



2018 - 2019

# LIVE WITH THE PACK

Department of Housing and  
Residential Education  
Annual Report







# AVP MESSAGE



Dear Students, Parents, and Campus Partners,

The Department of Housing and Residential Education (DHRE) is committed to supporting the mission of the University and the academic success of our students. Creating conditions that motivate and inspire students, as well as providing students with diverse living and learning environments that enhance their learning and development, is our top priority.

DHRE is an integral part of the Division of Student Affairs and has developed a number of strategic priorities to support both the University and Division strategic plans. Created in 2016, the DHRE 2016-2020 Strategic Plan has made much progress and seen many accomplishments. This report highlights the amazing work of our department, as well as the comprehensive impacts that contribute to the richness of the Coyote experience for students living on campus.

We are very proud of the recent completion and opening in the fall of 2018 of Coyote Village and Coyote Commons, a new, modern residence hall housing 407 first-year students and a new dining facility that serves the entirety of the CSUSB campus.

This past year has seen a shift in many of the foci of the Department of Housing and Residential Education: a comprehensive occupancy management plan to increase occupancy for 2019-20, the launch of a sustainability task force, redeveloping our website, identifying options to make campus living more affordable for students, new Living and Learning communities, and welcoming several new team members. New initiatives developed for 2019-20 include allowing students 21 years or older who live on campus to have alcohol, Faculty-Staff Housing, and some exciting new living learning communities.

National research and our own assessment data reveal the benefits to students of living on campus. Through our partnerships with faculty and other campus units, we have been able to assist in increasing the GPAs, and retention and graduation rates of students living on campus. Our students living on campus represent a diverse group of students coming from many states and countries all over the world.

We continue to look to inspire students to achieve their highest potential at CSUSB. I invite you to explore this report and learn about the many contributions our department has made toward improving student life at CSUSB. Many dedicated team members made these possible, and I am proud to work alongside these passionate and talented professionals.

Regards,

**John Yaun, Ed.D.**  
Assistant Vice President,  
Housing and Strategic Initiatives



## COYOTE VILLAGE OPENING

In September 2018 DHRE opened Coyote Village, a first-year residence hall. This contemporary community includes space for the Honors LLC, Faculty-in-Residence, meeting rooms, and a community kitchen.



407

1,852 TOTAL BEDS

DHRE strategic goal 1, New housing and dining; Student Affairs strategic goal 1.3 ; and CSUSB Goal 3 & 5

## OCCUPANCY MANAGEMENT

### “LIVE WITH THE PACK”

During academic year (AY) 2018-19 DHRE’s occupancy rate varied between 53% and 62% full. Members from the department formed an Occupancy Management Committee to develop strategies to increase occupancy for 2019-20. Key Occupancy Management Committee outcomes were: students creating the slogan, “Live with the Pack”; creating and mailing postcards to families of admitted freshmen; making targeted phone calls to incoming first-time freshmen and students with incomplete housing applications; and partnering with Strategic Communications to develop banners, posters, ground stickers, bus shelter & newspaper ads, postcards, etc. A new booklet-style brochure was also created that will be a staple marketing piece for years to come.

## STUDENT- CENTERED HIRING

50 - 60

Between 50-60 students participated in the hiring process of professional staff within the Residential Education area by being on the committee or participating in on-campus interviews.

Student Affairs strategic goal 1 and CSUSB goal 1



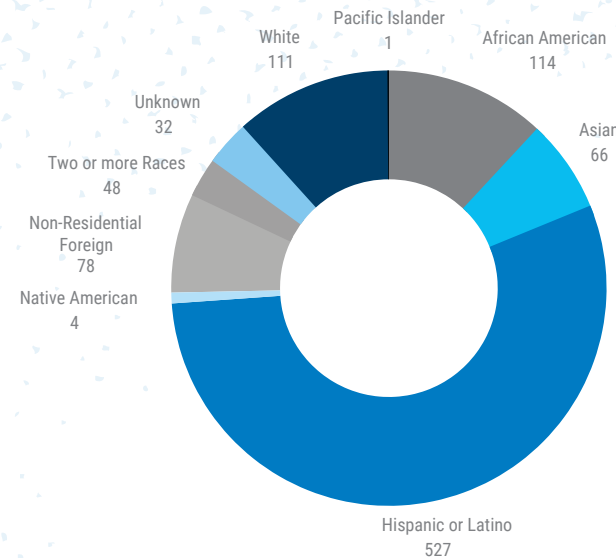
GENERAL  
INFORMATION

# WHO LIVES IN THE PACK?

## TOP 3 MAJORS IN HOUSING:

- BIOLOGY
- PSYCHOLOGY
- NURSING / PRE-NURSING

## ETHNICITY



## GENDER

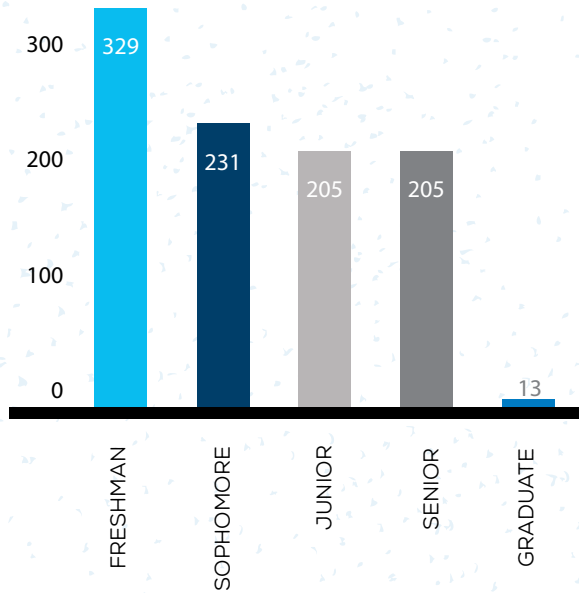
636 FEMALE



345 MALE



## STUDENT LEVEL



## VILLAGE PROFILE STUDENT LEADERS & STAFF

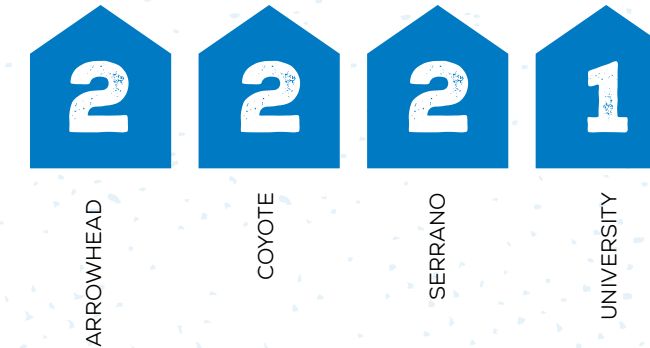
### NUMBER OF STUDENTS AND STAFF

VILLAGE NAME	# OF: RA	HC	AM
ARROWHEAD	15	02	03
COYOTE	11	02	02
SERRANO	15	02	02
UNIVERSITY	15	02	02

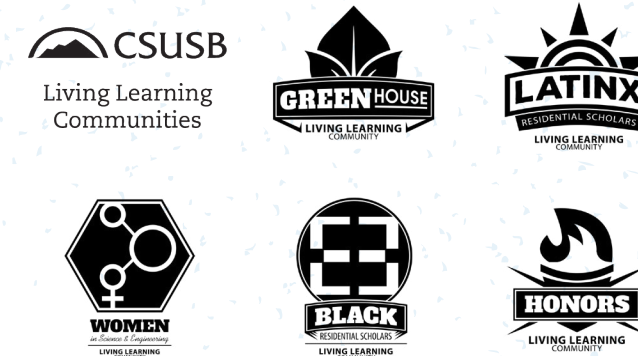
KEY: RESIDENT ASSISTANTS (RA),  
HALL COORDINATORS (HC), ACADEMIC MENTORS (AM)

There was 1 Area Coordinator of Residential Education per village

## FACULTY IN RESIDENCE BY VILLAGE



## LIVING LEARNING COMMUNITIES



Living Learning Communities (LLC) are themed communities that give students the opportunity to live with others who share similar interests and identities. LLCs support the personal development and academic success of students. 161 students lived in 6 LLCs.

Residential Honors Scholars: 56; Green House: 29; Latin X Residential Scholars: 27; Black Residential Scholars: 19; First Year Black Residential Scholars: 15; Women In Science and Engineering: 15

DHRE strategic goal 5, High Impact Practices; Student Affairs strategic goals 2 & 4; CSUSB goals 3 & 5

## 2018-19 PROFESSIONAL AND STUDENT STAFF

37

We employed approximately 37 professional staff members.

74

We employed an average of 74 student employees this year.





There's a word  
for the aroma of a  
good beer: biblosmia.  
How many of  
you would want a  
Hennah Event  
HERE → ☐  
El envidioso  
inventa el rumor,  
al chismoso lo difunde  
y el idiota se lo cree  
visit JOST  
Asia  
Marissa  
Ngan  
@tea terminals  
ONLY TEA  
TERMINALS  
who is she?  
yes →  
Is it ethical to boil  
crustaceans alive & eat  
them?  
Yes!  
|||  
Who's to  
say?  
||



# RESIDENTIAL EDUCATION



## AREA OVERVIEW

This was a year of transition and growth for the Residential Education team. The area's staffing was at half of its capacity; each team member took on the duties of the vacant Student Leadership and Development Specialist, as well as two Area Coordinator of Residential Education positions. Under the leadership of its new Associate Director for Residential Education, the area evaluated its practices and made numerous changes to improve the residential education experience.

## CHANGES MADE THIS YEAR

### STUDENT LEADER SELECTION PROCESS

The Residential Education team completely re-envisioned our student leader selection process to align our practices with departmental, divisional, and CSUSB values, to support professional skill building and development for all applicants, and to engage our current student leaders, Faculty in Residence, and DHRE staff in more meaningful ways. Feedback from this process has been overwhelmingly positive, particularly from our returning student leaders.

[DHRE strategic goal 7, Enhancing the Student Experience;](#)  
[Student Affairs goal 1; CSUSB goal 1](#)

### SPRING LEADER DEVELOPMENT

In the process of realigning our practices with CSUSB/Student Affairs/DHRE values and priorities, the Residential Education team also revamped our Spring Student Leader Development series for newly hired and alternate student leaders. Every aspect of the Student Leader Development series was revised from the learning outcomes to the course length and structure to the lesson plans. The result was a more engaging, more community-focused series that supports skill

building for new student leaders in areas such as conflict management, inclusion, communication, and ethics.

[DHRE strategic goal 7, Enhancing the Student Experience;](#)  
[Student Affairs goal 1; CSUSB goal 1](#)

### STUDENT LEADER ACADEMIC PROBATION PROCESS

After looking at historical data regarding student leader academic probation and national best practices, the team completely revamped our approach to supporting student leaders who fall below our GPA and/or enrollment requirements. After implementing this new approach in winter quarter, every student leader on probation successfully met our GPA and enrollment requirements and we lost no student leaders due to academic performance.

[DHRE strategic goals 4, Data-Driven, Evidence Based Decision Making & 7, Enhancing the Student Experience;](#)  
[Student Affairs strategic goals 1 & 2; CSUSB goals 1 & 3](#)

## "EDUCATING THE PACK"

Our "Educating the Pack" programming model is built around High Impact Practices (HIPs) and is designed to be collaborative and engaging. This year **352** active programs were hosted. Learning outcomes were based on the student population being served (i.e., First Year Experience, Second Year Experience, and Upperclassmen Experience). Programs must cover one of our 10 educating pillars and are hosted by Resident Assistants, Academic Mentors, Faculty In Residence, Program Coordinators, Residence Hall Association, or Village Council.

[DHRE strategic goals 7, Enhancing the Student Experience; 5, High Impact Practices; and 2 Sustainability;](#)  
[Student Affairs strategic goals 1; 2 & 4; CSUSB strategic goals 1 & 4](#)



OVERVIEW OF PROGRAMS

THE NUMBER OF HOSTED PROGRAMS BY PILLAR

EDUCATING PILLAR	PROGRAM #
• COMMUNITY BUILDING & SENSE OF CONNECTION	56
• ALCOHOL, TOBACCO, & OTHER DRUGS	44
• CIVIC ENGAGEMENT	36
• IDENTITY DEVELOPMENT	35
• WELLNESS EDUCATION	35
• ACADEMIC SUCCESS	31
• DIVERSITY & GLOBAL LEARNING	32
• FACULTY ENGAGEMENT	26
• FLOOR MEETING*	11
• LLC*	10
• CAMPUS CONNECTIONS	4

\*FLOOR MEETING AND LLC ARE NOT LISTED AS ONE OF THE TEN PILLARS BUT ARE COMPONENTS OF THE PROGRAMMING MODEL

ACTIVE

Active Programs can occur at the floor, building, or village level. They address learning outcomes by having students participate in the program being hosted.

ACADEMIC HONORS

*Academic Honors Ceremonies* were held once per quarter to celebrate students’ *academic success* and provide a platform where students focused on *community building & their sense of connection*. These ceremonies celebrated students who achieved a GPA of 3.5 or higher. Honorees felt their hard work was acknowledged and found the celebrations to be motivating.

“AS A RESULT OF PARTICIPATING IN THE CEREMONY, I FEEL ACCOMPLISHED AND WILL CONTINUE TO STRIVE TO BE THE BEST THAT I CAN.” - STUDENT

CAMP AND CHILL

78 people attended this indoor camping event where students built *campus connections* by learning about the CSUSB Adventures program with the goal of increasing campus engagement. Students camped indoors and were able to make s’mores.

PLAYGROUND PARTY

The 54 student attendees de-stressed and built a *sense of connection & community* with each other by playing games they used to play when they were kids such as playground games and jumping in a bounce house.

PASSIVE

Passive Programs address learning outcomes by communicating to residents using bulletin boards. This year **459** passive programs were created for the residents on campus.

COYOTE CONVERSATIONS

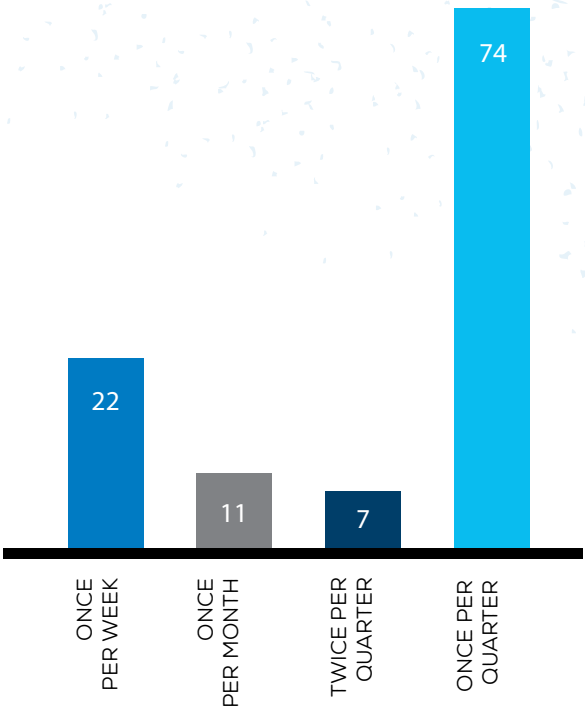
RAs had over 3,000 Coyote Convos with their residents this year. These one-on-one conversations are one way staff learn about the needs of each community.

ACADEMIC MENTORS

Academic Mentors are available exclusively to students who live on campus. Academic Mentors reach out to students whose previous term GPA was below a 2.0 or if they were placed on academic probation. The AMs connect students to campus resources, such as academic advising or tutoring.

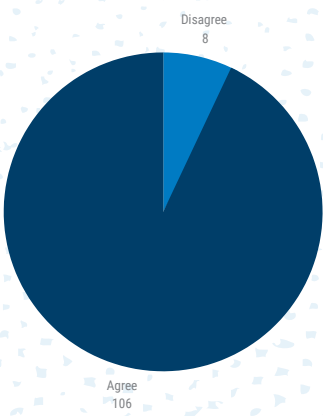
DHRE strategic goal 7, Enhancing the Student Experience; Student Affairs strategic goal 1; CSUSB goal 1

HOW OFTEN STUDENTS MET WITH AN ACADEMIC MENTOR

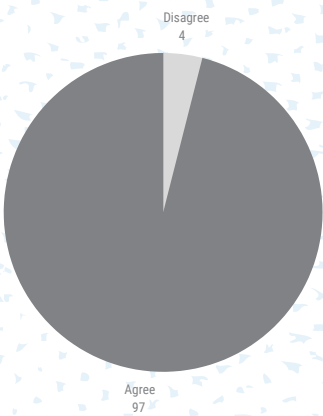


STUDENT MENTORSHIP SURVEY

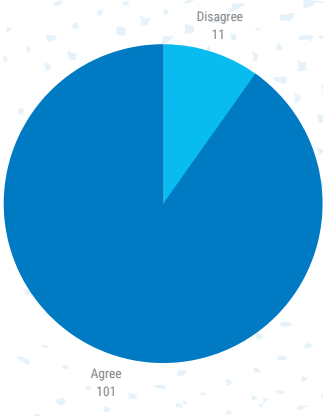
MY ACADEMIC MENTOR UNDERSTOOD MY CHALLENGES



MY ACADEMIC MENTOR WAS ABLE TO CONNECT ME TO RESOURCES I NEEDED



MEETING WITH MY ACADEMIC MENTOR WAS AN EFFECTIVE USE OF MY TIME





## FACULTY IN RESIDENCE

FIRs bridge the gap between students and faculty by providing opportunities for students to build relationships with faculty in informal, social settings.

Our 7 Faculty in Residence are from the departments of Psychology, Teacher Education and Foundations, English, Special Education, Rehabilitation and Counseling, Management, and Biology.

Residents were asked if interacting with a FIR improved their confidence to approach other faculty at CSUSB. **Eighty-eight percent of respondents who interacted with a FIR stated their confidence had improved.**

Our students engaged with the FIRs in their communities by attending programs such as:

### CREATURE CAFE

Creature Cafe, where research lab animals were brought by FIR Dr. Angela Horner. The 40 attendees interacted with the animals, asked Research Assistants questions about their research, and learned how they could get involved in research on campus. This program was hosted in partnership with the WISE LLC and the Department of Biology.

### SCHOLAR IN RESIDENCE

In winter quarter DHRE hosted a Scholar In Residence. The SIR studied Egyptology and was a member of the History Department; they engaged with students by hosting two programs, Planting With The SIR and DIY Shower Melts

DHRE strategic goal 5, High Impact Practices; Student Affairs strategic goals 2 & 4; CSUSB goal 3 & 5

## LIVING LEARNING COMMUNITIES

# 12 PROGRAMS

were hosted by LLC RAs to engage students living in LLCs.

The Speak Your Truth and The Real You programs, were hosted by Black Residential Scholars. These two programs were open mic events that focused on *campus connections, identity development, and community building & sense of connection*. Black Residential Scholars collaborated with both the CSUSB Chapters of the Student African American Brotherhood and Student African American Sisterhood.

In spring 2019 Green House's garden initiative received a **\$6,200** grant from ASI to rebuild the Community Garden, making it more student centered. The garden is available to the entire campus community.

DHRE strategic goal 5, High Impact Practices; Student Affairs strategic goals 2 & 4; CSUSB goals 3 & 5

AS A RESULT OF MY LLC I AM BETTER ABLE TO CONNECT WITH STUDENTS IN MY LLC



AS A RESULT OF MY LLC I AM BETTER ABLE TO BE ACADEMICALLY SUCCESSFUL



## RESIDENCE HALLS ASSOCIATION AND VILLAGE COUNCIL

RHA is a student-run executive board that represents all students living on campus. VC represents students in their particular community.

RHA hosted 11 programs this year with 929 students in attendance. Their **All You Can Eat Pancakes** event for finals week included 14+ staff, faculty and administrators serving pancakes to students in the Coyote Commons. RHA's highlighted collaborations were with VOICE for their Teal Fest and ASI for the ASI Candidate Cookout. VC hosted 7 programs with 247 students in attendance.

RHA became affiliated with the National Association of College & University Residence Halls, Inc. (NACURH) giving them voting rights.

### CONFERENCES ATTENDED

Pacific Affiliate of College and University Residence Halls at UCLA- four RHA and four VC delegates attended. Two of the delegates presented a program session titled, "It's a Party, It's a Garden Party!" The presentation focused on Sustainability Week and detailed how residents were educated about recycling, food waste, seed bombs, composting, growing and cooking produce from the campus

garden. The garden helps alleviate food insecurity at CSUSB.

NACURH Annual Conference at LSU- four incoming RHA delegates and one continuing delegate attended.

DHRE strategic goal 7, Enhancing the Student Experience; Student Affairs goal 1; CSUSB goal 1

## EMERGENCY HOUSING

# 464

### DAYS OF HOUSING PROVIDED

DHRE provided emergency housing to 25 CSUSB students. The total number of days we provided housing was 464. The average length of stay for emergency residents was 18 days. The minimum stay was 2 days and the maximum was 39.

All students worked with DHRE, CARE, campus, and community resources to transition into a stable housing environment. Five of the 25 emergency housing students transitioned into resident contracts with DHRE. The cost to DHRE per night was \$ 13,210.08, based on the daily rate of 4 single rooms in Serrano Village. Cost recovery for \$6,616 was made possible by the Charles and Shelby Obershaw grant.

The value to sustain the program was an amount of \$32,916.00.

DHRE strategic goal 6, Student Affairs strategic goal 1; CSUSB goal 1; CSU Basic Needs Initiative



## CONFERENCES

# CONFERENCES HELD IN SUMMER 2018 - 14

### CONFERENCE

### ATTENDEES

• STUDENT ORIENTATION	2100
• ADVISING & REGISTRATION	
• COYOTE FIRST STEP	435
• GEAR UP	315
• ATHLETES FOR LIFE	224
• EDUCATIONAL OPPORTUNITY PARTNERSHIP	83
• UPWARD BOUND	78
• CONSERVATOIRE NATIONAL ES ARTS ET METIERS	54
• BLACK FUTURE LEADERS	40
• STARS ILLUMINATED EDUCATE ADVOCATE AFTER SCHOOL PROGRAM	33
• INDIVIDUALIZED SUPERVISED PRACTICE PATHWAYS	
• DIETETIC INTERNSHIP PROGRAM ORIENTATION	29
• COYOTES RISING	26
• CENTER FOR ADVANCED FUNCTIONAL MATERIALS	24
• CENTER FOR GLOBAL MANAGEMENT	15
• RESEARCH EXPERIENCES FOR UNDERGRADUATES	8

## HOUSING TOURS

Tours are an important way for prospective residents and schools to get a feel for what life is like on campus. Since January 2019 we hosted 117 tours! Four were to local businesses and campus departments, 12 of the tours were to local schools, and 101 were to prospective residents and their families. The residence halls (Coyote and Serrano Villages) were toured 137 times and the apartments (Arrowhead and University Villages) were toured 37 times. DHRE also redesigned its tour feedback survey to streamline customer feedback and follow ups.

DHRE strategic goal 6, Campus and Community Partnerships

# 117 SINCE 2019



# CONFERENCES & TOURS







## ATHLETICS PARTNERSHIP

# \$2,500

PER STUDENT

CSUSB Athletics and Housing and Residential Education partnered with each other to introduce the Housing Stipend Incentive Program. A stipend of \$2,500 per student athlete is available to up to 60 student athletes who choose to live on campus. Goals of this multi-year collaboration are to increase the number of student athletes living on campus and to encourage students to live, study, and play on campus.

A second component of this partnership was to make Housing and Residential Education “The Official Housing Partner of CSUSB Coyotes.” The goals and objectives of this multi-year collaboration are to increase housing’s branding, exposure, and awareness through athletics marketing and to integrate housing with Athletics via co-events and co-promotions.

To increase branding, exposure, and awareness, housing posted banners on the soccer, softball, and baseball fields during the spring 2019 quarter. Housing will also put digital and print signage up in Coussoulis Arena, be listed as “The Official Housing Partner of CSUSB Coyotes” on Athletics website, advertise on team schedule calendars and the yearbook, create radio ads, and make announcements for games. Housing was also an annual sponsor at the Dave Stockton Golf Tournament and CSUSB Student Athlete Showcase.

DHRE strategic goals 6, Campus and Community Partnerships & 7, Enhancing the Student Experience; Student Affairs strategic goals 1 & 2; CSUSB goals 1 & 5

## WEBSITE TRAFFIC

### TRAFFIC INCREASE

Between 2017-18 and 2018-19 unique pageviews increased by 75,790; in 2018-19 there were 247,295 unique pageviews. The top pageviews were on the department’s home page, meal plan and dining information, life on campus, the 2018-2019 housing application, and housing options (i.e., residence halls and apartments).

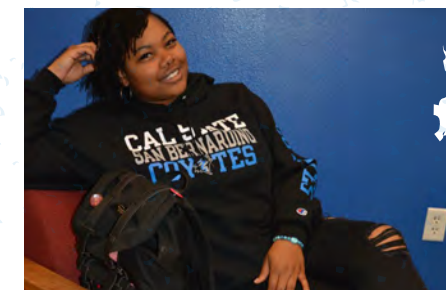
### AVERAGE PAGEVIEW TIME PER PAGE

# 1:32

TIME ON EACH PAGE

## ONLINE TOURS

360° views of rooms were added to our website to give people a feel of the residence halls and apartments without having to visit them in person. The views included bedrooms, restrooms, laundry rooms, shared living spaces, study rooms, multipurpose rooms, gym, etc.



# OPERATIONS HOUSING



# FACILITIES INFORMATION

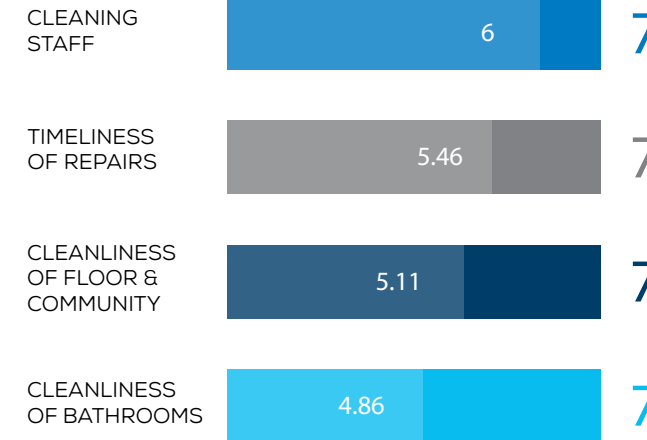


## AREA OVERVIEW

Our facilities area consists of custodial and maintenance staff. Our 5 maintenance staff members are responsible for the maintenance requests in all villages. Our custodial team is responsible for the cleanliness of their assigned areas within each village.

## 2018 TO 2019 OVERALL FACILITIES SATISFACTION

SATISFACTION WITH:

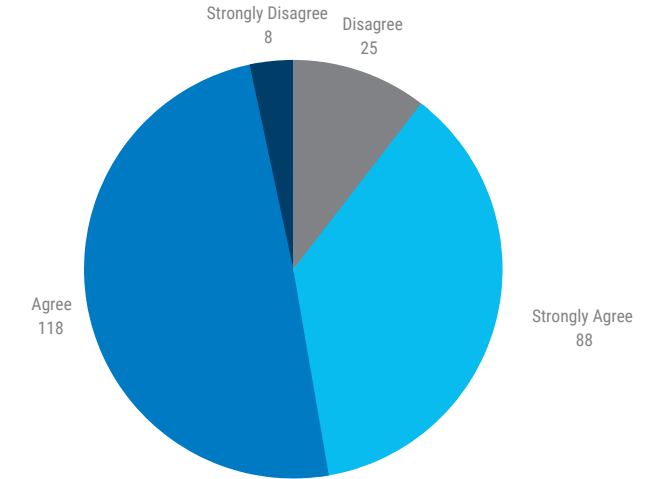


## OVERALL FACILITIES SATISFACTION

# 5.35

## REQUEST RESPONSE TIME

206 residents agreed or strongly agreed that maintenance requests they submitted were responded to in a timely manner



## NUMBER OF WORK ORDERS



**ARROWHEAD VILLAGE: 2,238**

common work requests were plumbing related

**COYOTE VILLAGE: 294**

common work request was for locks/access

**SERRANO VILLAGE: 1,306**

common work orders were for other which includes, carpet replacement, internet repair/cable not working, repairs in restrooms, etc.

**UNIVERSITY VILLAGE: 1,502**

common work requests were plumbing related



2,000 LBS OF SCRAP METAL WAS RECYCLED

DHRE strategic goal 2, Sustainability



# RESEARCH & ASSESSMENT

## CAMPUS LABS

To further institutional assessment efforts CSUSB has invested in Campus Labs. DHRE was a 2018-19 member of three Campus Labs working groups for the modules: Baseline (used for surveys, rubrics, and benchmarking), Planning (used to manage strategic planning efforts), and Outcomes (used to assess academic and co-curricular alignment and performance). Key results of the working groups were: DHRE was a pilot for Baseline (one student survey was developed and launched) and DHRE was an early adopter for Planning.

DHRE strategic goal 4, Data-Driven, Evidence Based Decision Making; Student Affairs strategic goal 3; CSUSB goal 3.

## RESIDENTS SAY...

### OUR AREAS OF IMPROVEMENT

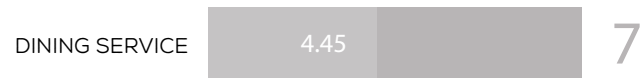
#### OVERALL:



#### LEARNING:



#### SATISFACTION:



## OUR GREATEST STRENGTHS

### SATISFACTION WITH:



## SA STRATEGIC PLAN

The Division of Student Affairs convened this year to review departments' accomplishments in service to the 2016-20 strategic plan. This year we prioritized DHRE Goal 7 and Student Affairs Goal 1, by developing marketing and communication initiatives to increase occupancy. We also improved our business practices by reducing the time it takes to respond to contract cancellation requests. In addition, we prioritized DHRE Goal 2 and Student Affairs Goal 4, by creating a DHRE/ Dining Sustainability Task Force. This Task Force created sustainability initiatives for 2018-19 and 2019-20; initiative activities will be refined and prioritized for 2019-20's roll out.

