

## Housing & Residence Life

Office or Department of Student Affairs

Administrative Unit Assessment

Year Reporting: FY 20 (July 2019-July 2020)

### Department and Assessment Report Information

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| Prepared on: 7/14/2020 5:33:45 PM   | Prepared by: brian.harrell1@mga.edu |
| For which department or area are you reporting?                                   | Housing & Residence Life            |
| What is the name and MGA email address of the person responsible for this report? | brian.harrell1@mga.edu              |

### Departmental Mission and Goals

The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

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| What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves. | Residence Life is devoted to providing a comfortable living-learning environment conducive to students' academic and personal success while fostering a sense community, civic responsibility, and an appreciation for diversity. Residence Life will steadily endorse the academic mission of Middle Georgia State University while supporting and promoting the mission of the Office of Student Affairs |
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| What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years. | Safety and Security<br>Leadership<br>Service<br>Cultural Awareness<br>Inclusivity<br>Community<br>Engagement<br>Life-long Learning |
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## Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY20. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY21.

### Objective 1

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| <b>Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>        | Increase number of residential students retained in on-campus housing.  |
| <b>Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b> | StarRez and Banner Reports  |
| <b>Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>                           | 65% or higher retention from spring to fall   |
| <b>Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>            | 55% of residential students were retained from Spring 19 to Fall 19   |
| <b>Objective 1: Did your department meet this objective?</b>   | The department did not meet this objective.   |
| <b>Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>                      | Housing/Res Life assesses retention at the beginning of every Fall and Spring semester but concentrates on the Spring to Fall numbers the most. We had maintained an retention rate or higher for every assessment cycle prior to FY18. This FY we did not reach that goal and decreased by 2%. Going forward we seek to increase Spring to Fall retention rates over the summer by following the Enrollment Action Team's efforts. Specifically, the addition of the SignalVine messaging software. It has shown itself to be very useful in getting students to resign housing contracts. |

## Objective 2

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| <b>Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>       | Increase number of residential students that attend initial hall meetings.  |
| <b>Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b> | Data will be collected from sign-in sheets and res hall rosters following the initial hall meeting of each semester.  |
| <b>Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>                           | 85% of residential students will attend their initial hall meeting to be knowledgeable of Residence Life procedures and policies.   |
| <b>Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>            | For Fall 2019, 89.5% of residential students attended their initial hall meeting. Likewise, 87% attended in Spring 20.  |
| <b>Objective 2: Did your department meet this objective?</b>   | The department met this objective.  |
| <b>Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>                      | Like attending the first day of class, student attendance at initial res hall meetings is directly related to success on-campus. We will shift from hall meetings to wing meetings to lower participant numbers, offer more personalized meetings, and to continue the high rates of success. We will look at these rates per campus to make sure that attendance rates in Macon and/or Eastman do not skew the overall rates for H/RL. |

### Objective 3

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| <b>Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>        | Increase RA scores on post-training assessments  |
| <b>Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b> | Post-training assessment: 80 question test results following RA trainings                    |
| <b>Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>                           | 100% of RA's will score 85% or higher on post-training assessments.                          |
| <b>Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b>            | 100% of RA's will scored 90% or higher on post-training assessments in both spring and fall. |
| <b>Objective 3: Did your department meet this objective?</b>   | The department met this objective.   |
| <b>Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>                      | MGA RA's are consistently prepared to handle issues as they arise on campus.                 |

#### Objective 4

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| <p><b>Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b></p>       | <p>Increase satisfaction rates for residential student programming.</p>   |
| <p><b>Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b></p> | <p>Programming Satisfaction Surveys--Data collected after each residential student attends these programs.</p>  |
| <p><b>Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b></p>                           | <p>90% residential students who participate in residence life programming in the residence halls on campus will be satisfied or very satisfied</p>  |
| <p><b>Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)</b></p>            | <p>Again in Fall 2019, 92% of residential students who participated in residence life programming marked satisfied or very satisfied on the survey. For Spring 2020, 84% of residential students who participated in residence life programming marked satisfied o</p>  |
| <p><b>Objective 4: Did your department meet this objective?</b></p>   | <p>The department did not meet this objective.</p>  |
| <p><b>Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b></p>                      | <p>Spring 2020 was disrupted mid-semester by campus closure due to COVID-19. With temperatures warming outside at that exact time we are 100% confident that this percentage would have been over 90% had that not happened. Res Life programming has always provided numerous outside-of-classroom opportunities for MGA students. Residence Life as partnered with Student Life this year for social and educational programming on and around every residential campus. RA's and CA's will still host programming for residential students but coordinators from Student Life will also be involved to maximize the experience of these events for everyone involved. Co-curricular learning opportunities for residential student will continue to occur monthly in Fall and Spring semesters. As always, H/RL will always look to increase these for all MGA students.</p> |

**Future Plans**

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| <p><b>Please identify and detail three to four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples. 1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department of X will provide training in ABC for at least 73 MGA faculty and staff.</b></p> | <p>1) 65% of residential students will be retained in on-campus housing as measured by StarRez and Banner reports.<br/>                 2) 85% of residential students will attend their initial hall meeting to be knowledgeable of residence life policies. Data will be collected from sign-in sheets and res hall rosters following the initial hall meeting of each semester.<br/>                 3) 90% Residential students who participate in residence life programming in the residence halls on campus will be satisfied or very satisfied as measured by satisfaction surveys.</p>  |
| <p><b>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</b></p>   | <p>H/RL moved in a record number of residential students in Fall 2019, H/RL is on track for another great year in Fall 2020. As of 7/14/20 we are only down 2.5% from where we were last year at this time. We are optimistic as always but very encouraged by what we see thus far considering everything that has happened since March 2020. We will continue to get students to the meetings they need to be at in the residence halls and we will continue to offer programming that will be useful to them as students and as citizens. This year those programs will be in conjunction with Student Life as we all figure out how to provide the same level of service while also social distancing and personal safety.</p> |

**Open Box for Additional Comments**

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| <p><b>Open Text Box For Assessment Comments:</b></p>  |  |
| <p><b>If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</b></p> | <p>Yes. For Spring 2020, 84% of residential students who participated in residence life programming marked satisfied or very satisfied. This would have been over 90% had campuses not closed due to COVID-19.</p> |

