

Housing and Residence Life

Office or Department of Student Affairs

Administrative Unit Assessment Report Information

Year Reporting: FY21 (July 2020 – June 2021)

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Department 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.

<p>6. What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.</p>	<p>The Office of Residence Life is committed to providing a safe, healthy, and comfortable living-learning environment, conducive to academic and personal success while fostering a sense of community, civic responsibility, and an appreciation for diversity. Residence Life will consistently endorse the academic mission of Middle Georgia State University while supporting and promoting the mission of the Office of Student Affairs.</p>
<p>7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.</p>	<p>Safety and Security Leadership and Service Cultural Awareness and Inclusivity Community Engagement Life-long Learning</p>

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 FY21. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY22.

Objective 1

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Higher retention rate from spring to fall
9. Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Banner and/or StarRez Reports
10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	65% of residential students retained from Spring 20 to Fall 20
11. 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)	52% of residential students were retained from Spring 20 to Fall 20
12. Objective 1: Did your department meet this objective?	The department did not meet this objective.
13. Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	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 a 65% retention rate or higher for every assessment cycle prior to FY18. This FY we dipped to 52% as students sought more online learning options due to COVID-19. Going forward we seek to increase Spring to Fall retention rates over the summer by targeted mailer and text campaigns. H/RL, in conjunction with Enrollment Mgmt., spent over \$25,000 in Summer 2021 to attract residential students back to campus for Fall 2021. HEERF Fund scholarships will also be available to help residential students return to campus.

Objective 2

14. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Increase number of residential students that attend initial hall meetings.
15. Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Number of participants
16. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	85% of residential students will attend their initial hall meeting to be knowledgeable of Residence Life procedures and policies.
17. 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)	For Fall 2020, 87% of residential students attended their initial hall meeting. Likewise, 85% attended in Spring 2021.
18. Objective 2: Did your department meet this objective?	The department met this objective.
19. Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	H/RL feels that student attendance at initial res hall meetings is directly related to success on-campus. This year, due to COVID restrictions, we were not able to host in-person residence hall meetings for our residents. Instead, we delivered the information of residence life procedures and policies virtually and implemented quizzes to verify attendance of residence for each res hall.

Objective 3

20. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Increase RA scores on post-training assessments
21. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Post-training assessments.
22. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% of RA's will score 85% or higher on post-training assessments.
23. 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)	100% of RA's scored 95% or higher on post-training assessments in both spring and fall.
24. Objective 3: Did your department meet this objective?	The department met this objective.
25. Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	The pre- and post-trainings that are provided to the RA's before each semester prepare them to consistently handle any issues that may arise on campus.

Objective 4

26. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Increase satisfaction rates for residential student programming.
27. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Post-program evaluation surveys
28. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	90% residential students who participate in residence life programming will be satisfied or very satisfied
29. 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)	For Fall 2020, 85% of residential students who participated in residence life programming marked satisfied or very satisfied on the program evaluation surveys. For Spring 2021, 90% of residential students who participated in residence life programming marked satisfied or very satisfied.
30. Objective 4: Did your department meet this objective?	The department did not meet this objective.
31. Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	RL Programming has always provided numerous outside-of-classroom opportunities for MGA students. RL has partnered with Student Life, Diversity & Title IX, CCLD, and many others this year for social and educational programming on and around every residential campus. RA's and CA's host programming for residential students but coordinators from Student Life are most always 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.

Future Plans

32. 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.	1) 65% of residential students will be retained in on-campus housing as measured by StarRez and Banner reports. 2) 85% of residential students will attend their initial hall meeting in-person or virtually to be knowledgeable of residence life policies. Sign in sheets and log in names can be documented via Presence software
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	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 post-program satisfaction surveys via Presence software
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Open Box for Assessment Comments

33. Based on this assessment, please share your thoughts on the current status and future direction of this department or area. Use this space to summarize overall use of assessment results for continuous improvement and open text box for assessment comments:	H/RL continues to be optimistic by what we see thus far and 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. H/RL looks to return to business-as-usual for Fall 2021. In doing that we look to bolster occupancy rates, satisfaction survey results, and programming attendance numbers.
37. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	Most notable impact from COVID-19 would be our Fall 2020 retention rate, virtual hall meetings, and virtual programming. We do see a positive impact from the virtual hall meetings. Those will more than likely continue going forward. Students were able to attend their hall meetings 24/7 when they were recorded and links were shared.

MGA's Strategic Plan

34. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf) by checking all associated and relevant Imperatives / Strategies from the list below. (Check all the apply)	Own Student Success 4. Expand student engagement and experiential learning, Build Shared Culture 7. Cultivate engagement with its local communities
35. Please indicate which of the following actions you have taken as a result of the 2020/2021 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)	Disseminating/Discussing Assessment Results/Feedback to Appropriate Members of the Campus Community, Customer Service Changes: Communication, Services, etc.

Other

<p>36. Please indicate (if appropriate) any local, state, or national initiatives (academic or otherwise) that are influential in the operations, or goals, and objectives of your unit. (Complete College Georgia, USG High Impact Practice Initiative, LEAP, USG Momentum Year, Low-Cost No-Cost Books, etc)</p>	<p>H/RL is actively involved in MGA's Momentum Year planning</p>
<p>38. Mindset Update (Academic Deans ONLY) Please provide an update on the implementation of your school based mindset plan/strategy. Include any adjustments to metrics for the AY20/21 as well as outcomes associated with your appraisal of your schools activities.</p>	