Administrative Unit Assessment Report

Assessment is a term commonly used to encompass the process of gathering and using evidence to guide improvements.

SACSCOC requires that "The institution underlines identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results".

Be sure to SAVE your progress as you work!

Administrative Unit
Student Affairs - Student Development and Outreach

Submission Year
2020-2021

Assessment Coordinator Name
Jalysa Green

Enter Assessment Coordinator Email
tclifton@lander.edu

Unit Goal

Goal

Goal 1

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
To provide on-going training for CARE team members to increase field competencies and strengthen overall team efficiency.

Pillar of Success Supported
Robust Student Experience

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Training initiatives are supported by allocated funds; and other training opportunities, such as tabletops, are facilitated a minimum of two times per academic semester.

Timeframe for this Outcome
2019-2020 Academic Year

Performance Target for "Met"
An average of 85-100% score in Section 8.1 of the NaBITA CORE Q10 Analysis.

Performance Target for "Partially Met"
An average of 60-84.9% score in Section 8.1 of the NaBITA CORE Q10 Analysis.

Performance Target for "Not Met"
An average of <60% score in Section 8.1 of the NaBITA CORE Q10 Analysis.

Assessment Measure Used
The NaBITA CORE Q10 checklist is provided to assist the CARE Team in conducting an internal audit. A portion of this audit is focused on Team training. The reviewer enters a 0 as an indication the item in question is present. A score of 1 is entered to represent the item is in progress of being addressed. A score of 2 is entered to represent the item is not present. Team members were asked to complete the CORE-Q10 analysis for the year-end review. Scores of all participating team members were averaged to obtain scores within each corresponding category. These scores were then converted to percentages for purposes of assessment. Sections 8.1 and 8.2 of the CORE Q10 were used as indicators.

Frequency of Assessment
The CORE Q10 will be administered annually at the end of the Spring semester.

Data Collected for this Timeframe (Results)
The CORE Q10 analysis was distributed to Team members in April 2020. The percentage score for sections 8.1 and 8.2 of the CORE Q10 equaled 67%.

Score (Met=3, Partially Met=2, Not Met=1)
2

Comments/Narrative
Based on the NaBITA CORE Q10 scores, this outcome was partially met. Tabletop exercises establish clear preparedness objectives and increase critical thinking among Team members regarding potential situations/incidents. As the year kicked-off in full swing, adequate time for Team tabletops exercises was not set aside. While training among team members was facilitated prior to the start of the 2019-2020 academic year, training should ideally occur throughout the year as well.

Resources Needed to Meet/Sustain Results
CARE Team Budget – A desired $6000 per academic year.

Explanation of How Resources Will Be Used
Team Training and Professional Development

Goal Summary

Goal Summary/Comments
The CARE Team has not submitted a Unit Goal Report previously. Prior to the 2019-2020 academic year, the Team had not participated in professional development. CARE Team members participated in a two day workshop July 15-16, 2019. Additionally, five (5)Team members have been trained to administer the SIVRA-35. The SIVRA-35 is a guided structured interview useful for classifying risk into low, moderate, and high categories based on the threat and violence risk assessment literature. Further, four (4) CARE Team members attended the NaBITA Conference in Bonita Springs, Florida (November 11-13, 2019). While efforts made this year were a substantial improvement, there is still much room for further enhancement. During the 2020-2021 academic year, Team tabletop workshops and/or trainings will be identified and scheduled in advance (a minimum of one workshop per semester). To ensure Team members remain current in the field, additional trainings methods will also be identified. There was no specific budget set aside for the academic year of 2019-2020. Funds were made available to the Team, but not knowing the amount available for expenditures made planning difficult. The Vice President of Student Affairs has committed to allocating funds for the CARE Team effective the 2020-2021 academic year.

Changes Made/Proposed Related to Goal
Allocated budget for the CARE Team and targeted training dates have been pre-established.

Upload Files (if needed)

Goal 2

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
To provide adequate marketing and education that communicates the existence of, and promotes ease of access to, the CARE Team.

Pillar of Success Supported
Robust Student Experience

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

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Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
The CARE Team preserves a website that includes relevant information such as the Team's mission, educational materials/brochures, and at least two of the following components: list of behaviors to report, team membership list, online reporting form, and FAQ about the Team, and/or a faculty class guide.

Timeframe for this Outcome
2019-2020 Academic Year

Performance Target for "Met"
An average of 85-100% score in Section 4.2 of the NaBITA CORE Q10 Analysis.

Performance Target for "Partially Met"
An average of 60-84.9% score in Section 4.2 of the NaBITA CORE Q10 Analysis.

Performance Target for "Not Met"
An average of <60% score in Section 4.2 of the NaBITA CORE Q10 Analysis.

Assessment Measure Used
The CORE Q10 checklist is provided to assist the CARE Team in conducting an internal audit. A portion of this audit is focused on Team marketing. The reviewer enters a 0 as an indication the item in question is present. A score of 1 is entered to represent the item is in progress of being addressed. A score of 2 is entered to represent the item is not present. Team members were asked to complete the CORE-Q10 analysis for the year-end review. Scores of all participating team members were averaged to obtain scores within each corresponding category. These scores were then converted to percentages for purposes of assessment. Sections 4.2 and 4.3 of the CORE Q10 were used as indicators.

Frequency of Assessment
The CORE Q10 will be administered annually at the end of the Spring semester.

Data Collected for this Timeframe (Results)
The CORE Q10 analysis was distributed to Team members in April 2020. The percentage score for sections 4.2 and 4.3 of the CORE Q10 equaled 50%.

Score (Met=3, Partially Met=2, Not Met=1)
1

Comments/Narrative
The goal to develop and publish a website was not met within the desired time period; therefore, the outcome was not met. While a website draft was underway in February 2020, the challenges of COVID-19 significantly delayed the Team's progress. Correspondence with University Relations and Publications regarding the development of the CARE Team's website was in progress May 2020. The purpose of the website will be to ensure students, faculty, staff, and visitors are better familiar with the CARE Team's existence, purpose, and mission, as well as promote ease of access to the Team.

Resources Needed to Meet/Sustain Results
N/A

Explanation of How Resources Will Be Used

Goal Summary

Goal Summary/Comments
The CARE Team has not submitted a Unit Goal Report previously. There were significant improvements made in 2019-2020, which promoted education and awareness about the CARE Team and its purpose. The Team developed streamlined communication with faculty/staff members that submitted referrals. While the information provided to referral sources did not disclose sensitive or confidential information, referral sources were consistently sent updates to let them know their referral had been received. Additionally, referral sources were provided with a staff point of contact for any impending updates, as applicable/appropriate. There are instances when the CARE Team feels obtaining feedback from Resident Assistants, faculty, and staff will be beneficial, particularly when seeking to better understand an individual's needs. The CARE Case Manager created an RA feedback form. The form is simple, concise, and provides an easy way for RAs to communicate back to the Team. The CARE Case Manager plans to seek out faculty feedback regarding the most efficient/convenient way for the Team to request information from them. While the Team's marketing strategies need additional improvement, significant progress was made in 2019-2020. The Team worked diligently throughout the 2019-2020 academic year to destigmatize perceptions about the Team and its purpose. A CARE Plan template was designed/implemented. The plan itself is a collaborative effort between the individual and the assigned case manager. This plan empowers individuals to take an active role in interventions, and ultimately, to promote their own success. The Team is currently implementing a process to ensure members of the campus community can easily request a CARE Team workshop. Further, an easy-to-remember CARE Team email address was created (CAREteam@lander.edu).

Changes Made/Proposed Related to Goal
A draft of the CARE Team's website layout was completed May 2020. A CARE Team student internship was established. The student intern will be charged with designing promotional materials for the CARE Team.

Upload Files (if needed)

Goal 3

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
To adjudicate student conduct cases in a timely manner.

Pillar of Success Supported
Robust Student Experience

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of

an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Student Conduct cases are adjudicated within 1-10 business days upon case creation in Maxient.

Timeframe for this Outcome
2019-2020 Academic Year

Performance Target for "Met"
85% or above of all student conduct cases are adjudicated within 10 business days (not including the disposition of civil rights cases).

Performance Target for "Partially Met"
65%-84.9% of all student conduct cases are adjudicated within 10 business days (not including the disposition of civil rights cases).

Performance Target for "Not Met"
Below 64.9% of all student conduct cases are adjudicated within 10 business days (not including the disposition of civil rights cases).

Assessment Measure Used	**Frequency of Assessment**
Maxient database analytics.	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Approximately 75% of student conduct cases were adjudicated within 1-10 business days during the 2019-2020 academic year.	2

Comments/Narrative
For the 2019-2020 academic year, this outcome was partially met. The pandemic impacted case turnaround time for the Office of Student Conduct. Navigating the ability to virtually meet with students and organize student conduct committee hearings proved more time consuming and challenging. Mirroring in-person standards for fair due process and other privacy considerations required more time, attention, and planning.

Resources Needed to Meet/Sustain Results
Continued budgetary allowance for payment of annual Maxient invoice (cost of $6000 per academic year).

Explanation of How Resources Will Be Used
Case resolution, case management, analytics and departmental tracking.

Outcome 2

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily

describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Annual training for Area Coordinators increases competencies, minimizes confusion, and therefore promotes timely case disposition for the adjudication of cases classified as residence life student conduct.

Timeframe for this Outcome
2019-2020 Academic Year

Performance Target for "Met"
Area Coordinators demonstrate an understanding of the conduct process, to include Maxient, and independently adjudicate 85% or more of assigned cases accurately within 10 business days upon case creation.

Performance Target for "Partially Met"
Area Coordinators demonstrate a fair understanding of the conduct process, to include Maxient, and with minimal confusion/assistance, adjudicate 65%-84.9% of assigned cases accurately within 10 business days upon case creation.

Performance Target for "Not Met"
Area Coordinators demonstrate limited understanding of the conduct process, to include Maxient, and cannot accurately adjudicate > 64.9% of cases within 10 business days upon case creation.

Assessment Measure Used	**Frequency of Assessment**
Maxient data (case turnaround analysis) and the 2019-2020 Area Coordinator survey.	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
2019-2020 Maxient data (available immediately at the close of each semester) indicated an estimated 75% of cases were adjudicated within 1-10 business days. Surveys were distributed to Area Coordinators at the close of the Spring semester. Feedback obtained indicated there was a desire for additional training and professional development among Area Coordinators.	2

Comments/Narrative
For the 2019-2020 academic year, this outcome was partially met. Due to staffing shortages and staff turnover in the Office of Housing and Residence Life, there was limited opportunity for training and

adequate professional development.

Resources Needed to Meet/Sustain Results
Continued budgetary allowance for payment of annual Maxient invoice (cost of $6000 per academic year).

Explanation of How Resources Will Be Used
Records in Maxient will be reviewed to monitor the accuracy of records and ensure the assigned Area Coordinator facilitated case resolution in a timely manner.

Goal Summary

Goal Summary/Comments
The Office of Student Conduct has not submitted a Unit Goal Report previously. With the addition of another full-time staff member working within the Office of Student Conduct, case turnaround time for formal hearings should significantly improve, regardless of the hearing platform utilized. Effective the 2020-2021 academic year, one Area Coordinator will be assigned to work closely alongside conduct staff. Additional training and hands on learning should help to increase staff competencies, which will ideally be reflected in timely case disposition, as well as in the accuracy of letters, documentation, and other case management functions.

Changes Made/Proposed Related to Goal
An Assistant Director of Student Conduct was hired during the Spring 2020 semester. Further, additional focus will be placed on training to promote a better understanding of the process.

Upload Files (if needed)

Goal 4

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
To promote the Office of Student Conduct, the Conduct Code, and healthy behaviors through on-going education and targeted programming.

Pillar of Success Supported
Robust Student Experience

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

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What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Provide annual education to incoming students on the Office of Student Conduct, to include an overview of the Conduct Code.

Timeframe for this Outcome
2019-2020 Academic Year

Performance Target for "Met"
The Director or Assistant Director of Student Conduct annually reviews the corresponding year LINK 101 data as well as departmental trends and creates/updates a relevant, educational presentation about the Department/Conduct and submits this information to the LINK Director for inclusion in the LINK 101 curriculum by June 30th.

Performance Target for "Partially Met"
The Director or Assistant Director of Student Conduct annually reviews the corresponding year LINK 101 data as well as departmental trends and creates/updates a relevant, educational presentation about the Department/Conduct and submits this information to the LINK Director for inclusion in the LINK 101 curriculum after June 30th.

Performance Target for "Not Met"
The Director or Assistant Director of Student Conduct does not complete the annual review and/or meet the appropriate submission deadline, and therefore, an updated departmental presentation is not included in the LINK 101 curriculum.

Assessment Measure Used	**Frequency of Assessment**
Completion of annual review/updates for departmental presentation, followed by timely submission to the Director of LINK.	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
2019-2020 module data requested and received from the Director of LINK in July of 2020. Presentation review/updates completed and submitted to the Director of LINK after June 30th.	2

Comments/Narrative
During the 2019-2020 academic year, this outcome was partially met. Target dates/deadlines, to include a review of data, conduct trends, and general updates, have now been appropriately established to ensure timely submission of the LINK 101 presentation.

Resources Needed to Meet/Sustain Results
N/A

Explanation of How Resources Will Be Used
N/A

Outcome 2

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily

describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
The Office of Student Conduct participates in and/or facilitates a minimum of five (5) educational programs per academic year and provides on-going promotion of the Bearcat Creed.

Timeframe for this Outcome
2019-2020 Academic Year

Performance Target for "Met"
Implementation of and/or participating in at least three (3) active programs during the Fall semester and at least two (2) active programs during the Spring semester. The department implements at least two (2) initiatives geared toward the promotion of the Bearcat Creed.

Performance Target for "Partially Met"
Implementation of and/or participating in at least two (2) active programs during the Fall semester and at least one (1) active program during the Spring semester. The department implements at least one (1) initiative geared toward the promotion of the Bearcat Creed.

Performance Target for "Not Met"
Implementation of and/or participating in > two (2) active programs during the Fall semester and zero (0) active programs during the Spring semester. The department implements zero (0) initiatives geared toward the promotion of the Bearcat Creed.

Assessment Measure Used	**Frequency of Assessment**
Calendar, dates, notes, and execution of the event.	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Data available following the close of the academic year. PROGRAMS -"Thirsty Thursday": August 22, 2019; Moonshine Run: Oct. 28, 2019; Escalation Workshop for Gamma Phi Beta: November 12, 2019; Sexual Assault Education: February 24, 2020 BEARCAT CREED – Key chains distributed: Fall 2019; Civility Champion Award: Spring 2020	2

Comments/Narrative
During the 2019-2020 academic year, this outcome was partially met. Due to the impact of COVID-19, many Spring 2020 events were canceled. Further, the Office of Student Conduct did not have a budget

allocated for programming in 2019-2020, which made planning and preparation challenging

Resources Needed to Meet/Sustain Results
$1500-$2000 annually.

Explanation of How Resources Will Be Used
To promote and incentivize events.

Goal Summary

Goal Summary/Comments
The Office of Student Conduct has not submitted a Unit Goal Report previously. With having an additional conduct staff member on board, more focus can be placed on proactively educating students on healthy behaviors, accountability, civility, citizenship and other community standards. LINK 101 provides an open platform for the Office of Student Conduct to effectively educate students in a proactive manner. Identifying on-going education and targeted programming as a departmental goal reinforces the need for the Office of Student Conduct to move beyond what was once its simply reactive functions. Previously, there were zero funds allocated to support such initiatives. Effective 2020-2021, there will be funds specifically designated for programming/educational purposes.

Changes Made/Proposed Related to Goal
An Assistant Director of Student Conduct was hired during the Spring 2020 semester. Additionally, the Department has set deadlines to ensure the Conduct component of LINK is emphasized and prioritized. Lastly, funds have been allocated for programming/educational purposes.

Upload Files (if needed)

Goal 5

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
To monitor occupancy rates of residential facilities and implement actions contingent upon the availability of bed space, enrollment trends, and various other customer service aspects.

Pillar of Success Supported
Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

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What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Housing occupancy/application rates are tracked Fall through Summer, and a weekly report/update is shared with pertinent campus constituents.

Timeframe for this Outcome
2019-2020 Academic Year

Performance Target for "Met"
A weekly occupancy/application report/update is provided to pertinent campus constituents Fall (beginning November 1st) through the end of summer.

Performance Target for "Partially Met"
N/A

Performance Target for "Not Met"
A weekly occupancy/application report/update is not provided to pertinent campus constituents Fall (beginning November 1st) through the end of summer.

Assessment Measure Used	**Frequency of Assessment**
Housing Occupancy Report	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Data collected from Outlook calendar (weekly Housing Projection meetings) and emailed occupancy reports.	3

Comments/Narrative
During the 2019-2020 academic year, this outcome was met. While in previous years the occupancy rates were tracked and the outcome was sufficiently met, the communication flow was limited. The new process of hosting weekly Housing Projection meetings, to include an emailed breakdown of up-to-date occupancy, has increased open communication among Enrollment Management, Business and Finance, Financial Aid, and Housing and Residence Life. Further, monitoring occupancy consistently with the group has allowed the team to brainstorm issues and solutions in a timelier, more efficient manner.

Resources Needed to Meet/Sustain Results
N/A

Explanation of How Resources Will Be Used
N/A

Outcome 2

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Most administrative units measure **Operational Outcomes** which describe the level of performance of

an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
To ensure a quality residential experience, decisions about staffing, placement of students, and other operational plans are appropriately implemented by Spring of each year.

Timeframe for this Outcome
2019-2020 Academic Year

Performance Target for "Met"
A minimum of two decisions based on occupancy rates and/or other relevant factors are made by Spring of each year.

Performance Target for "Partially Met"
N/A

Performance Target for "Not Met"
Less than (<) two decisions are made based on occupancy rates and/or other relevant factors by Spring of each year.

Assessment Measure Used	**Frequency of Assessment**
Verbal feedback from Director of Housing and Residence Life and/or documentation of data-driven decisions by Spring of each year.	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Decisions Made in 2019-2020 = Two (2)	3
(1) RAs were given temporary roommates based on increased occupancy.	
(2) Increased the number of beds for upperclassmen in designated Honors College housing areas.	

Comments/Narrative
During the 2019-2020 academic year, this outcome was met. While this outcome has also been met during previous reporting periods, increased enrollment and high demand for upperclassmen Housing presents on-going challenges for the Department; therefore, continuous monitoring is imperative. The ability to be nimble is key in decision making. Nevertheless, there is a level of predictability and unpredictability to be accounted for in any model presented as it relates to occupancy and gender breakdown.

Lastly, the COVID-19 pandemic absolutely influenced decisions for Spring 2020. Due to COVID-19, residence halls closed mid-semester using an appointment-based express check-out system. Additionally, with staff working remotely, decision-making took place at a distance as residence hall

density was decreased with exceptions made only for those with extenuating circumstances.

Resources Needed to Meet/Sustain Results
N/A

Explanation of How Resources Will Be Used
N/A

Goal Summary

Goal Summary/Comments
Increased enrollment and retention of on-campus residential students emphasizes the need for continual monitoring of bed space, enrollment trends, and various other customer service aspects. While this goal was met, for future practice the Department will seek to make decisions earlier in the Spring, where applicable. The Department was also able to make progress in cleaning up the assignment process for Brookside (on the Housing side) by allowing students to remain in their same rooms.

Changes Made/Proposed Related to Goal
Making more timely desicions based on enrollment and occupancy, as feasible. Decisions based on enrollment trends from the Office of Admissions in conjunction with Lander University Athletics, Financial Aid, and number of returning students on campus. Request weekly commit report, recruiting report from Athletics, and scholarship offers (as applicable) from Financial Aid. Admissions commits to be used to practice sound decisions regarding gender breakdown of beds on campus. Athletics reports to be used to hold space as necessary for student athletes.

Upload Files (if needed)

Goal 6

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
To promote a more robust, convenient, and opportunistic residential experience.

Pillar of Success Supported
Robust Student Experience

Outcomes

Outcome 1

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What type of Outcome would you like to add?

Operational Outcome

Enter Outcome
Implementation of alternative Housing options.

Timeframe for this Outcome
2019-2020 Academic Year

Performance Target for "Met"
At least one (1) alternative Housing option is implemented.

Performance Target for "Partially Met"
N/A

Performance Target for "Not Met"
Zero (0) alternative Housing options are implemented.

Assessment Measure Used	**Frequency of Assessment**
Housing Contract Terms and/or Housing options available	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Number of Housing options implemented in 2019-2020 =Two (2)	3

Comments/Narrative
During the 2019-2020 academic year, this outcome was met. (This outcome has not been evaluated previously.) Both 12-month Housing and extended stay/early arrival options were implemented for residential students. These options are favorable for students that have jobs in the geographic area, as well as for those students that do not have a permanent place of residence elsewhere. This is also a convenient option for international students that do not have plans to travel over holiday breaks and/or the summer months. In the past, staff working within the department noted the opening and/or closing was a significant source of frustration and/or a stressor for some residential students.

Resources Needed to Meet/Sustain Results
N/A

Explanation of How Resources Will Be Used
N/A

Goal Summary

Goal Summary/Comments
Fall 2019 opened with the highest number of on-campus students ever, and the residential facilities were at near full capacity. Prior to the 2019-2020 academic year, alternative Housing options, aside from the layout of residential facilities, were nonexistent. In addition to the alternative Housing options referenced above, there were also other strides made to promote a more robust, convenient, and opportunistic residential experience.

Though not specifically addressed as an identified outcome for the 2019-2020 reporting period, it is noteworthy to mention that Transportation Services was moved under the umbrella of Housing and Residence Life during the 2019-2020 academic year. Transportation hours, availability, and stops on the Lander Line were increased. Continuing to provide excellent service to residents of McGhee Court and

Bearcat Village via the Bearcat Shuttle, remained a top priority. In October 2019, a cost-effective bus tracking system was launched. This system allows students to track the Lander Line along its route in real time so trips can be better planned accordingly.

Additionally, the Department adopted a new set of core values as well as an updated mission and vision that will be used to guide decision-making moving forward. (The updated core values, mission, and vision have been attached as a supplement to this report.)

Although the Department faced challenges of being short staffed through both the Fall and Spring semesters, many enhancement were made. Maintaining forward momentum in the implementation of departmental improvements required continuous adaptation and diligence among team members.

Changes Made/Proposed Related to Goal
While the Department made much progress in 2019-2020, additional residential improvements, such as gender inclusive Housing, will be explored. An additional outcome related to Transportation Services will be assessed during the 2020-2021 reporting period.

Upload Files (if needed)
Core Values_Mission_Vision.pdf