



**Mark Brice:** Good afternoon. Thank you for being here on time. Sorry we took a little bit of extra time because I am being filmed today. I am Mark Brice. I work for University Housing and Food Service. I am a resident's community coordinator which basically means that I have my master's degree and I live in a dorm with a bunch of students and my wife and son. So today we're just going to be walking through a little bit about what it means to live in housing. And some of the little details that come along with that. If you have questions that come up go ahead and wait, write them down, or put them in that memory bank that you have. And hopefully by the end myself or Dan who is coming up in a little bit will be able to answer that question. If we don't please, please come up at the end and ask your question. Particularly if it's more specific to your child's situation. Alright.

## WHAT WE WILL COVER TODAY

- UNIVERSITY HOUSING COMMUNITIES
  - Amenities
- MEAL PLAN
- LIVING WITH UNIVERSITY HOUSING
  - Safety
  - Roommates
- UNIVERSITY RESPONSIBILITIES
- MEET THE STAFF
- COMMON QUESTIONS
- OFF CAMPUS STUDENT SERVICES



**Mark Brice:** So we're going to be covering a variety of things. Basically where your student is living, what are they going to be eating, then some of the things that come along with living in housing, some of our policies and guidelines and things that we think might be helpful for you to know. And then we will go through some of the staff, some of the common questions. Dan is going to come up and talk about the off campus student experience and what that can look like. So we will get rollin.



**Mark Brice:** Alright. We have five different communities. As you can see up here Shasta/Lassen, that's where I been the past two years. They are I believe our oldest halls, three story red bricks that are just straight lines with doors on both sides for residences to live in. And they're a lot of fun, we got the lawn and the volleyball court out front. You have Whitney hall, the tallest building north of Sacramento in the state of California, just a little fun fact. A lot of people love living there because it is seen as very social. Shasta/Lassen is also pretty loud and social. Sutter is our newest building. A lot of high tech stuff in there, a lot of fancy energy-saving things because it is Leed Gold facility. And then underneath is the dining area, you can kind of look in and peak in and see through the glass, you can see the new dining facility. Then Mechoopda/Esken and Konkow. Mechoopda/Esken are two smaller residence halls that are similar in style to Shasta/Lassen and the others as well. But then they have the Konkow houses which are about 13, 14 students live in a house with a kitchen. And then University Village which is one my favorites because it is apartment style living, you got a kitchen, you have two pools, a hot tub and a lot of other kind of large open spaces for people to hang out in.



**MEAL PLANS**

Chico Plan.....	192 meals (avg. 12 meals / week) + \$64 Flex Cash per semester
Bidwell Plan.....	176 meals (avg. 11 Meals / week) + \$128 Flex Cash per semester
Wildcat Plan.....	160 meals (avg. 10 Meals / week) + \$192 Flex Cash per semester
Mini Plan (UV & Konkow only)...	64 meals (avg. 4 Meals / week) + \$112 Flex Cash per semester

**Mark Brice:** Meal plans. Now the dining hall serves 19 meals in the “all you care to eat section”. So that's three every single day of the week and then on the weekend brunch and dinner. And then usually there is Sutter Café which serves a kind of grab and go style. You can order sandwich, you can get your Rock Star energy drink, or smoothie, or slice of pizza, or bag of chips, or bag of fruit, or a piece a fruit sorry. But if you look at our meal plans it's an average of 12 meals weeks so if you have a hungry student and they eat all 19 meals in a week and then they're going at like 7, 8, 9, 10, 11 o'clock at night. And they're getting a second, or sorry a fourth meal you can blow through your meal plan pretty quickly. And I have interacted with students that it's like November and their like, “Hey, I am running out of meals, what do I do?” And that's where parents or students can add on in chunks 25 more meals. Shasta/Lassen, University Village, Konkow and I believe Esken/Mechoopda all have kitchens in them. So if your student wants to be a little bit more creative they can go there. And there are microwaves that students can get with the micro fridge deal through collegiate concept. And there a lot of great YouTube videos on how to cook using a microwave. But as you can see here 192 meals is about 12 a week. Flex cash can be used at a number of eateries and coffee places on campus. It's very common for students to get coffee and a bagel going to class if their class is at like 8 AM. Boom, you're in and out, you can go on the run. And then over here I think it's this way, the BMU which you've already been in there is a whole dining area. All of our food service is done by Associated Students. So some of you are familiar with ASB in high school, here at Chico State our ASB runs all the dining services, all the catering. So we don't have deals with like McDonald's or Burger King and that kind of thing, it's all us. Which I think is really cool. And sometimes we serve local lunch from the Farm, so the University Farm sends their food here and they make into a meal. So that's a little bit about our meal plan. If your student lives in UV or Konkow, because they already have



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a kitchen they have a smaller meal plan which is why the Konkow, University Village option is cheaper than the residence hall double rate. So if you're kind of wondering okay why is it cheaper, that is part of that reason.

## LIVING WITH UNIVERSITY HOUSING

- **SAFETY AND SECURITY**
  - KEYS
  - CAMERAS
  - BLUE LIGHTS
  - 24 HOUR DESKS
  - GUEST CHECK-IN
    - NO GUEST WEEKENDS
- **ROOMMATES**



**Mark Brice:** Alright. Some of the things that we do to keep your students safe. We have a very specific key system, they look like dog tags and they're magnetic and so when a student loses it or they can't find it. One it doesn't have the room number and location on it. They're numbered in a different way that only our locksmith keeps track of. And that way when something is lost your student puts in a request, locksmiths come out, they changed the magnetic, I don't know how it works exactly. But they change the magnets in there and so that key that got lost would no longer work in the door. So we have a pretty thorough process in terms of the keys. We have cameras all throughout the halls in the common areas. Not in the bathrooms, not in the bedrooms, that kind of thing. Only in the public areas so that when something happens or someone comes in who is not supposed to be, we have it on cameras. We have a lot of bike thefts in Chico because people are coming through and a lot of students don't lock up their bikes. So the police were just in here kind of talking about some things. Definitely register your bikes because they get found but we also use cameras and identify folks pretty well when those kinds of things happen.

The blue lights as you're walking through campus you might see this blue pole with a blue light that is something that your child can hit and it goes directly to UPD which is just across the street back here, or over here. Sorry I can't figure out my directions in here. That way. And it goes directly to UPD and they will know exactly where your student is. So if they are going through campus, sometimes what happens is you got people that are riding by just hitting them as they go along campus. And so sometimes the police come and they will have a conversation with that person who is just hitting them for fun because they can track pretty easily. And there are cameras on the blue lights as well. So they can see the blue light phone, what is going on at that location.

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And then the desks, so going back into our halls. Each desk, or each hall community has a front desk that is open 24/7. So that's true of Lassen/Shasta, Sutter Hall, Whitney Hall, Esken/Mechoopda. Konkow doesn't have a desk, they use Mechoopda because that's in the middle. And then University Village, their desk is open from about 7 AM to either midnight or 2 AM depending on if it's a weekday or weekend. And so what they do is at night, at 8 PM, we put up stanchions and every guest, every student that comes in must pull out their ID card and I don't have a dog tag key but we will just put it. And they have their key and ID, they walk into the front desk and they swipe their ID and the student or the desk attendant will say alright you are good to go. You can come right on in. So that means folks that are visiting like you might come on a weekend, and you might be like, "Hey, I'm here to see my child." And they will say, "Actually I need you to wait for them to come get you and check you in before you can just come in." So that's, maybe it's a little bit frustrating or maybe it's a little reassuring. But whatever it is we're going to do it because that's how we keep track of our buildings and keep them safe and keep things running smoothly. Those front desks are also places you can call, the students are trained not to give out student information. So if you're like, "Oh hey, I know my child lives in here can you tell me like what time they're going to bed?" They're going to say, "Sorry I can either confirm or deny your child lives in here, please contact..." They will refer you to me or whoever is doing my job or the Central Housing Office. Because we have to keep that information private because it is like a private concierge service, is kind of what we are running.

And then you want to keep in mind that there are no guest weekends. So weekends where it tends to be busy in Chico. So Labor Day there's often floats down the river a lot of folks from out of town come in and have a great time partying. And we say

## LIVING WITH UNIVERSITY HOUSING

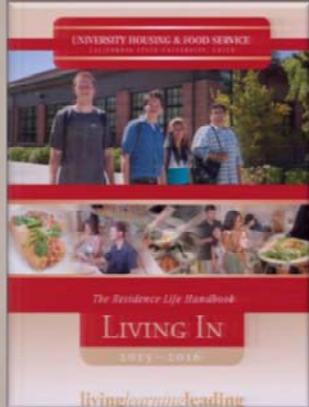
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sorry like you can't have guests because we don't want it to get crazy. Because what we have found Chico students and people that live in Chico, they know how to stay responsible, keep things alright. It's folks coming from outside, coming into town looking to have a crazy time who bring in more of the element that we are not a big fan of. So that's why we have these no guest weekends. And maybe your child is like I have Labor Day off, or Halloween seems like a great time to send my child to Chico. I'm going to say no, that's not a great time for your child to visit. Plan for a different time. And sometimes this is really hard for students because their loved one, their significant other wants to come up and visit and they're like, "Oh, we already bought a plane ticket." And we are going to say, "Sorry that was in the contract that you signed." So make sure that you go in and you look at the contract, you see what those dates are because we lay them out very clearly because we know it can be an inconvenience for folks.

## UNIVERSITY RESPONSIBILITIES

- Policies, procedures, and consequences are outlined in *Living In: The Residence Life Handbook*
- Policies fall under **Title 5** of the California Code of Education
- FERPA

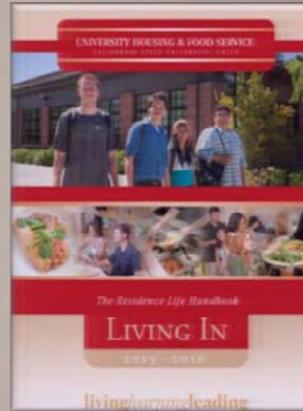


**Mark Brice:** Alright so some of these things that I was kind of alluding to, the policies and procedures. We try to give that to your student upfront. Now I know many of you have phones or you download stuff off the internet and there is usually this really long legal agreement. It's like sections 1-21 it says all these things that we don't really read and you just click agree instead. This is that document. And instead of just clicking agree and moving on I would browse through it, just kind of look through, see what is in there and have your child do so as well. Because there is a lot of great helpful information in there. But then there is also these policies and procedures that sometimes come up and it's like, "Oh my goodness. I didn't know there was no guest weekends." It's like ah we said this over and over, and we tried to email you. We wanted it to be upfront. And sometimes students are like, "Ah this policy isn't fair." And we have to say, "Well we have to uphold what the State of California has given to us as, because we are a public institution so we follow, it's called Title V of the California Code Education."

And then there's this wonderful thing called FERPA. Anybody familiar with FERPA? Alright so basically what happened back in the 60s and 70s the college students really were, they were feeling the movement. They were doing a lot of things, getting out there being activists and said we want there be a barrier between us and our parents. We're in college, we're in charge, and in control. So then FERPA which is the Family Education Rights to Privacy Act basically said alright parents now your child is in college they have a right to say no I'm not, we're not going to give out information like grades and conduct and like student behavior type stuff. All that stuff is going to stay in house. You're going to say well I pay for tuition and the university is going to say but FERPA was passed. And so that's thanks to many of you who were part of that activist generation and that's why FERPA exists now. And your child can sign a waiver

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saying yes please disclose my grades to my parents or yes I want my parent to be able to access my student account. So they can see some of the billing that goes on because I know a lot of parents help fund education for their students. But FERPA is something you're going to hear a little bit more of as your child enters into college and when you want information and when I'm going to say sorry I can't discuss that with you. But I encourage you to talk directly with your student instead. That's what you are going to hear a lot of, is talk to your child instead of me because I cannot disclose that information to you. Sometimes there are other circumstances that allow us, sometimes the child will give us permission but we want you to be having that direct conversation.

## MEET THE COMMUNITY STAFF

- RCC/ARCC
- RESIDENT ADVISORS
- DESK ATTENDANTS
- CUSTODIANS/  
MAINTENANCE



**Mark Brice:** Alright the community staff. So these are the folks that are living in the halls. I mentioned a little bit of my educational background. I say that because I want you to know there's someone that lives in every school community. In fact two, at least two people who are out of college. Most of us have gone through graduate program in higher education learning how students develop and how we can be good supports to them, good supports and advocates. And so there are two professional staff in Shasta/Lassen, Sutter Hall, Whitney Hall, Esken/Mechoopda and Konkow, and University Village. And many of us are also partnered and may have a pet as well because this is where we live 365 days of the year. Working with me are, we have 70 student staff that are called resident advisers. Many of you might be familiar with them. Those are the students at the University, sophomores through senior through super senior. Some graduate students every now and then who also live on the floor. And they're the ones that try to build a relationship with your child, get to know them, get to know what, maybe what they're struggling with so they can refer them to academic advising or the counseling center or the WREC area and the clubs and the sports that we have on campus. It's a very difficult job. We say it's 20 hours a week but they live on the floor so when they get the knock at 2 AM from someone who's had a hard night and is crying. They're going to wake up and they're going to answer there door and talk with your student. And then the desk attendants. We have about around 100 desk attendants that work at all those desks that I talk about. They're well trained, they know what to do, we do have some emergency protocols and they are often the first line of information. So they'll hear something from you or a student, something will happen with a student and the roommate will go and talk to the DA and then the DA will call myself or someone else. Because the RCC/ARCC we are also on call 24/7 throughout the school year. So there two 24/7 365 operations on campus. So basically they're happening all time. That is University

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Police and University Housing and Food Service because there's always someone on campus with a phone ready to respond to an emergency. And then our custodians and maintenance. And I cannot say enough amazing things about them. These are folks that show up late at night when there's a leak or like a water pipe has burst and it's like flowing all over the place. And some of these folks live in town, others live in Forest Ranch, and Paradise, and Oroville and so they have to drive 40 minutes. But they come right in, the locksmiths are so fast like sometimes the door gets stuck or a student locks themselves out of the room and they can't get back in. These folks really care about the students. I've had custodians come up to me and say, "Hey Mark, Susie was talking to me about like a roommate conflict she was having and she hadn't told the RA yet but I just thought you should know." Because the custodians are people that your students develop relationships with and trust. And those are the kinds of folks that we employ in University Housing and Food Service are folks who care enough to listen and to talk with your student.

## COMMON QUESTIONS

- WHAT TO BRING/  
WHAT NOT TO BRING
- STUDENT PARKING
- WAITLIST



**Mark Brice:** So some things of what to bring, what not to bring. I would definitely go to the website go to living in, check that out. Just an FYI in terms of parking. We lost a giant parking lot. It was about 200-250 spaces. If your child lives in one of our four other residential areas, having a vehicle is going to be difficult. We do have a good bus system, bikes are a great way to get around town. So I discourage the vehicle for now if that works. Another, oh some of the “what not to bring”, I would really be conscious of stuff that heats or creates fire. So open heating elements, candles, old halogen light bulbs, stuff that doesn't have a circuit breaker on it. So if you have like an extension cord, you can't use an extension cord. If its surge protector and it has a breaker on it, you're golden. If it's an extension cord that has a breaker on it, that will work as well. But it's when stuff, like there's a fire safety element to it that's the kind of thing that we can't have in our halls. Additionally like firearm type things. I know some students hunt, those things cannot be stored on our campuses, in our halls. Things, like they're the obvious things, things that are illegal that we don't want. I guess now tobacco is going to be a hard thing, I'm not really sure what that is going to look like because it's just happening this year but I'm sure that is something that we will be talking to about with students. Because last year you could be 18 and smoke 19, 20 and now this year they're not going to be able to. And so that includes vaping because I know vaping is also really popular among students. But that is on that list of things that have tobacco products. So conversations to have with your students. Additionally the microwave if it's separate from the refrigerator I keep that home because that's too much of a drain. You can blow the circuits if there's like a fridge and a microwave in a room running at the same time. Lights as well, streams of lights, stuff like that. Anything that has wiring and goes into electric socket. Anything else? Okay.

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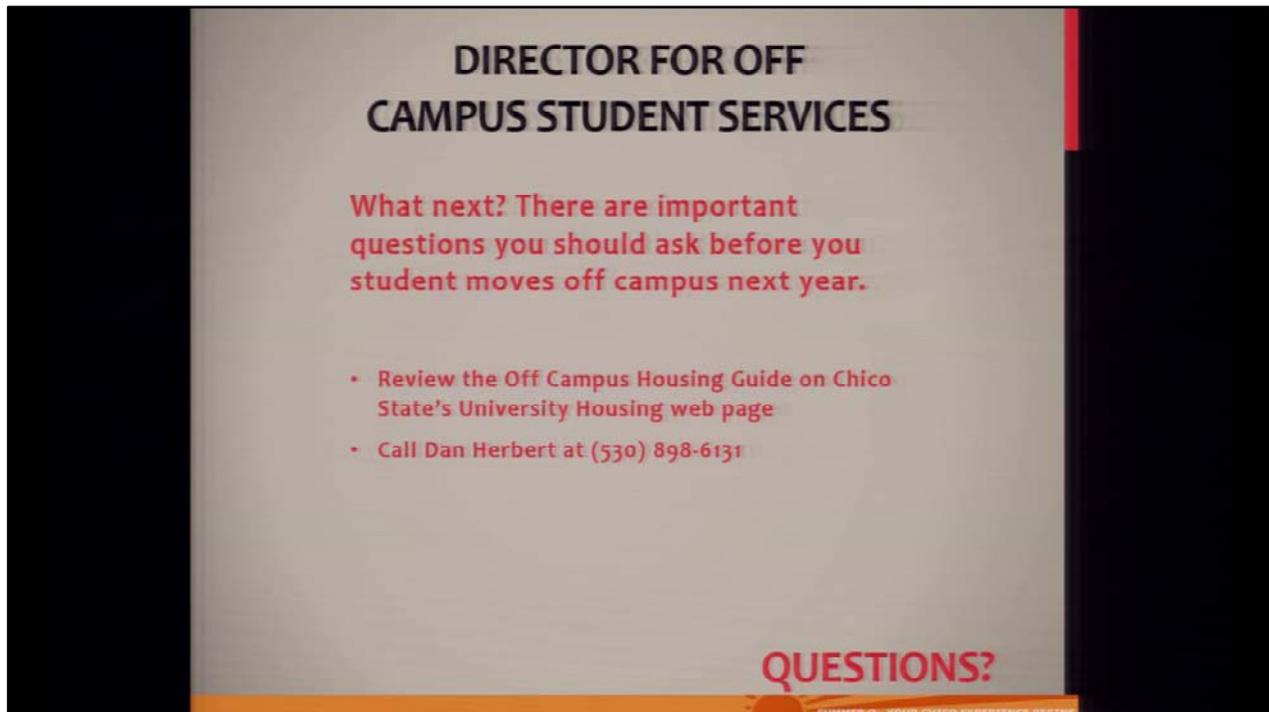


We do have more. We do have a wait list currently but we anticipate being able to work through it. And that usually happens all the way through the first, second week of school we are still calling folks and folks are still saying yes I want to live on campus. So if you are to wait list continue to stay in touch with us because we will probably get to you and we will want to get your child on to our campus.



**Mark Brice:** Alright Dan.

**Daniel Herbert:** Well good afternoon. My name is Dan Herbert and I am a graduate of Chico State back in the 70s. Probably when we were making a stink about things that led to FERPA, I'm not sure. But I have had a long and successful career here in Chico both as a City Councilman and a mayor of Chico. And I was, the most significant part of this piece is that I owned a property management company for several years. And about half of our residents were students. And I sat in my desk for years wishing that there could be somebody like myself speaking to faces like this and telling you what I want to tell you right now for the next two or three minutes. In your flyers is a bright Chico State maroon flyer that looks like this. Just make sure you know where it is in the days ahead. You have nothing to worry about for the next two or three months and you think that you have nothing to worry about for the next year because my gosh my students are going into this incredible Housing Department and they are incredible and they will be taking care of like no other place in Chico it's wonderful. But you're going to get a call and I guarantee it in about September or October when they just moved in and they are going to say, "Mom, dad I need you to guarantee a lease for me." And you're going to say, Well honey, you just moved into the dorm what are you talking about", residence hall, excuse me, old school there. And they're going to explain well everybody's looking for housing for next year and especially. How many of you are having your first student up here, and this is your first go-round? Okay so I've been through this three times and even as being in the business I was sort of shocked how quickly they called me. But they'll call you up and they'll say we're all looking, finding roommates and we want to be, and you need to guarantee on our lease and its got to be in by November because the good places are going quick. And it's true. The best properties in Chico, the best amenities, the closest to



campus, the nicest most popular places will be fully leased before they leave for winter break for the following year. So when they call you up and they want you to do that it's legit. But here is what I want you to hear. And even though you're thinking about moving your student into the residence halls right now try to lock this in. And I have my business card. You can call me and I'll remind you in 90 or 120 days. Make sure that you ask them again and again and again and maybe face-to-face how did you meet your roommates. Make sure they've really vetted their roommates out. If you're so inclined, and I certainly found out after the first round that I went through, vet them yourself, vet their parents, and here's why. Because most leases in California, certainly most leases in Chico have a clause in them called Joint and Several Liability. And what that means is if Natalie and I and Mark all live in the same place and Mark is an angel but Natalie is this rabble-rouser who punches holes in the wall every night when she goes to bed because she's angry. And then when she moves out and I just incurred \$2000 in expenses to repair the walls and clean up Natalie's mess of course I am identifying myself as an angel too. Mark and I are the good students. But if she's made a mess we're all three equally responsible jointly and severally responsible for the damages. Natalie doesn't pay her rent on time. Mark and I have financial aid, we just pay it like clockwork. But Natalie is driving racecars on weekends and blowing all of her money on drugs and alcohol and doesn't pay her rent. Sorry Natalie, I'll pick on Mark next time. But at the end of the lease when you have \$2000 worth of past due rent it's not just Natalie's problem, it's all three of our problem. And if you cosign on the lease, guess what, it's your problem too. And so the classic line that I heard from so many parents over the years was, well that doesn't seem fair. And all I can say is you signed the lease and I signed many leases without, I signed my mortgage papers and all those things that we sign that we don't read everything about. But you need to be aware. And now that I work for the



University I am pleading with you because there's nothing worse than a distraction that a student has a bad roommate. Or at the end of the semester you're frustrated because your credits in jeopardy, your students credit, young students credits in jeopardy, and they gotten themselves into a problem that they can't unwind very easily. It's going to happen, it's part of growing up, it's part of their experience but your responsibility is to ask questions and to vet the roommates and just know your responsibilities because there's no way you can get around it. 89% of our students live off campus, they will need a house off campus. So I'm just encouraging you to you know just do your homework and make sure they've done their homework. If they say they just met there roommate at a party on Saturday night, you need to be weary of that. Okay there's a great resource that Natalie put together and we've worked on together to update it's called the Off-campus Housing Guide. It's on the University Housing and Food Service website. Go to that it's about a 20 page document. You got plenty of time to pursue it when you get the phone call on a weekend in October. Make sure you print that out and read it. It talks about ways to choose roommates, things to look for, talks about joint and several leases, and a lot of other things. But make sure you get a hold of that. And if you have any questions on this flyer in your packet my phone number is on there, my business cards are here, I can hand them to you. And feel free to, we're all about student success at Chico State. We want you to call, I want you to call me as a former parent of a college student. I will embrace your questions and concerns as only another parent could. And we want your years at Chico State and your student's years at Chico State to be an absolute success. And this is just one piece but it's an important piece.