

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 identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement 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

2024-2025

Assessment Coordinator Name

Jalya Green

Enter Assessment Coordinator Email

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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

2023-2024 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)

No data was retrieved for this timeframe results.

Score (Met=3, Partially Met=2, Not Met=1)**Comments/Narrative**

No data was to be provided for the 2023-2024 timeframe due to staffing changes as the university transitioned and restructured. The data from 2023-2024 will remain listed until it can be reported.

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

No data was to be provided for the 2023-2024 timeframe due to staffing changes as the university transitioned and restructured. The data from 2023-2024 will remain listed until it can be provided.

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

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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

2023-2024 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

Calendar, dates, notes, and execution of events.

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

No data was retrieved for this timeframe results.

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

Comments/Narrative

No data was to be provided for the 2023-2024 timeframe due to staffing changes as the university transitioned and restructured. The data from 2023-2024 will remain listed until it can be reported.

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 regular 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

No data could be provided for the 2023-2024 timeframe due to staffing changes as the university transitioned and restructured. The data from 2023-2024 will remain listed until it can be reported for the following years.

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

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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).

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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

2023-2024 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

Microsoft Forms survey.

Frequency of Assessment

(After each semester) Annually

Data Collected for this Timeframe (Results)

"I have an understanding of policies and procedures related to student conduct."

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

1

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 was not met due to the inability to receive feedback from the students. The Office of Student Conduct was unable to send the survey to students at the conclusion of both semesters.

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 Assistant Director, Ayrn Gilstrap, were increased due to staffing transitions of Director Jalysa Green taking on the responsibilities as the Title IX Coordinator, intermily. Circumstances that led to a failure in attempting to distribute due to the email security setup of ITS.

The Office of Student Conduct hired a Graduate Assistant to assist with programming, low-level adjudications, and office coverage/management. All member of the Student Conduct and Community Standards team were equipped to share and cultivate an understanding of the relevant polices and procedures to those seen by the staff.

Changes Made/Proposed Related to Goal

This goal will be reassessed for the 2024-2025 timeframe, with the preventative provision of connecting with the appropriate campus partner to ensure the assessment is sent out in a timely manner after each semester.

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.).

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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

2023-2024 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 20 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 2023-2024 reporting period.

Due to a decrease in budget allocation and a change in purchasing processing requirements the Office of Student Conduct grouped topics together while still presenting the foundations of the Creed. Purchases for physical incentivizing at every even and also promoted and hosted training programs throughout the year for personal knowledge and resume boosting. This strategy also helped us gain interaction with our students and spread prevention outreach.

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 2024-2025 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

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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

2023-2024 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

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

(sent weekly).

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 2023/2024 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. The Department of Housing and Residence Life continued collaboration with the Assistant Vice President for Planning, Analytic & Decision Support to build out more comprehensive and historical reports through Power BI which is used by this department to provide data for other internal departmental areas. The Office of Informational Technology Systems was brought in towards the end of summer to help with the import of data between StarRez and PowerBI to capture 'snapshots' of data throughout time.

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

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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

2023-2024 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

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.

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

Decisions Made in 2023-2024 = Five (5)

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

3

Comments/Narrative

During the 2023-2024 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) Facility management was added to the position description of the Associate Director of Housing & Residence Life.

(2) With last year's addition of a third full time Area Coordinator, the scope of responsibilities for the Graduate Assistant Area Coordinator were able to be updated to more align with their part time status. The GAC now serves in an assistant capacity for the Assistant Director of Housing & Residence Life, overseeing roughly half of their residential areas and meeting with the RAs in those areas, allowing the AD to dedicate more time to administrative tasks in the office.

(3) After its notable success in last years recruitment cycle, Housing continued its targeted recruitment campaign which sent personal invitations to recommended RA candidates. This year, Housing also invited representatives from other departments on campus to sit in on RA interviews to provide additional perspectives during the interview process.

(4) Housing implemented the use of the StarRez Front Desk module for Visitor tracking in its residence halls, moving away from the old pen & paper method.

(5) For the 2023/24 Academic Year the Housing Application fee was raised from \$150 to \$200 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 2023-24 academic year; however, it is noteworthy to mention that the department had two new staff to join the team during this assessment year. Kevin Fowler was brought on board as the new Associate Director in late July and Hailey Ouzts was hired as an Area Coordinator on December 1st, with the position being unfilled for most of the fall semester. However, the staff met challenges head on with a positive and determined attitude.

In adding facilities management to the Associate Director the Department of Housing & Residence Life had a need for the oversight and management of our facilities to include, creating and managing an inventory of case goods in the residence halls, work order management, procurement of case goods, turnover of spaces, etc. Adding facility management also gives the Physical Plant, whom the department works closely with, a singular point of contact.

Collaborating with other areas who have access to different reporting technologies and resources will provide a more comprehensive picture relating to areas outside of Housing. On 7/29/24, Matt Braaten, AVP for Planning, Analytics and Decision Support was able to provide the President's Cabinet a Housing Report along with the Weekly Enrollment Snapshot. The Cabinet expressed gratitude for the new reporting.

The adjustment of scope of the GAC position was halted somewhat due to staffing shortages at the beginning of August, as the ResLife team each had to take on additional responsibilities while searching to fill the full time AC role. Once the role was filled, responsibilities were able to be redistributed to reflect the new scope.

It is worthy to note that the targeted recruitment campaign continued to have marked impact on the number of new applicants to the RA position, increasing from 79 in 2023 to 88 in 2024. Of the total number of applicants, 27 were recipients of the targeted invitations. Given the same individuals were unable to be present for every interview, the effectiveness of additional departmental insight is unknown. Complications during the implementation of the Front Desk module limited its usefulness, namely through users struggling to navigate the module. This led to inconsistencies in its use, with some individuals not being checked out when needed, leading to inaccurate records. The records available were useful in applying visitation restrictions and tracking timestamps of guest whose visit was recorded, those these applications were limited in scope. While there is room for improvement on this process it provided a foundation for which to build from.

By raising the amount of the Housing Application Fee from \$150 to \$200 the Office of Housing & Residence Life saw an increase in retention of those paid applicants to meet the previous goal by a significant amount to warrant the change in fee amount.

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

2023-2024 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

Housing Contract Terms and/or Housing options available

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

Number of Housing options implemented in 2023-2024 =Two (2)

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

3

Comments/Narrative

The outcome 'Implementation of alternative housing options and enhancements made to room selection process' was met during the 2023-2024 reporting period.

(1) For the 2023-2024 Academic Year the Office of Housing & Residence Life implemented the first Living Learning Community on Lander's campus for the Call Me MiSter participants.

(2) Added an indicator on the housing application for those interested in Gender Inclusive Housing (GIH) option.

Resources Needed to Meet/Sustain Results

Additional staff (1)

Explanation of How Resources Will Be Used

Manage GIH interest housing

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

2023-2024 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)

One (1) enhancement to services offered was effectively implemented.

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

3

Comments/Narrative

The outcome 'Transportation Services provides ease of access for residential students' was met during the 2023-24 reporting period.

The Lander Line was updated to an on-call schedule. The on-call schedule was only during Monday - Friday from 11am-6pm when riders were low instead of running on a scheduled route.

Resources Needed to Meet/Sustain Results

Lander issued cell phone for the bus driver

Explanation of How Resources Will Be Used

The cell phone will be utilized during the on-call schedule for students to call needing a ride.

Goal Summary

Goal Summary/Comments

Living Learning Communities (LLC's are groups of students who share academic goals and/or 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 GGPA's The Call Me Mister LLC had seven participants and were located in Brookside. Moving forward we anticipate growth with the program as well as potentially adding new LLLC's to Lander.

In recent years Gender Inclusive Housing options on college campuses are gaining more interest with more and more students identifying other than ones SIS gender. This is a trending topic at professional development conferences for those working in Housing and Residence Life positions on college campuses. Historically room options are marked as either male or female only and this leaves little to no options for those students who identify otherwise. An uptick has been noted and growing in those requesting this option with us seeking best practices from other universities. While the indicator does provide some insight into whether or not a student wants to be a part of GIH it does not determine the extent to which they want to be. Questions that then need to be asked to determine the level eligibility are they are friend to those who seek GIH and open to the idea or does how they identify make them eligible? In speaking with other schools it was determined the best way to sort through the needs of those

who expressed interest was to contact them individually and to have someone in the department oversee and manage this outreach and eventually assignment of these identified spaces. The number of students who expressed interest in GIH housing far exceeded our expectation with 472 total. Considering our opening occupancy is around 1700 total after validation deadlines 472 equals roughly 28% of our residents are interested in this option. With our current staffing in place we are not able to provide the needed hands-on and detailed attention that is needed to manage this process. An additional staff member would need to be brought on to take on the demands of this new potential option.

The change of the Lander Line over to an on-call system was easily adapted by students. Based on conversations Transportation staff had with students the on-call bus schedule was better than the usual route due to them being able to go directly to where they needed, when they needed. They no longer had to ride a full route in order to get to where they needed. In return the university would naturally see a decrease in the cost to maintain the busses due to using less gas and wear and tear on the fleet. Modifications are being made to the phone so that hearing-impaired students are able to text the driver and the driver can text back. The outcome for transportation will be phased out for the next reporting period due to Transportation being shifted under another department.

Changes Made/Proposed Related to Goal

N/A

Upload Files (if needed)