

Housing and Residence Life

Division of the University: Student Affairs

Administrative Unit Assessment Year Reporting: FY22 (July 2021 – June 2022)

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Prepared by: jennifer.shinpaugh@mga.edu

Email address of person responsible for this report: Jennifer Shinpaugh - Director
jennifer.shinpaugh@mga.edu

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 Housing and 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. Housing and 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 FY22. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY23.

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.	Increase retention in on-campus population between the Spring to Fall semesters.
9. Objective 1: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	StarRez Housing Management Software
10. Objective 1: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	65% of returning students retained from Spring 22 to Fall 22
11. Objective 1: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	past performance data and established budgetary needs
12. 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)	46.7% retention from Spring 22 to Fall 22!
13. Objective 1: Did your department meet this objective?	The department did not meet this objective.
14. Objective 1: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	One reason that we could not meet the goal was due to 3 out of 7 buildings at University Pointe closing for Fall 22 for renovations and repairs, which took 144 beds out of the beds available for returning students and reduced the capacity for returning students by 43% at University Pointe. This also reduced the number of overall returning students beds by about 15-20%.

Objective 2

<p>15. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>Upgrade the StarRez Housing Management Software to PortalX and Cloud Hosting</p>
<p>16. Objective 2: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>Job Completed</p>
<p>17. Objective 2: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>100% completion</p>
<p>18. Objective 2: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)</p>	<p>Customer service enhancement and increase in student services offered</p>
<p>19. 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)</p>	<p>100%</p>
<p>20. Objective 2: Did your department meet this objective?</p>	<p>The department met this objective.</p>
<p>21. Objective 2: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>Through this change, HRL is able to offer a more complete housing application process experience for the on-campus student population. Students will experience a more customized housing application that is MGA specific, they will be able to book move-in and move out appointments online through the same systems, and communication between HRL and students will improve. This upgrade also allows for changes to StarRez that are routine such as big fixes to happen instantly via the Cloud rather than needing to book them months in advance.</p>

Objective 3

22. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	100% of RAs will receive a score of 85% or higher on post-training assessments.
23. 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
24. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% of RAs scored 90% or higher.
25. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	past performance data
26. 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)	100%
27. Objective 2: Did your department meet this objective?	The department exceeded this objective.
28. Objective 2: Improvement Plans and Evidence of changes based on an analysis of the results: 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

<p>29. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>Increase the number of students that attend opening hall floor meetings.</p>
<p>30. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>number of participants</p>
<p>31. Objective 4: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>85% of all residential students</p>
<p>32. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)</p>	<p>past performance data</p>
<p>33. 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)</p>	<p>85%</p>
<p>34. Objective 4: Did your department meet this objective?</p>	<p>The department met this objective.</p>
<p>35. Objective 4: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>HRL feels that student attendance at initial hall meetings is directly related to success on-campus. Even though COVID limitations were not still in place, some students still did not feel comfortable being in a large gathering at move-in at the Fall semester. Hall staff was available to meet with students in smaller groups or one on one to ensure the information was still disseminated to residential students.</p>

Future Plans

<p>36. 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.</p>	<ol style="list-style-type: none">1. The Department of Housing and Residence Life will implement electronic Room Inventory Forms through the StarRez Housing Management software to improve customer service and reduce paper use, to be implemented for Fall 2023 move-in.2. 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.3. Housing Occupancy at Fall 2023 move-in will increase by 5% over Fall 2022 move-in.4. A Quality Assurance Plan between Housing and Residence Life, Auxiliary Service, and Facilities will be implemented by January 2023.
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Open Box for Assessment Comments

<p>37. In this field, please document the overall use of assessment results for continuous improvement of this department area (consider the past, present, and future and specifically address these in your narrative).</p>	<p>We use student satisfaction surveys from programming efforts in the residence halls to ensure that we are meeting the needs of the students living on campus. When students submit that there was something they did not enjoy about a program, we work to address their concern as long as it is something that can be controlled and is not something personal (for example - one student didn't like the flavor of ice cream). When an overwhelming number of students respond positively to an event, we will work to incorporate more events that are similar in structure/topic/format/etc.</p>
<p>38. Optional Open Text Box for Assessment Comments:</p>	<p>Another goal HRL has for the next couple of years is to really assess the Living and Learning Community program in the Residence Halls. Many schools are shifting away from LLCs and moving towards a model of themed housing that can explore communities that are not academically based, such as students who are interested in photography, or the arts in general, and not just those who are Art Majors. This allows for</p>

	students who are passionate about something to participate without having to major in an area.
42. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	<p>COVID was still a concern for many students in the Fall semester and did impact attendance at various activities. We adapted and worked to provide virtual opportunities to continue to engage with those students. During the Spring, we saw most students returning to more normal face to face interactions.</p> <p>However, it does seem that a lasting impact of COVID is more students went to online classes, which caused the overall on-campus population to decline. With a strong focus on building the online campus population, and those students not living on-campus, the occupancy rate for on-campus has suffered. We are hopeful that with this coming year and moving forward, the face to face classes and on-campus population will begin to increase and return to pre-COVID numbers.</p>

MGA’s Strategic Plan

39. 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)	<p>Grow Enrollment with Purpose 1. Expand and enrich the face to face student experience, Own Student Success 4. Expand student engagement and experiential learning, Build Shared Culture 6. Sustain financial health through resourceful fiscal management</p>
40. Please indicate which of the following actions you have taken because of the 2021/2022 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)	<p>Faculty or Staff Support: Professional Development Activities, Trainings, Workshops, Technical Assistance, Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc</p>

	Operational Processes, Customer Service Changes: Communication, Services, etc
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Other

41. 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.)	JED and Momentum Year
43. Mindset Update (Academic Deans ONLY)	

