

**SUNY Potsdam
Administrative Unit
Assessment Summary Form**

Administrative Unit: Residence Life

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Assessment Year: 2021-2022

PURPOSE

This annual assessment summary form provides the opportunity for units to follow-up on their previous assessment work and reports 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: PRIOR YEAR ASSESSMENT PLAN FOLLOW-UP

A key component of the continuous improvement assessment process is following up on [prior year assessment plans and reports](#). Review your prior year plan and report and select one of the desired goals and outcomes to comment on any changes or improvements resulting from actions taken.

Prior Year Assessment Plan – Desired Goal and Outcome(s)

Copy/Paste or enter the goals and outcomes from your prior plan that you wish to highlight and summarize. Also list any relevant results data and planned actions that may have been previously listed.

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

Objective: 2. Adequately train staff to meet current needs of students each semester.

Target: Adequately train both our professional (Residence Hall Director – RDs) and paraprofessional staff (Resident Assistants – RAs) so that they can meet the current needs of the students. The current needs of students were centered around that students were coming back to campus for in person instruction and interactions after having a virtual year the year prior due to the Covid-19 pandemic.

Result: In the feedback and evaluations following both RD and RA training, both expressed that they felt prepared and there was a lot of valuable information during the training sessions. On average, all training sessions were found to be helpful and only 4 sessions were indicated at being not helpful at all (ranging between 2%-5% per session who found them not helpful).

Based on the outcomes, collected data/results, and the planned actions, please describe what specific actions were taken and the resulting impact, if any.

Evaluations of staff were done at the end of RA and RD training (each semester). Through the evaluations, we will assess their feelings of preparedness and additional issues that they would like to be trained on. Based on that feedback, the Department took the following actions:

- Internal review meeting and recap of trainings with the RDs to include the data received on the evaluations
- Internal review meeting and recap of trainings with the RAs to include the data received on the evaluations
- Created a Professional Development Time during for the fall semester to address some of the topics the RDs indicated they'd like more training on
- Brought RA Training to RAC (RA Council) for input on future sessions and helping develop the schedule
- Consulted with other offices on campus to talk about how their sessions went during training and how we could modify moving forward
- Moved the date at which we connect with other offices to start planning training to earlier in the semester, so we are able to solidify details and have more input on the execution from outside training sources
- Changed the order of sessions that allowed the staff more free time in the evenings and afterhours so they did not experience burnout

As a result of the above actions, we believe that we have worked to address the issues and have made the necessary steps to create appropriate changes that will allow for a smoother training. The feedback we received was more on the execution of presenting the information, and not as much on the actual information. These changes should allow for more input for the staff on all levels, clearer communication for outside departments when collaborating on trainings, and thus move us closer to our goal and desired objective.

SECTION 2: ADDITIONAL ASSESSMENT HIGHLIGHTS (optional)

Assessment activity can take place that is not directly tied to previously submitted plans and reports. Please use this space to share any assessment success stories from this past year. What did you assess and how? What were the results? What did you learn from it and do as a result?

Residential Student Summer Storage: After receiving feedback and requests from students for summer storage so they did not have to rent larger vehicles to bring their items home, or so that they could use public transportation instead of private vehicles for the longer travel distances, we looked into options we could offer them. Some of the limitations we had were that while we used to offer storage as an option to students on campus during the summer months when students left campus, during COVID we had reduced staffing levels and lack of socially distant space that forced us to stop offering storage. We first assessed our available spaces and found that with Knowles Hall being kept offline for the World University Games, we had a large number of rooms available for student storage. After identifying a space, and knowing that we did not have a way to staff a storage location the way we have in the past, we identified a way to issue student room keys to students for them to use on their own time to put items into and get them out of storage. Lastly, we wanted to ensure that only students who needed storage took advantage of it, based on their travel distance and method of travel, we devised a pricing structure so that the farther you traveled to campus, the less you paid for storage, making it more affordable for students who lived farther from campus. As a result, we ended up with 168 students who paid to utilize storage on campus that used up a minimum of our staff time to collect payment and issue keys. Based on feedback we received from the students who stored items and our RA staff, we learned that students loved this affordable option for storage on campus, and were willing to pay for the convenience of having a place to store their items during the summer months again. We plan to offer this moving forward as long as space exists.