California State University, Chico

Division of Student Affairs
Department Name
Annual Report 2025-26

Departmental Annual Report Outline (2-5 pages max)

Due: Thursday, August 13th, 2026

Reporting period August 2025 – August 2026 · Source: Maxient

Mission Statement

The Office of Student Rights and Responsibilities upholds student rights and responsibilities under Title 5 of the California Code of Regulations and the CSU Student Conduct Code. We address complaints and alleged academic and behavioral policy violations through a student-centered, transparent process grounded in the Chico State Community Agreements of Respect, Empathy, and Integrity. Our approach is restorative and trauma-informed: we hold students accountable to community standards while supporting their learning, growth, and persistence to degree, sustaining a campus culture in which every community member feels safe, valued, and understood.

Accomplishments — A Highlight

Proudly Owning Who We Are

Educationally focused resolution at scale. OSRR resolved 2,591 case files from 1,287 incidents involving 1,246 students, closing 95.4%. Of 1,657 charged files, 1,034 (62.4%) produced a responsible finding, yet only 12 (0.5%) ended in suspension or expulsion. Outcomes were developmental: 497 educational assignments, 262 housing warnings, 180 WellCat wellness check-ins, 141 policy quizzes, 55 reflective writing assignments — evidence that restorative practice is how we operate, not just how we describe ourselves.

Procedural fairness measured, not assumed. We deployed a branched post-process survey across the complaint and conduct pathways, measuring fairness, understanding of allegations, and awareness of options independent of outcome, with anonymity protections suited to a low-volume process. This is our first direct student-voice measure of due process quality.

Diversity, equity, and access progress. Eleven ARC-referred files let accommodation needs surface before rather than during adjudication. Respondent-Process Advisor training was extended to SSP-IV and MPP employees, widening the advisor pool so no student's access to support depends on who they know. Guidance continues to emphasize trauma-informed interviewing and plain-language notices.

Leveraging Our Strengths in What We Do

Built the campus infrastructure for hazing prevention and compliance. OSRR convened and staffed a cross-functional Anti-Hazing Workgroup (Athletics, Fraternity and Sorority Life, Orientation, Student Conduct) and built the measurement architecture required by the Stop Campus Hazing Act, AB 524, the Annual Security Report, and the Campus Hazing Transparency Report: a "one survey, four doors" Qualtrics instrument (common core, area branching, embedded area field) and a seven-tab workbook covering reach, deduplication by student ID, a prevention-competency crosswalk, a data dictionary, and a reporting calendar. Canvas Anti-Hazing Training was maintained with self-enrollment. The capacity was tested in real time: 12 organization incidents generated 63 referral files, 57 (55 students) alleging hazing, 51 of 63 in September–October 2025, and 87% off campus or at unspecified on-campus locations.

Advancing Our Influence by How We Do Our Work

Systemwide leadership in the CSU Student Conduct Administrators Network. OSRR served on the planning committee for the Annual Meeting (July 22–24, 2026, SF State) with San Marcos, San Francisco, Long Beach, East Bay, and the Chancellor's Office, and built and administered the post-meeting assessment — producing an internal analysis for planners and a forward-looking summary for the

network, with sensitive feedback handled so no individual was identifiable. Standardizing on Qualtrics QSF instruments made our post-training and post-process templates portable across departments.

Let's Dance!

Partnership as the operating model. Files arrived from 20 referral sources: 2,304 University Housing, 110 faculty, 52 Title IX/OCRT, 38 University Police, 29 CARE Team. We supported the CARE Team's July 2026 retreat (assessment design, analysis, summary report) and resolved standing questions on Maxient documentation and Title IX dual-reporting that had created ambiguity for case managers. The Housing partnership — 89% of all files — was sustained through shared hearing officer training across ten staff serving as hearing officers or case managers.

Program Statistics and Assessment for the Past Year

Maxient case records, incidents dated August 20, 2025 – August 16, 2026. Counts are individual student case files unless noted; one incident may generate multiple files.

Caseload, Process, and Findings	n		n
Individual student case files	2,591	Files w/ ≥1 responsible finding	1,034 (62.4%)
Distinct incidents	1,287	Files resolved without charges	934 (36%)
Unique students served	1,246	Allegations — Responsible	1,999
Residential Conduct files	2,176 (84%)	Allegations — Not Responsible	1,805
University Conduct files	413 (16%)	Allegations — No finding	412
Policy allegations adjudicated	4,363	Allegation responsibility rate	52.5%
Files closed in reporting year	2,471 (95.4%)	Median days, incident → report	0
Files formally charged	1,657	Median days, report → case created	3

Referral Sources (20 total)	n		n
University Housing	2,304	Student self-report	13
Chico State faculty	110	Chico State staff	11
Title IX Coordinator's Office / OCRT	52	Accessibility Resource Center	11
University Police Department	38	All other (12 offices / partners)	23
CARE Team	29		

Sanctions and Educational Outcomes	n		n
Educational assignment	497	Reflective writing assignments	55
Risk of UH probation	437	UH deferred termination	48
University Housing warning	262	WellCat: alcohol / cannabis education	42
WellCat: wellness check-in	180	Formal warning	37
Policy guide quiz	141	Disciplinary probation	29
University Housing probation	103	Separations (UH term. 11, susp. 10, expul. 2)	23
Restitution	59		

Top Policy Categories (allegations)	n		n
UH Community Respect	1,240	UH Smoking	172
UH Alcohol	755	UH Cannabis	98
UH Compliance	315	Code: violation of published policy	149
UH Fire and Life Safety	287	Code: violation of law	73
UH Noise	266	Code: academic dishonesty	68

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Top Policy Categories (allegations)	n		n
UH Guest and Visitors	202	Code: disorderly / lewd behavior	57
UH Disorderly Conduct	182		

Key Findings and Insights

- **Population is first-year and underage.** Of 785 files with age recorded, 94% were under 21 and 70% were 18 or younger. Incidents concentrated in University Village (189), Estom Jamani (133), Lassen (115), Esken (89), Shasta (88), Mechoopda (51), Konkow (37) — a case for front-loading prevention into the first six weeks of fall.
- **A small group drives a large share of the caseload.** Of 1,246 students, 683 (54.8%) had one file, but 105 (8.4%) had five or more, and students with 2+ files account for 1,903 of 2,591 files (73%). Early identification and case-managed intervention here is our highest-leverage improvement.
- **Reporting is fast; adjudication is where time is lost.** Incidents are reported same-day at the median, but only 27.9% of files had a case created within one day and the mean lag was 9.4 days. Case initiation, not reporting, is the bottleneck.
- **Health and safety load.** University Police responded in 275 files (10.6%); 114 (4.4%) involved a medical or alcohol-related transport, 61 alcohol-involved; 214 generated property damage or a service request. Fifty-two files were cross-referred with Title IX/OCRT and 29 with the CARE Team, routing distress and civil rights concerns to the right process rather than resolving them as conduct alone.
- **Academic integrity referrals concentrate in a small faculty base.** Sixty-eight allegations involving 64 students were referred, 59 by faculty and 9 through ARC — given enrollment, likely under-referral rather than low incidence.
- **Records verification works as a low-friction service.** Of 56 records verification requests (44 study abroad, 10 student leadership, 2 employment), 54 (96%) were set aside and 2 opened as cases — meaningful without obstructing student opportunity.
- **Challenge to address.** Athletics and Greek affiliation fields were essentially unpopulated (Greek on 9 of 801 records; Athletics on none), so we cannot report affiliation-linked patterns required for hazing transparency reporting or test whether outcomes differ across student populations.

Unit Objectives Integrated with the Strategic Action Plan, 2026–27

Proudly Owning Who We Are — By May 2027, at least 100 students completing a conduct or complaint process will respond to the post-process survey, with ≥80% agreeing they were treated fairly and understood the process regardless of outcome. Baseline set from fall 2026; results disaggregated by process type and reported to the Division.

Leveraging Our Strengths in What We Do — By March 1, 2027, Athletics and Fraternity/Sorority affiliation will be recorded on ≥95% of new Maxient files, and the Anti-Hazing Workgroup will produce a deduplicated prevention-reach count (unique students by SID) across all four areas, enabling a fully data-supported Campus Hazing Transparency Report and ASR entry.

Advancing Our Influence by How We Do Our Work — By May 2027, reduce mean report-to-case-creation interval from 9.4 days to ≤5.0 days and raise the share created within one business day from 27.9% to ≥50%, via a weekly triage protocol and revised intake assignment workflow, monitored monthly from Maxient timestamps.

Let's Dance! — By May 2027, deliver ≥6 cross-divisional training or consultation sessions to partner units (Housing hearing officers, faculty, CARE Team, Respondent-Process Advisors, Student Life and Leadership) reaching ≥100 unique employees, with ≥85% reporting increased confidence identifying and referring conduct concerns on a retrospective pre/post measure. Collaborative Liason Partnership with three colleges being supported by ARC, SRR, and WellCat Counseling.

Assessment topic for 2026–27. Whether students receiving an educationally focused sanction at first contact are less likely to return within the same academic year than those receiving a warning alone. We will track the 2026–27 first-contact cohort forward and compare recurrence by sanction type, controlling for referral source and residence status, against the 2025–26 baseline (54.8% single-contact rate; 73% of files from students with 2+ files). Consultation with the Assessment Champion Group is planned for fall 2026.

Goal Supporting the Chico State Playbook, 2026–27

Responding to "What is most important right now?" A welcoming university culture through faculty, staff, and student engagement. OSRR will reposition the conduct process from something students, faculty, and staff dread referring into to something they understand and trust. By May 2027 we will publish a plain-language "What Happens When You Refer" guide and deliver at least four open-invitation sessions for faculty and staff across the colleges and the Division, aiming to raise academic integrity referrals . Currently concentrated among a small number of faculty by at least 25% over the 2025–26 baseline of 68 allegations, measured by referral volume, distinct referring faculty and staff, and participant-reported confidence. This matters now because 94% of our caseload is under 21 and mostly first-year: a process employees find opaque produces inconsistent responses to student behavior, which students experience as arbitrary the opposite of a welcoming culture.

In partnership with the Accessibility Resource Center and WellCat Counseling, SRR will also launch the Liaison Collaboration Program, assigning a named liaison from each office to the Colleges of Behavioral and Social Sciences, Humanities and Fine Arts, and Communication and Education, with a target of ≥3 faculty or staff consultations per college per semester and a shared referral pathway documented by December 2026.