



# Student Fees Advisory Committee

---

FY 2010-2011 Program Questionnaire

---

### Question 1

---

**Please provide a one-page executive summary of your questionnaire responses. This summary should include, in brief terms: your unit's mission, how you accomplish your unit's mission, and a justification of your unit's student fee allocation in terms of benefits for students.**

Commuter Services is dedicated to providing services and programs that aid commuter and non-traditional students in becoming more aware of University resources, which will foster successful college experiences and student involvement. Commuter Services aims to serve as a one-stop shop for commuter students at the University of Houston, while working in partnership with other offices and departments across UH and the surrounding community.

The Commuter Services objectives for FY 2009-2010 reflect our commitment to the development and implementation of services, programs, advocacy, and research that results in an enhanced collegiate experience for University of Houston commuter and non-traditional students were:

- Increase visibility and awareness of Commuter Services on campus
- Form more partnerships that provide added benefits for students and the University of Houston community
- Create more programming to meet the diverse needs of commuter and non-traditional students
- Improve online resources for students via the Commuter Services website
- Focus additional effort and energy to advocacy and research on behalf of commuter and non-traditional students

It is Commuter Services' desire to continue to implement past objectives in our programs and services while concentrating on the following new objectives for the FY 2010-2011:

- Develop and provide more services to meet the diverse needs of UH commuter students
- Create and develop a Commuter Student Association to represent the interests and needs of the commuting students attending the University of Houston
- Further increase visibility and awareness of Commuter Services on campus
- Create and promote new programming to meet the various needs of commuter and non-traditional students
- Form additional partnerships in the community and on campus to provide added benefits for students and the University of Houston community
- Improve online informational sources for the commuter student population

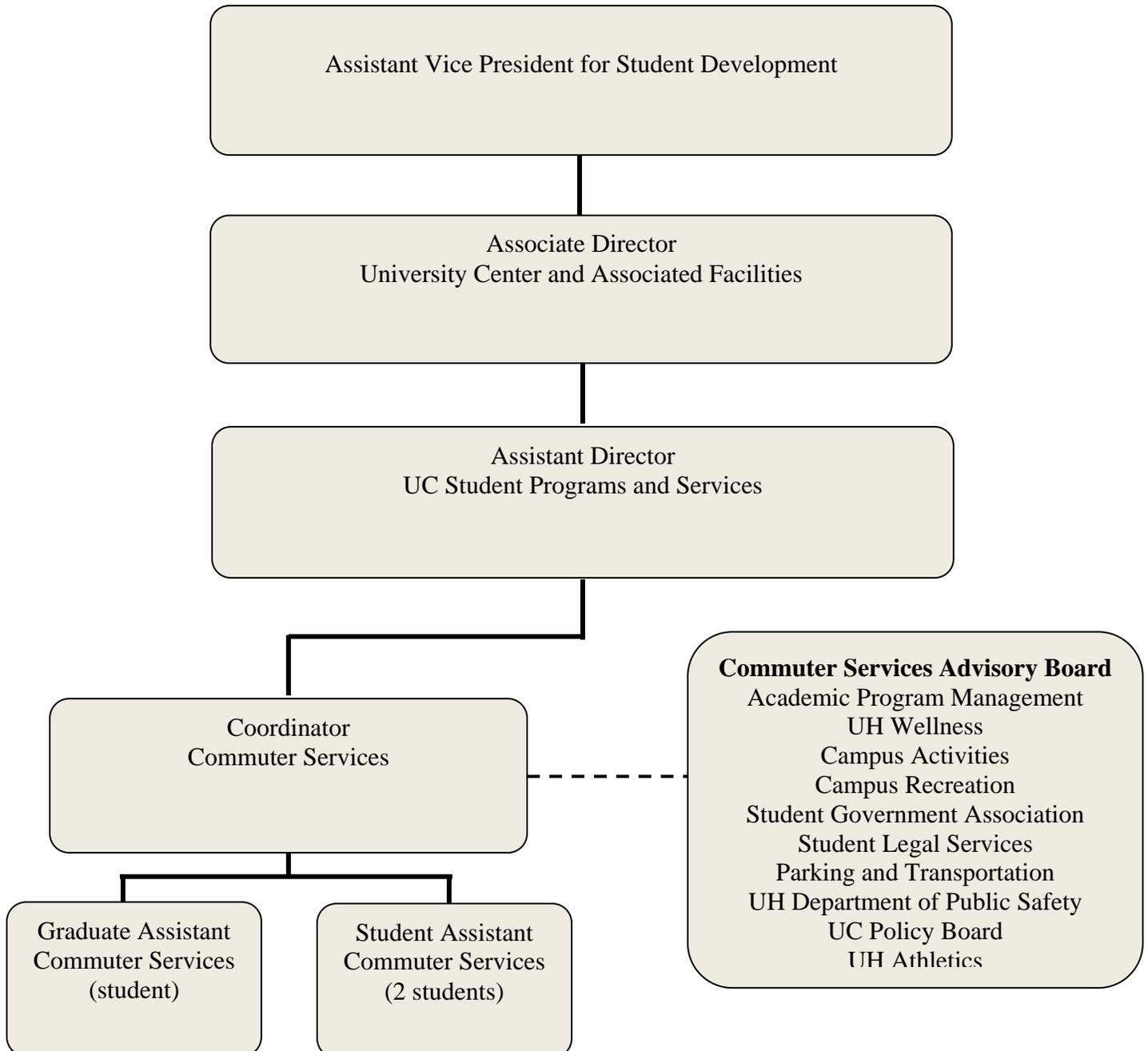
In addition to connecting students with resources, and offering a variety of programming, Commuter Services provides a 1,600 square-foot commuter lounge equipped with six computer kiosks, two private study spaces, a conference room, a large screen television, two microwaves, and comfortable furniture for student use.

Our department received its first fee allocation from the Student Fees Advisory Committee (SFAC) for FY 2009-2010. We also receive funding from the University Center and Associated Facilities. Our SFAC allocated funding is used for the purpose of providing services, programs, advocacy, and research on behalf of commuter and non-traditional students, along with offering educational and social opportunities that enrich the collegiate experience. Through our student staff positions, we are also able to provide an experiential learning environment that is beneficial for these students now and in the future.

**Question 2**

Provide an organization chart of your unit. Large units may need to have an overview chart and then more specific charts for each program. Where you have multiple staff in the same position (e.g. counselor, custodian, etc.), note this on your chart. Student employees should be cited on the chart and identified as students.

**Commuter Services:**



### Question 3

**List the objectives that you provided with your 2009-2010 SFAC request. Please comment on your success in achieving these objectives. If any objective changed during the year, please note this and explain. Also, list any new objectives, the rationale for addition, and comment on your successes in achieving these objectives.**

**Objective #1:** Increase visibility and awareness of Commuter Services on campus.

1) Increase our level of participation in campus-wide events (i.e. Cougar Preview, New Student Orientation, Cat's Back, Homecoming, Frontier Fiesta, etc.).

**Status: Completed/Ongoing**

- Commuter Services participated in Cougar Preview the first two days of the school year by working a table at the UC and handing out Commuter Services promotional items such as pens, key chains, and brochures.
- Commuter Services had an informational table with brochures, promotional items, and UC information at every New Student Orientation this past summer (2009).
- Commuter Services had an informational table at Cat's Back with promotional materials and water bottles. In addition, Commuter Services hosted a Micro-Reality Racing attraction for the students.
- Commuter Services had a table at UC Welcome Back with portable fans for the football games and also hired an air-brush tattoo artist for the event.
- Commuter Services had a table and novelty items at the UC HallowScream event in October with a "Spin the Wheel" for a prize event.
- The November Commuter Breakfast was held the week of Homecoming and was co-sponsored by UH Homecoming where we passed out promotional items for our department as well as Homecoming.
- Commuter Services created the first Non-Traditional Student Week that involved a variety of events and educational programs throughout campus and will hopefully continue to become a larger campus-wide event in the future.
- In the Spring Semester, Commuter Services plans to be involved with Frontier Fiesta and other campus-wide events.

2) Expand our marketing efforts to create more awareness among students, faculty, and staff.

**Status: Completed/Ongoing**

- Developed a UH Commuter Services fan page on Facebook to reach more students online through status updates, event requests, and information about our services.
- Commuter Services emailed press releases for all of our events to our Advisory Board members in addition to a variety of other staff, faculty, students, and media contacts
- Commuter Services hosted a Webinar about Non-Traditional students at the UC and invited faculty, staff, and students from many departments and colleges to attend.
- Commuter Services co-sponsored all of our breakfasts with other UH departments and organizations (Women's Resource Center, Homecoming, Athletics, and CAPS) who promoted the breakfast and Commuter Services on their listservs, websites, etc.
- Continued to use our monthly newsletter, the Navigator, to promote our events and services as well as commuter-related information.

- At every Commuter Services information table, students were asked to sign-up for our Commuter Services listserv.
- Commuter Services placed an ad in The Daily Cougar for Finals Stress Relief Week.

3) Continue to utilize our Advisory Board members as advocates and liaisons for Commuter Services in helping to spread the word and promote on our behalf.

**Status: Completed/Ongoing**

- We have continued to hold Advisory Board meetings once a month to discuss and plan Commuter Services events and services.
- We send our board members a copy of our press releases for all of our events so they can pass along the information to their peers and to students that they work with.
- Commuter Services has hosted several workshops this semester in conjunction with departments that our board members work for such as Don't Stress, It's Only Finals, a Healthy Eating Workshop, and Balancing Multiple Roles.

**Objective #2:** Form more partnerships in the community and on campus to provide added benefits for students and the University of Houston community.

1) Contact and reach out to surrounding communities to structure collaborations where UH students can get discounts on their services.

**Status: Ongoing**

- Commuter Services is working with NuRide to provide our students with an alternative form of transportation for those interested in carpooling.
- We plan on collaborating with a tax service, like H&R Block, to create discounts, tutorials, or incentives for UH students for their taxes.

2) Coordinate and build effective relationships with departments/units on campus to become more aware of the resources available for students and where possible partnerships exist to make services more efficient and streamlined.

**Status: Ongoing**

- Commuter Services continues to work with UH Parking and Transportation to provide our students with information about Metro, which includes up to date information about the Metro Q-Card and the re-loading stations on campus.
- Our unit will be working with Parking and Transportation in the spring to help promote and execute the Green Commuter Fair.
- Commuter Services have collaborated with CAPS to assist in providing information to students about their services. CAPS has also co-sponsored our November Commuter Breakfast.
- We have collaborated with LSS to host workshops and to co-sponsor events such as the Non-Traditional Student Week Kick-Off and the Managing Multiple Roles Workshop.

3) Maintain our relationships with the representatives on our Advisory Board and continue to work with their areas to provide a centralized source of information for commuter and nontraditional students.

**Status: Ongoing**

- UH Athletics co-sponsored a Commuter Breakfast. This breakfast helped inform students about upcoming UH Athletics events. Additionally, we provide UH Athletics free ad space in our newsletters to assist in spreading school spirit to commuter and non-traditional students
- Commuter Services has continued to work closely with our Advisory Board representative from UH Wellness to host workshops for our students about stress relief and spread the word about our events for non-traditional students (i.e. National Non-Traditional Student Week 2009).
- Our representative from UH Parking and Transportation continually sends us the latest information for us to share with our students.

**Objective #3:** Create more programming to meet the diverse needs of commuter and non-traditional students.

1) Sustain our collaborative partnerships with campus entities to continue to be able to provide programming for students and work with them to develop new programming for our students and the university community.

**Status: Ongoing**

- Commuter Services continues to participate and collaborate with UCAF for programming.
- Commuter Services partnered with Wellness, CAPS and the UC, to put on Finals Stress Relief Week in December 2009 which includes massages, commuter breaks, a breakfast, and stress-relief workshop.
- Our unit worked with the Women's Resource Center, the Dean of Students Office, Learning Support Services (LSS), and UH Wellness to bring National Non-Traditional Student Week to campus for the first time in November. This week included a Kick-Off Event, a Commuter Breakfast, a Commuter Break, Workshops about Stress Relief and Healthy Eating, a Parent Support Group meeting, and ended with a drawing for an iPod.
- Commuter Services also took part in the Veterans Appreciation Fair and Workshop in August where we passed out novelty items such as pens, water bottles, and informational brochures.

2) Utilize feedback received from our website and information cards to tailor our programming to address the needs and concerns of our changing student population.

**Status: Ongoing**

- We have information tables at every event. We provide cards that ask students to share data about their classification, major, mode of transportation, and distance commuted to school each day.
- We also collect this same data on our website at [www.uh.edu/commuter](http://www.uh.edu/commuter).
- Our department tailors our programs and services based on the information and general feedback that we receive.

3) Plan, implement, and execute a series of events for National Non-Traditional Student Week.

**Status: Completed**

- We celebrated National Non-Traditional Student Week November 2-5, 2009.

- The week began with a Kick-Off event Monday night at the UC Satellite that was co-sponsored by the Women's Resource Center (WRC), LSS, and the Dean of Students Office.
- The November Commuter Breakfast was also a part of this week and was co-sponsored by the Women's Resource Center.
- Commuter Services, UH Wellness, WRC, and CAPS hosted workshops during the week entitled; Food for Thought: The Enjoyment of Crafts, Organize Yourself, Healthy Eating Workshop, and Work it Out with a Smile: Conflict Resolution.
- The last event of the week was a Commuter Break, which took place in the Commuter Services Lounge where we served snacks and cold beverages.

4) Plan, implement, and execute a Commuter Appreciation and Recognition Event and/or Week  
**Status: In Progress**

- We plan to host a Commuter Appreciation Week in the spring during the week of April 19, 2010 to April 23, 2010.
- Events for the week will include free chair massages for students, a Commuter Breakfast, a Commuter Break, and several workshops.

**Objective #4:** Improve online resources for students via the Commuter Services website.

1) Update Commuter Services website on a regular basis to make the most updated information available for students.

**Status: Ongoing**

- We have a student employee designated to make sure our website is updated on a weekly basis and confirm our information is accurate and applicable at all times.
- We are constantly looking at other school's commuter services page to make sure we are staying up to date and at par with other universities.

2) Continue to update current resources on our website for students and as new relationships and partnerships are formed, make additional information available for the benefit of students.

**Status: Ongoing**

- We recently added a link to NuRide, a free service that is supported by sponsors who provide rewards and special offers to NuRide members for taking greener trips and reducing global warming, traffic congestion and energy consumption, on our website.
- We update links about current gas prices and Houston weather on our site.
- The Commuter Services staff is constantly updating and looking for new links to keep our students updated on resources that might benefit them.

**Objective #5:** Focus additional effort and energy to advocacy and research on behalf of commuter and nontraditional students.

1) Develop and implement an online student survey to collect data on university students and consider the feedback received in creating future programming efforts.

**Status: Completed/Ongoing**

- A feedback tool has been added on the Commuter Services homepage to allow for students to easily send input.

- Students can submit their name, email, whether or not they commute, how far they commute, what mode of transportation they use, and any suggestions they may have for us.
- A suggestion box is located in the Commuter Services Lounge where we take feedback from the students that frequently use our space.

2) Utilize current commuter data (national and local) to assist in tailoring program options and directing our efforts in terms of advocacy for commuter and nontraditional students on our campus.

**Status: Ongoing**

- Our unit has, and continues to; collect benchmark data on commuter students and other Commuter Service areas across the country.
- Based on the data collected, we make sure that our programs at UH are tailored appropriately to meet the needs of our commuter and nontraditional students.

3) Work with the Office of Institutional Research to obtain and collect data on commuter and nontraditional students and get their assistance in contracting students for student focus groups.

**Status: Completed/Ongoing**

- We have requested and received data on commuter and nontraditional students from the Office of Institutional Research.
- Commuter Services has obtained contact information of students in the top 10 area codes that UH students live in to conduct student focus groups.
- We will conduct 10 focus groups of 5 to 10 students by the end of February to find out ways to serve our commuter students better.

### Question 4

**Please discuss the means that you are utilizing to evaluate both your success in achieving the aforementioned objectives and their importance as compared to other objectives that you might pursue. Where data exists, discuss the number of persons served by each of your programs and the satisfaction level of those served. Please provide the method for collecting these data.**

Commuter Services comprehends the need for evaluation for a new, up-and-coming unit such as ours. Hence, to ensure success of our events and programs as well as gather important feedback for future programming, Commuter Services created information cards, which are distributed and filled out by students at events and programs.

The information card contains basic student information, whether they commute or live in on-campus properties, the nature of their transportation as well as space for additional comments, suggestions and feedback. This mode of evaluation helps us determine student attendance, supplementary information about commuting distance, and ideas proposed by commuter students to better serve their needs. This data helps Commuter Services better understand commuter students' requirements and therefore, creates lasting connections with on-campus and neighboring community businesses, which can provide effective services and opportunities for commuter and non-traditional students.

Commuter Services also counts the attendees for our events through sign sheets and by physical tracking the audience to assess success of our programming efforts. Evaluation is imperative to providing any service or program and Commuter Services wants to be sure that students are not only taking advantage of what we offer, but that it is beneficial and enjoyable as well.

Outreach numbers for the Fall 2009 semester are as follows:

<b>Outreach Event</b>	<b>Date</b>	<b>Student Contacts</b>
<b>Cat's Back</b>	8/26/2009	<b>2,325</b>
<b>Commuter Breakfast (co-sponsored by UH Athletics)</b>	9/1/2009	<b>126</b>
<b>UC Welcome Back</b>	9/2/2009	<b>214</b>
<b>Veteran's Resource Fair and Luncheon</b>	9/3/2009	<b>65</b>
<b>Commuter Breakfast (co-sponsored by Homecoming)</b>	10/20/2009	<b>120</b>
<b>UC HalloScream Event</b>	10/28/2009	<b>182</b>
<b>National Non-Traditional Student Week Kick-Off</b>	11/2/2009	<b>200</b>
<b>Commuter Breakfast (co-sponsored by Women's Resource Center)</b>	11/3/2009	<b>150</b>
<b>Non-Traditional Student Week Information Table</b>	11/4/2009	<b>650</b>
<b>Commuter Break- Commuter Lounge</b>	11/5/2009	<b>75</b>
<b>Commuter Breakfast (co-sponsored by CAPS)</b>	12/7/2009	<b>72</b>
<b>Free Stress-Buster Massages</b>	12/8/2009	<b>33</b>
<b>Managing Multiple Roles Workshop</b>	12/9/2009	<b>3</b>
<b>Don't Stress, It's only Finals! Workshop</b>	12/9/2009	<b>7</b>
<b>Finals Commuter Break</b>	12/10/2009	<b>32</b>
<b>Total</b>		<b>4,254</b>

**Additional Outreach:**

<b>Facebook Fan Page</b>	<b>113</b>
<b># of students on the Commuter Listserv</b>	<b>723</b>
<b>Twitter Followers</b>	<b>92</b>

To further continue our efforts to provide a wide-array of programming and resources for students, Commuter Services has scheduled the following events/programs for the spring 2010 semester:

- February 9, 2010: Commuter Breakfast, co-sponsored by LAS
- February 2010: Tax Preparation Workshop, presented by H&R Block
- March 4, 2010: Commuter Breakfast
- April 6, 2010: Commuter Breakfast
- April 19 - 23, 2010: Commuter Student Appreciation Week

---

**Question 5**

---

**Please discuss any budget changes from your last (FY 2010) SFAC request, their impact on your programs, and your reason for implementing them. SFAC recognizes that some programs did not receive the funds that they requested, that some programs were impacted by additional expenses after the conclusion of the budget cycle, and that some programs may be ahead of or behind their self-generated income projections. In addition, if your unity concluded FY 2009 with a Ledger 3 Fund Equity balance, please describe the conditions in which caused the fund balance.**

SFAC granted Commuter Services one-time funding this past year. The funding has allowed our unit to provide information, programs, and services to over 5,000 people. We are continually trying to evolve and improve to touch more UH commuter students by researching their needs, learning about trends in commuting, and marketing our office to allow more students to stop by to utilize our services.

We have used, or plan to use, all SFAC funding in accordance with our last FY 2010 request.

Overall Income and Expenditure decreased by \$2,106 from our last FY2010 SFAC request and actual approved budget as explained below.

In Addition, there was difference in funding designation as explained below.

**A. Income**

Overall income funding amount on the SFAC request form follows:

Decrease in requested Base funding	(\$32,729)
Increase in One time funding	<u>\$30,623</u>
Net change in funding	<u>(\$ 2,106)</u>

**B. Expenses**

Overall expenses decrease from the amount on the SFAC request form by a total of \$2,106 as follows:

Decrease in student wages	(\$1,620)
Decrease in promotional expenses	<u>(\$ 486)</u>
Net change in funding	<u>(\$ 2,106)</u>

---

**Question 6**

---

**Please list your 2010-2011 objectives in priority order. Larger units may wish to group your responses by subprogram. Under each objective, state the specific programs, activities, and/or services that you plan to implement to meet your objectives.**

**Objective #1:** Develop and provide more services to meet the diverse needs of our commuter students.

Plan of Action:

1. Provide a roommate finder service to the UH students. Continue researching roommate finder programs or create a UH specific roommate matching program.
2. Benchmark the leading Commuter Services programs in the country to develop successful ideas.
3. During tax season, provide commuters with a place on campus to get information and assistance on taxes.

**Objective #2:** Create and develop a Commuter Student Association (CSA) to represent the interests and needs of the commuting students attending the University of Houston.

Plan of Action:

1. Recruit/Identify a group of students to start and develop a CSA to represent the needs of commuter students.
2. Work closely with the new CSA to develop programming and events on campus.
3. Utilize our funding and marketing avenues to aid the organization in being successful and involved on campus.
4. Utilize the CSA to stay connected with the needs and wants of our student population and become more aware of critical issues on our campus.

**Objective #3:** Further increase visibility and awareness of Commuter Services on campus.

Plan of Action:

1. Expand our marketing efforts to create more awareness among students, faculty, and staff.
2. Utilize new mediums of advertisement such as fliers, more newspaper ads, enhancing our use of social media etc.
3. Continue to utilize our Advisory Board members as advocates and liaisons for Commuter Services in helping to spread the word and promote on our behalf.
4. Ensure our logo is on marketing materials to properly brand the unit.

**Objective #4:** Create and promote new programming to meet the various needs of commuter and non-traditional students.

Plan of Action:

1. Sustain our collaborative partnerships with campus entities to continue to be able to provide programming for students and work with them to develop new programming for our students and the university community.

2. Utilize feedback received from our website and information cards to tailor our programming to address the needs and concerns of our changing student population.
3. Plan, implement, and execute a series of events for National Non-Traditional Student Week, making improvements based on our 2009 week.
4. Plan, implement, and execute a Commuter Appreciation and Recognition Event and/or Week.
5. Create a variety of workshops for commuter students including On-Campus Living Education, Leasing 101, Green Commuting Ideas, etc.

**Objective #5:** Form additional partnerships in the community and on campus to provide added benefits for students and the University of Houston community.

Plan of Action:

1. Contact and reach out to surrounding communities to structure collaborations where UH students can get discounts on their services.
2. Coordinate and build effective relationships with departments/units on campus to become more aware of the resources available for students and where possible partnerships exist to make services more efficient and streamlined.
3. Maintain our relationships with the representatives on our Advisory Board and continue to work with their areas to provide a centralized source of information for commuter and nontraditional students.

**Objective #6:** Improve online informational sources for the commuter student population.

Plan of Action:

1. Further utilize our list serve, Facebook and Twitter accounts to reach students and inform them of our events and services.
2. Update Commuter Services website on a regular basis to make the most current information available for students.
3. Continue to update current resources on our website for students and as new relationships and partnerships are formed, make additional information available for the benefit of students.

**Question 7**

---

**What are the other possible sources of funding available to your unit and what efforts are being made to access them (e.g. grants, donations, etc.)?**

Commuter Services receives funding from the University Center & Associated Facilities to meet basic administrative and marketing needs. Commuter Services has wisely utilized funds to advertise and promote our services and events by purchasing multi-use marketing pieces (i.e. banners, yard signs, etc.) and other related materials. We also take advantage of free publicity through joint ventures with other departments and units, like our monthly commuter breakfasts.

Commuter Services also pairs with Parking and Transportation to put on the Green Commuter Fair each semester and co-sponsor other transportation events. We take advantage of free publicity through joint ventures with other departments and units. In addition, Commuter Services takes advantage of all opportunities to collaborate with on and off-campus partners to provide quality events and programs for commuter and nontraditional students at the University of Houston.

**Question 8**

---

**Please describe any overlap between your unit and any other unit(s) providing services to the students and the rationale for the overlap.**

Currently there is no overlap between Commuter Services and any other units at the University of Houston.

## Appendix A

### **SPAR: An Organizing Model for Working with Commuter Students**

Courtesy of Barbara Jacoby, Director of the National Clearinghouse for Commuter Programs

<http://www.nccp.umd.edu/publications/cpfallfinal.pdf>

The **SPAR Model\*** is used to guide the work of professionals working for, with, and on behalf of commuter students.

**Services:** As a result of their various situations, commuter students are often preoccupied with satisfying their lower-level needs. It is therefore essential for offices that serve commuter student to provide services, information, and referrals to meet commuter students' most basic needs: housing, food, transportation, security, health care, and child care. A student who has not found satisfactory living or transportation arrangements is not able to concentrate fully on class work or likely to participate in co curricular programs.

**Programs:** Commuter students need to feel a sense of belonging to and acceptance by the campus community. Before students can take advantage of the institution to achieve self-actualization, their need for esteem must be met? The institution must demonstrate respect for the worth of each individual and accord membership in the community. A student who feels like a second-class citizen would most likely not seek out within the campus community the kinds of risk-taking experiences that lead to personal growth. *Programming for commuter student is about developing meaningful interactions and providing opportunities for them to participate in campus life. Because programs are activities carried on with rather than for students, they are usually more staff-intensive than services.*

**Advocacy:** Simply providing services and programs for commuter students is not sufficient to ensure a high-quality experience. Advocacy means working on behalf of students to assure that their needs are recognized and integrated into all levels of planning, policy development, and practice. It is critical for those of us who work for and with commuter students to assume the role of advocate on their behalf because no matter how good a job we do, we can never do all that must be done to ensure that commuter student are treated fairly and equitably by all aspects of the institution. Commuter advocates have three fundamental tasks: (1) to raise the awareness of all members of the campus community about commuter students and their needs, (2) to encourage all providers of programs and services to make their offering thoroughly accessible to and appropriate for commuter students, and (3) to promote bold institutional change to enhance the educational experience of commuter students.

**Research:** Research regarding the characteristics and needs of commuter students is the foundation upon which services, programs, and advocacy efforts are developed. Closely related to research are evaluation of services and programs to determine to what extent commuter students' needs are being met and their level of satisfaction with their college experience.

\*The SPAR Model serves as the basis for the CAS Standards and Guidelines for Commuter Programs and Services

**Appendix B  
Activities and Resources found at other Universities**

<b><i>Institution</i></b>	<b><i>Programs/Services Provided</i></b>
City College of New York	Off-campus housing referrals provided, off-campus short term housing information brochure, housing websites, bulletin board with available apartments and roommate information (located in graduate center), child development center (childcare), subway/shuttle
Cleveland State University (Ohio)	City is Our Campus ticket program, explore Cleveland helpful links (i.e. Cleveland city search, local hotels, Regional Transit Authority-RTA, convention & visitors bureau, weather, etc.), rental listings, commuter meal plans, U-Pass program, parking information
Florida A&M University	Childcare Development Center, parking on campus, meal plan options for commuters, transit information
Georgia State University	Off campus housing website-listing of available apartments for rent, rooms in private homes, roommate/apartment sharing information, short-term leasing information, apartment/house hunting resources, Housing Tip of the day, Pouncin' Pages (online newsletter), CCAMPIS Project pays a portion of each participant's child care directly to the Georgia State University Child Development Program.
Indiana University Purdue University	Childcare (Center for Young Children), on-site college classes (classes, seminars and workshops taught at the workplace), commuter meal plans, new student center will provide lounge space, cyber community and online safety information, student advocate
Portland State University	Transportation updates (homepage), partnered with outside transit services (PSU bike co-op, zipcare, Portland Streetcar, tri-met), SPS (student parent services-financial assistance, individual consultation, childcare and community services)
Temple University	Rental/roommate listings, links to useful resources/forms (advocacy group information, apartment hunter checklist, budget worksheet, defining a lease, filing a complaint, fire prevention, moving checklist, neighborhood information, safety tips)
University of Alabama at Birmingham	Parking and transportation information (DART route map, motorist assisted roadside service-MARS, etc.), police and escort services, iSay online forums, study lounges, computer labs, success seminars, learning labs.
University of Cincinnati (Ohio)	UC/Metro partnership, UC2go.mobi (mobile campus information), child care center and community referral information, independent (commuter) meal plans, safety and parking information (maps/shuttles),
University of Illinois at Chicago	Parking and transportation information (shuttle, commuter bus service, CARS-campus auto rental service), UIC U-Pass for CTA transportation, child care information (two on-campus sites), off-campus housing database system
University of Massachusetts at Boston	Housing registry database, Community Advocates (graduate students)/Community Ambassadors (undergraduate students)-promote a sense of community among students who live in neighborhoods close to UMASS Boston campus (organize monthly trips and produce newsletter)

University of Memphis	For Commuter students: Financial management seminars, Two commuter lounges with couches, TV, microwave and refrigerator, Quiet study lounge area and computer lab, Complimentary hot beverages, Off-campus housing and parking Information, campus dining info
University of Missouri-Kansas City	Off campus housing list through Welcome Center, link to apartment locator, off-campus housing guide-umkc sharp-website (links to local apartments, roommate postings, etc.), off campus resources (i.e. local information and news links, freshmen/dealing with roommates blog
University of Missouri-St. Louis	Chatroom (computer lab), fireside lounge, quiet study lounge, television lounges (two), apartment information (for students over 21, married students, and students with families) available on housing website, Bike UMSL group with website (information on biking to school)
University of New Orleans	Commuter services/off-campus website (under construction), UNO children's center (childcare), off-campus classes, healthcare for students, solution finder sheet (list of resources to answer common student questions), Non Traditional student services (locate apartments, childcare, etc..)
University of Pittsburgh	Commuter Student Programs: Good Morning Commuters (provides a morning snack), Commuter stress-relief zone (massages, stress busting tips, etc), Soup & Substance Program (eat a meal and listen to speakers from various departments and organizations)
University of Toledo	Commuter Lounge (refrigerator, microwave, toaster, lounge area, phones), commuter website: "what's new" section (campus and construction updates), off-campus living directory (scams, available housing, etc.), roommate connection (i.e. roommate agreements)
University of Wisconsin-Milwaukee	Off-campus housing information service, roommate/rental search, national links to housing searches, searching 101 (roommate contract, landlord FAQs, housing/setup checklist, temporary housing information, apartment life, red flags, etc.), neighborhood information
Virginia Commonwealth University	Off campus living handbook (pdf version available), housing/apartment resources (search available listings, message board-roommate search, buy or sell furnishings, solving off campus challenges, etc., submit listings, for sale properties, internet scam/fraud alerts)
Wayne State University	Non-university housing options (link to apartment local apartment search), television lounges (preset to certain stations), microwaves in student center, internet connections/wireless access, bus schedule/ticket information, locker rental, fax service, 24-hour study center
Adelphi University	Personalized transportations planning, public transit timetables and maps, shuttle services to and from bus and rail stations, telephone numbers for local taxis/limos, on-campus assistance with minor car repairs (i.e. dead battery)
Arizona State University	Off campus Center for Off-Campus & Commuter Student Services. Community outreach and partnership programs (working with city officials, university partners, landlords and community members to encourage a deeper perspective, positive relationships)

Bowie State University (HBCU)	Listing for off-campus housing, apartment locator information, metro/marc (public transportation) schedule information, campus maps, commuter meal plans, commuter lounge, AAA information, shuttle van transportation for holidays, commuter listserv, C-Unit website for carpool information
Case Western Reserve University	Commuter lounge (Rock Bottom Lounge-living area, kitchenette, game room, study room, phone for local and campus calls, computer-each commuter student receives access to the lounge through their id/swipe card), commuter intramural team, Commuter Assistants (CA)
DePaul University	Off-campus housing guide, weatherbug, train and bus resources (Metra, CTA, Pace, RTA-trip planner, MetroConnect), vehicle information and resources (ipass, auto care centers, trip planner, dmv, traffic reports), commuter lounges, Commuter Launch Party
Drexel University	Charlotte Alletag Commuter Lounge (the Lounge is furnished with couches, tables, chairs, and cable television), Commuter Kitchenette, Sunken Quad is located just outside of the Commuter Lounge (quiet garden environment with tables to sit, relax, eat, and/study)
East Tennessee State University	Off campus housing information, campus carpool information (carpool lots), jumper cables, ice scrapers, map, bus schedules, and shuttle schedules (provides after hours service to local movie theater and Walmart), child care services, "Creating Adult Peer Support"
Eastern Michigan University	Carpool/rideshare information, Connelly Scholarship for commuter students, Brown Bag lunch series, commuter listserv, Good morning/evening commuters, Under the Tent, Coffee Break, commuter appreciation week, off-campus housing workshops and resources
Florida International University	Off-campus housing information, commuter newsletter (coming soon), non-traditional student network (networking mixers, lecture series), child care information, child care resources, transportation information
Loyola University-NO	Relocation reference guide, apartment listings, roommate search, house/apartment search reference form, ride board, bus and streetcar information, bicycle information, online newsletter, trying to set-up working relationship with career services (also in student center)
Marquette University	On campus commuter lunches (twice per semester), commuter lounge (refrigerator, microwave, wireless access, two iMac computers), locker rentals, commuter e-mail listserv, resource links
Northeastern University (Boston, Mass)	Apartment listings, area realtor list, furnishing information, hostels and hotel information, MBTA bus, subway and commuter rail schedules, moving and storage company information, tenant and landlord rights, Educated Renter Series Workshop
Ohio State University	Child care information, roommate search & roommate fair, ride share & carpooling information, Community Ambassador program (community collaboration), ambassador newsletter, off-campus blog, BuckEYES Watch
Rutgers College @ Rutgers University	Commuter welcome week, free legal clinics, movie night, online event calendar, electronic tutoring, off campus housing information, Commuter Connections Corner (CCC)

Seattle University	Lockers & showers, commuter meal plans, quarterly luncheon for students who are parents, online newsletter, "Good Morning Commuters", Collegia Program (homelike environment with office supplies, telephone access, reference literature, kitchen area, computer space and study areas)
Southeast Missouri University	Child care, "commuter preferred" parking, shuttle buses, meal plans, Southeast P.M. degree program, banking services, tutorial services, lounges (one in library and one in university center), computer labs, "off-campus" housing assistance,
SUNY-Stony Brook (New York)	Commuter Assistant program (CA's), Commuter Connection (free coffee and snacks with university staff and fellow commuter students), Commuter Welcome Reception, Commuter Fall/Spring Fest, Commuter Appreciation Days, "lunch and learn" workshops
Texas State University (Texas)	Distribute off-campus survival guide, NTSO (lounge, non-traditional student scholarship, emergency locator cards, computers, information network, social support, Yahoo! Group, Myspace account), new off campus student checklist (information on locating housing)
Texas Woman's University	National Non-Traditional Student Week, Veterans Day Celebration, Commuter Breaks, Childcare Services, Commuter Scholarships, Commuter and Non-Traditional Student Groups, Bad weather information, Commuter meal plans, AlterNetRides.com, Off-campus housing website
University of Akron (Ohio)	Highway 2 Success Mentor program (Commuter Student Assistants), carpool information (17 zones), commuter lounge (with kitchenette, television), Good Morning/Good Evening Commuters (coffee, juice, and cookies), commuter appreciation day, off campus housing resources
University of Arizona	Study areas, courtesy phone, "one stop shopping" resource center, commuter student lounge w/ computers, Kidz Korner (child play area in commuter lounge), map of parent-friendly facilities on campus (play areas, diaper changing tables)
University of Buffalo	Online roommate search (forum/discussion board), rental property information, "before you sign a lease", off campus safety, renter/apartment information, being a good neighbor resources, links to activities/free events in surrounding area, offcampushousing.buffalo.edu (online search)
University of Chicago (The College)	U of Chicago apartment guide (provided by SGA), apartment board, listing of Hyde Park buildings and property companies, dining in Hyde Park, landlord/tenant issues, neighborhood information, citizen i-cam, utility information
University of Maryland, Baltimore County	Commuter mini-orientation, commuter breakfasts, programs such as World Hello Day, Good Morning Commuters, Commuter Connection, Transfer Student Network, non-traditional & Veterans groups. Commuter Student Conferences
University of Maryland, College Park	Off campus living resources (separate OCH office, off-campus living fairs, roommate matchup), off campus student service awards, off-campus student appreciation week, good morning commuters (free breakfast, once/month), community assistant
University of Memphis	Offer educational training seminars (available online, off-campus housing information and fair, bus route schedules, carpool and parking information, child care referrals information, e-mail alerts of university/student activities, adult commuter student connection newsletter (monthly)

University of Nebraska-Lincoln	Off-campus housing guides, apartment listings, roommate search, landlord/tenant responsibilities, utility information, apartment inventory checklist, NU on wheels (free cab rides for safe travel home)
University of New Hampshire	Commuter & graduate student lounge, lockers, housing list, Commuter Connection (weekly e-newsletter), What's on Wednesday's (WOW), Good Morning Commuters, commuter appreciation day, commuter & transfer survival day (orientation), commuter coffee hour
University of North Carolina-Greensboro	Off-campus housing finder, roommate finder, off-campus housing financial checklist, transportation and parking services and special commuter meal plans
University of North Carolina-Wilmington	Lounge area (with seating, dining, and study areas, a TV/VCR, a refrigerator, microwave, coffee-maker and computer) and resource center...Commuter Coffee Breaks, listserv & email announcements, Commuter Student Appreciation Day, Commuter Services Fair
University of North Texas	Annual Apartment Fair, Commuter Breakfasts/Commuter Afternoon Snack (mingle with administrators and faculty), Good Evening Non-Trads, Non-Traditional Student Week, Commuter Appreciation Week, Family Weekend, off-campus housing assistance, roommate contracts
University of Southern Maine	Apartment living 101 (apartment guide information), commuter dining information, fax machine, bicycle lockers, student lockers, e-mail stations, information desk, ask us! online form, child care service information, parent/family information, parking/transportation information
Weber State University (Utah)	Computers, study lounge, hourly childcare, kitchenette (with free hot drinks daily, as well as a refrigerator, microwave oven, and toaster), Peer Mentors, Student Senator, Pinnacle Honor Society, free math tutoring, nontraditional student scholarship, parking information