2017 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 experiences. An equally critical role is to build lasting relationships with property owners/managers that provide housing within the campus neighborhoods. Finally, working alongside City and County staff and elected officials building stronger civic engagement between the University and the community.

Critical to this mission is fostering strong and healthy community ties with city officials, law enforcement, civic leaders, property owners, and employers. As these relationships are established, there are improved opportunities for advocacy on behalf of our students. A successful community experience enhances a student’s education, assists in graduation objectives and improves the University’s reputation.

The ultimate mission of this department is to insure that an effective “town and gown” connection is in place, working cooperatively towards a common goal of creating a successful Chico experience for every student, business and resident of Chico.

II. Departmental Accomplishments:

- Successful development of key relationships with campus and community stakeholders
- Implemented the Rental Housing Certification Program in conjunction with the North Valley Property Owners Association
- Introduction of the Off-Campus Housing Connections program to student housing providers in Chico has raised over $35,000 to date designated for assisting students experiencing housing insecurities.
- Assisting students each day with their off-campus housing challenges
- Held numerous educational sessions throughout the year with students focusing on transitioning to off-campus living.
- Developed an off-campus specific 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
- Worked with City of Chico staff on various public safety, homelessness and infrastructure initiatives that have a direct impact on Chico State students.

Diversity Efforts: Completed the (nine-month) Diversity Certification Program this past year to broaden understanding of the needs of this diverse institution. In addition, the program afforded the opportunity to build new relationships leading to expanding awareness of the services provided by this department. A significant number of students seeking assistance from this Department have been First Generation, EOP, Path Scholar students that often lack the family support to navigate the domestic challenges. Off-Campus student support is available to any
student attempting to locate safe and convenient off-campus housing from credible property owners. Programs and support focus on educating individuals in choosing compatible roommates, understanding the particulars of a lease contract and building awareness of tenants’ rights and responsibilities while living in off-campus housing. While these tools are valuable to all students, they are especially critical to those lacking family support.

III. Changes in Policies and Procedures: (N/A)

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:**
  This year’s focus has been to broaden relationships both on and off campus while developing new, creative and effective methods to carry forth the department’s mission in a variety of areas that are essential to insure student success while living and learning in Chico.

  During the next academic year, this division will introduce a program to provide financial assistance to students suffering from various forms of housing insecurity through the funds raised via the “Connections” program.

- **Ongoing Assessment Efforts:**
  - Student participation in Rental Housing Certification program
  - Property owners/managers participation in Off Campus Housing Connections program
  - Students suffering from housing insecurity receiving tangible assistance
  - Ongoing and increased engagement with
    - Elected City officials
    - City staff
    - Landlords
    - The University community (staff and faculty)
    - Students receiving rental housing direction/assistance with off campus housing challenges;
  - Student Learning Outcomes Measures
    - Assistance in student/community challenges resulting in positive outcomes;
  - Most Critical Performance Indicators;
    - Off Campus neighborhood improvements
    - Improved student/parent education regarding housing
    - Reduction of student/landlord disputes
    - Successfully addressing student housing insecurity needs
VII. Program Objectives for Next Academic Year

- Expansion of the Off Campus Housing Connections program
  - Enhancement of off-campus providers-University relationships
  - Increase funding of grants for housing insecurity issues.
- Further development of partnerships with community entities to bolster campus/community relationships;
  - City of Chico
    - City Manager
    - Mayor/Council
    - Town/Gown and related community committees
    - Chico Police Department
    - Chico Chamber of Commerce
    - Sub committees
      - North Valley Property Owners Assoc.
        - Ongoing individual landlord outreach;
        - Cooperative training projects;
- Ongoing involvement with the International Town Gown Assoc.
- Expand student participation of the Rental Housing Certification program
- Initiate one-on-one support to Path Scholar (Foster Youth) students via on campus housing living/learning program.
- Researching the development of a restorative justice program in concert campus stakeholders, the City of Chico and the County District Attorney.