

Governors State University

Student Affairs and Enrollment Management: Reaching Vision 2020

Focus Area: Auxiliary Services & University Housing

Leader(s): Josh/Mushtaq

Implementation Year: 2016-2017

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 action plan to educate student about community standards and expectations related to living in University Housing. 2. Actively assist in providing training for administrative hearing officers/conduct board on best practices related to student discipline and related federal guidelines 3. Actively participate in meetings with Dean of Students during the summer of 2016 to identify ways to address some of the challenges associated with student conduct administration that have been identified during the first 2 years of having housing on the GSU campus. 										
Desired Outcomes and Achievements (Identify results expected)	<p>A residential conduct system with well-training AHO's and SCC members that will provide leadership and a framework for the Office of Community Standards to hold students accountable in an educational fashion.</p> <p>Strengthened partnership between ASUH & CSSA.</p>										
Achieved Outcomes & Results	<p>1A. Quiz created and used to give out t-shirts as incentive for completing/passing the Did You Know Quiz.</p> <p>1B. Section of newsletter dedicated to Community Standards and Know Your Code campaign. Flyers posted in Prairie Place to reflect where the code could be found.</p> <p>1C. GA Bryan Louff gave presentation during Welcome Week on importance of the Code and knowing it. Nikki and Josh presented in Sex and BOOoze which highlighted alcohol policies as it pertains to Prairie Place and the Student Code of Conduct.</p> <p>Nikki and Bryan facilitated a Rights and Responsibilities Week that was created for Prairie Place residents and held in the Great Hall/Classroom</p> <p>CSSA and PP hosted Rights and Integrity Events in Prairie Place during this campaign. RAs and GA for CSSA put on Trivia Night programs with over 10 in attendance.</p> <p>2. Meetings with new coordinator were held during August and AHO Training was held on August 22, 2016.</p> <p>3. Betsy and Mushtaq regularly attended meetings with Dr. Valente over the 2016 summer to identify areas for new coordinator to focus on during transition to GSU.</p>										
Analysis of Results	<p>1A. 50 residents took this quiz and 94% passed with an 80% or better</p> <p>1B. Each newsletter during the academic year featured information relating to Community Standards and Know Your Code – specifically detailing information that would be useful to PP residents;</p> <p>1C. Coordinator Nikki and Josh presented on AOD and policies related to these violations. All students were able to demonstrate the suggested SLO's in a post evaluation. The following averages (scale 1-5) demonstrate that students who attended the event had a better understanding of the learning outcomes at the conclusion of the event:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 70%;">Learning Outcomes</th> <th style="width: 30%;">Average</th> </tr> </thead> <tbody> <tr> <td>1. I learned about facts and myths regarding Sex and STDs</td> <td style="text-align: center;">4.5</td> </tr> <tr> <td>2. I learned about facts and myths regarding Alcohol and/or Alcohol Use</td> <td style="text-align: center;">4.5</td> </tr> <tr> <td>3. I learned about the Alcohol policy at GSU</td> <td style="text-align: center;">4.54</td> </tr> <tr> <td>4. I learned something new by attending this program</td> <td style="text-align: center;">4.54</td> </tr> </tbody> </table> <p>GA Bryan in CSSA, also collaborated to provide an overview of Community Standards and resources during Welcome Week in Prairie Place. A series of programs were held in the spring semester.</p>	Learning Outcomes	Average	1. I learned about facts and myths regarding Sex and STDs	4.5	2. I learned about facts and myths regarding Alcohol and/or Alcohol Use	4.5	3. I learned about the Alcohol policy at GSU	4.54	4. I learned something new by attending this program	4.54
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	<p>2. All ASUH hearing officers attended the training provided. RHD Josh attended the mock student conduct committee training to provide a scenario for training purposes.</p> <p>3. These meetings were beneficial in preparing for a new coordinator. This has helped fix some of the reporting inconsistencies and ensuring that disciplinary conferences and the overall conduct process are seamless and working in conjunction with one another. This has improved communication and working relationships in both departments.</p> <p>In the Spring 2017 semester, a quality of life survey was made available to all Prairie Place residents. The survey contained a number of questions related to policies and discipline. Student responses to the survey suggest that our efforts this year were more successful than in 2015/2016 in helping to create a culture of respect, responsibility and accountability.</p> <ul style="list-style-type: none"> • Most students comply with housing policies: <ul style="list-style-type: none"> ○ 40.25% agree/strongly agree; 26.58% disagree/strongly disagree (2015/2016) ○ 49.09% agree/strongly agree; 30.91% disagree/strongly disagree (2016/2017) • Guests of residents are respectful of students rights: <ul style="list-style-type: none"> ○ 50% agree/strongly agree; 19% disagree/strongly disagree (2015/2016) ○ 62.5% agree/strongly agree; 8.93% disagree/strongly disagree (2016/2017) • Residents respectful of each other: <ul style="list-style-type: none"> ○ 36.59% strongly agree/agree; 34.14% disagree/strongly disagree (2015/2016) ○ 39.29% strongly agree/agree; 28.58% disagree/strongly disagree (2016/2017) • Policies in housing handbook are reasonable: <ul style="list-style-type: none"> ○ 53.65% agree/strongly agree; 18.3% disagree/strongly disagree (2015/2016) ○ 63.64% agree/strongly agree; 10.91% disagree/strongly disagree (2016/2017) • Discipline process is administered fairly: <ul style="list-style-type: none"> ○ 45.02% agree/strongly agree; 26.82% disagree/strongly disagree (2015/2016) ○ 58.93% agree/strongly agree; 14.29% disagree/strongly disagree (2016/2017)
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Objective 2:	Collaborate with the Office of Community Standards & Student Advocacy to resolve issues 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. Identify process to notify Community Standards of charges we believe should be adjudicated via administrative hearing or conduct board hearing. 4. Establish regular meeting schedule with Coordinator of Community Standards
Desired Outcomes and Achievements (Identify results expected)	<p>More accurate tracking and categorizing of incidents to accurately reflect what occurred during each semester and for the year in review.</p> <p>Monthly Reports will help identify trends happening in the building and help focus and adjust training programs to accommodate emerging patterns.</p>
Achieved Outcomes & Results	<ol style="list-style-type: none"> 1. Fall and Spring semester start and end dates were identified as the following: Fall Semester Aug 14 – Dec 22; Spring Semester Dec 23 – May 14 2. In process – Reports were run on monthly basis by the coordinators. These reports helped disseminate useful information pertaining to frequently violated policies in Prairie Place. Nikki provided overview to help alleviate errors in manual counting. She also provided us with templates to run reports with specified dates.

	<ol style="list-style-type: none"> 3. Forms were created in helping decipher how to handle/forward cases to CSSA and can be found at: U: Drive at U:\University Housing Conduct\Conduct Documents 4. Ongoing 5. Mushtaq and Betsy met on Mondays with Nikki at 3:30PM to regularly inform each other of trends happening on campus/in Prairie Place.
<p>Analysis of Results</p>	<p><u>Summary of fall report</u> (for full report please visit: U:\University Housing Conduct\DISCIPLINARY REPORTS\fall 2016):</p> <p>227 students were documented for alleged violations of University Housing policies or the Student Code of Conduct. Of the 227, 149 students went through the Disciplinary Conference Process and 83 students went through the Community Standard Conduct Process. The top 4 alleged policy violations in the 2016 fall semester were:</p> <ul style="list-style-type: none"> • Quiet Hours: 106 • Guest Policy: 60 • Fire Safety: 32 • Alcohol Policy: 28 <p>These numbers helped inform the type of programming and awareness the department needed to focus. Mediums such as the newsletter, the RA/FiR programming requirements, as well as bulletin boards and partnership programs with CSSA were utilized to increase awareness of policies. Overall, many of the issues in Maxient stemmed from a lack of cohesion on how reports were labeled, which roles students had identified, as well as which reports will provide the requested information at the end of each semester for comparative purposes. How-To guides and other supportive documents were created and shared to alleviate some of the workflow issues that stemmed from split cases (i.e. some students in a case being referred through disciplinary conferences, while others for various reasons went through the conduct process).</p> <p><u>Summary of spring report</u> (for full report please visit: U:\University Housing Conduct\DISCIPLINARY REPORTS\</p> <p>147 students were documented for alleged violations of University Housing policies or Student Code of Conduct. Of these 147 alleged students, 74 alleged students were referred through disciplinary conferences, 68 were referred through Community Standards (5 pending due to students not being actively registered in Spring 2017 semester) via an administrative hearing or student conduct committee hearing, and 5 reports were referred to the Title IX investigator/office. The top 3 alleged policy violations in the 2016 fall semester were:</p> <ul style="list-style-type: none"> • Quiet Hours: 32 • Guest Policy: 64 • Unauthorized Entrance into Housing: 25 <p>Data from the 2 reports will help with the planning of types of program for the 2017-2018 academic year.</p>