

**The Assessment Committee
Student Affairs
Valdosta State University**

**ASSESSMENT PLAN
FY 2010-11**

Department: **STUDENT CONDUCT OFFICE**

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.)

1. Who- The Student Conduct Office (SCO) is overseen by the Assistant Dean of Students for Student Conduct. The (SCO)'s primary responsibility is enforcing the Student Handbook's Code of Conduct as it relates to VSU students.
2. What- (SCO) processes reports from a variety of campus sources but mostly from the University Police, Housing & Residence Life, and faculty as well as other administrative offices. Alleged perpetrator(s), victims, and witnesses are contacted to investigate the report and to determine the appropriate disciplinary action.
3. How- Student tracking, written communication, reporting and case management are done via Maxient LLC- Conduct Manager software. It replaced Judicial Officer (an Adirondack Solutions software used from 2003-2010) at the end of Spring 2010. A companion MS-Excel spreadsheet is used for compiling aggregate data, and a hardcopy case file exists for each case in the (SCO) file cabinets.
4. When- Typically between each semester and at the end of each school year (summer semester), the (SCO) annual report is reviewed. Each (SCO) annual report contains the annual (SCO) activity recap that reflects the totals of different violations, hearing types, sanctions issued, location of incidents, and demographic data, and this report goes to the Vice President for Student Affairs and Dean of Students. Also, daily activity, i.e., incident reports received, summons sent, hearing dispensations, and all sanctions issued are communicated via Maxient or email to the Vice President for Student Affairs and Dean of Students and any other "need to know" VSU personnel.

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

1. Improve the disciplinary data reporting and distribution process to key Division of Student Affairs administrators and other need to know faculty and administrators.
 - A. How- Training in effective utilization of Maxient Conduct Manager's reporting features. Seek assistance from VSU's Strategic Research and Analysis Office for presentation of the data.
 - B. When- Draft format end of Spring 2011 and begin using it by end of Fall 2011.
 - C. Who- Assistant Dean of Students for Student Conduct and Strategic Research and Analysis.
 - D. What- Development of a practical presentation format and distribution process and timeline.
2. Adopt a paperless record keeping process to reduce storage space requirements.
 - A. How- Scan in all incident reports, photos, audio, etc. into Maxient Conduct Manager going forward.
 - B. Purge all older conduct records per BOR record retention policy (5+ yrs.) by end of Spring 2011.

Results of Assessment

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.)

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1. Assistant Dean of Students for Student Conduct review disciplinary cases and evaluates the sanction(s) for consistency and appropriateness at semester's and year's end to determine if suitable learning outcomes occurred for the student, i.e. no recidivism. In many cases, the Assistant Dean of Students for Student Conduct consults with the Vice President for Student Affairs and Dean of Students regarding cases and the recommended sanction(s) before hand to determine the appropriate response for a particular violation. Timely investigation and case resolution while maintaining consistency, equity, and appropriateness regarding disciplinary recommendations are the primary objectives.
2. Post-sanction follow-up occurs with complainants who reported violations, e.g., students, faculty, University Police, Housing, Parking & Transportation, as well as other DOSA departments within a reasonable period of time of both the initial report and the final adjudication via an email or a hardcopy. Also, DOSA departments that are instrumental in fulfilling a developmental component of a given sanction, e.g., the Alcohol and Other Drug Education Office, the Counseling Center, Housing and Residence Life, etc. are copied the sanction agreement when the student is referred to them.
3. Ad Hoc debrief meetings occur with the appropriate parties typically to discuss a particular incident, case, or hearing outcome.

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

1. Assistant Dean of Students for Student Conduct and Graduate Assistant will develop a plan for creating greater Student Conduct Office (SCO) visibility and awareness regarding the (SCO)'s mission and procedures on campus for both students and VSU staff and faculty.
2. Conduct a user survey with internal clients, e.g., Housing, VSU Police, etc. to evaluate "what they need from the (SCO) and what is being done well and what needs improvement.
3. Conduct the internal survey by end of Summer 2010, evaluate its findings and develop an appropriate response plan for Fall 2011.
4. Utilize the CAS needs assessment guidelines and VSU Strategic Research Office to develop this process.
5. Results reported to the Vice President for Student Affairs and Dean of Students by the end of Fall 2011.

Results of Assessment

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.)

1. Given the nature of student disciplinary work, the "exit survey" of students going through the (SCO) process used previously was not an effective tool for gauging the student's "satisfaction".

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

1. Assistant Dean of Students for Student Conduct and Graduate Assistant will adapt a CAS model or adopt other means of student office user measurement from successful peer institutions by Fall 2011. Develop and use an on-line format for ease of access and reporting.
2. Conduct survey or interviews with campus administrators, faculty, and students that referred cases to the (SCO) by the end of Fall 2011. Develop and use an on-line format for ease of access and reporting.

Results of Assessment

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*

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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.)

None

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

1. Assistant Dean of Students for Student Conduct will develop a CAS based focus group to gain an administrative or staff perspective regarding the effectiveness and/or awareness of disciplinary policies and procedures.
2. Develop a simple survey instrument to gather needed data and feedback.
3. Development assistance from other VSU departments or staff e.g., Institutional Research, Psychology, or Sociology.
4. Deadline Fall 2011.

Results of Assessment

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.)

1. Assistant Dean of Students for Student Conduct monitors recidivism annually via the FY annual report.
2. Assistant Dean of Students for Student Conduct review perspective paper assignments of student's going through the conduct process to determine IF students appear to receive benefit from interaction with the (SCO).
3. A semester by semester review of the # of completed on-line alcohol/drug referrals and AODE office referrals for compliance/ non-compliance and learning outcomes is done by the Assistant Dean of Students for Student Conduct .
4. (SCO) reviews the responsiveness or turnaround time of each case from initial report to conclusion. Seek to conduct a speedy resolution (ten working days from initial receipt of incident report) of cases.

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

1. (SCO) Graduate Assistant will conduct research on a sample of (SCO) clients' cases to determine retention and success or failure.
2. Assistant Dean of Students for Student Conduct will develop better reporting of results or findings from #1 and #3 above via Maxient Conduct Manager.

Results of Assessment

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.)

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The Assistant Dean of Students for Student Conduct networks with peers in Georgia and ASCA (Association of Student Conduct Administrators) as able.

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

1. Assistant Dean of Students for Student Conduct and the (SCO) Graduate Assistant will use CAS Assessment guidelines to assure that VSU's (SCO) meets all minimums for a conduct office, and this will be done by the end of Summer 2011.
2. Assistant Dean of Students for Student Conduct and the (SCO) Graduate Assistant will review VSU "Peer Institutions" for Best Practices Assessment plans.

Results of Assessment

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.)

1. Only evaluation being done now is recidivism.
2. These findings are reported in the DOSA-(SCO) Annual report.

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

1. Take the findings of the CAS (SCO) assessment surveys and develop better policies and procedures and program evaluation measurement and methodology by end of Fall 2011.

Results of Assessment