The Assessment Committee
Student Affairs
Valdosta State University

STUDENTAFFAIRS ASSESSMENT PLAN

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.)

Semester Housing Profile (see attachment 1)

Program Evaluations are completed on-line using the programming database that has been created with Information Technology. There is a portion for those planning the program to evaluate, as well as those that attended the program to evaluate. We are able to generate reports from the on-line evaluations.

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

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.)

The Office of Housing and Residence Life staff assesses the needs of the residents through the ACUHO-I (Association of College and University Housing Officers –International) benchmarking survey, literature regarding college student development and direct observation. We also survey our student staff to see if our training is meeting their needs. The ACUHO-I survey allows us to benchmark against peer institutions and all colleges and universities in our Carnegie classification.

Resident Assistants distribute interest survey's regarding the types of programs they would attend.

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

More effectively utilize survey.

3) 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 Office of Housing and Residence Life assesses resident satisfaction through the ACUHO-I survey.

The Office of Housing and Residence Life assesses the residential environments through the ACUHO-I survey.

The Office of Housing and Residence Life utilizes the Council for the Advancement of Standards (CAS) and ACUHO-I guidelines to determine if the department is meeting minimal standards in terms of mission, goals, policies, facilities and other dimensions.

The Office of Housing and Residence Life assesses cost effectiveness by comparing rates to University System institutions, peer group institutions identified in the University strategic plan and information contained in an off campus apartment guide maintained by the housing office.

Utilize Resident Assistant program evaluation and program evaluations by participant.

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

More effectively utilize survey data to implement services.

Create an instrument that will measure satisfaction of our Living/Learning Communities, and to gauge interest of future communities.

4) 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.)

Survey's distributed by RA's.

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

Utilize university demographic data

5) 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.)

This component is also part of the ACUHO-I survey.

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

Use ACUHO-I survey results.
Use program evaluations to assess learning outcomes of educational programs.

6) 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.)

Assessed through ACUHO-I survey
Participation in state, regional and national meetings/conferences/conventions.

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

7) 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.)

Assessed through ACUHO-I survey

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

Review CAS standards and ensure our operating practices are in line with those proposed. Also better utilization of survey results to enact change.