

**Housing and Residential Programs
Action Update
September 2012**

2012 General Update - The 2010-2011 year was a period of tremendous growth, evolution and changes for the Student Housing and Residential Education office. These changes were as a result of the building of a Vista La Verne, a new residence hall, and the decision to "keep" some older housing buildings, Brandt and Stu-Han, on-line. This ultimately increased housing capacity from 464 beds to 837 beds.

The department has also done well in providing a positive experience as indicated by QLS around the areas of inclusivity, safety, community, academic success. As a result housing has seen a higher number of students continuing students than in previous years wanting to live on campus.

What follows is an update of each recommendation as listed in the 2011 Action Update report.

Action Recommendations for Departmental Improvement set in 2009

1. Annually have some type of large gathering to present Housing diversity data and to disseminate housing diversity information.

2011 Action: No update or action has been taken. It should be noted that is not clear whether this action recommendation is congruent with the new direction of the department. As the new direction of the department is clarified in Summer 2011, this action update may be shifted or left out from future action updates. More precisely, while diversity will continue to be a value and goal for the department, this strategy, may not fit the new diversity learning goals or outcomes of the department.

2012 Action: This no longer is a valid recommendation - no more action needed. In reviewing the new direction and changes of the housing program, it has been determined that this is too specific and narrow. The spirit of the recommendation is promote diversity and inclusivity - with this in mind the department is focusing on other strategies to do this that will be discussed in the 2012 New Recommendations.

2. Change the current Academic Engagement Initiative to an "Academic Support Initiative" with the Faculty Fellow program being one goal of the academic support efforts of the department.

2011 Action: No update or action has been taken. While this action update is in line with the new direction of the department, strategies to complement the Faculty Fellows program and build a more comprehensive "Academic Support Initiatives" have not taken place. It is anticipated that strategies, learning outcomes and assessment indicators will be developed in Summer 2011.

2012 Action: This recommendation is no longer valid - no more action needed. The department has established that promoting the academic success of all residents as a departmental outcome. As such focus has shifted from this as an individual initiative to collective strategies and measures that will help achieve this.

3. Change the current language from "perceived barriers" to "building bridges and relationships" so

that a more positive flavor is introduced instead of a potentially negative experience.

2011 Action: This language as it relates to the mission and goal of the Faculty Fellows program has been changed. A specific question in the Quality of Life Survey (QLS) "my experiences living on campus... have helped me build bridges/relationships with faculty and staff" were added for Spring 2011. However, this question needs to be refined to focus specifically on faculty and link the response to this question specifically to the Faculty Fellows initiative.

2012 Action - Action Complete - QLS survey has been changed.

4. Utilize information already formulated from NSSE questions regarding faculty engagement to further measure this outcome.

2011 Action: In progress. It is planned that data request will be made comparing students who live on campus vs. students who don't along "faculty engagement" measures in the NSSE. However a discussion needs to be had with the Director of institutional research to make sure desegregation of data at this level is possible.

2012 Action: No new updates.

5. Better define what is meant by "external" community vs. "internal" community so that assessment tools measuring these are more accurate.

2011 Action: No update or action has been taken. The challenge with this recommendation is that with the change in leadership, there has been a loss in regards to what this recommendation was seeking to accomplish. As such, it has been difficult for new leadership to define these communities. It is expected that upon the clarification of mission and purpose that will be done in Summer 2011, this will no longer be an action update.

2012: This recommendation is no longer valid - no more action needed. With a new focus, this action recommendation doesn't seem to make sense in the new departmental context.

6. Housing and Residential Life might consider formulating "PA/RA Teaching Objectives." The Teaching Objectives terminology might replace the current more generic programming model.

2011 Action: This action recommendation is being modified. More precisely, the department is focusing on developing department wide learning outcomes that focus on a) building a sense of community; b) providing a safe and healthy living environment; c) promoting leadership development and engagement; d) promoting respect, understanding and appreciation for diversity; and e) promoting the academic success of all residents. Once refined the focus of the "programming" model will be guided by these learning outcomes. Currently, these learning outcomes are set to be developed in Summer 2011.

2012 Action: Complete. New departmental learning goals were re-defined as described in 2011 Action update. The programming model, along with learning

objectives were re-defined as part of this process.

7. Construct a student leader “growth plan” to be used to measure learning outcomes affiliated with the residential student leadership objective. Housing might consider using the most recent iteration of the Human Resources A/P and Classified performance evaluation tool as a template.

2011 Action: In progress. Learning outcomes are being developed for training initiatives for student leaders. However given the variety of student leader positions offered and the change in departmental focus, progress has been slowed to make sure the growth plans and related measures align with the new focus.

2012 Action: No new update

8. Add a section to the current QLS that mirrors the Sense of Community construct.

2011 Action: Questions have been added to the QLS to measure sense of community. However because of concern for the length of the assessment tool and need to incorporate assessment questions related to other areas, the construct has been limited to a few questions. Specific questions include:

- "I feel like I belong"
- "I care about my living environment and the people who live around me"
- "I know my neighbors"

2012 Action: Complete. Changes to QLS were made based on 2011 modifications to update.

2011 Action Recommendations

2011- 1. Given all the transitions and changes it is important for the department to clarify its new focus and direction. This new focus and direction should have clear learning outcomes and assessment strategies linked to them.

2012 Update: Complete - Department has clarified a new focus based, developed learning outcomes and linked them to assessment strategies.

2011- 2. Given the functions of the department and the expected growth (addition of bed spaces), it is critical that resources (financial, human, space, etc.) be identified and allocated.

2012 Update: Complete - The department was able to secure additional resources. Key resources included "StarRez" resident management software; 2 new full time positions (AD of Admin Services, Res Life Coordinator) and 1 graduate assistant position; additional budget to support Vista La Verne, new res hall.

2011-3. With an anticipated grown in bed spaces, it will be critical for the department to evaluate and strengthen its current marketing strategies to ensure it will fill all bed spaces. Marketing strategies need to be aligned with the new focus of the department.

2012 Update: Complete. Based on new focus new printed material was developed; presentations adjusted; website updated; and strategies re-defined based on target audience. Results based on application yield and occupancy yield indicate a high degree of effectiveness. By Fall 2011, 780 applications were received and housing had an occupancy of 568 students living on-campus. In fall 2012, 1153 have been received and there is currently 827 students living on campus. As a practice, the department will look to engage in evaluation of this practices annually.

2011-4. While the department has an adequate assessment plan in place, it needs to develop a more comprehensive assessment plan that is aligned with its new focus to help it measure its effectiveness.

2012 Update: Strategies as described in 2011 Update have been implemented. However, the department needs to work on consistent implementation of strategies and ensuring alignment of outcomes with assessment.

2011-5. Housing has experienced an increase in conduct incidents, both in severity and quantity. A review of incidents in December 2010 revealed that housing had experience what normally would be a yearly total of conduct incidents in one semester. It is important for housing to explore and develop strategies to assist in preventing and responding to increased of incidents.

2012 Update: Complete. Strategies resulted in a significant decrease in severity and quantity. Specific strategies employed included greater communication on policies and process, greater consistency in conduct process and timely intervention to incidents.

2012 - Action Recommendations

2012-1. The department has been in a constant state of evolution and change. That said the department has reached a point where the focus for the upcoming year is to "dig deeper roots." In other words review and strengthen all established services, programs and learning strategies.

2012-2 The University is currently undergoing changes as related to the implementation of the "La Verne Experience" and developing its new strategic plan. It will be important for housing to ensure that it aligns itself with these institutional priorities.