

STUDENTAFFAIRS ASSESSMENT PLAN 2011 - 2012

Department: Housing and Residence Life

1) Tracking

The first component of a student affairs assessment program is *keeping track of who uses your student services, programs and facilities*. Furthermore, how many clients are using student affairs offerings, and how are they described by gender, race, age, class standing, residence and other important variables?

Current Means of Assessment (who, what, when, how reported, etc.)

New and returning student application data is tracked through a Banner portal provided by Information Technology. This portal tracks numbers and demographic information. Information from this report is used for housing selection and assignments.

A semester housing profile is compiled at the beginning of Fall and Spring semesters to track residential student demographics and housing counts each term. This compilation of data is shared with the residence life lead team, strategic research and analysis, and the vice president for student affairs.

The online management system for work orders, TMA, tracks placement and response to work order requests throughout the year.

Residential programs are tracked and assessed through the online programming database. Programs can be tracked by category, date, and building. Program data include attendance, learning outcomes and overall cost.

Judicial cases are administered, stored and tracked through Maxient, a secure online database shared with the Office of Judicial Affairs. Maxient is also used to track roommate problems and mediations.

Visitation is currently tracked through Blazeview. Front desk workers track guests through online logs posted to folders in Blazeview. Additionally, rosters were used to track attendance at the Roommate Workshop, which is required for all first year students. The rosters were used to manage eligibility for visitation.

Microsoft Access is used to track personnel applications and hiring processes for the Resident Assistant and Graduate Assistant applications.

Proposed and/or Additional Means of Assessment for 2011-2012 (who, what, when, how reported, etc.)

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The Office of Housing and Residence Life (HRL) is looking into more efficient means of tracking residence hall room inventories and visitation in the halls. An electronic physical

inventory (P.I.) system would decrease both turnover time and paperwork, as well as more efficiently track damage reports. A card swipe system would help monitor visitation more effectively in the residence halls and increase physical safety in the halls.

Residence Life is also in the process of acquiring a card reader and tablet PC for the Night Shuttle service in order to more efficiently track student use of the Night Shuttle service from the Sustella Deck to central campus. The Night Operations staff currently enter student names and ID numbers manually.

2) Needs

The second component of this model is *assessing student and other clientele needs*. The basic principle is that we should meet the needs of our students and other clientele.

Current Means of Assessment (who, what, when, how reported, etc.)

HRL participates in the annual Educational Benchmarking, Incorporated (EBI) resident satisfaction survey every Spring semester. The survey is administered electronically to all residential students on campus. The EBI survey measures student satisfaction and needs through three areas of assessment: residential experience, resident satisfaction and learning outcomes. HRL is also able to submit institution specific questions each year to determine specific needs or interests within the hall. Results are analyzed by EBI to determine areas of achievement and identify key areas for improvement that are specific to Valdosta State University. Results may be filtered to identify individual residence halls or floors, as well as specific resident demographics.

Interest surveys are administered to various student groups through Google docs and VSU's access to E-surveys. Assessments for 2011-2012 semester include RA training surveys and program evaluations. Data from both surveys are used to identify residential programming needs, such as in-hall tutoring sessions and future training topics.

Resident Assistants (RA) also administer in-hall student interest surveys to help identify programming opportunities for residents. These surveys are collected informally by the RA staff.

The new House Calls program sponsored by HRL also collects qualitative data on student needs. With the assistance of faculty and staff, HRL has been able to collect student feedback and identify areas of need.

Proposed and/or Additional Means of Assessment for 2011-2012 (who, what, when, how reported, etc.)

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Satisfaction

The third component is *assessing student and other clientele satisfaction with our services, programs and facilities, and demonstrating that those experiences are consistent with the institution's goals.*

Current Means of Assessment (who, what, when, how reported, etc.)

The EBI survey is used to measure student satisfaction in the residence halls. The results of the survey indicate areas of strength as well as areas in need of improvement. These results serve as basis for demonstrating the need for new or enhanced services that can be provided to residents.

The online programming database allows residents to complete assessments of RA programs throughout the semester.

Online surveys are administered through E-survey to measure resident assistant satisfaction of training for Fall and Spring semester. Results are used to improve the quality of the RA training process.

House Calls also provides feedback on student satisfaction within the residence halls, as well as with VSU as a campus.

Proposed and/or Additional Means of Assessment for 2011-2012 (who, what, when, how reported, etc.)

Post-program assessments for large campus-wide programs like House Calls and the Success Strategies workshop in the Spring to determine overall satisfaction with programs and identify areas of improvement.

3) Student Cultures and Campus Environments

It is important to examine the *collective perceptions of a campus and the student cultures where they conduct their day-to-day lives.* Remember each student lives in his/her own cultural environment and all students do not have the same interests, friends and classes. Assessing the campus environment *determines and evaluates how the conditions and elements of the campus affect student learning and growth.* Each campus is unique and different.

Current Means of Assessment (who, what, when, how reported, etc.)

The EBI survey measures the residence hall environment as part of the residential experience. Residents are asked to measure their satisfaction with the acceptance of diversity, general respect for others and physical safety of their environment. Results from the

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survey are used to determine educational programming initiatives, enhance community development processes in hall, and identify areas for improvement.

Feedback collected from House Calls will be used to assess the campus environment in order to identify areas of success and areas in need of improvement.

Proposed and/or Additional Means of Assessment for 2011-2012 (who, what, when, how reported, etc.)

4) Outcomes

A fifth critical component is *assessing outcomes*. For those who use our services, programs and facilities, is there an effect on their academic success, learning, or development, particularly when compared to those non-users? Not all outcomes important to student services and programs are learning outcomes. There may be other outcomes important to effective student services, such as the delivery of services in a timely and efficient manner.

Current Means of Assessment (who, what, when, how reported, etc.)

The EBI survey measures the achievement of learning outcomes in the residence hall. Learning outcomes assessed include meeting other people and being able to solve problems independently. Results are used to improve residential programming and inform professional practice- including empowering students to take an active role in solving problems.

HRL also conducts an annual internal qualitative assessment of stated goals. This information is assessed in meetings with the residence life leadership team and staff training. The internal assessment is supplemental to data collected through quantitative reports mentioned in section 1 of this report and EBI survey results.

Proposed and/or Additional Means of Assessment for 2010-2011 (who, what, when, how reported, etc.)

5) Benchmarking

How does the quality of our services, programs and facilities *compare* with like institutions? The key is to compare ourselves to like institutions that have good assessment programs and collect good data.

Current Means of Assessment (who, what, when, how reported, etc.)

The EBI survey provides comparative results for both aspirant and sister institutions. Results can be compared by Carnegie Class, as well as by participating institution.

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The Council for the Advancement of Standards (CAS) in Higher Education offers guidelines for ethical practice to all institutions of Higher Education. These standards are used as a benchmark for developing the policies and procedures implemented by the residence life staff at VSU.

Proposed and/or Additional Means of Assessment for 2010-2011 (who, what, when, how reported, etc.)

HRL uses informal data collection throughout the semester to measure practices against other institutions through listservs and conference attendance. Most recently, HRL used the Georgia Housing Officers listserv to conduct an assessment of graduate assistant compensation among University System of Georgia (USG) schools.

6) Measuring Effectiveness

A seventh component is *assessing effectiveness - through reference to national or professional standards and/or through measuring cost effectiveness*. How do our services, programs, and facilities compare to accepted national standards (Council for the Advancement of Standards (CAS) for Student Services/Development Programs, various national and regional accrediting agencies, and professional organizations)? Are the benefits students derive from what we offer worth the cost, and how do we know that?

Current Means of Assessment (who, what, when, how reported, etc.)

Quantitative data collected through departmental tracking measure the effectiveness of the work order system, TMA. The system allows both HRL and physical plant to track maintenance problems, as well as the turn-around time for completion of work orders.

The EBI survey results measure the effectiveness of the department in meeting learning outcomes and creating positive residential experience for students. Institution specific questions help assess the effectiveness of programs, such as the learning community program and recycling initiatives in the residence halls.

The online program database tracks resident attendance at programs. Overall attendance is used to measure the cost effectiveness of the program. The database also requires RAs to obtain approval for program spending prior to purchasing items for the program. Complex directors and residence hall directors can set a pre-approved limit for each program.

All supervisors complete personnel performance reviews for supervisees. This includes student staff, graduate staff and professional staff. Evaluations provide feedback, including areas of continued improvement.

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