ASSESSMENT PLAN
FY 2011-12

Department: **STUDENT CONDUCT OFFICE**

1)   Tracking

The first component of a student affairs assessment program is *keeping track of who uses your student services, programs and facilities*. Furthermore, how many clients are using student affairs offerings, and how are they described by gender, race, age, class standing, residence and other important variables?

Current Means of Assessment (who, what, when, how reported, etc.)

1. Who- The Student Conduct Office (SCO) is overseen by the Assistant Dean of Students for Student Conduct. The (SCO)'s primary responsibility is enforcing the Student Handbook's Code of Conduct as it relates to VSU students.
2. What- (SCO) processes incident reports from a variety of campus sources like the University Police, Housing & Residence Life, and faculty as well as other administrative offices.
3. How- Student case management is done via Maxient LLC- Conduct Manager software. It is an on-line web-based tracking and reporting software. Also there is a MS-Excel spreadsheet used for compiling and reporting aggregate data.
4. When- (SCO) generates semester and annual reports of conduct case activity and it is reviewed. Each (SCO) annual report contains the annual activity recap reflecting totals of different violations, hearing types, typical sanctions issued, and demographic data. This report goes to the Vice President for Student Affairs and Dean of Students and others he may designate. Also, daily activity, i.e., incident reports received, summons sent, hearing dispensations, and all sanctions issued are communicated via Maxient or email to the Vice President for Student Affairs and Dean of Students and any other "need to know" VSU personnel.

Proposed and/or Additional Means of Assessment (who, what, when, how reported, etc.)

1. Continued improvement of the disciplinary data reporting and distribution process to key need to know faculty and administrators.
    A. How- Continued assistance from VSU's Strategic Research and Analysis Office for presentation of the Maxient generated data.
    B. When- Update reports with current data by end of Fall 2011 and by end of Spring 2012.
    C. Who- Assistant Dean of Students for Student Conduct and Strategic Research and Analysis.

2. Adopt a paperless record keeping process to reduce storage requirements.
    A. How- Scan in all incident reports, photos, audio, etc. into Maxient Conduct Manager going forward.
    B. Continue to purge all older paper and electronic conduct records per BOR record retention policy (5+ yrs.) by end of Summer 2012.

Results of Assessment

2)   Needs

The second component of this model is *assessing student and other clientele needs.* The basic principle is that we should meet the needs of our students and other clientele.

Current Means of Assessment (who, what, when, how reported, etc.)

1. Assistant Dean of Students for Student Conduct reviews sample disciplinary cases for resolution with consistency and appropriateness. This is done at the end of the semester and year end. The primary goal is to reduce the rate of recidivism. Another vital goal is to conduct a timely investigation and resolution of each student's case, and a similar resolution for the complainant's side of the case.

2. There is also some post-incident follow-up with complainants reporting the incident within a reasonable period of time of both the initial report and the final resolution via phone, email, or a hardcopy. There is similar follow-up with DOSA departments instrumental in fulfilling a developmental component of a given sanction, e.g., the Alcohol and Other Drug Education Office, the Counseling Center, Housing and Residence Life, Volunteer Services, etc. are all copied the hearing agreement when the student is referred to them.

Proposed and/or Additional Means of Assessment (who, what, when, how reported, etc.)

1. (SCO) will develop plan for generating additional Student Conduct Office (SCO) awareness regarding the (SCO)'s mission and procedures on campus for both students and VSU staff and faculty.
2. Develop and conduct a user survey with internal clients, e.g., Housing, VSU Police, etc. to evaluate "what they need from the (SCO) and what is being done well and what needs improvement. The internal survey will be done by the end of Spring 2012 with evaluation of its findings and development of an appropriate response plan for Fall 2012.
3. Utilize the CAS needs assessment guidelines and VSU Strategic Research Office to develop this survey and evaluation process.
4. Results will be reported to the Vice President for Student Affairs and Dean of Students by the beginning of Fall 2012.

Results of Assessment

3) Satisfaction

The third component is *assessing student and other clientele satisfaction with our services, programs and facilities, and demonstrating that those experiences are consistent with the institution's goals.*

Current Means of Assessment (who, what, when, how reported, etc.)

1. Nothing currently.

Proposed and/or Additional Means of Assessment (who, what, when, how reported, etc.)

1. Develop or adapt from a peer institution (EMORY) and implement an "exit survey" for the students going through the actual conduct process by Spring 2012. Develop and use an on-line format for ease of access and reporting if possible.

Results of Assessment

4) Student Cultures and Campus Environments

It is important to examine the *collective perceptions of a campus and the student cultures where they conduct their day-to-day lives.* Remember each student lives in his/her own cultural environment and all students do not have the same interests, friends and classes. Assessing the campus environment *determines and evaluates how the conditions and elements of the campus affect student learning and growth.* Each campus is unique and different.

Current Means of Assessment (who, what, when, how reported, etc.)

1. Nothing currently.

Proposed and/or Additional Means of Assessment (who, what, when, how reported, etc.)

1. Assistant Dean of Students for Student Conduct will develop a CAS based best practices focus group to gain perspective regarding the effectiveness and their awareness of the (SCO)'s mission, as well as policies and procedures by the beginning of Fall 2012.

Results of Assessment

5) Outcomes

A fifth critical component is *assessing outcomes.* For those who use our services, programs and facilities, is there an effect on their academic success, learning, or development, particularly when compared to those non-users? Not all outcomes important to student services and programs are learning outcomes. There may be other outcomes important to effective student services, such as the delivery of services in a timely and efficient manner.

Current Means of Assessment (who, what, when, how reported, etc.)

1. Assistant Dean of Students for Student Conduct monitors recidivism annually via the FY annual report.
2. Assistant Dean of Students for Student Conduct review perspective paper assignments of student's going through the conduct process to determine IF students appear to receive benefit from interaction with the (SCO).
3. A semester by semester review of the # of completed on-line alcohol/drug referrals and AODE office referrals for compliance/ non-compliance and learning outcomes is done by the Assistant Dean of Students for Student Conduct .
4. (SCO) reviews the responsiveness or turnaround time of each case from initial report to conclusion. Seek to conduct a speedy resolution (ten working days from initial receipt of incident report) of cases.

Proposed and/or Additional Means of Assessment (who, what, when, how reported, etc.)

1. (SCO) Graduate Assistant will conduct research on a sample of (SCO) clients' cases to determine retention and success or failure.
2. Assistant Dean of Students for Student Conduct will develop better reporting of results or findings from #1 and #3 above via Maxient Conduct Manager.

Results of Assessment

6) Benchmarking

How does the quality of our services, programs and facilities *compare* with like institutions? The key is to compare ourselves to like institutions that have good assessment programs and collect good data.

Current Means of Assessment (who, what, when, how reported, etc.)

1. The Assistant Dean of Students for Student Conduct networks with peers in Georgia and ASCA (Association of Student Conduct Administrators) as able.

Proposed and/or Additional Means of Assessment (who, what, when, how reported, etc.)
1. Assistant Dean of Students for Student Conduct and the (SCO) Graduate Assistant will use CAS Assessment guidelines to assure that VSU's (SCO) meets all minimums for a conduct office, and this will be done by the end of Summer 2012.
2. Assistant Dean of Students for Student Conduct and the (SCO) Graduate Assistant will review VSU "Peer Institutions" for Best Practices Assessment plans.

Results of Assessment

7) Measuring Effectiveness

A seventh component is *assessing effectiveness - through reference to national or professional standards and/or through measuring cost effectiveness.* How do our services, programs, and facilities compare to accepted national standards (Council for the Advancement of Standards (CAS) for Student

Services/Development Programs, various national and regional accrediting agencies, and professional organizations)? Are the benefits students derive from what we offer worth the cost, and how do we know that?

Current Means of Assessment (who, what, when, how reported, etc.)

1. Only evaluation being done now is recidivism.
2. These findings are reported in the DOSA-(SCO) Annual report.

Proposed and/or Additional Means of Assessment (who, what, when, how reported, etc.)

1. Take the findings of the (SCO) assessment surveys and focus group feedback and develop better policies, procedures, and program evaluation measurement and methodology by end of Summer 2012.

Results of Assessment