



Name of Unit: Office of Residence Life

Assessed by: Residence Life Staff, Melody Scott

Date (Assessment Cycle): July 1 2016- June 30 2017

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.

Slogan

Intentional - Challenging - Supportive

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 educate 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, specifically, in the Student Code of Conduct.
- 5) To promote stewardship of human, physical and fiscal resources.

Expected Performance Outcomes	Means of Assessment & Criteria for Success	Summary of Data Collected	Use of Results
<p><u>G1: Outcome Objective</u> (1) To create a safe, hospitable living space in which students academic achievement and interaction are enhanced.</p> <p><u>G1: Outcome Objective</u> (2) Each staff member of the residence life student leader team (35 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><u>G1: Outcome Objective</u> (3) Students will know how to reach their RA or RD.</p>	<p><u>Assessment 1)</u> An annual residence hall survey will be distributed to residential students and of those completing the survey 50% will rank the following 3 out of 9 boxes in the statement: I believe my halls are (a) well-maintained, (b) safe, and (c) hospitable.</p> <p><u>Assessment 2)</u> Each Resident Assistant is given approximately 2-weeks of training on how to lead residents effectively. RAs receive 42 seminar hours, participation in 16 Staff Training hours, and complete 6 hours of experiential activities.</p> <p><u>Assessment 3)</u> 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, is approachable and available. The question is “I know how to reach my RA/RD.”</p>	<p><u>Data 1)</u> For the 2016-17 academic year, residential students marked the top 3 categories on the survey as: the halls are well-maintained (62%), safe (55%), and hospitable (47%).</p> <p><u>Data 2)</u> Training was given on August 12-23 by Resident Directors and the Dean. 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 96.2% 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 “better.” This was an 8.7% positive increase from the previous year (FA15: 87.5%).</p> <p><u>Data 3:</u> IN 2016-17, 96% of 552 respondents marked agree or strongly agree to the statement: I know how to reach my RD/RA.</p>	<p><u>Use 1)</u> For 2017-18, Residence Life will continue to assess through conversations and student survey responses in how to make the halls more hospitable in order to enhance achievement and interaction so that more than half the residents have a sense of hospitality. Staff will continue to maintain the building and foster safety so that data ranks above 50%.</p> <p><u>Use 2)</u> For 2016-17, Fall RA training will continue to be implemented for 2 week periods covering necessary topics for RAs to be effective leaders. The test will continue to be utilized in training as a measure of outcome. One area of continued growth will be to offer more interactive workshop experiences during training based on feedback from the training test results.</p> <p><u>Use 3:</u> Residence Life will continue communicating with residents in oral and written form about the availability and approachability of staff in offering hospitality to residents.</p>

<p><u>G2: Outcome Objective</u> 1) Together, the Resident Assistant and Resident Director will foster an environment conducive to spiritual development.</p> <p><u>G3: Outcome Objective</u> 1) The Residence Life Office will expose Malone students to topics that seek to promote increased knowledge of their holistic needs.</p> <p><u>G3: Outcome Objective 2)</u> Administer NSSE Survey</p>	<p><u>G2: Assessment 1</u> 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><u>G3: Assessment 1)</u> Each Resident Assistant and Resident Director will provide at least 1 spiritual program (SF0) per semester in their hall and will engage in at least one-on-one specific conversation with each resident on their floor per semester.</p> <p><u>Assessment 2)</u> In 2014, 50% of the senior year students that take the NSSE will rank questions “J & 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><u>G2: Data 1)</u> For the 2016-17 academic year, 62% of the residential students on the survey marked agree or strongly agree on the question: the residence halls help me grow in my faith. This was lower than our projected goal. [FA: 2015-16 campus surveyed 575 students and 83% of surveyed students agreed that the staff fosters an environment conducive to spiritual development. Decrease of 21%.]</p> <p><u>G3: Data 1)</u> Spiritual Program proposal sheets were submitted for each residence hall with each RA participating in one program per semester. Per each RA. the faith specific conversations were completed.</p> <p><u>Data 2)</u> For the 2014-15 school year, for question J and M, 75% of the seniors agreed or strongly agreed on Question J & M. Malone received a 3.9 on Question J and a 4.0 on question M. The NSSE survey does not happen on a yearly basis but new NSSE results will be gathered in upcoming year.</p>	<p><u>G2: Use 1)</u> Residence Life will continue to see ways to partner with the Spiritual Formation Office in order to host Spiritual Formation Opportunities in the halls. Additionally, per conversations, Residence Life staff also observed a higher number of participants checking “no basis for analysis” on the survey (21% identified in that category). This may mean that higher number of residents do not have interest in growing in their faith.</p> <p><u>G3: Use 1)</u> For 2016-17, the Office of Residence Life will continue to partner with the Office of Spiritual Formation to host hall SFO’s on campus, but RAs will not be required to lead an SFO only attend and rally participants. The Residence Life office will continue to seek ways to improve spiritual development through offering continued SFOs to sustain satisfaction at 75% or higher.</p> <p><u>Use 2)</u> Staff continue to search for ways to accurately track faith related questions. New NSSE</p>
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<p><u>G3:Outcome Objective 3)</u> Each residence hall will promote positive student interaction though both holistic programming and intentional staff to student relationships.</p> <p><u>G3: Outcome Objective 4)</u> 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><u>G3: Assessment 3)</u> Each residence hall floor will provide at least one social, emotional, spiritual, multicultural and/or educational program per semester. Every program that is offered is monitored and evaluated through the Residence Life individual program proposal form.</p> <p><u>G3: Assessment 4)</u> A campus generated survey will be administered to resident students and of those completing the survey, at least 80% will agree with the following statement: (a) Offered programs to get to know me. (b) RAs encouraged involvement in programs/activities.</p>	<p><u>G3: Data 3)</u> Each residence hall planned and provided an all-hall holistic/educational opportunity that was comprehensively documented using the Res. Life Program Proposal forms. The specific programs provided were developed in conjunction with our Resident Assistant staff. Data was only available for residence halls, which resulted in over 200 programs being offered from these halls.</p> <p><u>G3: Data 4)</u> In 2016-17, (a) 94% of 552 respondents agreed or strongly agreed with the statement offered programs to get to know me. (b) 88% of 552 respondents agreed or strongly agreed with the statement RAs encouraged involvement. 13% of respondents reported that they did not participate in any co-curricular event offered on campus. “No time” was listed as most common reason for not participating. [FA: 2015-2016, 89% of 575 respondents agreed or strongly agreed with the statement “offered and participated in programs and activities”.]</p>	<p>results will be offered in 2017-18.</p> <p><u>G3: Use 3)</u> The residence life staff will continue to be required to provide at least one program each semester for residents in order to promote holistic education.</p> <p><u>G3: Use 4)</u> The benchmark was 80% so we achieved and surpassed our goal; the Residence Life Staff will continue to provide training on how to have intentional holistic events which are of interest to residents and continue to offer opportunities for people to be known on an individual basis through specific conversations. Staff will continue to use the annual survey to track and assess all Residence Life programs for future assessment and accountability purposes.</p> <p><u>G3: Use 5)</u> 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 an over 90% satisfaction goal.</p>
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<p><u>G4: Outcome Objective 1)</u> 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><u>G4: Outcome Objective 2</u> 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><u>G5: Outcome Objective 1)</u> Each student has access to Malone Express where they can input maintenance requests 24/7.</p>	<p><u>G4: Assessment 1)</u> 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><u>G4: Assessment 2</u> 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><u>G5: Assessment 1)</u> 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><u>G4: Data 1)</u> A test covering rules/policies was administered to 35 RA’s in August and all 35 passed the test with 80% or higher.</p> <p><u>G4: Data 2)</u> Of the 2016-17 campus generated survey respondents, the following percentages were indicated: 96% agreed that campus information was communicated clearly. This surpassed our goal. Mandatory all floor meetings took place in August for all new students. Policies and expectations were communicated verbally.</p> <p><u>Data 1)</u> Resident Directors hosted mandatory all hall meetings on August 25-31 and informed students how to submit maintenance requests online.</p>	<p><u>G4: Use 1)</u> Residence Life staff will continue to administer a test at the end of their training period. In 2017-18, we will plan to administer a pre-test in order to compare scores.</p> <p><u>G4: Use 2)</u> 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. In 2015-16, we will implement a survey to gather ideas for programming. Focus groups in residence halls will also help to create list of topic interests so we can sustain an 80% goal.</p> <p><u>Use 1)</u> For the 2016-17 school year email notifications will be sent to the residencelife@malone.edu email account as well as RD when request are submitted and completed. No official complaints have been received from students about incomplete</p>
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<p><u>G5: Outcome Objective 2</u> Information regarding policies and procedures at it pertains to physical resources will be communicated to students verbally in Res. Life Meetings.</p>	<p><u>G5: Assessment 2)</u> 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><u>Assessment 3)</u> A campus generated survey will be administered to resident students and of those completing the survey 80% or higher will answer agree to the following questions regarding the residence halls being well-maintained and safe.</p>	<p><u>Data 2)</u> Associate Dean instructs all staff on requirements during training. There were no formal complaints received from students regarding lack of information presented in campus policy.</p> <p><u>Data 3)</u> Of the 2016 campus generated survey respondents the following percentages were generated: 62% agreed that the Res. Life staff is attentive to housekeeping and the maintenance of the building; 55% agreed that Residence Life staff is attentive to the safety of the building. These stats reflect an area to continue to grow in for student satisfaction.</p>	<p>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><u>Use 2)</u> During 2016-2017, Residence Life will provide training on communicating information accurately and consistently across all residence halls. 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. 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><u>Use 3)</u> Resident Directors have been required to contact all residents that did not attend the all hall meetings in order to communicate all pertinent information. This continues to be an effective means to communicate information.</p>
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