



THE UNIVERSITY OF VERMONT
**OFFICE OF STUDENT AND
 COMMUNITY RELATIONS**
 DIVISION OF STUDENT AFFAIRS

Director: Gail Shampnois (656-1103; gail.shampnois@uvm.edu)

Assistant Director of Off Campus Services: John Mejia (656-3907; john.mejia@uvm.edu)

Office Manager: Emily Howe (656-9405; Emily.A.Howe@uvm.edu)

Web Site: <http://www.uvm.edu/livingoffcampus>

UVM and Office of Student and Community Relations (OSCR) Neighborhood Initiatives, Programs, and Services 2015 - 2016

(1) **Community Coalition:** The Coalition meets monthly throughout the academic year. At these meetings, students, neighbors, landlords, city officials and staff, UVM and Champlain College staff and administrators meet to discuss neighborhood concerns; opportunities to develop community; and ways to take action that will result in systemic change. Some Coalition initiatives: our Street Strategy utilizing community development to make positive change; the Off Campus Living Survival Guide; the Off Campus Living Workshops; and letters to parents of first and second year students providing background about the community their student is moving into, including expectations of citizens and identifying local safety nets. The Coalition is co-chaired by the Student Government Association (SGA) and the OSCR.

(2) **Off Campus Living Workshops:** These workshops are held in the Fall and Spring of each academic year. Students participate in the workshops to learn about their rights and responsibilities as a tenant and a citizen of Burlington. Attendees of the 2-hour workshop receive a UVM Preferred Renters Card to share with potential landlords. Panelists at the workshop include representatives from the Code Enforcement Office; Burlington Police Department; Vermont Tenants; Vermont Apartment Owners Association; City Council; Community Support Program; OSCR; and UVM Police Services, as well as off-campus students, and landlords. Survey comments from participants about what they learned included “what to look for to get safe housing;” “the concerns that non-college student neighbors have;” “that I have a safety net besides my family if I have problems with my off campus housing;” “communication with house mates and neighbors is the key to happy experience off campus;” “what landlords expect and how to advocate for tenant rights;” and “that there are fair housing laws.”

(3) **Student-Nighbor Liaison Program:** Each year between 10 to 20 student and non-student liaisons are recruited to work on their streets to develop community and to provide a link to the university. Liaisons have access to Neighborhood Grants for community development projects. Some liaison projects: Welcome Bags for new student residents; Hyde Street Triangle O.N.E.der

Dome; neighborhood clean-ups; “Meet Your Neighbor Day” at the Davis Center with Burlington families; and Isham Street Green Belt Gardens and Blueberry and Herbal Community Garden.

(4) **Conflict Resolution Services:** These services are provided by the OSCR for our students, neighbors, and landlords. Generally, sessions take place at the Pearl House. Recent sessions involved several fraternities and a local business regarding behavior and property maintenance; a local landlord and tenants whose activity was disruptive to the neighborhood; and a group of neighbors, a City Councilor, and a landlord who rented primarily to students whose property was causing a nuisance to the neighborhood. All of these sessions had successful outcomes according to the individuals involved.

(5) **Spring Move Out Project (SMOP):** Every year, this event diverts from 11 to 20 tons of goods from city green belts and the landfill. Students leaving the city receive “The Seven Spring Move Out Tips” brochure, which helps them to plan how to properly dispose of their stuff. In addition, the SMOP team (Burlington Code Enforcement Office, Chittenden Solid Waste District, UVM, Burlington Community and Economic Development Office, ReSOURCE, and Champlain College) holds a recycling event on Loomis St. for students to drop off unwanted items in good shape for community members and local non-profits to pick up to re-use. Students can also get rid of their trash on-site for a small fee. Working with neighbors in the West Hill Neighborhood Association, we added a second event in 2011 on Bradley St., which the neighbors reported was a “huge success.”

(6) **Response to Problem Houses:** The OSCR visits problem properties that have UVM student tenants when a call or email with a specific address has been received. OSCR has also been working in a coordinated way with Code Enforcement, the Burlington Police Department, and landlords to address problem houses in the City based on the number of calls for service. We have had success especially with landlords taking actions that change the behavior of their tenants.

(7) **Welcome Bag Canvassing:** Each Fall, the OSCR staff, SGA Senators, and neighbors deliver Welcome Bags to about 500 households and have conversations with the off-campus student residents about living successfully in the community as a tenant and a neighbor. The bags include UVM’s Off Campus Living Survival Guide and Vermont Tenants’ Renting in VT brochure, as well as CCTA guides, Resource Magnet; Bicycling Map; and the Guide to Sustainable Living in Burlington.

(8) **OSCR Appointments:** The OSCR staff meets with UVM students and their families, faculty, and staff to answer questions and to provide resources regarding finding off-campus housing and navigating life off-campus.

(9) **Fraternity and Sorority Life Neighbor Relations Sessions:** In the Fall and Spring semesters, our office provides these sessions to Chapters as part of their efforts to educate new members about responsibilities expected of Burlington residents; opportunities to get involved in neighborhoods; and how to think and act strategically to create positive relationships and safer and healthier neighborhoods.

(10) **Have a Heart Events:** These events take place in the Fall and Spring with the SGA members, Fraternity and Sorority Life members, and UVM administrators and staff. Volunteers hand out to students Lake Champlain chocolate hearts and fliers created by local children reminding them that neighbors live “just a wall away” and to be aware of the impact of walk-by noise and disruptions on our neighborhoods. Information is also provided about the off-campus late night shuttle schedule and taxi cab companies that take CatScratch.

(11) **Landlord Workshop:** The OSCR sponsored this workshop with the Burlington Code Enforcement Office and the Vermont Apartment Owners Association. UVM also presented on the resources landlords can utilize, such as our office’s conflict resolution services; the university’s outreach and education efforts and materials, like the Off Campus Living Workshops and the UVM Preferred Renters Card; and the messages we share with students about the importance of creating good relationships with their landlords and their neighbors.

(12) **Letters to Landlords of Tenants Who Receive Party-Social Event Noise Violations:** Our office provided student worker assistance to the Burlington Police Department to do the mailings of the letters. The City’s Parallel Justice Program is now sending the letters.

(13) **Parent Letters and Workshops:** Letters about expectations of residents of Burlington are sent to parents of first- and second-year students. Parents of second-year students also receive information to assist their student in making a smooth transition to off-campus living. During Homecoming and Family Weekend, the OSCR held a workshop at the Pearl House about living off campus. Parents were encouraged to talk with their student about the responsibilities that come with being a Burlington citizen and neighbor. Parents received the Off Campus Living Survival Guide and other resources.

(14) **Neighborhood Clean-Ups:** OSCR partners with the SGA to do clean-ups several times each semester on City streets. A special clean-up is scheduled for Halloween each year.

(15) **Meet Your Neighbor Day:** This event is held in the Fall at the Davis Student Center. We invite kids and parents to tour the Davis center and meet our students to raise awareness about the community and who lives there and to foster relationships.

(16) **Leadership Trek Neighborhood Canvass:** Student leaders work with the OSCR to deliver letters to neighbors about the university’s Week of Welcome activities and to survey residents about neighborhood concerns and ways to build community between students and neighbors. (Note: This experience increases the awareness of students about the community they are joining and provides guidance to the Community Coalition members as they plan their work for the academic year)

(17) **Babysitter Mingler:** This event is held in the Fall and Spring and provides an opportunity for parents and kids in need of babysitters to meet and mingle with UVM students that want to babysit. Over 400 students, parents, and children participate in the Fall and Spring minglers.

(18) **Marketing and Outreach:** We have found that an effective means of communicating the impact of late-night activity on families and to build positive relationships is to create messages

from local schoolchildren to college students.

(19) **Catamount Classes:** The OSCR partners with Student Life to offer fun and informative classes to off-campus students and neighbors. Some of the classes we have held: “Cooking Healthy on the Cheap” with City Market,” “Doctor Your Bike” with the Bike Users Group (BUG) and Bike Recycle Vermont, “Green Your Cleaning” with Purple Shutter Herbs, and “Weatherize Your Off Campus Home - Save Some \$\$\$” with Button Up Vermont.

(20) **Dean of Students; Student Government Association President, and Burlington Police Chief Letter to Students:** Every Fall and Spring, the OSCR facilitates the creation of this letter about expectations for living off campus; city ordinances; and getting involved in making positive change in the community. The information then goes out to students via the SGA President’s weekly video message and the Residential Life list serv. The letter is also sent as a press release from the Burlington Police Department to local media.

(21) **Transfer Student Socials:** Each year the OSCR partners with Student Life, the Admissions Office, the College of Arts and Sciences Transfer Advisor, and Student Financial Services to offer Transfer Student Socials in the fall and spring. These socials are hosted at the Pearl House and provide an opportunity for transfer students to meet each other and learn about UVM resources and how to get involved on and off campus.

(22) **UVM Service Network:** The OSCR partners with this group of UVM members representing community-service-related offices and programs on campus. These members serve as advocates/ambassadors for a broad range of community engagement activities and offerings.

(23) **Town Gown Group:** This group’s mission is to enhance the quality-of-life in neighborhoods for UVM students and their neighbors. Quality-of-life is diminished by noise, aggression, alcohol and drug use and abuse, and other disruptive behaviors. Quality-of-life is enhanced for persons, properties, and neighborhoods by awareness, knowledge, respect, dialogue, diversity, safety, and healthy community-building activities. The group’s membership is composed of representatives from UVM departments and organizations whose work can impact the community: Dean of Students Office, Student Life, Fraternity and Sorority Life, Student Government Association (SGA), Police Services (UPS), University Relations, Campus Planning Services, Residential Life, Student and Community Relations (OSCR), and Center for Student Ethics and Standards (CSES).

Other UVM-Burlington Initiatives:

- **Joint UVM-BPD Police Patrols** The patrols take place in the Fall and Spring semesters and focus on quality-of-life issues. The Fall patrols begin in August and end after Halloween. The Spring patrols begin on St. Patrick’s Day and end in May. Contacts: Lt. Matt Sullivan of the Burlington Police Dept. (msullivan@bpdvt.org) and Deputy Chief Tim Bilodeau of UVM Police Services (656-2027)

- **UVM Funded Increase in BPD Neighborhood Patrols:** In an effort to more effectively address chronic noise and other quality-of-life concerns, the Burlington Police Department and the University of Vermont have instituted a university funded program that assigns additional BPD officers to conduct neighborhood patrols. BPD manages the project. These expanded patrols will take place for 8 weeks each semester (early fall and late spring), when the majority of problems have tended to occur. The program will allow BPD to assign up to six additional police officers to neighborhoods on weekend nights. Contact: BPD Lt. Matt Sullivan (msullivan@bpdvt.org)
- **Accountability:** The Burlington Police Department sends the university and the local colleges the list of municipal and criminal violations between the ages of 18 and 24. At UVM, we identify the individuals who are our students and then our conduct arm, the Center for Student Ethics and Standards, responds in a 3 Tiered system. In our tracking, we have found that few students have additional violations, so the tickets do have an impact, as well as UVM intervention. To view the University's Statement of Expectations for Off Campus Students, please go to: <http://www.uvm.edu/~cses/?Page=ExpectOffCampus.html&SM=menu-student.html>
- **UVM Mapping Group:** In 2012, the BPD, UVM, and Code Enforcement began mapping calls for service related to alcohol misuse and noise and subsequently worked together to respond to units, streets, and neighborhoods with higher numbers of calls for service. Actions coming out of the work of the group:
 - Residents of units requiring three or more calls for service are visited by a representative of the University and the city (either a BPD Lt. or the Director of the Office of Code Enforcement).
 - Landlords are engaged by Code Enforcement and contacted by Burlington Parallel Justice when tickets are issued.
 - Joint meetings are held to discuss trends in C-Area data (e.g. calls for service, violations).
 - Members look for trends in behavior (days of the week, the beginning or end of the academic year, holidays, ...) and underlying causes (alcohol use, inexperience managing households, ...)
 - When community members report incidents (whether they involve noise or other issues, we can track where incidents occur and focus resources there).
- **Cats Off Campus Late-Night Shuttle:** In an effort to decrease late-night student foot traffic on city streets and to keep students safe, the university operates its Cats Off-Campus Shuttles from Mon. through Thurs. nights until midnight and on Fri. and Sat. nights until 3 am.
- **Fraternity and Sorority Life Relations** (Contact: Assistant Director of Fraternity and Sorority Life Kim Monteaux; 656-2060)
- **Fraternity and Sorority Life Adopt-A-Cop Program** (Contact: Assistant Director of Fraternity and Sorority Life Kim Monteaux; 656-2060)

- **Dean of Students and Student Government Association Fall and Spring Letter to Students** about expectations for living off campus; city ordinances; and getting involved in making positive change in the community.
- **Residential Life Fall and Spring Letter to Students** about expectations of students off campus; city ordinances; the impact of late-night noise and disruptions on neighborhoods and on off-campus students; and getting involved in making positive change in the community
- **Residence Hall Meetings:** Staff will have scheduled discussions with students about UVM expectations for their behavior off campus; the impact of late-night noise and disruption on neighbors; city and state laws governing noise and alcohol use; and UVM repercussions when students receive municipal and state violations.
- **On-Campus Educational Programs and Social Activities:** UVM continues to make a concerted effort to engage new students in programs and activities on-campus year round. For e.g., during Opening Weekend late-night activities include: The Campus Hop, Late-Night Rec Fest, and Club 590 music in the Davis Center.
- **New Housing:** In Fall 2012, Redstone Lofts opened, providing 400 beds for Juniors, Seniors, and Graduate students on the university's Redstone Campus. Redstone Lofts and Redstone Apartments, both privately owned apartment complexes, are full for the 2015-2016 academic year.
- **Housing Master Plan:** This effort was to assess and plan the future direction of student and faculty/staff housing from 2012 through 2026. The Housing Master Plan will give the university a strong framework from which it can decide how best to address future housing needs and will include a market analysis, operational/facility analysis, and financial analysis. See <http://www.uvm.edu/~plan/housingmasterplanconcepts.pdf> for more information.

Center for Student Ethics and Standards

<http://www.uvm.edu/~cses>

Students are held accountable on campus for their actions off campus based on the severity of the incident

- Students are held accountable on campus for their off-campus behavior in a tiered system – consequences depend on severity of the incident, and students become aware that their off-campus behavior is being noticed.
- The response puts students on notice that this incident will remain part of their disciplinary file, and any other incidents will result in serious consequences, including suspension or expulsion.
- Students face severe consequences immediately if the incident they were involved in was egregious (for ex., violent conduct, sexual assault, drug sales).
- Intervening works – there is a very low rate of repeated violations.
- Unacceptable behavior is taken seriously – in the past 3 years, 15 students were dismissed, 54 were suspended, and 86 participated in a deferred suspension program.

Data for Fall 2015

- There were a total of 202 BPD referrals for conduct.
- There were 12 students with 2 referrals, so there were a total of 190 distinct individuals.
- This calculates to a recidivism rate of 5.9%.
- The cases were as follows:
 - 127 Tier 1 responses (see below for Tier descriptions)
 - 60 Tier 2 responses
 - 15 Tier 3 responses
- The types of offenses were as follows:
 - 61 Minor in Possession of Alcohol
 - 1 Disorderly Conduct
 - 99 Noise (“General” as well as “Noise, Parties, and Social Events”)
 - 40 Open Container
 - 1 Marijuana
 - 15 with charges from the Code of Student Rights (Tier 3 cases are charged in accordance with our Code).
 - Most were AMOD related citations
 - Some property offenses and failure to comply

Both education and enforcement are used to promote and enforce responsible behavior

- Education of students around quality of life issues begins before students arrive on campus and continues afterward – in Orientation, residence halls, in ongoing and multiple communications.
- Outreach, proactive contacts, and follow-up with both quality of life offenders and landlords supplements other efforts involving enforcement, prevention and education.
- Progress that has been made in approaching quality of life concerns has been the result of a collaborative approach that uses multiple strategies and actions. None of the success in this area has been solely the result of one group or a single strategy.

Context from previous years

- Full data available on our website: <http://www.uvm.edu/~cses/?Page=stats.html>

Total City Violations	2014-2015 Academic Year	2013-2014* Academic Year	2012-2013 Academic Year
Fall Semester	188 Citations	86 Citations	128 Citations
Spring Semester	107 Citations	46 Citations	113 Citations
Total	295 Citations	132 Citations	241 Citations

* Data from Burlington Police Department for this year was not complete. CSES only received one type of citation during this academic year.

Tiered Response Guideline

Tier 1 – addresses noise, public urination, and liquor law violations with a written warning.

Tier 2 - addresses repeat offenders of Tier 1 and disorderly conduct and disturbances with an administrative in-person meeting (not a formal conduct hearing).

Tier 3 – addresses violations “which pose a threat to the campus welfare or reflects a student’s fitness to remain enrolled in an academic program or chronic repeat offenders of Tier 1 and Tier 2. Tier 3 responses follow the due process format of a formal conduct hearing.

Information on Student Housing On- and Off-Campus

For Burlington City Council Community Development and Revitalization Committee

Where do students live?

What UVM has done so far to gather address data

From 2009 to 2014, UVM utilized a pop-up box on Registrars' website to gather information on local and permanent address and safety contact information. Students were asked on a yearly basis to voluntarily update the information. The local address information was analyzed and reported to City Council each year in UVM's housing report.

In fall 2014, UVM noticed a significant decline in numbers of students updating their local address information and opted to not use the data as we did not have confidence in the accuracy of the information.

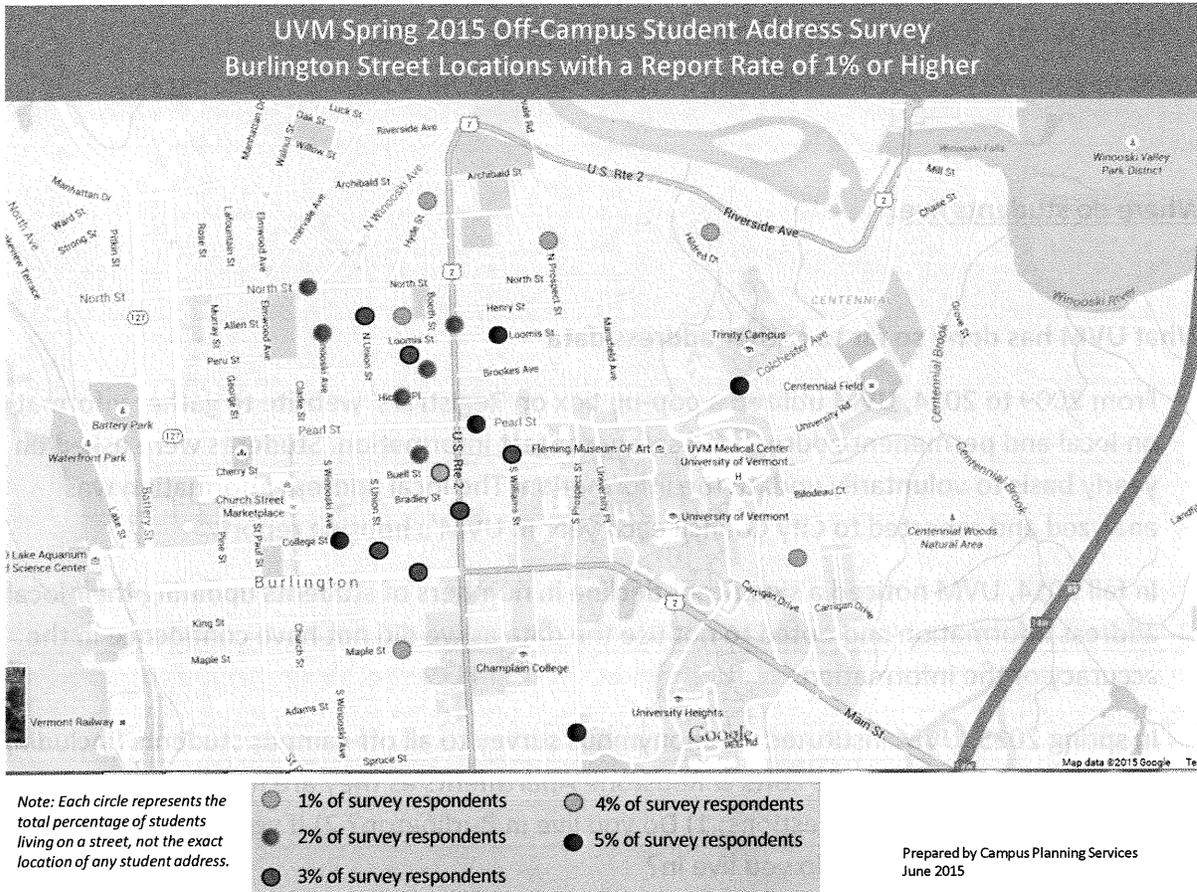
In spring 2015, UVM instituted an anonymous survey to all off-campus students (including students living in Redstone Lofts & Redstone Apartments as they are not in the Residential Life system) asking two questions: 1) Do you live in Burlington? 2) If yes, what street do you live on? If no, what town do you live in?

The survey response rate was approximately 44%

Survey Results:

Estimated number of students living in Burlington (based on 79% of respondents answering "yes" to question 1) <i>note: students who live in Redstone Lofts & Redstone Apartments were part of the survey</i>	2,779
Estimated number of students living in areas other than Burlington (based on 21% of respondents answering "no" to question 1)	982

Additional analysis of the data found that 65% of off-campus students reported living on 24 streets, concentrated near campus and downtown. This corresponds with prior efforts where we tracked by Ward and found the majority living in Ward 1 & 2 (now 1 & 8) and with the Housing Master Plan research from 2011, which asked for street intersection location.



Going Forward

This semester the pop-up box on the Registrar’s site has local address information removed for off-campus students and is a required field. In other words, when a student goes to the site, they cannot check their schedules or make changes to their registration until that information is updated. Once they have done that, they no longer get the pop-up.

In spring 2016, 85% of all undergraduate students updated local address information in the system. This is a 25% improvement from the fall 2014 data. UVM expects additional improvements in the response rate in the fall 2016 semester.

As a parallel track, students were again surveyed using the same anonymous survey as was utilized in spring 2015.

UVM is in the process of analyzing the address data and will report on the findings in the annual housing report to the city by June 30th.

How much does student housing cost?

Cost information on student housing was gathered in 2011 as part of the process of developing UVM’s Housing Master Plan. Figures used tonight are from that timeframe to give an accurate comparison. The most up to date room rates for UVM Residential Life housing can be found at: https://reslife.uvm.edu/content/room_rates/

2011 Data from UVM Housing Master Plan Research

Per Bedroom Monthly Rent		
	Low	High
Off-Campus	\$551	\$750
Redstone Lofts	\$550	\$1,150
UVM On-Campus	\$478 (quad)	\$891 (single private bath)
Primary Rent Range Average	\$560	\$800

The Housing Master Plan data indicates that 70% of UVM off-campus students have 12 month leases. When examined on a per month basis, living on-campus is more expensive, but when examined on a yearly basis, UVM’s costs are more in line and slightly less costly than off-campus leases.

Per Bedroom Yearly Rent		
	Low	High
Off-Campus -12 months	\$6,612	\$9,000
Redstone Lofts (offers both 9 and 12 month leases)	\$4,950 (9 mos)-\$6,600 (12 mos)	\$10,350 (9 mos)-\$13,800 (12 mos)
UVM On-Campus – 9 months	\$4,302 (quad)	\$8,019 (single private bath)

Benefits to UVM On-Campus Housing

The cost of UVM housing includes many amenities that off-campus housing may not provide including:

- Access to 24-hour staffing and support

- Facilities staff. Each residence hall has a team of custodians and maintenance workers to maintain a safe and healthy living environment
- Study spaces, lounges, and kitchenettes where residents can collaborate on class projects, gather for residential programs, or prepare and share a meal together
- Fully furnished rooms
- All student rooms are equipped with both wired and wireless internet, where students can also access TV and video content
- Resource hub in each complex where residents receive mail and other deliveries, borrow recreational or cleaning equipment and can find answers to all sorts of questions
- Commitment to accessibility for students of all abilities
- Programmed housing options – students who wish to be part of a more intentionally designed community of learning can apply for a large range of programmed housing options, from Residential Learning Communities and Living/Learning Center programs to special-interest housing
- Safety in halls – student living spaces are locked 24/7, Police Services and hall staff are on call 24/7, all halls have centrally monitored fire/CO alarm systems and automatic sprinklers, all halls have regular health and safety inspections
- Safety on-campus – students have access to on- and off-campus shuttle buses, well-lit main pathways, CatAlert emergency notification system, and Blue Light emergency phones

Cost is not the main driver for students

While cost is a driver for some students, survey data from the Office of Student and Community Relations and the Housing Master Plan indicate *the most important driver is independence and privacy, not cost.*