

PROGRESS BEING MADE ON CITY/UNIVERSITY ISSUES

To address quality of life issues the University employs multiple approaches and partners - education, enforcement, and holding students accountable are part of the plan.

- We get the message out early in the year that both enforcement and education will be used.
- Please refer to the attached report from the Office of Student and Community Relations for examples of education of students around their responsibilities as members of the community.
- UVM provides funding for an increased presence of Burlington Police Department officers in neighborhoods where student renters live, and at the times when incidents tend to occur. These officers are dedicated solely to quality of life issues, and are above and beyond officers already scheduled in the city.
- \$100,000 was made available by UVM for these patrols this year; patrols started in 2012.
- Patrols include education and enforcement – officers educate about noise and alcohol regulations and enforce rules when necessary.
- These additional patrols have generated multiple responses to incidents before neighbors were aware of them or had to report them to BPD (officer-initiated responses).
- In addition, University Police officers participate in joint patrols with Burlington Police officers in the Fall and Spring.

Students are held accountable on campus for their actions off campus, when we can identify them, based on the severity of the incident.

- Last year, 46 students were dismissed (2), suspended (20), or participated in a deferred suspension program (24) as a result of their misconduct. [In the past 3 years, 15 students were dismissed, 54 were suspended, and 86 participated in a deferred suspension program.]
- 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.
- Reporting incidents helps us direct resources where they are needed.

The University and community partners educate students about their responsibilities (and available resources) every Fall.

- Door-to-door fliers, e-mail newsletters, and off-campus-living workshops.
- Topics include personal safety, housing safety, tenant rights and responsibilities, noise in neighborhoods, underage drinking and drinking in public areas, parking, trash and recycling, and addressing neighborhood conflicts.

UVM is working to change the culture of alcohol use on campus through multiple initiatives as soon as students start at UVM.

- Residential Life and Student Life educate students about alcohol and drug use and engage students in conversations about the effects of their use.

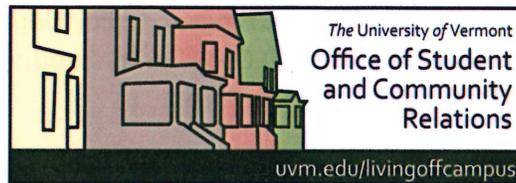
- Incoming first year students participate in an online program called Alcohol Edu that assesses their alcohol use, gives feedback about how their use compares to others' use, motivates behavior change, and encourages them to practice safer decision making.
- Beginning in 2011, the University participated in the National College Health Improvement Project (NCHIP) to work with other college campuses to identify effective, evidence-driven interventions around alcohol use. The University continued to engage actively in its work to mitigate the impacts of alcohol, marijuana and other substances with the formation of the President's Committee on Alcohol, Marijuana, and Other Drugs in 2014. Work on a number of initiatives arising out of the Committee's work continues.
- The institution has developed a sophisticated assessment matrix to better understand the prevalence and both direct and indirect impacts of AMOD misuse on the learning community.
- The Center for Student Ethics and Standards revised its sanctioning guidelines for infractions of University Policy regarding AMOD in accord with best practices.
- CSES also worked to significantly reduce the time from policy violation to sanction.
- We have introduced the use of BASICS (Brief Alcohol Screening and Intervention for College Students), an evidence-driven intervention shown to reduce the likelihood of engaging in high risk drinking, for students whose behavior indicates a need for intervention and referral.
- We are also involving parents, using regular email communication with parents of first year students around the issue of high risk alcohol use. These messages start before students arrive on campus and continue throughout the first two years, timed to arrive prior to higher risk weekends as identified through assessment initiatives.
- The academic calendar was revised to ensure that students are fully engaged at the end of both semesters, times which otherwise are considered high risk for AMOD-related issues.
- A faculty engagement and support initiative seeks to define best practices for faculty in dealing with these issues at the local and classroom levels.

Understanding where students are living off campus

- The University has been updating students' local address for many years, and we are looking at increasing the accuracy of local addresses by streamlining the process for students to update their Emergency Contact information when registering for classes (or at other times), and requiring students to put a valid local address in the system during the registration/class checking process.
- Safety and responding to quality of life issues are the primary reasons for gathering data on where students live.
- UVM uses the CatAlert system to inform students of emergency conditions using e-mail, text, and/or voice notifications.
- To address quality of life issues, UVM and the City are working together to map problem houses (where there are multiple calls for service from BPD or multiple municipal violations).
- The result has been a decrease in calls from problem houses, and from houses overall.

There has been a decrease in on-campus incidents

- Initiatives to address behavior issues have been successful on campus and these efforts did not have a displacement impact on neighborhoods.



Neighborhood Initiatives, Programs, and Services 2016-2017

- (1) **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.
- (2) **Conflict Resolution Services:** These services are provided by the OSCR for our students, neighbors, and landlords. Recent sessions have involved landlords and tenants whose activity was disruptive to the neighborhood; and a group of neighbors, a City Councilor, and a landlord whose property was causing a nuisance to the neighborhood. All of these sessions had successful outcomes according to the individuals involved.
- (3) **Welcome Bag Canvassing:** Each Fall the OSCR staff, Student Government Association (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 Inc.'s Renting in VT brochure, as well as CCTA guides, Resource Magnet; Bicycling Map; and the Guide to Sustainable Living in Burlington.
- (4) **Student-Neighbor Liaison Program:** Each year 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. Liaison projects include Welcome Bags for new student residents; infrastructure that benefits neighborhoods; clean-ups on streets; "Meet Your Neighbor Day" on campus with Burlington families; and community gardens on Isham Street.
- (5) **Have a Heart Events:** In the Fall and Spring SGA members, Fraternity and Sorority Life members, and UVM administrators and staff hand out Lake Champlain chocolate hearts and fliers to students to remind them of the impact of walk-by noise and disruptions on neighborhoods. Information is also provided about the off-campus late night shuttle schedule and taxi cab companies that take CatScratch.
- (6) **Community Coalition:** The Coalition – a group of students, neighbors, landlords, city officials and staff, UVM and Champlain College staff and administrators - meet regularly to discuss effective ways to address neighborhood concerns and opportunities to develop community. Coalition initiatives include the Off Campus Living Survival Guide; 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 residents and identifying local safety nets).
- (7) **Off Campus Living Workshops:** Students participate in the workshops in the Fall to learn about their rights and responsibilities as tenants and citizens of Burlington. Attendees of the 3-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 Inc.; Vermont Apartment Owners Association; City Council; Community Support Program; OSCR; and UVM Police Services, as well as off-campus students, and landlords.

(8) **Spring Move Out Project (SMOP):** This annual 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 to help 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.

(9) **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 off-campus life.

(10) **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.

(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 mail 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 the people who live 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. 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 events.

(18) **Marketing and Outreach:** One effective means of communicating the impact of late-night activity on families has been 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 are: "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 and Save Some \$\$\$" with Button Up Vermont.

(20) **Letter to Students from the Dean of Students, Student Government Association President, and Burlington Police Chief:** 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 goes out to students via the SGA President's weekly video message and the Residential Life listserv, and 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 meets to collaborate on quality of life initiatives related to noise, alcohol and drug use, and other disruptive behaviors. The group's membership is composed of representatives from UVM departments and organizations across campus: the Dean of Students Office, Student Life, Fraternity and Sorority Life, Student Government Association, Police Services, University Relations, Campus Planning Services, Residential Life, Student and Community Relations (OSCR), and Center for Student Ethics and Standards.

Other UVM-Burlington Initiatives:

- **UVM Funded BPD Quality of Life Patrols:** Since 2012, the University has funded a program that increases the presence of officers in student neighborhoods at times when infractions related to alcohol use and quality of life issues are highest. These are officers that are dedicated to quality of life issues only, and are

above and beyond officers already scheduled for other duties in the city. Officers educate residents about noise and alcohol regulations and enforce rules when necessary. Contact: Lt. Matt Sullivan of the Burlington Police Dept. (msullivan@bpdvt.org).

- **Using data to intervene in problem areas:** A group including BPD, UVM, and Code Enforcement is mapping calls for service to BPD as a way to intervene in problem properties and areas earlier. When there has been 3 calls for service related to alcohol misuse, noise, and other issues, group members intervene by visiting the property and talking to tenants and/or landlords.
- **Accountability:** The Burlington Police Department sends the university and the colleges the list of municipal and criminal violations between the ages of 18 and 24. UVM identifies students and our judicial office, the Center for Student Ethics and Standards, responds according to the severity of the incident. Intervening with students works - few students have additional violations.
- **Joint UVM-BPD Police Patrols** These patrols take place in the Fall and in the Spring and focus on quality-of-life issues. This Fall the patrols begin in late August and include Halloween. Contacts: Lt. Matt Sullivan of the Burlington Police Dept. (msullivan@bpdvt.org) and Captain Tim Bilodeau of UVM Police Services (656-2027).
- **CATS Off Campus Late-Night Shuttle:** The shuttle decreases late-night student foot traffic on city streets and keeps students safe, operating Mon. – Thurs. until midnight, Fri. and Sat. nights until 3 am.
- **Fraternity and Sorority Life Relations:** including the 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:** Scheduled discussions with students about UVM expectations for behavior off campus, the impact of late-night noise on neighbors, city and state laws governing noise and alcohol use, and UVM repercussions when students receive city and state violations.
- **On-Campus Educational Programs and Social Activities:** UVM engages 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 a new development, Redstone Lofts, was opened and has beds for 400 Juniors, Seniors, and Graduate students on the university's Redstone Campus. A new residence hall will open in Fall 2017 and provide 300 more on-campus beds than were available before.
- **Housing Master Plan:** A plan for the future direction of student and faculty/staff housing that provides a framework for future housing needs (<http://www.uvm.edu/~plan/housingmasterplanconcepts.pdf>).