



**Housing and Residential Life**  
 CAS Self-Assessment Executive Summary  
 January 2018

**SUMMARY**

In January 2017 the department completed an internal self-assessment utilizing the 2013 CAS Assessment Tool (rather than the 2015 tool). In February 2017 an external consultant conducted an independent review of the Housing and Residential Life program. The resulting report assessed five areas within housing: main office functions, residential life programming, overall staffing levels, academic programs and the CAS self-assessment and the possibility of expanding housing through public private partnerships.

With an internal self-assessment completed and recommendations from an external consultant, the unit was able to submit documentation to meet the University Support Unit review process for stages 1-2. The unit is currently completing stage 3 which is the implementation plan and follow-up. To accomplish this a crosswalk has been created enabling the unit to reference the university strategic plan goals, the CAS self-assessment action items, the special consultant recommendations and the Student Affairs co-curriculum. The goal is to utilize this crosswalk to create an eight year service and program map which encompasses current and future housing business operations, facilities and residential life functional areas.

**DEPARTMENT MISSION**

Housing and Residential Life is a student-centered community that provides a safe and supportive living environment which fosters academic success and personal growth.

**DEPARTMENT VISION**

To be THE place where learning and fun come together.

**CAS RECOMMENDATIONS**

The CAS self-assessment resulted in numerous action steps. The table below highlights the item, as well as the status.

Action Item	Status
Seek out university and division of Student Affairs priorities, considering the university strategic plan. Write a mission statement that aligns with the function of housing, as well as institutional values and department learning outcomes	Completed
Prepare a comprehensive strategic plan which encompasses the following areas: mission & vision, program learning outcomes, short-term and long-term goals, occupancy management, staffing, financial resources, facilities, internal and external relationships and assessment.	In process
Prepare the following: assessment plan; emergency operations plan; facilities and equipment plan; multi-cultural, equity and access plan; communications plan.	Repair and maintenance plan, as well as communication plan in process
Create a new Residential Life Program Model, focused on no more than 5 core areas, taking into account CAS recommended tenets with best practices at other institutions. Ensure program model includes self-governance through a Residence Hall Association (RHA), a peer review mechanism for Resident Assistants and conveyance of the use of technology to the residential community.	Program Model Not started. Director's Advisory Group started in lieu of a RHA to solicit

	student feedback.
Ensure postings to website and social media are relevant and purposeful. Be ADA compliant for all communications.	In process
Work with colleagues in OIT to improve wireless capacity and service to residents.	In process
Conduct functional reviews 6 months after onboarding of new employees to determine appropriate staffing for existing functions and any planned expansion of programs and/or services.	Completed for Business Operations, in process for Residential Life and Facilities.
Identify what university-wide policies exist which can stand in place of a department created policy. Specifically in regards to: Confidentiality & information security; use of technology; statement of ethics and law, policy and governance compliance.	Not started
Explore the renovation of existing space to create dedicated social and academic space. Explore the use of the Village Café as a 24 hour study facility.	Completed
Create a written plan and protocol for dealing with threat and crisis situations.	Completed
Contact universities to explore sustainability programs and adapt best practices to fit our department and university resources. Identify support needed to implement a program, including multi-stage implementation process.	Not started
Identify professional development opportunities, including conferences with align with job duties, as well as professional aspirations. Identify funding to attend conferences.	Completed.
Recruit a diverse staff for the unit. Onboard new positions.	Completed and on-going

### EXTERNAL CONSULTANT REPORT RECOMMENDATIONS

Referenced below are the recommendations received through the independent external consultant. Next to each is the current status.

Recommendation	Status
Establish a Residence Hall Association	Not started
Incorporate diversity training/focus for professional and para-professional staff training.	In process
Improve students' access to reliable internet in housing	In process
Create written departmental policies and procedures for operations which have legal implications.	Not started
Create a deferred maintenance schedule, depreciation schedule or capital improvement plan to be included in the annual housing budget plan.	In process
Prepare a strategic plan for Housing and Residential Life	In process
Address limitations on physical space for resident programming and department storage capacity.	Completed for program space. In process for storage.
Create a goal-oriented staff training program.	In process
Hire additional professional staff.	Completed

## STUDENT AFFAIRS PRIORITIES

Below are the priorities presented by the Vice President of Student Affairs at the Student Affairs Council retreat July 2017. These priorities align with goals and objectives from the new University Strategic Plan. Next to each is a note indicating if Housing and Residential Life is contributing to the achievement of these priorities.

Priority	Status/Contributing
Establish and implement a first-generation student success program (G1:A1)	Yes
Create specialized programs to improve the success of underrepresented male students (G1:A3)	Yes
Reassess and reimagine orientation services and specialized programs for all new students (G1:A5)	Yes
Develop an array of experiences programs and services that increase opportunities for students to develop a sense of engagement and connectedness that enhance student life on campus (G1:A6)	Yes
Develop a wellness model that builds resilience through health education, mental health education, recreation and wellness coaches; and promotes club sports and intramural sports (G1:B6)	No
Develop leadership opportunities for students through curriculum and co-curricular courses and activities (G2:A4)	Yes
Implement recommendations of the Advising Task Force, including one-on-one faculty advising with students. (G1:E2)	No
Develop a programming and communication plan for informing students about campus resources. (G1: E3)	Yes
Implement a multi-cultural center that reflects the cultural diversity of the central valley. (In SA priorities, but not stated directly as a strategy in the USP.)	No
Integrate more student support services at the Stockton Center (G5:A5)	No
Increase and maintain our presence in local civic groups, and identify opportunities to contribute to regional projects and programs (G5:C3)	Yes

## NEXT STEPS

Housing and Residential Life revised the mission and vision statements for the unit in January 2018. At this time values and leadership qualities were also established. The unit is using the University Strategic Plan, the University Graduation Initiative and the Student Success Plan in order to map out an eight year growth plan.

This will provide clarity for funding and program growth, as well as providing a strong foundation from which to build long-term student success. This in an inclusive process involving the entire housing team.

Next steps include continuing to collect service and program data, use of focus groups, review of student demographic data, understanding of community and regional data and on-going with housing employees, our university colleagues, students and other constituent groups.

The goal is to continually engage in a 360 degree review of Housing and Residential Life. As a self-support unit this is critical to providing the financial stability necessary for long-term department growth and student success.