Administrative Unit Assessment Report

Assessment is a term commonly used to encompass the process of gathering and using evidence to guide improvements.

SACSCOC requires that "The institution <u>identifies</u> expected outcomes, <u>assesses</u> the extent to which it achieves these outcomes, and <u>provides evidence of seeking improvement</u> based on analysis of the results".

Be sure to SAVE your progress as you work!

Administrative Unit
Student Affairs - Student Development and Outreach

Submission Year
2023-2024

Assessment Coordinator Name
Jalysa Green

Enter Assessment Coordinator Email
jgreen@lander.edu

Unit Goal

Goal

Goal 1

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
To provide on-going training for CARE team members to increase field competencies and strengthen overall team efficiency.

Pillar of Success Supported
Robust Student Experience

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Training initiatives are supported by allocated funds; and other training opportunities, such as tabletops, are facilitated a minimum of two times per academic semester.

Timeframe for this Outcome
2022-2023 Academic Year

Performance Target for "Met"
An average of 85-100% score in Section 8.1 of the NaBITA CORE Q10 Analysis.

Performance Target for "Partially Met"
An average of 70-84.9% score in Section 8.1 of the NaBITA CORE Q10 Analysis.

Performance Target for "Not Met"
An average of <70% score in Section 8.1 of the NaBITA CORE Q10 Analysis.

Assessment Measure Used
The NaBITA CORE Q10 checklist is provided to assist the CARE Team in conducting an internal audit. A portion of this audit is focused on Team training. The reviewer enters a 0 as an indication the item in question is present. A score of 1 is entered to represent the item is in progress of being addressed. A score of 2 is entered to represent the item is not present. Team members were asked to complete the CORE-Q10 analysis for the year-end review. Scores of all participating team members were averaged to obtain scores within each corresponding category. These scores were then converted to percentages for purposes of assessment. Section 8.1 of the CORE Q10 were used as indicators. Section 8.1 consists of the following:
8.1 Does the team leader have a dedication to training and educating the CARE members?
8.1 Does CARE have a budget set aside for training during the year?
8.1 Does the team have tabletop exercises to use as training tools?
8.1 Does the team complete at least two tabletop exercises each semester?

Frequency of Assessment
The CORE Q10 will be administered annually at the end of the Spring semester.

Data Collected for this Timeframe (Results)
The CORE Q10 analysis was distributed to Team members at the end of the Spring 2021 semester. The percentage score for section 8.1 of the CORE Q10 equaled 85-100%.

Score (Met=3, Partially Met=2, Not Met=1)
3

Comments/Narrative
The threshold for the outcome of "Training initiatives are supported by allocated funds; and other training opportunities, such as tabletops, are facilitated a minimum of two times per academic semester" was met during the reporting period. Performance target percentages for partially met and not met were adjusted to reflect anticipated progress better. During the previous reporting period, the

percentage score of 8.1 equaled 99%. Additional emphasis continues to be placed on Team training. Since this has been monitored for several consecutive years and the targets have been consistently met, outcomes/performance targets will be further modified for future reporting cycles.

Resources Needed to Meet/Sustain Results
CARE Team Budget – Continued $6000 per academic year.

Explanation of How Resources Will Be Used
New team members undergo onboarding training for BIT tools, systems, and processes. Instead of canceling BIT meetings, the BIT uses dedicated time for training activities.

Goal Summary

Goal Summary/Comments
On January 4, 2023, The CARE Team participated in an Adult Mental Health First Aid (adults assisting adults) training presented by Bow & Arrow, Center of Hope Foundation. Mental Health First Aid (MHFA) is a nationally certified program that teaches individuals how to identify, understand, and respond to signs of mental health and substance use challenges among adults and youth. The MHFA course covers signs and symptoms of mental health and substance use challenges, how to connect with and interact with a person in crisis, and information on trauma, substance use, and self-care. Ms. Kala Overhalt and Ms. Krissi Raines facilitated the training. CARE Teams members were in attendance in addition to other campus community members that had signed up to participate (total seats were limited to 30). Each attendee received a 3-year certification.
On March 22-23, 2023, Team members participated in a 2-day virtual foundations course. HECMA (Higher Education Case Managers Association) provided an in-depth look at the core foundations and standards of case management in higher education, including the historical evaluation of the field, review of core tenets, principles, best practices of case management, and dialogue about current issues, trends, and challenges that we are managing in our roles. In addition, attendees were invited to listen to and engage with other case managers and leaders in our field and build a solid foundation to support our students. Topics such as equity and inclusion in case management, assessment, campus partnerships, introduction of CAS (Council for the Advancement of Standards in Higher Education) standards, and student development theory were addressed.

Changes Made/Proposed Related to Goal
As an additional assessment tool for the 2023-2024 academic year, the Director of CARE & Advocacy will explore established assessment tools or create an assessment tool for campus community members to determine if the Team can be considered proficient or exemplary.

Upload Files (if needed)

Goal 2

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
To provide adequate marketing and education that communicates the existence of, and promotes ease of access to, the CARE Team.

Pillar of Success Supported
Robust Student Experience

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
To enhance Team visibility, biweekly programs/tabling events are offered.

Timeframe for this Outcome
2022-2023 Academic Year

Performance Target for "Met"
Biweekly programs are offered throughout the academic year.

Performance Target for "Partially Met"
At least one program per month is offered throughout the academic year.

Performance Target for "Not Met"
Monthly programs are not offered throughout the academic year.

Assessment Measure Used	Frequency of Assessment
Calendar, dates, notes, and execution of events.	Annually

Data Collected for this Timeframe (Results)	Score (Met=3, Partially Met=2, Not Met=1)
Biweekly programs were offered.	3

Comments/Narrative
The threshold for the outcome of "To enhance Team visibility, biweekly programs/tabling events are offered" was met during the 2022-2023 reporting period. While the Team's marketing strategies should consistently remain a key focus, further enhancements were made in 2022-2023. There was a significant increase in the number of programming/tabling events offered, which were facilitated biweekly. Based on patterns and trends, updates to the Team's website and additional marketing/branding opportunities will remain ongoing and fluid. There is no comparative data related to this outcome since it has not been evaluated previously.

Resources Needed to Meet/Sustain Results
Programming funds - $2000

Explanation of How Resources Will Be Used
Marketing and advertising efforts include a website and other marketing campaign components such as a logo, brochures, videos, signage, and a list of disruptive and dangerous behaviors to report. The BIT will continue to host reguular educational sessions to train departments and units and participants in

collaborative programs such as orientation. The BIT has a marketing plan which identifies stakeholders and reaches all members of its campus community through both passive and active marketing efforts.

Goal Summary

Goal Summary/Comments
During the 2021-2022 academic year, the Student Outreach Coordinator in conjunction with the CAREConnect mentors facilitated CARE programs on a biweekly basis. Contact information for the CARE Team and the Team logo were displayed to promote increased Team visibility and awareness. In addition to programs offered, the Team continued to place much focus on community outreach. Such examples are delineated below.

In collaboration with the Lander University Police Department (LUPD), Safety Saturdays were created to communicate the importance of staying safe and educate on topics such as human trafficking prevention, dating violence, mental health, sexual assault awareness, suicide prevention, and homelessness/hunger prevention. Each Saturday, an email is sent to all faculty, staff, and students with direct links to the CARE reporting form and LUPD contact information. This initiative started the 2021-2022 academic year and will continue for the 2023-2024 academic year.

Changes Made/Proposed Related to Goal
Peer grief support groups, led by counselors, are open-ended, and participants typically may join groups any time during the year after orientation. Approximately thirty (30) students lost a loved one during the 2022-2023 academic year. To support students who have experienced the loss of a loved one, the Team is connecting with University counselors to explore opportunities for a grief support group for the 2023-2024 academic year.

Upload Files (if needed)

Goal 3

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
The Office of Student Conduct provides quality competency, and fair and unbiased adjudication throughout the adjudication process.

Pillar of Success Supported
Robust Student Experience

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness

Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
The student conduct staff will provide students with an understanding of the policy and procedures.

Timeframe for this Outcome
2022-2023 Academic Year

Performance Target for "Met"
85%-100% of responses indicate "strongly agree" or "agree"

Performance Target for "Partially Met"
65%-84.9% of responses indicate "strongly agree" or "agree"

Performance Target for "Not Met"
Below 64.9% of responses indicate "strongly agree" or "agree"

Assessment Measure Used	**Frequency of Assessment**
Microsoft Forms survey.	(After each semester) Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
"I have an understanding of policies and procedures related to student conduct."	2

Comments/Narrative
The threshold for the outcome of "Student Conduct cases are adjudicated and provide students with an understanding of the policy and procedures. The success rate for this outcome equaled 90%. While the percentage met the performance target, the Office of Student Conduct was unable to send the survey to students at the conclusion of Spring 2023.

Resources Needed to Meet/Sustain Results
Continued use of departmental budget ($6000) Professional Development of Student Conduct Staff.

Explanation of How Resources Will Be Used
Case resolution and management to ensure staff members are up to date on trends.

Goal Summary

Goal Summary/Comments
The duties of the Director, Jalysa Green, were increased due to the Assistant Director, Ayrn Gilstrap, being out on maternity leave. Simultaneously, the Executive Director for Student Outreach and Development, Tracy Clifton, transitioned from the university.   Because of these changes, Mrs. Green served as the sole full-time adjudicator for the department. Circumstances that led to the survey only being distributed to Fall 2022 students were due to the load of Jalysa. The security setup of ITS, made it unable for Jalysa to send the Spring survey.
Moving forward, the Office of Student Conduct plans to hire a Graduate Assistant to assist with programming, low-level adjudications, office coverage/management, and responsibility for sending out the survey.

Changes Made/Proposed Related to Goal

N/A

Upload Files (if needed)

Goal 4

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
To promote the Office of Student Conduct, the Conduct Code, and healthy behaviors through on-going education and targeted programming.

Pillar of Success Supported
Robust Student Experience

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
The Office of Student Conduct participates in and/or facilitates a minimum of five (5) educational programs per academic year and provides on-going promotion of the Bearcat Creed.

Timeframe for this Outcome
2022-2023 Academic Year

Performance Target for "Met"
Implementation of and/or participating in at least three (3) active programs during the Fall semester and at least two (2) active programs during the Spring semester. The department implements at least two (2) initiatives geared toward the promotion of the Bearcat Creed.

Performance Target for "Partially Met"
Implementation of and/or participating in at least two (2) active programs during the Fall semester and at least one (1) active program during the Spring semester. The department implements at least one (1) initiative geared toward the promotion of the Bearcat Creed.

Performance Target for "Not Met"
Implementation of and/or participating in > two (2) active programs during the Fall semester and zero (0) active programs during the Spring semester. The department implements zero (0) initiatives geared

toward the promotion of the Bearcat Creed.

Assessment Measure Used
Calendar, dates, notes, and execution of events.

Frequency of Assessment
Annually

Data Collected for this Timeframe (Results)
Data available following the close of the academic year.

Score (Met=3, Partially Met=2, Not Met=1)
3

The Office of Student Conduct and Community Standards was able to host and facilitate 18 different events. These events included a variety of topics including, but not limited to: Sexual Assault, Bystander Intervention, Harassment, Bullying, Hazing, Domestic Violence, Dating Violence, Sexual Harassment, and Substance Use Education. A majority of the events were in partnership with community partners such as the South Carolina Department of Alcohol and Other Drug Abuse Services (DAODAS), Megs House, Cornerstone, and Beyond Abuse.

Comments/Narrative
The threshold for the outcome of "The Office of Student Conduct participates in and/or facilitates a minimum of five (5) educational programs per academic year and provides on-going promotion of the Bearcat Creed" was met during the 2022-2023 reporting period.

In addition to funds being specifically allocated for programming/educational purposes, the ability to budget and partner with other areas allowed for Student Conduct to program more efficiently. Such initiatives resulted in enhanced educational opportunities, increased awareness of policies and procedures, and more campus-wide visibility of conduct staff. Budget allocations also allowed conduct staff to incentivize participation by offering prizes/giveaways. Programming and education will continue to be a focal point for the department.

Resources Needed to Meet/Sustain Results
$2000+ annually.

Explanation of How Resources Will Be Used
To execute, promote, and incentivize events.

Goal Summary

Goal Summary/Comments
Increased programming, combined with establishing collaborations with both on and off campus partners continued to positively impact the department's ability to effectively promote the Office of Student Conduct, the Conduct Code, and healthy behaviors. Off campus partners such as Beyond Abuse, Meg's House, and Cornerstone serve an integral role in many educational initiatives. On-campus partners such as the Lander University Police Department, Student Life, Greek Life, Athletics, the CARE Team, and various student leaders maximize efforts and expand the scope of students reached. An educational programming committee will remain in place for the 2023-2024 academic year. The purposes of the committee are to promote additional collaboration; offer enhanced educational programming and positively impact prevention and awareness; and track programming efforts/initiatives.

Changes Made/Proposed Related to Goal
N/A

Upload Files (if needed)

Goal 5

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
To monitor occupancy rates of residential facilities and implement actions contingent upon the availability of bed space, enrollment trends, and various other customer service aspects.

Pillar of Success Supported
Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Housing occupancy/application rates are tracked Fall through Summer, and a weekly report/update is shared with pertinent campus constituents.

Timeframe for this Outcome
2022-2023 Academic Year

Performance Target for "Met"
A weekly occupancy/application report/update is provided to pertinent campus constituents Fall (beginning November 1st) through the end of summer.

Performance Target for "Partially Met"
N/A

Performance Target for "Not Met"
A weekly occupancy/application report/update is not provided to pertinent campus constituents Fall (beginning November 1st) through the end of summer.

Assessment Measure Used
Housing Occupancy Report

Frequency of Assessment
Annually

Data Collected for this Timeframe (Results)
Data collected from emailed occupancy reports
(sent weekly).

Score (Met=3, Partially Met=2, Not Met=1)
3

Comments/Narrative
Housing occupancy/application rates are tracked Spring through Summer and a weekly report/update is shared with pertinent campus constituents was met during the 2022/2023 reporting period. Information was consistently communicated to the Vice President for Student Affairs and President's Cabinet. Housing applications were tracked through the year for both the current and previous three years for comparable historical data. This allowed for flexibility in the assignments process and to prepare for potential overflow housing. While this outcome has also been met during previous reporting periods, occupancy and projections remain a focal point for the department. Communicating up to date information in a timely manner to the other university constituents is essential since occupancy rates directly impact a variety of administrative areas.

It is important to note that in the 2022-2023 reporting year the Department of Housing and Residence Life began collaborating with the Assistant Vice President for Planning, Analytics & Decision-Support to build out more comprehensive, historical and accurate reporting internally through the PowerBI platform. This platform will allow the university to build reports that can pull in data from outside of Housing & Residence Life department. This collaboration was brought forth through discussions with the VP for Student Affairs in realizing that the weekly housing reports numbers were looking at paid applications and not true bookings for projections. Looking at paid applicants can be too variable and not as accurate to build projections on. In working together with the Assistant Vice President for Planning, Analytics & Decision-Support to build out projections based off bookings and not paid applications our weekly reporting and overall reporting will be improved internally and to various stakeholders on campus.

Resources Needed to Meet/Sustain Results
Continued access to reporting tools StarRez, Banner, Access & PowerBI

Explanation of How Resources Will Be Used
Resources will be used to track and monitor data pertaining to Housing occupancy

Outcome 2

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome

To ensure a quality residential experience, decisions about staffing, placement of students, and other operational plans are appropriately implemented by Spring of each year.

Timeframe for this Outcome
2022-2023 Academic Year

Performance Target for "Met"
A minimum of two decisions based on occupancy rates and/or other relevant factors are made by Spring of each year.

Performance Target for "Partially Met"
N/A

Performance Target for "Not Met"
Less than (<) two decisions are made based on occupancy rates and/or other relevant factors by Spring of each year.

Assessment Measure Used	**Frequency of Assessment**
Documentation of data driven decisions by spring of each year based off i.e. staffing, trends, occupancy, budgets, other variable factors by Spring of each year.	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Decisions Made in 2021-2022 = Five (5)	3

Comments/Narrative
During the 2022-2023 reporting period the outcome "To ensure a quality residential experience, decisions about staffing, placement of students, and other operational plans are appropriately implemented by spring of each year" was met.
(1)   For the past several years the occupancy for housing has been over 100% causing an overflow to a hotel. The Department of Housing & Residence Life took note of the fact that in the fall of 2022 all of the beds filled at the hotel were by males, yet on campus several female beds were empty. A plan was put in place prior to room selection during the spring to block off several suites and hold them off-line until closer to opening to see what gender we needed availability for. This allowed for flexibility and a better 'fit' for rooms to be occupied by not forcing a specific gender at initial selection.
(2)   Several staffing changes occurred during the 2022-2023 reporting period to better support the Department of Housing and Residence Life. In July of 2022 a Hall Monitor position opened. Our current Bearcat Village Manager transferred to the Hall Monitor position. This then opened a full-time position within the department. Based on the needs of the department the Graduate Assistant Area Coordinator position was re-classified as a full-time position in place of the Bearcat Village Manager.
(3)   Targeted recruitment campaign sent invites to potential Resident Assistants. In past years, the Office of Housing and Residence Life relied heavily on advertising and email communications to recruit new applicants for the Resident Assistant position. Each RA was tasked with recommend 3 candidates (1 male, 1 female and 1 any gender). Recommended candidates were sent personal invitations to an interest session.
(4)   Implementation of a new sign-in procedure for Resident Assistants and Desk Assistants to validate attendance more accurately upon arrival to their shift. Physically signing in at the desk for the RA's with the arrival/leave times and mark if there for extra hours, covered for someone, etc. In addition, if Resident Assistants and Desk Assistants were closing a shift an email was to be sent their respective Area Coordinator with that information.
(5)   In previous years the Housing Application fee was $150 for all students applying for Housing. The amount was raised to $200 for the 2022/23 Academic Year due to many students in previous years

paying the $150, but then cancelling or not showing up (no-shows).

Resources Needed to Meet/Sustain Results
Continued budget for Resident Assistant Programmer - $4,050 stipend.

Explanation of How Resources Will Be Used
Stipend to support position

Goal Summary

Goal Summary/Comments
Overall, the goal was met for the 2022-2023 academic year; however, it is noteworthy to mention that the department was short staffed for the duration of the 2022-2023 period. Catherine Covar officially stepped into the Director of Housing and Residence Life position in July of 2022 which left her previous position of Associate Director empty until being filled in August of 2023. Serving as both the Director and Associate Director positions put a strain on the department. However, the staff met challenges head on with a positive and determined attitude while adjusting to new leadership. Under new leadership the department was able to see that the current projection model was not tracking actual occupancy numbers rather it was tracking applications for housing. Collaborating with other areas who have access to different reporting technologies and resources will better place the department and university to more accurately project occupancy and thus provide a more comprehensive picture relating to areas outside of Housing. In addition, by raising the amount of the Housing Application Fee from $150 to $200 the Office of Housing & Residence Life should see an increase in retention of those paid applicants.
The reclassification of the Bearcat Village Manager position into a second full-time Area Coordinator provided much-needed full-time assistance in the main Housing office. The last time the Housing office had 3 full-time staff Area Coordinators managing the residence halls was in 2020, and returning to this number allows for consistent management of not only the Resident Assistants but also the residents in those areas.
It is worthy to note that the targeted recruitment campaign had a marked impact on the number of applicants to the RA position, increasing from 47 in 2022 to 79 in 2023. Of the total number of applicants, 14 were recipients of the targeted invitations.
Regarding the new sign-in procedure, the updated schedule layout and protocols for communicating desk closures allowed for a more accurate tracking of shift callouts and tally of uncovered shifts for the spring semester. Under new leadership the Residence Life team made great strides to reinforce accountability within the Resident Assistant position. This was to ensure that everyone was held to the same standards and abiding by the Resident Assistant contract terms and university policies. This led to some Resident Assistants being terminated throughout the academic year, but it showed the Resident Assistant team that the Office of Housing & Residence Life took the position seriously and expected a high level of performance and professionalism from our student leaders.
An additional outcome related to Transportation Services was not assessed for 2022-2023 reporting period but will be a top priority for the 2023-2024 reporting period. Due to a shortage of drivers and several maintenance issues operational hours were impacted in previous years. Outcomes and performance targets were not appropriately identified/evaluated.

Changes Made/Proposed Related to Goal
N/A

Upload Files (if needed)

Goal 6

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
To promote a more robust, convenient, and opportunistic residential experience.

Pillar of Success Supported
Robust Student Experience

Outcomes

Outcome 1

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What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Implementation of alternative Housing options.

Timeframe for this Outcome
2022-2023 Academic Year

Performance Target for "Met"
At least one (1) alternative Housing option is implemented.

Performance Target for "Partially Met"
N/A

Performance Target for "Not Met"
Zero (0) alternative Housing options are implemented.

Assessment Measure Used	**Frequency of Assessment**
Housing Contract Terms and/or Housing options available	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Number of Housing options implemented in 2021-2022 =Two (2)	3

Comments/Narrative
The outcome 'Implementation of alternative housing options and enhancements made to room selection process' was met during the 2022-2023 reporting period.

(1)   In January of 2023 the Office of Housing & Residence Life worked to implement Living Learning Communities (LLC's) to freshmen residents for the upcoming 2023-24 academic year. LLC's

are groups of students who share academic goals and interests. LLC members live in designated residence halls, enroll in specific courses, and participate in group activities designed to enhance learning. LLC members typically develop peer relationships more quickly and enjoy increased faculty interaction outside the classroom and maintain higher GPA's. The following documents were developed to support this endeavor: LLC Policies & Procedures, Memorandum of Understanding (MOU) and LLC Proposal. The faculty were made aware of this opportunity, forwarded the LLC Proposal document and were asked to submit for approval. The Office of Housing & Residence Life received three (3) proposals. Out of the three (3) proposals only two (2) LLC were approved. Out of the two (2) that were approved only one (1) was viable due to participant numbers and logistics. That LLC was the Call Me MiSter LLC with the Department of Education.

(2) Enhancements were made to the on-line room selection process for residents by adding in 3D floor plans in the StarRez Portal. In previous years, students could only view the building names and room numbers when making their housing selection. This often caused confusion and frustration for students who wanted a visual of the room they were selecting. With the added floor plans students are able to visualize where they and their suitemate/roommate (s) will be living thus making the selection process more streamlined. We also included a link to our university webpage that includes more details regarding each residence hall.

Resources Needed to Meet/Sustain Results
N/A

Explanation of How Resources Will Be Used
N/A

Outcome 2

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What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Transportation Services provides ease of access for residential students.

Timeframe for this Outcome
2022-2023 Academic Year

Performance Target for "Met"
Effectively implemented at least one improvement and/or enhancement to services offered.

Performance Target for "Partially Met"
N/A

Performance Target for "Not Met"
No improvement and/or enhancement to services offered was effectively implemented.

Assessment Measure Used
Number of improvements/enhancements made

Frequency of Assessment
Annually

Data Collected for this Timeframe (Results)
No improvement and/or enhancement to services offered was effectively implemented.

Score (Met=3, Partially Met=2, Not Met=1)
1

Comments/Narrative
The outcome 'Transportation Services provides ease of access for residential students' was met during the 2022-2023 reporting period. (There is no comparative data available as this outcome has not been assessed previously.) In 2022-2023, A continued use of Transportation Services partnership with BusWhere to provide riders with real-time updates on bus/Lander Line location and estimations on when vehicles will arrive to each designated area.

Resources Needed to Meet/Sustain Results
BusWhere annual cost ($2,500). Salary associated with created positions ($25,000 for full-time driver, and $13 per hour for part-time drivers).

Explanation of How Resources Will Be Used
Continued Bus access and salaries for drivers.

Goal Summary

Goal Summary/Comments
During the Fall 2022 semester, Housing occupancy exceeded 100% capacity. As a result, an estimated 20+ students were assigned to reside at a local hotel until on-campus bed space could be secured. The Department and the administration desired for students assigned to the hotel to feel connected. Further, student mentors and staff provided ongoing support to impacted students to ensure needs were identified and resolved in a proactive manner.

Changes Made/Proposed Related to Goal
N/A

Upload Files (if needed)