



CALIFORNIA STATE UNIVERSITY
SAN BERNARDINO

**Department of Housing and Residential Education
Annual Report 2017**



A WORD FROM OUR EXECUTIVE DIRECTOR



Dear Students, Parents, and Campus Partners,

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

DHRE is an integral part of the Student Affairs Division and has developed a number of strategies to support the University's Strategic Plan. Created in 2015, the DHRE 2016-20 Strategic Plan has made much progress and seen many accomplishments in 2016-17. This report highlights the dedicated work of our department and the efforts of our campus partners, as well as the comprehensive impacts that contribute to the richness of the Coyote experience for our students. Construction is underway of Phase I of the new housing and dining project, with an expected completion and opening date of fall 2018.

Recent years have seen a dramatic shift in our strategic direction and efforts: utilizing learning outcomes, assessment, and various academic initiatives and staffing models that not only increase student satisfaction, but also focus more specifically on student academic success and development. The incorporation of data-based decision making has led to substantial achievement of our goals in all areas, directly supporting the mission of CSUSB and the Division of Student Affairs.

National research, and recent assessment efforts at CSUSB, clearly reveals 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 inspire students to achieve their highest potential at CSUSB. I invite you to explore this report and learn about the many contributions our department makes to improving student life at CSUSB. A dedicated staff has made these achievements possible, and I am proud to work alongside these passionate and skilled professionals.

Regards,

A handwritten signature in black ink, appearing to read 'John Yaun'.

John Yaun, Ed.D.
Executive Director, Department of Housing and Residential Education



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Our Leadership Team



John Yaun
Executive Director



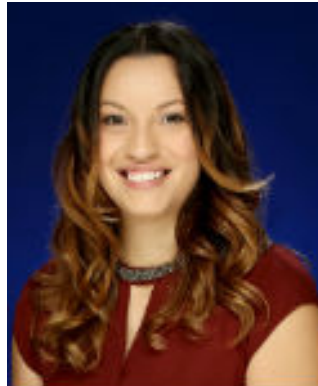
Andrea McMackin
Executive Assistant



Barbara Ratcliff
Senior Associate
Director



Randall Handlin
Associate Director of
Facilities and
Maintenance



Rose Gardea
Interim Associate
Director of Residential
Education



Michael V. Nguyen
Coordinator of
Research and
Assessment



MISSION

Offering various and diverse living and learning experiences, the Department of Housing and Residential Education is an integral part of the educational mission of Cal State San Bernardino. As such, we inspire students to achieve their highest personal potential by providing collaborative residential programs that encourage community, wellness, inclusion and learning.



Student Profiles

Residents (2016-17)*

Total Residents:	1425
Hispanic:	54%
African American:	13%
White:	9%
Asian American:	6%
Two or More Races:	5%
Female:	61%
Male:	39%

*Data is based on average number of residents for 2016-17 academic year.



Village Profiles

Arrowhead Village

(Built: 2001 and 2002, 567 Students, 34 Staff, 2 Faculty-in-Residence)



University Village

(Built: 2004; 444 Students, 21 Staff, Black Residential Scholars LLC, 2 Faculty-in-Residence)

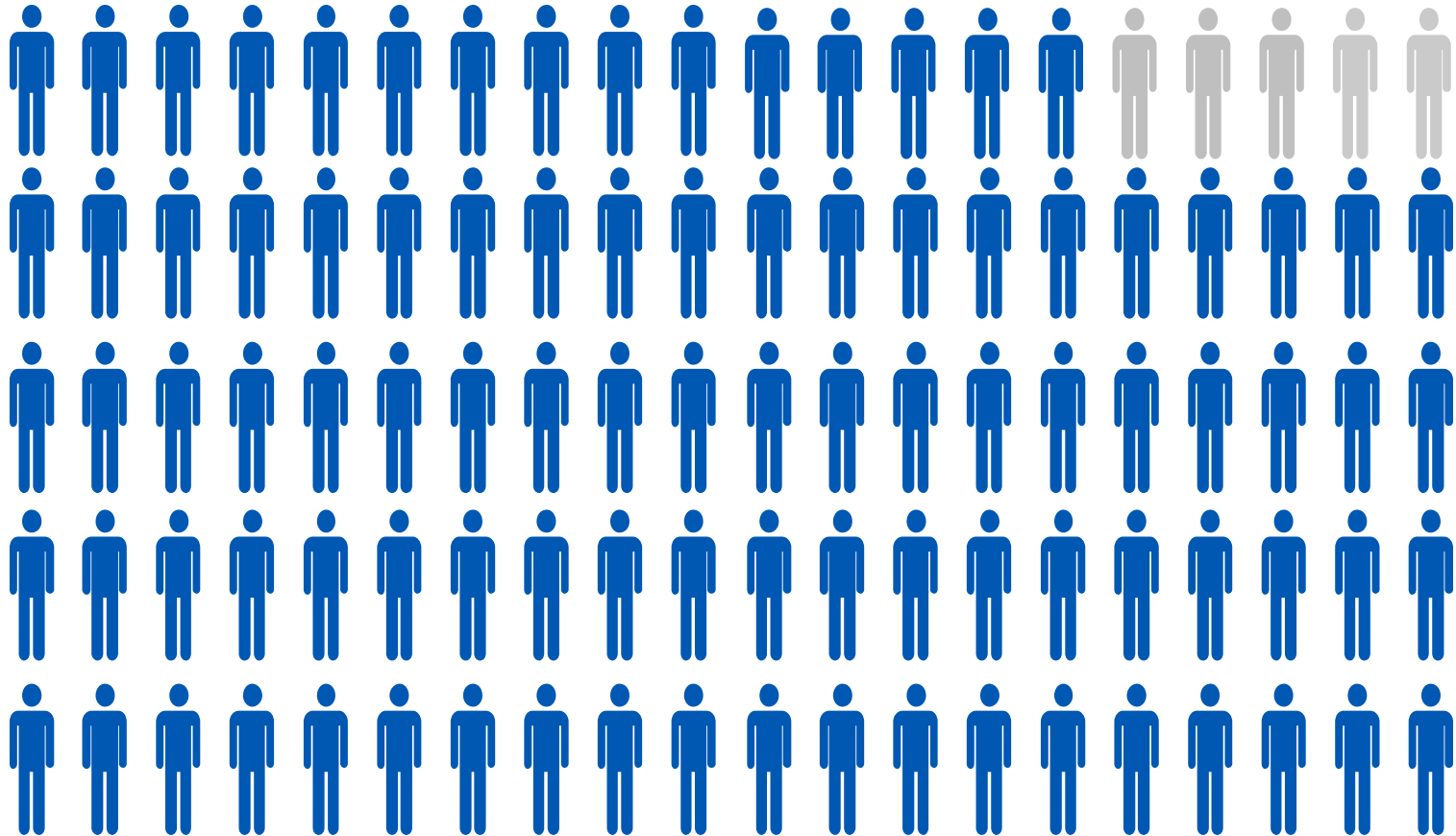


Serrano Village

(Built: 1970s, 412 Students, 15 Staff, Greenhouse LLC)



Occupancy Rate: 95%



*Data is based on average number of residents for 2016-17 academic year





     4,873     

   Completed   

  Work Orders  



Strategic Goals:

Goal I: New Housing and Dining

The Department of Housing and Residential Education will create a vibrant, student-learning experience and residential campus through the creation and development of a new student housing and dining facility.

New CSUSB housing and dining is scheduled to come online in Fall 2018. This contemporary community will serve first-year students and provide new, academic housing and a modern dining facility to serve the campus community, an Honors LLC, our Faculty in Residence, a community kitchen, and several multipurpose meeting rooms.



Housing facility:

Cost of Project:

\$93,962,000

New beds: 416
freshmen (to 1,889
spaces total on
campus)

Square feet: 121,050

Dining facility:

Square feet: 46,000



Strategic Goals:

Goal II: Sustainability

The Department of Housing and Residential Education will become a campus leader and a model of excellence in incorporating sustainable practices into campus living by reducing its environmental impact, becoming a driver for innovative, sustainable communities, and striving to ensure that staff and students understand the importance of sustainability at CSUSB.



DHRE Sustainability Plan Highlights/Accomplishments:

- ✓ Created Greenhouse, a sustainability living learning community.
- ✓ Developed innovative and a sustainable new housing design, renovation, and construction.
- ✓ Improved partnerships and collaboration on sustainability issues across campus.
- ✓ Created and improved sustainability education and awareness.
- ✓ Developed strategies to create waste reduction and resource conservation.



SUSTAINABILITY



9287 lbs.
of Materials
Recycled



60
LED Lights
Installed



85%

Use of Green
Chemicals

6

Hand
Dryers
Added



Strategic Goals:

Goal III: Enhancing the Staff Experience

The Department of Housing and Residential Education will create a culture of staff learning, appreciation, and development that contributes to best practices and staff excellence.

Developed:

- 21 On-boarding Plans
- 30 Professional Development Plans



Strategic Goals:

Goal IV: Data-Driven Evidenced Based Decision-Making

The Department of Housing and Residential Education will implement assessment initiatives and analyze data in a meaningful way in order to create and provide evidence-based programs that contribute to student learning and success, higher levels of service, and communicate data to key stakeholders.



DATA



KNOWLEDGE



ACTION

- ✓ Promoted and fostered a "culture of evidence and assessment" across the department.
- ✓ Designed and implemented a department-wide assessment directed toward improving student success.
- ✓ Aligned efforts with the GI2025, CSUSB and Student Affairs Strategic Plans, and National Standards (i.e., ACUHO-I and CAS).
- ✓ Utilized EAB, EBI, NSSE, and internally developed assessment instruments.
- ✓ Collaborated with Office of Institutional Research to develop DHRE dashboards.



Research and Assessment Instruments and Data Sources



DHRE and Office of Institutional Research



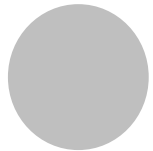
National Survey on Student Engagement



Educational Benchmark Inc.



Educational Advisory Board



ACUHO-I, ACPA, CAS, & NASPA



Dashboards: GI 2025

Graduation Initiative Metrics: Student Residents

Full-Time/First-Time Freshmen

Retention Rates

Graduation Rates

Retention in Housing

On-Track Unit Accumulation

Golden Four within Two

Progress to Degree

CCC Transfer Students (Sophomore level and above)

Retention Rates

Retention in Housing

Graduation Rates

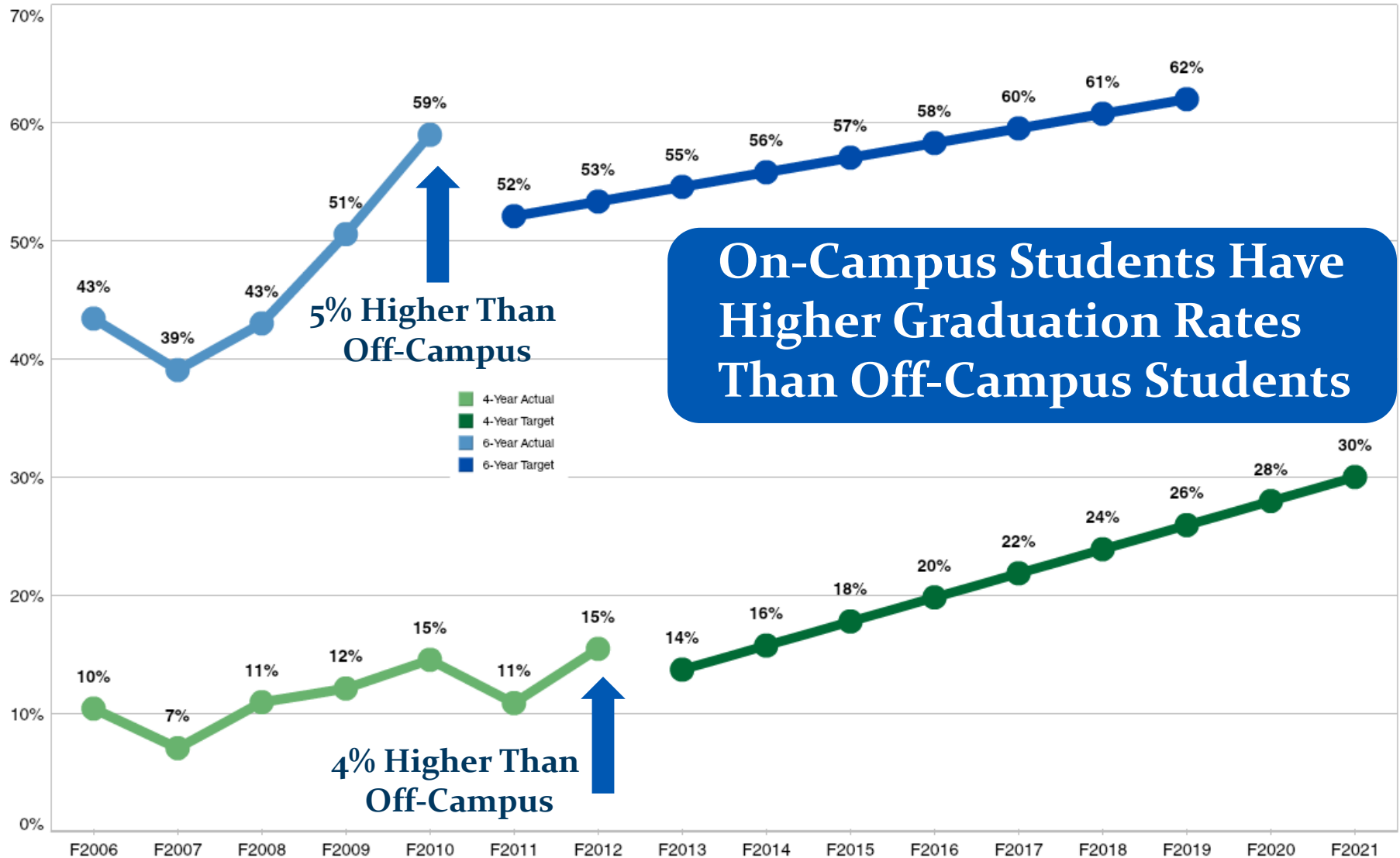
Progress to Degree

Collaborated
with CSUSB
Office of
Institutional
Research to
Develop
DHRE GI2025
Dashboard

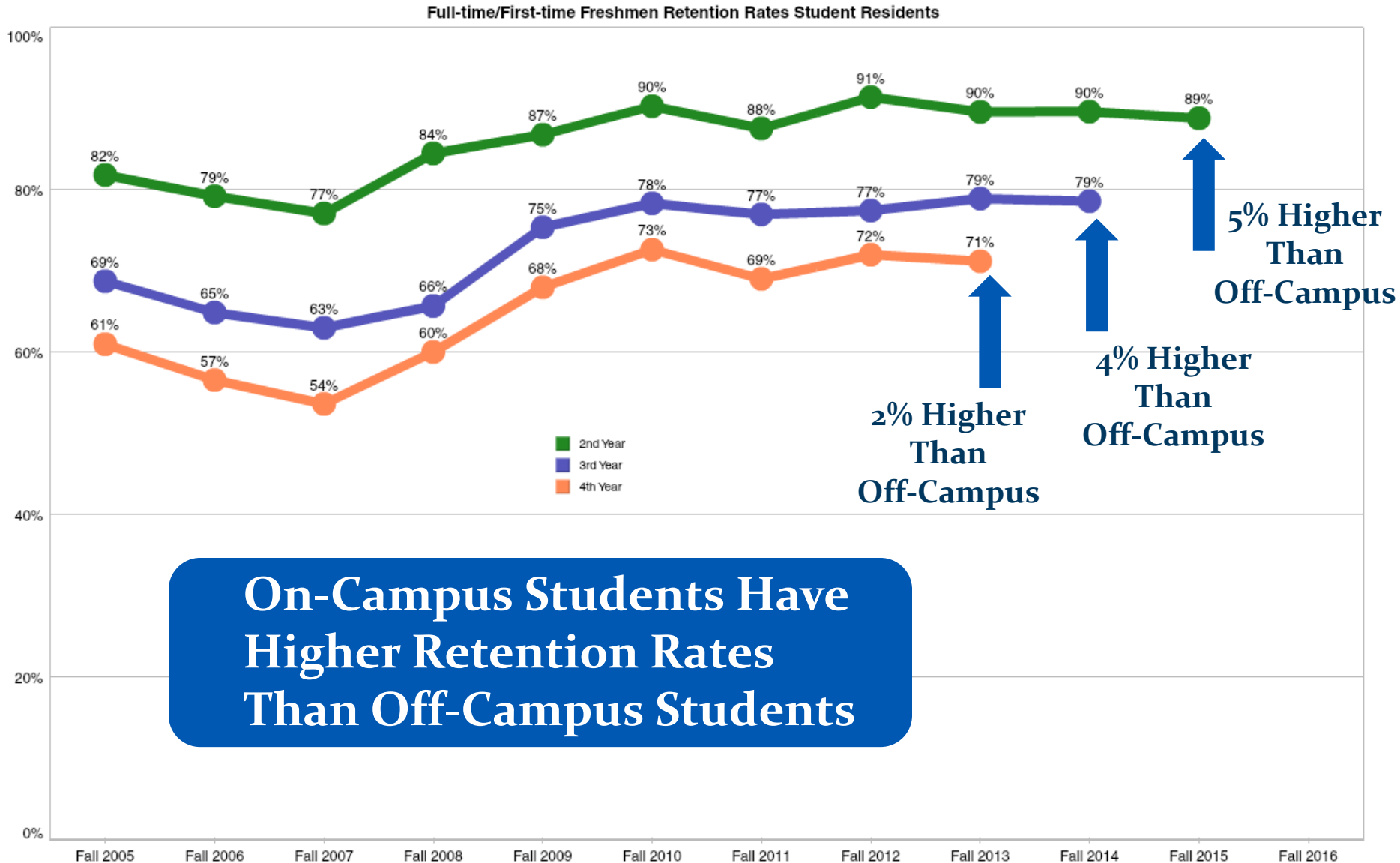


Dashboards: FTFT Graduation Rates

Full-time/First-time Freshmen Graduation Rates and Targets: Student Residents



Dashboards: FTFT Retention Rates



Strategic Goals:

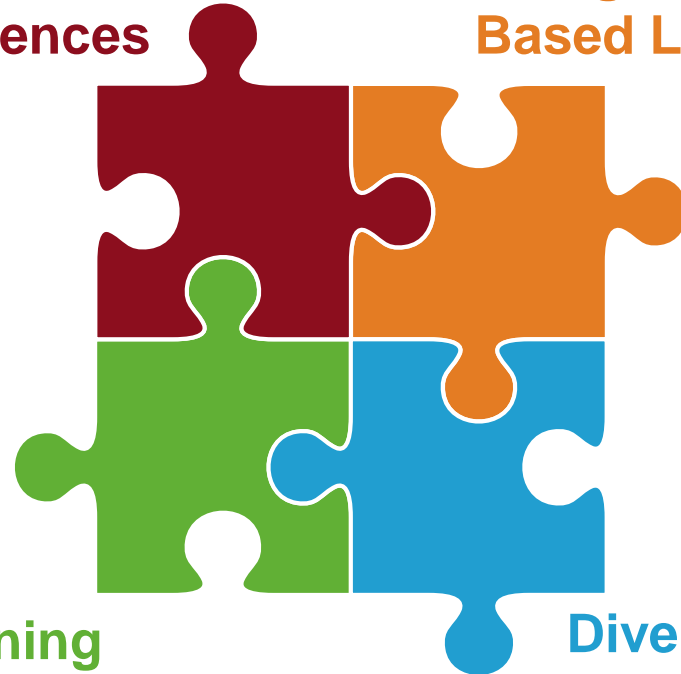
Goal V: High Impact Practices (HIPS)

The Department of Housing and Residential Education will transform the student living experience through implementing High Impact Practices, which enhance student learning outside of the classroom, student retention, and student engagement.

4 High Impact Practices Implemented

**Common
Intellectual
Experiences**

**Service
Learning/Community-
Based Learning**



**Learning
Communities**

**Diversity/Global
Learning**



Current Living Learning Communities (LLCs)



- The BRS LLC provides leadership, mentorship, community and a safe space for those that identify as African/Black at CSUSB.
- Students explore Black identity development and gain a better understanding of knowledge about issues in the Black community and develop skills to assist in creating a socially just campus and world.

Living Learning Community members experienced gains in numerous student success factors including but not limited to the following :

Graduation

Retention

GPA

Self-Efficacy

Student-Faculty Interaction

Sense of Belonging

Race/Ethnic Pride (BRS)



- The Green House LLC strives to provide understanding around water conservation, emissions, recycling, and energy reduction.
- Students examine how sustainability relates to their lives, values, and how their actions impact issues of sustainability.



NEW LLCs for 2017-18



- The First Year Experience (FYE) LLC is designed to bring together first year students in a supportive and academically-focused living environment.
- FYE offers students increased opportunities for mentoring, networking and programming that assist students in experiencing a successful first year at CSUSB.



- The LatinX Residential Scholars LLC seeks to enhance students' knowledge of the diverse lived experiences of people of Latin descent.
- LatinX LLC is devoted to the exploration and expression of traditional and contemporary aspects of Latin American and Latino intellectual, social, and cultural life.



- Women in Science and Engineering (WISE) is a community of students majoring in science and engineering.
- The goal of WISE is to provide students with a unique, supportive LLC setting for women that will assist them in their success in engineering and science majors.



Faculty in Residence



Justine D'Arrigo-Patrick
Assistant Professor
Counseling and Guidance



Isabel Huacuja Alonso
Assistant Professor
History

FIR Program participants showed gains in numerous student success indicators including but not limited to the following:

Graduation

Retention

GPA

Self-Efficacy

Student-Faculty Interaction

Sense of Belonging



Jordan Fullam
Assistant Professor
Teacher Education



Dennis Amodeo
Assistant Professor
Neuro-Psychology



Strategic Goals:

Goal VI: Campus and Community Partnerships

The Department of Housing and Residential Education will establish and sustain several campus and community-based partnerships in order to enhance the student experience, create opportunities for collaboration, and build student and department connections.

30+ Engaged Campus and Community Partnerships Established



Campus Partners

- Academic Affairs
- Advising
- Alumni Affairs
- ASI
- Black Faculty Staff Student Association
- Building and Planning
- CAPS
- Career Center
- Dreamers Resource Center
- Financial Aid
- Institutional Research
- Office of Community Engagement
- Office of Student Engagement
- Office of the President
- Student Affairs
- Student African American Brotherhood
- Student Recreation and Wellness Center
- Student Union
- Tutoring Center
- University Police Department

Professional and Private Partners



Higher Education Partnerships



THE UNIVERSITY
of NORTH CAROLINA
at CHAPEL HILL



EMORY
UNIVERSITY



TRINITY
UNIVERSITY



SAN DIEGO STATE
UNIVERSITY



THE UNIVERSITY OF
TENNESSEE
KNOXVILLE



USC University of
Southern California



CSUSB Department of Housing and Residential Education

Strategic Goals:

Goal VII: Enhancing the Student Experience

The Department of Housing and Residential Education will create living and learning environments where student learning and success, engagement, inclusivity, responsibility, and personal growth are valued, promoted, and practiced, and students are prepared to be successful, participating learners and members of the campus community.

New Student Success Initiatives

- ✓ Living Learning Communities
- ✓ Faculty-In-Residence
- ✓ Activities/Programs
- ✓ Academic Mentors
- ✓ Social Media Engagement



Living Learning Communities



**650+
Programs**

**Residential
Education
Areas of Focus**

**20,000+
Attendees**



1000+ Students Engaged via Social Media



snapchat



Instagram



12 Summer Conferences and Programs

■ CFS	1540
■ SOAR	1233
■ AFL	220
■ Upward Bound	80
■ Summer School	75
■ EOP-Summer Bridge	55
■ BFL	55
■ CNAM	48
■ Other Programs	52

**3300+
Students
Served
in
Summer
2017**





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Department of Housing and Residential Education

Campus Living That Makes a Positive Difference in the Lives of Students!



CSUSB Department of Housing and Residential Education