

**SUNY Potsdam
Administrative Unit
Assessment Summary Form**

Administrative Unit: Residence Life

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Assessment Year: 2022-2023

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.

Selected Goal

Copy/Paste or enter the goal(s) from your unit plan that you wish to highlight and summarize.

GOAL #3

The Residence Life educational program will promote community development and active campus involvement in order to serve the interests and needs of our diverse students.

Desired Outcomes/Objectives

Copy/Paste or enter the desired outcomes and objectives connected to your selected goal that you will be reporting on.

3A1. Residents will be able to identify having at least 1 connection point with their RA per semester.

3B1. Residents will report agreement with the following statements:

3B1. There is a strong sense of community in their residence hall.

3B2. Most students living on their floor are respectful of others.

3B3. Living on campus has enhanced their ability to meet other people.

3B4. Living on campus has enhanced their respect for diversity.

Related Targets/Measures

Copy/Paste or enter the target desired outcomes and objectives connected to your selected goal that you will be reporting on.

3A. 90% of residents will be able to identify having at least 1 connection point with their RA per semester. This will be assessed through the Residence Life Satisfaction Survey and the Resident Assistant feedback survey, which is administered bi-yearly and semesterly, respectively. Data will be looked at in general but also cross referenced with reported interactions from the RA during their one on ones with the RD as well as student interaction tracker logs.

3B. 80% of residents will report agreement with the following statements:

3B1. There is a strong sense of community in their residence hall.

3B2. Most students living on their floor are respectful of others.

3B3. Living on campus has enhanced their ability to meet other people.

3B4. Living on campus has enhanced their respect for diversity.

This will be assessed through the Residence Life Satisfaction Survey and the Resident Assistant feedback survey, which is administered bi-yearly and semesterly, respectively.

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.

We looked at following measures:

- Residence Life Satisfaction Survey – Administered Spring 2023
- Resident Assistant Feedback Survey – Administrative Spring 2023
- RD feedback from the RA one on ones and review of the RA student interaction logs (data obtained RD one on ones, staff meetings, and final semester reports)

3A. We successfully met our desired outcome of that 90% of residents will be able to identify having at least 1 connection point with their RA per semester in the overall data collection of both the Residence Life Satisfaction Survey and the Resident Assistant Feedback Survey. However, when we broke the data down further, we were able to see that residents living in the Lehman and Townhouses, which are independent style living for upperclassmen, fell below our target.

The following % of residents were able to identify having at least 1 connection point with their RA per semester

- 94.69% - Spring 2023 Residence Life Satisfaction Survey
- 92.59% - Resident Assistant Feedback Survey Spring 2023
 - 94.68% Bowman South (Bowman South)
 - 100% East Quad (Bowman East & Draime)
 - 92.86% West Quad (Bowman West & Van Housen)
 - 82.80% Lehman & Townhouses (Lehman & Townhouses)
- During the semester spring 2023, our RA are required to talk to each resident at least 1 time per semester as part of their community development responsibilities. Based on the feedback from the RDs, throughout the semester, some of our RAs reported various incidents where they could not get in contact with a resident, or the resident did not wish to speak with the RA. Once the RA exhausted various forms of outreach, we would then look to the RD to take over and make contact with the resident.

3B. We were successful in meeting our desired outcome of 80% of residents agreeing with statements 3B2, 3B3, and 3B4 but were unsuccessful in meeting our desired outcome for 3B1. When we broke the information received by area in the Resident Assistant Feedback survey, we are able to see that areas that are made up of predominantly first year students have an overall higher reported satisfaction.

The following % of residents will report agreement with the following statements:

3B1. There is a strong sense of community in their residence hall.

- 66.03% Residence Life Satisfaction Survey Spring 2023
- 70.34% Resident Assistant Feedback Survey Spring 2023
 - 78.05% Bowman South
 - 72.73% East Quad
 - 72.23% West Quad
 - 58.33% Lehman & Townhouses

3B2. Most students living on their floor are respectful of others.

- 80.28% Residence Life Satisfaction Survey Spring 2023
- 80.60% Resident Assistant Feedback Survey Spring 2023
 - 74.79% Bowman South
 - 92.05% East Quad
 - 77.77% West Quad
 - 77.78% Lehman & Townhouses

3B3. Living on campus has enhanced their ability to meet other people.

- 82.74% Residence Life Satisfaction Survey Spring 2023
- 84.44% Resident Assistant Feedback Survey Spring 2023
 - 92.68% Bowman South
 - 78.41% East Quad
 - 85.19% West Quad
 - 81.48% Lehman & Townhouses

3B4. Living on campus has enhanced their respect for diversity.

- 83.11% Residence Life Satisfaction Survey Spring 2023
- 85.07% Resident Assistant Feedback Survey Spring 2023
 - 86.99% Bowman South
 - 88.64% East Quad
 - 81.48% West Quad
 - 83.18% Lehman & Townhouses

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

3A. While we are very excited to see we are on target for our overall goal of 90% of residents will be able to identify having at least 1 connection point with their RA per semester, we can see when we break down the data further that our areas where there is a higher number of independent living options and upperclassmen, are not reporting the same amount of connection with their RA.

3B. We were happy to see that we hit our target of 80% of students reporting felt that most students living on their floor are respectful of others, living on campus has enhanced their ability to meet other people, and living on campus has enhanced their respect for diversity. An area of future focus for us is going to be to look further into students feeling like there is a strong sense of community in their residence hall which did not meet our goal on either measure.

Based on the results of the data above, the plan for the department is to use the upcoming year is to move forward with the design and implement a Residential Curricular Model to replace our current Community Development Model. This past year, we have been considering changing the way in which we require our RAs to engage with their residents and have had one of our RDs working on a project to show how the implementation would help us improve some of the areas we have not met our goals. The plan for this 2023-2024 academic year is to recruit the committee of campus partners, create a plan, solicit feedback from stakeholders (students and staff members), and be ready to implement in fall 2024.

SECTION 2: ADDITIONAL ASSESSMENT ACTIVITY

Please use this space to share an example from this past year when you used assessment and data to plan and/or take action. Be sure to include any available information relating to the results and impact. Your example for this section does not need to be directly tied to your previously submitted administrative unit assessment plan.

This past year, we were considering not offering commencement housing for 2023 Graduation due to the lack of interest after we reopened from Covid. Additionally, prior to Covid, we noticed a trend of our numbers starting to decline. We believed this was due to more hotels opening in the area and the use of house sharing options, like Airbnb, for families to utilize during commencement weekend. The biggest draw for commencement housing on campus is that it is very affordable (\$60 per night, per room) and is right on campus, but does not offer a private bath like most off campus accommodations. When we re-opened following Covid, we saw that there was an over 50% drop in utilization. The following are the number of rooms sold for commencement housing on campus since 2018:

- 2018 – 50 Rooms Reserved between Sisson and Draime Ext & Draime 1st floor
- 2019 – 42 Rooms Reserved between Draime Ext and Knowles South
- 2020 – None (closed due to Covid)
- 2021 – None (closed due to Covid)
- 2022 – 19 Rooms Reserved in Knowles North

When we were considering not offering commencement housing, we asked RAC (the RA Council) which is comprised of a group of RA representatives from all areas on campus, if they thought students would be looking to utilize commencement housing. Their feedback was yes and that for some families, it is the only way they can afford to come to commencement. Additionally, as the semester progressed, we found that we were starting to get more requests and inquiries via email, phone calls from families, and requests coming in from the Commencement Committee. Based on that, we decided to try it for an additional year and ended up seeing pre Covid numbers.

- 2023 – 45 Rooms Reserved in Knowles North

Based on the qualitative feedback from the RAs, as well as the quantitative data results, our plan is to continue to offer commencement housing moving forward.