

2020-21 Department Annual Report – Off Campus Student Services

I. Departmental Mission Statement:

The role of the Director of Off-Campus Student Services consists of three primary components. The first, to support CSU, Chico students with their off-campus experience.

Equally important is to build lasting relationships with key community stakeholders. Critical to this mission is fostering strong and healthy community relationships with city officials, law enforcement, civic leaders, property owners, and employers. As these relationships are established, they represent improved opportunities for advocacy on behalf of our students. A successful community experience enhances a student's education, assists in the goals associated with GI 2025 and improves the University's reputation within the Chico community.

The ultimate mission of this department is to maintain an effective "town and gown" environment, working cooperatively towards a common goal of creating a successful Chico experience for every student, business and resident of Chico.

II. Departmental Accomplishments:

- Successfully developed key relationships with campus and community stakeholders
- Work in cooperation with the Basic Needs initiative in providing housing for students suffering from various degrees of housing insecurity
- Participate in the development of Rapid Rehousing initiatives through the State of California and the California State University, Chancellor's office
- Implemented and now maintain the Rental Housing- Certification Program in conjunction with the North Valley Property Owners Association
- Introduced and now work to enhance the value of the Off-Campus Housing Connections program to student housing providers in Chico. To date, the program has raised over \$150,000 (currently \$50,000 annually) and is used primarily to assist students experiencing housing insecurity.
- Daily, support students with their off-campus housing challenges
- Participate in educational opportunities with at-risk students transitioning to off-campus living.
- Developed and maintain off-campus website providing students and their families with a variety of tools and resources relative to off-campus living.
- Successfully lobbied for passage of several new (or revisions) to City Ordinances that impact student safety within campus area neighborhoods
- Collaborate with the City of Chico staff, downtown business owners and North Valley Property owners on various public safety, homelessness and infrastructure initiatives that have a direct impact on Chico State students.

Diversity Efforts: Director is a graduate of the (nine-month) Diversity Certification Program. Participate in various diversity sub-committees to broaden understanding of the needs of this diverse institution. A significant number of students seeking support from this Department are First Generation, EOP, Path Scholar students often lacking family support. Assistance is offered to navigate the domestic challenges experienced by these students when attempting to locate to safe and convenient off-campus housing with cooperative and understanding property owners.

Educate students on the importance of choosing compatible roommates, understanding the particulars of a lease contract and building awareness of tenants' rights and responsibilities while living in off-campus housing.

III. Changes in Policies and Procedures:

For the initial months of the 2020-21 school year, implemented a fully virtual operation for the department enabling students to book phone and video appointments and carry out all critical student services virtually throughout the COVID-19 pandemic.

IV. Resources Summary:

- Budget Summary: No budget submitted at this time;
- Staffing: N/A
- Facilities/Equipment (N/A)

V. Program Evaluation for Past Year:

- **Program Objectives:**

Last year's focus had been to assist students and their families with the disruptions caused by the Camp Fire and in 2019-20, this year with challenges created by COVID-19. These events increased the need to leverage relationships with property owners to familiarize the campus community with housing opportunities and lease challenges.

This year has also been our first rolling out the State Rapid Rehousing program in coordination with Basic Needs and the Chancellor's office. The campus now has multiple resources to assist students facing housing insecurity via the RRH funding as well as the Chico State Connections funds.

- **Ongoing Assessment Efforts:**

- Assist with placement of students facing housing insecurities
- Student education through participation in Rental Housing Certification program and educational presentation opportunities
- Continuing to create value for property owners/managers with the Off-Campus Housing Connections program
- Ongoing engagement with
 1. Elected City staff and elected officials
 2. Landlords

3. North Valley Property Owners Association
 4. The University community (staff and faculty)
 5. Students receiving rental housing direction/assistance with off campus housing challenges;
- Student Learning Outcomes Measures
 1. Assist in student/community challenges leading to positive outcomes;
 - Most Critical Performance Indicators;
 1. Off Campus neighborhood safety improvements
 2. Improved student/parent housing/leasing education
 3. Reduction of student/landlord disputes
 4. Successfully addressing student housing insecurity needs

VII. Program Objectives for Next Academic Year

- Transition the Off-Campus Housing Connections program to the new Director
 - Enhance attributes of program to maintain value during virtual environment
 - Work to retain current list of 20 property owners and corresponding \$50,000 annual revenue
- Further development of partnerships with community entities to bolster campus/community relationships;
 - City of Chico
 - City Manager
 - Mayor/Council
 - Town/Gown and related community sub-committees
 - UPD/Chico Police Department
 - Chico Chamber of Commerce
 - Sub committees
 - North Valley Property Owners Assoc.
 - COVID campus marketing and educational outreach during COVID to campus property owners/managers
- Prepare all aspects of the Off-Campus Student Services department for new leadership as directed by VPSA