Seek to establish inclusive University Housing communities for all residential students which provide and engage residents to better fulfill their promise as citizens and meet their obligations and responsibilities as community members.
4. Engage in efficient and accurate financial management.
5. Effectively market University Housing programs (including conference and off-campus housing services) to ensure the highest possible utilization.
6. Effectively utilize technology to meet student and program needs.
7. Engage in on-going strategic planning for the future improvement of UH service delivery to students and various constituent groups.
8. Be mindful of the development/acquisition of new student housing in order to meet unmet demand should sustainable University enrollments demand additional student housing.
9. 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

One of our primary goals is to be student-centered in all services and program delivery and, in so doing, teaching residential students community responsibility, personal growth, academic achievement, and persistence. Below is a list of programs provided to meet this important goal.



CAMPUS COLLABORATIONS

AS Productions

- Moonlight Movies
- Welcome Week
- 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

- Sexual Assault Awareness
- Healthy Relationships Dance

Student Health Center

- Health & Wellness Presentations
- Flu Awareness

Fraternity and Sorority Affairs

- Meet the Greeks
- IFC/PHC/MGC Info 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

- Drag Show Bingo
- Coming out Day

AS Government Affairs

- Cats in the Community
- Election Events

Men of Chico

- Game Night

Indian Student Association

- Holi Festival

Nu Alpha Kappa

- Posada Navidena
- Day of the Dead

Career Center

- Workshops
- LeadCat
- Local 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

*For 2017-18 we instituted a new method for tracking student usage. This number represents daily visits at events.

2017-18 Department Highlights:

① University Village Shuttle

The shuttle began running on the first day of classes in August of 2017. The shuttle runs Monday-Friday 7:00 am to 8:45 pm. The shuttle has four scheduled stops on a constant rotation, with an additional stop at the University Farm four times daily. While the purchase of the bus was mainly intended to support our residents at University Village, it may be used by any student with a Chico State ID. Students taking classes at the University Farm are the second largest group of users. The bus is not set up to track usage, however; anecdotally we do know that it is often full during most of the morning and late afternoon routes.

② Leadership & Engagement

University Housing supports resident's growth through a variety of leadership and engagement programs including Prime Time Productions, Residence Hall Association and the Hub. Each of these programs are student led with the support of University Housing staff.

Prime Time Productions (PTP) is a programming board focused on providing University Housing Residents a variety of events and activities to help them develop a sense of place in their new home. PTP's mission statement is "Everyone has a place at Chico State, we'll help you find yours." This mission is accomplished through a wide range of collaborations with campus and community partners. Each week, PTP focused on providing at least one late-night social event, one academic support program and one stress or relaxation event. These events drew more than 1,500 residents and 400 non-residents over the course of the academic year. The average participant attended at least one event each semester, with more than half attending at least four programs/events each semester. Collaborations included Hispanic Heritage Month, Queer Week, Native American Heritage Month, Pink Shirt Day, Cesar Chavez, Black History Month, Mental Health Awareness and Suicide Prevention.

③ The Hub

Located in 2 prime locations in our residential communities (Sutter Courtyard and University Village North), the Hub is a gathering place for residents. Fall marked the second year the Hub was open and its' popularity continued to grow. Given its' success, the decision was made to expand, and a second Hub location opened at University Village. In total, the Hub saw over 20,000 swipes – each swipe indicating a new daily visit. This was more than a 60% increase over the previous year. The Hub provides a place for students to socialize, to study with friends and often to enjoy one of the many fun events hosted by PTP. The Hub also opened a study lounge for quiet studying as well as provided Math and English one-on-one tutoring.

DIVERSITY EFFORTS

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.

- Lavender Living House at Konkow Hall – first LGBTQ+ theme housing at Chico State designed as an intentional community affirming the cultural experience of LGBTQ+ residents as well as their allies. Nineteen students lived in this community.
- Resident Advisor book group read and discussed: *Why Are All the Black Kids Eating in the Cafeteria Together?*

- Two staff members completed the Diversity Certificate Program.

III. CHANGES IN POLICIES AND PROCEDURES

- A new housing application process for incoming students was implemented. Once students are admitted into the University, they can apply for University Housing. In the past new students had to wait till mid-April to apply for Housing.
- Created and implemented a new Student Conduct Philosophy:
The University Housing Student Conduct curriculum sets in place community expectations and decision-making strategies, educational conversations, opportunities to challenge self and other community members to advance towards lifelong success.

IV. RESOURCES SUMMARY

RESOURCE ALLOCATION

Revenue	
Rent, Summer Conference, & Misc. Income	17,172,567
Expenses	
Salaries and Benefits	6,471,307
Operating Expenses	4,788,359
Debt Service	3,105,491
Transferred to Building Funds	2,860,332
Total Operating Expenses	17,225,489
Reserve Activity	
From Reserves 2017-18	552,923

* Reserves were used to pay for College Park house acquisitions.

HUMAN RESOURCES

This has been a year of transition for the Senior Level Management team. There are two interim positions: the Executive Director and the Associate Director for Residential Life. Both staff members have been on the University Housing staff for 5 years. We are also in the process of recruiting for our Associate Director for University Housing Administration. While this has been a challenging year, we have been able to maintain consistent leadership and a high level of service to our residents.

FACILITIES/EQUIPMENT

1. UV North Re-roof
2. UV South Carpet
3. Whitney Carpet
4. Whitney, Konkow, and UV Furniture
5. UV Gate Maintenance/Repair
6. UV South Locks
7. Whitney Chiller

V. PROGRAM ASSESSMENT FOR PAST YEAR

PROGRAM OBJECTIVES

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.
(Not completed – added to Program Objectives for 2018-19)
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.
(In progress)
3. Professional Development of Staff: Provide 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 a year round initiative. The expected outcome is learn and utilize critical thinking, reflective listening and effective reasoning skills.
(Not completed)
4. Conversion to a new software data management platform
 - a. 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.

- b. Implementation is to be completed by end of fall semester.
(Completed)
- 5. Updating of projectors and smart board technology in the HUB.
 - a. Allows for classes to be held in the 2nd-floor classroom.
 - b. Provides a better setting for social programming.
 - c. Completion date is November 30.
(Completed)
- 6. Assessing mail/package delivery services in response to student shopping/shipping behaviors.
 - a. Expand hours in the Whitney mailroom.
 - b. Look for alternative sites that will work as temporary and permanent homes for a mailroom.
 - c. Audit hours spent on extended hours, number of packages compared to previous year, and training needs.
(Completed)
- 7. Complete budget planning in advance of deadline
 - a. Avoid 11th hour reporting.
 - b. March, 2018.
(Not completed – added to Program Objectives for 2018-19)
- 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 fire alarm system and reduce the number of responses from Chico Fire.
(In Progress)
- 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, Whitney Hall will be modernized through new construction.
(In Progress)
- 10. 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.
(Completed)
- 11. Restructuring Maintenance Connection software to provide faster response times to Service Requests: Our goal is to provide 24-hour response times to work orders placed by students during the school year.
(Completed)

ONGOING ASSESSMENT EFFORTS

Service Usage Summary

<i>Fall 2017 Occupancy</i>	100%
<i>Waitlisted Students at Opening</i>	0
<i>Spring 2018 Occupancy</i>	93.2%
<i>Average Occupancy 2017-18</i>	95.7%
<i>Summer Conference Groups</i>	22
<i>Summer Conference Guests</i>	2,100

Student Assessment of Satisfaction, Quality, and Student Learning Outcomes

Each fall University Housing conducts a student satisfaction survey. On average 10% of the residential population responded to the 2017 effort. A full report is also available.

Categories assessed include:

Student Staff	Room Setting
Amenities	Services and Procedures
Dining	Safety and Security
Academic Support	Diversity and Inclusiveness
Overall Experience	

VI. ANALYSIS

University Housing is a thriving department within the division of Student Affairs. Even with the major transition within the department; residents and staff were able to have a successful year. As we look ahead, we are in a good position to have another successful year. Hiring, training, and successfully onboarding a new management team will be a top priority. Managing the budget for each area will also be priority for the team this year.

VII. PROGRAM OBJECTIVES FOR NEXT YEAR

1. Development of a revised Housing Master Plan (HMP) specifically focusing 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.
2. Budget:
 - a. Provide managers with year-to-date spending monthly.
 - b. Implement a budget revision as needed in January 2019.
3. Conversion and implementation of Star Rez, our new software data management platform which includes:
 - a. Resident Management

- b. Guest Registration
 - c. Package Notification
 - d. Conference Housing
4. Provide opportunities for full time and student staff to be able to expand their knowledge of diversity. This will be accomplished via in services, workshops, guest speakers, and conferences.
 5. Create and implement a comprehensive University Housing student and professional staff recruitment plan which includes training in Diversity and avoiding bias in hiring.
 6. Develop a comprehensive University Housing Assessment Plan that includes resident's views on Housing, Dining, and specialty Housing.