



**Name of Unit:** Office of Residence Life

**Assessed by:** Residence Life Staff, Melody Scott

**Date (Assessment Cycle):** 2019-20

### **Mission Statement**

Residence Life exists to intentionally enhance the overall Malone student experience. This is accomplished by:

- (1) inviting and involving students into a vibrant student-centered community which represents a wide range of backgrounds, experiences and viewpoints.
- (2) enhancing students' educational experience and informing their worldview as they transition to and from the University by providing essential resources, services, programs and activities necessary to challenge and support their holistic development.

### **Unit Goals**

- 1) To create a safe, hospitable and sustainable student-centered living space that enhances academic achievement and student interaction.
- 2) To promote spiritual awareness in students by creating an environment that welcomes and exposes the non-believer to Christ while challenging and supporting those who know Christ to a deeper relationship with Him.
- 3) To encourage participation in provided, collaborative programs to resident students that foster cultural, social, intellectual, emotional and spiritual growth.
- 4) To actively communicate education on conduct and positive self-directed behavior; to support and enforce the policies that provide a structure for compatible and cooperative Christian community living as identified in the student handbook.
- 5) To promote stewardship of human, physical and fiscal resources.

<b>Expected Performance Outcomes</b>	<b>Means of Assessment &amp; Criteria for Success</b>	<b>Summary of Data Collected</b>	<b>Use of Results</b>
<p><b><u>G1: Outcome Objective</u></b></p> <p>(1) To create a safe, hospitable living space in which students academic achievement and interaction are enhanced.</p> <p><b><u>G1: Outcome Objective 2</u></b></p> <p>(2) Each staff member of the residence life student leader team (31 RAs) will engage in a two-week training during August to prepare them for hospitality and leadership on their floor for the academic school year.</p>	<p><b><u>Assessment 1)</u></b></p> <p>An annual residence hall survey will be distributed to residential students. Respondents will rank 50% or higher the following 2 questions out of 9 areas in the statement: I believe my halls (a) safe, and (b) hospitable.</p> <p><b><u>G1: Assessment 2)</u></b></p> <p>Each Resident Assistant is given training on how to lead residents effectively and offer hospitality. RAs receive 42 seminar hours, participation in 16 Staff Training hours, and complete 6 hours of experiential activities.</p>	<p><b><u>Data 1)</u></b></p> <p>For the 2019-20 academic year, 88% of our residential students were captured in the survey. Respondents marked the survey as Agree (A) or Strongly Agree (SA): the halls are:</p> <p>physically safe FA19: 92% (FA 18: 92%; FA17:62%),</p> <p>hospitable: FA 19: 82% (FA18: 80%; FA17: 55%).</p> <p><b><u>G1: Data 2)</u></b></p> <p>Training was given in August 2019 by Resident Directors and the Deans. A weekend training in January was also offered to Resident Assistants through the academic year. Evaluations were given at the end of the training period 93% saw the information covered during training (a test is distributed which encompasses all of training) to equip the RAs for their role as “good” or</p>	<p><b><u>Use 1)</u></b></p> <p>For 2019-20, Residence Life will assess through conversations and student survey responses how to maintain 85% or higher in hospitality and physical safety of our halls. The results showed an increase from 2018, and physical safety surpassed our goal of 85% or higher. Hospitality was slightly lower than our goal. Staff will aspire to rank 85% or higher in both areas for 2020-21.</p> <p><b><u>G1: Use 2)</u></b></p> <p>For 2020, a two-week Fall RA training will continue to be implemented and utilizing a test in training will be a measure of outcome. One area of continued growth will be to offer more interactive workshop experiences and workshops on diversity training based on feedback from the training test results. Returning RAs will have additional workshops.</p>

<p><b><u>G1: Outcome Objective 3</u></b></p> <p>(3) Students will know how to contact their RA or RD; in order to communicate A sense of approachable and available staff.</p> <p><b><u>G2: Outcome Objective</u></b></p> <p>1) Together, the Resident Assistant and Resident Director will foster an environment conducive to spiritual development.</p> <p><b><u>G3: Outcome Objective</u></b></p> <p>1) Each residence hall invites positive student interaction</p>	<p><b><u>G1: Assessment 3)</u></b></p> <p>A campus generated survey will be administered to resident students and of those completing the survey 80 % will answer agree or higher to the following question regarding the residence life staff approachability and availability. The question is “I know how to contact my RA/RD.”</p> <p><b><u>G2: Assessment 1</u></b></p> <p>An annual residence hall survey will be distributed to students and of those completing the survey, 75% or more will agree or strongly agree with the following statement: “the residence halls help me grow in my faith.”</p> <p><b><u>G3: Assessment 1)</u></b></p> <p>Each Resident Assistant and Resident Director will provide (a) a minimum of 1</p>	<p>“better.” This was a 1% decrease from the previous year (FA 18: 94%).</p> <p><b><u>G1: Data 3)</u></b></p> <p>IN 2019, 96% of 554 respondents marked agree or strongly agree to the statement: “I know how to contact my RD/RA.”</p> <p>(FA 18: 95% of 652 respondents)</p> <p><b><u>G2: Data 1)</u></b></p> <p>For the 2019 academic year, 84% of the residential students on the survey marked agree or strongly agree on the question: the residence halls help me grow in my faith.</p> <p>(FA 18: 77%; FA17:74%)</p> <p><b><u>G3: Data 1)</u></b></p> <p>(a) Program proposal and evaluation sheets were submitted for each residence hall with each RA</p>	<p><b><u>G1: Use 3)</u></b></p> <p>Residence Life surpassed their 90% goal from the previous year and increased response from previous year. Continued communication in oral and written form will be disseminated about the availability and approachability of staff in offering hospitality to residents. We seek to maintain 95% or better for next year.</p> <p><b><u>G2: Use 1)</u></b></p> <p>An increase and surpassing of goal occurred for Residence Life as compared to previous year. Residence Life will host spiritual formation opportunities in each residence hall in collaboration with the Office of Spiritual Formation.</p> <p><b><u>G3: Use 1)</u></b></p> <p>In 2019, Residence Life was under their goal of 90% or more of</p>
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<p>while promoting an increase of knowledge through (a) holistic programming and (b) intentional staff to student relationships.</p> <p><b><u>G3: Outcome Objective 2</u></b></p> <p>2) Students will experience an environment on campus that encourages development of their faith which will be administered and assessed through the NSSE Survey.</p>	<p>holistic (social, emotional, spiritual, multicultural and/or educational) in conjunction with SFO requirements per semester in their hall, and (b) will invite each resident on their floor to at least one-on-one specific conversation per semester.</p> <p>Every program that is offered is monitored and evaluated through the Residence Life individual program proposal form and documented in Excel. A goal of 90% or more of our residents will be involved in co-curricular activities.</p> <p><b><u>G3: Assessment 2)</u></b></p> <p>50% of the senior year students that take the NSSE will rank questions "J &amp; M" as 3.5 or higher for the national average. Question J states: There is an environment on this campus that encourages me to develop values which reflect my faith in Jesus Christ. Question M States: This institution encourages students to worship God in meaningful ways.</p>	<p>participating in one program per semester. Over 200 programs were offered. 84% of residents stated that they were involved in a co-curricular activity (FA 18: 95%; FA 17: 94%)</p> <p>(b) The RD tracks each RA program through an excel spreadsheet to ensure that they have offered the opportunity for specific one-on-one conversations with each resident on their floor within the first 6 weeks of classes.</p> <p><b><u>G3 Data 2)</u></b></p> <p>2018 NSSE SY score on Question J &amp; M showed Malone received a 4.1 (2014: 3.9) on Question J and a 4.2 (2014: 4.0) on question M. Score is above the national average. The next NSSE survey will be in 2022.</p>	<p>residential students becoming involved in co-curricular activities. The Office of Residence Life will continue to use program proposal sheets to track RA activity. Also, RL will partner with the OSF to host hall SFO's which address a holistic need. Every RA will be required to host an event, participate in an SFO and rally floor participants. Every RA will be required to have one-on-one conversations with each resident. Residence Life would like to set the goal of 90% or more of our residents being involved in co-curricular activities which promote knowledge through holistic programming.</p> <p><b><u>G3 Use 2)</u></b></p> <p>Staff continue to search for ways to accurately track faith related questions. Malone scored higher than the national average and will seek to maintain that score in upcoming NSSE surveys. Informal surveys were administered and 84% of residential population expressed growth in spiritual development.</p>
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<p><b><u>G3: Outcome Objective 3</u></b></p> <p>Students who live in residence halls will indicate, through NSSE, that they were encouraged to make contact among students from diff. backgrounds (socially, racial/eth., religiously., etc)</p>	<p><b><u>G3: Assessment 3</u></b></p> <p>In 2018, 50% of the senior students that take the NSSE will rank questions 14d (encouraging contacts among diverse students) as equal to or higher for the national average. Question 14d states: “There is an environment on this campus that encourages contact with students from different backgrounds (socially, racially/ethnically, or religiously, etc.)”</p>	<p><b><u>G3 Data 3)</u></b></p> <p>2018 SY score on 14d (encouragement of contacts among diverse others) is 51% and that of CCCU is 55%. CCCU score is &gt; that of Malone by 4% points. The next NSSE results will be in 2022.</p>	<p><b><u>G3 Use 3)</u></b></p> <p>In 2019, with the understanding of underperforming in relation to our goal, our office sought new ways to partner with the Office of Multicultural Services to support interaction between diverse types of students and meet the goal of equal to or higher than national average. In 2020, a living learning community will be launched with a focus on topics of diversity.</p>
<p><b><u>G3: Outcome Objective 4</u></b></p> <p>3) Students that live within the residence halls will indicate, through assessments, that they were invited to (a) programs that allowed them to be known and (b) encouraged to be involved and participate in programs.</p> <p>3b) Students who live in residence halls will indicate, through NSSE, that they were encouraged to participate socially.</p>	<p><b><u>G3.3 Assessment 4)</u></b></p> <p>A campus generated survey will be administered to resident students and of those completing the survey, at least 80% will agree or strongly agree assessed with the following statements: (a) RA/RD offered opportunities to get to know me. (b) RAs encouraged involvement in holistic programs/activities.</p> <p>3b). More than 60% of seniors will indicate “very much” or “quite a bit” through question 14e, “have been provided with opportunities to be involved socially” in the 2018 NSSE survey. The next NSSE results will be provided in 2022.</p>	<p><b><u>G3 Data 4)</u></b></p> <p>In 2019, (a) 94% of 554 respondents agreed or strongly agreed with the statement offered programs to get to know me. (FA 18: 96% of 620)</p> <p>(b) 87% of 554 respondents agreed or strongly agreed with the statement RAs encouraged involvement. (FA 18: 88% of 652)</p> <p>16% of respondents reported that they did not participate in any co-curricular event offered on campus.</p> <p>3b) In 2018, 66% of SY responded positively on the provision of opportunities to be involved socially on campus. Next NSSE results in 2022.</p>	<p><b><u>G3 Use 4 )</u></b></p> <p>The benchmark was 85% so we achieved our goal; the Residence Life Staff will continue to provide training on hosting intentional, relevant holistic events to residents and continue to offer opportunities for people to be known on an individual basis. Staff will continue to use the annual survey to track and assess all Residence Life programs for future assessment and accountability purposes. In 2020, the goal will be for 85% or higher of respondents to report they have been invited to opportunities and been encouraged to be involved.</p>

<p><b><u>G4: Outcome Objective 1</u></b></p> <p>1) The Residence Life Department hires, trains and continually educates 6 Residence Hall Directors and 35 Resident Assistants so that Malone's policies are accurately and consistently enforced.</p>	<p><b><u>G4: Assessment 1)</u></b></p> <p>A test covering rules/policies is administered annually to 35 Resident Assistants (RAs) at the end of their 2-week training period in August. Staff will pass the test with 80% or higher.</p>	<p><b><u>G4: Data 1)</u></b></p> <p>A pre-test and post-test covering rules/policies was administered to 35 RA's in August and all 35 passed the test with 80% or higher.</p>	<p>In order to provide resident students with ample opportunities to meet their RDs, each staff will continue to offer at least one meet and greet opportunity in their respective residence hall apartment and will go to each residence room 1 time per semester in order to sustain satisfaction goal.</p> <p>3b) Malone surpassed the goal of 60%, and the marks were equal to or greater than other CCCU institutions. We will continue to provide opportunities for social interaction and communicate opportunities to students in meaningful ways. The next NSSE results will be in 2022.</p> <p><b><u>G4: Use 1)</u></b></p> <p>Residence Life staff will continue to administer pre-and post-tests during their training period with the goal of achievement at 80% or higher in 2020.</p>
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<p><b><u>G4: Outcome Objective 2)</u></b></p> <p>2)The Residence Life staff will inform residents in both written and verbal form regarding campus policies and procedures in order to help the community operate efficiently and safely.</p>	<p><b><u>G4: Assessment 2)</u></b></p> <p>A campus generated survey will be administered to resident students and of those completing the survey 80 % will answer agree or higher to the following question regarding the residence life staff: “The RD and RA, along with the rest of your building’s residence life staff communicates information that is important to me.”</p>	<p><b><u>G4: Data 2)</u></b></p> <p>Of the 2019 campus generated survey respondents, the following percentages were indicated: 96% (2018: 97%) agreed that important campus information was communicated clearly. Mandatory all floor meetings took place in August for all new students. Policies and expectations were communicated verbally.</p>	<p><b><u>G4: Use 2)</u></b></p> <p>Residence Life will continue to use the survey to assess whether or not staff are communicating policies and procedures in a way that residents understand as well as use platforms that students are using for communication.</p>
<p><b><u>G5: Outcome Objective 1)</u></b></p> <p>1) Each student has access to Malone Express where they can input maintenance requests 24/7.</p> <p><b><u>G5: Outcome Objective 2)</u></b></p>	<p><b><u>G5: Assessment 1)</u></b></p> <p>Resident Directors will inform students how to submit maintenance requests online via Malone Express during the all hall meeting and floor meetings at the beginning of the year. The number of complaints to the Office of Student Development will be less than 10 per semester.</p> <p><b><u>G5: Assessment 2)</u></b></p>	<p><b><u>G5: Data 1)</u></b></p> <p>Resident Directors hosted mandatory all hall meetings on August 24-29 and informed students how to submit maintenance requests online.</p> <p><b><u>G5: Data 2)</u></b></p>	<p><b><u>G5: Use 1)</u></b></p> <p>For this academic school year, email notifications were sent to the <a href="mailto:residencelife@malone.edu">residencelife@malone.edu</a> email account as well as RDs when request were submitted and completed. No official complaints have been received from students about incomplete maintenance requests. However, complaints about temperature in PGB continue to be informally submitted via email and phone calls to Resident Director and Housing Coordinator.</p>

<p>2) Information regarding policies and procedures at it pertains to physical resources will be communicated to students verbally in Res. Life Meetings.</p> <p><b><u>G5: Outcome Objective 3</u></b></p> <p>3) To promote stewardship of human, physical and fiscal resources.</p>	<p>Other information regarding Malone’s policies will be communicated in both a mandatory all floor meeting and all hall meeting within the first 2 weeks of classes starting. Any policy change or pertinent information that needs to be communicated will be publicized 5 work days in advance. During the academic school year the Residence life Department will seek to receive less than 10 complaints from students regarding lack of information presented on campus policy.</p> <p><b><u>G5: Assessment 3)</u></b></p> <p>A campus generated survey will be administered to resident students and of those completing the survey 75% or higher will answer agree to the following question “My residence hall is being well-maintained.”</p>	<p>Deans instruct all staff on requirements during training.</p> <p>There were no formal complaints received from students regarding lack of information presented in campus policy.</p> <p><b><u>G5: Data 3)</u></b></p> <p>For 2019, a campus generated survey was administered. Respondent residential students marked the survey as Agree (A) or Strongly Agree (SA): the halls are: well-maintained FA 19: 71% [FA 18: 70%; FA17: 62%]</p>	<p><b><u>G5: Use 2)</u></b></p> <p>Residence Life provided training on communicating information accurately and consistently across all residence halls. This will continue each year.</p> <p>Residence Life Dept. will continue the 5 day in advance publication postings. Likewise, it is the department’s continued goal to receive less than 10 complaints from students regarding lack of information presented on campus policy.</p> <p>We will continue to employ the same approach to communicating campus information, and look into using social media in various capacities. To enhance the student experience.</p> <p><b><u>G5: Use 3)</u></b></p> <p>While our percentage has increased over the last 2 years, the goal was still not achieved. RDs will engage in focus groups with residents to understand what areas need responded to in order to meet the</p>
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<p><b><u>G5: Outcome Objective 4</u></b></p> <p>4) Each Residence Hall will contribute to human stewardship through hall retention rates and a sense of community.</p>	<p><b><u>G5: Assessment 4)</u></b></p> <p>A campus generated survey will be administered to residential students. The following questions will be asked:</p> <p>(a) “Are you planning on returning to housing next semester?” Returning population projection will be at 90% or higher (less than 10% attrition) from Fall to Spring.</p> <p>(b) “Living in the Residence Halls enables me to experience a sense of connectedness to campus.”</p>	<p><b><u>G5: Data 4)</u></b></p> <p>For the 2019 academic year, a campus generated survey was administered. Respondent residential students</p> <p>(a) Marked “Yes” on their survey: 95% were returning.</p> <p>(b) 94% stated that they agreed or strongly agreed that living in the residence halls enabled them to experience a sense of connectedness to campus. [FA 18: 90%; FA 17: 82%]</p>	<p>goal of 75% or higher in satisfaction of being fiscal and physical stewards of halls. This continues to be an effective means to communicate information. We continue to offer students periodic opportunities to express their frustrations for all topics but specifically regarding the stated questions. Each residence hall allows students to express concerns on the anonymous residence life survey.</p> <p><b><u>G5: Use 4)</u></b></p> <p>Goals were achieved for retention and connection to campus. Students who feel cared for and connected to campus are often retained within the institution. Residence Life will seek to maintain a 90% or higher hall retention rate. RL will seek to maintain 85% or higher with students experiencing a connectedness to campus.</p>
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