



**UNIVERSITY OF NEBRASKA AT OMAHA**  
HOUSING & RESIDENCE LIFE

**Annual Assessment Plan**

## Purpose and Process

### Purpose

According to Astin (2012), assessment is the process of gathering information (measurement) and using that information for the improvement of the institution and individual students (evaluation). Within higher education, and more specifically student affairs, assessment seeks to fulfill purposes, such as demonstrate student learning and success, increase accountability, improve resources and programs, and “facilitate the institution’s basic mission” (Barham & Scott, 2006; Astin, 2012, p. ix).

### Process

Assessment requires intentionality to communicate its purpose and to better utilize the results to improve educational efforts; therefore, the Department of Housing and Residence Life (HRL) follows this annual assessment creation and evaluation process (Astin, 2012).

1. June
  - a. Director or Associate Director of HRL will typically choose one or two areas of HRL to focus assessment on for the upcoming academic year
2. July
  - a. Responsible parties for each project develop assessment and the criteria for success that directly relates to that year’s learning outcome(s)
  - b. Responsible parties present plans to Associate Director of Housing and Residence Life for approval
3. August-May
  - a. Assessments conducted (See pages 4-6 for specific timeline)
4. June-July
  - a. Communicating results – Responsible parties present results of assessment to Housing and Residence Life staff symposium and provide a written report

### References

Astin, A. W. (2012). *Assessment for excellence: The philosophy and practice of assessment and evaluation in higher education*. Rowman & Littlefield Publishers.

Barham, J. D., & Scott, J. H. (2006). Increasing accountability in student affairs through a new comprehensive assessment model. *College Student Affairs Journal*, 25(2), 209.

## About Housing and Residence Life

### OUR MISSION

Housing and Residence Life at the University of Nebraska at Omaha creates a positive residential experience and supports the evolving needs of our students.

### OUR VISION

Provide a safe and inclusive community where students are able to achieve success in obtaining their educational goals (curricular and co-curricular).

### HOW WE DO IT

<p><b>1</b></p>  <p>Assist students in forming supportive connections to other students, faculty, and staff.</p>	<p><b>2</b></p>  <p>Promote learning through our programs and services with an emphasis on academic support, inclusion, student involvement, wellness, and achievement.</p>	<p><b>3</b></p>  <p>Engage students in the decision-making process regarding policies and procedures that impact their experience.</p>	<p><b>4</b></p>  <p>Celebrate the accomplishments of the housing community.</p>
<p><b>5</b></p>  <p>Assess our programs and services to ensure that we are responding appropriately to students' needs.</p>	<p><b>6</b></p>  <p>Ensure that our staff is professional, friendly, efficient, and student centered when responding to student needs and concerns.</p>	<p><b>7</b></p>  <p>Maintain our facilities in order to provide high quality, affordable amenities and accommodations to our students.</p>	

### Objectives

From the above section entitled "How We Do It", four objectives were chosen as the basis for the department's assessment plan. Throughout the assessment plan, they will be referred to by the following numbers.

1. Assist students in forming supportive connections to other students, faculty, and staff.
2. Promote learning through our programs and services with an emphasis on academic support, inclusion, student involvement, wellness, and achievement.
3. Engage students in the decision-making process regarding policies and procedures that impact their experience.
6. Ensure that our staff is professional, friendly, efficient, and student centered when responding to student needs and concerns.

## Assessment Overview

Title	Program Assessed	Description	Type	Frequency	Method	Responsible Person(s)	Use of Results
Annual Numbers Reporting	On-Campus Living	Report on numbers associated with conduct, programming, room switches, applications, renewals, work orders, past due balances, & occupancy/cancellations	Quantitative	Annually - every June	Various	Associate Director	Understand trends over time; Historical artifact for the department
Exit Interview	On-Campus Living	Seeks information as to why residential students cancelled their contract before the end of their scheduled move-out	Quantitative Qualitative Indirect	Monthly	Qualtrics	Director & Associate Director	Understand why students leave on-campus housing in order to address these issues if possible
GPA & Program Attendance Comparison	On-Campus Living	Compare program attendance to GPAs	Quantitative	Semesterly - every January and June	Presence	Associate Director	Informs programming model; Justification for programming expenditures
Housing Organization Programming Evaluation	Housing Organization Programming	Evaluates housing organizations' programming (self-evaluation)	Qualitative Indirect	Annually - On-going	Smart Sheet	Associate Director	One-to-one meetings; Improve future programming; EOY reports
Maintenance Work Orders	Satisfaction Survey	Measures resident satisfaction with repairs made following the submission of a work order	Quantitative Qualitative Indirect	Annually - every June	Qualtrics	Maintenance Manager	Improve work order process and student experience
Move-In Experience Survey	Move-In	Assesses the move-in experience for residents' families	Quantitative Qualitative	Annually - every August	Qualtrics	Housing Operations Coordinator	Improve move-in experience

Title	Program Assessed	Description	Type	Frequency	Method	Responsible Person(s)	Use of Results
Resident Assistant (RA) End-of-Year Report	RA Experience	RAs' reflection on the year	Quantitative Qualitative Indirect	Annually – every May	Qualtrics	Assistant Director (with input from MV and UV RLCs)	Make appropriate changes to the RA position; Historical reference; Student reflection; Showcase student learning
RA Pre-/Post-Training Assessment of Knowledge and Skills	RA Training	Measures advancement and comfort with job responsibilities	Quantitative Indirect	Annually – every August	Paper & Qualtrics	Assistant Director	Showcase student learning; Further refinement of training; Justification for the training model and cost
RA Programming Evaluation	RA Programming	Evaluates RAs' programming (self-evaluation)	Qualitative Indirect	Annually – On-going	Smart Sheet	RLCs	One-to-one meetings; Improve future programming; EOY reports
RA Training	RA Experience	Measures satisfaction and feedback on RA Fall and Winter formal training sessions	Quantitative Qualitative Indirect	Semesterly – every September and January	Qualtrics	Assistant Director	Continuously improve and modify training interventions for today's college students
Resident Feedback on HRL	On-Campus Living	Seeks input from students on the degree to which HRL fulfills its mission	Quantitative Qualitative Indirect	Semesterly – every November and April	Qualtrics	RLCs	Help craft departmental priorities/focus areas
Resident Feedback on RAs	RA Performance	Seeks input from students on the performance of their RA	Quantitative Qualitative Indirect	Semesterly – every November and April	Qualtrics	RLCs	Student staff job performance/JPA process
RA Evaluation of Residence Life Professional Staff	Professional Staff Performance	Seeks input from RAs about their supervisory and non-supervisory Residence Life professional staff	Quantitative Qualitative Indirect	Annually every November	Qualtrics	Associate Director	Professional staff job performance evaluation

Title	Program Assessed	Description	Type	Frequency	Method	Responsible Person(s)	Objective	UNePlan	Use of Results
RHA Executive Board Transition Report	RHA Executive Board	Evaluates RHA executive board members (Self-evaluation)	Quantitative Qualitative Indirect	Annually – every May (when RHA is active)	Qualtrics	RLC responsible for RHA	2, 3	1.2	Improve RHA experience for the next year; EOY report
RHA Town Hall	On-Campus Living	Seeks input from residents about on-campus living	Qualitative Indirect	Semesterly (when RHA is active)	In-Person	RLC responsible for RHA	3, 6	1.2	Improve housing; Show areas of growth and strength
Skyfactor	On-Campus Living	External assessment of learning, satisfaction, and effectiveness of programs by Skyfactor (formerly EBI MAP-Works)	Quantitative Qualitative Indirect	TBD – Last conducted Spring 2019	Web Link	Associate Director	1, 2, 3, 6	1.5	Help craft departmental priorities/focus areas
Student Conference Wrap-Up Report	MACURH/ NACURH Student Conferences	Evaluates learning and satisfaction (self-evaluation)	Qualitative Indirect	Annually – On-going (when students attend conferences)	Qualtrics	RLC responsible for NRHH	2	1.2	EOY reports; One-to-one meetings; Future conference preparation
Unengaged Student Survey	HRL Programming	Targeted survey for those who have not attended any HRL programs	Quantitative Qualitative Indirect	Semesterly – every October and March	Qualtrics	RLCs	1, 2, 6	1.5	Address gaps in programming and engagement for residents