



2013-2014 Academic Year Administrative Assessment Report

Residential Student Services

Mission Statement: The mission of the Office of Residential Student Services is to provide multicultural opportunities for students to gain a variety of personal learning experiences that will supplement and enhance their academic development. We help students meet their needs and potential through responsible programming and effective use of available resources.

Vision Statement: To provide a living-learning environment where student success is linked to community engagement, personal development, outstanding facilities and student leadership opportunities.

Goals and Objectives

1. **2013-2020 Strategic Plan Goal 2** - To attract and retain more full-time, first-time undergraduate, transfer and graduate students

RSS Goal 1: *To develop a residential atmosphere that supports university academic and retention initiatives by further expanding ACCESS tutoring services, identifying and supporting at-risk students, and creating intentional programs that incorporate both social and academic components.*

1 **SMART Objective A.1:** In order to ensure that the majority of the first year residential students are receiving information regarding university resources, 85% of students participating in First Year Residential Experience programs will be able to successfully identify university resources by the end of the first semester.

a. *Responsible Individuals:* Jordan Toy and Lennox Mars – Residence Hall Directors

b. *Measures:*A.2

1. Direct Measures: Short answer assessments of FYRE programs and 1-1 conversation rubrics
2. Indirect Measure: First Year Experience Survey

c. *Timeline with milestones:* Short Answer assessments of FYRE programs will occur after each program during each semester of FY 2014. 1-1 conversation rubrics will be filled out by RA's after each "Cougar Convo" during spring 2014. The First Year Experience Survey will be distributed in January 2014.

d. *Implementation plan for this objective:* During the implementation of First Year Residential programs and RA conversations, students will be given information about a multitude of on-campus resources for their academic success.

e. *DATA RESULTS –*

The Cougar Convos were something that was instituted FY14 . Topics were planned to be discussed during each Cougar Convo. The plan was to create a rubric that evaluated the conversations that were between the Resident Assistant and the student.

The conversations were not recorded in an organized fashion. The conversations happened and were reported back to the Residence Hall Directors. Some Resident Assistants e-mailed their Hall Directors a synopsis of the conversations, some of the Resident Assistants created a grid for their floor that showed that they talked to their residents about the topics. A rubric was not created for the Cougar Convos.

Indirect Measure

A survey was given to the students at the conclusion of the spring semester. The survey asked the students about the locations of services on campus. The chart below shows the percent of students that knew where the services were located.

Financial Services	Counseling Services	Health Services	Disability Services	Academic Advisement	Library Services
92.45%	83%	94%	56.6%	79.2%	98%

f. *ACTIONS TAKEN BASED ON DATA COLLECTED -*

It is important that the students are aware of the resources on campus. The survey that assesses where the student services are will be done again during the middle of the fall 2014 semester. Also, now that we have completed one year of the Cougar Convos we know what we need to change. It was made clear that a better way of tracking the Cougar Convos is needed. We know that there needs to be a uniformed way that the Resident Assistants report the discussions from the Cougar Convos. Since the Cougar Convos are themed, one of the themes during the fall will be about services that the university provides to the students.

From the survey, we can tell that we need to do a better job informing the students about the services that are provided at the Counseling Center and Disability Services. We will work on adding information about those services as well as information about academic

advisement to our First Year Experience program by discussing it at floor meetings and doing programs about them.

2) **SMART Objective A.2:** In order to establish collaborative efforts with university departments, 1/4 of all living learning programs will incorporate faculty and /or staff members by the end of FY2014 academic year.

a. *Responsible Individuals:* Kristin Bennett and Jordan Toy

b. *Measures:*

1. Direct Measures: RA program rubric and 1-1 conversation rubrics
2. Indirect Measure: Student attendance at faculty/staff programs

c. *Timeline with milestones:* Student attendance will be documented after each program during FY 2014. RA rubrics will be used to evaluate each program during Spring 2014. 1-1 conversation rubrics will be completed throughout the spring 2014 semester after each “Cougar Convo.”

d. *Implementation plan for this objective:* Kristin Bennett will act as a liaison between the Living Learning floor RA’s and Kean University Faculty/Staff members and Jordan Toy will monitor RA programs and collect/analyze data from rubrics.

e. *DATA RESULTS –*

<i>Living Learning Community</i>	<i>Total Programs Fall 2013</i>	<i>Total Programs with Faculty/Staff Fall 2013</i>	<i>Total Programs Spring 2014</i>	<i>Total Faculty/Staff Collabs Spring 2014</i>	<i>Total % of Programs with Faculty/Staff Collab</i>
<i>WELL</i>	8	2	8	3	31%
<i>Leadership</i>	8	1	8	1	12.5%
<i>SIMS</i>	8	2	8	2	25%
<i>GREEN</i>	4	2	4	1	37%

f. *ACTIONS TAKEN BASED ON DATA COLLECTED - Other than the leadership LLC, the department was very successful in creating opportunities for collaboration with both faculty and professional staff members throughout the university. Every floor hosted at least one program each semester that allowed for students to directly engage with faculty and/or staff members. The department would therefore like to incorporate even more opportunities for collaboration, with 50% of all LLC programs incorporating a faculty or staff member. These collaborations will be arranged early in the semester with the help of Residential Student Services Staff so that the collaboration process is more seamless next year.*

3) **SMART Objective A.3:** By end of FY 14 ACCESS will provide more student-centered learning on campus by increasing the number of tutoring sessions by 15% based on FY13 baseline.

a. *Responsible Individual:* Kristin Bennett

b. *Measures:*

1. Direct Measure: Number of tutoring sessions in FY2014 compared to FY2013 based on Tutor Logs for FY2013 and FY2014.

2. Indirect Measure: N/A

c. *Timeline with Milestones:* The amount of tutoring sessions will be calculated at the end of the FY2014. This will be compared to the amount from the FY2013.

d. *Implementation plan for this objective:* Kristin Bennett and the ACCESS team will increase campus awareness of ACCESS Tutoring Services by strengthening marketing initiatives. Staff will encourage students to return by setting up follow-up appointments and establishing strong connections with tutoring clients.

e. *DATA RESULTS –*

The goal set by Residential Student Services was to increase the amount of tutoring sessions by 15% based on Fiscal Year 2013. With 514 as the FY 13 baseline, the program needed to increase tutoring sessions to 591 sessions throughout the year. Surpassing its goal, the program increased its sessions to 816 for the year.

f. *ACTIONS TAKEN BASED ON DATA COLLECTED -*

Because of the amount of tutoring sessions held during the spring 2014 semester, the ACCESS Coordinator would like to find a new space for tutoring for the fall 2014 semester. The ACCESS Coordinator would also like to continue to increase the amount of tutoring sessions held by another 15% based on the FY 2014 baseline. The ACCESS Coordinator would also like to hire two new tutors to support the program's increasing demand for tutoring.

In order to support the numbers that the ACCESS program hopes to attain in the future, the ACCESS Coordinator would like to locate a new space for tutoring with the assistance of her supervisors in the Office of Residential Student Services. The ACCESS Coordinator has also hired a new writing and math tutor for the fall 2014 semester.

2. 2013-2020 Strategic Plan Goal 4: Recognizing our historical excellence in diversity, to build further a campus environment that reflects our institutional commitment to equity, inclusivity and social justice.

RSS Goal 2: To foster a sense of appreciation and respect for diversity in residential students by incorporating various perspectives in regards to culture, gender, and sexual orientation in residential programs and by providing students with opportunities to share their individual perspectives with others.

1) Smart Objective B.1. To create a baseline for the needs and interests of students by the end of FY 2014 in order to formulate an international program series in the residence halls.

a. *Responsible Individuals:* Resident Hall Director Roshni Patel and ACCESS Coordinator Kristin Bennett

b. *Measures:*

1. Direct measures: Conversations/interviews with current international students

2. Indirect measure: Student interest surveys

c. *Timeline with milestones:* Data from surveys will be collected at end of the fall 2013 semester and the end of the spring 2014 semester. Interviews with international students will be conducted during the spring 2014 semester.

d. *Implementation of this objective:* In order to develop a comprehensive programming effort for the international students living on campus, the department will collect data during FY2014 to identify the needs and interests of residential students. The department will implement different international programs such as English conversation groups, open mic nights, international meals, etc., in order to evaluate their effectiveness.

e. *DATA RESULTS –*

There were 11 international students assigned to Bartlett Hall during fall semester. 6 students moved off campus and 5 students remained for the spring 2014 semester. The focus groups were started in the fall semester but not continued during the spring semester. The interest survey was not completed with the students.

f. *ACTIONS TAKEN BASED ON DATA COLLECTED -*

The Office of Residential Student Services decided that it was better to survey the entire residential population to determine what all of the residents wanted to get out of an international program in the residence halls. The survey is going to be developed this upcoming assessment cycle and used to market international housing. Once we are able to establish a group of international students, we will be able to develop a focus group to ensure that we are meeting their needs.

2) Smart Objective B.2. To incorporate aspects of diversity within 50% of all Resident Assistant programs as part of the residential programming model to help students expand their cultural knowledge and perspectives so that they can succeed in a global world.

a. *Responsible Individuals:* Resident Hall Director Jordan Toy and Resident Hall Director Rachel Armstrong

b. *Measures:*

1. Direct measure: Program evaluation by RA's (RA rubrics), Count of Globalization and Multiculturalism programs

2. Indirect measure: Program evaluations by students

c. *Timeline with milestones:* Throughout the spring 2014 semester, RA's will be asked to complete direct evaluations of all programs by utilizing the RA program rubric to determine whether or not diverse cultural perspectives were reflected in their programs.

d. *Implementation of this objective:* The department will integrate cultural awareness and respect for diversity more intentionally in residential programming by further developing the RA programming model, training Resident Assistants in how to effectively incorporate diversity within their programs, and having Resident Assistants evaluate the effectiveness of these programs directly through rubrics.

e. *DATA RESULTS –*

Direct Measures:

Percent of Programs that were from the Globalization and Multiculturalism dimension

<i>Bartlett Hall</i>	<i>Burch Hall</i>	<i>NFRH</i>	<i>NURH</i>	<i>ROgers Hall</i>	<i>Sozio Hall</i>	<i>Whiteman Hall</i>
17%	24%	17%	10%	20%	14%	16%

Indirect Measures:

from Program Evaluation by students: (86 responses)

Activities that students say helped them learn about diversity

<i>Cooking Food</i>	<i>Games</i>	<i>Discussion</i>	<i>Literature</i>	<i>Hands On Activites</i>	<i>Other</i>
6%	32%	22%	4%	20%	16%

Students were asked in which ways did the program provide them with a new perspective on the topic of globalization and multiculturalism.

<i>Culture</i>	<i>Gender</i>	<i>Religion</i>	<i>Age</i>	<i>Other</i>	<i>None</i>
65.12%	36.05%	13.33%	16.28%	30.78%	5.81%

f. *ACTIONS TAKEN BASED ON DATA COLLECTED -*

Based on the information, we know that we did not reach the objective of incorporating diversity in at least 50% of the programs. Only two of the residence halls incorporated diversity in 20% or more of their programming (Burch and Rogers Hall)

This is an area that will be focussed on during Resident Assistant Training during the programming sessions. Resident Assistants will be taught how to incorporate cultural knowledge and perspectives into what they do.

According to the survey, the areas in which students felt like they gained most were in the areas of culture and gender. The survey also showed that games, discussion, and hands on activities were the most effective way in which students were learning about the different forms of diversity.

The results of the student surveys will be shared with the Resident Assistant Staff during summer training so they know what the students are reporting as effective ways in which they are learning about diversity. The Resident Assistants will also be shown how to assess their programs so that they are able to determine if the learning outcomes of their programs are being met.

We know that students are expand their cultural knowledge and perspectives but we do not know if they are able to succeed in the global world. We need to reevaluate this aspect of the objective.

3. 2013-2020 Strategic Plan Goal 10: To develop, sustain and be ready to operationalize a forward-thinking culture of public health and safety awareness rooted in adherence to all external and internal standards (fire, safety etc), and reaching out to every aspect of Kean university life (personal, institutional, and educational)

RSS Goal 3: To provide a safe environment for all resident students by formulating, and educating students and staff in crisis management plans and procedures for various emergency situations that could occur on campus, and to distribute amongst residents important information regarding student health.

1) SMART Objective C.1: Research effective tactics for educating university students and staff in evacuation procedures during times of crisis such as fires, instances involving active shooters, bomb threats, etc. in order to create educational materials (pamphlets, videos, web resources, etc.) for those living and working within the residence halls.

a. *Responsible Individuals:* Denis Castanon and Ronald Mompoint

b. *Measures:*

1. Direct Measures: Tracking student viewing of resources and random interview samplings of student knowledge regarding crisis management procedures.

2. Indirect Measure: N/A

c. *Timeline with milestones:* During the fall 2013 semester, the department will gather resources and information about crisis management. During spring 2014, the department will distribute, and track the viewing of these resources amongst students on campus.

The department will interview randomly selected students to evaluate the effectiveness of these educational methods at the end of the spring 2014 semester.

d. *Implementation of this objective:* In order to educate students and staff regarding crisis management, the department will gather data and information regarding crisis education initiatives utilized at other universities in order develop their own.

e. *DATA RESULTS –*

The Office of Residential Student Services is still in the process of gathering resources and information about crisis management.

f. *ACTIONS TAKEN BASED ON DATA COLLECTED -*

The Office of Residential Student Services wanted to use the summer to create its educational plan for crisis management. During this time, the facilities team will gather the necessary resources needed to inform students of what they should do in case of an emergency. They will work on creating material to be used to share this information with the students.

2) **SMART Objective C.2:** To further develop the RA programming model to incorporate collaborations with health services, health care professionals, or health-related resources within ¼ of all RA programs for both freshmen and upperclassmen during the spring 2014 semester.

a. *Responsible individuals:* Resident Hall Director Jordan Toy and Resident Hall Director Rachel Armstrong

b. *Measures:*

1. Direct measure: RA program evaluation rubrics, Count of programs that had health care collaborations.

2. Indirect measure: Student evaluations of programs

c. *Timeline with milestones:* All Resident Assistants will be trained to effectively incorporate health related resources and professionals in their programs in January of 2014. Programs will be evaluated throughout the spring 2014 semester.

d. *Implementation of this objective:* In order to support the health needs of all students living on campus, the department will educate Resident Assistants in ways to incorporate health-related resources and professionals within their programs. Resident Assistants will then be expected to do this for ¼ of their programs during the spring 2014 semester. The effectiveness of their efforts will then be evaluated by program evaluations and rubrics.

e. *DATA RESULTS –*

Number of Programs:

<i>Bartlett Hall</i>	<i>Burch Hall</i>	<i>NFRH</i>	<i>NURH</i>	<i>ROgers Hall</i>	<i>Sozio Hall</i>	<i>Whiteman Hall</i>
28%	13%	17%	22%	16%	16%	8%

f. *ACTIONS TAKEN BASED ON DATA COLLECTED* -

Based on the information, we know that we did not reach the objective of incorporating the collaboration with health related resources in at least 25% of the programs. Only Bartlett Hall was met the objective with 28% of its programs and New Upper-class Residence Hall was close with 22%. This is an area that will be focussed on during Resident Assistant Training during the programming sessions. We will provide the Resident Assistants with the resources they need in order to plan their programs accordingly.