California State University, Chico

Division of Student Affairs
University Housing
Annual Report 2025-26

California State University Chico
University Housing

I. Mission Statement

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

II. Accomplishments - A highlight

Proudly Owning Who We Are
Creating Community, Belonging, and Student Leadership

University Housing continued to create residential communities where students connect, develop relationships, and engage beyond the classroom. Residence Life employed 123 student staff who collectively worked 36,478 hours supporting residential communities. RAs hosted 182 events reaching 3,806 residents, including 76 programs focused on diversity, equity, and inclusion. The HUB hosted 200 events and collaborated with 54 campus partners and student organizations.

Resident feedback reinforced the importance of this work, with opportunities to make friends and build community among the most frequently identified benefits of living in University Housing. These efforts advance the Student Affairs Year 3 priorities of demonstrating departmental impact, supporting inclusion and belonging, and engaging campus partners.

Leveraging Our Strengths in What We Do
Expanding Access to University Operated Housing

PROGRAM OVERVIEW

University Housing oversees the programmatic, financial, personnel, IT, outreach, residence life, and facilities functions that support Chico State's residential communities. This integrated structure brings Residence Life, Administration, maintenance, custodial, grounds, and capital planning together to provide safe, welcoming, well maintained, and engaging communities. Through coordinated operations and intentional investment in the residential experience, University Housing supports student connection, belonging, development, and success.

Residential Communities: 8 (Whitney Hall offline) = 7

Operating Budget: $26.6 M

Capacity: 1,724 incl. 48 RA's

Resident Advisors (RAs): 48

Student Staff: 123

During 2025-26, University Housing completed significant planning, budgeting, procurement, and logistical preparation to expand residential capacity beginning Fall 2026. Through creative use of existing facilities and strategic investment in furniture and infrastructure, rentable capacity will increase from 1,724 to 1,955 spaces, adding 231 beds and increasing capacity by 13.4 percent within existing residential facilities.

Implementation included installation of 102 doors at University Village to return former living rooms to their original use as bedrooms and new space efficient desks and wardrobes in Estom Jamani Hall to accommodate increased occupancy. University Village capacity will increase from 703 to 865 spaces, while residence hall capacity will increase from 1,069 to 1,144 spaces.

Advancing Our Influence by How We Do Our Work
Investing in the Residential Experience and Planning for the Future

University Housing continued significant reinvestment in its residential communities. Improvements included replacement of the Lassen Hall chiller, new flooring and lounge furniture in Lassen common areas, new luxury vinyl flooring in Estom Jamani student rooms, replacement of six University Village roofs, new apartment kitchen furniture, and new lounge furniture in University Village community spaces.

Housing also modernized residential technology and access through streaming enabled community televisions, upgraded exterior card access supporting future digital identification, and conversion of University Village apartment access to traditional hard keys for improved reliability.

Long range planning advanced through a comprehensive housing feasibility study evaluating new construction, renovation of existing residential facilities, and options for the future of Whitney Hall. Final recommendations are anticipated in September 2026 and will inform future capital planning and investment.

Let's Dance!
Engagement, Education, and Community Accountability

University Housing continued to approach student engagement and conduct as opportunities for education, development, and community building. The Housing Conduct Team managed 1,434 cases, while educational interventions and campus partnerships emphasized accountability, prevention, and student support. Alcohol related recidivism decreased from 16.68 percent to 11.35 percent, and cannabis related recidivism decreased to zero percent. Residence Life complemented this work through extensive student programming, leadership opportunities, and campus partnerships.

III. Program Statistics and Assessment for Past Year

University Housing by the Numbers

Measure	2025 -26
Rentable bed spaces	1,724

Measure	2025 -26
Additional rentable spaces planned for Fall 2026	231
Student Residence Life employees	123
Student staff employment hours	36,478
Residents attending RA events	3,806
HUB hosted events	200
HUB event attendance	8,643
Campus partners and student organizations collaborating with HUB	54
Housing conduct cases	1,434
Educational conduct meetings	1,141
Restitution recovered	$18,507

Residence Life and conduct statistics demonstrate the breadth of University Housing's impact beyond providing a physical place to live. Student employees play a significant role in delivering the residential experience, while programming, campus partnerships, and educational conduct interventions create opportunities for connection, learning, and development.

Resident Experience Assessment
University Housing's annual Move Out Survey identified **community and safety as areas of relative strength**, while building cleanliness, maintenance response time, community noise, facilities, and overall value emerged as opportunities for improvement. Students most frequently identified location, opportunities to make friends, amenities, and the ability to build community among the benefits of living in University Housing.

These findings will serve as baseline data for continued assessment and will inform operational and programmatic priorities. This feedback process directly supports the Student Affairs Year 3 expectation that departments implement comprehensive student feedback loops and make assessment guided, data informed decisions.

Operational Assessment and Continuous Improvement
Facilities provided an initial response within three business days for 80 percent of maintenance work orders. Resident feedback regarding maintenance timeliness reinforces continued attention to responsiveness and communication.

Long range planning also advanced through the housing feasibility study evaluating new construction, renovation of existing facilities, and the future of Whitney Hall. Final recommendations are anticipated in September 2026.

IV. Integrate Unit Objectives with Strategic Action Plan in 2026-27

Proudly Owning Who We Are: Develop and share a concise set of annual key performance indicators representing Housing operations, facilities, student engagement, conduct, and resident experience by June 30, 2027.

Leveraging Our Strengths in What We Do: Increase maintenance work orders receiving an initial response within three business days from the 2025 to 26 baseline of 80 percent to at least 85 percent.

Advancing Our Influence by How We Do Our Work: Following completion of the housing feasibility study, advance at least one recommended strategy related to new construction, renovation, or the future of Whitney Hall through the appropriate University planning process by June 30, 2027.

Let's Dance!: Establish consistent participation tracking across RA, HUB, RHA, and Learning Community programming during 2026 to 27 and use year end results to establish engagement benchmarks.

Assessment Focus: Continue the annual Move Out Survey to measure resident perceptions of community and belonging, safety, cleanliness, maintenance responsiveness, facilities, and overall residential experience. Results will be reviewed annually to identify progress and inform operational and programmatic improvements. Results from 2025 to 26 will serve as baseline measures.

V. Identify at least one goal/objective that support the Chico State Playbook in 2026-27

The Chico State Playbook identifies creating a welcoming and exciting university culture as the University's highest current priority. University Housing will support this priority by strengthening the residential student experience through welcoming, well maintained, inclusive, and engaging communities that foster connection and belonging.

As home to nearly 2,000 Chico State students beginning Fall 2026, University Housing will use resident feedback, engagement data, facilities performance measures, and operational assessment to guide improvements to residential services and community experiences. Creating communities where students feel welcomed, supported, connected, and engaged directly contributes to the culture envisioned in the Chico State Playbook.

California State University, Chico

Appendix: Infographic Overview of Residence Life, Conduct, and Engagement

123
TOTAL RESIDENCE LIFE STUDENT STAFF

STUDENT STAFF GPA
FA '25 3.17 SP '26 3.173

36,478 HOURS
RES LIFE STUDENT STAFF WORKING HOURS

575 APPLICANTS

273 STUDENT STAFF INTERVIEWS

California State University Chico
University Housing

2025-2026
UNIVERSITY HOUSING LEADERSHIP & ENGAGEMENT
End of Year Report

59,688 PACKAGES LOGGED AT WHITNEY MAILROOM

13,554 PACKAGES DELIVERED TO UV LOCKERS

7,058 mail RTS

21,438 lbs diverted from landfill

8 Community Partners taking donations of items

9 27 gallon containers of frozen food collected

57 Roommate Reassignment Requests processed

813 Lockouts recorded for the year

3,806
RESIDENTS TAKEN TO EVENTS WITH RAS

182 RA Hosted Events
76 DEI Events

200 HUB Hosted Events

54 Collaborating campus partners/student organizations

8,643 HUB Event Attendance

14,284 HUB Attendance during operation hours

35 RHA Hosted Events

UH Conduct Team In Action

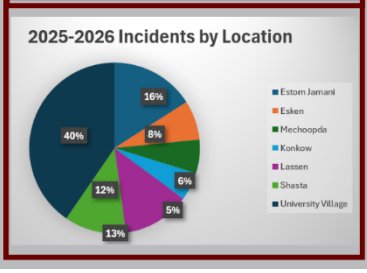
1434 Total Incident Cases

14 Average # of conduct meetings per week

Only .6% of UH residents' license agreements terminated

Recidivism rate of 11.35% for all alcohol consumption violations & 0% for all cannabis consumption violations

63% Decrease in residents being responsible from 1 violation to repeating a 2nd violation



2025-2026
UNIVERSITY HOUSING CONDUCT & COMPLIANCE
End of Year Report

A streamlined and intentional process was implemented with the Office of SRR to coordinate more student-centered approaches for high-level cases.

226 Additional support meetings with WellCat Health Center and Wellcat Prevention

The conduct team presented multiple presentations at a regional conference, which also included a Top 5 program award.

RCCs advocated and were able to have RHA purchase drink test strips to have available in their offices for free for residents.

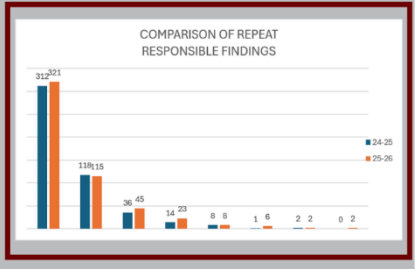
By the Numbers

1141 Educational meetings

718 Follow-ups for support from professional staff

356 Educational sanctions submitted

283 Educational letters sent

154 Fire alarms

$18,507 Restitution Recovered