



SPRING 2011 SEMESTER REPORT

OFF CAMPUS STUDENT LIFE GEORGETOWN UNIVERSITY

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I. Introduction

During Spring 2011, Georgetown University continued its strong off campus student life program to address community impacts and provide programming and resources for students and neighbors. The off campus student life program has evolved over the last decade to be increasingly responsive to students' needs and neighbors' concerns. The evolution of the University's off campus student life program includes the integration of resources from several University offices to educate students about their responsibilities in the community, to enhance student and neighborhood safety, and to respond to neighbor concerns.

In particular, the Office of Off-Campus Student Life (OCSL) assists Georgetown University students who live in non-University owned properties to live safely and successfully off campus. Through programs, resources, and support services, several of which are highlighted in this report, OCSL, a division of the Office of Student Affairs, educates students to be responsible members of the community.

The OCSL staff promotes good relationships with neighbors by increasing students' awareness of their responsibilities as members of a residential community and proactively addressing neighborhood concerns. Through OCSL's comprehensive programming, students are educated on the rules and expectations for behavior off campus and on the consequences of misbehavior. University resources provide a significant presence on neighborhood streets to prevent and deter crime, deter disruptive behavior, and assist with trash collection and property maintenance. This report outlines OCSL efforts specific to the Spring 2011 semester, as well as some of the collaborative ways that other departments are involved in providing direct support to address off campus issues. For a complete overview of the OCSL efforts for the 2010-2011 academic year, also see the Fall 2010 Semester Report, which is also available on the OCSL web site: <http://offcampus.georgetown.edu>.

II. Number of Students Living in West Georgetown and Burleith Neighborhoods

During the Spring 2011 semester, 1255 undergraduates and 339 graduate students lived in privately owned properties in West Georgetown and Burleith.

III. OCSL Off Campus Orientation and Educational Programming

A. Orientation

All undergraduates who live off campus are required to attend an orientation program at the beginning of Fall semester, which provides students with information about living safely and responsibly off campus. See the Fall 2010 Semester Report for details concerning the areas covered during orientation and the consequences for students who fail to attend. As previously stated in the Fall report, all off-campus undergraduate students fully complied with the orientation requirement.

In addition, in April OCSL staff sponsored an informational session for students who will live off campus for the first time during the summer months and for students who will sublet their off-campus residence for the summer. The purpose of this program was to offer informational materials, educate students about their responsibilities as members of the neighborhood communities, and introduce them to City resources, such as the Department of Regulatory and Consumer Affairs (DCRA) and the Office of the Tenant Advocate.

Moreover, OCSL staff worked at the end of the semester to identify the Georgetown University undergraduates who will live in off-campus privately owned properties during the weeks of summer break. OCSL staff distributed to these students materials that concern: 1) safety matters; 2) applicable rules and standards regarding proper disposal of trash and recyclables, noise, parties, and other potentially disruptive behavior; 3) the University's S.N.A.P. (Student Neighborhood Assistance Program) patrol and 24/7 Hotline and the accountability measures they can expect from OCSL regarding a SNAP visit, interaction with the Metropolitan Police Department (MPD), or other complaint received about student conduct; and 4) the University's expectation that all students conduct themselves in a respectful, dignified, and responsible manner as members of the local residential community.

Finally, as is the practice at the beginning of Fall semester, OCSL staff met with students who will live in residences this summer that are along busier neighborhood streets or that in the past were the subject of conduct-related complaints (e.g., trash, noise, and parties). This is done in an effort to familiarize the students with their new living environment, to reinforce expectations regarding their conduct and discuss the consequences of non-compliance with these expectations, and to emphasize the responsibilities that come with living in a residential neighborhood.

B. OCSL Programs for Spring 2011

1. Community Clean-Up

a. Move-Out Bulk Trash Collection

At University expense, from May 11 – June 1, 2011, the period covering the students' move-out phase, OCSL coordinated a daily bulk trash collection in the Burleith and West Georgetown neighborhoods to assist students with the disposal of bulk trash items and mitigate the impact of the move-out period on the community. As a result, approximately 108 tons of trash were removed off city streets. OCSL staff also worked during this same time to ensure that the bulk trash was collected, to patrol the areas for improper disposal of regular trash and recyclables (with appropriate citations being issued when improper disposal was observed) and to respond to students' requests for assistance and to any neighbors' concerns.

As in the case of the Fall move-in phase, the bulk trash collection coordinated by OCSL is in addition to the measures taken by University Facilities to ensure move-in trash is properly and quickly disposed of at and near University-owned townhouses, such as locating dumpsters on N Street.

b. Move-Out Donation Drive

During the May 11 – June 1, 2011 move-out phase for off-campus students, OCSL partnered with D.C.'s Capital Area Food Bank and Holy Trinity Catholic Church to donate non-perishable food items, personal hygiene items, small household items, and clothing. Off-campus students' response to these opportunities to donate these items, rather than allowing them to become part of bulk trash, was tremendous. On behalf of the off-campus students, OCSL donated 1,534 pounds of food, personal hygiene items, and kitchenware to Capital Area Food Bank and multiple bags of clothing and other household items to Holy Trinity for distribution to the parish's network of non-profit organizations.

c. Neighborhood Clean-Up Days

In partnership with the Burleith Citizens Association, the Citizens Association of Georgetown, and MedStar, OCSL coordinates bi-annual community clean-up days in the Burleith and West Georgetown neighborhoods. During Spring semester, the West Georgetown clean-up was held April 2nd, with more than 25 neighbors and students working together to remove trash in the neighborhoods. The University also coordinated the pick up of the trash, utilizing some of its own vehicles. The scheduled Burleith clean-up had to be postponed due to inclement weather and is expected to be rescheduled in June.

d. Adopt-a-Block

Beginning last Fall, OCSL, along with co-sponsors Holy Trinity Catholic Church and Saxby's Coffee, adopted two blocks in West Georgetown (the "Trinity block," bordered by the 1300 blocks of 35th and 36th Streets and the 3500 blocks of N and O Streets, and the block north of this block, bordered by the 3500 blocks of O and P, and 1400 blocks of 35th and 36th Streets) through D.C.'s Office of the Clean City. OCSL and off-campus student residents, the staff of Saxby's, and members of Holy Trinity school and parish agreed to a schedule of weekly clean-ups of these blocks and sponsor other beautification events to keep these blocks clean and attractive.

The successful experience of adopting the blocks in West Georgetown inspired OCSL to initiate a partnership with the Georgetown University Medical School to adopt two blocks in the Burleith neighborhood (the 3700 blocks of Reservoir Road and R Streets, bordered by the 1600 blocks of 38th and 37th Streets).

e. Regular Trash Patrols

One of the responsibilities of the OCSL Community Advisors, who live in the Burleith and West Georgetown neighborhoods, is to walk the neighborhoods three to four times a week looking for any violations of D.C.'s trash and recycling disposal rules at off-campus student residences. If they find any violations, e.g., bags out of cans, overflowing cans, empty cans not returned to its proper place, students are cited for these violations. These citations result in fines (beginning at \$150 for the first violation) and work sanction hours for the students. OCSL's trash patrol program proved again this year to be effective. The possibility of stiff fines and work sanction hours clearly deters violations of the trash and recycling rules. In fact, students frequently tell OCSL staff that they are acutely aware of the trash citation program and are determined to avoid the fines and work sanction hours that come with a citation.

In addition, the staff from the Office of University Facilities picks up litter on weekend mornings on O and Prospect Streets from 37th Street to Wisconsin Avenue, and supplements trash pick-up for University-owned townhouses.

f. Eco-Cycling Week

As also done during Fall semester, OCSL's Stewardship Council partnered with EcoAction and Georgetown Energy to sponsor a week of recycling. The aim was to educate off-campus students and other members of the University about the need to recycle items such as light bulbs (which were exchanged for energy efficient bulbs), batteries, cell phones, and electronics.

g. Snow and Ice Removal

Several student residences in Burleith and West Georgetown were designated as "snow houses." The students at these residences volunteered to keep snow shovels and ice melt at their house, to use them to keep public sidewalks near their residence clean, and to make them available to their student neighbors, as needed, during the winter. When the D.C. area experienced several days of snow and/or icy conditions at the beginning of Spring semester, the students at the "snow houses" were busy shoveling sidewalks, applying ice melt, and helping their student neighbors to do the same.

2. Safety

a. S.N.A.P. (Student Neighborhood Assistance Program): 202-687-8413

SNAP is a proactive patrol service provided by the University to enhance student safety on the neighborhood streets and to respond directly to our neighbors' concerns about student conduct off campus. SNAP operates on Thursday, Friday and Saturday nights from 10 pm-3 am during the regular academic year and on Friday and Saturday nights from 10 pm – 3 am during the summer months.

During the academic year, two SNAP cars and during the summer months, one car, patrol West Georgetown and Burleith, proactively identifying student houses that may raise concerns and responding to calls to the Hotline (202-687-8413). The SNAP representatives, who are specially trained student life and security professionals and who are accompanied by a private security officer, address the issue and provide a report to the Off Campus Student Life office on Monday morning. OCSL staff follows up on all matters reported by SNAP and on all calls to the Hotline. This follow up involves, at a minimum, an in-person meeting and investigation, and in cases in which a violation of the Student Code of Conduct is found, the assignment of an appropriate sanction.

Data regarding SNAP interventions and calls to the University's 24/7 Hotline are included below.

b. Home Safety

DCRA Home Inspections: Throughout the year, OCSL staff encourages off-campus students to schedule a home inspection with DCRA and often assists students with providing contact information and/or facilitating the communications with DCRA.

In addition, OCSL makes students aware of the importance of a Basic Business License for rental properties in the D.C. and assists students with checking on the status of such a license for their rental property. Also of note is that Georgetown University's Off Campus Housing Services lists only properties with the required Basic Business License.

Landlord-Tenant Resources: Some off-campus students also find that they need information on their rights as tenants and/or guidance on addressing issues that arise with their landlord. On these occasions, OCSL staff educates students on City resources available to them for information, consultation or legal advice.

c. Crime Prevention/Safety Education

OCSL and other University departments educate students on matters of safety and crime prevention year-round. Further, OCSL staff regularly works with students concerning the safety of their dwelling, which includes urging them to obtain an inspection by the DCRA, to consult other City resources, such as the Office of the Tenant Advocate (OTA), when disputes arise with their landlord. At times, OCSL staff helps to facilitate the students' interaction with DCRA, OTA, and landlords.

3. Community Meetings

OCSL sponsors regular Alliance for Local Living (A.L.L.) meetings during the academic year. The University established A.L.L. in 2000 to deal with issues and challenges arising within the neighborhoods adjacent to campus. The meetings are open to neighbors, landlords/property owners who rent to students, local business and church leaders, MPD, students living in these neighborhoods, MPD, and University faculty and staff. OCSL staff also regularly attends the monthly ANC meetings as a means of staying informed about local issues.

IV. Reported Incidents Data (includes S.N.A.P./Hotline and MPD Information)

See Appendix A.

V. MPD Reimbursable Detail

The University funds three off-duty MPD officers (known as the "reimbursable detail") to patrol West Georgetown and Burleith on Thursday, Friday, and Saturday nights and one such officer other nights of the week during the academic year. Thus, during both semesters of the 2010-11 academic

year, these officers, which supplement city-funded police presence around the University, helped to enhance safety and quality of life issues in the neighborhoods. They closely coordinated their activities with the University, including with OCSL staff and SNAP, in order to patrol key locations for purposes of increasing safety and deterring potential student noise and other misconduct, both at student-occupied houses and on the neighborhood streets.

VI. SafeRides/Neighborhood Shuttles

The SafeRides service enables students to request an individual ride to or from campus and any location in the Burleith or West Georgetown areas by calling 202-784-RIDE (7433). SafeRides is available Sunday through Wednesday from 8pm-2am and until 3am Thursday through Saturday. In addition, two Shuttles operate during the academic year to and from the main gates of campus (37th and O Streets) in continuous loops, one through Burleith and the other through West Georgetown, from 10pm-3am Thursday through Saturday. Both services mitigate the amount of foot traffic on the neighborhood streets.

During Spring semester 2011, more than 7,720 rides were provided to University students in West Georgetown and Burleith, with an average of 60 rides per night.¹

VII. Repetitive Concerns Policy

The University adopted the following Repetitive Concerns Policy for Off-Campus Student Residences on June 1, 2010 as part of Georgetown University's ongoing proactive efforts to address concerns raised about non-University owned properties off campus in which GU students reside:

"In addition to managing student conduct matters pursuant to the University's Code of Student Conduct, GU's Office of Off Campus Student Life will send written notification to the landlord, property manager and/or owner of an off-campus residence upon the receipt of each and every report verified by Off Campus Student Life of student misconduct, including, but not limited to, trash and/or recycling disposal violations, noise and/or loud party issues, and disorderly conduct matters, on the part of one or more of the students living at the respective residence.

When three such complaints are verified for a particular residence, Georgetown University will add the property to its list of repetitive concerns. This list will be reviewed annually.

Once a residence has been added to the University's list of repetitive concerns, GU's Office of Off Campus Student Life will send a letter to the landlord, property manager and/or owner, notifying them that the property has been added to this list. In addition, the Office of Off Campus Student Life will send a letter at the beginning of a new academic year to the residents of the property, making them aware that their property has been placed on the list of repetitive concerns, informing them of the history of ongoing issues with the residence,

¹ The numbers reported are based on information available at the time of the publication of this report.

and advising them of the University's concerns and intention to hold the students accountable for any misconduct in the community."

As a result, OCSL staff has increased its contact with the landlords/owners of privately owned residences. Since the date of implementation of this policy, four privately owned residences have been placed on the repetitive concerns list and the landlords/owners of these residences will not be permitted to list their respective property on the Off Campus Housing Services listing of rental properties.

VIII. Sanctions

The information below concerns off-campus incidents evaluated under the standards articulated in the University's Code of Student Conduct.² The first step of this process is a disciplinary meeting between a University administrator and the students involved. This meeting occurs in response to every single complaint of student misconduct in the neighborhood that the University receives from multiple sources. If the University administrator determines that the students violated the Code, appropriate sanctions are issued. If, on the other hand, it is determined that the Code was not violated, the disciplinary meeting alone is the appropriate action. During Spring semester, a disciplinary meeting was conducted with students living in 62 privately owned residences off campus, and in 30 of those instances additional sanctions were imposed. A summary of those sanctions is listed below.

As indicated below, sanctions were also issued to residential life students (i.e., students who live in University owned housing) for violations of the Code that occurred off campus. Because these students live on campus, those sanctions were imposed through other offices in Student Affairs (either Residence Life or the Office of Student Conduct).

Note that in most cases, more than one sanction is issued to students who are found responsible for a violation of the Code of Student Conduct, e.g., a party restriction might be placed on a house, while at the same time, each individual student resident found to be responsible is also fined and given work sanction hours.

² Consistent with the University's obligations under federal privacy law (FERPA, the Family Educational Rights and Privacy Act) no information that personally identifies a student, e.g., names and addresses, can be included.

SANCTIONS FOR OFF-CAMPUS BEHAVIOR IN WEST GEORGETOWN AND BURLEITH

Type and Number of Sanctions for Off-Campus Students for Off-Campus Behavior

▪ Sanctions to Individuals:

Disciplinary Probation with Parental and Dean Notification: 3

Disciplinary Meeting with Senior University Administrator: 1

Fine: 38

Work Sanction Hours: 26

Loss of Senior Week Privileges: 6

Other (e.g., alcohol education, reflection papers): 11

▪ Sanctions to Residences:

Party Restriction: 22

Trash Citations: 7

Type and Number of Sanctions for Residence Life Students for Off-Campus Behavior

▪ Sanctions to Individuals:

Disciplinary Probation with Parental and Dean Notification: 7

Fine: 29

Work Sanction Hours: 29

Other (e.g., alcohol education, reflection papers): 39

APPENDIX A

IV. Reported Incidents Data (includes S.N.A.P./Hotline and MPD Information)

1. Off-Campus Addresses with Reported Interactions, Spring 2011

WEST GEORGETOWN

	Residences with Reported Interactions	Residences with No Interactions	Total Number of Residences
Undergraduate	33	143	176
Graduate	1	64	65
Total	34	207	241

Note: West Georgetown includes The Cloisters.

BURLEITH

	Residences with Reported Interactions	Residences with No Interactions	Total Number of Residences
Undergraduate	17	88	105
Graduate	3	81	84
Total	20	169	189

TOTAL: WEST GEORGETOWN AND BURLEITH

	Residences with Reported Interactions	Residences with No Interactions	Total Number of Residences
Undergraduate	50	231	281
Graduate	4	145	149
Total	54	376	430

2. Number of Reported Interactions - Undergraduates, Spring 2011

WEST GEORGETOWN

	Number of Interactions
Residences with 1 SNAP/MPD Interaction	27
Residences with 2 SNAP/MPD Interactions	5
Residences with 3 SNAP/MPD Interactions	1
Residences with 4 SNAP/MPD Interactions	0
Residences with 5 or more SNAP/MPD Interactions	0
Residences with no SNAP/MPD Interaction	143

Note: West Georgetown includes The Cloisters.

BURLEITH

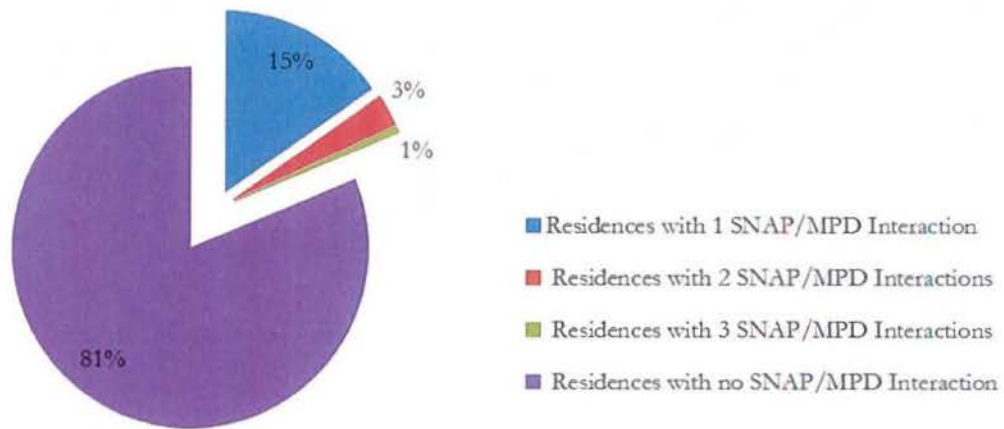
	Number of Interactions
Residences with 1 SNAP/MPD Interaction	12
Residences with 2 SNAP/MPD Interactions	5
Residences with 3 SNAP/MPD Interactions	0
Residences with 4 SNAP/MPD Interactions	0
Residences with 5 or more SNAP/MPD Interactions	0
Residences with no SNAP/MPD Interaction	88

TOTAL: WEST GEORGETOWN AND BURLEITH

	Number of Interactions
Residences with 1 SNAP/MPD Interaction	39
Residences with 2 SNAP/MPD Interactions	10
Residences with 3 SNAP/MPD Interactions	1

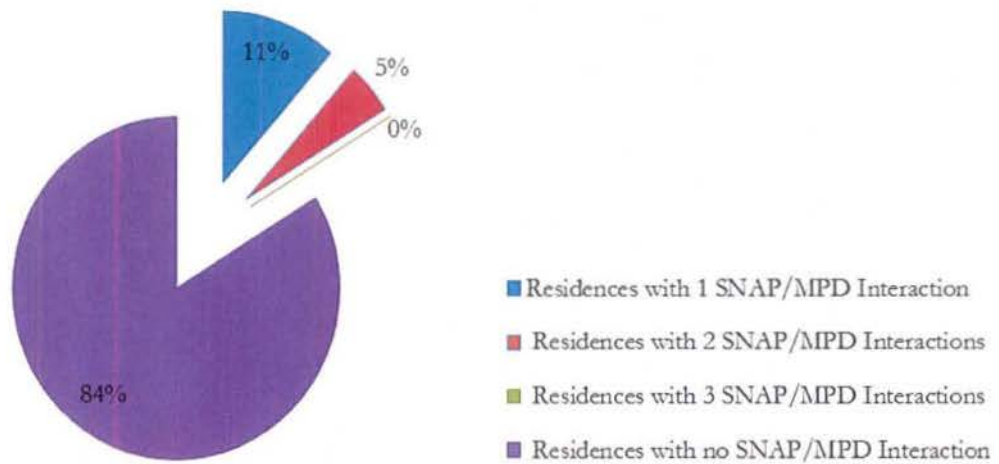
Residences with 4 SNAP/MPD Interactions	0
Residences with 5 or more SNAP/MPD Interactions	0
Residences with no SNAP/MPD Interaction	231

**Figure 1: Number of Reported Interactions-Undergraduates
West Georgeotwn
Spring 2011**



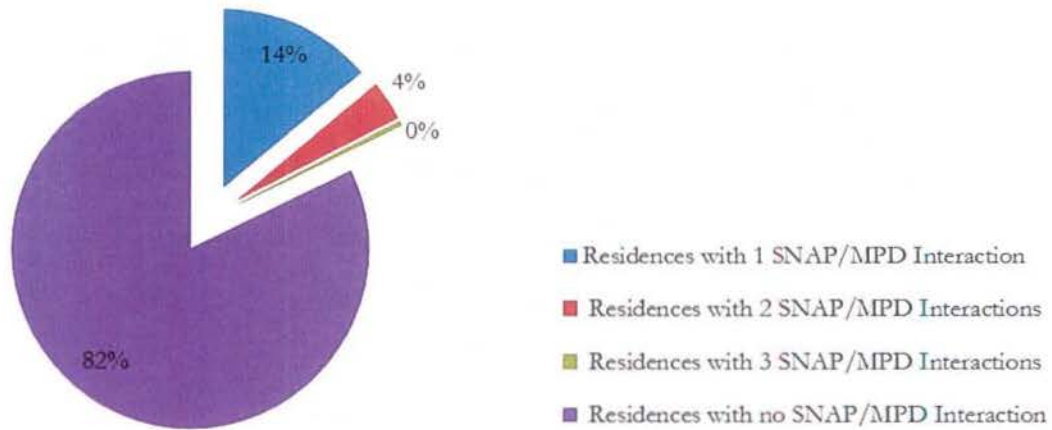
Residences with 1 SNAP/MPD Interaction	27
Residences with 2 SNAP/ MPD Interactions	5
Residences with 3 SNAP/ MPD Interactions	1
Residences with 4 SNAP/MPD Interactions	0
Residences with 5 or more SNAP/MPD Interactions	0
Residences with no SNAP/ MPD Interaction	143

**Figure 2: Number of Reported Interactions-Undergraduates
Burleith
Spring 2011**



Residences with 1 SNAP/MPD Interaction	12
Residences with 2 SNAP/ MPD Interactions	5
Residences with 3 SNAP/ MPD Interactions	0
Residences with 4 SNAP/MPD Interactions	0
Residences with 5 or more SNAP/MPD Interactions	0
Residences with no SNAP/ MPD Interaction	88

**Figure 3: Number of Reported Interactions-Undergraduates
West Georgetown and Burleith
Spring 2011**



Residences with 1 SNAP/MPD Interaction	39
Residences with 2 SNAP/ MPD Interactions	10
Residences with 3 SNAP/ MPD Interactions	1
Residences with 4 SNAP/MPD Interactions	0
Residences with 5 or more SNAP/MPD Interactions	0
Residences with no SNAP/ MPD Interaction	231

3. Number of Reported Interactions, GU Graduate Students, Spring 2011

WEST GEORGETOWN

	Number of Interactions
Residences with 1 SNAP/MPD Interaction	1
Residences with 2 SNAP/MPD Interactions	0
Residences with 3 SNAP/MPD Interactions	0
Residences with 4 or more SNAP/MPD Interactions	0
Residences with no SNAP/MPD Interaction	64

Note: West Georgetown includes The Cloisters.

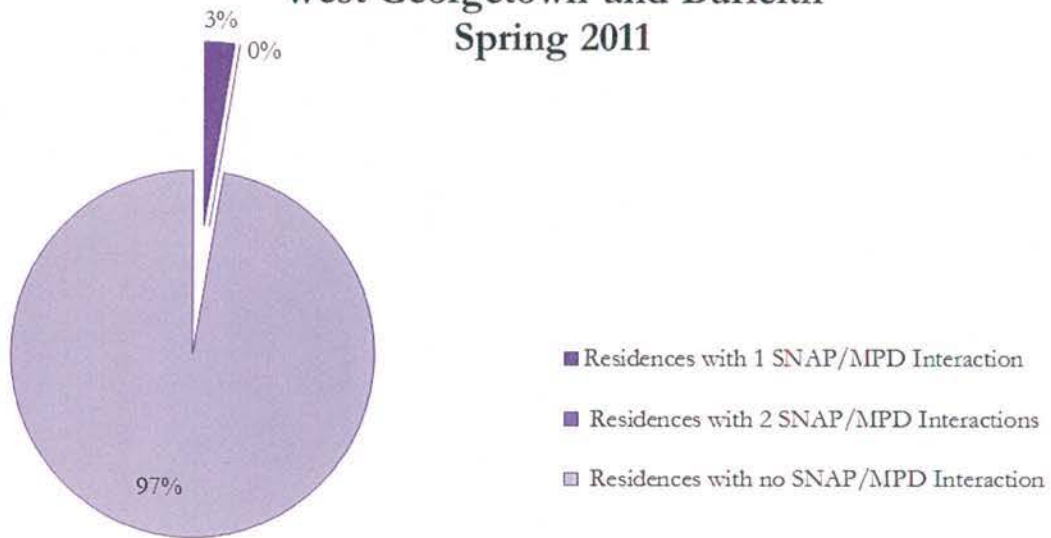
BURLEITH

	Number of Interactions
Residences with 1 SNAP/MPD Interaction	3
Residences with 2 SNAP/MPD Interactions	0
Residences with 3 SNAP/MPD Interactions	0
Residences with 4 or more SNAP/MPD Interactions	0
Residences with no SNAP/MPD Interaction	81

TOTAL: WEST GEORGETOWN AND BURLEITH

	Number of Interactions
Residences with 1 SNAP/MPD Interaction	4
Residences with 2 SNAP/MPD Interactions	0
Residences with 3 SNAP/MPD Interactions	0
Residences with 4 or more SNAP/MPD Interactions	0
Residences with no SNAP/MPD Interaction	145

**Number of Reported Interactions
GU Graduate Students
West Georgetown and Burleith
Spring 2011**



Residences with 1 SNAP/MPD Interaction	4
Residences with 2 SNAP/ MPD Interactions	0
Residences with 3 SNAP/MPD Interactions	0
Residences with 4 or more SNAP/MPD Interactions	0
Residences with no SNAP/ MPD Interaction	145