

Assessment of Non-Academic Outcomes--Housing & Residence Life

Unit: Housing & Residence Life

Date: 1-16-04

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- I. **Mission:** The Department of Housing and Residence Life will strive to be a "home away from home" residence for students. We are dedicated to the resident not only as a student, but also as a valued person and customer. We will strive to provide a safe, comfortable environment conducive to the educational, social and overall developmental growth of the resident. We will promote the concepts of wellness, academic excellence, civility, and community to those living within our halls and to the university as a whole.

Our mission relates to the university's mission by supporting the following categories of the UNT mission statement:

- **Nurture development of students by providing continuing opportunities for intellectual, physical, emotional, social, and career growth**
- **Support a culturally diverse environment and advocate mutual respect for all members of the University community as they strive for excellence**
- **Provide a high quality residential environment and opportunities for lifelong learning**
- **Maintain academic integrity through free and open inquiry including the examination of values**
- **Support research and creative activities that expand knowledge, strengthen undergraduate and graduate programs, and promote the application of knowledge for the benefit of society**

II. Previous Evaluations of Housing & Residence Life:

Description of evaluation methods:

- 1999 and 2002 through EBI Educational Benchmarking.
- Housing Maintenance/Operations unit has utilized door-hanger survey instruments to assess student satisfaction with our maintenance efforts
- Maintenance timeliness and work order efficiency assessed by TMS system and the stats/reports it can produce
- Success of our Academic Peer Advisor program is annually assessed by evaluating the GPAs of our students on floors that have Peer Advisors against those who do not and against UNT students in general. Last year, this program was nominated for a Texas STAR award from Austin.
- Financial success measured by level of service provided and EOY surplus income that goes into reserve account for future improvement
- Constant anecdotal information from Residence Hall Association, Residence Life Advisory Council, Hall Director staff, Assignments/Collections staff, Desk Clerk group (HOST), Mid-level supervisors' group, Central office staff, department e-mail comments/questions. Everyone in Housing talks to each other frequently. The central staff, from the Director down has removed any "smoke screens" and filtering from customer calls--this constant exchange of informal information keeps issues from becoming overly imposing and/or dramatic. There is much "mbwa"—management by walking around. The Assistant Vice-President for Business Service, the supervisor of Housing—also is constantly involved in the day-to-day communication that goes on in the department. He is helpful in discerning patterns and can offer corrective suggestions as needed.
- This year we intend to form several focus groups of students to assist us with assessment of our services and facilities. In the past we have done this with some success.
- Our department's e-mail address gets a large volume of questions and comments, which help us refine our operation, provide better service and information. They are answered daily. Concerns and suggestions are forwarded to the appropriate staff.
- Housing operates under a Servant Leadership philosophy that incorporates a 360 degree evaluation. Each supervisor solicits comments on his/her

supervision as a part of the employee's yearly assessment.

- Document review and assessment is utilized by many units to improve their operation—monthly safety checks of each student room produce a document, semesterly tornado and fire drills produce paperwork that helps us assess. Students wanting to leave housing before their contract ends have to fill out forms that provide valuable assessment information and patterns about why students wish to leave—often about service, facilities, or financial concerns.
- A review of the number of complaints that cannot be handled by the unit produces very few incidents. Almost all Housing concerns can be handled within the department—most often in the unit of origination.
- Inspections and reports from state fire marshal's office has lead to improved facility fire safety
- Inspections, knowledge of industry standards, and management foresight has lead us to improve/add/change cameras and video monitoring of various areas and completely change the department's access control/lock system.

Changes made based on the results of these assessments:

- See VI below for this listing

III. Statement of Expected Outcomes for 2003-2004:

(and how they support student learning/development)

1. Increased student participation in Resnet—70% expected. Better computer utilization improves student learning.
2. Quicker response to work orders. We began the year with a turnaround time of 29 days and hope to end the year with a time of 14 days. Our TMS system of work order management will help us determine this. Student learning and development is increased if students have their basic housing needs met and they are not using valuable brain space to worry about their accommodations.

3. We expected a 100% occupancy this fall and had 104% at the highpoint of 9-15-03. Students who live on campus do better academically according to research.
4. Based on our financial assessment, the department developed a plan to shave off approximately \$400,000 from our expenses this year and are successfully carrying that out. Saving student dollars and allocating them more judiciously frees up money to be spent on our student learning efforts—such as our peer advisor program and other housing programs that benefit students' well being.
5. We had planned on migrating to a new housing assignment/collection web-based server (RMS) this year and are on schedule for this spring. Student satisfaction will be increased with this change because they will now be able to request a particular style of room within a building.
6. We had planned on a new 600 bed facility being built for fall 2004 and are on schedule with that. UNT is committed to building its on-campus housing program because of the long-term benefits to the campus as well as to individual student's success academically and socially.
7. We planned to bring 300 new beds on line in Traditions Hall for fall 2004 and we have successfully completed that with 100% occupancy. UNT is committed to building its on-campus housing program because of the long-term benefits to the campus as well as to individual student's success academically and socially.

IV. Measuring Expected Outcomes:

How Housing measures outcome achievement:

We use the below-listed survey instrument as well as all other sources listed above in Section II.

Name/company/frequency of instrument:

The ACUHO-I/EBI Resident Survey is a systematic, comprehensive, confidential analysis comparing residents' perceptions with a peer group of choice and with a number of university residence hall operations. The analyses by class standing, minority status, and gender provide perspective on how the satisfaction of these groups may differ on campus. The 15 highest and lowest ranked questions provide a quick summary of issues with which residents are most and least satisfied—both within the institution and in comparison with peer

groups. Mean data for each question in the survey is reported as well as reporting means by section. We administer this survey every 2-3 years.

EBI Educational Benchmarking. 1630 W, Efindale, Springfield, MO 65807 417.831.1810.

This tool was used in 1999 and 2002.

V. Use of Assessment Results:

The results of these assessments are shared with members of the units and appropriate changes are made, usually through a participatory process. Various groups deal with this material—Residence Hall Association, Residence Life Advisory Counsel, Hall Directors, Central Housing Administration, Desk Clerk (HOST) group, Assignments/Collections, Maintenance/Operations, Resnet.

VI. Changes Made Based on Assessment Results:*

- Resnet high speed internet system was implemented and included in student fees so that satisfaction with computing services are now greatly improved. Approximately 70% student usage in fy2004. This virtually eliminated parent and student complaints about lack of high speed internet access.
- We are now charging for diagnostic Resnet services as a result of financial assessment of income and expenses in that area. Both parents and students have expected so much more than we originally conceptualized as the primary function of Resnet—to simply hook students up to the internet. Charging reasonable fees for diagnostic and repair services has been positive to UNT Housing and for our clients.
- All halls are now on computerized climate control so we can better regulate temperatures in our traditional buildings. Our four new buildings have individual controls for even greater student control of this function. In group living situations, there will never be consensus as to the correct temperature; however, there are far fewer complaints now. In our individually climate-controlled rooms, complaints have virtually disappeared.
- The three newest UNT residence halls have a majority of private rooms—responding to student demand for more

privacy. Students and parents are very pleased at having this choice—even with the premium price.

- Our newest four halls have student study space for private study as well as group study—responding to student suggestion for more quiet study space. This has been received positively.
- The addition of four new residence halls since 1997 has been in response to student and parent complaints about insufficient on-campus housing. This has added 1300 new spaces to the system that we anticipate being totally filled fall 2004.
- We are saving the \$400,000 our financial assessment yielded.
- We have added several maintenance positions, reconfigured the maintenance/operations area, assumed dining services maintenance--all as a result of assessment processes. These additions have greatly elevated the timeliness and level of service in our facilities. Student facility complaints are lower.
- Our peer advisor program is assessed yearly. Our latest figures do not reflect the earlier success of the program.
- Many safety improvements have been implemented in all halls due to assessment by state fire marshal's office—hinged closures on all doors, fire-rated doors, enclosed bulletin boards, removal of extraneous flammable materials, hallway fire doors, etc.

*All implemented in past 4-5 years.

Signature of Person Completing the Form:

Date _____

Signature of Unit Head after Reviewing the Form:

_____ Date _____