

Governors State University
Student Affairs and Enrollment Management: Reaching Vision 2020

Focus Area: Auxiliary Services & University Housing

Leader(s): Betsy Joseph

Implementation Year: 2015-2016

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 Strategy 1: Educate student about community standards and expectations
Action Items	<ol style="list-style-type: none"> Incorporate information about select policies in the Hall Council/Department newsletter Assist in Know Your Code Campaign
Desired Outcomes and Achievements (Identify results expected)	<ol style="list-style-type: none"> Students will learn about community standards and responsible decision making
Achieved Outcomes & Results	<ol style="list-style-type: none"> The Prairie Place newsletter contained section titled "Did you Know?" that communicated information to students about housing policies. Starting in spring 2016 Community Standards provided to us for the February, March, April and May newsletters a Know Your Code article. Each article identified the Core Values of the office of Community Standards and Student Advocacy and then listed several 'did you know questions/answers'.
Analysis of Results	<ol style="list-style-type: none"> University Housing achieved outcomes with initiatives under this objective; however, there is still more than can be done to enhance this collaboration of student awareness on-campus, including: <ul style="list-style-type: none"> Informing students at the beginning of the year of policies and procedures beyond opening hall meetings, assessing effectiveness of highlighted policies in the Did You Know campaign, doing proactive educational programming The overall collaboration for Did You Know helped open lines of communication of what CSSA were seeing as prevalent trends throughout the student community. The addition of a Know Your Code article was valuable. Consideration of continuing this in 2016/2017 as planning for the 2016/2017 continues.

Objective 2:	Collaborate with the Office of Community Standards & Student Advocacy to provide training programs for hearing officers and hearing board members and assist in the implementation of Maxient. Strategy 1: Provide ongoing training for conduct officers/board in best practices relating to student discipline and related federal guidelines
Action Items	<ol style="list-style-type: none"> Conduct Fall training for new officers/board members
Desired Outcomes and Achievements (Identify results expected)	<ol style="list-style-type: none"> New conduct officers/board members will understand best practice for conducting a hearing and determining responsibility
Achieved Outcomes & Results	<ol style="list-style-type: none"> The Assistant Director of Auxiliary Services & University Housing, worked closely with the Interim Director of Community Standards and Student Advocacy to implement a fall training program for hearing officers and board members. In January 2016 a midyear training program was held and University Housing staff (Josh and Mushtaq) shared information with the hearing officers and the conduct board members about Housing student conduct processes

	<ol style="list-style-type: none"> a. Housing violations (noise, guest policy, etc) b. How does the housing conduct process work c. How does the housing conduct process work with the university conduct process
Analysis of Results	<ol style="list-style-type: none"> 1. The trainings were a good step towards achieving a sense of cohesion and common understanding among AHO, SCC members, and other stakeholders in the conduct process. however, there were many areas that were left untended and a more robust training could provide the clarity needed moving forward to ensure all university entities are on the same page, including: <ul style="list-style-type: none"> • Explaining procedures and thresholds of evidence needed at the university level; • outlining and reiterating throughout the semester how the workflow of conduct goes if stemming from University Housing (i.e. how to handle a noise violation that has escalated to the conduct level); • consistency in sanctioning and utilizing campus resources to learn more about an incident from the University reporter (if AHO and not SCC); • proper investigation and Clery-reportable charges and how to sanction appropriately and be consistent; • understanding the standard of proof being preponderance of evidence (more likely than not); • due process; restorative justice; ethical decision making

Objective 2:	<p>Collaborate with the Office of Community Standards & Student Advocacy to provide training programs for hearing officers and hearing board members and assist in the implementation of Maxient</p> <p>Strategy 2: Successful implementation of Maxient</p>
Action Items	<ol style="list-style-type: none"> 1. Develop and implement departmental specific protocols and processes for Maxient
Desired Outcomes and Achievements (Identify results expected)	<ol style="list-style-type: none"> 1. ASUH staff will understand how to use Maxient.
Achieved Outcomes & Results	<ol style="list-style-type: none"> 1. ASUH participated in Maxient training prior to going live. Housing staff created a University Housing Incident report form that RA staff could complete. In addition, the form was placed on the housing portal so that students could also submit incident report. As problems or issues were identified, Housing personnel reached out to the staff in Community Standards to resolve the issue.
Analysis of Results	<ol style="list-style-type: none"> 1. There were many hiccups in our first year of utilizing a new software including: <ul style="list-style-type: none"> • Inputting legacy data, routing incident reports, consistency in labeling IRs, report generation and general access level manipulation <p>Using Maxient has made it easier in many regards as well, including:</p> <ul style="list-style-type: none"> • Seamless workflow, opening communication between CSSA and ASUH, finding old cases and relevant prior offenses, assigning and following up with sanctioning • With more work, reporting has been easier to generate, incidents easier to catch, and routing to appropriate sources (i.e. Students of Concern, Title IX, etc.) • Additional training beyond an early morning session with all users of Maxient would be beneficial moving forward, suggested once a semester