

California State University,
Chico
Division of Student Affairs



University Housing Annual
Report 2018-19

This is a summary of the activities of University Housing (UH) for the 2018-19 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 2018-19

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: \$16.1M

Capacity: 2,230 students

Student Staff: 220

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

Academic Advising

- Community Advising
- Professor Palooza
- AACE
- Workshops

ARC

- Presentation

AS Government Affairs

- Cats in the Community
- Election Events
- Chico Make a Difference Day
- Voter registration
- Senators & Smores
- Tabling

AS Productions

- Moonlight Movies
- Welcome Week

AS Sustainability

- Diversion Excursion
- Earth Day
- Workshops
- Meet the Greens
- Eco Outdoor Movie

CADEC

- ROAR Training
- Up Late Events
- Halloween
- Cesar Chavez
- Prescription Drug Awareness movie night

Career Center

- Workshops
- LeadCat
- Local Career Fair

CCLC

- Diversity workshop
- Posada Navidena

CLIC

- Paperwork know how workshops
- Tabling

College of Business

- Business Major advising options
- Workshops
- Speakers

Counseling & Wellness

- Wellness week
- Emergency crafting and counseling

Delta Sigma Pi

- LinkedIn Workshop

Financial Aid

- Workshops

FMS/EcoReps

- Meet the Greens
- Earth Day

Fraternity & Sorority Affairs

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

German Club

- Movie Night

GSEC

- Queer Week Events
- Transgender Awareness
- Sex Week

Indian Student Association

- Holi Festival

Just Us

- Game Night

Latinas in Action

- Tabling

Mecha

- Posada Navidena
- Baile
- Cesar Chavez

Meriam Library

- Presentation

Nu Alpha Kappa

- Posada Navidena
- Cesar Chavez

Off Campus Housing Dept

- Workshop
- Housing fair

Office of Diversity & Inclusion

- Provecho
- Pink Shirt Day
- Black History Month
- Trans Week
- Queer Week
- Hispanic Heritage Month
- Cesar Chavez Events

Pride

- Drag Show Bingo
- Coming out Day

Safe Place

- Workshops & presentations
- Sexual Assault Support panel

SOTA

- Fall Acoustics
- Music in the Courtyard

Study Abroad

- Presentations

Student Health Center/Heat Interns

- Health & Wellness Presentations
- Flu Awareness
- Tabling

Sutter Dining

- Trivia nights

UMatter/ Wellness

- Suicide Prevention
- Wellness Workshops

Wildcat Food Pantry

- Cooking Class & Cal Fresh sign ups

Wildcat Gaming Club

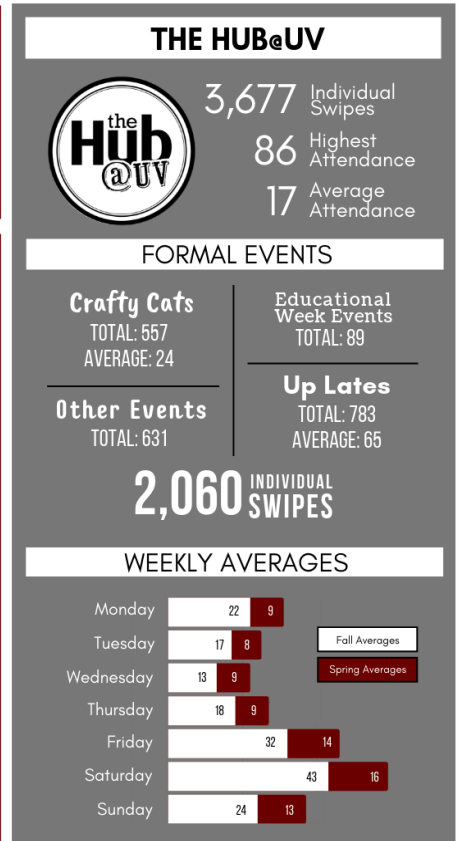
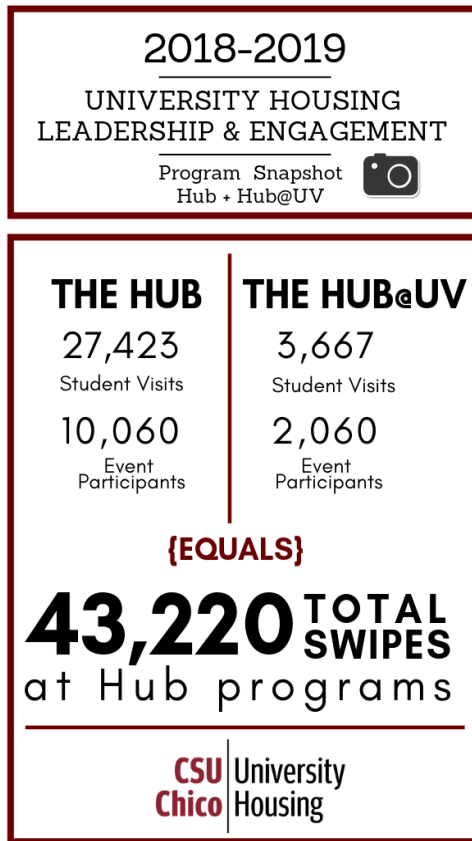
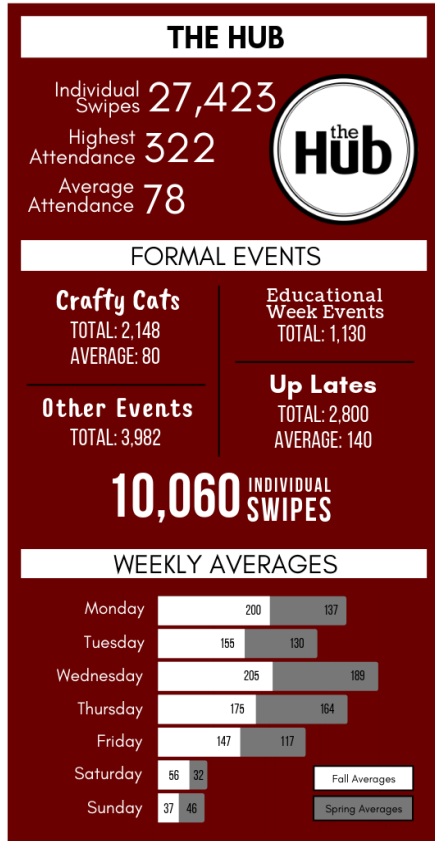
- Gaming Nights

WREC

- Meet the WREC
- Dogs & Donuts
- Fuego
- Restorative Yoga

Young Life College

- Game night



2018-19 Department Highlights:

1 The Hub

Located in 2 prime locations in our residential communities (Sutter Courtyard and University Village North), the Hub continues to be a gathering place for residents. Fall marked the third year the Hub was open and its' popularity continued to grow. The second Hub location at University Village has also seen an increase in the number of students participating over the year. In total, the Hub saw over 43,000 swipes – each swipe indicating a new daily visit. This was more than a 50% 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 Hub Productions.

2 Leadership & Engagement

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

Hub Productions 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. Hub Productions' 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,

the focus is on providing at least one late-night social event, one academic support program and one stress or relaxation event. These events drew a variety of residents over the course of the academic year.

3 Natural Disasters

In 2018-19 the campus and community of Chico experienced two major natural disasters: The Camp Fire (11/8/18) and a severe super cell thunderstorm (4/2/19). During the Camp Fire the campus closed, but University Housing remained open for residents. During the course of the week of the campus closure, up to 400 residents remained living in on-campus residential communities. University Housing provided support and information to the residents and their parents. We were able to provide housing, basic needs, and food service to students who were impacted by the Camp Fire and were left homeless.

There was major flooding that occurred due to the super cell thunderstorm on 4/2/19. The basement of Whitney Hall was flooded with over 5 feet of water. The entire electrical unit for Whitney Hall was destroyed. The 576 residents and staff were left without power until a generator could be secured (over 24 hours later). There was also massive damage to offices and storage areas in the basement.

Throughout both of these major natural disasters, the University Housing staff rose to the occasion by working tirelessly around the clock. The team worked with residents, parents, campus partners, the police, the fire department, the media, and the Emergency Operations Center.

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.

III. CHANGES IN POLICIES AND PROCEDURES

- A new housing application process for incoming students was fully implemented and used all 2018-19. In collaboration with the Office of Admissions, the housing application is now open for new residents in March.
- Fully implemented the 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	\$17,222,968
Expenses	
Salaries and Benefits	\$5,816,960
Operating Expenses	\$5,156,831
Debt Service	\$2,774,817
Transferred to Building	\$2,375,000
Total Operating Expenses	\$16,123,608
Reserve Activity	
Transferred to Reserves 2018-19	\$192,361

HUMAN RESOURCES

This has been another year of transition for University Housing. We had a 15% vacancy rate in our full time staff. All three Associate Directors (Residential Life, Administration, and Facilities) were hired during 2018-19. The ADs are currently learning their positions and setting goals for their areas. We will continue to recruit for the remaining 4 full time staff positions this academic year. While this has been another challenging year on the personnel front, we have been able to maintain consistent leadership and a high level of service to our residents.

FACILITIES/EQUIPMENT

2018-19 Housing Projects

University Village Siding, Paint and Lighting – \$2,632,189

Replace siding on multiple buildings, replace dry rot framing/decks, paint exterior & add LED lighting.

University Village Tub/Shower Re-Caulk and Lockset Upgrade –\$199,576

Remove and replace caulking at all tub/shower combinations. Remove and replace key core entrance locks with electronic FOB activated locks.

University Village Address Change – \$4,869

Procure and install new address sign at 1206 West Sacramento Ave gate to designate UV entrance.

University Village Furniture – \$63,395

Provide and install new lounge furniture.

Whitney Hall 124 Entrance Door – \$13,732

Remove existing window, exterior brick and interior sheetrock and install new storefront door system.

Whitney Lounge Furniture Reupholster – \$35,000

Reupholster existing built in lounge furniture.

Sutter Dining Replace Henny Penny – \$37,968

Replace Henny Penny end of life cycle.

Sutter Dining Replace Beverage Ice Makers – \$5,812

End of life cycle.

V. PROGRAM ASSESSMENT FOR PAST YEAR

PROGRAM OBJECTIVES

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.
(Completed)
2. Budget:
 - a. Provide managers with year-to-date spending monthly.
 - b. Implement a budget revision as needed in January 2019.*(Not completed – added to goals for 2019-20)*
3. Conversion and implementation of Star Rez, our new software data management platform which includes:
 - a. Resident Management *(Completed)*
 - b. Guest Registration *(Completed)*
 - c. Package Notification *(In progress)*
 - d. Conference Housing *(In progress)*
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.

(Not completed – added to goals for 2019-20)

5. Create and implement a comprehensive University Housing student and professional staff recruitment plan which includes training in Diversity and avoiding bias in hiring.

(Not Completed – added to goals for 2019-20)

6. Develop a comprehensive University Housing Assessment Plan that includes resident's views on Housing, Dining, and specialty Housing.

(Completed)

ONGOING ASSESSMENT EFFORTS

Service Usage Summary

<i>Fall 2018 Occupancy</i>	98.8%
<i>Waitlisted Students at Opening</i>	0
<i>Spring 2019 Occupancy</i>	91.1%
<i>Average Occupancy 2018-19</i>	93.9%
<i>Summer Conference Groups</i>	25
<i>Summer Conference Guests</i>	2,000

Student Assessment of Satisfaction, Quality, and Student Learning Outcomes

Each fall University Housing conducts a student satisfaction survey. Approximately 15% of the residential population responded to the 2018-19 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 continues to be a thriving department within the division of Student Affairs. As we look ahead, we are in a good position to have another successful year. Implementing the Housing Master Plan, hiring, training, and successfully onboarding a new employees will be the top priorities. Managing the budget for each area will also be task for the management team this year.

VII. PROGRAM OBJECTIVES FOR NEXT YEAR

1. Budget:
 - a. Provide managers with monthly reports on year-to-date spending.
 - b. Implement a budget revision as needed in January 2020.

2. Implementation of 5 modules within Star Rez housing management software:
 - a. Package Notification
 - b. Conference Housing
 - c. Room Inventory
 - d. Keys Management
 - e. Work Order and Maintenance Requests

3. 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.

4. Create and implement a comprehensive University Housing student and professional staff recruitment plan which includes training in Diversity and avoiding bias in hiring.

5. Complete the Chancellor's Office Audit in the summer of 2019. Comply with finding resolutions and remedies to any of the findings from the audit.