

Report Form A-2
Assessment of Program Outcomes for
Administrative or Educational Support Units

University College Residential Life
(Administrative or Educational Support Unit)
2004-2008
(Assessment Period Covered)

1. Program Outcome

UC Residential Staff will provide a professional level of service

2. Strategies Used to Meet Program Outcome

UC residential staff received appropriate professional training in such areas as leadership, management, safety and crime prevention, CPR and driver's training, health issues, EEO and Discrimination issues etc. This training was composed of in-house, training, campus-wide training, and professional conferences and seminars.

3a. First Measure or Means of Assessment for Outcome above and Criteria for Success

The residential staff received varied, appropriate and on-going training to enhance the professionalism of their service. This is indicated in the table following this form

3b. Results/ Findings

This data indicates that staff received extensive and appropriate training in the areas mentioned above.

3c. Use of Results

We continue to add and enhance training in areas that will be advantageous for the staff and our students and responds to changing times. We recently added a pertinent video on what to do when a shooter is on campus.

4a. Second Measure or Means of Assessment for Outcome above and Criteria for Success, if available

American Campus Communities "Customer Satisfaction Survey," conducted by the Insights Research Group for 2005, 2006 and 2007. This survey was completed by 3010 students (1028 in '05, 1011 in '06 and 981 in '07.) Several of the questions specifically address the service provided by the residential staff.

4b. Results/ Findings

The Survey indicated that the Residential Staff has provided a professional level of service. In the area of “Overall Satisfaction with the Key Service Area of Residential Staff,” 72.7% agreed they were satisfied or very satisfied; 72.5% also agreed they were satisfied or very satisfied with the “Level of Respect Shown the Students by the Staff,” and 73.2 % were satisfied or very satisfied with the “the Level of Care and Concern Staff Shows Residents.” 73.4% of the students were satisfied or very satisfied with the “Academic Focus of the Community;” and 76.3% were satisfied or very satisfied with the “Community Spirit.”

4c. Use of Results

We continue to maintain and enhance the professionalism of the Residential staff, by expanding training and focusing on the use of technology to keep students and staff better informed. We have continued to train students to show respect and concern for residents and we have enhanced the Fall Resident Appreciation Week and Spring-Bling for the Residents.

5. Documentation

This documentation is located in the University College Academic Advisement Center. Copies reside with the Director of University College (Rm #1) and the Assistant Director for Residential Life (Rm #8).

TRAINING AND CONFERENCES/ UC RESIDENTIAL LIFE DIVISION

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| Training |
| ALLY Training – (Gay, Lesbian, Bisexual, and Transgender Training) |
| Time Traq Training |
| Driver Safety Training – (For Transport of University Students while operating University vehicles) |
| ACTIVE Shooter Training – (In the case of an active shooter on campus) |
| CPR - (Basic Life Support) |
| Student Employment Supervisor Training |
| Appraising your Employee - PVAMU |
| BANNER |
| Peoplesoft |
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| Conferences |
| SWACUHO – Southwest Association of Colleges & University Housing Officers |
| ACUHO – Association of Colleges & University Housing Officers |
| TRHA - Texas Residence Hall Association |
| Underage Drinking on College Campuses - Association of University & Colleges Chiefs of Police |
| TEXAAN - Texas Academic Advising Network |
| NACADA - National Association |