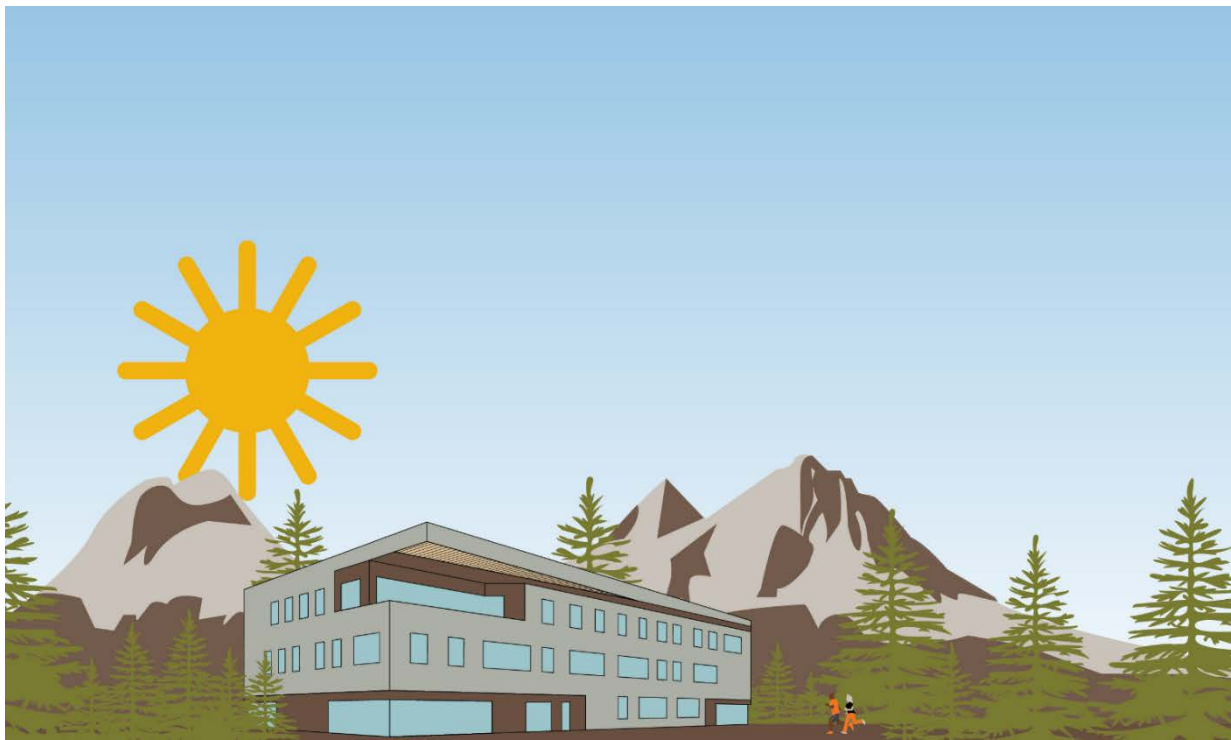


# *University-Community Partnership Agreement*

*A cooperative effort of  
Oregon State University-Cascades and Central Oregon neighbors*



*Adopted: September 2016*

**Oregon State**  
UNIVERSITY | **Cascades**



# University-Community Partnership Agreement

## August 2016

Oregon State University-Cascades is developing a new campus on Bend's westside, which opened in September 2016. OSU-Cascades has been working since 2014 with neighbors, community leaders and others on ways to assure the new campus and surrounding community remain compatible.

*"The university is committed at all levels – administration, faculty, students – to acknowledge and address impacts on and near the campus."*

The University-Community Partnership Agreement is an expression of OSU-Cascades' enduring commitment to address community livability. The Agreement incorporates recommendations from the Campus Expansion Advisory Committee (CEAC) and other citizen advisory groups. With more than 100 recommended actions, the Partnership Agreement focuses on four priorities:

- Be a good neighbor
- Communicate
- Collaborate closely with the City of Bend
- Serve students and the regional community

This Agreement is intended to become a flexible, working tool for the University and community – a tool that is continuously revisited, expanded and updated.



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**Note:**

Responses are provided here for 42 of the 114 recommendations presented by the Campus Expansion Advisory Committee (CEAC) in 2014. University goals and responses linked to transportation appear in the OSU-Cascades Long Term Transportation Demand Management Plan and Parking Management Plan. Other goals and responses related to physical design and long term development of the expanded campus will be found in the long range development plan.



# Contacts and Resources

## Off-Campus Contacts & Resources

Situation	Contact
<b>Emergencies (Police-Fire-Medical)</b>	<b>9-1-1</b>
City of Bend Code Violations <i>Full list of violations can be found at:</i> <a href="http://www.bend.or.us/codeenforcement">www.bend.or.us/codeenforcement</a> Code Enforcement Complaint Form <a href="http://www.bend.or.us/modules/showdocument.aspx?documentid=4220">http://www.bend.or.us/modules/showdocument.aspx?documentid=4220</a>	City of Bend Code Enforcement (541) 312-4908 <a href="mailto:jgoff@bendoregon.gov">jgoff@bendoregon.gov</a>
Non-emergency crime reports	Bend Police Department (Non-Emergency) (541) 693-6911
Non-emergency campus community reporting line	<a href="mailto:Community.Connect@osucascades.edu">Community.Connect@osucascades.edu</a> (541) 322-3196
Non-emergency public safety issue on COCC campus	(541) 383-7272

## On-Campus Contacts & Resources

Situation	Contact
<b>Emergencies (Police-Fire-Medical)</b>	<b>9-1-1</b>
Non-emergency campus community reporting line	<a href="mailto:Community.Connect@osucascades.edu">Community.Connect@osucascades.edu</a> (541) 322-3196
Non-emergency public safety issue on OSU-Cascades' campus	(541) 322-3110

### ***Community Connect Reporting Line***

The University will have one point of contact for community members' questions and concerns. Please email or call our *Community Connect* reporting line. Your questions or concerns will be routed to the appropriate resources within the University or among community partners. Contact OSU-Cascades at 541-322-3196 or [Community.Connect@osucascades.edu](mailto:Community.Connect@osucascades.edu). A staff member will respond to your voicemail or email within 48 hours, Monday through Friday, to address questions or concerns.

## Community Resources

### City of Bend Police Department

- **Immediate Assistance:** 9-1-1
- Non-Emergencies: (541) 693-6911
- [www.bend.or.us/police](http://www.bend.or.us/police)

### City of Bend Fire Department & EMS

- **Immediate Assistance** 9-1-1
- Office (541) 322-6300
- [www.bend.or.us/fire](http://www.bend.or.us/fire)

### Deschutes County Sheriff's Office

- **Immediate Assistance** 9-1-1
- Non-emergency (541) 693-6911
- [sheriff.deschutes.org](http://sheriff.deschutes.org)

### Medical/Healthcare Providers

*(A holistic list of medical and healthcare providers is currently being developed the fall 2017)*

- Bend Memorial Clinic - [www.bendmemorialclinic.com](http://www.bendmemorialclinic.com)
- High Lakes Healthcare - [www.highlakeshealthcare.com](http://www.highlakeshealthcare.com)
- Mosaic Medical - <http://mosaicmedical.org/>
- Planned Parenthood - <https://www.plannedparenthood.org/health-center/oregon/bend/97701/bend-health-center-2373-91400>
- Redmond Medical Clinic - [www.redmondmedical.com](http://www.redmondmedical.com)
- St. Charles - [www.stcharleshealthcare.org](http://www.stcharleshealthcare.org)

### Deschutes County Health

- Public Health (541) 322-7400
- Behavioral Health (541) 322-7500
- [www.deschutes.org/health](http://www.deschutes.org/health)



# Index – Community Recommendations and University Responses

The following recommendations of the Campus Expansion Advisory Committee (CEAC) and its task forces have been accepted by the University for early implementation. To ease navigation, the recommendations are grouped into six categories: Communication – Education – Neighbor Relations – Policy – Property Management – Safety.

A directory of the community recommendations and University responses appears below. In the following section, responses are detailed for each recommendation along with a description and additional information.

<b>Community Recommendation</b>	<b>Category</b>	<b>Response</b>
Develop a strong relationship with City Code Enforcement	Communication	1.0
Provide a single point of contact for community concerns	Communication	1.1
Partner with the City to develop quarterly incident reporting and neighborhood statistics	Communication	1.2
Create a process for public to address concerns and questions related to neighborhood livability	Communication	1.3
Develop a resource “Who To Call” contact list	Communication	1.4
Notify the City, surrounding neighborhoods, and area businesses of major university events	Communication	1.5
Provide thorough “due diligence” in the planning and execution of the special events	Communication	1.6
Hire OSU/City of Bend liaison to develop positive relationships between students, City of Bend, and surrounding neighborhoods.	Communication	1.7
Offer First-Year Experience and other student life programs	Education	2.0
Develop student “appropriate behavior” education program: levels of consequence; student affairs to communicate issues to students within 12 hours	Education	2.1
Establish monitoring protocols to evaluate the effectiveness of behavior management programs	Education	2.2
Educate the community about FERPA, which protects the privacy of education records	Education	2.3
Develop a proactive series of Good Neighbor and Bend Living 101 training programs for both on-campus and off-campus students	Education	2.4
Continue on-campus residence hall advisor program	Education	2.5
Enforce the Student Conduct Code and University policies on-and off-campus through the judicial process	Education	2.6
Sponsor “Connect Week” for freshmen and re-engagement program for upperclassmen to connect them to the community	Neighbor Relations	3.0
Identify “lessons learned” from local businesses and neighbors to develop better practices for subsequent phases	Neighbor Relations	3.1

Coordinate annual off-campus visits that include OSU-Cascades, City of Bend, and neighborhood leaders to encourage good neighbor relations	Neighbor Relations	3.2
Address issues typically found with student housing (noise, late-night parties, alcohol consumption, etc.)	Neighbor Relations	3.3
Establish University policies and educational programs that enhance student sensitivity to the surrounding community	Neighbor Relations	3.4
Develop off-campus housing program modeled after best practices in higher education	Neighbor Relations	3.5
Require all non-exempted freshmen to live on campus	Policy	4.0
Minimize impact of housing events, such as move-in/move-out days	Policy	4.1
Utilize financial aid strategies to make the price of on-campus housing competitive	Policy	4.2
Restrict hours and days of operation based on westside demographics	Policy	4.3
Make considerations for conditions during the morning and afternoon school drop-off and release times	Policy	4.4
Determine proper hours of operation for the various portions of the campus	Policy	4.5
Develop, monitor, and enforce housing policies that support harmonious living on and off-campus	Policy	4.6
Establish periodic reviews of these policies and programs to ensure that they remain timely and effective	Policy	4.7
Develop programs to partner with private developers and landlords, with the aim of offering University-affiliated near-campus housing options	Property Mgmt.	5.0
Partner with COROA, City, and NAs to develop landlord best practices	Property Mgmt.	5.1
Discourage students from living in high-occupancy rentals	Property Mgmt.	5.2
Develop periodic contact with property management companies regarding their role and responsibilities	Property Mgmt.	5.3
Work with rental owners to establish appropriate rental agreements for student housing	Property Mgmt.	5.4
Offer "safety check" program for both on- and off-campus students	Property Mgmt.	5.5
Provide referrals from the housing office to appropriate mental health services	Safety	6.0
Hire extra security for large university events	Safety	6.1
For on-campus students, create a "residence hall watch" program	Safety	6.2
Offer crime prevention & awareness classes for students	Safety	6.3
Developing a protocol to handle extreme crime situations, like a student or person with a gun on campus or hostage situation	Safety	6.4
Provide safety van(s) to pick up students who are too impaired to drive	Safety	6.5
Contract with security company to handle building security and on-campus parking	Safety	6.6

# University Goals and Responses

## GOAL #1 *Communicate with neighbors and the City of Bend*

### Response 1.0

#### **Develop a strong relationship with City Code Enforcement**

OSU-Cascades Director of Public Safety and Associate Director of Student Success meet regularly with the City of Bend Code Enforcement Office. A regular agenda includes information sharing (e.g. any code enforcement violations within ½ mile of the campus), education programs for students and neighbors, and communication and reporting procedures.

### Response 1.1

#### **Provide a single point of contact for community concerns and questions**

OSU-Cascades has established a community reporting line. Community members can contact OSU-Cascades via phone, email or web portal:

Phone: 541-322-3196

Email: [Community.Connect@osucascades.edu](mailto:Community.Connect@osucascades.edu)

Webpage: <http://osucascades.edu/community-connect>

Questions and concerns will be monitored daily and acknowledged with 48 hours. The reporting line is checked from 8:00 a.m. to 5:00 p.m., Monday through Friday (except for university holidays).

**For immediate, life-threatening concerns, community members should always contact 9-1-1 first.** Off-campus crimes and/or code enforcement issues should to be directed to the Bend Police Department and/or City of Bend Code Enforcement.

When receiving public inquiries or concerns, the University will first determine:

- Whether a current student is involved or not.
- If the situation is related to a crime or code violation.
- What the appropriate response protocol is based on the situation.

For situations involving current students, federal laws prevent the University from releasing information related to student conduct, case adjudication and disciplinary measures under the Family Educational Rights and Privacy Act (FERPA) and other regulations intended to protect academic records and student privacy. The university can enforce policy and impose disciplinary measures in response to a violation, but in most situations, cannot share that information with the public.

- FERPA: Privacy Records (Oregon State University)  
<http://oregonstate.edu/registrar/privacy-records>

**Response 1.2****Partner with the City to develop quarterly incident reporting and neighborhood statistics**

OSU-Cascades will review code enforcement reports, Police Department incident reports from the City of Bend, along with OSU-Cascades Department of Public Safety incident reports to determine student involvement.

For regional crimes in the OSU-Cascades campus area, a digital visual can be found using the RaidsOnline.com analytics tool:

<http://www.raidsonline.com/?address=Bend,%20OR>.

A “funnel report” of student incidents and all publicly reported incidents (code violations, crimes and Clery Act<sup>1</sup> data) will additionally be created for a ½ mile reporting area for quarterly and yearly statistics, depending on the category. Additionally, a new visual “community scorecard” will be developed from this data. This scorecard will also highlight enrollment information, community service participation and other data related to campus/community life (example found in Additional Visual Resources).

**Response 1.3****Create a process for public to address concerns and questions related to neighborhood livability**

A public forum will be held once a year beginning in Spring 2017. This forum will also incorporate opportunities to learn about academic program updates, student research projects and other positive university partnerships and impacts in the community.

**Response 1.4****Develop a resource “Who To Call” contact list**

Please see Contacts and Resources.

**Response 1.5****Notify the City, surrounding neighborhoods, and area businesses of major university events**

Major campus events with the potential for impacts on the surrounding neighborhoods – noise, road closures, parking, etc. – requiring City permits must also be registered with the Assistant Director of Student Life. The Assistant Director of Student Life will work with students to obtain any necessary permits governing events where noise, transportation impacts, or safety issues require city approval. The University Community Relations office and Student Success office coordinate University events not directly organized by student groups. Social media platforms (e.g., Facebook, Nextdoor) and the OSU-Cascades online calendar will be used to help community members receive timely notifications about major events.

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<sup>1</sup>The federal Clery Act requires public disclosure of campus security policies and crime statistics.

**Response 1.6****Provide thorough “due diligence” in the planning and execution of the special events**

The Director of Communication and Outreach, the Associate Director of Student Success, and the Assistant Director of Student Life oversee major special events at OSU-Cascades:

- The Assistant Director of Student Life works with student groups
- The Associate Director of Student Success collaborates with people organizing workshops and educational gatherings aimed at student populations
- The University Marketing and Communications Department plans and coordinates other University events.

Activities and events with potential for neighborhood impacts, municipal permitting requirements, and health and safety concerns will be carefully reviewed to minimize hazards and negative community impacts.

**Response 1.7****Hire OSU/City of Bend liaison to develop positive relationships between students, City of Bend, and surrounding neighborhoods.**

OSU-Cascades has hired a Community Outreach Coordinator who serves as the point of contact and liaison to develop positive relationships between the campus community, City of Bend, and surrounding neighbors (also **see Response 1.1** above).

**GOAL #2 *Provide educational opportunities to campus community and neighbors*****Response 2.0****Offer First-Year Experience and other student life programs**

OSU-Cascades First-Year Experience Program (FYE) supports and influences first-year students through intentional experiences—both in and out of the classroom—that promote academic excellence and enhance student persistence, growth, and development. FYE sets goals, programs activities, and measures performance using values drawn from our campus ethos: sense of community and belonging, student success, academic integrity, social responsibility, and diversity.

FYE provides continuity for “Welcome Week” programming for new student orientation, residential learning communities, community service learning, and faculty-student co-curricular activities as options for optimal first-year experiences. The new OSU-Cascades campus creates unique opportunities to build a stronger, more sustainable set of experiences and help build relationships throughout the first-year community. FYE also helps deliver a robust transfer experience by connecting students to the local and regional community.

Find details about the First-Year Experience Program at this link:  
<http://osucascades.edu/first-year-experience>.

## Response 2.1

### **Develop student “appropriate behavior” education program: levels of consequence; student affairs to communicate issues to students within 12 hours**

All new OSU-Cascades students are required to take interactive online courses on topics related to alcohol abuse and sexual assault (AlcoholEdu and Haven). These programs familiarize students with current campus policies, state/federal laws, and include information about how OSU-Cascades and other colleges and universities approach these issues. Additional information about AlcoholEdu and HAVEN can be found at:  
[http://studenthealth.oregonstate.edu/sites/studenthealth.oregonstate.edu/files/main/docs/fs\\_summary\\_alcholedu\\_haven\\_20152016.pdf](http://studenthealth.oregonstate.edu/sites/studenthealth.oregonstate.edu/files/main/docs/fs_summary_alcholedu_haven_20152016.pdf)

*For students living on campus, University Housing and Dining Services provide educational and social programming throughout the school year, focusing on historically recurring student transition topics and concerns. For example, follow-up education and group discussion around alcohol education may be most needed in the fall term, while topics around off-campus living and neighborhood livability will be more effective in the winter and spring terms.*

*For the general campus community, including students living off-campus, the Office of Student Success and the Student Life Office offer special programs for students early in the academic year on ways to become involved with extra-curricular opportunities. Included in those sessions will be explanations of the expectations the University has for students interacting with the larger Bend and Central Oregon Community.*

Information about the Student Conduct System including OSU-Cascades’ expectations for students about issues such as off-campus arrests for criminal acts and municipal code citations can be found at:  
[http://leadership.oregonstate.edu/sites/leadership.oregonstate.edu/files/policies/student\\_conduct\\_2-25-15\\_576-15.pdf](http://leadership.oregonstate.edu/sites/leadership.oregonstate.edu/files/policies/student_conduct_2-25-15_576-15.pdf)

The OSU-Cascades website and other communications tools and strategies will be used to inform students of the Student Conduct Code and the process used to adjudicate off-campus incidents. Students who are cited for municipal code violations and lawbreaking off-campus are subject to Student Conduct actions in addition to consequences issued by local or state courts. Student Conduct hearings will be held for serious incidents involving OSU-Cascades students.

## Response 2.2

### **Establish monitoring protocols to evaluate the effectiveness of behavior management programs**

Students will be engaged in education and orientation programs that inform them of their rights and responsibilities while attending OSU-Cascades. OSU-Cascades staff will review behavior issues and incidents identified

through incident reports, police and code violation reports, and other occurrences. Strategies to address the needs of “students of concern” will be identified and assignments delegated. Community members can report incidents to Community Connect (**see Response 1.0**) or to the Associate Director of Student Success. For Student conduct cases, the OSU-Cascades Student Code of Conduct is the guiding document for internal processes addressing violations of the terms of the code which includes adherence to local, state, and federal laws and ordinances. The effectiveness of these programs will be assessed through tallies of reported incidents, analyses of the severity of incidents compared with peer schools across the state, Clery logs and annual reports, and student retention information.

### **Response 2.3**

#### **Educate the community about FERPA, which protects the privacy of education records**

The Family Educational Rights and Privacy Act applies to colleges and universities that receive funds from the U.S. Department of Education. FERPA requirements restrict what student information is available to families and the greater public.

OSU-Cascades will provide information about FERPA at the following websites.

- Oregon State University Office of the Registrar - FERPA: Privacy of Records - <http://oregonstate.edu/registrar/privacy-records>
- FERPA Website - <http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

Orientation programs for new students cover FERPA rules with students and their parents and guardians.

### **Response 2.4**

#### **Develop a proactive series of Good Neighbor and Bend Living 101 training programs for both on-campus and off-campus students**

Returning and new students began receiving information during spring 2016 regarding transition to the new campus. A spring letter from Vice President Becky Johnson concluded the school year with a commitment to neighborhood livability. Additional summer mailers will provide information regarding the opening of the new campus, as well as important dates. A copy of Becky’s email to students can be found in Additional Resources.

In the Fall, University Housing and Dining Services for OSU-Cascades will educate new student residents about campus policies and procedures. Two events are scheduled to begin getting students acclimated to the new neighborhood:

- **Meet the Staff and Welcome BBQ Event**  
Community members will be able to meet the student staff and professional staff running the University Housing and Dining Services operations.

- **New Student Policy Education Program**

Campus residents will be offered an event about campus and housing-specific policies including opportunities for thoughtful conversation on establishing good neighbor relations and recognizing their membership in this new community.

Additional opportunities for student education and neighborhood events will occur throughout the year, especially during the transition to the new residence hall. Peer mentors will be working with off-campus students to connect them to OSU-Cascades opportunities and help them understand the importance of being a good neighbor in Bend.

Each month, there will be a transportation focus and a good neighbor focus. The following are examples of themes that will occur during the 2016-2017 academic year:

- October – Reward/Expand; Alcohol
- November – Adapt/Transit Challenge; Noise complaints
- December – Faculty/Staff Focus; Snow and Ice Removal
- January: Start Strong; Leases and Rental Information
- February: Reward and Expand
- March: Adapt – Hit Your Stride Challenge
- April: Start Strong – Pedal Challenge
- May: Reward and Expand
- June: Celebrate Fitness

OSU-Cascades wants to make sure its students are familiar with and have an understanding of City codes and their link to good neighbor relations. The following violations have associated messages that the university will actively and passively educate students on, as they are seen as concerns in the community. These educational opportunities are directly related to the university’s commitment to student development (**see Response 3.4**). Further information about code violations can be found at [www.bend.or.us/codeenforcement](http://www.bend.or.us/codeenforcement).

<b>Community Concerns/Contacts</b>		
<b>Concern</b>	<b>Contact</b>	<b>Phone Number</b>
<i>Abandoned Vehicles</i>	Bend Police Department	(541) 312-7972
<i>Animal Control</i>	911 Non-Emergency	(541) 693-6911
<i>Attractive Nuisances</i>	Code Enforcement	(541) 312-4908
<i>Building Code Violations</i>	Building Official	(541) 312-4908
<i>Discarded Vehicles on Private Property</i>	Code Enforcement	(541) 312-4908
<i>Flammable Vegetation</i>	Code Enforcement	(541) 312-4908
<i>Lighting</i>	Code Enforcement	(541) 312-4908
<i>Noise</i>	911 Non-Emergency	(541) 693-6911
<i>Noxious Weeds</i>	Code Enforcement	(541) 312-4908
<i>Parking</i>	911 Non-Emergency	(541) 693-6911
<i>Snow and Ice Removal</i>	Code Enforcement	(541) 312-4908
<i>Trash and Rubbish</i>	Code Enforcement	(541) 312-4908



**Response 2.5****Continue on-campus residence hall advisor program**

University Housing and Dining Services believes safety and security is a shared responsibility. The expectation that residents will agree to take primary responsibility for their own safety and security, to support the safety and security of fellow residents and the residence and dining areas. OSU-Cascades and UHDS will work cooperatively with residents and with OSU-Cascades colleagues to promote a safe and secure environment. When signing the UHDS contract, students agree to read and abide by security policies and precautions stated in the UHDS Policy Guide and other University publications given to them.

Residential Education staff help provide security inside the halls. Each University Housing & Dining Services building has a Residential Education/Housing Services staff member on duty from 7 p.m. to 8 a.m. every day of the week. Residents can contact the staff member on duty via cell phone. These highly trained upper-division students are available to assist residents with all questions and concerns and have extensive training to handle emergencies. If the staff member needs assistance, a Residence Hall Director or Residential Education/Housing Services staff member is available 24 hours a day. These full-time, live-in professionals with a background in higher education, are always available by cell phone to assist in a crisis.

**Response 2.6****Enforce the Student Conduct Code and University policies on-and off-campus through the judicial process**

The OSU-Cascades Student Conduct Code includes this element: (23) Violation of any federal or state law or city or local ordinance or University rule or policy that applies to the Student.

Criminal behavior on- or off-campus will be adjudicated in a process overseen by the Associate Director of Student Success in cooperation with law enforcement agencies. Violations of state and federal law will be shared with the Bend Police Department. Agreements negotiated with the Bend Police Department and the Municipal Code Enforcement Division provide information to OSU-Cascades so that the identification of students is possible, allowing for Student Conduct issues to be addressed. The student conduct process for violation notification and enforcement is shown in Additional Resources.

Interested parties may view the entire Student Conduct Code at [http://leadership.oregonstate.edu/sites/leadership.oregonstate.edu/files/policies/student\\_conduct\\_2-25-15\\_576-15.pdf](http://leadership.oregonstate.edu/sites/leadership.oregonstate.edu/files/policies/student_conduct_2-25-15_576-15.pdf).

## **GOAL #3** *Increase campus and neighbor relations through special events, outreach and policies*

### **Response 3.0**

#### **Sponsor “Connect Week” for freshmen and re-engagement program for upperclassmen to connect them to the community**

OSU-Cascades provides annual “Welcome Week” programming to support new students as they transition to campus life. New and returning students participate in policy education and mentor-led social activities, learn Bend’s public transportation system, find community resources available to students, and celebrate at convocation events.

OSU-Cascades creates opportunities for neighbors to visit campus and learn about faculty and student research. Successful campus events include the “It’s in the Bag” lunchtime lecture series, our Student Research Symposium held on the OSU-Cascades campus, and OSU-Cascades Science Pubs held in downtown Bend.

- First-Year Experience Program at this link: <http://osucascades.edu/first-year-experience>.
- Student Research and Project Symposium at this link: <http://osucascades.edu/osu-cascades-student-research-projects-showcase>
- It’s In the Bag lunchtime lecture series at this link: <http://osucascades.edu/lunchtime-lecture>

### **Response 3.1**

#### **Identify “lessons learned” from local businesses and neighbors to develop better practices for subsequent phases**

After the first year at the new campus, an initial meeting (to become an annual event) will occur in Spring 2017 to capture lessons learned, document concerns and strategize adjustments to campus operations and the Partnership Agreement.

### **Response 3.2**

#### **Coordinate annual off-campus visits that include OSU-Cascades, City of Bend, and neighborhood leaders to encourage good neighbor relations**

During the beginning of each fall quarter, staff, faculty and student leaders will schedule a walk of local homes and businesses within a 1/2 mile of the campus on public streets. These walks will serve not only as an introduction to the campus community, but also as an opportunity to share information about the coming academic year. Invitations will be extended to local neighborhood association representatives to join in this neighborhood canvassing.

The University will also hold events with local residential complexes and neighborhoods near the developing campus. Staff will share inspirational program and student information, as well as incorporate listening sessions

with the residents and neighbors at these following locations during the 2016-2017 academic year:

- Touchmark at Mount Bachelor Village
- Mount Laurel Lodge
- Century West Neighborhood Association
- Century Washington Center Owners Association
- Galveston corridor businesses
- Businesses and neighbors near Juniper Hall and COCC

### Response 3.3

#### **Address issues typically found with student housing (noise, late-night parties, alcohol consumption, etc.)**

The University Housing and Dining Services (UHDS) Policy Guide serves as an extension of the UHDS Room and Dining Contract that each resident signs before moving into on-campus housing. When the UHDS contract is signed the resident has agreed to all of the policies outlined in the guide.

Student Conduct process information can be found at:

[http://leadership.oregonstate.edu/sites/leadership.oregonstate.edu/files/policies/student\\_conduct\\_2-25-15\\_576-15.pdf](http://leadership.oregonstate.edu/sites/leadership.oregonstate.edu/files/policies/student_conduct_2-25-15_576-15.pdf)

Throughout the year, OSU-Cascades Student Wellness, will coordinate with local medical and community programs to provide outreach and educational activities around smoking, drug and alcohol use. Additional programming will occur around healthy relationships, bystander interventions, and consent practices.

For off-campus residents, educational efforts on these issues will include those referenced in Response 2.4 and annual events, such as Welcome Week. Information about upcoming programs and events can be found at this link: <http://osucascades.edu/student-wellness>.

### Response 3.4

#### **Establish University policies and educational programs that enhance student sensitivity to the surrounding community**

OSU-Cascades will identify issues – such as tobacco usage, parking, winter sidewalk clearing – where special informational programs are needed to help students recognize their responsibilities in creating a greater Bend community. OSU-Cascades will hold forums and find other ways of engaging the University community in conversations about being “good neighbors”. Policies to be implemented in the first year will cover smoke/tobacco free campus, parking, and enforcement of off-campus conduct violations. The University will use multiple communication tactics (e.g. events, bulletin board materials, digital content) to deliver these messages.

### Response 3.5

#### **Develop off-campus housing program modeled after best practices in higher education**

In support of student transition to living off-campus, a comprehensive Off-Campus Living program will be established. The program targets students who are living off campus for the first time (both first year traditional and

non-traditional students), with offerings coming from either student life or the residence life programs, depending on the audience.

For students, program offerings will begin with educational sessions around topics such as understanding laws and city ordinances, understanding your rights as a renter and how to establish strong roommate communication. Information will be presented via digital materials and during events held in the residence hall communities and/or on campus. Additionally, an updated webpage to go live by Winter of 2017 will reflect not only special events, but resource information for students, landlords and interested community members.

For landlords and rental owners, new opportunities will be developed in coordination with this program and may include a rental fair, the creation of a preferred vendor process (**see Response 5.0 below**), specific best-practices guides to leasing, and other information in the Fall 2017 resource update.

## **GOAL #4** *Implement campus operations policies that enhance neighborhood livability*

### **Response 4.0**

#### **Require all non-exempted freshmen to live on campus**

OSU-Cascades requires that all non-exempted first year students live on campus. The exemption policy is as follows:

While participation in First Year Experience, including the live on-campus component, is an integral part of the first-year student's education, OSU-Cascades recognizes that exceptions to the live-on requirement may be appropriate in certain circumstances. Students may petition to request exemptions to the FYE live on-campus requirement. Exemptions that will normally be approved are:

- The student is living with immediate family in a family situation (i.e. living only with the family member in a self-sustaining unit, mother and/or father; legal guardian; older sibling; aunt or uncle; or grandparents,) and within approximately 45-mile radius of the Cascades campus of OSU.
- The student has a legal dependent that is living with the student.
- The student is married or has a domestic partner.
- The student has attended an institution of higher education as a regularly enrolled student for at least two regular semesters or three regular quarters, post high school graduation, excluding summer sessions. Note: this does not include college credit earned prior to high school graduation.
- The student has been out of high school for more than one year and has earned a GED.

Please see website at <http://osucascades.edu/first-year-experience/live-campus-requirement> for full policy.

**Response 4.1**

**Minimize impact of housing events, such as move-in/move-out days**

OSU-Cascades is committed to minimizing the impact of special events that have the potential of impacting the surrounding community. All events will be managed in accordance with community recommendations incorporated in the Partnership Agreement. (see **Response 1.5**)

**Response 4.2**

**Utilize financial aid strategies to make the price of on-campus housing competitive**

OSU-Cascades is offering students a 25% discounted housing rate and a no-cost meal plan for fall 2016 upon committing to their housing contract for the academic year. Long term, the university will investigate strategies to incorporate unit types that meet students' needs to be competitively priced and provide a variety of housing options. Advisory groups have suggested exploring ideas ranging from the incorporation of increased triple-occupancy room availability to the development of micro-housing units.

A number of first-year student scholarships, grants and other funding opportunities are available for students of Oregon State University-Cascades. New financial resources, such as the recently introduced Bank of the Cascades Foundation need-based scholarship, are also available. For more information regarding scholarships and other financial aid related information, please visit: <http://osucascades.edu/admissions/financial-aid-and-scholarships#scholarships>.

**Response 4.3**

**Restrict hours and days of operation based on westside demographics**

The campus will operate from 7:00am – 10:00pm, Monday through Friday. Further details regarding operating hours, specific facilities and amenities can be found in **Response 4.5**.

**Response 4.4**

**Make considerations for conditions during the morning and afternoon school drop-off and release times**

The City of Bend has set the following condition for OSU-Cascades operations/transportation:

*OSU-Cascades, the Bend-La Pine School District, and Central Oregon Community College (COCC) should coordinate to understand programming demands and avoid, when possible, the simultaneous scheduling of regular and special events that may overwhelm the commonly shared transportation facilities.*

**Response 4.5**

**Determine proper hours of operation for the various portions of the campus**

For the 2016-2017 academic year, the campus will begin with three new facilities. The hours of operation are consistent with **Responses 4.3** and **4.4**:

- **Dining Facility** - The dining facility will run from 7:00am to 10:00pm every day of the week when the institution is in session.

- **Tykeson Hall** (and other associated academic spaces) - Classes will be held between 7:00am and 10:00pm, Monday through Friday. Classrooms may be reserved and utilized as conference or event spaces by the institution and community members, but are generally not utilized during the weekends.
- **Residence Hall**- The residence hall is a private facility for OSU-Cascades students and OSU-Cascades conference guests, secured with card access. Quiet hours for this facility run from 10:00pm to 10:00am, Sunday through Thursday, and 12:00 am to 10:00am, Friday through Sunday.

#### Response 4.6

#### **Develop, monitor, and enforce housing policies that support harmonious living on- and off-campus**

UHDS Policies are developed around the Compelling Community Interests of promoting Health and Safety, mitigating Property Loss or Damage, minimizing the Serious Disruption of the Educational Environment, and Furthering Educational Pursuits. All OSU-Cascades students are expected to follow all University policies and rules, including but not limited to the Student Code of Conduct, and all applicable federal and state laws. Throughout the year, students will be exposed to multiple educational efforts can be found in **Response 2.4**.

Further information regarding the housing policy guide can be found at this webpage: <http://osucascades.edu/uhrs/housing/uhrs-policy-guide>.

Some examples of specific policies within the housing contract that students agree to abide by are:

- Drugs and alcohol
- Disruptive behavior
- Noise policy
- Visitors
- Common area expectations

Students signing their UHDS contract are additionally committing to the university student conduct code found here:

[http://leadership.oregonstate.edu/sites/leadership.oregonstate.edu/files/policies/student\\_conduct\\_2-25-15\\_576-15.pdf](http://leadership.oregonstate.edu/sites/leadership.oregonstate.edu/files/policies/student_conduct_2-25-15_576-15.pdf).

The Student Code of Conduct further outlines university expectations related to specific academic or scholarly dishonesty, to violations of state and federal laws.

#### Response 4.7

#### **Establish periodic reviews of these policies and programs to ensure that they remain timely and effective**

OSU-Cascades will systematically review policies and programs annually at the end of the academic year.

## **GOAL #5** *Partner with developers and landlords to create housing that meets the best interests of students and neighborhoods*

**Response 5.0**      **Develop programs to partner with private developers and landlords, with the aim of offering University-affiliated near-campus housing options**  
OSU-Cascades plans to evaluate a University-affiliated private housing program to begin in the fall of 2017. During the 2016-2017 academic year OSU-Cascades will draft requirements to become a university-affiliated housing provider upon further research and best practices information.

**Response 5.1**      **Partner with COROA, City, and NAs to develop landlord best practices**  
OSU-Cascades will develop an off-campus living program related to landlord best practices. OSU-Cascades will leverage local (e.g. COROA) and regional (e.g. Housing NW) to sponsor or co-develop and implement training programs for current and prospective landlords. Current resources for landlords are available at:

- Central Oregon Rental Owners Association (COROA) – [www.centraloregonrentalowners.org/](http://www.centraloregonrentalowners.org/); 541-323-6110
- Housing NW (Forms) - [www.multifamilynw.org/oregon-forms---samples.html](http://www.multifamilynw.org/oregon-forms---samples.html)

**Response 5.2**      **Discourage students from living in high-occupancy rentals**  
OSU-Cascades will focus its communication for renters on the topics of life safety, Bend’s development code and good neighbor relations. Information will be packaged for students as a part of the off-campus living transition programs:

- Life Safety – Programs that explain egress for bedrooms, fire safety when living on and off campus, and other topics. For each topic, the University will work with students to determine what each means to students, as well as how it impacts student experience and the neighborhood.
- Bend’s Development Code – Information on the number of people who can safely live per 1,000 square feet, and what the City of Bend’s development code allows regarding occupancy.
- Good Neighbor Relations – Education programs and initiatives based on **Response 2.4.**

**Response 5.3**      **Develop periodic contact with property management companies regarding their role and responsibilities**  
As a component of the evaluation of an OSU-Cascades University-affiliated housing program, the University will develop ideas around regular communications with landlords, whether individuals or property management companies (see **Response 5.0**). OSU-Cascades will also develop draft communications in response to code violations or concerns communicated to the *Community Connect* reporting line.

**Response 5.4****Work with rental owners to establish appropriate rental agreements for student housing**

OSU-Cascades will collaborate with entities including the Central Oregon Rental Owners Association (COROA) to address community concerns related to student rentals. The University will attend COROA meetings, and partner with advisory groups and interested community members to introduce appropriate rental agreements for students. Training programs may also be offered on topics such as “the rights of students” and “what it means to rent to a student” to help educate landlords.

- COROA Rental Forms - [www.centraloregonrentalowners.org/about-forms](http://www.centraloregonrentalowners.org/about-forms)

**Response 5.5****Offer “safety check” program for both on- and off-campus students**

A safe and secure environment is made possible through each OSU-Cascades community member’s involvement in crime prevention and sensible behavior. For a safe and successful OSU-Cascades experience, each person must take responsibility to recognize one’s own vulnerability to crime and reduce risks through preventative action and cooperation with Campus Safety and Security.

Resident advisor staff and facilities staff will take reports and keep records of campus damage and upkeep issues. At the end of each term and during certain break periods, additional health and safety inspections are completed by UHDS staff members in residents’ rooms. Reports taken during these inspections will identify any unsafe situations.

Information related to fire safety, evacuation procedures and crime prevention programs can be found at the OSU-Cascades Emergency Management webpage: <http://osucascades.edu/emergency>.

For off-campus housing, a safety check program is being considered for the future.

**GOAL #6 *Develop safety-related protocols, policies and education that serve both the campus community and neighbors*****Response 6.0****Provide referrals from the housing office to appropriate mental health services**

OSU-Cascades staff will proactively meet to discuss strategies to general student health and well-being. The team also discusses strategies for help specific students with behavior concerns that are disruptive or risky for themselves or the community. This team receives referrals from campus community members (such as faculty or academic advisors) and implements intervention strategies case by case.



OSU-Cascades recently received a three-year grant initiated as a collaborative effort between the college and local medical providers to employ a Registered Nurse Health Coordinator for the campus. This position includes helping students navigate the Bend/Redmond medical system to receive timely, appropriate care as well as physical health outreach campaigns targeted at issues specific to the college population.

Other resources include the provision of free personal counseling services, educational opportunities and resources funded by grants and collaborations with Deschutes County Health Services and other local/regional partners. Referrals are made case by case depending on acuity and appropriate available resources. After-hours crisis situations most often use the Deschutes County 911 or crisis line at 541-322-7500.

**Response 6.1**

**Hire extra security for large university events**

OSU-Cascades will provide the appropriate level of public safety staffing for on-campus events. This response will be determined by the nature and size of the event to assure the safety and security of attendees.

**Response 6.2**

**For on-campus students, create a “residence hall watch” program**

The residence hall will be staffed by resident assistants who serve in a nightly, on-call capacity. In addition, the policy guide, AlcoholEDU, Haven, and all-hall meetings encourage residents to take personal responsibility for the safety, security, and livability of the residence hall. Active bystanders can prevent violence by identifying potentially harmful situations, overcoming barriers to act, and intervening in ways that keep themselves and others safe.

**Response 6.3**

**Offer crime prevention & awareness classes for students**

Using various presentation formats, training will be provided on the Timely Warning and Emergency Notification Policy, Sexual Violence Prevention and Reporting, Campus Police Authority and Jurisdiction, and Night Time Personal Safety.

**Response 6.4**

**Developing a protocol to handle extreme crime situations, like a student or person with a gun on campus or hostage situation**

The OSU-Cascades Campus Safety webpage lists any associated policies, procedures and contacts related to campus safety. Protocols have been developed for crime and emergency situations: these can be found at <http://osucascades.edu/emergency>. Timely Warnings and Emergency Alerts will notify students and community members of emergencies automatically via text, phone call and emails.

**Response 6.5**

**Provide safety van(s) to pick up students who are too impaired to drive**

OSU-Cascades is committed to the safety of students, and the area provides a number of community resources to assist in transportation. Students will be informed about the taxi services available to them should they drink off

campus and need a ride back to their residence hall or off-campus residence. OSU-Cascades community resources may include:

- Bus route information - <http://www.cascadeseasttransit.com>
- Taxi numbers (preferred taxi service to be explored Fall 2016)
- Uber/Lyft collaboration
- Bystander intervention and education (e.g. friends taking the keys)

Student Conduct Code addresses on- and off-campus violations in addition to potential legal action that may be taken due to impaired driving. Students returning to campus impaired to the point where they demonstrate belligerence, incoherent or slurred speech, nausea as the result of intoxication, or unconsciousness will be triaged for immediate safety concerns and referred to the Student Success office as a Student Conduct issue.

However, the University will not pursue student conduct proceedings for substance use violations associated with sexual harassment or assault with victims and witnesses who were under the influence at the time of the harassment/assault. The Office of Equal Opportunity and access will ensure the amnesty protections identified in the Student Conduct Code afforded when someone discloses substances use actions while reporting Sexual Misconduct.

Additionally, this is also a state requirement ([ORS 471.430.10](#)) for students who call for medical assistance or those who call for assistance for another student while they are “under the influence” and under 21 years of age. Medical amnesty allows students to call emergency services, such as 9-1-1, when needing emergency medical support. This practice protects underage students who call for help for themselves or for another person who needs emergency treatment. In these situations, the University will not pursue student conduct proceedings for being a Minor In Possession (MIP).

OSU-Cascades may provide health referrals and educational opportunities in addition to enforcement. As an example, the AlcoholEdu and HAVEN programs offer information on topics such as binge drinking and ways to reduce risk. Information about these programs is at [http://studenthealth.oregonstate.edu/sites/studenthealth.oregonstate.edu/files/main/docs/fs\\_summary\\_alcoholedu\\_haven\\_20152016.pdf](http://studenthealth.oregonstate.edu/sites/studenthealth.oregonstate.edu/files/main/docs/fs_summary_alcoholedu_haven_20152016.pdf).

## **Response 6.6**

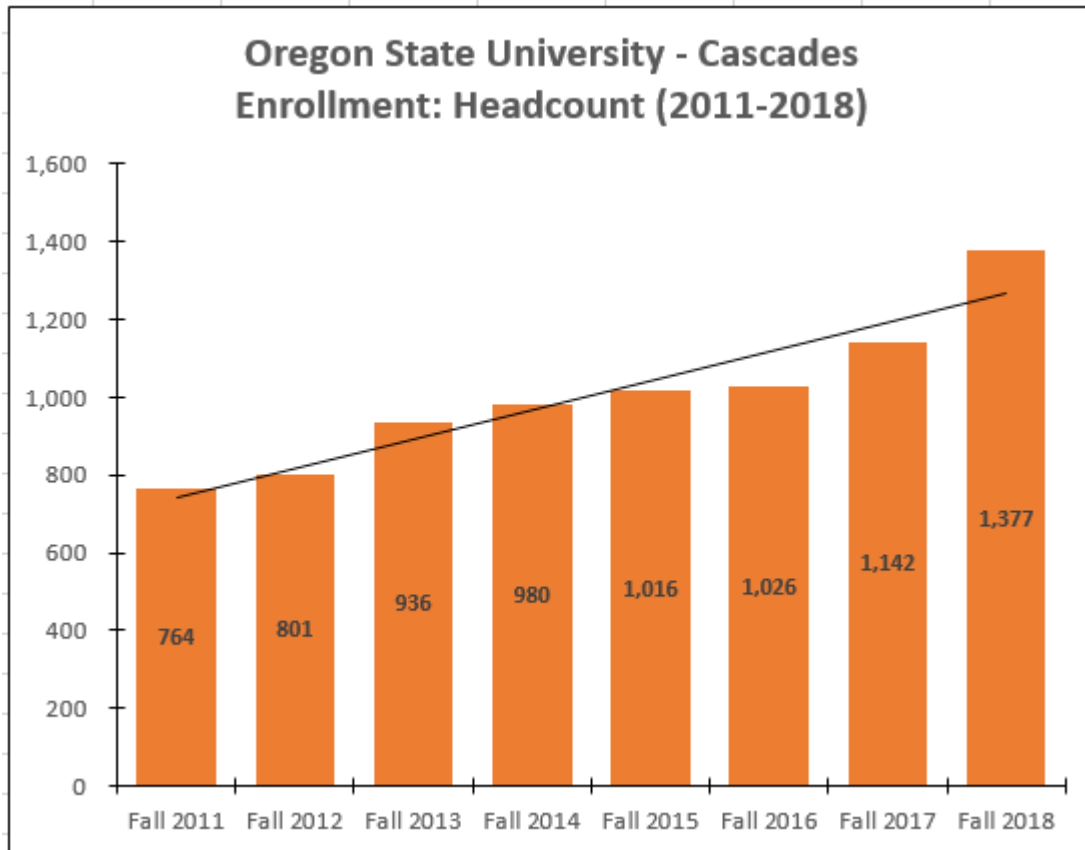
### **Contract with security company to handle building security and on-campus parking**

An OSU-Cascades Department of Public Safety has been established to provide for the life safety and protection of property for students, faculty, staff and guests on the campus. The Department will also enforce the parking on campus and any University offsite parking.

# OSU-Cascades Institutional Profile

## Who is OSU-Cascades?

- 1,016** Enrollment headcount
- 2015** Year of first freshman class
- 48%** Transfer from COCC
- 29 yo** Average student age
- 73%** From Central Oregon
- 35%** First generation college students



# ASCC (Associated Students of Cascades Campus) Leadership



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*Assistant Director, Student Life*  
*ASCC Advisor*  
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**Molly Svendsen**  
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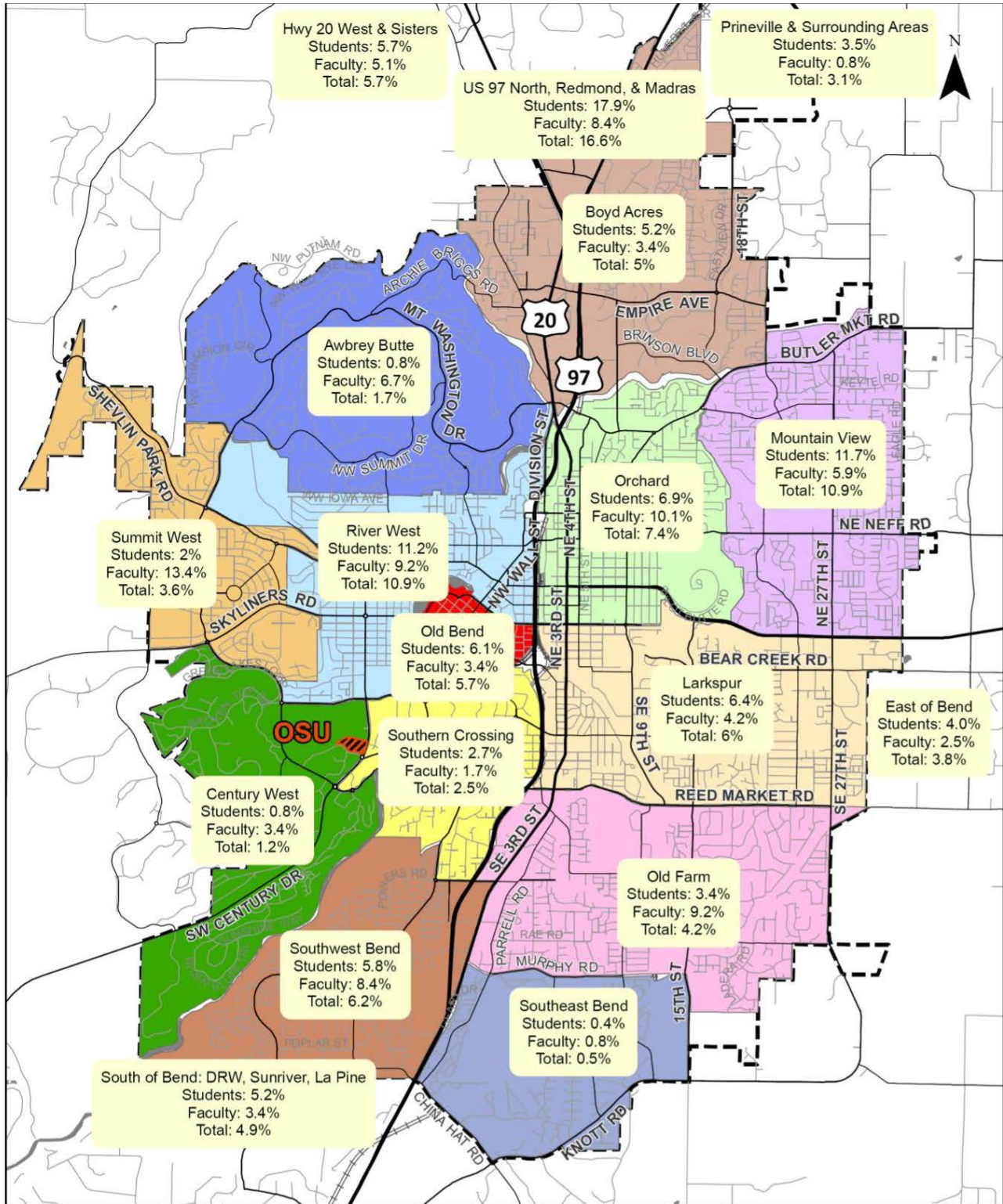


**Mickaela Cyrus**  
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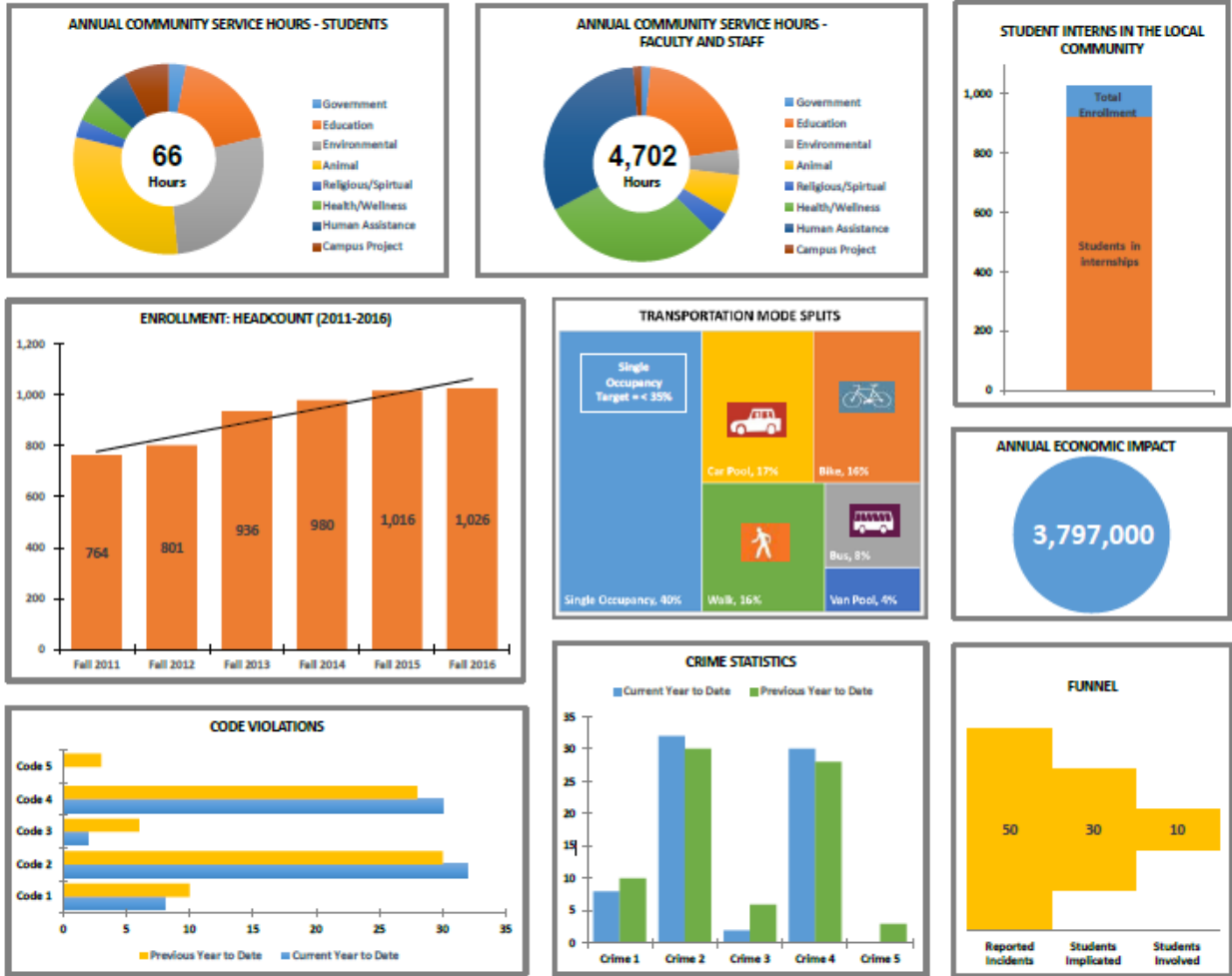
**Hunter Will**  
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# Where OSU-Cascades Students and Faculty Live (2014)

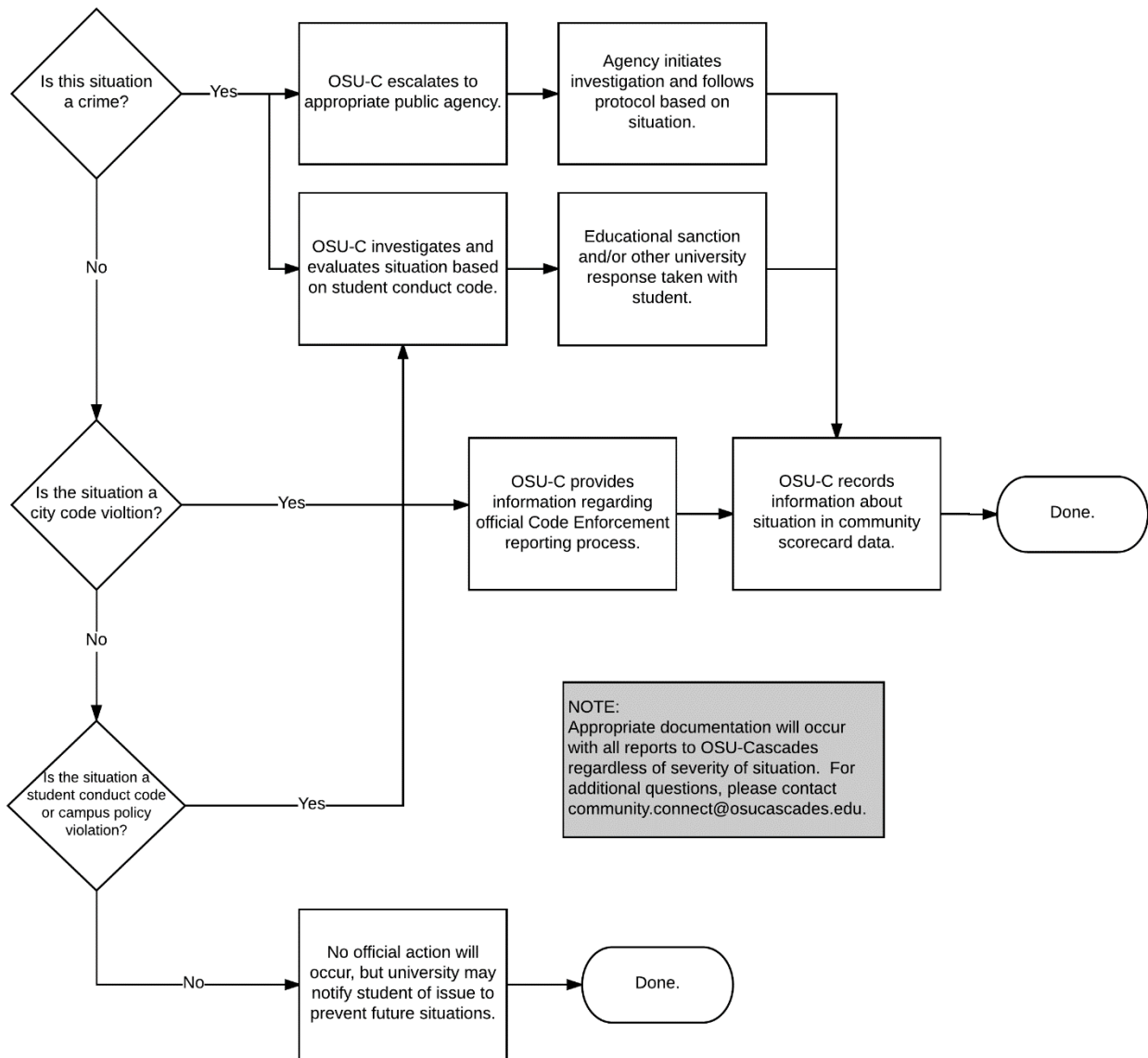


# Community Scorecard – Example

Diagram below represents what OSU-Cascades will strive to produce periodically.



# Student Conduct Process



# Email to Students - Vice President Becky Johnson

Wednesday, June 1, 2016



I'm sure you are busy wrapping up the school year and preparing for finals.

**Congratulations** on your hard work this year!

This fall, Oregon State University -- Cascades will make the historic move from Cascades Hall to our [new OSU-Cascades campus](#) in Bend. The opening of our **new campus** is a monumental occasion and I hope you will join in the opening celebrations this fall during Welcome Week.



After all, OSU-Cascades' campus is the first to be built in Oregon in 50 years, and **one of the few** under development in the country! A new university campus brings opportunities to re-envision how we study, teach, approach daily life, and interact with our surrounding community.

Because of the changes a new campus will bring, we have created a [webpage for current students](#), where you can learn information about various aspects of the new campus as it comes available over the summer.

In addition, between now and September you'll receive communications from our Enrollment Services and Student Success staff with updates that will help make your **transition** to the new campus as smooth as possible. Topics will include:

► **Leave Healthier Than When You Arrive** -- Health and wellness are increasingly important to members of our campus community, from exercise, to stress relief, to healthy eating, to good mental health practices. Our new location near natural resources and recreation trails, can help support those goals. In fact, we hope to share skills and practices that will help you feel even better than you do today when you graduate from OSU-Cascades.

► **Sustainable Transportation** -- Reducing dependency on single-occupancy vehicles is of community-wide interest, because of the energy and financial resources it can save, as well as the



health benefits of getting out of our cars. I'm proud to say OSU-Cascades is leading the way in this area. Already, both the Associated Students of Cascades Campus and OSU-Cascades have contributed toward improved public transit around the campus, and staff and student workers are developing innovative programs to help us consider other ways to travel besides in single-occupancy vehicles. If you are able, I hope you'll join me in finding ways to ride your bike, walk, ride the bus (a dedicated [bus route](#) loops the new campus, Graduate & Research Center and COCC), or carpool to campus.

► **Good Neighbors** -- Our surrounding community has been overwhelmingly supportive of our growing university. The new campus is located in a community of local business, residential neighborhoods, senior living facilities and recreation amenities. We are soon going to be members of a broader community in a way we weren't on the COCC campus. Our new neighbors are also anticipating changes as our campus community becomes more visible. I hope you will join me in finding ways to welcome our new neighbors onto our new campus, and to engage with them off-campus, too.

Finally, this fall's Welcome Week, September 19 to 23, will celebrate students returning to school and onto a new campus. Mark your calendars -- the Student Success team is planning a full-week of activities, plus opportunities to sign up for services, purchase books, join a club, and tour your brand new classrooms and study areas. Welcome Week will also include a party for the entire campus community.

There will be more information and news to share in the coming weeks. In the meantime, I hope you are looking forward to a new start in the fall, on our new OSU-Cascades' campus.

Enjoy your summer!

Sincerely,

Becky Johnson  
Vice President

*Browser-based email found [here](#).*



**Oregon State**  
UNIVERSITY | **Cascades**

Rev. 11/29/2016