

SIUe Housing

Assessment Plan

Table of Contents

About University Housing	3
Assessment Model and Purpose	6
Assessment Roles and Responsibilities	7
Assessment Tools in University Housing	6
Tracking Assessment	8
Needs Assessment	11
Satisfaction Assessment	12
Culture and Environment Assessment	14
Comparable Institutions Assessment	17
National Standards Assessment	18
Cost Effectiveness Assessment	19
Learning Outcomes Assessment	20
New Program/Initiative Effectiveness	24
Communicating Results	24
References	25
Appendices	26
University Housing Learning Outcomes Map	26

About University Housing

Mission Statement

University Housing is dedicated to fostering a quality living and learning environment.

Vision Statement

University Housing seeks to be a progressive organization that creates an engaging living and learning environment and will be recognized for providing quality customer services.

Educational Priority

University Housing fosters an environment that promotes opportunities for students to become civically, socially, and academically responsible individuals who are engaged members of their current and future communities.

Statement of Values

In addition to the shared values of SIUE, University Housing values the following:

- Engaging students in active learning
- Helping students develop coherent values, ethical standards, and social awareness
- Setting high expectations for students and staff
- Using systematic inquiry to improve student and departmental performance
- Providing leadership and efficient use of resources to help achieve the institution's mission and goals
- Establishing educational partnerships
- Building supportive and inclusive living and learning communities

Statement on Diversity

University Housing is committed to engaging students in educational experiences in an open, civil, and respectful climate that will prepare them for global citizenship and lifelong learning.

Student Affairs Learning Goals & University Housing Learning Outcomes

Student Affairs Learning Goal & Narrative	Beginning: Learning Outcomes for First-Year Residents	Learning Goals for Upper-Class Residents
<p>Practical Competence</p> <p><i>Students will acquire knowledge and skills that will enable them to be self-sufficient and capable of solving everyday problems.</i></p>	<ul style="list-style-type: none"> • What do we want students to know at the end of their first year? • What do we want students to be able to do with what they know? <ol style="list-style-type: none"> 1. As a result of participating in University Housing, students will be able to arrange their schedule in a manner that reflects their priorities. 2. As a result of participating in University Housing, students will be able to practice problem solving skills utilizing strategies and resources provided by University Housing. 	<ul style="list-style-type: none"> • What do we want students to know as upper-class/non-traditional students? • What do we want students to be able to do with what they know? <ol style="list-style-type: none"> 3. As a result of participating in University Housing, students will be able to modify their plan for achieving their goals for their time at SIUE.
<p>Civility</p> <p><i>Students will interact compassionately with the world around them while gaining an understanding of and appreciation for cultural and human differences.</i></p>	<ol style="list-style-type: none"> 4. As a result of participating in University Housing, students will be able to describe their choices and the impact of their choices on themselves and others. 5. As a result of participating in University Housing, students will be able to describe two ways they have demonstrated support for others. 	<ol style="list-style-type: none"> 6. As a result of participating in University Housing, students will be able to practice developing healthy relationships. 7. As a result of participating in University Housing, students will be able to employ behaviors that demonstrate civil discourse.
<p>Social Responsibility</p> <p><i>Students will articulate and demonstrate the duty to act for the benefit of society and the environment.</i></p>	<ol style="list-style-type: none"> 8. As a result of participating in University Housing, students will be able to describe one way they are involved with the SIUE community. 	<ol style="list-style-type: none"> 9. As a result of participating in University Housing, students will be able to employ three strategies that demonstrate an understanding of the triple bottom line of sustainability.
<p>Global Awareness</p> <p><i>Students will articulate and celebrate the similarities and differences of individuals, groups, and societies.</i></p>	<ol style="list-style-type: none"> 10. As a result of participating in University Housing, students will be able to explain three of their personal attributes such as identity, strengths, and values. 	<ol style="list-style-type: none"> 11. As a result of participating in University Housing, students will choose to interact with individuals of different identities and backgrounds.

Assessment Model and Purpose

Assessment is the gathering and analyzing of information while evaluation is the process of analyzing the results in a manner that makes the results usable (Schuh & Upcraft, 2001). Evaluation is part of the assessment process.

University Housing utilizes a comprehensive assessment model which includes the following types of assessment: tracking, needs assessment, satisfaction assessment, environment assessment, outcomes assessment, comparable institution assessment, national standards assessment, and cost effectiveness assessment.

University Housing utilizes the practical inquiry approach to assessment (v. formal research). Practical inquiry: is conducted by practitioners in the field, results in improving/changing practice, is grounded in “sense making”, helps shape formal research, is not meant to be generalized, is conducted in the work environment, and is context driven (Yousey, 2007). Practical inquiry utilizes the following questions (Nesheim, Yousey & Timm, 2007):

- What topic are you interested in?
- What would you like to know about your topic (question)?
- How can you answer your questions (method, data collection)?
- What did your data tell you (analysis)?
- How does that inform practice (implications/report)?
- What is the next question (feedback loop)?

The assessment plan is designed to:

- Insure high quality programs and services through continual feedback and improvement;
- Provide data illustrating the educational value of University Housing’s programs and services to the student learning experience at SIUE; and
- Develop a base of information and data regarding University Housing’s programs and services to be used as a component of meeting professional standards.

Assessment Roles and Responsibilities

The Associate Director of Residence Life will coordinate all assessment efforts in University Housing with assistance from the Assistant Directors, the Associate Directors, and the Director of University Housing. Each of these individuals will play an integral role in the assessment process. For each assessment topic, the staff member responsible for analyzing the data (listed in the *Responsible Person(s) for Collecting/Analyzing Data* column) is responsible for sharing the information with the appropriate staff members, and facilitating the use of the data to inform our practice in University Housing. In addition, this individual will report on their assessment projects in their annual report. The Associate Director of Residence Life will collect the various reports and pull the information into a concise snapshot of assessment in University Housing for the Director of University Housing every July (see the *Communicating the Results*).

Assessment Tools in University Housing

Tracking

Tracking is defined as keeping track of who uses student services, programs and facilities (Shuh & Upcraft, 2001).

Topic	Question	Assessment Measure	Assessment Schedule	Responsible Person(s) for Collecting/Analyzing Data
Demographics	Who lives in University Housing (class standing, gender, ethnicity, home residency, type of assignment, new or returning)?	Odyssey	Fourth week of every semester	Associate Director of University Housing-CHO/Director of University Housing
Student conduct	How many student conduct cases took place in each community?	Maxient	Annually, December and May	Assistant Director for Community Standards (ADCS)
Student conduct	What types of student conduct cases took place in each community?	Maxient	Annually, December and May	ADCS
Academic probation	What percentage of residents are on academic probation after the fall semester compared to the general student population?	Banner	Annually, January	Office of the Registrar/Assistant Director of Residence Life for Residential Education (ADRE)
Academic probation	What percentage of residents are on academic probation at the start of the fall semester compared to the general student population?	Banner	Annually, August	Office of the Registrar/Assistant Director of Residence Life for Residential Education (ADRE)
Academic probation	How many residents are taken off academic probation, remain on probation, or are separated after the spring academic probation intervention program?	Banner	Annually, June	Office of the Registrar/ADRE
Dean's List	What percentage of residents are on Dean's List after the fall semester?	Banner	Annually, January	Office of the Registrar/ADRE
FIC academic performance	What are the average grades in FIC connected courses compared to sections that not connected to FICs?	Provost Office	Annually, December & May	ADRE
Faculty engagement	How many opportunities do residents have to engage with faculty members through their lived experience in University Housing	Spreadsheet in the K:drive	Annually, December & May	ADRE

Tracking Continued

Topic	Question	Assessment Measure	Assessment Schedule	Responsible Person(s) for Collecting/Analyzing Data
Academic performance of first-year residential students	How do first-year residential students perform academically compared to first-year commuter students?	Banner	Annually, December and May	Office of the Registrar/ADRE
Student employee academic performance	How do student staff members perform academically?	Banner	Annually, December, May	Office Manager/Director of University Housing
Student staff retention	At what rate is University Housing retaining student staff?	Staff roster	Annually, December, May, and August	Assistant Director for Training and Development (ADTD)
Student staff diversity	Is University Housing employing a diverse student staff?	Staff roster	Annually, December, May, and August	ADTD
Academic performance by RA Community	Which community has the highest and lowest GPA?	Odyssey	Annually, January, May	ADRE
Space changes	Why do residents choose to space change?	Spreadsheet on the K: drive	Ongoing, final report every May	Assistant Director of Residence Life for Upper-Class Communities (ADUC) & Assistant Director of Residence Life for First-Year Communities (ADFY)
Intramurals	How many residents utilize the intramural program, You Play, We Pay?	Campus Recreation report via the Director of University Housing	Annually, December and May	ADUC & ADFY
Fitness rooms	How often do residents utilize the fitness rooms in Woodland, Prairie, and Evergreen Hall?	Campus Recreation report via the Director of University Housing	Annually, December and May	ADUC & ADFY
Energy usage	How much energy does University Housing consume?	Utility bills	Monthly	Director of University Housing
Work orders	How quickly are work orders completed by UHFM?	TMA (software)	Annually, December and May	Housing Officer/Associate Director of University Housing-UHFM
Recycling	How much/often do residents recycle in University Housing?	Waste hauler reports	Annually, December and May	Housing Officer/Associate Director of University Housing-UHFM
Occupancy	What is the occupancy rate in University Housing?	Odyssey HMS (software)	Monthly	Associate Director of University Housing-CHO/Director of University Housing

Tracking Continued

Topic	Question	Assessment Measure	Assessment Schedule	Responsible Person(s) for Collecting/Analyzing Data
Housing applications	How many students are applying to live in University Housing?	Application counts report	For fall semester: weekly February – August; For spring semester: weekly October – January; For summer: weekly April - May	Associate Director of University Housing-CHO/Director of University Housing
Housing Applications	When are transfer students applying for University Housing?	Odyssey	Annually, summer	Associate Director of University Housing – CHO

Needs Assessment

Needs Assessment is defined as assessing student and other clientele needs (Shuh & Upcraft, 2001).

Topic	Question	Assessment Measure	Assessment Schedule	Responsible Person(s) for Collecting/Analyzing Data
Resident interests	What types of events do residents want/need in University Housing?	Community Meetings	Every fall, spring	RA and Community Director
Resident interests	What types of events do residents want/need in University Housing?	Progressive Connections	Every fall, spring	RA and Community Director
Resident interests	What types of events do residents want/need in University Housing?	Community Feedback Process	Annually, November	RA and Community Director
Resident interests	What types of events do residents want/need in University Housing?	ACUHO-I/Benchworks Resident Assessment	Annually, February	Associate Director of Residence Life (ADRL)
Academic Performance	Is University Housing's intervention process with students on probation making a difference?	Banner	Annually, January, May	ADRE
Academic Performance	Is University Housing's intervention process with student staff members at/below the minimum GPA making a difference?	Banner	Annually, January, May	ADRE
Academic Performance	Does living on campus impact student's ability to manage their time?	ACUHO-I/Benchworks Resident Assessment	Annually, May	ADRE

Satisfaction Assessment

Satisfaction Assessment is defined as assessing student and other clientele satisfaction (Shuh & Upcraft, 2001).

Topic	Question	Assessment Measure	Assessment Schedule	Responsible Person(s) for Collecting/Analyzing Data
Overall resident satisfaction	Are residents satisfied overall with University Housing?	ACUHO-I/ Benchworks Resident Assessment	Annually, February	Associate Director of Residence Life
Overall resident satisfaction	Why do residents choose not to return to University Housing?	Housing Renewal/ Cancellation Survey	Annually, after space reservation process	Associate Director of University Housing- CHO
Retention	Why do residents cancel their Housing contract?	Exit survey	Continuous, reported in May	Associate Director of University Housing- CHO
Retention	Why do residents choose to move off campus for the following academic year?	Housing Renewal Survey	Annually, after space reservation process	Associate Director of University Housing- CHO
Retention	Why do residents cancel their fall housing contract after completing the reservation process?	Banner	Annually, in September after the start of classes	Associate Director of University Housing - CHO
Retention	Why do new students cancel their contract prior to the start of the academic year?	Banner	Annually, summer after May 1 and then again after August 1	Associate Director of University Housing - CHO
Resident assistant/community satisfaction	Are residents satisfied with their RA and community?	Community Feedback Process	Annually, November	ADUC & ADFY
Resident assistant/community satisfaction	Are residents satisfied with their RA and community?	ACUHO-I/ Benchworks Resident Assessment	Annually, February	ADRL
Focused Interest Communities	How does the satisfaction of residents living in FICs similar to/different from students living in general assignment communities?	ACUHO-I/ Benchworks Resident Assessment	Every two years, spring semester	Assistant Director of Residence Life for Residential Education (ADRE)
Quality service in University Housing	What kind of service do residents receive at the Front Desk in each community and/or in University Housing?	Secret Shopper Program	Annually, fall semester	ADFY, ADUC, & Assistant Community Directors
Quality service in University Housing	What kind of service do residents receive at the Front Desk in each community and/or in University Housing?	Community Feedback	Annually, September	ADFY & ADUC
Quality service in University Housing	What kind of service do residents receive at the Front Desk in each community and/or in University Housing?	ACUHO-I/ Benchworks Resident Assessment	Annually, March	ADRL

Satisfaction Assessment Continued

Topic	Question	Assessment Measure	Assessment Schedule	Responsible Person(s) for Collecting/Analyzing Data
Job satisfaction	Are RAs satisfied with the RA position?	ACUHO-I/Benchworks Student Staff Assessment	Annually, January	ADRL & ADTD
Job satisfaction	Are Desk Managers satisfied with the DM position?	Benchworks Student Affairs Student Employee Assessment	Annually, January	ADRL & ADTD
Job satisfaction	Are UHFM student staff satisfied with their position?	Exit survey, questions from immediate supervisor during evaluation	Continuously as students leave the position	Associate Director of University Housing- UHFM
Job satisfaction	Are UHFM student staff satisfied with their position?	Benchworks Student Affairs Student Employee Assessment	Annually, January	ADRL & ADTD
Job satisfaction	Are Central Housing Office student staff satisfied with their position?	Benchworks Student Affairs Student Employee Assessment	Annually, January	ADRL & ADTD
Repairs	Are residents satisfied with repairs performed by UHFM?	Repair Survey	Continuous, after each work order is completed, reported in May	Housing Officer/Associate Director of University Housing- UHFM
Dining Services	Are residents satisfied with Dining Services?	ACUHO-I/EBI Resident Assessment	Annually, March	Director of University Housing

Culture and Environment Assessment

Environment Assessment examines the collective perceptions of campus environments and cultures within which individuals conduct their day-to-day lives (Shuh & Upcraft, 2001).

Topic	Question	Assessment Measure	Assessment Schedule	Responsible Person(s) for Collecting/Analyzing Data
Academic behaviors	What are the academic behaviors of residents?	ACUHO-I/ Benchworks Resident Assessment	Annually, March	ADRE
Community environment	What are the perceptions of the floor/community environment?	Roompact	Twice semester, September/ November/February/April	ADRL
Community environment	What are the perceptions of the floor/community environment?	ACUHO-I/Benchworks Resident Assessment	Annually, March	ADRL
Community environment	What are the perceptions of the floor/community environment?	Community Feedback Process	Annually, November	ADUC & ADFY
Alcohol and other drug use	What are the alcohol and other drug-related behaviors of residents?	ACUHO-I/Benchworks Resident Assessment	Annually, March	ADRL
Alcohol and other drug use	What are the alcohol and other drug-related behaviors of residents?	Maxient	Annually, December and May	Director of University Housing
Alcohol and other drug use	What are the alcohol and other drug-related behaviors of residents?	CORE Survey	Annually, fall semester	Director of Counseling Services/ ADRL
Safety and security	What are the perceptions of campus safety by residents?	ACUHO-I/Benchworks Resident Assessment	Annually, March	ADRL
Safety and security	What are the perceptions of campus safety by residents?	RHA Safety & Security Walk	Every two years, fall	Director of University Housing
Safety and security	What types of crimes on campus involve residents?	Police Meeting	Weekly	ADRL & ADCS
Work environment	What are the perceptions of University Housing staff regarding their work environment?	Residence Life Staff Supervisor Evaluation Process	Annually, December	ADRL
Focused Interest Communities	How are the experiences of residents living in FICs similar to/different from students living in general assignment communities?	Focus Groups- questions to be developed	Every two years, spring semester	ADRE
Work for pay behaviors	What are the work for pay behaviors of University Housing residents?	ACUHO-I/Benchworks Resident Assessment	Annually, March	ADRL

Comparable Institution Assessment

How does the quality of services, programs, and facilities compare with “best-in-class” comparable institutions (Shuh & Upcraft, 2001)?

Topic	Question	Assessment Measure	Assessment Schedule	Responsible Person(s) for Collecting/Analyzing Data
Select 6 comparison	How does student satisfaction with University Housing compare with the satisfaction of residents at 6 similar institutions?	ACUHO-I/Benchworks Resident Assessment	Annually, June	Associate Director of Residence Life
Carnegie classification comparison	How does student satisfaction with University Housing compare with the satisfaction of residents at institutions in our Carnegie classification?	ACUHO-I/Benchworks Resident Assessment	Annually, June	Associate Director of Residence Life
Housing rates	How do the rates of other housing programs in Illinois compare to University Housing room rates?	Survey of State Directors	Annually, Spring	Director of University Housing

National Standards Assessment

How do our programs, services, and facilities compare to accepted national standards (i.e. CAS, professional organizations) (Shuh & Upcraft, 2001)?

Topic	Question	Assessment Measure	Assessment Schedule	Responsible Person(s) for Collecting/Analyzing Data
Program performance	How does University Housing perform based on ACUHO-I professional standards?	ACUHO-I/Benchworks Resident Assessment	Annually, March	ADRL
Program performance	How does University Housing perform based on Learning Reconsidered professional standards?	ACUHO-I/Benchworks Resident Assessment	Annually, March	ADRL
Program performance	How does University Housing perform based on ACUHO-I Ethical Principles professional standards?	ACUHO-I/Benchworks Resident Assessment	Annually, March	ADRL
Program performance	How is University Housing performing overall?	ACUHO-I Standards via self study	Every 6 years	Associate Director of University Housing- CHO
Program performance	How is University Housing performing overall?	ACUHO-I Standards via external review	Every 6 years	Associate Director of University Housing- CHO

Cost Effectiveness Assessment

“Are the benefits students derive from what we offer worth the cost and how do we know that?” (Shuh & Upcraft, 2001)

Topic	Question	Assessment Measure	Assessment Schedule	Responsible Person(s) for Collecting/Analyzing Data
Housing rates	How do University Housing rates compare with the rates of other State of Illinois institutions?	Survey of State Directors	Annually, April	Director of University Housing
Housing rates	How do the rates of apartment complexes in Edwardsville compare to University Housing room rates?	Calling local landlords and property managers	Annually, June	Marketing Specialist/Associate Director of University Housing - CHO
Utility rates	What is the utility consumption of University Housing?	SIUE Facilities Management	Monthly	Director of University Housing

Outcomes Assessment

“Of those who use our services, programs, and facilities, is there any effect on their learning, development, academic success, or other intended student learning outcomes, particularly compared with nonusers?” (Shuh & Upcraft, 2001)

Student Employment

Topic	Question	Assessment Measure	Assessment Schedule	Responsible Person(s) for Collecting/Analyzing Data
Resident Assistant (RA) Training	What do RAs learn during Resident Assistant Training (August, January, RA-In-Service)?	Surveys, One Minute Evaluations, Group discussion	After every training session (August, January, RA-In-Service)	ADTD
Desk Manager Training	What do Desk Managers learn during Desk Manager Training?	Surveys, One Minute Evaluations, Group discussion	After every August	ADTD
Overall RA learning experience	What do students learn from the RA position?	Focus group	Every two years, spring semester (with job satisfaction)	ADTD
Overall Desk Manager learning experience	What do students learn from the Desk Manager position?	Focus group	Every two years, spring semester (with job satisfaction)	ADTD

Graduate Assistant Employment

Topic	Question	Assessment Measure	Assessment Schedule	Responsible Person(s) for Collecting/Analyzing Data
Graduate Assistant (GA) Training	What do GAs learn during GA Training (July)?	Survey, Group discussion, Observation in supervision	After every training session (July)	ADUC & ADFY
Overall Graduate Assistant learning experience	What do GAs learn from the GA position?	Focus group, end of the year presentations	Every two years, spring semester	ADUC & ADFY

University Housing Learning Outcomes

One or two outcomes will be assessed each year (see assessment schedule column). A focus group (or groups) will take place every year in addition to the assessment measures to assess the scheduled outcomes. As a result, the focus group questions will change each year and will be developed in the spring. The focus group(s) will take place in April. We will also utilize institutional questions (IQ) on the ACUHO-I/EBI Resident Assessment when appropriate.

Student Affairs Learning Goal & University Housing Learning Outcomes	Planned Strategies to Deliver the Learning Experiences (Pedagogy)	Assessment Measure	Assessment Schedule Year A: FY17 Year B: FY18 Year C: FY19 Year D: FY20	Responsible Person(s) for Collecting/Analyzing Data
<p>Practical Competence</p> <p>1) As a result of participating in University Housing, students will be able to modify their plan for achieving their goals for their time at SIUE.</p> <p>2) As a result of participating in University Housing, students will be able to practice problem solving skills utilizing strategies and resources provided by University Housing.</p> <p>3) As a result of participating in University Housing, students will be able to modify their plan for achieving their goals for their time at SIUE.</p>	<p>See LO Map in Appendix</p>	<ul style="list-style-type: none"> • Tracking types/numbers of incident reports, police reports • Evaluation of facilitated programs related to this topic • Reflection during (data is shared through multiple assessment reports) <ul style="list-style-type: none"> ○ Progressive Connections ○ Space change/mediation ○ Community meetings ○ Student conduct meetings • Participation in Area Council, RHA, NRHH • Number/type of space changes • EBI/ACUHO-I Resident Satisfaction Survey • • Community GPAs • Student staff GPAs • Deans list • Students Academic Probation Meetings • Retention from fall to spring 	<p>Year A</p>	<p>Associate Director of Residence Life</p>

Student Affairs Learning Goal & University Housing Learning Outcomes	Planned Strategies to Deliver the Learning Experiences (Pedagogy)	Assessment Measure	Assessment Schedule Year A: FY17 Year B: FY18 Year C: FY19 Year D: FY20	Responsible Person(s) for Collecting/Analyzing Data
<p>Civility:</p> <p>4) As a result of participating in University Housing, students will be able to describe their choices and the impact of their choices on themselves and others.</p> <p>5) As a result of participating in University Housing, students will be able to describe two ways they have demonstrated support for others.</p> <p>6) As a result of participating in University Housing, students will be able to practice developing healthy relationships.</p> <p>7) As a result of participating in University Housing, students will be able to employ behaviors that demonstrate civil discourse.</p>	<p>See LO Map in Appendix</p>	<ul style="list-style-type: none"> • Evaluation of facilitated programs related to this topic • Reflection during (data is shared through multiple assessment reports) <ul style="list-style-type: none"> ○ Progressive Connections ○ Space change/mediation ○ Community meetings ○ Student Conduct Meetings • Roompact <ul style="list-style-type: none"> ○ Quality of Community Agreements/Roommate Agreements • Sociogram exercise with RAs • EBI/ACUHO-I Resident Satisfaction Survey • Community Feedback • Probation Intervention Meetings • The number and type of conduct cases • Community Feedback 	<p>Year B</p>	<p>Associate Director of Residence Life</p>

Student Affairs Learning Goal & University Housing Learning Outcomes	Planned Strategies to Deliver the Learning Experiences (Pedagogy)	Assessment Measure	Assessment Schedule	Responsible Person(s) for Collecting/Analyzing Data
<p>Social Responsibility:</p> <p>8) As a result of participating in University Housing, students will be able to describe one way they are involved with the SIUE community.</p> <p>9) As a result of participating in University Housing, students will be able to employ three strategies that demonstrate an understanding of the triple bottom line of sustainability.</p>	See LO Map in Appendix	<ul style="list-style-type: none"> • Evaluation of facilitated programs related to this topic • Energy consumption/usage • Spending habits • Recyclables collected • Reflection during (data is shared through multiple assessment reports) <ul style="list-style-type: none"> ○ Progressive Connections ○ Space change/mediation ○ Community meetings • Roompact <ul style="list-style-type: none"> ○ Quality of Community Agreements/Roommate Agreements • Sociogram exercise with RAs • EBI/ACUHO-I Resident Satisfaction Survey • We will use the ACPA Sustainability Task Force Student Learning Outcome Assessment Materials Guidebook as a resource • 	Year C	Associate Director of Residence Life
<p>Global Awareness:</p> <p>10) As a result of participating in University Housing, students will be able to explain three of their personal attributes such as identity, strengths, and values.</p> <p>11) As a result of participating in University Housing, students will choose to interact with individuals of different identities and backgrounds.</p>	See LO Map in Appendix	<ul style="list-style-type: none"> • Evaluation of facilitated programs related to the topic • Reflection during (data is shared through multiple assessment reports) <ul style="list-style-type: none"> ○ Student conduct meetings ○ Progressive Connections ○ Space change/mediation ○ Community meetings • EBI/ACUHO-I Resident Satisfaction Survey • Community Feedback 	Year D	Associate Director of Residence Life

New Projects/Initiatives Effectiveness

Project/Initiative	Question	Assessment Measure	Assessment Schedule	Responsible Person(s) for Collecting/Analyzing Data
Sister Circle	What impact does the Sister Circle initiative have on the first year experience of those who participated?	Qualtrics Survey	Annually, December and May	ADRL & Sister Circle Facilitators
Brother 2 Brother	What impact does the Brother 2 Brother initiative have on the first year experience of those who participated?	Qualtrics Survey	Annually, December and May	ADRL & Brother 2 Brother Facilitators
Roompack	Is Roompack Effective?	Retention of FY and UC (Fall to Spring, Spring to Fall), # of Completed Roommate Agreements, Micro Survey Results/Participation, Community Feedback, Benchworks	Annually, December and May	ADRL

Communicating Results

As a means of demonstrating University Housing's commitment to success, the University Housing Assessment Plan will be made available on the University Housing Staff Portal and on the shared drive (K). A chronological accounting of past, present, and future assessment for Housing will be initiated by the Associate Director of Residence Life. The results will be posted on the portal as a reference for Housing staff.

As stated earlier, for each assessment topic, the staff member in the *Responsible Person(s) for Collecting & Analyzing Data* column is responsible for collecting the data, analyzing the data, sharing the information with the appropriate staff members, and facilitating the use of the data to inform our practice in University Housing. In addition, the Responsible Person(s) will report on their assessment projects in their annual report. The following information should be included in the annual report:

- What is the assessment topic?
- What did you want to know about your topic (question)?
- How did you answer your questions (method, data collection)?

- What did your data tell you (analysis)?
- How does that inform practice (implications/report)?
- How do we use the information to improve or celebrate successes?
- Did the improvements we make work?

(Yousey, 2007 & Bresciani, 2002)

The Associate Director of Residence Life will collect the various reports and pull the information into a concise snapshot of assessment in University Housing for the Director of University Housing every July. This snapshot will be posted on the University Housing Staff Portal. In addition, the Director of University Housing may share key findings at a department meeting during the fall semester.

References

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Appendix

University Housing-Wide Learning Outcomes Map

Mapping is the process of recognizing, identifying, and documenting sites/occasions for learning; a framework to link programs and activities to learning; represents practices over time.

Student Affairs Learning Goal & University Housing Learning Outcomes	Sample Residence Life Engagement Strategies	Sample Central Housing Engagement Strategies	Sample UHFM Engagement Strategies	Sample Engagement Strategies Across Multiple Units
<p>Practical Competence</p> <p>1) As a result of participating in University Housing, students will be able to modify their plan for achieving their goals for their time at SIUE.</p> <p>2) As a result of participating in University Housing, students will be able to practice problem solving skills utilizing strategies and resources provided by University Housing.</p> <p>3) As a result of participating in University Housing, students will be able to modify their plan for achieving their goals for their time at SIUE.</p>	<ul style="list-style-type: none"> • Graffiti boards • Front desk operations • Facilitated Programs • Self-Directed Learning Initiatives • Community meetings • Progressive Connections • Roommate agreement • Student conduct meetings • Roommate mediation • Community funds • Area Council, RHA, NRHH involvement • Policy enforcement • Academic Probation intervention • Student leadership opportunities • • 	<ul style="list-style-type: none"> • Living Guide • Charges • Cancelations • Reservation process • Roomsync • Springboard • Preview SIUE • Website • Digital media • Other printed information 	<ul style="list-style-type: none"> • Craft visit to apartments for inspections/repairs/maintenance • Work order request process • Customer service survey • Outreach/programming with Residence Life staff 	<ul style="list-style-type: none"> • Individual staff interactions with residents (formal and informal) • Student employment/supervision/evaluation process • Space change process/roommate conflicts • Providing feedback to University Housing via work orders, EBI, emails, Facebook, etc. • Town hall meetings/Open forums • University Housing End of the Year Recognition Event • Other student staff recognition programs (e.g. OTMs) • December/May check-out

Student Affairs Learning Goal & University Housing Learning Outcomes Civility	Sample Residence Life Engagement Strategies	Sample Central Housing Engagement Strategies	Sample UHFM Engagement Strategies	Sample Engagement Strategies Across Multiple Units
<p>University Housing Learning Outcomes</p> <p>4) As a result of participating in University Housing, students will be able to describe their choices and the impact of their choices on themselves and others.</p> <p>5) As a result of participating in University Housing, students will be able to describe two ways they have demonstrated support for others.</p> <p>6) As a result of participating in University Housing, students will be able to practice developing healthy relationships.</p> <p>7) As a result of participating in University Housing, students will be able to employ behaviors that demonstrate civil discourse.</p>	<ul style="list-style-type: none"> • Graffiti boards • House Calls program • Front desk operation • Facilitated Programs • Self-Directed Learning Initiatives • University Housing-wide campaign (to be developed by the ADCS & the Community Standards Committee) • Community meetings • Progressive Connections • Roommate agreement • Student conduct meetings • Roommate mediation • Community funds • Area Council, RHA, NRHH involvement • Policy enforcement • Safety inspections • Quiet hours enforcement (sleep) • 	<ul style="list-style-type: none"> • Living Guide • Charges • Cancelations • Reservation process • Online roommate matching service • Springboard • Preview SIUE • Website • Digital media • Other printed information 	<ul style="list-style-type: none"> • Craft visit to apartments for inspections/repairs/maintenance • Work order request process • Customer service survey <ul style="list-style-type: none"> ○ Outreach/programming with Residence Life staff 	<ul style="list-style-type: none"> • Individual staff interactions with residents (formal and informal) • Student employment/supervision/evaluation process • Space change process/roommate conflicts • Providing feedback to University Housing via work orders, EBI, emails, Facebook, etc. • Town hall meetings/Open forums • University Housing End of the Year Recognition Event • Other student staff recognition programs (e.g. OTMs) <p>December/May check-out</p>

Student Affairs Learning Goal & University Housing Learning Outcomes	Sample Residence Life Engagement Strategies	Sample Central Housing Engagement Strategies	Sample UHFM Engagement Strategies	Sample Engagement Strategies Across Multiple Units
Social Responsibility				
<p>8) As a result of participating in University Housing, students will be able to describe one way they are involved with the SIUE community.</p> <p>9) As a result of participating in University Housing, students will be able to employ three strategies that demonstrate an understanding of the triple bottom line of sustainability.</p>	<ul style="list-style-type: none"> • Facilitated Programs • Service projects • Self-Directed Learning Initiatives • University Housing-wide campaign (to be developed) • Community meetings • Intentional interactions • Community agreement • Roommate agreement • University Housing-wide campaign (to be developed) • Safety inspections 	<ul style="list-style-type: none"> • Living Guide • Springboard • Preview SIUE • Website • Digital media • Other printed information 	<ul style="list-style-type: none"> • Information that is provided to students via newsletter: <ul style="list-style-type: none"> ○ How to recycle in Housing ○ Bike racks ○ UHFM supports local vendors when possible ○ Motion sensor installation ○ Madison County Transit ○ UHFM utilizes green products ○ Energy conservation in Housing <p>HVAC controls at Residence Halls</p>	<ul style="list-style-type: none"> • Green Housing events (i.e. meetings, programs) • Student staff training • Recyclemania • Energy competition • December/May check-out

Student Affairs Learning Goal & University Housing Learning Outcomes	Sample Residence Life Engagement Strategies	Sample Central Housing Engagement Strategies	Sample UHFM Engagement Strategies	Sample Engagement Strategies Across Multiple Units
<p>Global Awareness</p>				
<p>10) As a result of participating in University Housing, students will be able to explain three of their personal attributes such as identity, strengths, and values.</p> <p>11) As a result of participating in University Housing, students will choose to interact with individuals of different identities and backgrounds.</p>	<ul style="list-style-type: none"> • Facilitated Programs • Self-Directed Learning Initiatives • Community meetings • Progressive Connections • Roommate agreement • Student conduct meetings • Roommate mediation • Intramural sponsorship (You Play, We Pay) • Promotion of work out rooms (EH, WH) • Academic Probation intervention • Student leadership opportunities • Community funds • Area Council, RHA, NRHH involvement 	<ul style="list-style-type: none"> • Living Guide • Roomsyc • Springboard • Preview SIUE • Website • Digital media • Other printed information 	<ul style="list-style-type: none"> • Role model an appreciation for interacting with diverse populations—i.e. roommates, craft • Incident Reports • Charges • Accountability-Inspections • Work out rooms (EH, WH) • Thanking residents for feedback, work order requests 	<ul style="list-style-type: none"> • Student employment/supervision/evaluation process • Individual staff interactions with residents (formal and informal) • University Housing End of the Year Recognition Events • Student staff recognition programs • Town hall meetings/Open forums