

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".

Administrative Unit

Student Development & Outreach - Housing & Residence Life - Student Affairs

Submission Year

2018-2019

Academic year you are submitting report. Not necessarily the year that data is being reported on. Ex. If the report you are submitting is due October 1, 2019, choose 2019-2020.

Assessment Coordinator Name

Joe Franks

Enter Assessment Coordinator Email

jfranks@lander.edu

If more than one coordinator, please choose one for emails to be sent to.

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.

1. Monitor occupancy rates to report to the President's Cabinet and for the purpose of determining projected capacity for an academic year.

Pillar of Success Supported

- High-Demand, Market-Driven Programs
- Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students
- Robust Student Experience
- Graduates Who Are Gainfully Employed or Admitted to Graduate School
- Advancement Activities Leveraged to Further the University's Mission
- Engaged and Supportive Alumni
- Financially Stable and Operationally Efficient
- Facilities Positioned for Growth and Efficient Utilization
- Employer of Choice
- Highly-Valued Community Partner

Choose the Pillar of Success that your goal best aligns with.

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

1.a) Results: Occupancy report is submitted to the Vice President for Student Affairs weekly and tracked in a yearly report.

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

Report Submitted with Monthly Tracking Documented

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

N/A

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Report Not Submitted

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Housing Application Report

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

Report was submitted.

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

3

If this is a new outcome and no data has been collected, you should explain when data will be

available for entry.

Comments/Narrative

The Director of Housing and Residence Life submitted reports on a monthly basis and submitted a year-end annual Housing Application report to the Vice President of Student Affairs. The summary is included in the final Student Affairs' Board Report at the end of an academic year.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

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

1.b) Number of decisions made based on information from the projected capacity of the occupancy rate regarding residence life staff, residence assistants, and residence halls remaining open, and building new and/or repairing current residence halls.

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

At Least One Decision Made Based on Projected Occupancy Rates

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

N/A

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

No Decisions Made Based on Projected Occupancy Rates

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Director of Housing & Residence Life Verbal Report and/or June 2019 Board Report.

Frequency of Assessment

Annually

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)

Number of Decisions Made: 1

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

3

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

One decision based off of the occupancy report was made for the 2018/2019 Academic Year. This met the established criteria for success. The decision was verbally shared by the Director of Housing and Residence Life. Due to 1741 projected residents for the 2019/2020 Academic Year, McGhee Court was reopened providing 32 more available beds.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

Goal Summary

Goal Summary/Comments

The Director of Housing and Residence Life consistently monitors the new applications and occupancy rates and updates the Vice President for Student Affairs on the projected capacity every week in order for the Vice President to report this information in the President's Cabinet weekly meeting. This information is then documented in a monthly report and the Director of Housing and Residence Life submits a year-end report to the Vice President for Student Affairs. This report was used (in conjunction with other information) to make the decision to re-open McGhee Court Apartments for students in order to add 32 more beds.

Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Changes Made/Proposed Related to Goal

Over the past four years, the numbers of residents living on campus has increased. For Fall 2018, there were 1560 residents with 222 vacancies. For Fall 2019, there were 1741 projected residents with 9 vacancies. Increasing the number of beds through renovation or construction will be proposed for review.

Describe changes that will be made in response to assessment results. Essential to "close the loop".

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.

2. Provide Lander University resident students with a satisfactory living and learning environment.

Pillar of Success Supported

- High-Demand, Market-Driven Programs
- Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students
- Robust Student Experience
- Graduates Who Are Gainfully Employed or Admitted to Graduate School
- Advancement Activities Leveraged to Further the University's Mission
- Engaged and Supportive Alumni
- Financially Stable and Operationally Efficient
- Facilities Positioned for Growth and Efficient Utilization
- Employer of Choice
- Highly-Valued Community Partner

Choose the Pillar of Success that your goal best aligns with.

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

2.a) Mean Score: Students are satisfied with their experience with housing and residence life staff.

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

Lander University's mean comparison is above all of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year or a mean of 5.50 for Institutional Specific Questions.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Lander University's mean comparison is above one or two of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year or a mean of 4.5 -5.49 for Institutional Specific Questions.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Lander University's mean comparison is above none of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year or below a mean of 4.5 for Institutional Specific Questions

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Skyfactor Benchworks Resident Assessment Survey and Survey Institutional Specific Questions (OQ1, OQ2, OQ3, OQ4)

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

Average Mean Scores
Lander University Mean: 6.16
Select Six Mean: 5.93
Carnegie Mean: 5.87
All Institutions' Mean: 5.97

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

3

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

The threshold for the outcome, "Students are satisfied with their experience with housing and residence life staff", was met. Lander University's mean was above all of the Skyfactor Benchworks mean comparison groups. Lander University's mean score was ranked 2/7 for the select six comparison group, 2/5 for the Carnegie Class comparison groups, and 38/244 for all institutions using the same survey. In breaking down the survey responses to specific questions measuring the satisfaction of students with their housing and residence life staff, each question's mean was above all of the benchmark means except for the three institutional specific questions. Two were partially met and one was not met. The two questions which partially met the threshold were: My resident assistant: assisted me in reaching my academic goals and modeled professionalism. These two indicators of success will be removed as a measure for the next reporting cycle. The performance on these fluctuate due to the number of new Resident Assistants which come in each semester. The indicator not met had improved last reporting cycle, "My resident assistant: assisted me in connecting to campus resources". This indicator will be reworded actually listing the campus resources to see if the criteria can be fully met. Overall, there was an average indicator of success on this threshold with an average satisfaction rate of 84% which represents a decrease from the last reporting cycle's 90% response rate of "agree" or "satisfied".

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

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

2.b) Mean Score: Students are satisfied with the social / educational / cultural programs and activities provided by resident life staff members.

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

Lander University's mean comparison is above all of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Lander University's mean comparison is above one or two of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Lander University's mean comparison is not above any of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Skyfactor Benchworks Resident Assessment Survey

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

Average Mean Scores
Lander University Mean: 5.43
Select Six Mean: 5.27
Carnegie Mean: 5.17
All Institutions' Mean: 5.25

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

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

3

Comments/Narrative

The threshold for the outcome of "Students are satisfied with the social / educational / cultural programs and activities provided by resident life staff members" was met. Lander University's mean was above all of the Skyfactor Benchworks mean comparison groups. Lander University's mean score was ranked 3/7 for the select six comparison group, 2/5 for the Carnegie Class comparison groups, and 7/244 for all institutions using the same survey. There was an average satisfaction rate of 70% for responses of "agree" or "satisfied" to all of the survey questions for this indicator. This represents a 13% increase from last year's 83% satisfaction rate.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

Outcome 3

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

2.c) Mean Score: Students are satisfied with their room / hall / floor environment.

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

Lander University's mean comparison is above all of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Lander University's mean comparison is above one or two of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Lander University's mean comparison is not above any of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Skyfactor Benchworks Resident Assessment Survey

Frequency of Assessment

Annually

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved.

(ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)

Average Mean Scores
Lander University Mean: 5.79
Select Six Mean: 5.34
Carnegie Mean: 5.29
All Institutions' Mean: 5.45

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

3

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

The threshold for the indicator of “Students are satisfied with their room / hall / floor environment” was met. Lander University’s mean was above all of the Skyfactor Benchworks mean comparison groups. Lander University’s mean score was ranked 1/7 for the select six comparison group, 1/5 for the Carnegie Class comparison groups, and 11 /246 for all institutions using the same survey. There was an average satisfaction rate of 80% for responses of “agree” or “satisfied” to all of the survey questions for this indicator. This represents a 4% decrease from last year’s 84% satisfaction rate.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

Outcome 4

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

2.d) Mean Score: Students are satisfied with the services provided for their residence hall rooms and / or facilities.

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

Lander University's mean comparison is above all of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Lander University's mean comparison is above one or two of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Lander University's mean comparison is not above any of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Skyfactor Benchworks Resident Assessment Survey

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

Average Mean Scores
Lander University Mean: 5.71
Select Six Mean: 5.15
Carnegie Mean: 5.04
All Institutions' Mean: 5.25

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

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

3

Comments/Narrative

The threshold for the indicator of "Students are satisfied with the services provided for their residence hall rooms and / or facilities" was met. Lander University's mean was above all of the Skyfactor Benchworks mean comparison groups. Lander University's mean score was ranked 1/7 for the select six comparison group, 1/5 for the Carnegie Class comparison groups, and 12/246 for all institutions using the same survey. There was an average satisfaction rate of 93% for responses of "agree" or "satisfied" to all of the survey questions for this indicator. This represents a 9% increase from last year's 84% satisfaction rate. No action will be taken.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

Outcome 5

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

2.e) Mean Score: Students are satisfied with the room assignment and/or room change process.

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

Lander University's mean comparison is above all of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Lander University's mean comparison is above one or two of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Lander University's mean comparison is not above any of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Frequency of Assessment

Skyfactor Benchworks Resident Assessment Survey	Annually
<p><i>Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).</i></p>	
Data Collected for this Timeframe (Results)	Score (Met=3, Partially Met=2, Not Met=1)
<p>Average Mean Scores Lander University Mean: 5.79 Select Six Mean: 5.13 Carnegie Mean: 5.09 All Institutions' Mean: 5.29</p>	3
<p><i>If this is a new outcome and no data has been collected, you should explain when data will be available for entry.</i></p>	
<p>Comments/Narrative</p>	
<p>The threshold for the indicator of “Students are satisfied with the room assignment and/or room change process”. Lander University’s mean was above all of the Skyfactor Benchworks mean comparison groups. Lander University’s mean score was ranked 1/7 for the select six comparison group, 1/5 for the Carnegie Class comparison groups, and 7/245 for all institutions using the same survey. There was an average satisfaction rate of 80% for responses of “agree” or “satisfied” to all of the survey questions for this indicator. This represents a 1% increase from last year’s 79% satisfaction rate. Continue to monitor. No action will be taken.</p>	
<p><i>Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.</i></p>	
<p>Resources Needed to Meet/Sustain Results</p>	
None	
<p><i>Include estimate of cost.</i></p>	
<p>Explanation of How Resources Will Be Used</p>	
N/A	

Outcome 6

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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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

2.f) Mean Score: Overall, students living on-campus are satisfied with their on-campus housing experience.

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

Lander University's mean comparison is above all of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Lander University's mean comparison is above one or two of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Lander University's mean comparison is not above any of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Skyfactor Benchworks Resident Assessment Survey

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

Average Mean Scores
Lander University Mean: 5.73
Select Six Mean: 5.15
Carnegie Mean: 4.72
All Institutions' Mean: 5.36

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

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

3

Comments/Narrative

The threshold for the indicator of “Overall, students living on-campus are satisfied with their on-campus housing experience” was met. Lander University’s mean was above all of the Skyfactor Benchworks mean comparison groups. Lander University’s mean score was ranked 1/7 for the select six comparison group, 1/5 for the Carnegie Class comparison groups, and 13/246 for all institutions using the same survey. There was an average satisfaction rate of 91% for responses of “agree” or “satisfied” to all of the survey questions for this indicator. This represents an 8% increase from last year’s 83% satisfaction rate. Continue to monitor. No action will be taken.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

Goal Summary

Goal Summary/Comments

The Department of Housing and Residence Life supports Lander University’s strategic plan’s second pillar in terms of retention as evidenced by meeting all indicators of success for the goal of providing Lander University resident students with a satisfactory living and learning environment. There was an average positive satisfaction rate of 83% on responses to all of the survey questions for this goal. This represents a 2% decrease from last year’s 85% satisfaction rate. This was the sixth reporting period the Skyfactor Benchworks assessment surveys were used to measure this goal. The threshold for each unit indicator was set by comparing Lander University’s results with several different comparison groups (Select 6 Peers, Carnegie Peers, and all EBI participants). In breaking down the survey responses to specific questions measuring the satisfaction of students with their housing and residence life staff, each question’s mean was above all of the benchmark/set means except for the three institutional specific questions . Two were partially met and one was not met. The two questions, which partially met the threshold, were, “My resident assistant: assisted me in reaching my academic goals and modeled professionalism. These two indicators of success will be removed as a measure for the next reporting cycle. The performance on these fluctuate due to the number of new Resident Assistants that come in each semester. The indicator not met had improved last reporting cycle, “My resident assistant: assisted me in connecting to campus resources”. This indicator will be reworded actually listing the campus resources to see if the criteria can be fully met. In addition, the overall ranking of Lander University’s results when compared to the other survey groups declined on some indicators for this outcome.

Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Changes Made/Proposed Related to Goal

: Two of the institutional specific questions will be removed from the survey and additional questions added. These two questions will be replaced with two (from Goal 3) dropped from the Skyfactor Benchworks Resident Assessment Survey by the company: "Living on-campus improved the integration to college for resident students" and "Living on-campus enhanced the retention and graduation of resident students from Lander University". One question, "My resident assistant: assisted me in connecting to campus resources", will be reworded to include a listing of the campus resources. No other changes are being proposed or made. Continue to monitor change in rank and longitudinal results.

Describe changes that will be made in response to assessment results. Essential to "close the loop".

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.

3. Provide a residence life environment that promotes the opportunity for resident students to grow and develop academically and socially.

Pillar of Success Supported

- High-Demand, Market-Driven Programs
- Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students
- Robust Student Experience
- Graduates Who Are Gainfully Employed or Admitted to Graduate School
- Advancement Activities Leveraged to Further the University's Mission
- Engaged and Supportive Alumni
- Financially Stable and Operationally Efficient
- Facilities Positioned for Growth and Efficient Utilization
- Employer of Choice
- Highly-Valued Community Partner

Choose the Pillar of Success that your goal best aligns with.

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?

Student Learning Outcome

Enter Outcome

3.a) Overall, living on-campus enhanced the resident students' academic performance/learning.

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

Lander University's mean comparison is above all of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Lander University's mean comparison is above one or two of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Lander University's mean comparison is not above any of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Skyfactor Benchworks Resident Assessment Survey

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

Average Mean Scores
Lander University Mean: 5.73
Select Six Mean: 4.98
Carnegie Mean: 4.68
All Institutions' Mean: 5.15

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

3

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

The threshold for the outcome of “Overall, living on campus enhanced the resident students’ academic performance/learning” was met. Each survey question gauging this indicator for success documented survey responses with a mean above all the Skyfactor Benchworks comparison means. Lander University’s mean score was ranked 1/7 for the select six comparison group, 1/5 for the Carnegie Class comparison groups, and 7/276 for all institutions using the same survey. There was an average satisfaction rate of 93% for responses of “agree” or “satisfied” to all of the survey questions for this indicator. This represents a 1% decrease from the last reporting cycle. No action will be taken. Continue to monitor.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

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

3.b) Living on-campus enhanced the personal interactions of resident students.

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

Lander University's mean comparison is above all of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Lander University's mean comparison is above one or two of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Lander University's mean comparison is not above any of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Skyfactor Benchworks Resident Assessment Survey

Frequency of Assessment

Annually

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)

Average Mean Scores
Lander University Mean: 5.70
Select Six Mean: 5.09
Carnegie Mean: 4.80
All Institutions' Mean: 5.24

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

3

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

The threshold for the outcome "Living on campus enhanced the personal interactions of resident students" was met. Each survey question gauging this indicator for success documented survey responses with a mean above all the Skyfactor Benchworks comparison means. Lander University's mean score ranked 1/7 for the select six comparison group, 1/8 for the Carnegie Class comparison groups, and 21/245 for all institutions using the same survey. There was an average satisfaction rate of 92% for responses of "agree" or "satisfied" to all of the survey questions for this indicator. This represents a 3% decrease from the 95% percentage rate for the last reporting period. No action will be taken. Continue to monitor.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

Outcome 3

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?

Student Learning Outcome

Enter Outcome

3.c) Living on-campus helped to enhance an awareness of diversity and social justice in resident students.

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

Lander University's mean comparison is above all of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Lander University's mean comparison is above one or two of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Lander University's mean comparison is not above any of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Skyfactor Benchworks Resident Assessment Survey

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

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

3

Average Mean Scores
Lander University Mean: 5.81
Select Six Mean: 5.08
Carnegie Mean: 4.64
All Institutions' Mean: 5.11

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

The threshold for the outcome “Living on-campus helped to enhance an awareness of diversity and social justice in resident students” was met. Each survey question gauging this indicator for success documented survey responses with a mean above all the Skyfactor Benchworks comparison means. Lander University’s mean score ranked 1/7 for the select six comparison groups, 1/5 for the Carnegie Class comparison groups, and 8/245 for all institutions using the same survey. There was an average satisfaction rate of 93% for responses of “agree” or “satisfied” to all of the survey questions for this indicator. This represents a 2% decrease from the 95% percentage rate for the last reporting period. No action will be taken. Continue to monitor.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

Outcome 4

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?

Student Learning Outcome

Enter Outcome

3.d) Living on-campus improved the life skills of resident students (Self-management)

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

Lander University's mean comparison is above all of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Lander University's mean comparison is above one or two of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Lander University's mean comparison is not above any of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Skyfactor Benchworks Resident Assessment Survey

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

Average Mean Scores
Lander University Mean: 5.53
Select Six Mean: 4.93
Carnegie Mean: 4.65
All Institutions' Mean: 5.03

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

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

The threshold for the outcome, "Living on-campus improved the life skills of resident students (Self-management)." was met. Each survey question gauging this indicator for success documented survey responses with a mean above all the Skyfactor Benchworks comparison means. Lander University's mean score ranked 1/7 for the select six comparison groups, 1/5 for the Carnegie Class comparison groups, and 5/244 for all institutions using the same survey. There was an average satisfaction rate of 75% for responses of "agree" or "satisfied" to all of the survey questions for this indicator. This represents a 3% decrease from the 78% percentage rate for the last reporting period. No action will be taken. Continue to monitor.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include

evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

Goal Summary

Goal Summary/Comments

The Department of Housing and Residence Life supports Lander University's strategic plan's third pillar in terms of providing a robust student experience as evidenced by meeting all outcomes of success for the unit/program goal: "Provide a residence life environment that promotes the opportunity for resident students to grow and develop academically and socially". There was an average satisfaction rate of 88% on responses to all of the survey questions for this goal. This was the sixth reporting period the Skyfactor Benchworks assessment surveys were used to measure this goal. The threshold for each unit indicator was set by comparing Lander University's results with several different comparison groups (Select 6 Peers, Carnegie Peers, and all EBI participants). In addition, the overall ranking of Lander University's results when compared to the other survey groups declined on some indicators for this outcome.

Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Changes Made/Proposed Related to Goal

Two indicators on this outcome measure, dropped from the Skyfactor Benchworks Resident Assessment Survey by the company, will be included on the survey again as two new institutional specific questions: "Living on-campus improved the integration to college for resident students" and "Living on-campus enhanced the retention and graduation of resident students from Lander University". They will be included under the second unit goal of "Provide Lander University resident students with a satisfactory living and learning environment" as a retention measure. Continue to monitor change in rank and longitudinal results.

Describe changes that will be made in response to assessment results. Essential to "close the loop".

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.

4. Resident Assistant student staff members to grow and develop academically and socially.

Pillar of Success Supported

- High-Demand, Market-Driven Programs
- Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students
- Robust Student Experience

- Graduates Who Are Gainfully Employed or Admitted to Graduate School
- Advancement Activities Leveraged to Further the University's Mission
- Engaged and Supportive Alumni
- Financially Stable and Operationally Efficient
- Facilities Positioned for Growth and Efficient Utilization
- Employer of Choice
- Highly-Valued Community Partner

Choose the Pillar of Success that your goal best aligns with.

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?

Student Learning Outcome

Enter Outcome

4.a) Employment as a Resident Assistant (RA) improved the intrapersonal competence of the student staff member (empathy).

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

Lander University's mean comparison is above all of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Lander University's mean comparison is above one or two of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Lander University's mean comparison is not above any of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Skyfactor Benchworks Student Staff Assessment Survey

Frequency of Assessment

Annually

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)

Average Mean Scores
Lander University Mean: 6.18
Select Six Mean: 5.80
All Institutions' Mean: 5.85

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

3

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

The threshold for the outcome on the survey indicator signifying that employment as a Resident Assistant improved the intrapersonal competence of the student staff member was met. Each survey question gauging this outcome for success documented survey responses with a mean above all the Skyfactor Benchworks comparison groups. In terms of comparison ranking against other institutions on this factor, Lander University ranked 1/7 in the "select six" institutions and 11/80 in all institutions taking the assessment survey. There was an average satisfaction rate of 99% for responses of "agree" or "satisfied" to all of the survey questions for this indicator. At this time, no action will be taken.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

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?

Student Learning Outcome

Enter Outcome

4.b) Employment as a Resident Assistant (RA) enhanced self-knowledge and skills of the student staff member.

Timeframe for this Outcome

2018-2019

Ex. Academic Year 2017-2018

Performance Target for "Met"

Lander University's mean comparison is above all of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Lander University's mean comparison is above one or two of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Lander University's mean comparison is not above any of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Skyfactor Benchworks Student Staff Assessment Survey

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

Average Mean Scores
Lander University Mean: 6.26
Select Six Mean: 5.61
All Institutions' Mean: 5.68

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

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

3

Comments/Narrative

The threshold for the outcome on the survey indicator signifying that employment as a Resident Assistant enhanced self-knowledge and skills of the student staff member was met. Each survey question gauging this indicator for success documented survey responses with a mean above all the Skyfactor Benchworks comparison groups. In terms of comparison ranking against other institutions on this factor, Lander University ranked 1/7 in the "select six" institutions and 3/80 in all institutions taking the assessment survey. There was an average satisfaction rate of 99% for responses of "agree" or "satisfied" to all of the survey questions for this indicator. At this time, no action needed for this indicator.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

Outcome 3

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?

Student Learning Outcome

Enter Outcome

4.c) Employment as a Resident Assistant (RA) improved the student staff member's personal competence.

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

Lander University's mean comparison is above all of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Lander University's mean comparison is above one or two of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Lander University's mean comparison is not above any of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Frequency of Assessment

Skyfactor Benchworks Student Staff Assessment Survey

Annually

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)

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

Average Mean Scores
Lander University Mean: 6.27
Select Six Mean: 5.50
All Institutions' Mean: 5.65

3

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

The threshold for the outcome on the survey indicator signifying that employment as a Resident Assistant improved the student staff member's personal competence was met. Each survey question gauging this indicator for success documented survey responses with a mean above all the Skyfactor Benchworks comparison groups. In terms of comparison ranking against other institutions on this factor, Lander University ranked 1/7 in the "select six" institutions and 2/80 in all institutions taking the assessment survey. There was an average satisfaction rate of 99% for responses of "agree" or "satisfied" to all of the survey questions for this indicator. At this time, no action needed for this indicator.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

Outcome 4

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?

Student Learning Outcome

Enter Outcome

4.d) Employment as a Resident Assistant (RA) enhanced the student staff member's practical competence.

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

Lander University's mean comparison is above all of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Lander University's mean comparison is above one or two of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Lander University's mean comparison is not above any of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Skyfactor Benchworks Student Staff Assessment Survey

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

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

3

Average Mean Scores
Lander University Mean: 6.34
Select Six Mean: 5.70
All Institutions' Mean: 5.71

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

The threshold for the outcome on the survey indicator signifying that employment as a Resident Assistant improved the student staff member's practical competence was met. Each survey question gauging this indicator for success documented survey responses with a mean above all the Skyfactor Benchworks comparison groups. In terms of comparison ranking against other institutions on this factor, Lander University ranked 1/7 in the "select six" institutions and 1/80 in all institutions taking the assessment survey. There was an average satisfaction rate of 99% for responses of "agree" or "satisfied" to all of the survey questions for this indicator. At this time, no action needed for this indicator.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

Outcome 5

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?

Student Learning Outcome

Enter Outcome

4.e) Employment as a Resident Assistant (RA) enhanced the student staff member's diverse interactions.

Timeframe for this Outcome

2018-2019 Academic Year

*Ex. Academic Year 2017-2018***Performance Target for "Met"**

Lander University's mean comparison is above all of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

*The anticipated level of achievement for this Outcome to be considered "Met".***Performance Target for "Partially Met"**

Lander University's mean comparison is above one or two of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

*The anticipated level of achievement for this Outcome to be considered "Partially Met".***Performance Target for "Not Met"**

Lander University's mean comparison is not above any of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

*The anticipated level of achievement for this Outcome to be considered "Not Met".***Assessment Measure Used**

Skyfactor Benchworks Student Staff Assessment Survey

Frequency of Assessment

Annually

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).***Data Collected for this Timeframe (Results)**Average Mean Scores
Lander University Mean: 6.42
Select Six Mean: 6.01
All Institutions' Mean: 6.06**Score (Met=3, Partially Met=2, Not Met=1)**

3

*If this is a new outcome and no data has been collected, you should explain when data will be available for entry.***Comments/Narrative**

The threshold for the outcome of the survey indicator signifying that employment as a Resident Assistant enhanced the student staff member's diverse interactions was met. Each survey question gauging this indicator for success documented survey responses with a mean above all the Skyfactor Benchworks comparison groups. In terms of comparison ranking against other institutions on this factor, Lander University ranked 1/7 in the "select six" institutions and 8/80 in all institutions taking the assessment survey. There was an average satisfaction rate of 100% for responses of "agree" or "satisfied" to all of the survey questions for this indicator. At this time, no action needed for this indicator.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

*Include estimate of cost.***Explanation of How Resources Will Be Used**

N/A

Goal Summary

Goal Summary/Comments

The Department of Housing and Residence Life supports Lander University's strategic plan's third pillar in terms of providing a robust student experience. This is evidenced by meeting all five indicators of success for the unit/program goal: "Provide adequate training and support for Resident Assistants to promote the opportunity for Resident Assistant student staff members to grow and develop academically and socially". There was an average satisfaction rate of 88% on responses to all of the survey questions for this goal. This was the sixth reporting period the Skyfactor Benchworks assessment surveys were used to measure this goal. The threshold for each unit indicator was determined by comparing Lander University's results with several different comparison groups (Select 6 Peers, Carnegie Peers -no comparisons in this group for this reporting period, and all Skyfactor Benchworks participants). When examining the data longitudinally, this outcome's average mean for the 2018/2019 reporting period was 6.29 compared to the 2017/2018 mean of 6.49. In addition, the overall ranking of Lander University's results when compared to the other survey groups declined on some indicators for this outcome.

Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Changes Made/Proposed Related to Goal

Maintain current indicators for this goal. Continue to monitor change in rank and longitudinal results.
None proposed

Describe changes that will be made in response to assessment results. Essential to "close the loop".

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.

5. Provide adequate and satisfactory supervisory support and training for Resident Assistants.

Pillar of Success Supported

- High-Demand, Market-Driven Programs
- Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students
- Robust Student Experience
- Graduates Who Are Gainfully Employed or Admitted to Graduate School
- Advancement Activities Leveraged to Further the University's Mission

- Engaged and Supportive Alumni
- Financially Stable and Operationally Efficient
- Facilities Positioned for Growth and Efficient Utilization
- Employer of Choice
- Highly-Valued Community Partner

Choose the Pillar of Success that your goal best aligns with.

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

5.a) The Resident Assistant Training provided Resident Assistants (RAs) with beneficial and useful information needed for the effective performance of their job.

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

Lander University's mean comparison is above all of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Lander University's mean comparison is above one or two of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Lander University's mean comparison is not above any of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Skyfactor Benchworks Student Staff Assessment Survey

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

Average Mean Scores
Lander University Mean: 6.32
Select Six Mean: 5.20
All Institutions' Mean: 5.23

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

3

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

The threshold for this outcome of success signifying that employment as a Resident Assistant improved the intrapersonal competence of the student staff member was met. Each survey question gauging this indicator for success documented survey responses with a mean above all the Skyfactor Benchworks comparison groups. In terms of comparison ranking against other institutions on this factor, Lander University ranked 1/7 in the "select six" institutions and 1/80 in all institutions taking the assessment survey. There was an average satisfaction rate of 100% for responses of "agree" or "satisfied" to all of the survey questions for this indicator. At this time, no action needed for this indicator.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

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

5.b) Clear job expectations were established regarding aspects of the Resident Assistant student staff position.

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

Lander University's mean comparison is above all of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Lander University's mean comparison is above one or two of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Lander University's mean comparison is not above any of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Skyfactor Benchworks Student Staff Assessment Survey

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

Average Mean Scores
Lander University Mean: 6.08
Select Six Mean: 5.54
All Institutions' Mean: 5.64

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

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

3

Comments/Narrative

The threshold for this outcome of success on the survey indicator signifying that employment as a Resident Assistant enhanced self-knowledge and skills of the student staff member was met. Each survey question gauging this indicator for success documented survey responses with a mean above all the Skyfactor Benchworks comparison groups. In terms of comparison ranking against other institutions on this factor, Lander University ranked 1/7 in the "select six" institutions and 6/80 in all institutions taking the assessment survey. There was an average satisfaction rate of 94% for responses of "agree" or "satisfied" to all of the survey questions for this indicator. At this time, no action needed for this indicator.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

Outcome 3

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

5.c) Resident Assistants are satisfied with their job demands and compensation.

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

Lander University's mean comparison is above all of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Lander University's mean comparison is above one or two of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Lander University's mean comparison is not above any of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Frequency of Assessment

Skyfactor Benchworks Student Staff Assessment Survey

Annually

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)

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

Average Mean Scores
Lander University Mean: 5.68
Select Six Mean: 4.97
All Institutions' Mean: 5.13

3

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

The threshold for this outcome of success on the survey indicator signifying that employment as a Resident Assistant improved the student staff member's personal competence was met. Each survey question gauging this indicator for success documented survey responses with a mean above all the Skyfactor Benchworks comparison groups. In terms of comparison ranking against other institutions on this factor, Lander University ranked 1/7 in the "select six" institutions and 9/80 in all institutions taking the assessment survey. There was an average satisfaction rate of 93% for responses of "agree" or "satisfied" to all of the survey questions for this indicator. At this time, no action is needed for this indicator.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

Outcome 4

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

5.d) Resident Assistants are satisfied with their Residence Life Coordinator's supervision.

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

Lander University's mean comparison is above all of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Lander University's mean comparison is above one or two of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Lander University's mean comparison is not above any of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Skyfactor Benchworks Student Staff Assessment Survey

Frequency of Assessment

Annually

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)

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

3

Average Mean Scores
Lander University Mean: 6.30
Select Six Mean: 5.60
All Institutions' Mean: 5.87

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

The threshold for the outcome of success on the survey factor signifying that employment as a Resident Assistant improved the student staff member's practical competence was met. Each survey question gauging this indicator for success documented survey responses with a mean above all the Skyfactor Benchworks comparison groups. There was improvement shown in positive responses on six of the seven indicators partially met for this outcome from the last reporting cycle. In terms of comparison ranking against other institutions on this factor, Lander University ranked 2/7 in the "select six" institutions and 9/80 in all institutions taking the assessment survey. There was an average satisfaction rate of 93% for responses of "agree" or "satisfied" to all of the survey questions for this indicator. At this time, no action is needed for this indicator.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

Outcome 5

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

5.e) Resident Assistants are satisfied with their supervisor's management skills.

Timeframe for this Outcome

2018-2019 Academic Year

*Ex. Academic Year 2017-2018***Performance Target for "Met"**

Lander University's mean comparison is above all of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

*The anticipated level of achievement for this Outcome to be considered "Met".***Performance Target for "Partially Met"**

Lander University's mean comparison is above one or two of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

*The anticipated level of achievement for this Outcome to be considered "Partially Met".***Performance Target for "Not Met"**

Lander University's mean comparison is not above any of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

*The anticipated level of achievement for this Outcome to be considered "Not Met".***Assessment Measure Used**

Skyfactor Benchworks Student Staff Assessment Survey

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).***Frequency of Assessment**

Annually

Data Collected for this Timeframe (Results)Average Mean Scores
Lander University Mean: 6.48
Select Six Mean: 5.67
All Institutions' Mean: 5.93*If this is a new outcome and no data has been collected, you should explain when data will be available for entry.***Score (Met=3, Partially Met=2, Not Met=1)**

3

Comments/Narrative

The threshold for the outcome of success on the survey factor signifying that employment as a Resident Assistant enhanced the student staff member's diverse interactions was met. Each survey question gauging this indicator for success documented survey responses with a mean above all the Skyfactor Benchworks comparison groups. There was improvement shown in positive responses on two criteria partially met during the last reporting cycle. The data indicate that Area Coordinators improved on consistent enforcement of policies and the provision of constructive criticism. In terms of comparison ranking against other institutions on this factor, Lander University ranked 1/7 in the "select six" institutions and 3/80 in all institutions taking the assessment survey. There was an average satisfaction rate of 96% for responses of "agree" or "satisfied" to all of the survey questions for this indicator. At this time, no action is needed for this indicator.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the

past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

Outcome 6

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

5.f) Resident Assistants are satisfied with the student staff selection process.

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

Lander University's mean comparison is above all of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Lander University's mean comparison is above one or two of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Lander University's mean comparison is not above any of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Frequency of Assessment

Skyfactor Benchworks Student Staff Assessment Survey

Annually

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)

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

Average Mean Scores
Lander University Mean: 5.97
Select Six Mean: 5.27
All Institutions' Mean: 5.44

3

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

The threshold for the outcome of success on the survey factor signifying that Resident Assistants are satisfied with the student staff selection process was met. Each survey question gauging this indicator for success documented survey responses with a mean above all the Skyfactor Benchworks comparison groups. In terms of comparison ranking against other institutions on this factor, Lander University ranked 1/7 in the "select six" institutions and 6/80 in all institutions taking the assessment survey. There was an average satisfaction rate of 86% for responses of "agree" or "satisfied" to all of the survey questions for this indicator. At this time, no action is needed for this indicator.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

Outcome 7

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

5.g) Overall, Resident Assistants are satisfied with their student staff and academic experience.

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

Lander University's mean comparison is above all of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Lander University's mean comparison is above one or two of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Lander University's mean comparison is not above any of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Skyfactor Benchworks Student Staff Assessment Survey

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

Average Mean Scores
Lander University Mean: 6.10
Select Six Mean: 5.23
All Institutions' Mean: 5.45

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

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

3

Comments/Narrative

The threshold for the outcome of success on the survey factor signifying that Resident Assistants are satisfied with the student staff selection process was met. Each survey question gauging this indicator for success documented survey responses with a mean above all the Skyfactor Benchworks comparison groups. In terms of comparison ranking against other institutions on this factor, Lander University ranked 1/7 in the “select six” institutions and 3/80 in all institutions taking the assessment survey. There was an average satisfaction rate of 95% for responses of “agree” or “satisfied” to all of the survey questions for this indicator. At this time, no action is needed for this indicator

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

Goal Summary

Goal Summary/Comments

The overall goal of providing Lander University Resident Assistants with adequate supervisory support and training was met on all seven outcome measures. Of the 38 outcome indicators (all criteria fully met), improvement from “partially met” to “met” occurred on eight. This was the sixth reporting period using the Skyfactor Benchworks assessment surveys to measure this goal. The threshold for each unit indicator was set by comparing Lander University’s results with several different comparison groups (Select 6 Peers, Carnegie Peers, and all Skyfactor Benchworks participants). There was an average satisfaction rate of 93% on responses to all of the survey questions for this goal. When examining the data longitudinally, this outcome’s average mean for the 2018/2019 reporting period was 6.13 compared to the 2017/2018 mean of 6.12. In addition, the overall ranking of Lander University’s results when compared to the other survey groups declined on some indicators for this outcome

Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Changes Made/Proposed Related to Goal

The following changes have positively impacted performance on this goal for the 2018/2019 Academic year: (1) The Area Coordinators meeting with the Assistant Director of Housing and Residence Life to evaluate the Fall Resident Assistant Training in order to determine what items need to be removed or added to the training as needs are identified. (2) More training exercises took place throughout the year in certain areas, and (3) The Director of Housing and Residence Life met with the Area Coordinators on a regular basis in an effort to provide them with more guidance in solving issues that RAs may be having amongst themselves as a staff or with their supervision. Maintain current indicators for this goal. Continue to monitor change in rank and longitudinal results. None other changes proposed.

Describe changes that will be made in response to assessment results. Essential to “close the loop”.

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.

6. The Department of Housing and Residence Life was effective in its provision of services to students.

Pillar of Success Supported

- High-Demand, Market-Driven Programs
- Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students
- Robust Student Experience
- Graduates Who Are Gainfully Employed or Admitted to Graduate School
- Advancement Activities Leveraged to Further the University's Mission
- Engaged and Supportive Alumni
- Financially Stable and Operationally Efficient
- Facilities Positioned for Growth and Efficient Utilization
- Employer of Choice
- Highly-Valued Community Partner

Choose the Pillar of Success that your goal best aligns with.

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

6.a) The Department of Housing & Residence Life was effective in its provision of services to students.

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

Lander University's mean comparison is above all of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Lander University's mean comparison is above one or two of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Lander University's mean comparison is not above any of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Skyfactor Benchworks Resident Assessment Survey

Frequency of Assessment

Annually

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)

Average Mean Scores
Lander University Mean: 5.62
Select Six Mean: 4.92
Carnegie Mean: 4.53
All Institutions' Mean: 5.09

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

3

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

The threshold for the outcome of success on the survey factor demonstrating that the Department of Housing & Resident Life was effective in its provisions of services to students was met. Each survey question gauging this indicator for success documented survey responses with a mean above all the Skyfactor Benchworks comparison groups. In terms of comparison ranking against other institutions on this factor, Lander University ranked 1/7 in the "select six" 1/5 for the Carnegie Class comparison groups and 6/246 in all institutions taking the assessment survey. There was an average satisfaction rate of 90% for responses of "agree" or "satisfied" to all of the survey questions for this indicator. At this time, no action is needed for this indicator.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

Goal Summary

Goal Summary/Comments

The threshold for the indicator of success on the survey factor demonstrating that the Department of Housing & Resident Life was effective in its provisions of services to students was met. This supports the retention of resident students due to the criteria for the indicator. Resident students agreed that the provision of services from the Department of Housing and Residence Life provided them with a sense of belonging to this institution, assisted in their learning, promoted their satisfaction with their on-campus housing experience, positively contributed to their academic performance, gauged their agreement they would recommend living in on-campus housing to new students, positively impacted their decision to return to Lander University next year, and rated the cost worth the experience. All indicators for success documented survey responses with a mean above all the Skyfactor Benchworks comparison groups. There was an average satisfaction rate of 90% on responses to all of the survey questions for this goal. When examining the data longitudinally, this outcome's average mean of 5.62 for the 2018/2019 reporting period declined compared to the 2017/2018 mean of 5.71. In addition, the overall ranking of Lander University's results when compared to the other survey groups declined on some indicators for this outcome. At this time, no action is needed for this indicator

Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Changes Made/Proposed Related to Goal

No proposed changes. Continue to monitor.

Describe changes that will be made in response to assessment results. Essential to "close the loop".

Upload Files (if needed)

Goal 7

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

7. Provide a quality safe living learning environment for Lander University Resident Students.

Pillar of Success Supported

- High-Demand, Market-Driven Programs
- Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students
- Robust Student Experience
- Graduates Who Are Gainfully Employed or Admitted to Graduate School
- Advancement Activities Leveraged to Further the University's Mission
- Engaged and Supportive Alumni
- Financially Stable and Operationally Efficient
- Facilities Positioned for Growth and Efficient Utilization

- Employer of Choice
- Highly-Valued Community Partner

Choose the Pillar of Success that your goal best aligns with.

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

7.a) Conduct Health & Safety Inspections of the Lander University Residence Hall facilities with Residence Life Staff in regard to maintenance and facility needs and safety and security issues.

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

Result Greater than or equal to 100%

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

N/A

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Result Less than 100%

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Inspection Compliance Form

Frequency of Assessment

One time each semester

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)

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

50% (654/654) Inspections Completed Fall Semester Only

1

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

Residence Life staff complete an inspection form indicating compliance or requirements needed to remedy non-compliant room conditions. Residence Life Staff completed inspection forms for occupied rooms indicating compliance or requirements needed to remedy non-compliant room conditions. An inspection for the Fall 2018 semester was conducted on October 22-25, 2018. (Resident Assistants followed up on issues). A Spring 2019 semester inspection was not conducted due to limited staff. This is the factor responsible for this outcome's success criteria not being fully met.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

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

7.b) Evaluate overall satisfaction of safety and security of residence hall room and building.

Timeframe for this Outcome

2018-2019 Academic Year

Ex. Academic Year 2017-2018

Performance Target for "Met"

Lander University's mean comparison is above all of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Met".

Performance Target for "Partially Met"

Lander University's mean comparison is above one or two of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Partially Met".

Performance Target for "Not Met"

Lander University's mean comparison is not above any of the means for the following: Select 6 Peers, Carnegie Peers, and all participants for the year.

The anticipated level of achievement for this Outcome to be considered "Not Met".

Assessment Measure Used

Skyfactor Benchworks Resident Assessment Survey

Frequency of Assessment

Annually

Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).

Data Collected for this Timeframe (Results)

Average Mean Scores
Lander University Mean: 6.13
Select Six Mean: 5.79
Carnegie Mean: 5.78
All Institutions' Mean: 6.02

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

3

If this is a new outcome and no data has been collected, you should explain when data will be available for entry.

Comments/Narrative

The threshold for the indicator of success on the survey factor demonstrating that Resident students are satisfied with the safety and security of their residence halls and buildings was met. Three of the four criteria were met for this reporting period and one was partially met – “Students feel safe in their room”. To improve on this criterion, a campaign to reinforce the educational safety messages, programs, events, and other safety initiatives will be a focus to positively impact student perceptions. In terms of comparison ranking against other institutions on this factor, Lander University ranked 1/7 in the “select six” institutions, 2/5 for the Carnegie Class comparison groups and 58/246 in all institutions taking the assessment survey. Monitoring will continue. This information was disseminated to Lander University’s Police Department.

Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Resources Needed to Meet/Sustain Results

None

Include estimate of cost.

Explanation of How Resources Will Be Used

N/A

Goal Summary

Goal Summary/Comments

Lander University's Department of Housing and Residence Life strives to ensure resident student safety by supporting Lander University's Strategic Plan - Pillar 3: Robust Student Experience as evidenced by partially meeting one of the two indicators of success and fully meeting the other established to measure the unit/program goal – "Provide a quality safe living learning environment for Lander University Resident Students". The overall results of the criteria for the two outcomes indicate the outcome was met. However, for the first criterion of success, only one Health & Safety inspection was conducted during this reporting cycle due to limited staff members. In terms of the four criteria for the outcome, "Evaluate overall satisfaction of safety and security of residence hall room and building", one criterion was partially met. This criterion was, "Students feel safe in their room". To improve on this criterion, a campaign to reinforce the educational safety messages, programs, events, and other safety initiatives will be a focus to positively impact student perceptions.

Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.

Changes Made/Proposed Related to Goal

To improve the success of both these outcome measures, at least two Health & Safety inspections will be conducted. In addition, for the one criterion not fully met, "Resident students are satisfied with the safety and security of their residence halls and buildings", a campaign to reinforce the educational safety messages, programs, events, and other safety initiatives will be targeted and focused on as an opportunity to positively influence student perceptions. Continue to monitor.

Describe changes that will be made in response to assessment results. Essential to "close the loop".

Upload Files (if needed)