July 15, 2016

Department Annual Report – Off Campus Student Services

I. Departmental Mission Statement: The primary role of the Director of Off Campus Student Services is to support CSU, Chico students in their off campus university life experiences, working to insure their success in and around the off campus educational experience. In addition, an equally critical role is to work with landlords to enhance existing relationships, thereby insuring future advocacy on behalf of our students. Finally in this capacity I am working alongside both staff and elected officials with the City of Chico to foster stronger civic engagement between the University and the community at large.

Critical to this experience is fostering strong and healthy community ties enabling students to understand, appreciate and grow as positive and productive members of the Chico community. A successful living experience will enhance a student's educational experience and better prepare them for their life goals.

Working alongside students and other stakeholders, including city officials, law enforcement, landlords, and employers just to name a few, bridges will be built and relationships will be maximized. The ultimate goal of this department is to insure that the “town and gown” are working cooperatively towards a common goal of creating a successful Chico Experience for every Chico State student as well as the community at large.

II. Departmental Accomplishments (department/position newly established):

- Development of key relationships both on campus and within the community;
- Successfully lobbied and passed several new or revised City Ordinances that impact the off campus student neighborhoods in Chico;
- Implemented Housing H.E.L.P. education sessions to assist students with housing related life skills;
- Achieved full “buy in” from the North Valley Property Owners Association on several upcoming campus related initiatives.
- Assisted numerous students in their housing challenges during the past year;
- Updates to the University’s Off Campus Housing Guide;
- Creating avenues to reach out to parents of students and educate them on the more fundamental and critical aspects of their students off campus housing;

Diversity Efforts: While the Department has been in place for just one year, it has been a goal since its inception to represent underserved students. There are many students on campus that lack family support to navigate the domestic challenges that are often faced as they find themselves away from home for the first time. Assistance is offered to any student attempting to locate safe and convenient off-campus housing from credible property owners, educating them in how to identify successful roommate relationships, understanding their lease contract and all other
aspects of off-campus housing. While these tools are valuable to all students is 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: No direct staffing: Intending to leverage Resident Hall Advisors in promoting Rental Housing Certification to Resident Hall residents;
   • Facilities/Equipment (N/A)

V. Program Evaluation for Past Year:

Program Objectives:
   • As this was a new department during the past year, the focus of efforts has been to develop and build upon critical university and community relationships. As a part of the development of these relationships, there has been the need to provide a thorough explanation as to the focus and value of the Departments position and mission both on campus and throughout the community.

VI. Ongoing Assessment Efforts:
   • Statistics on Program Usage
     o Community: Maintaining a summary of key contacts and discussions;
       ▪ Elected City officials
       ▪ City staff
       ▪ Landlords
       ▪ The University community (staff and faculty)
     o Students: Developing strong ties with student campus leadership;
     o Assisting students with off campus housing challenges;
   • Student Learning Outcomes Measures
     o Review responsiveness and results from discussions with students regarding neighborhood community concerns;
     o Assistance in student/community challenges resulting in positive outcomes;
     o Creation of Housing HELP training; monitoring feedback;
     o Development of Off Campus Housing Certification and monitoring results;
   • Most Critical Performance Indicators;
     o Off Campus neighborhood improvements

VII. Program Objectives for Next Academic Year

   • Further development of partnerships with other campus entities to bolster campus/community relationships;
- On Campus Housing;
- Community Life and Leadership;
- EOP
  - Foster Youth
  - Homeless
- Associated Students;
- University Police;
- Summer O presentations;
- CADEC;
- Civic Engagement;
- Off Campus Neighborhood Audits;
- Project Management;
- Judicial Affairs;
- 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.
    - Individual landlord outreach;
    - Cooperative training projects;
    - Development of “Wildcat Partners” program for landlords;
    - Increase awareness/seek out solutions regarding student homelessness;
  - Employers, possibly through Chico Chamber Legislative Action committee to foster development of local employment of Chico State students/graduates;
- Finalize the development and release Off Campus Housing Certification program with collaboration from NVPOA and University Housing;
- Become an active participant in the International Town Gown Assoc.;
- Continue to develop both University and Community partnerships to enhance the mission of the Off Campus Student Services program;
  - Develop a preferred partnership opportunity (fee based) for off campus property owners/managers with the intention of improving communication between off campus housing representatives and their student residents; Possibility of utilizing funds from the marketing of these efforts for emergency housing funds for students in need;
- Work alongside City officials and property owners to develop strategies for safety and civility improvements to campus area neighborhoods;