

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: 2019-2020

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	1. Create and implement plan to educate residential students about contents of the Housing Handbook.
Indicators and Data Needed (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
Responsible Person and/or Unit (Data collection, analysis reporting)	1A. Hall Council/A/RHD/Kim 1B. Kim 1C. RHD/D/Kelly
Milestones (Identify Timelines)	1A. September 5 1B. Monthly 1C. October 1; March 1 2A. July 27 th 2B. Aug. 10 th
Desired Outcomes and Achievements (Identify results expected)	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	1. HC/front desk offered the annual policy quiz, but no residents participated this year (free tshirts were the prize as usual). 2. PP Staff used techniques such as face-to-face conversations and door-knocking to alert residents of missed appointments to encourage rescheduling. CS Grad would call/text residents ahead of appointment or day-of to alert residents of meeting.
Analysis of Results	Stay-at-home order that occurred in March 2020, and extended spring break week by 1 week, changed policies for residents. No guests/visitors policies were initiated for those remaining for the spring term. Large amounts of moveouts occurred in March/April due to COVID. Conduct meetings occurred via zoom due to social distancing guidelines.

Objective 2:	Collaborate with the Office of Community Standards & Student Advocacy to enhance efficiency associated with Maxient (workflows, reports, etc)
Action Items	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	1. Fall Semester Aug # – Dec #; Spring Semester Jan # – May # 2. Generated template reports that will be run monthly to track information being placed in Maxient and how cases are being adjudicated/handled;

(Measures that will appraise progress towards the strategic objective)	3. Regular meeting attendance and agendas created to discuss trends/issues
Responsible Person and/or Unit (Data collection, analysis reporting)	1. RHD/AD/Kelly 2. RHD/AD/Kelly 3. AD/D
Milestones (Identify Timelines)	1. Aug 14 th 2. Dec 22 nd /June 1 st 3. September 1 st
Desired Outcomes and Achievements (Identify results expected)	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	1. New staff member Kelly hired 2. PP Staff used techniques such as face-to-face conversations and door-knocking to alert residents of missed appointments to encourage rescheduling. CS Grad would call/text residents ahead of appointment or day-of to alert residents of meeting.
Analysis of Results	Kelly followed up with RHD/AD/D on any cases still on dashboards on a weekly basis to increase efficiency. Trends adjusted due to COVID pandemic that changed housing policies and sanctions (guests/visitation) in March 2020.

Objective 3:	Collaborate with the Office of Community Standards & Student Advocacy to enhance staff development and training
Action Items	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)	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 collection, analysis reporting)	1. RHD 2. RHD
Milestones (Identify Timelines)	1. Pre-assessment & Post-assessment for RA Training 2. End of first 6 weeks
Desired Outcomes and Achievements (Identify results expected)	1. RAs will be able to identify and uphold the code 2. Decrease in code violations by residents
Achieved Outcomes & Results	1. Kelly 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 Fall Training to cover duty and emergency response protocols. Kelly met with RAs during Spring Training to review fall training and update staff on legalization of cannabis in IL. 2. Use campaign and active programming (Know the Code) to educate residents on Code/Handbook
Analysis of Results	RAs completed training and inservice trainings when needed throughout year. Know The Code programming should continue for residents to educate on handbook and code.