

**SUNY Potsdam
Administrative Unit
Assessment Plan**

Administrative Unit: Residence Life

Unit Contact Name: Rachel Bayliss & Josh McLearn

Date: 12/6/22

Phone: x2350

Email Address: baylisra@potsdam.edu & mclearjd@potsdam.edu

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PURPOSE

Administrative Assessment is an ongoing process that allows a unit to evaluate and – where necessary – improve its programs, services and operations. Assessment is a systematic approach to demonstrate continuous improvement in programs, services and operations. This template is to be used when creating your assessment plan. Assessment plans should be measurable, meaningful and manageable.

UNIT MISSION STATEMENT

The Department of Residence Life at SUNY Potsdam provides a safe and clean environment, resourceful staff, and learning experiences for the diverse members of our residential community in pursuit of their educational goals.

GOAL #1

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

GOAL #1 - WHAT INSTITUTIONAL PRIORITY AREA(S) DOES THIS GOAL LINK TO?

(Select all that apply)

- ☒ Retention and Enrollment
- ☐ Financial Stability and Analysis
- ☐ Academic Programs and Planning
- ☐ Strengthening Community Connections
- ☒ Diversity, Equity, Inclusion, & Belonging

Briefly describe the link between goal #1 and the institutional priority area(s) selected.

Residence Life staff is one of the most forward-facing departments who interacts with the students on a consistent basis. Dedicating time and resources to provide a staff well trained staff that can meet the needs of our students is essential for retention and the success of our students on campus. Our staff will be able to connect students to other offices and resources on campus, as well as with their peers, and the more connections a student makes, the more likely they are to succeed at Potsdam.

GOAL #1 – DESIRED OUTCOMES AND 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.

GOAL #1 – ASSESSMENT METHODS, MEASURES, AND TARGETS

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 come 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.

GOAL #2

Our facilities will be clean, safe, accessible, and modern and include amenities and furnishings that contribute to student success.

GOAL #2 - WHAT INSTITUTIONAL PRIORITY AREA(S) DOES THIS GOAL LINK TO?

(Select all that apply)

- ☒ Retention and Enrollment
- ☒ Financial Stability and Analysis
- ☐ Academic Programs and Planning
- ☐ Strengthening Community Connections
- ☒ Diversity, Equity, Inclusion, and Belonging

Briefly describe the link between goal #2 and institutional priority area(s) selected.

Providing an on campus living environment that is modern with amenities that contribute to student success is one of the key factors in retention efforts for our department. When student come to visit and see where they are going to be living, they need to see a space that is clean, safe, accessible, and meets their needs for them to be successful while they are here at Potsdam. Our facilities need to be able to provide space and opportunity for them to foster a sense of belonging in both their social and academic pursuits. In order for us to be able to retain students on campus past the mandated residence requirement, we need to be competitive with off campus housing accommodations.

GOAL #2 – DESIRED OUTCOMES AND OBJECTIVES

- 2A. Students will report satisfaction with the following items:
- a. The overall physical conditions of the residence halls
 - b. The quality of furnishings within the residence halls
- 2B. Students will report satisfaction with the following items:
- a. Feel safe within the residence halls
 - b. Feel free from harassment within the residence hall
- 2C. Residence life will advocate for continued, major residence hall improvement projects.
- 2D. Residence Life will report and advocate for ongoing and emergency issues in the Residence Halls.

GOAL #2 – ASSESSMENT METHODS, MEASURES, AND TARGETS

- 2A. 80% of students will report satisfaction with the following items:
- a. The overall physical conditions of the residence halls
 - b. The quality of furnishings within the residence halls
- This will be assessed through the Residence Life Satisfaction Survey, which is administered bi-yearly.
- 2B. 90% of students will report satisfaction with the following items:
- a. Feel safe within the residence halls
 - b. Feel free from harassment within the residence hall
- This will be assessed through the Residence Life Satisfaction Survey, which is administered bi-yearly.
- 2C1. Residence Life will meet twice a year with Business Affairs and Physical Plant to identify projects that will be able to enhance the student experience.
- 2C2. Residence Life will hold an open walkthrough for campus stakeholders to come a tour our Residence Halls, highlighting projects that are completed, projects that are ongoing, and projects that need to be addressed.
- 2D1. Residence Life will conduct bi-weekly meetings with Physical plant to talk about current and ongoing work orders and maintenance concerns in Residence Halls.

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.

GOAL #3 - WHAT INSTITUTIONAL PRIORITY AREA(S) DOES THIS GOAL LINK TO?

(Select all that apply)

- ☒ Retention and Enrollment
- ☐ Financial Stability and Analysis
- ☐ Academic Programs and Planning
- ☒ Strengthening Community Connections
- ☒ Diversity, Equity, Inclusion, & Belonging

Briefly describe the link between goal #3 and institutional priority area(s) selected.

The residential education model our staff uses in the Residence Halls is one of the main components of the quality of the experience our students have. We intentionally facilitate community engagement and involvement within the residence halls that are infused with our values of civility, inclusivity, responsibility, and respect. Our staff will play a pivotal role in fostering a living and working environment where our students will feel welcomed and supported in pursuit of their educational goals.

GOAL #3 – DESIRED OUTCOMES AND OBJECTIVES

Tip: Outcomes and objectives should be SMART... Specific, Measurable, Achievable, Relevant, Time-bound

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.

GOAL #3 – ASSESSMENT METHODS, MEASURES, AND TARGETS

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.