

Residential and Dining Services Initial Assessment Plan, 2009-10

The following is the RAD initial assessment plan that notes both current assessment use and planned assessment use for the upcoming academic year.

Tracking client data

Occupancy reports

Occupancy reports drive nearly all of the work we do, from facility/cleaning planning to projecting revenue and budget to planning staffing patterns. These reports track demographic information each quarter of our current residents. It is also helpful information that is shared with other offices, primarily Admissions. *There are specific trigger points for occupancy. The first is if the average occupancy rate over fall, winter and spring falls below 92% (as that is the rate by which the budget is forecast). The second is if occupancy rises above 103%, the point at which we run out of space to comfortably fit more residents. And the last trigger point is specific to first-year students; if the number rises above 450, then we assign the remainder to first-year apartment-style housing.*

Staff program/event tracking

The number of events organized, the number of attendees, and the type of events. Supervising professional staff monitor and provide feedback to individual RA's and to determine if developmental needs of residents are being met and events follow our departmental mission. *The overall focus of programming is on small communities, so when the number of events is lower than our expectations, this triggers personnel action specific to the RA responsible for that community.*

Clery Act statistics

The number of specific crimes and locations are legal requirement to make numbers available to the federal government and to incoming students and their families by publishing online. RAD will work with Police Services to keep better reporting statistics on this information starting this fall. *Sudden increases or decreases do not trigger a specific reaction, but do result in discussion regarding the potential cause(s).*

Room Assessment

The condition of rooms and inventory of furniture are conducted by staff after check-outs and at least once a year. Residents also note and record conditions and inventory. Information is used for planning life-cycle of specific items (carpet, mattresses). *Information from room assessments may inform how and when minor works projects are funded, and trends from room assessments trigger a 'failed product' process.*

Office assistance

We do not currently have any data on who comes to the office and why, or track the numbers of questions our office staff receive, in person or via email or the phone. We plan to begin tracking numbers and general themes, as well as the time of the year certain themes appear, in Fall 2009.

Tracking client satisfaction and/or needs

EBI (Educational Benchmarking)

Resident satisfaction with overall residence hall experience and learning outcomes that has been done annually through 2008-09, then will be done bi-annually alternating with focus groups. Data is compiled and shared with professional staff and student staff in a number of venues in the second half of the year; is used for assessing satisfaction and for planning for programmatic improvement. *EBI data divides responses into three categories, the lowest, "needs improvement," acts as a trigger for a more thorough response; specifically responses on any question of below 5.5 on a 7 point scale.*

Focus groups

Resident satisfaction with overall residence hall experience and learning outcomes, beginning in 2009-10, these alternate bi-annually with EBI. This qualitative information will be compiled and shared with professional staff and student staff in a number of venues; is used for planning for programmatic improvement.

Facilities work orders

Tracking of resident requests for maintenance issues. It is also used for tracking staff work, and planning for response to facility-related issues. *A higher than usual number of a specific type of work order, particularly in a narrow time frame, triggers a greater analysis of the origin of the issue.*

Exit questionnaires

Resident satisfaction with checking out of the residence halls, and some end-of-year satisfaction. It's used internally to review processes and programmatic improvement.

Dining Services

Dining contractor satisfaction surveys are done by Aramark and shared with RAD, and are used to track resident (and other customers) satisfaction with quality and service. *Particular attention is paid to the satisfaction and dissatisfaction information, and more particularly how first-year students on mandatory meal plans respond. Low numbers trigger follow-up conversations and action.*

Resident Advisor staff evaluations

All residents have the opportunity to evaluate their RA in late fall quarter, and provide some initial information regarding their satisfaction with programming efforts. Professional staff review and share back with individual RA's; the programmatic data is used for mid-year planning purposes by professional staff and shared back to RA's.

Specific targeted surveys

These are one-time surveys of residents for a specific purpose. Examples include a waste audit of trash containers or questions around impact of smoking on the community.

Learning outcomes for Sustainability House residents

Specific learning outcomes are being developed by staff, relying on future residents' application essays, to track learning by residents of the Sustainability House.

Utilizing and integrating data

Noted above in individual assessment notes. Overall we continue to share data and information among ourselves to continue to develop a culture of evidence to best insure decisions are made based on true data. We have also begun to use data to help us set goals for the year for areas of improvement. Additionally, staff are encouraged to take advantage of development opportunities specific to increasing their knowledge of current assessment practices.