

## Governors State University

Student Affairs and Enrollment Management: Reaching Vision 2020

**Focus Area: Auxiliary Services & University Housing**

**Leader(s): Corinne/Mushtaq**

**Implementation Year: 2017-2018**

### Goal 3: Create a residential culture of respect, responsibility and accountability

<b>Objective 1:</b>	<b>Collaborate with the Office of Community Standards &amp; Student Advocacy to proactively educate students about community standards and continue to hold them accountable for policy violations</b>
<b>Action Items</b>	1. Create and implement plan to educate residential students about contents of the Housing Handbook.
<b>Indicators and Data Needed</b> (Measures that will appraise progress towards the strategic objective)	1A. Conduct incentive-based “Did You Know” Quiz on Policies 1B. Dedicate section of monthly newsletter to “Know Your Code” and other frequently violated policies section 1C. Collaborate on one program per semester pertaining to Student Conduct
<b>Responsible Person and/or Unit</b> (Data collection, analysis reporting)	1A. Hall Council/Corinne/Ashley 1B. Ashley 1C. Corinne/Mushtaq/Nikki
<b>Milestones</b> (Identify Timelines)	1A. September 5 1B. Monthly 1C. October 1; March 1
<b>Desired Outcomes and Achievements</b> (Identify results expected)	1. Residents will understand and abide by the contents of the Housing Handbook, therefore decreasing the amount of negative student behavior
<b>Achieved Outcomes &amp; Results</b>	1A. As of 9/15/17 32 residents completed the quiz with a score of 80% or better and 20 completed the quiz with a score of less than 80%; free T-Shirts were given to the students that completed it with a score of 80% or higher. 1B. Each newsletter thus far has had a section dedicated to policy including information from Community Standards (August – guest policy; September – Lost Key policy; October – Side & Emergency Exit Doors policy; November – Needles & Syringes policy; December – Quiet Hours policy) 1C. Scoop on Your Rights program occurred on August 29, 2017 with Nikki Witt Penwell
<b>Analysis of Results</b>	1A. Only 61% of respondents were able to complete the quiz with a passing score which is a significant decrease from the 94% passing rate received in the previous year. There is likely some additional programming/handouts that needs to be available to students during check in to give them a quick overview of some of the basic/frequently violated on campus housing policies. Active programming efforts should occur within the timeline of the quiz to allow students to learn and complete the quiz with better results. 1B. Each newsletter for the academic year did not feature a “Know Your Code” section but information was provided to students about policies/protocols they need to follow in housing that would help prevent them from receiving a violation (i.e. healthy and safety inspections). However, based on the QOL survey results that indicated 38.47% of respondents strongly agree most students comply with housing policies (down 10% points from last year), it would be useful to not only provide information on topics that were

	addressed this year but to also start adding the “Know Your Code” section to every newsletter again so we can continue to educate students on the housing/campus policies – the information in the newsletter could also be coupled with signage and programming efforts in Prairie Place.
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<b>Objective 2:</b>	<b>Collaborate with the Office of Community Standards &amp; Student Advocacy to enhance efficiency associated with Maxient (workflows, reports, etc)</b>
<b>Action Items</b>	<ol style="list-style-type: none"> <li>1. Identify start and end dates of fall and spring semester to assist with uniformity in reporting. (AC)</li> <li>2. Identify/create custom reports that will accurately reflect data in Maxient (AC)</li> <li>3. Establish regular meeting schedule with Coordinator of Community Standards</li> </ol>
<b>Indicators and Data Needed</b> (Measures that will appraise progress towards the strategic objective)	<ol style="list-style-type: none"> <li>1. Fall Semester Aug 14 – Dec 22; Spring Semester Jan 15 – May 28</li> <li>2. Generated template reports that will be run monthly to track information being placed in Maxient and how cases are being adjudicated/handled;</li> <li>3. Regular meeting attendance and agendas created to discuss trends/issues</li> </ol>
<b>Responsible Person and/or Unit</b> (Data collection, analysis reporting)	<ol style="list-style-type: none"> <li>1. Corinne/Mushtaq/Nikki</li> <li>2. Corinne/Mushtaq/Nikki</li> <li>3. Mushtaq/Betsy</li> </ol>
<b>Milestones</b> (Identify Timelines)	<ol style="list-style-type: none"> <li>1. Aug 14<sup>th</sup></li> <li>2. Dec 22<sup>nd</sup>/June 1<sup>st</sup></li> <li>3. September 1<sup>st</sup></li> </ol>
<b>Desired Outcomes and Achievements</b> (Identify results expected)	<ol style="list-style-type: none"> <li>1. More accurate tracking and categorizing of incidents to accurately reflect what occurred during each semester and for the year in review.</li> <li>2. Monthly Reports will help identify trends happening in the building and help focus and adjust training programs to accommodate emerging patterns.</li> <li>3. increase the attendance of students to their conduct meetings; reduce recidivism; identification of additional educational assignments, service assignments, etc.</li> </ol>
<b>Achieved Outcomes &amp; Results</b>	<ol style="list-style-type: none"> <li>1. [ongoing]</li> <li>2. Reports have been created, still ongoing</li> <li>3. Meetings have been established, D &amp; AD met with Community Standards</li> </ol>
<b>Analysis of Results</b>	<ol style="list-style-type: none"> <li>1. Date range was determined to be August 13, 2017-December 21, 2017 for the Fall Term. Date range was determined to be January 14, 2018-May 31, 2018 for the Spring Term.</li> <li>2. The Office of Community Standards and Housing ran reports to seek trends in incidents. Any trends were reported to the RHD to increase RA awareness and guide weekly RA Staff Meeting discussions about incidents occurring in Prairie Place.</li> <li>3. Weekly meetings were found to be helpful as it provided consistency for the case loads.</li> </ol>

<b>Objective 3:</b>	<b>Collaborate with the Office of Community Standards &amp; Student Advocacy to enhance staff development and training</b>
<b>Action Items</b>	<ol style="list-style-type: none"> <li>1. Train RAs to understand University code</li> <li>2. Ensure residents understand University code</li> </ol>
<b>Indicators and Data Needed</b> (Measures that will appraise progress towards the strategic objective)	<ol style="list-style-type: none"> <li>1A. Training sessions to occur during fall &amp; spring RA Training; pre &amp; post assessments of code to gauge learning</li> <li>1B. ongoing training sessions as needed (mid semester/end of semester)</li> <li>2A. Email handbook at end of first week of each semester; keep one (1) copy at the front desk for student reference</li> <li>2B. Know The Code quizzes during first 6 weeks of classes; t-shirt prize with completion of</li> </ol>

	quiz
<b>Responsible Person and/or Unit</b> (Data collection, analysis reporting)	<ol style="list-style-type: none"> <li>1. Corinne</li> <li>2. Corinne</li> </ol>
<b>Milestones</b> (Identify Timelines)	<ol style="list-style-type: none"> <li>1. Pre-assessment &amp; Post-assessment for RA Training</li> <li>2. End of first 6 weeks</li> </ol>
<b>Desired Outcomes and Achievements</b> (Identify results expected)	<ol style="list-style-type: none"> <li>1. RAs will be able to identify and uphold the code</li> <li>2. Decrease in code violations by residents</li> </ol>
<b>Achieved Outcomes &amp; Results</b>	<p>1A. Training occurred during RA Training sessions, [spring ongoing]</p> <p>1B. Discussion of duty occurrences and potential policy violations have been occurring</p> <p>2A. Emails have been sent out, Handbook and Student Code hardcopies kept in PP office and the RA duty binder</p> <p>2B. As of 9/15/17 32 residents completed the quiz with a score of 80% or better and 20 completed the quiz with a score of less than 80%; free T-Shirts were given to the students that completed it with a score of 80% or higher.</p>
<b>Analysis of Results</b>	<ol style="list-style-type: none"> <li>1. Ongoing Training coupled with in-depth semester training allowed the RAs to fully understand the policies and how to address any potential policy violations. Time was scheduled during weekly RA Staff meetings to discuss any concerns or questions on duty/incident related topics. During weekly 1:1s between A/RHD and RAs, RAs were given time to process and review any incidents they may have handled the prior week, ensuring procedures were followed and receiving feedback for any future incidents.</li> <li>2. Active and passive programming should occur during check-in time and within the first few weeks of the fall semester to ensure residents are aware of the policies. Coverage of policies during RA First Floor Meetings should continue. A copy of the Handbook and Student Code should continue to be held at the front desk to allow desk receptionists to also assist with any questions on the Student Code.</li> </ol>