1. Support Services Report Template

Report Info

Name of the person completing this report : Martin Castillo
Title of the person completing this report : Director - Housing, Dining and Parking Svvs
Supervisor/dean reviewing report : Stan Hebert
Service : Residence Life
Division/College : Student Affairs

3. Mandated Service

Link to Scoring Rubric

1.1 Please indicate below if any aspect of the service is legally mandated by any of the following and provide the relevant reference.

Federal Law : Fair Housing Act/ADA
State Law : California Landlord/Tenant

Provide a brief explanation, if necessary, in < 60 words.

Fair Housing Act--in April 2013, a Nebraska judge ruled that university-owned housing is subject to the Fair Housing Act.

CA Landlord/Tenant--university-owned housing programs in CA are subject to strict guidelines pertaining to, among other things, eviction and late payment regulations.

4. Importance of Service

Briefly describe the service in terms of its primary function(s) and purpose(s) using <120 words

Residence Life provides a living/learning component for the on-campus residential community. This includes, but is not limited to the following:

1. Coordinating programming efforts for residential community (including educational and social options) to engage students into the community/University.
2. Coordinate judicial/conduct efforts to address policy violations.
3. Coordinate emergency response 24/7/365.
5. Coordinate recruitment, selection, training and evaluation of Resident Assistants (student staff).
6. Coordinate roommate mediations and Health and Safety wellness checks.
7. Coordinate safety awareness programs (guest registration programs, "keep doors locked" programs, etc. to enhance awareness of surroundings.
8. Collaborate with on-campus partners to address special needs (Accessibility Services, EOP).

Link to Scoring Rubric

2.1 Who are the primary receivers of this service? (Please enter the percentage of each user group that is relevant)

Students : 96%
Administrators/staff : 2%
2.2 Please indicate the direct or indirect impact of the service on students for each of the three University Action/Student Impact Areas listed below (for example processing financial aid applications would be direct impact on students while managing utility services would be indirect).

<table>
<thead>
<tr>
<th>Direct Impact on Students</th>
<th>Indirect Impact on Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td>✔</td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td>✔</td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td>✔</td>
</tr>
</tbody>
</table>

Provide a brief narrative (<60 words each) explaining your selection for each area.

<table>
<thead>
<tr>
<th>Evidence submitted to support the chosen selection (&lt;60 words for each)</th>
</tr>
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</table>

2.3 Applying the four choices presented below, please indicate the consequence of NOT having this service on each of the actions in the left hand column.

<table>
<thead>
<tr>
<th>4 - Service provides evidence of direct impact in more than one area</th>
<th>3 - Service provides evidence of direct impact in one area</th>
<th>2 - Service provides evidence of indirect impact in more than one area</th>
<th>1 - Service provides evidence of indirect impact in one area</th>
</tr>
</thead>
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Provide a brief narrative (<60 words each) explaining your choice.

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During college (helping students succeed while they are at Cal State East Bay) | Residential Life works to support various aspects of the University's mission by directly exposing students to a safe environment for them to live and learn as part of everyday life.

After college (helping students establish meaningful lifework and be socially responsible contributors to society) | Part of what makes living on campus vastly different from living in an off campus setting is the Residential Life component. The living/learning environment is intentionally designed to expose students to "real world" scenarios and provide them with the skills (critical thinking, social skills, etc.) that will allow them to be successfully responsible and socially-aware global citizens.

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### 2.4 Alignment with Shared Strategic Commitments

**How does this service contribute to or align with any of the eight Shared Strategic Commitments (SSC) listed below?**

<table>
<thead>
<tr>
<th>Shared Strategic Commitments</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reinforce academic quality through open-minded inquiry, innovative teaching, engaged learning, and distinguished scholarship</td>
<td>Recruiting and retaining diverse staff members helps to promote a diverse and inclusive workforce. In addition, Residence Life promotes exposure to everyday living/learning opportunities that support the students' academic, professional and personal development.</td>
</tr>
<tr>
<td>Enhance our inclusive campus, responding to the backgrounds and interests of our diverse community and promoting their academic, professional and personal development</td>
<td>Residence Life advocates for inclusive access to all student experiences and often brings the student voice to the table when the student is not already there.</td>
</tr>
<tr>
<td>Serve students first, by expanding access and enhancing each student's educational experience and prospects for success as a graduate and life-long learner</td>
<td>Residence Life fosters a vibrant community and engagement via various programming platforms that address academic, personal and professional development. Engaging students in everyday learning opportunities (learning from roommates, neighbors, etc.) brings learning directly to the community.</td>
</tr>
<tr>
<td>Foster a vibrant community through enriched student services and student life that support student engagement and learning</td>
<td>Residence Life advocates for inclusive access to all student experiences and often brings the student voice to the table when the student is not already there.</td>
</tr>
<tr>
<td>Contribute to a sustainable planet through our academic programs, university operations, and individual behavior</td>
<td>Residence Life advises a Pioneer Heights committee called Helping Our Planet Earth (HOPE) which is charged with introducing and/or supporting sustainable practices within the 24/7 community.</td>
</tr>
<tr>
<td>Continuously improve our efficiency, transparency, and accountability while practicing mutual respect, responsiveness, and collaboration across the University</td>
<td>Residence Life works to be strong collaborations with campus partners to provide students with services and/or opportunities for knowledge.</td>
</tr>
<tr>
<td>Support the civic, cultural, and economic life of all communities in the regions we serve through partnerships that promote education and social responsibility</td>
<td>Residence Life uses the foundation of social justice when creating and/or improving services for students.</td>
</tr>
<tr>
<td>Demonstrate our continuing record of leadership and innovation in higher education, focused on 21st century skills, including science, technology, engineering, and mathematics (STEM)</td>
<td>Residence Life works to be strong collaborations with campus partners to provide students with services and/or opportunities for knowledge.</td>
</tr>
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### 2.5 How might the demand for this service change over the next five years? (Please choose one category below).

Likely to increase

Provide a rationale for your choice (assumptions, impact of new policy, etc.) in <120 words.

The need for additional new housing has been evident for the last two years and a recently completed housing market demand
study shows that CSUEB requires additional on-campus housing.

5. Quality of Service

3.1 Do you assess the quality of the service you provide?

Yes

If “Yes”, what benchmarks, best practices or measures of success, either internal or external, do you use to measure service quality (e.g., timeliness, accuracy, adequacy, meeting deadlines, satisfactory completion of assignment, etc.)? Please describe in <120 words. If no, please explain.

Residence Life recently began incorporating the Housing/Residence Life section of the Council for the Advancement of Standards in Higher Education (CAS) to assess the quality of the program. In addition, many Residence Life programs incorporate Learning Outcomes and program evaluations.

3.2 During the last three years, have you adopted any measures to improve the quality of this service? Please describe in <120 words.

Yes, within the last year, Residence Life has begun to incorporate Learning Outcomes for their training sessions and student programming. Residence Life works in conjunction with Housing Services to ensure all of the administrative processes are clear, consistent and student-friendly. Recently the department has begun to review and analyze the Housing/Residence Life section of the Council for the Advancement of Standards in Higher Education (CAS).

3.3 What idea(s) do you have for improving the quality of this service within existing resources (e.g. development of benchmarks, surveys, feedback, etc.)? Please describe your plan(s) in <120 words.

Now that the foundation is on more solid ground, Residence Life has the time to truly assess what programs can be incorporated successfully. Utilizing resources from sister CSU campuses and regional/national partners will only help improve what is being offered.

3.4 What ideas do you have for improving the quality of the service if additional resources were provided. Please describe your idea(s) in <120 words.

Residence Life is interested in creating intentional Living-Learning communities and partnering with Academic Affairs to determine the best method for doing this. For example, devoting a floor to students with a STEM major could provide additional resources and/or a support network that will assist with engagement and retention efforts. Additional resources would potentially come from release time for the faculty member(s) involved.

3.5 Do you use any formal or informal process to assess the level of satisfaction of the service users?

Yes

If yes, describe the process and most recent results in <120 words. If no, please explain.

This year the department is incorporating the EBI (Educational Benchmark Inc) satisfaction survey to allow for comparison with
similar-sized universities nationwide. In addition, student input is regularly incorporated via weekly student staff meetings and Residence Hall Association (RHA) meetings.

3.6 The university recently conducted a customer satisfaction survey for some services (results for this service are attached, if applicable). Do you have any comment or response to the results? Please describe in <120 words.

All scores were over the mark of “3” which was denoted to represent a “Fair” response. This is a good indicator that the University is moving in the right direction.

3.7 Do you have any formal or informal guidelines for personnel in your department regarding how to treat/interact with receivers of this service?

Yes

If yes, please describe in <120 words. If no, please explain

Formal guidelines are shared and discussed during annual performance reviews. Informal guidelines are discussed during weekly meetings. Residence Life are vocal student advocates and often lead the department in training sessions to improve cultural awareness, student development, improving communication and upcoming trends from the incoming generation of students.

3.8 Does your service have annual goals (targets) of achievement regarding the quality of the service provided?

Yes

If yes, describe the annual quality goals (targets) and indicate if the service achieved those goals (targets). Please provide evidence, if possible, in <120 words. If no, please explain.

Residence Life goals will be expanded with the addition of EBI and CAS standards. However, up to now, the main goal for quality has been to review program evaluations that are satisfactory to excellent to ensure that the residential community is benefitting from the programs/services being offered. Residence Life intentionally aims for consistent scores of “excellence”; however, scores average closer to “Fair”.

3.9 Does your service have annual goals (targets) of achievement regarding the quantity of service provided?

Yes

If yes, describe the annual quantity goals (targets) and indicate if the service achieved those goals (targets). Please provide evidence, if possible, in <120 words. If no, please explain.

Residence Life uses a programming model that incorporates opportunities for educational, social and personal growth. Each Resident Assistant is required to complete 6 educational and 3 social programs during the years (2/1 per quarter).

6. Efficiency of Service (cost effectiveness)

4.1 Using the spreadsheet provided for all employees in your department, please distribute salaries of individuals across all services provided to reach an educated or reasonable estimate of the cost of providing the service.
Attach your allocated spreadsheet here.

AF- Housing Ent Park 2011-12 Expenses costs distributed.xlsx

Link to Scoring Rubric

4.2 Using the spreadsheet provided, please distribute your department’s annual operating expenses across all services provided to reach an educated or reasonable estimate of the cost of providing the service.

Link to Scoring Rubric

4.3 Using the spreadsheet provided, please distribute the square footage of work space across all services provided to reach an educated or reasonable estimate of the use of this resource.

Link to Scoring Rubric

4.4 During the last three years, have you adopted any measures to improve the efficiency (cost effectiveness) of providing this service (e.g. reducing salary costs, operating expenses or use of space, or increased output without increasing cost. Etc.)?

Yes

If yes, please describe the measures in <120 words. If this is a new service introduced over the past three years, please indicate. If no, please explain.

Residence Life has worked to automate many manual processes to help improve efficiency. Two new software programs (Symplicity/Advocate and eRezLife) have been introduced to allow for a more effective and efficient tracking system for conduct/judicial issues and programming efforts respectively.

Link to Scoring Rubric

4.5 What idea(s) do you have for improving the efficiency (cost effectiveness) of this service within existing resources (e.g. restructuring, merging, outsourcing, ways to cut costs, technology, etc.)? Please describe those ideas in <120 words.

Residence Life is very open to working with campus partners to help improve services currently being offered to all students.

Link to Scoring Rubric

4.6 What idea(s) do you have for improving the efficiency (cost effectiveness) of the service if additional resources were provided. Please describe your idea(s) in <120 words.

Residence Life would really enjoy working with Academic Affairs to develop intentional Living Learning communities that are tied to specific academic programs/initiatives with measurable learning outcomes.

Link to Scoring Rubric

4.7 Do you have any plan(s) to improve the efficiency (cost effectiveness) of this service in the next 1-2 years (e.g. reducing costs, increasing productivity, etc.)?
Residence Life will continue to develop and improve campus partnerships and assess internal processes.

4.8 Please describe the estimated output for this service for fiscal year 2011-12, quantify if possible (e.g. volume, service tickets resolved, people serviced, appointments, etc.) in <120 words.

During the course of the 2011/12 fiscal year, Residence Life provided the following output:

1. Resident programs = 352
2. Resident conduct cases adjudicated = 506
3. Roommate conflicts mediated = approximately 105
4. Roommate contracts = 256
5. Health and Safety inspections = 720
6. Intentional student interactions (individual meetings) = 3150
7. After hour response calls = approximately 212 (including weekends/holidays)

One of the more telling statistics is that the retention rate for students who chose to return to campus for 12/13 increased by 9% (from 35% to 44%).

7. Other

5.1 Are you aware of services similar to this one that are being provided by another department at CSU East Bay?

No

5.2 Is there anything unique or distinctive about your service? Please describe what is unique or distinctive in <120 words.

Residence Life has four full-time, Master's level professional staff who reside in Pioneer Heights. They are also responsible for after hour response (including weekends and holidays). The program is truly a 24/7/365 days operation.

5.3 Are there any additional things about this service that you would like the task group to know? Please describe/explain in <250 words.

Pioneer Heights is a 24/7/365 operation which requires staffing to support that model. Residence Life has been working to keep up with the quickly growing community (additional 900 beds from 2005 to 2008) but this fall (2013) is the first time since the additional beds were added that there is a full staff.