

**SUNY Potsdam  
Administrative Unit  
Assessment Summary Form**

**Administrative Unit:** *Residence Life*

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**Assessment Year:** *2023-2024*

**PURPOSE**

This annual assessment summary form provides the opportunity for units to follow-up on their assessment plans, track progress toward goals, and to highlight actions taken to improve processes and/or efficiencies in functioning that lead to outcomes that benefits students, staff, or the college. These could be process changes or improvements in efficiency, skill level of staff, opportunities for the college, or other aspects over which the unit has a certain amount of control.

**SECTION 1: ASSESSMENT PLAN FOLLOW-UP**

A key component of the continuous improvement assessment process is regularly following up on [your assessment plan](#). Please review your plan and select one-third of your unit goals, along with related desired outcomes and objectives to report on the progress made. Units should select a goal that has not yet been reported on during the '22-'26 cycle.

**Selected Goal**

We will provide staff who are caring, diverse, professional, and well-trained in order to provide support and guidance to our students.

**Desired Outcomes/Objectives**

1A. We will provide professional and paraprofessional, live-in staff numbers that are consistent with national standards.

1B. The professional and paraprofessional staff feel prepared after RA and RD training on community development, emergency response, and current needs of student population.

1C. We will provide staff who are caring, diverse, and professional.

1D. Staff will be available and accessible to residents.

**Related Targets/Measures**

1A1. In order to have access to the national standards, the ACUHO-I Campus Housing Index needs to be completed each year with at least a 50% completion rate. Completion needs to happen between June 1 and July 31 each year. We will compare these numbers to our staffing structures when they become available in the fall semester and make adjustments, if necessary, to our staffing structures in the spring semester.

1B1. We will assess if we are training staff to feel prepared after training on community development, emergency response, and current needs of student population in the following way:

a. Our target for evaluations of staff at the end of RA and RD training (each semester) will indicate:

1. 95% of returning staff will feel prepared after training

2. 90% of new staff will feel prepared after training

b. Ongoing review of literature and conversations with professional colleagues to better understand and explore current issues. Topics will be reviewed each summer to determine how best to deliver content.

1C1. Paraprofessionals: RA demographic data will be compared each fall semester with the demographic data of the student population. This will be done overall and as an assessment of each building. Adjustments will be made, if needed, with hiring each fall and spring semester. Professionals: We will work with Human Resources to target a diverse candidate pool for professional staff positions and will work to hire individuals that increase the office's diversity.

1C2. Staff caring, dedication, and professionalism will be assessed through the Resident Assistant feedback survey (semesterly) and Residence Life Satisfaction Survey (which will be administered bi-yearly). Our goal is to have 85% of students report that they believe their staff is caring, dedicated, and professional.

1D1. Staff availability and accessibility will be assessed through the Residence Life Satisfaction Survey, which will be administered bi-yearly, and the evaluations of the professional and paraprofessional staff that are done each semester. Our goal is to have 85% of students report that they believe their staff is available and accessible.

**Describe the progress made toward the selected goal and the related desired outcomes and objectives. Be sure to include steps taken and any information/data collected and results.**

1A1. Looking at the data, you can see that SUNY Potsdam's staff structure is in alignment with the national averages. While we have a lower-than-average number of professional Live-In staff members, we also have a lower number of students they are responsible for. When you compare the ratios, we are consistent with the AUCHO-I numbers.

Data received from the AUCHO-I Campus Housing Index Report 2022 and SUNY Potsdam staff structure for 2023-2024.

Measure	AUCHO-I Report 2022	SUNY Potsdam 2023-2024
Average # of Live-In Professional Staff	9	4
Average # of RA's Supervised by Live-In Professional Staff	13	10
Average # of Residents per Live-in Professional	460	250
Average # for RAs to oversee	28 - 55	20-100

1B1. A. We met our target for preparedness for the 2023-2024 year.

- RA Training Evaluation Fall 2023
  - 100% of returning staff felt prepared after training
  - 100% of new staff felt prepared after training
- RD Training Evaluation Fall 2023
  - 100% of returning staff felt prepared after training
  - 100% of new staff felt prepared after training
- RA Training Evaluation Spring 2024
  - 95.23% of returning staff felt prepared after training
  - 100% of new staff felt prepared after training
- RD Training Evaluation Spring 2024
  - 100% of returning staff felt prepared after training
  - 100% of new staff felt prepared after training

B. We met this goal by having our department attended the CSPA-NYS conference in October 2023 as well as the SUNYRLHA meetings in February 2024 and June 2024 where were able to discuss topics in higher ed and attend conference sessions on best practices among institutions.

1C1. Paraprofessionals: We met this goal by looked at the number of first year students across campus and found that throughout the academic year, many of them requested singles and specialty housing which was in alignment with how are staffing RAs in those areas. Professionals: We have met this goal by working with Human Resources to recruit on all sites and portals that were available to us.

1C2. We achieved our goal of having 85% of students report that they believe their staff is caring, dedicated, and professional.

- Resident Assistant Feedback Spring 2024
  - 94.65% of students believe staff is caring
  - 90.93% of students believe staff is dedicated
  - 90.35% of students believe staff is professional
- Residence Life Satisfaction Survey Spring 2023
  - 88.6% of students believe staff is caring
  - 88.6% of students believe staff is dedicated
  - 88.32% of students believe staff is professional

1D1. We achieved our goal 85% of students report that they believe their staff is available and accessible in all measures except in the Residence Life Satisfaction Survey measure of the RD.

- Resident Assistant Feedback Spring 2024
  - 90.85% of students believe RA (Resident Assistant) staff is available
  - 92.35% of students believe RA staff is accessible
- Residence Life Satisfaction Survey Spring 2023
  - 90.95% of students believe RA staff is available and accessible
  - 81.86 % of students believe RD (Residence Hall Director) staff is available and accessible

**Based on the assessment data and information shared above, what planned actions were or will be taken as a result?**

1A1. Since we have met our goal and have our staffing structure in alignment with national averages, our plan is to continue with the current model but will continue to reassess annually.

1B1. A. Since we have met our goal, we are planning on maintaining our training schedule structure. We will make sure to add to future evaluation an open comment box for people to write what they do not feel prepared about so when a staff member does select that, we can circle back and clarify. B. The RA Training Committee met after these meetings determined that there needed to be more interactive presentations that require the RAs to participate during them to engage with the material while they were learning. We will be implementing this fall.

1C1. Look at the data, we know specialty housing (Pet Friendly and Gender Inclusive) is not located in FYE (Bowman South) but many first years ended up being placed there because of their preferencing. We found that our number of RA to student was working well but we were mindful about placing RAs in our specialty housing that wanted to work with the first-year population as they were heavily housed in those areas. Regular review and adjustments throughout the year have contributed to our ability to achieve this result.

1C2. We are very happy we have met our goal in this area and hoping to build on the success thus far. Our staff support students in a lot of different ways on campus, but we want them to walk away from an experience knowing that we care about them holistically.

1D1. We plan to continue to have our RAs connect with their residents in a similar way this upcoming year but for the RDs, we plan to have them post their office hours and how a resident can get in contact with them if it is after hours. We believe that having that information available and explaining when the RD is able to assist, will help the resident connect with them more easily.

**SECTION 2: DATA INFORMED DECISIONS & UNPLANNED ASSESSMENT** (OPTIONAL, BUT VALUABLE)

The experiences of every administrative unit contribute to our collective narrative as a campus. We encourage you to share an example from this past year where you leveraged data or assessment type activities. This could involve planning, taking action, and/or solving a problem. Unlike section 1, there's no need for a formal reporting structure for this section. Instead, focus on a narrative that highlights what was done, the results and the impact of your efforts. Please include any related data and information when available and appropriate.

One of the areas we have focused on is the recruitment of first year students and offering housing options that would appeal to them. What we have found over the last year is that there has been an increase in the number of first year students who request a single accommodation, both before they come to campus in the fall and then after they arrive. The reasons vary but from what we have seen, the majority of first years that are requesting a single accommodation come to us when they are feeling very overwhelmed and on the verge of leaving campus. We traditionally have had a waitlist in our office and make the majority of the single offerings between the fall and spring semester. Because of the increase in demand, we have updated our singles process that allows anyone who comes in requesting single to be offered one within 3 weeks of request. For the upcoming year, we restructured our housing model in one of the buildings to redistribute staff so that we can offer single to first years before they arrive to campus. Prior to this change, most first years were placed with a roommate and could not request a single until they were on campus. This will hopefully allow for students who are seeking a singles accommodation to be in that accommodations before they arrive to campus and give students the option to move quicker throughout the semester.