2013-2014 Annual Report

Occupancy

- 99% (1,840 beds filled of 1,862 beds available)
- Housing and Residence Life collaborated with various campus partners in order to provide seven theme communities within the greater housing community:
  - College of the Arts (Arts District)
  - College of Communications (RTVF Floor)
  - College of Health and Human Development (HHD Floor)
  - Diversity Initiatives and Resource Centers (Multicultural Perspectives Floor)
  - Faculty in Residence (Sophomore Year Experience Floor)
  - Freshman Programs (First Year Connection in Pine Hall)
  - Honors and Scholars (Honors Floor)
- Housing and Residence Life also collaborated with University Extended Education and Intercollegiate Athletics in order to provide on-campus housing accommodations for visiting international students as well as student-athletes.

Dining Services

- The Gastronome served 586,020 students with delicious food and great customer service.
- The Gastronome hosts elaborate, upscale themed dinners each month. The themed dinners that took place during the 2013-2014 academic year included:
  - Retro Night Theme Dinner
  - Halloween Theme Dinner
  - Thanksgiving Theme Dinner
  - Winter Theme Dinner
  - Mardi Gras Theme Dinner
  - Hollywood Theme Dinner
  - Luau Theme Dinner
  - Cinco de Mayo Theme Dinner
- The Community Market features a wide array of packaged and fresh produce, foods, and household goods and served 98,570 guests during the 2013-2014 academic year.
- The Late Night Café features a variety of specialty coffee drinks as well as combo meals and to-go items and served 39,901 guests during the 2013-2014 academic year.
- The Gastronome offers great employment opportunities for Cal State Fullerton students. This past year, Aramark employed 80 Cal State Fullerton students including two student managers.
Community Programming

- The Academic Resource Center logged more than 15,000 visits during the 2013-2014 academic year. Services included group study rooms, a computer lab, and free printing for housing residents.
- During the 2013-2014 academic year, the community programming staff hosted 144 events with a total attendance of 5,218 participants. Highlights included the American Democracy Project, Spring Carnival and Battle of Buildings.
- In addition, the Faculty in Residence hosted more than 30 events with a total attendance of over 300 participants. Highlights included various book clubs and the Socrates Café.
- Finally, the Resident Advisors hosted 193 programs with a total attendance of 4,982 participants. Highlights included the Pine Hall Food Drive, Welcome Back Block Party, Nightmare on Elm Street Haunted House and Academic Advising.

Housing Community Resource Center (HCRC)

- In August 2013, Housing and Residence Life collaborated with the University Police Department to open the Housing Community Resource Center (HCRC) located on the first floor of Cypress Hall.
- Services include bicycle registration, crime prevention presentations, campus safety, DUI and drug information, as well as information on law enforcement careers.
- The HCRC is staffed with both Police Officers and student Community Service Officers (CSOs) Monday-Friday from 8:00am-10:00pm.

Facilities Operations

- The Facilities Operations staff completed the following enhancements during the 2013-2014 academic year:
  - Nearly 20 bicycle racks were added throughout the housing community in order to meet increased demand for bicycle storage by residents.
  - The Cypress fitness center and outdoor basketball and volleyball courts were rehabilitated in order to better serve the recreational/wellness needs of residents.
  - The Academic Resource Center, Fireside Lounge and Student Leader Resource Center were refurbished in order to house all Residence Life Complex Coordinators and student leaders in order to make these key staff members more accessible to residents.
  - The Facilities Operations staffing model was reengineered in order to provide maintenance and custodial staff seven days a week throughout the year.
  - The leadership in Facilities Operations collaborated with internal IT staff in order to create an electronic Room Condition Report (RCR) which exponentially increased the efficiency of the check-in and check-out process throughout the 2013-2014 academic year.

Key Findings from 2013-2014 Student Satisfaction Survey (572 respondents = 30% response rate)

- 94% agree or strongly agree the grounds are well maintained.
- 92% feel safe within the housing community.
- 80% of respondents were satisfied or very satisfied with the services provided by the custodial staff in the housing community.
- 47% of students feel that there is a sense of community within housing.