

FALL 2010 SEMESTER REPORT

OFF CAMPUS STUDENT LIFE GEORGETOWN UNIVERSITY

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I. Introduction

Georgetown University has a strong off campus student life program to address community impacts and provide programming and resources for students and neighbors. This program integrates efforts 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, as well as some of the collaborative ways that other departments are involved in providing direct support to address off campus issues.

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

During the Fall 2010 semester, 1265 undergraduates and 338 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. The areas covered include: 1) safety matters, e.g., crime prevention, fire safety, available resources to ensure safety and/or get help; 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 consequences they can expect from the University 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 and responsible manner as members of the local residential community.

Students who fail to attend the mandatory orientation may not preregister for classes for the following semester. As of the end of Fall semester, all off-campus undergraduate students had attended the mandatory orientation.

In addition, early in the Fall semester, OCSL staff meets with students who moved into residences 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.

Finally, information about living in residential neighborhoods was also provided to graduate level students, and through Residence Life, to students living in University-owned townhouses.

B. OCSL Programs for Fall 2010

1. Community Clean-Up

a. Move-In Bulk Trash Collection

At University expense, from August 23-September 7, 2010, the period covering the students' move-in phase, OCSL coordinated a Monday through Saturday (with the exception of the Labor Day holiday) 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-in period on the community. As a result, 37.5 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), to respond to students' requests for assistance and to any neighbors' concerns, and to educate the students on proper trash disposal and on the resources available to them.

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. These measures included locating a dumpster on N Street and doing daily trash collections for the first two weeks of Fall semester.

b. Neighborhood Clean-Up Day

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 Fall semester, the clean-up was held October 23rd, with more than 30 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.

c. Adopt-a-Block

Beginning this 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 clean-up events during the year to keep these blocks clean and attractive.

d. Preparing Students for Fall and Winter

In October, OCSL hosted a week of open house for off-campus students to register to win lawn rakes and snow shovels and to receive information from the City about leaf collection and rules on snow/ice removal.

In addition, several student residences in Burleith and West Georgetown have been designated as "snow houses." The student residents volunteered to keep a snow shovel 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 season.

e. Eco-Cycling Week

In an effort 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, OCSL's Stewardship Council partnered with EcoAction and Georgetown Energy to sponsor a week of recycling.

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 and takes appropriate action.

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

b. Home Safety

Community Resources Fair: Early in the Fall, OCSL invited representatives from key City agencies, which can assist and educate off-campus students with living well in the local community, to campus for a Community Resources Fair. The fair was an opportunity for off-campus students to speak directly with representatives from such agencies as the Department of Regulatory and Consumer Affairs (DCRA), the Office of the Tenant Advocate, the Department of Public Works (DPW), and D.C. Fire Department. Students who attended the fair also received carbon monoxide detectors, which were funded by Friends of Rigby.

DCRA Home Inspections: OCSL staff regularly 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

In addition to crime prevention and safety topics being included in the mandatory off-campus orientation sessions, OCSL partners with other University departments to sponsor safety and crime prevention campaigns directed at students living off campus. For example, one of the campaigns, which took place shortly before winter break, involved volunteers going door to door to off-campus student residences to deliver various items related to safety and crime prevention, e.g., literature about securing residences, a smoke detector, and a "lock your door" reminder.

Further, OCSL staff regularly works with students concerning the safety of their dwelling, which includes urging them to utilize a move-in safety checklist, to obtain an inspection by the City's Department of Regulatory and Consumer Affairs (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.

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 Fall semester, 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 Fall semester 2010, more than 13,500 rides were provided to University students in West Georgetown and Burleith, with an average of 65 rides per night.

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, 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, two 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.¹ 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 Fall semester, a disciplinary meeting was conducted with students living in 71 privately owned residences off campus. In 40 of these instances, it was determined that the Code was not violated; in all others, sanctions were imposed. A summary of those sanctions is listed below.

As indicated below, sanctions were also issued to residential life students (who live in University owned housing) for violations of the Code that occurred off campus.

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.

¹ Out of respect for student privacy and consistent with the University's obligations under FERPA, no personally identifying information, e.g., names and addresses, is included.

WEST GEORGETOWN AND BURLEITH

- **Number of houses (privately owned):**

Party Restriction: 31

Trash Citations: 17

- **Number of students (off-campus students only):**

Disciplinary Probation with Parental and Dean Notification: 7

Disciplinary Meeting with Senior University Administrator: 10

Fine: 106

Work Sanction Hours: 90

Restitution for Property Damage: 1

Other (e.g., alcohol education, reflection papers): 4

- **Number of students (residential students only):**

Disciplinary Probation with Parental and Dean Notification: 3

Disciplinary Meeting with Senior University Administrator: 1

Fine: 17

Work Sanction Hours: 11

Other (e.g., alcohol education, reflection papers): 29

APPENDIX A

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

Definitions:

Interaction: A call being placed by a resident to SNAP, MPD or the GU Hotline or SNAP acting proactively by approaching a residence because of something they observed.

Residence: A street address not owned by Georgetown University where students currently enrolled at Georgetown University legally reside.

1. Off-Campus Addresses with Reported Interactions, Fall 2010

WEST GEORGETOWN

	Residences with Reported Interactions	Residences Not Reported	Total Number of Residences
Undergraduate	29	144	173
Graduate	0	63	63
Total	29	207	236

Note: West Georgetown includes The Cloisters.

BURLEITH

	Residences with Reported Interactions	Residences Not Reported	Total Number of Residences
Undergraduate	32	70	102
Graduate	6	83	89
Total	38	153	191

TOTAL: WEST GEORGETOWN AND BURLEITH

	Residences with Reported Interactions	Residences Not Reported	Total Number of Residences
Undergraduate	61	214	275
Graduate	6	146	152
Total	67	360	427

2. Off-Campus Addresses with Repeated Interactions, Fall 2010

WEST GEORGETOWN

	Residences with Repeated Interactions	Total Number of Repeated Interactions
Undergraduate	11	22
Graduate	0	0
Total	11	22

Note: West Georgetown includes The Cloisters.

BURLEITH

	Residences with Repeated Interactions	Total Number of Repeated Interactions
Undergraduate	11	28
Graduate	1	2
Total	12	30

TOTAL: WEST GEORGETOWN AND BURLEITH

	Residences with Repeated Interactions	Total Number of Repeated Interactions
Undergraduate	22	50
Graduate	1	2
Total	23	52

3. Breakdown of Reported Interactions, Fall 2010

WEST GEORGETOWN

Number of Interactions	Number of Residences
1	18
2	11
3	0
4	0
5	0
6	0
7	0
<u>Number of Residences with Repeated Interactions</u>	11
<u>Total Number of Residences with Interactions</u>	29

Note: West Georgetown includes The Cloisters.

BURLEITH

Number of Interactions	Number of Residences
1	26
2	9
3	2
4	0
5	0
6	0
7	1
<u>Number of Residences with Repeated Interactions</u>	12
<u>Total Number of Residences with Interactions</u>	38

TOTAL: WEST GEORGETOWN AND BURLEITH

Number of Interactions	Number of Residences
1	44
2	20
3	2
4	0
5	0
6	0
7	1
<u>Number of Residences with Repeated Interactions</u>	23
<u>Total Number of Residences with Interactions</u>	67

4. Total Number of Reported Interactions, Fall 2010

WEST GEORGETOWN

	Number of Interactions
Residences with 1 SNAP/MPD Interaction	18
Residences with 2 or more SNAP/MPD Interactions	11
Residences with 3 or more SNAP/MPD Interactions	0
Residences with no SNAP/MPD Interaction	207

Note: West Georgetown includes The Cloisters.

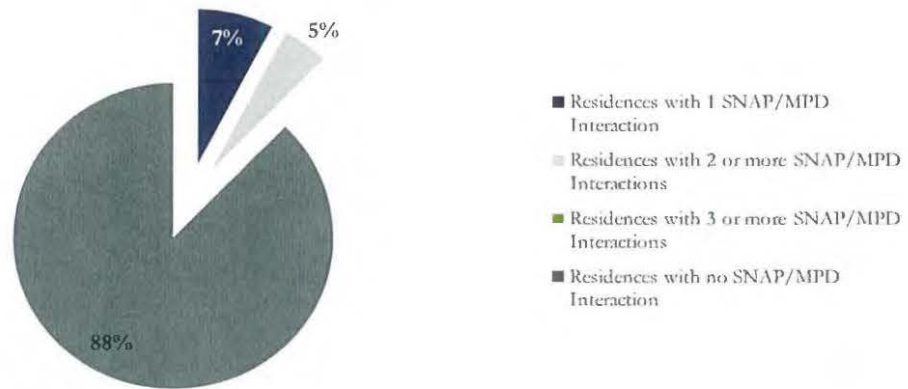
BURLEITH

	Number of Interactions
Residences with 1 SNAP/MPD Interaction	26
Residences with 2 or more SNAP/MPD Interactions	9
Residences with 3 or more SNAP/MPD Interactions	3
Residences with no SNAP/MPD Interaction	153

TOTAL: WEST GEORGETOWN AND BURLEITH

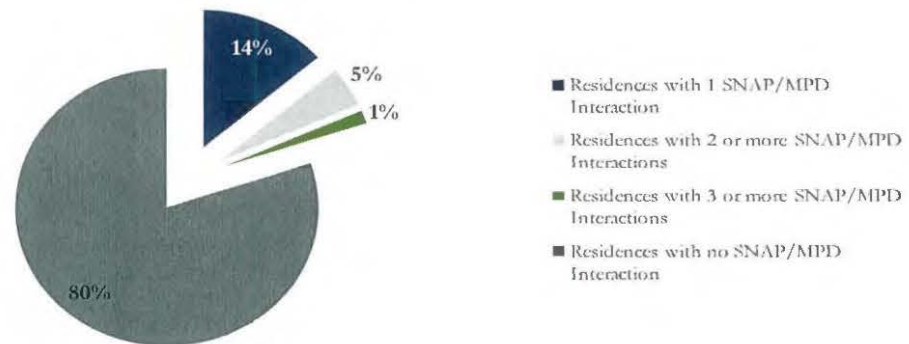
	Number of Interactions
Residences with 1 SNAP/MPD Interaction	44
Residences with 2 or more SNAP/MPD Interactions	20
Residences with 3 or more SNAP/MPD Interactions	3
Residences with no SNAP/MPD Interaction	360

**Figure 1: Total Number of Reported Interactions
West Georgetown
Fall 2010**



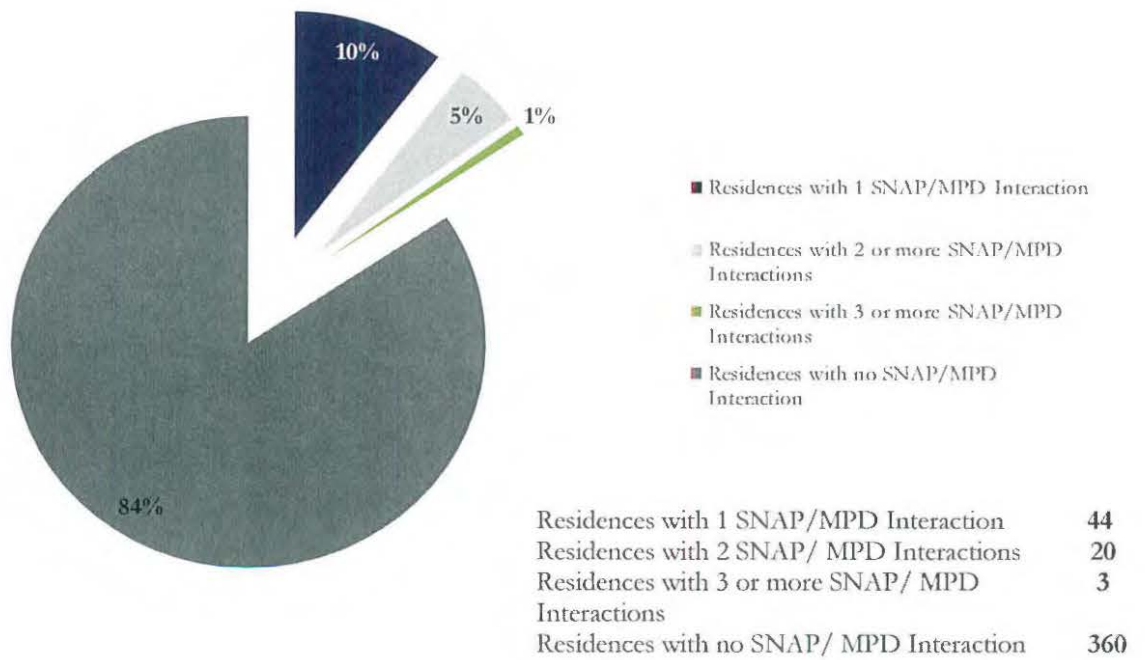
Residences with 1 SNAP/MPD Interaction	18
Residences with 2 SNAP/ MPD Interactions	11
Residences with 3 or more SNAP/ MPD Interactions	0
Residences with no SNAP/ MPD Interaction	207

**Figure 2: Total Number of Reported Interactions
Burleith
Fall 2010**



Residences with 1 SNAP/MPD Interaction	26
Residences with 2 SNAP/ MPD Interactions	9
Residences with 3 or more SNAP/ MPD Interactions	3
Residences with no SNAP/ MPD Interaction	153

**Figure 3: Total Number of Reported Interactions
West Georgetown and Burleigh
Fall 2010**



5. Total Number of Reported Interactions, GU Graduate Students, Fall 2010

WEST GEORGETOWN

	Number of Interactions
Residences with 1 SNAP/MPD Interaction	0
Residences with 2 or more SNAP/MPD Interactions	0
Residences with no SNAP/MPD Interaction	63

Note: West Georgetown includes The Cloisters.

BURLEITH

	Number of Interactions
Residences with 1 SNAP/MPD Interaction	5
Residences with 2 or more SNAP/MPD Interactions	1
Residences with no SNAP/MPD Interaction	83

TOTAL: WEST GEORGETOWN AND BURLEITH

	Number of Interactions
Residences with 1 SNAP/MPD Interaction	5
Residences with 2 or more SNAP/MPD Interactions	1
Residences with no SNAP/MPD Interaction	146

Total Number of Reported Interactions GU Graduate Students Fall 2010

