

HOUSING AND RESIDENTIAL SERVICES
CALIFORNIA POLYTECHNIC STATE UNIVERSITY,
SAN LUIS OBISPO

Report Number 05-26
November 1, 2005

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ABBREVIATIONS

BOT	Board of Trustees
CA	Community Advisor(s)
Cal Poly	California Polytechnic State University, San Luis Obispo
CO	Chancellor's Office
CSD	Coordinator(s) of Student Development
CSU	California State University
GC	Government Code
HPRC	Housing Proposal Review Committee
RA	Resident Advisor(s)
RFIN	Resolution of the Committee on Finance

EXECUTIVE SUMMARY

As a result of a systemwide risk assessment conducted by the Office of the University Auditor during the last quarter of 2002, the Board of Trustees, at its January 2005 meeting, directed that *Housing and Residential Services* be reviewed. Housing was previously audited in 1979.

We visited the California Polytechnic State University, San Luis Obispo campus from June 26, 2005, through July 29, 2005, and audited the procedures in effect at that time.

In our opinion, the administration and management of the housing and residential life function provided a reasonable level of control over housing program administration, housing operations, and resident safety and activity programs. However, the controls that ensure compliance in residence hall/apartment cash fund management; guest/visitor policies and procedures; and residence hall leasing to special groups needed improvement.

The following summary provides management with an overview of conditions requiring attention. Areas of review not mentioned in this section were found to be satisfactory. Numbers in brackets [] refer to page numbers in the report.

HOUSING PROGRAM ADMINISTRATION [6]

Management of cash funds maintained in the residence halls and student apartments needed improvement. Specifically, the key to the cash drawer was not adequately safeguarded at the Cerro Vista Apartments, and there was no evidence of supervisor reconciliation or verification of cash transactions recorded on the transaction log. In addition, overnight guest practices were in need of improvement. For example, overnight guest stays were not tracked to ensure that required fees were charged, guest stays were not always properly approved at all levels, and some guest registration forms were incomplete.

HOUSING OPERATIONS [10]

Agreements and proof of insurance for the use of housing facilities by special group conferences were not always properly and timely executed and/or obtained. A review of 34 special group conferences, including five managed by housing and residential life and 29 managed by conference services was completed. The review disclosed deficiencies within the 29 programs managed by conference services, including agreements that were not completely executed, executed late, or missing; and cases that lacked insurance documentation.

RESIDENT SAFETY AND ACTIVITY PROGRAMS [11]

Written documentation was not retained to evidence attendance at mandatory residence hall staff training.

INTRODUCTION

BACKGROUND

The Board of Trustees (BOT) Resolution of the Committee on Finance (RFIN) 9-82-10 *Report of the Student Housing Policy Study Group*, July 1982, stated that the BOT considered student housing an important means for realizing the educational mission of the California State University (CSU). To that end, the Board resolved to encourage and support the development of on-campus student housing. In order to integrate on-campus student housing with the educational mission of each campus, it was determined that the CSU housing program should:

- ▶ Provide living accommodations to students that complement the academic programs of the institutions.
- ▶ Provide adequate care, maintenance, and improvements of the housing facilities.
- ▶ Ensure fiscal and planning accountability and solvency, thereby serving students well and efficiently and fulfilling commitments to the State Legislature, bond holders, and the Trustees that housing be self-supporting.
- ▶ Accommodate external groups desiring temporary housing with the institution for educational, developmental, and recruitment purposes.
- ▶ Develop and exercise sound fiscal and operational practices in order to minimize costs while generating adequate funds to meet bonded indebtedness requirements, annual operating and maintenance expenses, and provide an environment conducive to academic success and personal growth.
- ▶ Design any future housing to meet the changing needs of the student body and the institution.

Faced with a declining student housing occupancy rate beginning in the late 1980s/early 1990s, combined with an erosion of housing system reserves, the chancellor's office (CO) presented an item to the Executive Council at its January 21, 1993, meeting identifying short-term and long-term actions that could be taken to restore the financial health of the housing system. Several short-term actions were proposed, which permitted the housing system to meet bond reserve and debt service coverage ratio requirements for the 1992/93 year. To provide long-term solutions, a task force was formed to develop recommendations, including a transition plan designed to allow each campus to assume full responsibility for the financial viability of its housing program and maximize campus flexibility in achieving student housing objectives while maintaining the advantages of system revenue bond debt financing.

The overriding recommendation of the November 1993 *Report of the Student Housing Task Force* was to shift from a centralized to a decentralized organization. Specifically:

The mission of the CO relative to student housing would place less emphasis on controlling the operation of campus housing programs and instead focus on those critical services that campuses

could not provide for themselves or which provided a significant benefit from cooperation between campuses and the CO. To retain the advantages of systemwide debt financing, the CO would continue to coordinate the sale of housing system revenue bonds and monitor and report on housing financial activities. Additionally, the CO would continue to develop and administer policy in those areas directly related to the issuance of revenue bonds.

The mission of the campuses relative to student housing would be to support the academic mission and student development goals of the institution. To provide a living-learning environment that encourages the academic and personal development of student residents, campuses must continue to ensure the financial viability of the campus housing program, maintain adequate reserves for future needs, and maintain buildings in good repair.

In January 1994, the CSU executive vice chancellor/chief financial officer accepted the report from the Student Housing Task Force and approved the decentralization of student housing responsibility effective July 1, 1994. The current decentralized approach to housing places direct responsibility on each campus for maintaining the financial viability of their individual housing operations, while the CO is responsible for monitoring and reporting on the financial stability of the overall systemwide program. This responsibility is founded on the requirement of the bond indenture governing the Trustees' student housing program.

Campuses desiring to propose a student housing project funded by the Dormitory Revenue Fund or other non-state sources must have the project reviewed by the Housing Proposal Review Committee (HPRC) and are responsible for presenting their projects to the committee, with support from the CO Financing and Treasury department. The HPRC studies the housing proposal and submits its recommendations to the BOT for its consideration. If approved, bonds are advertised and sold or otherwise financed, followed by a bond escrow period. Once funds are received, a construction contract can be executed and the project proceeds.

Each year, the CO prepares schedules of housing program centrally paid costs by campus, which include state-prorated charges consisting of administrative expenditures related to various state agencies such as the Department of Finance, the State Controller's Office, the Legislature, and others; and other expenses such as audit, bond service, and CO service fees. The schedules also include debt service transfers to cover principal and interest. The campuses subsequently receive CO accounting department instructions with journal entry information to ensure accurate recording.

Executive Order 876, *Financing and Debt Management Policy*, dated July 18, 2003, states that the campus president and chief financial officer are responsible for developing and maintaining a campus policy to provide reserves from housing revenue for projects funded by debt issued by the BOT. The campus reserve policies, at a minimum, should address the following needs:

- ▶ Major maintenance and repair/capital renovation and upgrade.
- ▶ Working capital.
- ▶ Capital development for new projects.
- ▶ Catastrophic events.

Additionally, once every three years, each campus shall conduct an in-depth review to assess the adequacy of the reserves and the campus reserve policies applicable to the projects funded by debt, and shall make necessary adjustments and changes to account for changing conditions. For major maintenance and repair/capital renovation and upgrade reserves, the reviews should include formal studies of facility systems and necessary funding levels to cover all aspects of replacement costs through the reserve funding plan.

PURPOSE

Our overall audit objective was to ascertain the effectiveness of existing policies and procedures related to the administration of *Housing and Residential Services* and to determine the adequacy of controls that ensure compliance with relevant governmental regulations, Trustee policy, Office of the Chancellor directives, and campus procedures.

Within the overall audit objective, specific goals included determining whether:

- ▶ Campus housing policies and procedures are current, comprehensive, and aligned with relevant state and federal regulations, Trustee policies, and CO directives.
- ▶ Clear lines of organizational authority and responsibility exist in the administration and management of campus housing and residential services.
- ▶ The student license is comprehensive, timely executed, and enforced; and residential revocations, cancellations, and notices to vacate are adequately supported and properly processed.
- ▶ Guest and visitor policies are adequate and enforced.
- ▶ Hard-copy and online confidential residential information are adequately secured and protected against unauthorized access.
- ▶ Purchased goods and services are appropriate, adequately supported, properly approved, and accurately recorded in housing financial records.
- ▶ Vending contracts and facility lease operations are adequately controlled and monitored.
- ▶ Residential fees are properly approved; and all housing revenues are accurately recorded, adequately safeguarded, properly processed, and timely collected.
- ▶ Residential coordinators and advisors are adequately screened, trained, and meet campus employment qualifications; and compensation is adequately supported and properly recorded.
- ▶ Student housing reserves are appropriately established.

- ▶ The emergency evacuation plan and safety procedures are adequate, and student housing activity programs are adequately controlled.

SCOPE AND METHODOLOGY

The proposed scope of the audit, as presented in Attachment B, Audit Item 2 of the January 25-26, 2005, meeting of the Committee on Audit, stated that *Housing and Residential Services* includes the support activities afforded to students in locating suitable housing, operation of the on-campus residence halls, and programming of activities for residential students. Specific concerns of CSU executives who participated in the triennial audit risk ranking included non-compliance with bond requirements; unaffordable, unattractive, and unsafe residence halls; low occupancy and revenue loss; and excessive costs and property damage.

Our study and evaluation were conducted in accordance with the *International Standards for the Professional Practice of Internal Auditing* issued by the Institute of Internal Auditors, and included the audit tests we considered necessary in determining that operational and administrative controls are in place and operative. This review emphasized, but was not limited to, compliance with state and federal laws, BOT policies, and Office of the Chancellor and campus policies, letters, and directives. The audit review focused on procedures in effect from July 2004 through June 2005. In instances when it was necessary to review annualized data, fiscal year 2004/05 was the primary period reviewed.

We focused primarily upon the internal administrative, compliance, and operational controls over housing and residential services management. Specifically, we reviewed and tested:

- ▶ Housing and residential services policies and procedures.
- ▶ Residential license agreements, cancellations, revocations, and notices to vacate.
- ▶ Enforcement of guest and visitor policies.
- ▶ Confidentiality of resident hard-copy and online information.
- ▶ Procurement, contract administration, and facility lease controls.
- ▶ Residential fees, other revenue, and housing financial records.
- ▶ Residential coordinator and advisor employment practices, training, and compensation.
- ▶ Housing reserves and residence hall safety and maintenance.
- ▶ Emergency evacuation plans and procedures, and student housing activity programs.

OBSERVATIONS, RECOMMENDATIONS, AND CAMPUS RESPONSES

HOUSING PROGRAM ADMINISTRATION

CASH FUND MANAGEMENT

Campus practices for managing cash funds maintained in the residence halls and student apartments needed improvement.

A review of nine residence hall and apartment cash funds disclosed that:

- ▶ At Cerro Vista Apartments, the front desk workers did not lock up or adequately safeguard the key to the cash drawer when closing the front desk.
- ▶ At Cerro Vista Apartments, there was no evidence of supervisor reconciliation or verification of cash transactions, such as postage stamp purchases, vending machine reimbursements, and recreation equipment replacement fees, recorded on the transaction log.

State Administrative Manual §8032.1 indicates that receipts are to be adequately safeguarded until deposited.

Government Code (GC) §13403 states, in part, that the elements of a satisfactory system of internal accounting and administrative control, shall include but not be limited to: a system of authorization and recordkeeping procedures adequate to provide effective accounting control over assets, liabilities, revenues, and expenditures; an established system of practices to be followed in performance of duties and functions; and an effective system of internal review.

The director of housing and residential life stated that the lack of a better procedure for handling the cash drawer key was due to a training issue. The associate director of housing stated that coordinators of student development (CSD) are held responsible for the cash funds in their custody and that they were required to perform necessary verifications, although such verifications might not be documented.

Inadequate cash fund management increases the risk of exposure to loss from inappropriate acts.

Recommendation 1

We recommend that the campus:

- a. Take immediate action to ensure that the cash drawer key is adequately accounted for and safeguarded at all times.
- b. Establish and implement procedures for reconciliation and verification of daily cash logs that include supervisor signature and date of review.

Campus Response

- a. We concur. The cash drawer key will be safeguarded in a locked space.

Anticipated date of completion: Complete

- b. We concur. The daily cash log inventory form will be updated and a reconciliation and written verification by a supervisor will take place.

Anticipated date of completion: Complete

GUESTS AND VISITORS

Overnight guest practices were in need of improvement.

During our review of campus policies and procedures and 60 overnight guest registration forms dated between September 2004 and May 2005, we found that:

- ▶ Although host students were to complete overnight guest registration forms in advance of the actual guest stay, there was no follow-up or verification of actual guest stays to those projected on the registration forms.
- ▶ The campus could not provide a report that showed the CSD tracked and monitored overnight guest visits per calendar month.
- ▶ In nine instances, overnight guest registration forms showed that guests planned to stay more than two days but there was no evidence that required fees were charged or deposited into the appropriate account.
- ▶ In cases where hosts had not obtained proper approval at all levels for their guests, there was no evidence of fees having been charged or deposited into the appropriate account.
- ▶ The campus could not provide adequate evidence of a clear delegation of authority from the director of residential life to resident advisors (RA) and licensees to approve overnight guests.
- ▶ In 30 instances, there was no evidence that roommates completed the guest registration form to show their approval of the guest's stay.
- ▶ In 13 instances, there was no evidence that RA or community advisors (CA) completed the guest registration form.
- ▶ Hosting student residents, RA, CA, roommates, and front desk workers managed the majority of the overnight guest approval process without evidence of direct oversight by a non-student campus employee.

- ▶ Out of 60 overnight guest registration forms sampled, 33 were incomplete.

GC §13402 and §13403 state that management is responsible for establishing and maintaining a system of internal administrative controls, which includes documenting the system, communicating system requirements to employees, and assuring that the system is functioning as prescribed and is modified, as appropriate, for changes in conditions. The elements of a satisfactory system of internal accounting and administrative control, shall include, but not be limited to a plan of organization that provides segregation of duties appropriate for proper safeguarding of assets and an effective system of internal review.

Title 5 §42005, *Approved Guests*, states that licensees shall secure such approval as is required by the president prior to inviting any person to be a guest of the licensee. The president may charge a guest fee of any guest for the first two days of housing facility use per calendar month and shall charge a guest fee of all guests for each day of such use in excess of two days per calendar month.

Title 5 §42006, *Non-Approved Guests*, states that non-approved guests of the licensee shall be charged a fee established pursuant to §42004 of this article. If a licensee knew or should have known that one of his or her invites would make use of a housing facility and failed to secure approval of the president prior to such use, that licensee shall be jointly and severally liable for the fee charged of such guest.

California Polytechnic State University, San Luis Obispo (Cal Poly) Student Housing License Agreement: Form 65, Section 6 states, in part, that any non-approved guest will be required to leave and that guests without prior approval are charged a \$20 guest fee for each day of use. Further, an overnight guest must have the approval of the hosting resident's roommate and the resident advisor.

The associate director of housing stated that RA, CA, and CSD provided general oversight of overnight guest visits through observation and disclosure by other residents and provided adequate oversight by reviewing overnight guest registration logs. She further stated that CSD tracked and monitored guest monthly visits; however, such a review was not formally documented. She added that some overnight guest registration forms were not approved prior to roommate weekend departures, and other instances were due to training issues. She also added that, in the absence of requested guest information, the campus would hold the host responsible for guests, as per the residence hall handbook and license agreement. The director of housing and residential life stated his belief that delegations of authority were inherent in position job descriptions and license agreements. He added that the campus practice was that host students not be charged for overnight guests within reasonable calendar consideration.

Non-compliant guest practices and insufficient monitoring increase the risk that required fees will go uncollected, diminish guest control, and subject other students to undue risk and the campus to increased liability.

Recommendation 2

We recommend that the campus:

- a. Establish and implement procedures to verify registered guest overnight stays with registered guest overnight registration forms.
- b. Prepare a report to document that registered guest overnight stays are tracked each calendar month.
- c. Update the campus guest policy to include clear procedures for documenting and charging for guest stays that result in fees payable.
- d. Update CSD, RA, CA, and desk staff/manager job descriptions/agreements or develop a stand-alone delegation of authority to include the clear responsibility for and, where appropriate, transfer of authority for their individual roles in the overnight guest approval process.
- e. Establish and implement a monitoring system to strengthen procedures to ensure that licensee obtains all necessary approvals, and that guest information is complete.

Campus Response

- a. We concur. A procedure to verify registered guest stays with guest overnight registration forms will be implemented. The guest registration form will be updated to include a space for the registered guest to sign upon arrival.

Anticipated date of completion: Complete

- b. We concur. A process will be implemented in which registered guest overnight stays are tracked each calendar month.

Anticipated date of completion: Complete

- c. We concur. Campus guest policy will be updated at the next license cycle.

Anticipated date of completion: July 1, 2006

- d. We concur. CSD, RA, CA, and desk staff/manager position descriptions will be updated to include responsibilities related to the guest process.

Anticipated date of completion: May 1, 2006

- e. We concur. The CSD staff will review guest registration forms, which are submitted on a regular basis, to monitor that guest registration forms are complete.

Anticipated date of completion: Complete

HOUSING OPERATIONS

Agreements and proof of insurance for the use of housing facilities by special group conferences were not always properly and timely executed and/or obtained.

Our review of 34 special group conferences, including five managed by housing and residential life and 29 managed by conference services, during the summer 2004 term, disclosed the following deficiencies with respect to the conferences managed by conference services:

- ▶ In 12 instances, agreements between the group and conference services were not signed.
- ▶ In eight instances, agreements were not signed by each of the listed signatories.
- ▶ In four instances, the last signature was not received by the specified deadline or in advance of the program start date.
- ▶ In three instances, there were no agreements on file, although the programs occurred.
- ▶ In 4 of 15 instances where insurance was required, proof of insurance was not on file.

Title 5 §42003, *Special Group Arrangements*, states, in part, that housing facilities may be made available to groups, provided a representative authorized to do so executes an appropriate agreement on behalf of the group.

Cal Poly Standard Operating Agreement #M200991 states, in part, that the auxiliary, through this agreement, delegates to the university (dean of extended studies) responsibility for supervising the daily administration and operation of the conference coordinating office in compliance with Trustee and university policy. The university, acting in its supervisory capacity, shall ensure that all services required to support the conference or workshop activity are documented and that appropriate contracts and licenses are executed, including licensing of space, proof of insurance, etc.

The interim director of conference and training services stated that instances of non-compliance were due to medical leave taken by key staff in a small department and the failure to reallocate responsibilities in a timely manner.

Failure to properly and timely execute agreements and obtain proof of insurance for the use of housing facilities increases the campus' risk of liability for damages caused by outside groups.

Recommendation 3

We recommend that the campus establish and implement procedures to ensure that agreements are properly executed and proof of insurance is obtained prior to the use of housing facilities by special group conferences.

Campus Response

We concur. The office of conference and training services will have a checklist system in place to ensure that all required documents (e.g., signed contracts, signed license agreements, and proof of insurance, if required, etc.) are in place prior to the start of a conference and training services administered program.

Anticipated date of completion: Complete

RESIDENT SAFETY AND ACTIVITY PROGRAMS

Written documentation was not retained to evidence attendance at mandatory residence hall staff training.

A condition of employment for resident coordinators and assistants stipulated that student housing employees were required to attend an annual multi-day training session.

GC §13402 states that management is responsible for establishing and maintaining a system of internal administrative controls, which includes documenting the system, communicating system requirements to employees, and assuring that the system is functioning as prescribed and is modified, as appropriate, for changes in conditions.

The associate director of housing stated that a training attendance record was not required because staff would immediately be aware and appropriate follow-up would occur with employees who were not in attendance at mandatory training.

The absence of training attendance documentation increases the campus liability in defense of charges of failure to properly prepare resident coordinators and assistants.

Recommendation 4

We recommend that the campus maintain written training attendance records for CSD and resident and community advisors.

Campus Response

We concur. A system will be developed in which staff will sign in at each staff meeting and/or training function. Written training attendance records will be maintained.

Anticipated date of completion: Complete

APPENDIX A: PERSONNEL CONTACTED

<u>Name</u>	<u>Title</u>
Warren J. Baker	President
Darcy Adams	Administrative Specialist, Human Resources
Betty Allen	Accounting Technician III (Lead Cashier), Fiscal Services-Cashiering
Preston Allen	Director of Housing and Residential Life
Lisa Boyer	Interim Director of Conference and Training Services
Alicia Clifford	Coordinator of Student Development
Scott Cooke	Assistant Director for General Ledger Accounting and Financial Reports
Carlos Cordova	Campus General Counsel
Janis Eto	Administrative Assistant, Housing and Business Services
Denise Fritz	Budget and Analytical Business Services
Janis Grieb	Student Accounts Manager, Student Accounts
Sylvia Hambly	Accounting Technician III, Student Accounts
Malik Ismail	Learning Community Coordinator
Noah Kaloostian	Coordinator of Student Development
Lawrence Kelley	Vice President for Administration and Finance
Lorlie Leetham	Director of Fiscal Services
Dario Luis	Accountant, Cal Poly Continuing Education
Gregory Melnyk	Purchasing Supervisor, Contract and Procurement Services
Diane Mosher	Office Manager/Budget Specialist, Housing Administration
Alan Pepe	Assistant Director of Housing and Business Services
Kimberly Perez	Assistant Director of Fiscal Services
Cindy Piper	Accounting Technician III, Student Accounts
Richard Ramirez	Associate Vice President for Finance
Nancy Reynolds	Assistant Director of Accounts Management, Fiscal Services
Carole Schaffer	Associate Director of Housing/Director of Residential Life and Education
June Serjeant	Assistant Director of Housing Administration
Vicki Stover	Associate Vice President for Administration
Brenda Tesch	Lead Buyer III, Contract and Procurement Services
Elizabeth Williams	Accounting Technician II, Student Financial Services
Lori Williams	Health Record Technician for Student Health Services
Kinsley Wong	Assistant Director of Housing Information Systems

CAL POLY

California Polytechnic State University
San Luis Obispo, CA 93407
Administration & Finance Division
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RECEIVED
UNIVERSITY AUDITOR

DEC - 8 2005

THE CALIFORNIA STATE
UNIVERSITY

December 1, 2005

Mr. Larry Mandel
University Auditor
Office of the University Auditor
The California State University
401 Golden Shore
Long Beach, CA 90802-4275

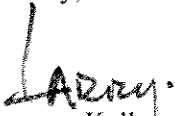
Subject: Audit Report Number 05-26, *Housing and Residential Services*, at California Polytechnic State University, San Luis Obispo

Dear Larry:

Attached is the campus response to recommendations of Audit Report Number 05-26, *Housing and Residential Services*, as well as a computer disk with this information. It is anticipated that documentation supporting audit findings that are specified as complete will be forwarded to you within the next few weeks.

If you have questions regarding this document, please contact Vicki Stover, Associate Vice President for Administration, at 805-756-2171 or VStover@calpoly.edu.

Sincerely,


Lawrence Kelley
Vice President for Administration & Finance

cc: W. Baker
C. Morton
P. Allen
D. Parks

HOUSING AND RESIDENTIAL SERVICES
CALIFORNIA POLYTECHNIC STATE UNIVERSITY,
SAN LUIS OBISPO

Audit Report Number 05-26
November 1, 2005

HOUSING PROGRAM ADMINISTRATION

CASH FUND MANAGEMENT

Recommendation 1

We recommend that the campus:

- a. Take immediate action to ensure that the cash drawer key is adequately accounted for and safeguarded at all times.
- b. Establish and implement procedures for reconciliation and verification of daily cash logs that include supervisor signature and date of review.

Campus Response

- a. We concur. The cash drawer key will be safeguarded in a locked space.

Anticipated date of completion: Complete

- b. We concur. The daily cash log inventory form will be updated and a reconciliation and written verification by supervisor will take place.

Anticipated date of completion: Complete

GUESTS AND VISITORS

Recommendation 2

We recommend that the campus:

- a. Establish and implement procedures to verify registered guest overnight stays with registered guest overnight registration forms.
- b. Prepare a report to document that registered guest overnight stays are tracked each calendar month.

- c. Update the campus guest policy to include clear procedures for documenting and charging for guest stays that result in fees payable.
- d. Update CSD, RA, CA, and desk staff/manager job descriptions/agreements or develop a stand-alone delegation of authority to include the clear responsibility for and, where appropriate, transfer of authority for their individual roles in the overnight guest approval process.
- e. Establish and implement a monitoring system to strengthen procedures to ensure that licensee obtains all necessary approvals, and that guest information is complete.

Campus Response

- a. We concur. A procedure to verify registered guest stays with guest overnight registration forms will be implemented. The guest registration form will be updated to include a space for the registered guest to sign upon arrival.

Anticipated date of completion: Complete

- b. We concur. A process will be implemented in which registered guest overnight stays are tracked each calendar month.

Anticipated date of completion: Complete

- c. We concur. Campus guest policy will be updated at next license cycle.

Anticipated date of completion: July 1, 2006

- d. We concur. Coordinator of Student Development, Resident Advisor/Community Advisor and Desk Staff/Manager position descriptions will be updated to include responsibilities related to guest process.

Anticipated date of completion: May 1, 2006

- e. We concur. Coordinator of Student Development Staff will review guest registration forms which are submitted on a regular basis to monitor that guest registration forms are complete.

Anticipated date of completion: Complete

HOUSING OPERATIONS

Recommendation 3

We recommend that the campus establish and implement procedures to ensure that agreements are properly executed and proof of insurance is obtained prior to the use of housing facilities by special group conferences.

Campus Response

We concur. The Office of Conference and Training Services will have a checklist system in place to ensure that all required documents (e.g., signed contracts, signed license agreements, and proof of insurance, if required, etc.) are in place prior to the start of a Conference and Training Services administered program.

Anticipated date of completion: Complete

RESIDENT SAFETY AND ACTIVITY PROGRAMS

Recommendation 4

We recommend that the campus maintain written training attendance records for CSD and resident and community advisors.

Campus Response

- a. We concur. A system will be developed in which staff will sign in at each staff meeting and/or training function. Written training attendance records will be maintained.

Anticipated date of completion: Complete

THE CALIFORNIA STATE UNIVERSITY
OFFICE OF THE CHANCELLOR



BAKERSFIELD

January 9, 2006

CHANNEL ISLANDS

CHICO

MEMORANDUM

DOMINGUEZ HILLS

EAST BAY

FRESNO

TO: Mr. Larry Mandel
University Auditor

FULLERTON

FROM: Charles B. Reed
Chancellor

HUMBOLDT

LONG BEACH

SUBJECT: Draft Final Report Number 05-26 on *Housing and Residential Services*, California Polytechnic State University, San Luis Obispo

LOS ANGELES

MARITIME ACADEMY

In response to your memorandum of January 9, 2006, I accept the response as submitted with the draft final report on *Housing and Residential Services*, California Polytechnic State University, San Luis Obispo.

MONTEREY BAY

NORTHRIDGE

POMONA

CBR/jt

SACRAMENTO

Enclosure

SAN BERNARDINO

cc: Dr. Warren J. Baker, President
Mr. Lawrence R. Kelley, Vice President for Administration and Finance

SAN DIEGO

SAN FRANCISCO

SAN JOSÉ

SAN LUIS OBISPO

SAN MARCOS

SONOMA

STANISLAUS