California State University, Chico
Division of Student Affairs

University Housing
Annual Report 2021-22

This is a summary of the activities of University Housing (UH) for the 2021-22 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.
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.
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.


**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 Affair’s 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:
2021-2022 UNIVERSITY HOUSING
THE HUB
End of Year Report

18,472 TOTAL SWIPES at The Hub
- 12,285 individual swipes at The Hub during non-event hours
- 6,187 swipes from all Hub formal events

110 HUB EVENTS
- Community Development Model
- Connecting to Campus: 67
- Leadership, Service, & Engagement: 9
- Personal Development: 26
- Diversity, Equity, & Inclusion: 8

THE HUB @UV
The Hub at UV was closed during the 2021-2022 year except during events

THE HUB CAMPUS COLLABORATIONS
- AS Government Affairs
- AS Productions
- AS Sustainability
- Ballroom Dance Club
- Career Center
- CCLC
- FMS
- Fraternity and Sorority Affairs
- QEDC
- MECHA
- Off Campus Housing
- SOTA
- Student Life and Leadership
- Welcat Prevention
- Welcat Safe Place
- Wildcat Food Pantry
- Wildcat Gaming Club
- Womxn in SisTahood
- WREC

UNIVERSITY VILLAGE
LARGE SCALE PROGRAMS

26 Programs
769 Total Resident Attendance

Connecting to Campus
Personal Development
Leadership, Service, and Engagement
Diversity, Equity, Inclusion
Other

Pillars
2021-22 Department Highlights:

Leadership & Engagement
University Housing supports resident’s growth through a variety of leadership and engagement programs including Hub Productions and Community Council (COCO). These programs are student led with the support of University Housing staff.

Located in two prime locations in our residential communities (Sutter Courtyard and University Village), the Hub continues to be a gathering place for residents. The Hub provides University Housing residents a variety of events and activities to help them develop a sense of place in their new home. The mission statement of the Hub 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. The focus is on providing a safe space for students to relax, study, or hang out. The Hub also puts on late-night social events, academic support programs, destress events, and other fun programs. The popularity of the Hub continued to grow in 2021-22. In total, the Hub saw over 19,000 swipes – each swipe indicating a new daily visit or a new visit to a Hub event. These events drew a variety of residents over the course of the academic year.

Community Council or “COCO” are groups of student leaders representing each of our communities focusing on leadership development as well as advocacy and hosting small-scale community events. Our COCO’s this year were small but mighty and hosted events from cereal bars and paint nights to volleyball tournaments to handing out finals care packages. They also surveyed the residents and advocated for their communities and purchased new items to support our everchanging student population including: video game equipment, grilling tools, games and projectors. The University Village COCO also started a community pantry and a lending library.

COVID-19
During the 2021-22 year, there were many changes made to our Housing protocols due to COVID-19. Initially, UH determined that all residents needed to be vaccinated or have an approved exemption prior to moving into the residence halls. If a resident had an exemption they needed to comply with weekly surveillance testing. The UH team had to verify all vaccinations/exemptions during the summer. The 28 residents with exemptions were monitored to make sure they complied with the testing requirement.

Isolation 189 bed spaces (95 rooms) were set aside at University Village (UV) and utilized to transport COVID positive students to an isolation space for their isolation period. University Housing and FMS staff transported positive students from main campus to UV via a van. Associated Students Dining Services provided 3 meals daily delivered to students in isolation at UV.

The Associated Students also rolled out a delivery option for all UV students using the GET app and a pickup to go option from Sutter Dining.

In January all residents were required to get a COVID-19 test on site, prior to moving back into their room. The Hub in the Sutter Courtyard was used as the testing site and was open 24 hours a day for three days. We had a 90% compliance rate during the three days.
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.

- First Gen House at Konkow Hall- The mission of the First Gen House is to create a community of care and resource for individuals that are the first in their family to attend college. The First Gen community offers a space where students with varied and diverse backgrounds can come together and build a strong foundation for their first year at Chico State. There are opportunities to connect with first generation faculty and staff. Sixteen students lived in this community this academic year.

- Lavender Living House at Konkow Hall – LGBTQ+ themed housing at Chico State designed as an intentional community affirming the cultural experience of LGBTQ+ residents as well as their allies. Thirty-one students lived in this community this academic year. We are noticing a uptick in the amount of students applying to live in this community and are looking to expand it for the 22-23 academic year.

- Resident Advisors receive training in the Fall, Spring and throughout the year on topics relating to diversity, equity and inclusion. The department is also committed to supporting the work of our campus partners in these areas. The 64 Resident Advisors supported campus programs related to diversity, equity and inclusion 246 times throughout this academic year.

III. CHANGES IN POLICIES AND PROCEDURES

Policy Changes due to COVID-19

Changes that were made to the UH Policy Guide for this academic year due to COVID-19 are as follows:

- No guests will be allowed in any residential community after your move-in appointment time. This includes family members or friends who do not live in any UH residential community.
- Face coverings are required in all residential community common areas, lobbies, hallways, elevators, and dining facilities (when not eating).
- Residents are responsible for self-monitoring for COVID-19 related symptoms, this may include temperature taking. If you have symptoms, have come in contact with someone who has tested positive, or if you have tested positive you will be directed to isolate or quarantine in your own space or in another residential space provided to you.
- Each resident is allowed to have a maximum of one additional person in their room at any given time.
- Residents may be required to participate in required COVID-19 surveillance testing and the process for reporting results.

In March COVID-19 policies were lessened to the following:
• No guests will be allowed in any residential community after your move-in appointment time. This includes family members or friends who do not live in any UH residential community. University Housing does permit guests in Sutter Dining.
• Residents are responsible for self-monitoring for COVID-19 related symptoms, this may include temperature taking. If you have symptoms, have come in contact with someone who has tested positive, or if you have tested positive you will be directed to isolate or quarantine in your own space or in another residential space provided to you.
• Residents may be required to participate in required COVID-19 surveillance testing and the process for reporting results.

IV. RESOURCES SUMMARY

RESOURCE ALLOCATION

<table>
<thead>
<tr>
<th>Revenue</th>
<th>$ 22,791,597</th>
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<tbody>
<tr>
<td>Rent, Board, Summer Conference, &amp; Misc. Income</td>
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<table>
<thead>
<tr>
<th>Expenses</th>
<th>$19,198,315</th>
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<tr>
<td>Salaries and Benefits</td>
<td>$ 2,836,465</td>
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<tr>
<td>Operating Expenses</td>
<td>$12,543,675</td>
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<tr>
<td>Debt Service</td>
<td>$3,818,175</td>
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<table>
<thead>
<tr>
<th>Reserve Activity</th>
<th>$3,593,282</th>
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<tbody>
<tr>
<td>Transferred to Reserves 2021-22</td>
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HUMAN RESOURCES

This has been another year of transition for University Housing. We had a 20% vacancy rate in our full-time staff. The AD of Residence Life was interim for a majority of the academic year and was doing both the AD and the Senior Coordinator of Conduct and Compliance position. As we ended the fiscal year more staff transitioned to other opportunities and our vacancy rate increased. We are currently recruiting for 7 full time staff positions this upcoming 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

2021-22 Housing Projects

- Whitney Staff Apartment Reflooring - $40,600
- UV Building 8 Fire Damage Repair - $83,174.35
- Shasta/Lassen Toilet Replacement (Water Conservation Project) - $17,200
- Shasta Backflow Upgrade - $7,300
- Konkow Heat Pump Replacement - $21,400
- University Village Sink Replacement - $25,700
- Sutter Compost Dumpster Concrete Pad - $13,000
- Whitney ProStaff Office Conversion - $14,100
- Camera Replacement - $399,000
- Purchasing 760 MicroChill (microwave and mini fridge) units for each room in Shasta, Lassen, Whitney, Sutter, Esken, and Mechoopda - $296,126

V. PROGRAM ASSESSMENT FOR PAST YEAR

PROGRAM OBJECTIVES

University Housing had to allocated most of our resources to managing our response to the COVID-19 pandemic. This became the top priority for the year.

1. Budget:
   a. Provide managers with year-to-date spending quarterly.
   b. Implement a budget revision as needed in January 2022.

   **(Completed)**

2. Conversion and implementation of Star Rez, our new software data management platform which includes:
   a. Conference Housing

   **(In progress)**

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.

   **(Completed)**
4. 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**

<table>
<thead>
<tr>
<th>Service</th>
<th>Fall 2021 Occupancy</th>
<th>Spring 2022 Occupancy</th>
<th>Average Occupancy 2021-22</th>
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<tbody>
<tr>
<td>Waitlisted Students at Opening</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Summer Conference Groups</td>
<td>4</td>
<td></td>
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</tr>
<tr>
<td>Summer Conference Guests</td>
<td>475</td>
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**Student Assessment of Satisfaction, Quality, and Student Learning Outcomes**

Each fall University Housing conducts a student satisfaction survey. Approximately 13.7% of the residential population responded to the 2021-22 effort. A full report is also available.

Categories assessed include:
- Student Staff
- Amenities
- Dining Services
- Safety and Security
- Overall Experience
- Room Setting
- Services and Procedures
- Diversity and Inclusiveness
- Academic Support

**VI. ANALYSIS**

University Housing continues to be an essential department within the division of Student Affairs. As we look ahead, we are continuing to prioritize managing our response to the pandemic and stabilizing our professional staff to position ourselves to have another successful year:

**VII. PROGRAM OBJECTIVES FOR NEXT YEAR**

1. Continue to prioritize student safety regarding the COVID-19 pandemic
2. Stabilize staffing levels: Hiring, training and successfully onboarding new employees
3. Create comprehensive employee onboarding and offboarding processes