

# UMD

## HOUSING & RESIDENCE LIFE

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### UNIVERSITY OF MINNESOTA DULUTH

### Driven to Discover<sup>SM</sup>



# Annual Report

## 2018-2019

# UMD HOUSING & RESIDENCE LIFE A YEAR IN REVIEW

1100



300

Over 300 students selected over 1100 items at our “Free Store” hosted in August 2018. The items were saved from our end of the year donation drive.

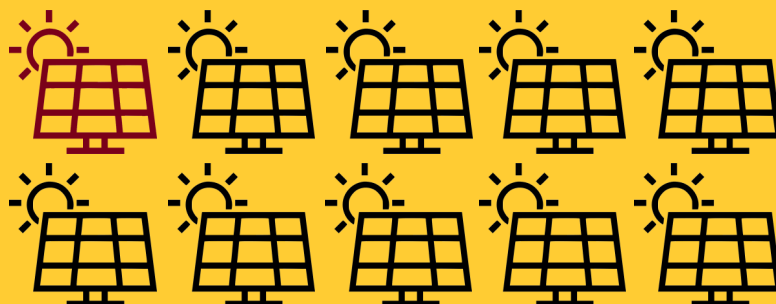


Students submitted 2,500+ repair requests. Requests are processed by our housing maintenance team.

Students donated over 160 units of blood at one of the four blood drives hosted by Housing throughout the year.



Students received over 38,000 packages. Each package was processed through our housing mailroom.



10%

UMD Housing has seen a 10% return on our 25 year investment in the Minnesota Power Solar Installation in its first year. This is on track for a 10 year payback on our investment.

HRL has swapped out 212 light fixtures for new LED fixtures that will save an estimated 21,600 KWH of electricity.



92% of students said they would recommend living on-campus to other students.



# Guiding Statements

## Mission Statement:

UMD Housing & Residence Life, in support of the mission of the University, provides programs, opportunities and residential facilities that support learning, personal growth and community connections.

## Values:

The following values guide our work:



### Student Centered

We work to support students as they strive to achieve academic and personal success.



### Collaborative

We approach our work with students, each other, and partners collaboratively to improve the services we provide.



### Innovative

We seek to be innovative in our work by taking risks, navigating challenge, and embracing change.



### Inclusive

We foster communities where all individuals are welcomed, valued, and included.

# Departmental Goals

Housing & Residence Life has established the following goals to guide and focus our work. These goals are reflective of and related to the goals established in the University & Student Life strategic plans.

<b>Housing &amp; Residence Life Goal</b>	<b>Mapping to University Goals</b>	<b>Mapping to Student Life Goals</b>
Housing & Residence Life provides the leadership and administrative systems which enhance the developmental success of our residents	1,5,6	1.1, 2.1, 4.1, 4.2, 4.3, 5.1, 5.3
Housing & Residence Life provides quality and safe facilities which enhance the developmental success of our residents	6	3.2
Housing & Residence Life provides programs and opportunities which enhance the developmental success of our residents	1,2,4,5	1.1, 2.2, 3.1, 5.1, 5.2

# Community Impact

Housing & Residence Life partners with a number of community organizations each year, helping UMD work towards the ideals outlined in Strategic Plan Goal #5.

## **United Blood Center Blood Drives**

Housing & Residence Life hosted 4 blood drives over the course of the 2018-2019 academic year in partnership with United Blood Centers. Our blood drives resulted in collection of 161 units of blood!

## **Free Store**

In August 2018, we hosted a Free Store for students to receive a wide variety of items that had been recovered from the donation drive the previous spring semester. The store was open a number of days, with the first few days being reserved for new international students. The last day the free store was open was move-in day for new students. Throughout the run of the Free Store, over 1100 items provided to over 300 students. Partners include: Sustainability & International Student Services.

## **Winter Clothing Pop-Up Free Store**

In the Fall Semester, we partnered with the Office of Sustainability & UMD Stores to offer a Winter Clothing Pop-Up Free Store. We collected donated winter clothing items throughout the fall, and then used the UMD Stores Express location as a Pop-Up Free Store to distribute over 100 items of clothing to help keep UMD students warm over the winter.

## **Food Drive Donations**

At the end of the academic year, Housing & Residence Life organizes a collection drive for students to donate items that they no longer have a use for. A major component of the collection drive involves food. The food items that are collected are donated to Champs Cupboard, the on-campus food shelf at UMD and to Second Harvest Food Bank.

## **Clothing & Household Item Donations**

At the end of the year, we conduct a drive for students to donate unneeded household items and clothing. The items that are donated are sorted by staff. During the donation drive in May 2019, we collected over 4300 items for use at the Free Store in August. Clothing items were kept for use at another winter clothing pop-up shop and professional attire clothing was given to Champs Closet for students to use for job interviews. Additionally, 75 mattress pads were given to Goodwill to be recycled. Over 20 bins of clothing & other items were donated to Goodwill for use in their operation. In addition to the community impact of these program, there is also a sustainability component, as all of the items collected have been diverted from the landfill. Partners include: Sustainability & International Student Services

# Sustainability

In support of UMD Strategic Plan Goal #6 and Student Life Goal 5.1, Housing & Residence Life made a number of changes to our building systems that have a positive environmental impact.

## **Goldfine Window Replacement Project**

In summer 2019, we undertook the fourth & final phase of a multi-year project to replace the windows (as well as upgrade the fire alarm systems) in Oakland Apartments & Goldfine Hall. The final phase included the 3 Goldfine buildings. The new model of triple glazed windows, replacing single pane windows, should result in significant savings on heating expenses in those buildings.

## **Goldfine Toilet Replacement Project**

In summer 2019, we replaced approximately 75 toilets in the Goldfine Hall buildings with low-flush models. The new models use over 50% less water than the previous toilets. We estimate the toilet replacement will result in a 30% reduction in water usage in these buildings.

## **LED Fixture Installation**

Over the course of the academic year, we replaced 212 recessed light fixtures with LED light retrofit kits in Griggs & Ianni Halls. These new fixtures will require less maintenance and will result in an estimated annual savings of 21,600 KWH of electricity, saving a projected \$1,728 per year.

## **Mattress Recycling**

Housing & Residence Life replaces a number of mattresses each year in our facilities. For the past few years, we have partnered with Goodwill Industries in Duluth to recycle the used mattresses. The staff at Goodwill breaks the mattresses down into the various components for recycling. Not only does this prevent mattresses from going into our landfill each year, it also provides work opportunities at Goodwill for individuals with disabilities and other barriers to employment.

## **Community Solar Garden**

In partnership with Dining Services & Parking & Transportation Services, HRL was part of a buy-in of a Minnesota Power Community Solar Garden. The buy-in purchase is for 25 years and is expected to pay for itself in about half that time, generating a positive gain for HRL in our electrical expenditures. To date, HRL has received almost \$8200 in credits due to the electricity generated from our share of the solar garden, which represents just under 10% of our initial investment.

## **Oakland Solar Array**

In partnership with the Office of Sustainability & the UMD SUN Delegation, a 43.2 kilowatt solar array was installed on the roof of the Oakland Aspen Building. To date, the solar array has produced over 50 megawatt hours of electricity!

## **Compost**

This spring, we began offering compost bins for students in the residence halls, as dining services began a “to-go” program that used compostable food containers. We plan to expand the compost program in Fall 2019 to also include the on-campus apartments.

# Inclusive Practices

Our HRL Change Team entered its third year during 2018-2019. Our team membership includes 4 professional staff members from the department as well as 3 students.

The change team work on the following priorities in 2018-2019:

## **Leadership & Identities in New Contexts (LINC) student retreat**

Leadership and Identities in New Contexts (LINC) is a weekend experience for students that was held for a second time in November 2018. The purpose of this retreat is to build a sense of belonging for students, while exploring concepts of personal identity and how that impacts leadership work. This year, 16 students attended the retreat which took place Friday night through Sunday afternoon at YMCA Camp Miller. Something new this year was our partnership with the Office of Diversity and Inclusion (ODI) staff during the planning process, and two ODI staff members participated in LINC as facilitators. Being this was the second time offering this experience, we were able to take feedback from students and facilitators into consideration and made some adjustments to the curriculum to expand student learning and minimize opportunities for harm, particularly to students with marginalized identities. We spent time in large group activities, small group discussions, and individual reflection that got students thinking about their own identities and privilege, the identities and privilege that others have, and how that impacts interactions that they have with others. Some of the key reflections that students took away from this experience is a greater understanding of identity and how it impacts their day to day lives, how power shows up in leadership roles, that being open and vulnerable with others helps build relationships, and that they now have a higher awareness about being more open and inclusive to people around them.

## **Guidebook Translation**

This year, in addition to Mandarin, we also provided a translated version of the Housing Guidebook in Spanish. In order to complete these translations, we hired 4 student translators. These versions of the Housing Guidebook educate Mandarin- and Spanish-speaking students and family members about our policies and procedures. We also had our Rights & Responsibilities for Students translated so students could better understand their rights as students when going through our conduct process.

# Residence Life

UMD has a Residence Life program that is focused on helping students achieve personal and academic success.

## Resident Advisors

The resident advisor position is of great asset to the department, as we work to support students and their development. Below is some of the feedback that students have provided as part of our annual feedback survey:

*“My RA made me feel welcome and at home from the first day when we moved in.”*

*“I feel safe asking my RA for help when I need it.”*

*“I really love my RA. She has made me feel like I belong at UMD.”*

*“My RA is very friendly and supportive.”*

*“I have enjoyed all of the experiences I’ve had with RAs and find them very helpful.”*

*“My RA helped me out and was an awesome support.”*

## Programming Curriculum

This year, the Residence Life staff adapted our programming curriculum to focus on the following areas:

**Personal Success** – supporting students’ personal growth and development

**Academic Success** – supporting students’ academic performance and growth

**Decision Making** – students’ understating of the impact their decisions have on themselves and others

**Connections** – encouraging student’s connection to others and involvement at UMD

As part of our annual resident feedback survey, we asked students about their experience related to the 4 focus areas of the program curriculum. They indicated:

### Personal Success

**92%** of residents indicate that living on-campus exposes them to resources that support them.

### Decision Making

**92%** of residents indicate they consider the impact their decisions may have on their community.

### Academic Success

**88%** of residents indicate that living on-campus helps them succeed academically.

### Connections

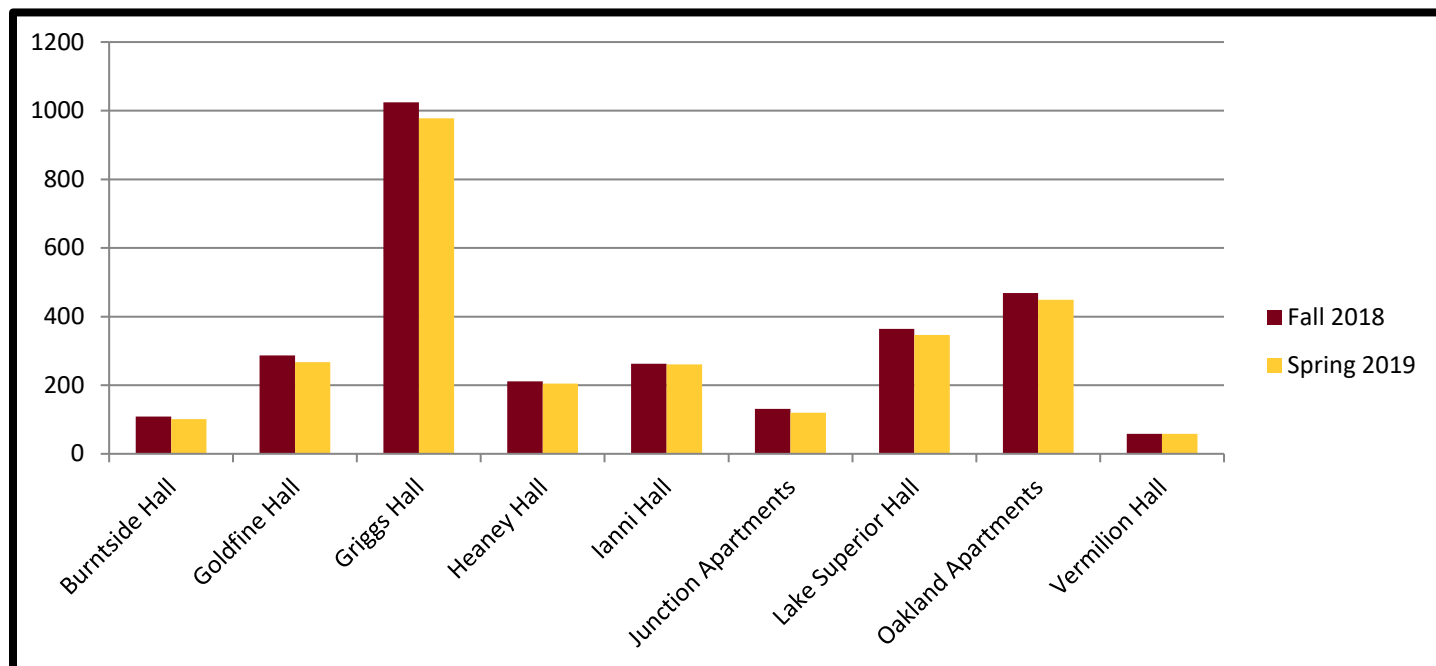
**92%** of residents indicate that living on-campus helps them feel a sense of belonging at UMD

# Housing Operations

Housing Operations activities include both the services provided through the Housing Office. Housing operations encompasses housing assignments, billing, opening and closing, and services to support residents.

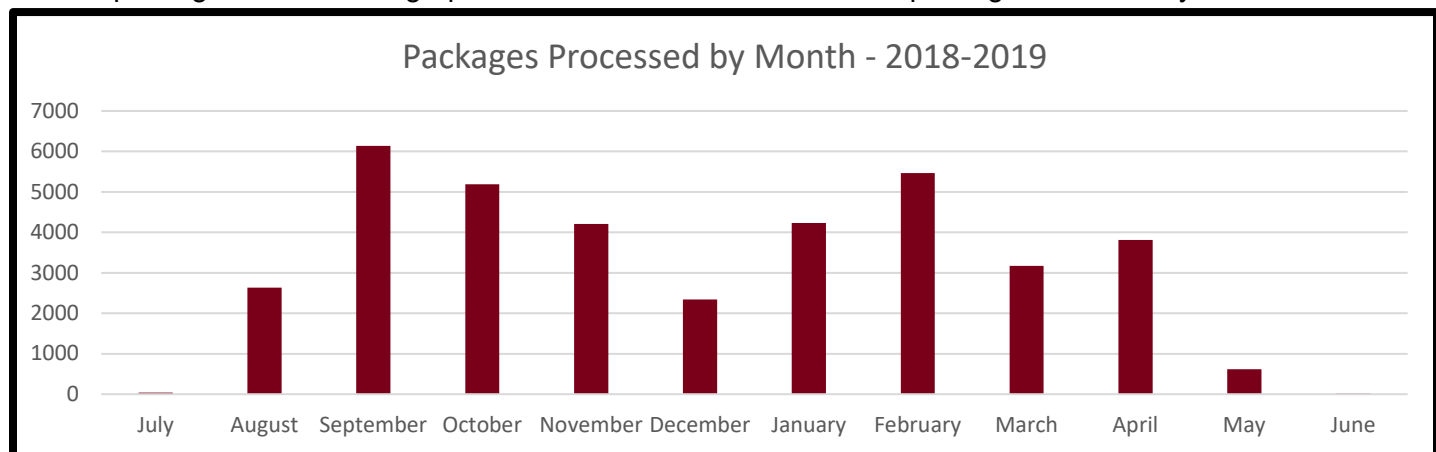
## Occupancy

Below is a chart that shows our occupancy for Fall and Spring semesters, by building. We started the academic year with some students in expanded housing, but were able to relocate those students to permanent spaces throughout the first half of the fall semester.



## Mail & Package Service

Housing & Residence Life continues to process mail & packages received for on-campus residential students. Mail is delivered to student mailboxes and students are notified via email when they have received a package. Packages can be picked up by students at our housing mailroom. In 2018-2019, we processed **over 38,000** student packages! Below is a graph that breaks down the number of packages received by month.

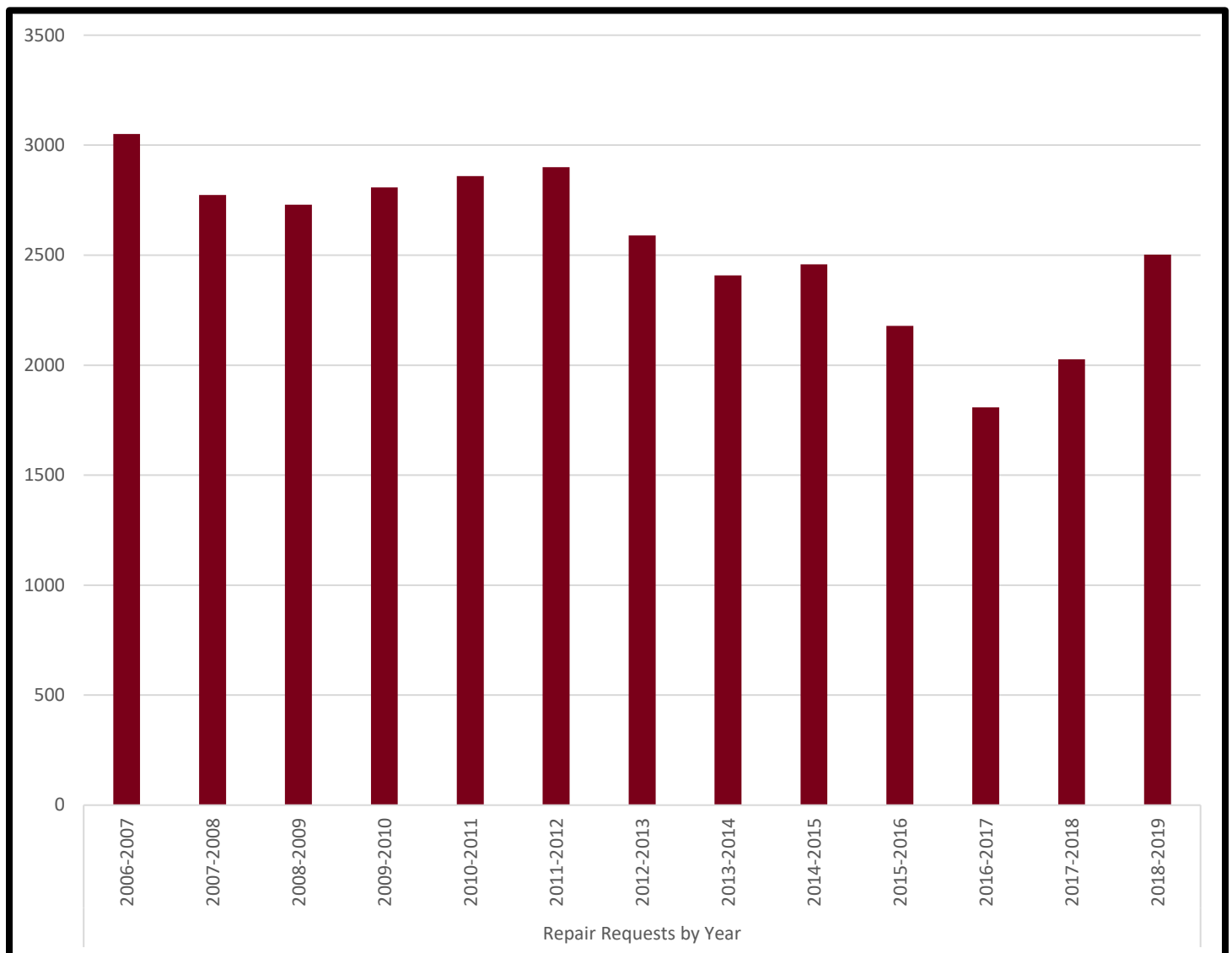


# Building Maintenance

The Housing & Residence Life Maintenance unit is staffed by professional staff members and student maintenance workers. While the majority of items are handled in housing, they work closely with the department of Facilities Maintenance to ensure that our residential facilities are in excellent operating condition. The Maintenance unit also works on larger projects, as indicated below.

## Repair Requests

Residents submit repair requests via an online form to the Maintenance Unit. During our fall feedback survey, **91%** of respondents indicated that they were satisfied with the response time to these work order requests. The chart below indicates the total number of work orders over the past few years. The 2016-2017 year was the first year we used the StarRez system for tracking of repair requests, so the lower number that year is reflective of students and staff not fully utilizing the system. The number in the last few years have rebounded to levels we'd more likely expect and are consistent with prior years.



## **Significant Projects**

During the 2018-2019 year, a number of significant projects were completed to maintain and improve our housing facilities. A partial list is included here:

### Throughout Facilities

- Upgrade security cameras
- Replace Residence Hall shower curtains

### Goldfine Hall

- Upgrade windows
- Upgrade fire detection
- Replace toilets

### Griggs Hall

- Install electronic display
- Recarpet Griggs EF Hallways
- Remodel lower level access to concourse, including flooring, ceiling, painting, mural, and electronic display.
- Update staff apartments
- Update heating controls & valves

### Ianni Hall

- Upgrade & expand bike room
- Replace mattresses

### Lake Superior Hall

- Upgrade lobby finishes, including electronic display

### Oakland Apartments

- Install gutters
- Improve exterior drainage & landscaping
- Upgrade exterior lighting

# Summer Housing

UMDs residential facilities are used for a variety of different programs, uses, and activities over the course of the summer months. Summer Housing operations consist of three different programs, indicated below with their associated revenue:

Program Type	Summer 2019	Summer 2018	Summer 2017	Summer 2016	Summer 2015
Senior Renters	\$257,740	\$294,518	\$286,380	\$291,488	\$296,887
Camps & Conferences*	\$93,975	\$133,753	\$90,182	\$125,904	\$141,649
Grandma's Marathon	\$98,946	\$128,845	\$118,696	\$101,669	\$101,669
<b>Total Summer Revenue</b>	<b>\$450,661</b>	<b>\$557,116</b>	<b>\$495,258</b>	<b>\$519,061</b>	<b>\$540,205</b>

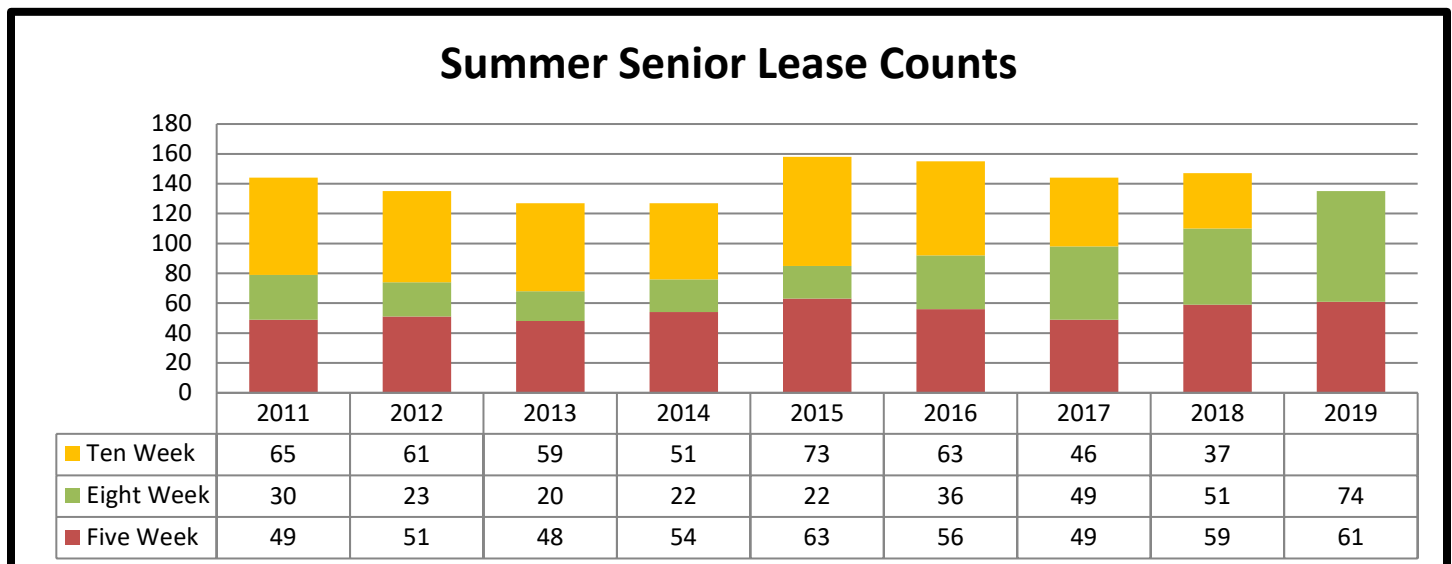
\*Camp revenue billed though 7/26/19

We continue to generally see steadiness in revenue streams in our summer housing programs. Our conference revenue was down in summer 2017 due to the 1-year loss of football camps due to the field being unavailable. Our summer senior program and Grandma's Marathon programs were affected by both Goldfine Apartments being offline for renovations and the summer calendar in 2019.

## Senior Renters Program

We continue to offer our popular Summer Senior Renters Program. Retirees, often looking to escape the heat in the south, can reside in our on-campus apartments for either 5 or 8 weeks. (In previous summers, we have offered a 10 week program, but due to the length of summer based upon the University's academic calendar, we had to cut that program this year.) The seniors are provided access to a variety of University resources and services. In Summer 2019, we continued to offer our series of Signature Programs, which included Vista Cruises, a Backyard BBQ, and the popular Fish Fry.

In our feedback survey each year, **99%** of participants indicate that they would recommend the program to a friend. Our lease numbers for the last few years are reflected in the chart below:



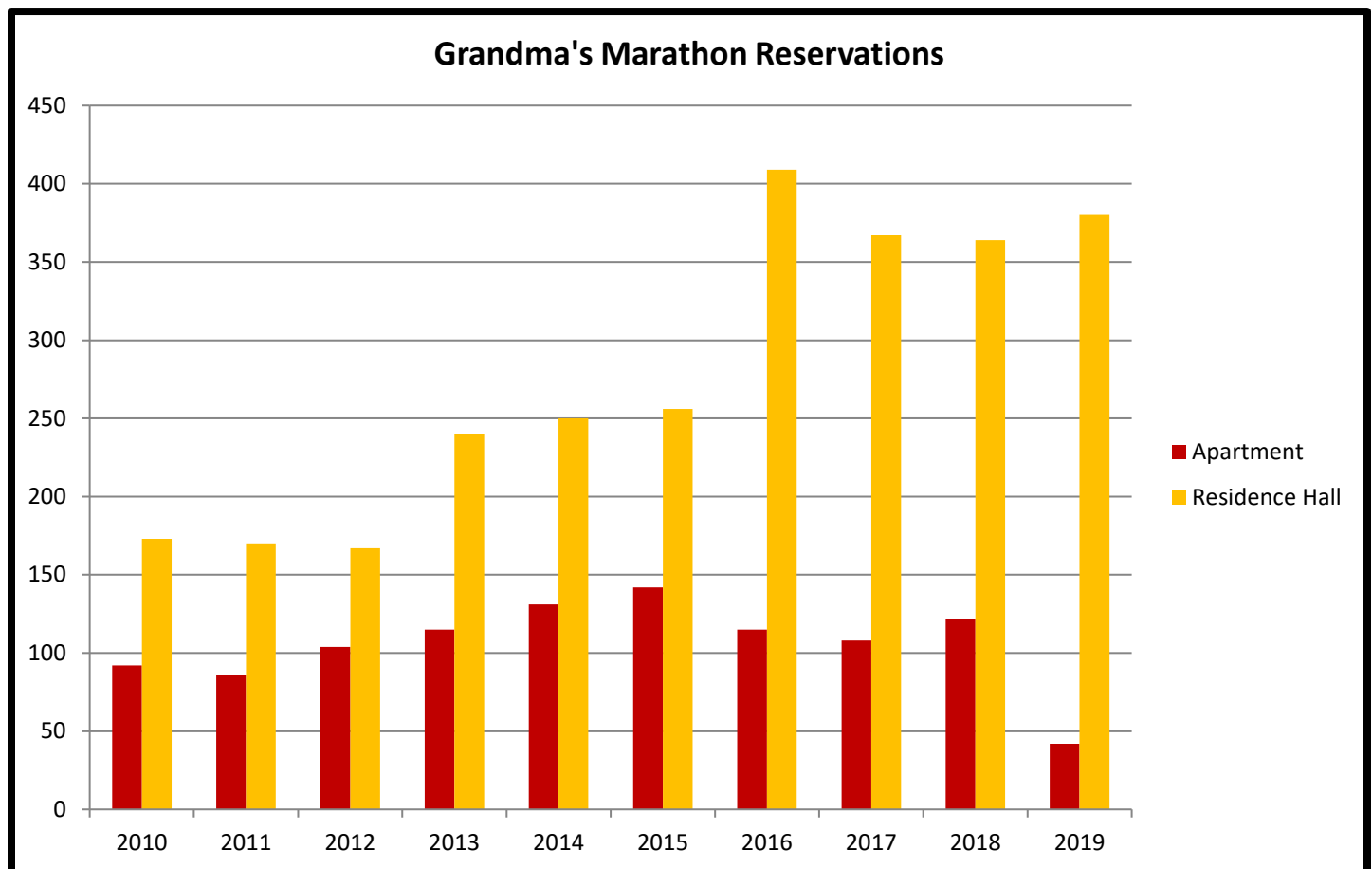
## Camps & Conferences

H&RL works in partnership with the Kirby Student Center's Conference & Events office and Athletics to provide housing for a number of camps and conferences. Some statistics about summer 2019:



## Grandma's Marathon

In partnership with the Grandma's Marathon organization, H&RL provides housing to marathon participants and spectators and costs significantly lower than area hotels. The marathon provides a hospitality room within our facilities for those individuals who are staying on-campus. UMD serves as a major shuttle stop, so participants are able to travel to the marathon from our campus very easily. The chart below provides a historical snapshot of reservation numbers over the past 10 years. Our apartment occupancy was down this year due to the Goldfine complex being offline as well as due to the closeness of marathon weekend to the start date for the 5 week senior program.



# Objectives & Outcomes

The following objectives were established for the 2018-2019 year as part of the departmental strategic plan (appendix A). Outcomes and updates on these objectives are indicated below each item.

## **Objective #1: Evaluate student satisfaction with StarRez Housing Information system.**

Measure: Is it done?

Discussion: We have concluded some evaluation of the StarRez student portal. We did not fully pursue this item, as we intend to upgrade the portal to the newest version, and didn't feel that having feedback about the current portal would be helpful, as processes will be modified and improved in the new portal space.

Measure: Include evaluative questions on the Annual Resident Survey.

Discussion: We did ask questions about student's experience with the portal in the annual resident feedback survey. One example of this is that we asked student about their satisfaction with the online repair request through the portal. Of those who responded, over 92% indicated they were either "satisfied" or "very satisfied" with the system.

Measure: Send survey after major housing events, such as Room Draw.

Discussion: We did not send a survey after room draw given our intent to upgrade the portal.

## **Objective #2: Initiate a thorough design process for a new residence hall**

Measure: Is it done?

Discussion: We have completed pre-design on the project and have moved into the schematic design phase. The schematic design phase is expected to be complete in early fall. At that point we will move into Design Development, working towards a start of construction in Spring 2020.

Measure: Which stakeholders were involved?

Discussion: A variety of stakeholders were involved in the design process up to this point. During pre-design, a wide variety of sessions were held to collect feedback from students. These sessions included targeted sessions with UMD Seminar Classes, RAs, and Student Association. The design team also conducted "drop in" sessions with students in public spaces in housing and dining to collect feedback from them about the kinds of amenity spaces and the design aesthetic of spaces they would like to see. The design team also conducted a session with members of the Housing & Residence Life staff to allow for input on the design. The feedback solicited from students and staff has had positive impact on the design up to this point and continues to inform decisions as we move forward.

**Objective #3: Implement a revised departmental community development curriculum and complete the assessment strategy that has been developed.**

Measure: Is it done?

Discussion: Yes – we completed our Undergraduate Co-Curricular Program Assessment Plan, which is included as Appendix D. We also implemented the assessment plan that was outlined over the course of the year, which included modified questions on our annual Resident Feedback Survey (Appendix B) and a new Spring Experience Survey (Appendix C).

Measure: Execute the student learning assessment strategy outlined.

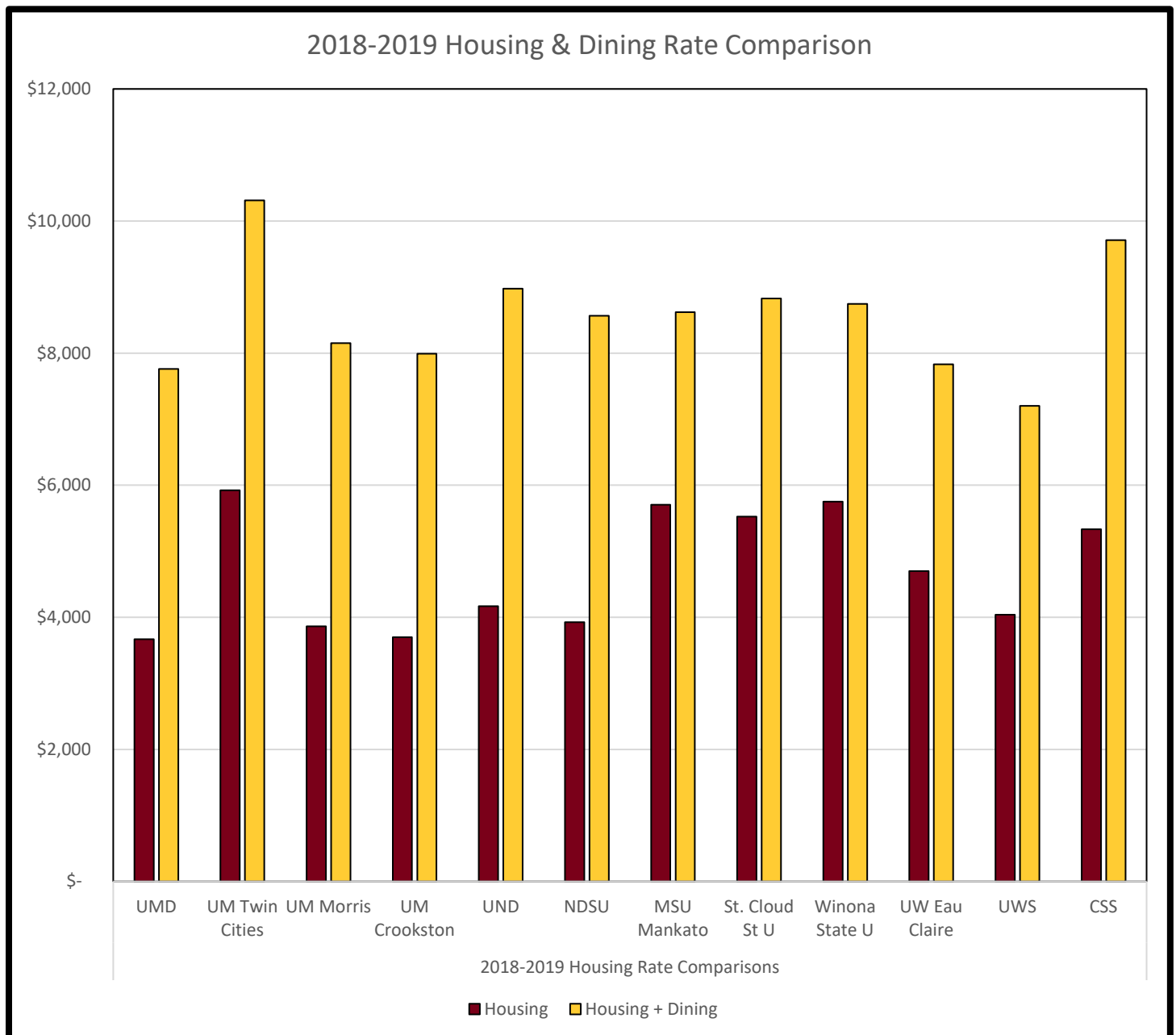
Discussion: As referenced above, the learning assessment strategy was executed. We are currently working to analyze the results and will complete them as part of the annual assessment reporting process in October. Upon our initial review of the results at this point, we have realized we need to make some modifications to our strategy on *when* we conduct some of the student survey pieces, in order to fully understand the impact of our work.

# Fiscal Information

Housing & Residence Life is a self-supporting unit within the Division of Student Life. Approximately 94% of our revenue is generated from student academic year rentals. The remainder of our revenue comes from summer renters and other miscellaneous income.

## Housing Rates

Below is a chart that includes the 2018-2019 Housing & Dining Rates, with comparisons to other institutions, both from the University of Minnesota System and outside. For purposes of comparison, all of the rates reflect a double room and a full meal plan.



## Financial Report

Below is a year-end financial report. Previous year reports are included for comparison & reference.

	FY 2019*	FY 2018	FY 2017	FY 2016	FY 2015
<b>REVENUES</b>					
ACADEMIC YEAR	\$12,359,290	\$11,966,210	\$11,017,190	\$10,611,600	\$10,724,800
SUMMER/MISC	\$588,559	\$525,156	\$694,850	\$828,592	\$684,710
<b>TOTAL REVENUES</b>	<b>\$12,947,849</b>	<b>\$12,491,366</b>	<b>\$11,712,040</b>	<b>\$11,440,192</b>	<b>\$11,409,510</b>
<b>EXPENSES</b>					
PAYROLL/SALARIES & BENEFITS	\$1,958,979	\$1,993,072	\$1,946,318	\$1,767,798	\$1,735,278
FM/CUSTODIAL SERVICES	\$1,490,003	\$1,502,895	\$1,403,604	\$1,451,678	\$1,328,742
REPAIR/MAINTENANCE	\$601,327	\$722,862	\$668,947	\$776,325	\$642,158
UTILITIES	\$1,476,820	\$1,566,358	\$1,446,311	\$1,485,572	\$1,534,885
EXPENDABLE EQUIP/SUPPLIES	\$98,768	\$93,580	\$121,757	\$135,116	\$86,918
INTEREST/DEBT/BANK FEES	\$386,123	\$386,176	\$320,327	\$374,715	\$517,864
COST POOL ASSESSMENT	\$467,615	\$462,058	\$445,058	\$411,847	\$390,205
CREDIT CARD FEES	\$67,218	\$54,149	\$63,051	\$91,649	\$18,324
COMPUTER SYSTEMS	\$424,625	\$414,078	\$439,001	\$407,272	\$373,997
DEPRECIATION/EQUIP/BLDG	\$2,157,510	\$2,128,812	\$2,051,454	\$1,947,275	\$2,028,751
OTHER COMBINED EXPENSES	\$679,859	\$735,504	\$709,338	\$758,244	\$699,427
<b>TOTAL GENERAL EXPENSES</b>	<b>\$9,808,847</b>	<b>\$10,059,544</b>	<b>\$9,615,166</b>	<b>\$9,607,491</b>	<b>\$9,356,549</b>
<b>MAJOR REPAIR &amp; REPLACE (NON CAPITAL)</b>	<b>\$1,020,870</b>	<b>\$620,110</b>	<b>\$780,241</b>	<b>\$677,270</b>	<b>\$1,301,383</b>
<b>FINAL NET OPERATING MARGIN</b>	<b>\$2,118,132</b>	<b>\$1,811,712</b>	<b>\$1,316,633</b>	<b>\$1,155,431</b>	<b>\$751,578</b>

# Appendices

A: 2018-2019 Strategic Plan

B: Resident Feedback Survey – Fall 2018

C: Resident Experience Survey – Spring 2019

D: HRL's Undergraduate Co-Curricular Program Assessment Plan

# Appendix A

2018-2019 Strategic Plan

***I. Vision (optional)***

Housing & Residence Life will provide programs and facilities that offer the components necessary to foster community development and personal growth in an environment characterized by student centeredness, collaboration, innovation, and inclusion.

***II Values (optional)***

**Student Centered** – We work to support students as they strive to achieve academic & personal success.

**Collaborative** – We approach our work with students, each other, and partners collaboratively to improve the services we provide.

**Innovative** – We seek to be innovative in our work by taking risks, navigating challenge, and embracing change.

**Inclusive** – We foster communities where all individuals feel welcomed, valued, and included.

***III. Mission***

UMD Housing & Residence Life, in support of the mission of the University, provides programs, opportunities and residential facilities that that support learning, personal growth and community connections.

***IV. Goals***

***Housing & Residence Life Goals Mapped to the UMD and Student Life Strategic Plans***

<b>Housing &amp; Residence Life Goal</b>	<b>Mapping to University Goals</b>	<b>Mapping to Student Life Goals</b>
<b>A.</b> Housing and Residence Life provides the leadership and administrative systems which enhance the success of our residents	1, 4, 5	1.1, 2.1. 4.1, 4.2, 4.3, 5.3

<b>B.</b> Housing and Residence Life provides quality and safe facilities which enhance the success of our residents.	6	3.2, 5.1, 5.2
<b>C.</b> Housing and Residence Life provides programs and opportunities which enhance the success of our residents.	1, 2, 5	1.1, 1.2, 2.1, 2.2, 3.1, 5.2

***V. Objectives/Outcomes/Assessment***

<b>Objective/Outcome</b>	<b>Mapping to Department Goal</b>	<b>Assessment Strategy</b>
Evaluate student satisfaction with StarRez Housing Information system.	A	Is it done? Include evaluative questions on Annual Resident Survey. Send survey after major housing events, such as Room Draw.
Initiate a thorough design process for a new residence hall	B	Is it done? Which stakeholders were involved?
Implement a revised departmental community development curriculum and complete the assessment strategy that has been developed.	C	Is it done? Execute the student learning assessment strategy outlined.

# Appendix B

Resident Feedback Survey – Fall 2018

# Fall 2018 Resident Survey

Description:

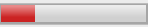
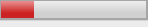
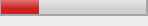
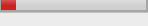
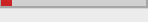
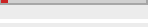
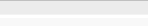
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Date Range: 11/19/2018 10:00:00 AM - 11/30/2018 4:00:00 PM


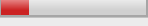
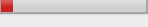
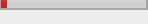
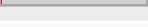
Total Respondents: 1003

Q1. Which building do you live in?			
Count	Percent		
48	4.79%		Burntside
25	2.49%		Goldfine A
36	3.59%		Goldfine B
27	2.69%		Goldfine C
21	2.09%		Griggs A
15	1.50%		Griggs B
20	1.99%		Griggs C
10	1.00%		Griggs D
43	4.29%		Griggs E
40	3.99%		Griggs F
23	2.29%		Griggs K
20	1.99%		Griggs L
19	1.89%		Griggs M
15	1.50%		Griggs N
48	4.79%		Griggs P
26	2.59%		Griggs Q
48	4.79%		Griggs R
23	2.29%		Griggs S
59	5.88%		Heaney
118	11.76%		Ianni
16	1.60%		Junction A (Cuyuna)
18	1.79%		Junction B (Mesabi)
128	12.76%		Lake Superior Hall
40	3.99%		Oakland: Aspen
28	2.79%		Oakland: Balsam
25	2.49%		Oakland: Basswood
29	2.89%		Oakland: Birch
17	1.69%		Oakland: Oak
18	1.79%		Vermilion
1003	Respondents		


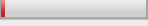
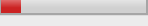
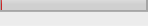
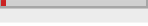
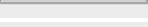
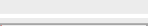
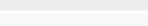
Q2. Which floor do you live on?

Count	Percent		
236	23.53%		1
228	22.73%		2
265	26.42%		3
101	10.07%		4
78	7.78%		5
45	4.49%		6
50	4.99%		7
1003 Respondents			

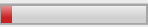
Q3. What class year are you?

Count	Percent		
678	67.60%		Freshman (0 - 29 credits completed)
193	19.24%		Sophomore (30 - 59 credits completed)
84	8.37%		Junior (60 - 89 credits completed)
39	3.89%		Senior (90 or more credits completed)
9	0.90%		Other
1003 Respondents			

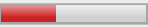
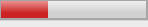
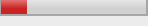
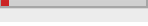
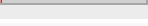
Q4. How many semesters, including the current one, have you resided on-campus at UMD?

Count	Percent		
780	77.77%		1
27	2.69%		2
139	13.86%		3
6	0.60%		4
32	3.19%		5
0	0.00%		6
14	1.40%		7
5	0.50%		8 or more
1003 Respondents			

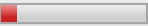
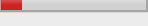
Q5. Are you a transfer student?

Count	Percent		
74	7.38%		Yes
929	92.62%		No
1003 Respondents			

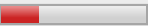

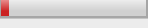
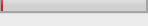
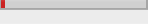
Q6. How would you describe your relationship with your roommate(s)?

Count	Percent		
362	37.79%		Excellent
311	32.46%		Good
175	18.27%		Average
53	5.53%		Below Average
50	5.22%		Poor
7	0.73%		I do not have a roommate
958	Respondents		



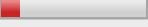
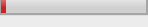
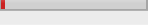
Q7. How would you describe your relationship with your floor-mates and building-mates?

Count	Percent		
106	11.06%		Excellent
236	24.63%		Good
397	41.44%		Average
138	14.41%		Below Average
81	8.46%		Poor
958	Respondents		



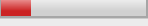
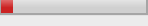
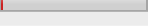
Q8. Please indicate your level of agreement with the following: - My fellow residents are aware of hall and campus policies

Count	Percent		
255	26.62%		Strongly Agree
613	63.99%		Agree
54	5.64%		Disagree
11	1.15%		Strongly Disagree
25	2.61%		Unable to rate
958	Respondents		



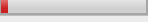
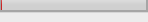
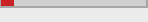
Q9. Please indicate your level of agreement with the following: - My fellow residents follow hall and campus policies

Count	Percent		
188	19.62%		Strongly Agree
588	61.38%		Agree
127	13.26%		Disagree
30	3.13%		Strongly Disagree
25	2.61%		Unable to rate
958	Respondents		

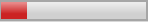

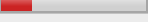
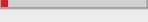
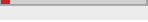
Q10. Please indicate your level of agreement with the following: - My fellow residents adhere to quiet hours

Count	Percent		
175	18.27%		Strongly Agree
492	51.36%		Agree
199	20.77%		Disagree
82	8.56%		Strongly Disagree
10	1.04%		Unable to rate
958	Respondents		

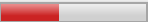

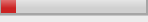
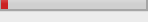
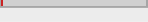
Q11. Please indicate your level of agreement with the following: - My fellow residents are respectful of those with identities and perspectives different than their own

Count	Percent		
316	32.99%		Strongly Agree
508	53.03%		Agree
46	4.80%		Disagree
4	0.42%		Strongly Disagree
84	8.77%		Unable to rate
958	Respondents		

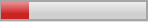

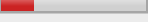
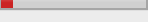
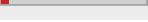
Q12. Please indicate your level of agreement with the following: - I feel comfortable addressing concerns with my fellow residents

Count	Percent		
173	18.06%		Strongly Agree
478	49.90%		Agree
207	21.61%		Disagree
43	4.49%		Strongly Disagree
57	5.95%		Unable to rate
958	Respondents		

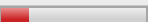

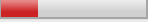
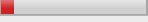
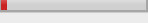
Q13. Please indicate your level of agreement with the following: - I feel comfortable addressing concerns with my roommate(s)

Count	Percent		
382	39.87%		Strongly Agree
416	43.42%		Agree
99	10.33%		Disagree
47	4.91%		Strongly Disagree
14	1.46%		Unable to rate
958	Respondents		

Q14. Please indicate your level of agreement with the following: - I feel a sense of belonging on the floor/community I live in

Count	Percent		
184	19.21%		Strongly Agree
421	43.95%		Agree
220	22.96%		Disagree
78	8.14%		Strongly Disagree
55	5.74%		Unable to rate
958	Respondents		

Q15. Please indicate your level of agreement with the following: - I am engaged in my community outside of the events planned by housing staff or my RA

Count	Percent		
188	19.62%		Strongly Agree
401	41.86%		Agree
245	25.57%		Disagree
85	8.87%		Strongly Disagree
39	4.07%		Unable to rate
958	Respondents		

Q16. Please indicate your level of agreement with the following: - I consider the impact my decisions may have on my community

Count	Percent		
314	32.78%		Strongly Agree
542	56.58%		Agree
65	6.78%		Disagree
12	1.25%		Strongly Disagree
25	2.61%		Unable to rate
958	Respondents		

Q17. Please provide any comments related to the community in your hall or in your building.

Count	Percent	
277	100.00%	
277	Respondents	

Q18. How often have you participated in activities on your floor or in your building?

Count	Percent		
39	4.14%		Very Frequently
181	19.19%		Frequently
420	44.54%		Infrequently
303	32.13%		Very Infrequently
943	Respondents		

Q19. I am most likely to attend a program if (please check all that apply)

Count	Respondent %	Response %	
522	55.36%	18.79%	Poster
40	4.24%	1.44%	HRL Social media promotion
216	22.91%	7.78%	GroupMe text
56	5.94%	2.02%	Facebook message
171	18.13%	6.16%	SnapChat message
492	52.17%	17.71%	Email from RA
233	24.71%	8.39%	Email from Housing
622	65.96%	22.39%	Friend tells me about it
215	22.80%	7.74%	RA or another person knocks on my door
41	4.35%	1.48%	Professional Staff referral
170	18.03%	6.12%	Personal paper invitation
943	Respondents		
2778	Responses		

Q20. Have you been aware of the late night programs that have occurred this semester?

Count	Percent	
627	66.49%	Yes
316	33.51%	No
943	Respondents	

Q21. Have you attended a late night program sponsored by Housing & Residence Life?

Count	Percent		
231	24.50%		Yes
712	75.50%		No
943	Respondents		

Q22. Please indicate your level of agreement with the following: - My RA(s) is available when I need them

Count	Percent		
377	40.93%		Strongly Agree
419	45.49%		Agree
55	5.97%		Disagree
12	1.30%		Strongly Disagree
58	6.30%		Unable to rate
921	Respondents		

Q23. Please indicate your level of agreement with the following: - My RA(s) has made an effort to get to know me

Count	Percent		
341	37.02%		Strongly Agree
383	41.59%		Agree
118	12.81%		Disagree
49	5.32%		Strongly Disagree
30	3.26%		Unable to rate
921	Respondents		

Q24. Please indicate your level of agreement with the following: - My RA(s) has effectively addressed problems or conflicts that have arisen on my floor or between residents

Count	Percent		
272	29.53%		Strongly Agree
369	40.07%		Agree
55	5.97%		Disagree
24	2.61%		Strongly Disagree
201	21.82%		Unable to rate
921	Respondents		

Q25. Please indicate your level of agreement with the following: - My RA(s) has been helpful when I've asked for assistance

Count	Percent		
371	40.28%		Strongly Agree
348	37.79%		Agree
32	3.47%		Disagree
10	1.09%		Strongly Disagree
160	17.37%		Unable to rate
921	Respondents		

Q26. Please indicate your level of agreement with the following: - My RA(s) has treated residents equitably

Count	Percent		
448	48.64%		Strongly Agree
371	40.28%		Agree
7	0.76%		Disagree
8	0.87%		Strongly Disagree
87	9.45%		Unable to rate
921	Respondents		

Q27. Please indicate your level of agreement with the following: - My RA(s) has enforced policies with consistency

Count	Percent		
354	38.44%		Strongly Agree
391	42.45%		Agree
51	5.54%		Disagree
12	1.30%		Strongly Disagree
113	12.27%		Unable to rate
921	Respondents		

Q28. Please indicate your level of agreement with the following: - My RA(s) has effectively organized programs and activities that have added to a sense of belonging among residents

Count	Percent		
332	36.05%		Strongly Agree
424	46.04%		Agree
66	7.17%		Disagree
28	3.04%		Strongly Disagree
71	7.71%		Unable to rate
921	Respondents		

Q29. Please indicate your level of agreement with the following: - My RA(s) has facilitated an environment that is inclusive of the different cultures and background of residents

Count	Percent		
365	39.63%		Strongly Agree
425	46.15%		Agree
26	2.82%		Disagree
11	1.19%		Strongly Disagree
94	10.21%		Unable to rate
921	Respondents		

Q30. Please indicate your level of agreement with the following: - I am aware of who the Residence Director is for my community.

Count	Percent		
276	29.97%		Strongly Agree
354	38.44%		Agree
187	20.30%		Disagree
77	8.36%		Strongly Disagree
27	2.93%		Unable to rate
921	Respondents		

Q31. Please indicate your level of agreement with the following: - My Residence Director is visible.

Count	Percent		
173	18.78%		Strongly Agree
322	34.96%		Agree
240	26.06%		Disagree
74	8.03%		Strongly Disagree
112	12.16%		Unable to rate
921	Respondents		

Q32. Please indicate your level of agreement with the following: - My Residence Director is available for support

Count	Percent		
192	20.85%		Strongly Agree
397	43.11%		Agree
103	11.18%		Disagree
39	4.23%		Strongly Disagree
190	20.63%		Unable to rate
921	Respondents		

Q33. Please indicate your level of agreement with the following: - The Housing & Residence Life professional staff is helpful and courteous

Count	Percent		
302	32.79%		Strongly Agree
482	52.33%		Agree
31	3.37%		Disagree
12	1.30%		Strongly Disagree
94	10.21%		Unable to rate
921	Respondents		

Q34. Please provide any comments related to the Housing & Residence Life staff, including RAs and RDs.

Count	Percent	
166	100.00%	
166	Respondents	

Q35. Please indicate your level of satisfaction with the following items: - The cleanliness of the common areas (including bathrooms in the residence halls) in your building

Count	Percent		
201	22.43%		Very Satisfied
499	55.69%		Satisfied
136	15.18%		Dissatisfied
37	4.13%		Very Dissatisfied
23	2.57%		Unable to rate
896	Respondents		

Q36. Please indicate your level of satisfaction with the following items: - The lounges, common areas, and recreation space in your building

Count	Percent		
296	33.04%		Very Satisfied
498	55.58%		Satisfied
62	6.92%		Dissatisfied
12	1.34%		Very Dissatisfied
28	3.13%		Unable to rate
896	Respondents		

Q37. Please indicate your level of satisfaction with the following items: - The outdoor spaces surrounding your building

Count	Percent		
308	34.38%		Very Satisfied
532	59.38%		Satisfied
38	4.24%		Dissatisfied
8	0.89%		Very Dissatisfied
10	1.12%		Unable to rate
896	Respondents		

Q38. Please indicate your level of satisfaction with the following items: - The nighttime lighting of the outdoor areas surrounding your building.

Count	Percent		
249	27.79%		Very Satisfied
473	52.79%		Satisfied
132	14.73%		Dissatisfied
29	3.24%		Very Dissatisfied
13	1.45%		Unable to rate
896	Respondents		

Q39. Please indicate your level of satisfaction with the following items: - The laundry room(s) available to you.

Count	Percent		
247	27.57%		Very Satisfied
444	49.55%		Satisfied
141	15.74%		Dissatisfied
61	6.81%		Very Dissatisfied
3	0.33%		Unable to rate
896	Respondents		

Q40. Please indicate your level of satisfaction with the following items: - The LaundryView system (online laundry monitoring)

Count	Percent		
175	19.53%		Very Satisfied
315	35.16%		Satisfied
101	11.27%		Dissatisfied
70	7.81%		Very Dissatisfied
235	26.23%		Unable to rate
896	Respondents		

Q41. Please indicate your level of satisfaction with the following items: - The furniture in your room and/or apartment

Count	Percent		
198	22.10%		Very Satisfied
533	59.49%		Satisfied
128	14.29%		Dissatisfied
33	3.68%		Very Dissatisfied
4	0.45%		Unable to rate
896	Respondents		

Q42. Please indicate your level of satisfaction with the following items: - The temperature in your room or apartment

Count	Percent		
154	17.19%		Very Satisfied
508	56.70%		Satisfied
169	18.86%		Dissatisfied
62	6.92%		Very Dissatisfied
3	0.33%		Unable to rate
896	Respondents		

Q43. Please provide any comments related to the residential facilities.

Count	Percent		
261	100.00%		
261	Respondents		

Q44. Please indicate your level of satisfaction with the following items: - The wireless internet access in your room

Count	Percent		
309	34.68%		Very Satisfied
451	50.62%		Satisfied
100	11.22%		Dissatisfied
27	3.03%		Very Dissatisfied
4	0.45%		Unable to rate
891	Respondents		

Q45. Please indicate your level of satisfaction with the following items: - The cable TV service in your room

Count	Percent		
187	20.99%		Very Satisfied
300	33.67%		Satisfied
69	7.74%		Dissatisfied
29	3.25%		Very Dissatisfied
306	34.34%		Unable to rate
891	Respondents		

**Q46. Please indicate your level of satisfaction with the following items: - The recycling process in your building**

Count	Percent		
300	33.67%		Very Satisfied
522	58.59%		Satisfied
37	4.15%		Dissatisfied
6	0.67%		Very Dissatisfied
26	2.92%		Unable to rate
891	Respondents		

**Q47. Please indicate your level of satisfaction with the following items: - The online maintenance request system through the housing portal.**

Count	Percent		
219	24.58%		Very Satisfied
324	36.36%		Satisfied
46	5.16%		Dissatisfied
14	1.57%		Very Dissatisfied
288	32.32%		Unable to rate
891	Respondents		

**Q48. Please indicate your level of satisfaction with the following items: - The timeliness of the response to maintenance requests**

Count	Percent		
238	26.71%		Very Satisfied
295	33.11%		Satisfied
45	5.05%		Dissatisfied
9	1.01%		Very Dissatisfied
304	34.12%		Unable to rate
891	Respondents		

**Q49. Please indicate your level of satisfaction with the following items: - The availability of equipment (games, sports equipment, etc.) for you to check out from the Housing Information Desk in Lake Superior Hall**

Count	Percent		
296	33.22%		Very Satisfied
404	45.34%		Satisfied
24	2.69%		Dissatisfied
6	0.67%		Very Dissatisfied
161	18.07%		Unable to rate
891	Respondents		

**Q50. Please indicate your level of satisfaction with the following items: - The selection of movies available for you to check out from the Housing Information Desk in Lake Superior Hall**

Count	Percent		
202	22.67%		Very Satisfied
309	34.68%		Satisfied
19	2.13%		Dissatisfied
3	0.34%		Very Dissatisfied
358	40.18%		Unable to rate
891	Respondents		

Q51. Please indicate your level of satisfaction with the following items: - The service you have received at the Housing Information Desk in Lake Superior Hall

Count	Percent		
339	38.05%		Very Satisfied
441	49.49%		Satisfied
27	3.03%		Dissatisfied
7	0.79%		Very Dissatisfied
77	8.64%		Unable to rate
891	Respondents		

Q52. Please indicate your level of satisfaction with the following items: - Mail delivery service to your mailbox

Count	Percent		
355	39.84%		Very Satisfied
452	50.73%		Satisfied
29	3.25%		Dissatisfied
14	1.57%		Very Dissatisfied
41	4.60%		Unable to rate
891	Respondents		

Q53. Please indicate your level of satisfaction with the following items: - The package notification process

Count	Percent		
463	51.96%		Very Satisfied
351	39.39%		Satisfied
17	1.91%		Dissatisfied
12	1.35%		Very Dissatisfied
48	5.39%		Unable to rate
891	Respondents		

Q54. Please indicate your level of satisfaction with the following items: - The available hours for package pick-up

Count	Percent		
157	17.62%		Very Satisfied
411	46.13%		Satisfied
223	25.03%		Dissatisfied
59	6.62%		Very Dissatisfied
41	4.60%		Unable to rate
891	Respondents		

Q55. Please provide any comments related to the services that are provided to you.

Count	Percent	
169	100.00%	
169	Respondents	

Q56. Please indicate your level of agreement with the following: - I feel safe in my room

Count	Percent		
510	57.63%		Strongly Agree
353	39.89%		Agree
12	1.36%		Disagree
7	0.79%		Strongly Disagree
3	0.34%		Unable to rate
885	Respondents		

Q57. Please indicate your level of agreement with the following: - I have formed connections with others that have had a positive impact on my sense of belonging at UMD

Count	Percent		
392	44.29%		Strongly Agree
406	45.88%		Agree
54	6.10%		Disagree
18	2.03%		Strongly Disagree
15	1.69%		Unable to rate
885	Respondents		

Q58. Please indicate your level of agreement with the following: - Living on-campus exposes me to the resources at UMD that support me academically

Count	Percent		
356	40.23%		Strongly Agree
440	49.72%		Agree
58	6.55%		Disagree
14	1.58%		Strongly Disagree
17	1.92%		Unable to rate
885	Respondents		

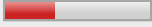

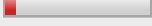
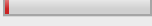
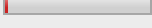
Q59. Please indicate your level of agreement with the following: - Living on-campus helps me develop life skills

Count	Percent		
293	33.11%		Strongly Agree
429	48.47%		Agree
125	14.12%		Disagree
23	2.60%		Strongly Disagree
15	1.69%		Unable to rate
885	Respondents		


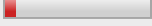
Q60. Please indicate your level of agreement with the following: - Living on-campus helps me succeed academically

Count	Percent		
301	34.01%		Strongly Agree
453	51.19%		Agree
81	9.15%		Disagree
20	2.26%		Strongly Disagree
30	3.39%		Unable to rate
885	Respondents		

Q61. Please indicate your level of agreement with the following: - Living on-campus exposes me to students from different backgrounds and experiences than my own

Count	Percent		
308	34.80%		Strongly Agree
463	52.32%		Agree
69	7.80%		Disagree
25	2.82%		Strongly Disagree
20	2.26%		Unable to rate
885	Respondents		

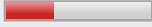
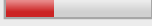
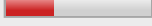
Q62. I would recommend living on-campus at UMD to other students as a good experience.

Count	Percent		
819	92.54%		Yes
66	7.46%		No
885	Respondents		

Q63. Please provide any comments related to your experience living on-campus at UMD.

Count	Percent	
113	100.00%	
113	Respondents	

Q64. If you are interested in entering our daily prize drawing for completing this survey, please provide the following information.

Count	Respondent %	Response %		
805	100.00%	33.35%		First Name
804	99.88%	33.31%		Last Name
805	100.00%	33.35%		UMD Email Address
805	Respondents			
2414	Responses			

# Appendix C

Resident Experience Survey – Spring 2019

# UMD HRL Spring 2019 Survey

Description:

Date Created: 4/19/2019 2:40:38 PM

Date Range: 4/23/2019 9:00:00 AM - 5/3/2019 4:00:00 PM

Total Respondents: 318

Q1. Please indicate your level of agreement with the following: - I have formed connections with others that have had a positive impact on my sense of belonging at UMD

Count	Percent		
134	42.14%		Strongly Agree
147	46.23%		Agree
30	9.43%		Disagree
7	2.20%		Strongly Disagree
318	Respondents		

Q2. Please indicate your level of agreement with the following: - Living on-campus exposes me to the resources at UMD that support me academically

Count	Percent		
100	31.45%		Strongly Agree
179	56.29%		Agree
34	10.69%		Disagree
5	1.57%		Strongly Disagree
318	Respondents		

Q3. Please indicate your level of agreement with the following: - Living on-campus helps me develop life skills

Count	Percent		
68	21.38%		Strongly Agree
172	54.09%		Agree
67	21.07%		Disagree
11	3.46%		Strongly Disagree
318	Respondents		



Q4. Please indicate your level of agreement with the following: - Living on-campus helps me succeed academically

Count	Percent		
94	29.56%		Strongly Agree
171	53.77%		Agree
45	14.15%		Disagree
8	2.52%		Strongly Disagree
318	Respondents		


Q5. Please indicate your level of agreement with the following: - Living on-campus exposes me to students from different backgrounds and experiences than my own

Count	Percent		
102	32.08%		Strongly Agree
157	49.37%		Agree
46	14.47%		Disagree
13	4.09%		Strongly Disagree
318	Respondents		

Q6. I would recommend living on-campus at UMD to other students as a good experience.

Count	Percent		
283	88.99%		Yes
35	11.01%		No
318	Respondents		

Q7. Is there anything else you'd like to tell us about your experience living on campus this year?

Count	Percent	
118	100.00%	
118	Respondents	

# Appendix D

## HRL's Undergraduate Co-Curricular Program Assessment Plan

**Undergraduate Co-Curricular Program Assessment Plan**

**Program Name:** Housing & Residence Life  
**Date:** April 2018

**Section 1: Program Learning Outcomes and Assessment Methods**

This table summarizes all program learning outcomes and related details for each outcome. Program learning outcomes identify what students will know and do as a result of completing the program.

<b>Program Learning Outcome(s)</b>	<b>Campus SLO Alignment</b>	<b>Assessment Year</b>	<b>Assessment Methods/Measures</b>	<b>Performance Indicators</b>
<u>Academic</u> - Students who live on campus will be aware of resources which support them academically.	SLO 2: Construct, integrate, and apply knowledge from instruction and experience.	<b>Not reported to Campus Assessment</b>	<ul style="list-style-type: none"> <li>Analyze content of Caring Conversation responses.</li> <li>Survey response analysis</li> </ul>	<ul style="list-style-type: none"> <li>Growth on measures included in caring conversations, based upon rubric scores used to rank each conversation.</li> </ul>
<u>Decision Making</u> - Students who live on campus will understand the impact of their decisions on themselves and others.	SLO 4: Use ethical reasoning to make informed and principled choices.	<b>Annually - 2018-2019, 2019-2020, 2020-2021</b>	<ul style="list-style-type: none"> <li>Track number of students recurring conduct cases</li> <li>Analyze students with recurring cases to determine which sanctions might have a better impact on students future behavior than others.</li> <li>Develop Rubric to use when reviewing reflection papers to assess whether student has understanding of impacts their decisions have on self &amp; others.</li> </ul>	<ul style="list-style-type: none"> <li>Reduction in number of students with repeated conduct violations year to year.</li> <li>Growth in understanding of impact of decision making</li> </ul>
<u>Connections</u> - Students who live on campus will find at least one person who positively contributes to their sense of belonging.	SLO 6: Communicate effectively through writing, speaking, and interpersonal group interactions.	<b>Annually - 2018-2019, 2019-2020, 2020-2021</b>	<ul style="list-style-type: none"> <li>Add question to survey regarding an individual who directly helped them feel they belong on campus                             <ul style="list-style-type: none"> <li>HRL staff, UMD staff, DS Staff, Residents</li> </ul> </li> <li>Analysis of sociogram results through rubric.</li> </ul>	<ul style="list-style-type: none"> <li>Increase in # of HRL staff members from fall to spring that student indicates had a positive contribution to their sense of belonging at UMD.</li> <li>Growth in number of connections each student has with other students in</li> </ul>

<p><u>Personal Development</u> - Students who live on campus will demonstrate growth in awareness of their identities and the identities of others.</p>	<p>SLO 5: Demonstrate self-knowledge across a range of developmental areas.</p>	<p><b>Not reported to campus assessment</b></p>	<p>Annual Survey question &amp; EOY follow-up response analysis</p>	<p>their community from Fall to Spring.</p> <ul style="list-style-type: none"> <li>Growth in awareness responses to survey questions from Fall to Spring.</li> </ul>
<p><u>Life Skills</u> - Students who live on campus will develop life skills to succeed while living on-campus and beyond.</p>	<p>SLO 9 Apply life skills to succeed in college and beyond.</p>	<p><b>Annually - 2018-2019, 2019-2020, 2020-2021</b></p>	<p>Annual Survey question &amp; EOY follow-up response analysis Caring Conversation response analysis using rubric.</p>	<ul style="list-style-type: none"> <li>Growth in skill development responses to survey questions from Fall to Spring.</li> <li>Growth in skill development as evidence by the caring conversation rubric analysis from Fall to Spring.</li> </ul>

**Section 2: Program Assessment Data Analysis and Results**

In this section, information is provided regarding who conducts the program’s assessment, who compiles assessment data, who reviews assessment results, and general ways the program uses assessment results to improve teaching and learning. Information includes ways in which students and individuals/groups outside of the program are involved in the program’s assessment process, if applicable.

Assessment is conducted and the data is compiled by our departmental assessment working group. Currently, this group consists of Jeremy Leiferman (Director), Stephanie Knoppa (Assistant Director), and John Schmidt (Residence Director).

Compiled data and results will be shared with appropriate staff and groups to make determinations about any changes to approach may need to be made based upon the assessment results. An example of this is that data around sanctions that may more effectively reduce recidivism could be shared with hearing officers to inform future practice around which sanctions might be more helpful in applying to future cases.

Assessment results will also be shared with student staff so that they can have a sense of the impact of their efforts. This will help them understand the importance of their work, the intentionality behind our approach, as well as motivate them to continue to do the work that they do.