

Governors State University

Student Affairs and Enrollment Management: Reaching Vision 2020

Focus Area: Auxiliary Services & University Housing

Leader(s): Corinne Martin & Mushtaq Choudhary

Implementation Year: 2018-2019

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

Objective 1:	Collaborate with the Office of Community Standards & Student Advocacy to proactively educate students about community standards and continue to hold them accountable for policy violations
Action Items	<ol style="list-style-type: none"> 1. Create and implement plan to educate residential students about contents of the Housing Handbook. 2. Create and implement new Disciplinary Conference process for Guest Policy violations, which would include an educational sanction organized and implemented by University Housing and Community Standards.
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	<ol style="list-style-type: none"> 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 2A. Compose proposal and submit to University Housing Director 2B. Compose educational sanction presentation
Responsible Person and/or Unit (Data collection, analysis reporting)	<ol style="list-style-type: none"> 1A. Hall Council/RHD/Abby/Ashley 1B. Ashley 1C. RHD/D/Nikki 2A. AD/Nikki 2B. AD/Abby/Community Standard grad assistant
Milestones (Identify Timelines)	<ol style="list-style-type: none"> 1A. September 5 1B. Monthly 1C. October 1; March 1 2A. July 27th 2B. Aug. 10th
Desired Outcomes and Achievements (Identify results expected)	<ol style="list-style-type: none"> 1. Residents will understand and abide by the contents of the Housing Handbook, therefore decreasing the amount of negative student behavior 2. Provide more education for sanctioning of residents going through the Disciplinary Conference process
Achieved Outcomes & Results	<ol style="list-style-type: none"> 1. Quiz administered and free T-shirts given to students that received an 80% or higher on the quiz. Total amount of policy quizzes: 22. Total amount of policy quizzes that scored above 80%: 15. <ol style="list-style-type: none"> 1B. Features have been in every newsletter thus far. 2. Completed in advanced of Fall 2018 semester <ol style="list-style-type: none"> a. Guest Policy Review Form created (sent to residents on first-time violation)
Analysis of Results	<ol style="list-style-type: none"> 1. From the outcome numbers, we plan to create a passive campaign during move-in times to help educate residents on the policies. The Handbook will also be printed and available at the front desk for residents to view before taking the quiz. Active programming, "Know The Code", will occur during first week of classes to educate residents. 2. The below numbers reflect that less students were multi-violation offenders in the Spring than the Fall <ol style="list-style-type: none"> a. Fall: First time offenders: 79, Number of multi-violations offenders: 62

b. Spring: First time offenders: 78, Number of multi-violations offenders: 40

Objective 2:	Collaborate with the Office of Community Standards & Student Advocacy to enhance efficiency associated with Maxient (workflows, reports, etc)
Action Items	<ol style="list-style-type: none"> 1. Identify start and end dates of fall and spring semester to assist with uniformity in reporting. (AC) 2. Identify/create custom reports that will accurately reflect data in Maxient (AC) 3. Establish regular meeting schedule with Coordinator of Community Standards
Indicators and Data Needed (Measures that will appraise progress towards the strategic objective)	<ol style="list-style-type: none"> 1. Fall Semester Aug 14 – Dec 22; Spring Semester Jan 15 – May 28 2. Generated template reports that will be run monthly to track information being placed in Maxient and how cases are being adjudicated/handled; 3. Regular meeting attendance and agendas created to discuss trends/issues
Responsible Person and/or Unit (Data collection, analysis reporting)	<ol style="list-style-type: none"> 1. RHD/AD/Nikki 2. RHD/AD/Nikki 3. AD/D
Milestones (Identify Timelines)	<ol style="list-style-type: none"> 1. Aug 14th 2. Dec 22nd/June 1st 3. September 1st
Desired Outcomes and Achievements (Identify results expected)	<ol style="list-style-type: none"> 1. More accurate tracking and categorizing of incidents to accurately reflect what occurred during each semester and for the year in review. 2. Monthly Reports will help identify trends happening in the building and help focus and adjust training programs to accommodate emerging patterns. 3. increase the attendance of students to their conduct meetings; reduce recidivism; identification of additional educational assignments, service assignments, etc.
Achieved Outcomes & Results	<ol style="list-style-type: none"> 1. NWP will determine start and end dates for semesters 2. AD and NWP will complete report together for accuracy and consistency 3. CS grad contacts all students prior to meeting to confirm/reschedule appointment
Analysis of Results	<ol style="list-style-type: none"> 1. NWP determined semester dates to be: <ol style="list-style-type: none"> a. Fall 2018 = August 14 – Dec 22 b. Spring 2019 = Jan 15 – May 28 2. Report located on conduct shared drive for each semester, and for the annual report 3. The below numbers reflect the attendance percentages (compared to 2017-2018 numbers) <ol style="list-style-type: none"> a. Conduct – 75% attended, 25% not attended (2017: 79% to 21%) b. DC – 57% attended, 43% not attended (2017: 74% to 26%)

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

collection, analysis reporting)	
Milestones (Identify Timelines)	<ol style="list-style-type: none"> 1. Pre-assessment & Post-assessment for RA Training 2. End of first 6 weeks
Desired Outcomes and Achievements (Identify results expected)	<ol style="list-style-type: none"> 1. RAs will be able to identify and uphold the code 2. Decrease in code violations by residents
Achieved Outcomes & Results	<ol style="list-style-type: none"> 1. NWP met with RAs during Fall Training to cover Community Standards and Student Advocacy office topics (GSU4U, Code of Conduct, conduct process, CARE team). AD met with RAs during Spring Training to cover CSSA topics review (IR writing/submission, conduct process review, policy review). AD met with RAs for ongoing training to review Maxient update and conduct process review. 2. Use campaign to educate residents on Code/Handbook
Analysis of Results	<ol style="list-style-type: none"> 1. Continued training on policy/IR/conduct topics assisted with RAs completing IRs correctly in the Spring semester compared to Fall (decrease of grammar/spelling errors in IRs, properly submitted Involved Parties names) 2. ARHD completed passive campaign "Know Your Policy" with fliers and details on Handbook with link to the Handbook <ol style="list-style-type: none"> a. Fall = 243 cases (DC/Conduct/Informal resolutions) b. Spring = 191 cases (DC/Conduct/Informal resolutions)