

ASSESSMENT PROJECT REPORT

2022-2023

DEPARTMENT: Housing and Residence Life (HRL)

ASSESSMENT LEAD: Marshall Kole, Associate Director for Housing and Residence Life

PROGRAM: The Experience of Student Residents Living in HRL on Dodge Campus

ASSESSMENT METHODOLOGY

• This assessment project consists of data gathered from Dodge Campus housing residents twice during the 2022-2023 academic year.

- The assessments were conducted using digital surveys in Qualtrics. These surveys were sent to all Dodge Campus housing residents in November 2022 and April 2023. The surveys asked demographic questions (e.g., gender identity, racial/ethnic identity, etc.) as well as questions about the experience residents had while living in on-campus housing. The experiential questions addressed residents' feelings of safety, welcomeness, and inclusion in housing, as well as how they experienced departmental staff. All questions/prompts from the surveys are attached as Appendices A (Fall 2022 survey) and B (Spring 2023 survey).
- Some questions were repeated on both the Fall and Spring surveys, while others were asked on only
 one of the two surveys. For example, HRL uses the Fall survey, in part, to gather feedback on RA
 performance which helps to inform our mid-year evaluation performance of each RA staff member.
 These questions were not repeated on the spring survey. However, environmental questions about
 welcomeness, inclusiveness, and safety were repeated in both surveys.
- All demographic questions asked on the survey provided options for respondents to choose from, the
 option not to provide a response, and the option to self-identify and provide a response not included
 in the included options. For example, respondents could select "female, male, transgender male,
 transgender female, gender non-binary/non-conforming, prefer not to answer, or a gender identity
 not listed here" in response to the question "Which of the following best describes your current
 gender identity?"
- The experiential questions included in the survey utilized a five-point Likert scale to collect resident respondents to prompts and statements about their experience living on campus. The Likert scale response options included Strongly Disagree, Disagree, Neither Agree nor Disagree, Agree, Strongly Agree.
- The surveys were open for approximately two weeks during each semester. Resident responses were solicited by emails sent to them from the primary HRL email address.
- The Fall 2022 survey has 200 respondents who completely answered all questions. The Spring 2023 survey had 121 respondents. Female students comprised the largest gender respondent group in both surveys (approx. 75% in both fall 2022 and spring 2023).
- The data gathered through the surveys was primarily quantitative. We did not use rubrics to evaluate the data. Rather, we grouped the responses for each question/prompt into three categories: Disagree, Neutral, and Agree. The "Strongly Disagree" and "Disagree" responses were grouped together to give a total in the Disagree category, and the same was done for "Strongly Agree" and "Agree" responses.

Each category of responses was quantified into a percentage to delineate what percentage of respondents disagreed, agreed, or were neutral in their response to each question.

- Where possible, we were also able to compare data from the Fall 2022 and Spring 2023 surveys to historical data gathered from similar surveys administered in previous years. This helps create a picture over time of how residents are experiencing the experience of living on campus in HRL.
- IT was the intention of the

SUMMARY OF KEY FINDINGS

Tables A (below) includes the total overall response data for prompts related to how respondents experienced the services provided by HRL:

Table A – HRL Services and Living Experience

Housing & Residence Life at UNO		all 2022		Spring 2023		
	Disagree	Neutral	Agree	Disagree	Neutral	Agree
creates a positive residential experience.	4.00%	10.50%	85.50%*	2.52%	20.17%	77.31%
supports the evolving needs of its students.	3.74%	13.43%	82.83%*	8.40%	27.73%	63.87%
assists students in forming supportive connections to other students, faculty, and staff.	5.97%	20.90%	73.13%	15.12%	29.41%	55.46%
promotes learning through its programs and services.	6.72%	14.18%	79.10%*	8.40%	31.93%	59.67%
engages students in the decision-making process regarding policies and procedures.	7.50%	16.50%	76.00%*	20.17%	29.41%	50.42%
celebrates the accomplishments of the housing community.	6.71%	27.61%	65.67%	17.65%	29.41%	52.95%
ensures that its staff is professional, friendly, efficient, and student centered.	1.49%	7.46%	91.04%*	8.40%	15.13%	76.47%
maintains its facilities in order to provide high quality, affordable amenities and accommodations.	6.50%	12.00%	81.50%*	14.28%	11.76%	73.95%

^{*}Percentages marked with an asterisk represent agree totals that are the higher than any agree percentages for the same prompts gathered in fall surveys conducted in 2021, 2020, 2017, 2016. Data was not available from fall 2018 and 2019 to compare.

Tables B (below) includes the total overall response data for prompts related to how respondents experienced the ways in which HRL served and included their needs based on identity:

Table B - Identity and Inclusion in HRL

Housing and Residence Life at UNO	Fall 2022			Spring 2023		
	Disagree	Neutral	Agree	Disagree	Neutral	Agree
Promotes and celebrates diversity	14.50%	15.50%	70.00%	3.36%	22.69%	73.95%
Fosters an inclusive and welcoming community	15.50%	10.50%	74.00%	5.88%	19.33%	74.79%
Provides housing services that meet my needs	15.67%	7.46%	76.86%	10.08%	13.45%	76.47%
Understands the experience of students who share my identities	13.44%	17.16%	69.40%	8.40%	26.05%	65.54%
Supports students who share my identities	12.69%	15.67%	71.64%	6.72%	23.53%	69.74%
Provides programming and engagement opportunities that meet my needs	16.50%	13.50%	70.00%	8.40%	22.69%	68.91%

Table C (below) includes total overall response data for prompts related to how respondents responded to prompts about safety, welcomeness, and inclusion in HRL:

Table C – Safety, Welcomeness, and Inclusion in HRL

When I think about my experience living on campus	Fall 2022			Sp		
	Disagree	Neutral	Agree	Disagree	Neutral	Agree
I feel welcomed and included by my roommates in my apartment	21.50%	6.50%	72.00%	21.00%	13.45%	65.54%
I feel safe in my individual residence hall apartment	15.00%	6.50%	78.50%	14.28%	10.08%	75.63%
I feel welcome in the housing community	12.77%	11.35%	75.88%	8.40%	21.01%	70.58%
I feel included in the housing community	14.18%	17.91%	67.91%	12.60%	25.21%	62.18%
I feel safe in the housing community	8.95%	11.19%	79.85%	12.60%	8.40%	79.00%
HRL staff (RAs, RLCs, etc.) is welcoming	11.20%	5.22%	83.59%	1.68%	11.76%	86.55%
I feel included by HRL staff (RAs, RLCs, etc.)	12.69%	14.18%	73.14%	5.88%	15.13%	78.99%
I feel safe with HRL staff (RAs, RLCs, etc.)	11.95%	8.21%	79.85%	3.36%	16.81%	79.83%

Table D (below) includes total overall response data for prompts related to how respondents experienced the Resident Assistant (RA) responsible for supporting their building community:

Table D - RA Staff Evaluative Questions

RA-Related Questions	Fall 2022			Spring 2023		
	Disagree	Neutral	Agree	Disagree	Neutral	Agree
My RA is approachable, friendly, and genuine.	0.65%	3.25%	96.10%	-	-	-
I feel comfortable going to my RA for support and guidance.	3.11%	13.78%	83.11%	-	-	-
My RA is available to me.	0.65%	8.44%	90.91%	-	-	-
My RA communicates and upholds the university's expectations and policies within Housing & Residence Life.	0.64%	3.85%	95.52%	-	-	-
My RA plans events which allow me to build relationships with others.	2.22%	8.00%	89.78%	-	-	-
My RA fosters an environment that promotes diversity and inclusivity in the building.	1.30%	9.74%	88.96%	-	-	-
My RA addresses community and personal concerns in a timely manner.	2.22%	6.67%	91.11%	-	-	-

Table E (below) includes total overall response data for prompts related to living on campus:

Table E – HRL Contribution to the UNO Experience

Living on-campus has	Fall 2022			Spring 2023		
	Disagree Neutral Agree			Disagree	Neutral	Agree
Helped me feel more connected to UNO	-	-	-	14.28%	10.92%	74.79%
Enhanced my overall experience at UNO	-	-	-	10.92%	10.92%	78.16%
Enhanced my academic performance	-	-	ı	16.80%	23.53%	59.66%

Helped me to connect with campus resources and supports	-	-	-	8.40%	26.89%	64.71%
Enhanced my overall well-being	-	-	-	19.32%	25.21%	55.46%
Been supportive for my mental health	-	-	-	19.32%	29.41%	51.26%
Helped me develop meaningful interpersonal relationships	-	-	-	22.69%	21.85%	55.46%
Helped me more effectively communicate with others	-	-	-	15.96%	32.77%	51.26%

The overall data collected in each of the tables above is also able to be broken down and analyzed based on the demographic information provided by the respondents. This includes by racial/ethnic identities including Asian, Pacific Islander, Multiracial, Black/African American, Hispanic/Latino, White, and Native American/Indigenous. It also includes gender identities (e.g., Male, Female, Transgender Male, Transgender Female, and Gender Non-Binary/Non-Conforming) and sexual orientations (e.g., Straight, Gay/Lesbian, Bisexual, Other).

The survey prompts documented in Tables B and C were initiated during an assessment project first undertaken during the spring 2022 semester. They were included as regular questions in the Fall 2022 and Spring 2023 surveys (and will continue to be included moving forward) to gather longitudinal data from residents about their feelings of welcomeness, safety, and inclusion in HRL and with the services HRL provides.

The demographic breakdown of responses for the Fall 2022 and Spring 2023 is attached to this report as Appendix C.

INSIGHTS FROM FINDINGS

Staff Support and Connection

- The results show a strong positive trend regarding residents' feeling of support and connection with HRL staff.
- Resident responses regarding to prompts regarding their RAs, specifically, averaged an agreement percentage of 90.78%. The RA-related data from the Fall 2022 survey (Table D) represents the highest rate of agreement for these statements from residents in the past three years with an average increase of 2.62% over Fall 2021 in agree responses for each prompt.
- Responses to prompts about HRL staff being welcoming, inclusive, and safe were generally positive, as
 well, with approximately 4/5 residents responding in agreement for each. Prompts about HRL staff
 being welcoming and inclusive had a 2.96% and 5.85% increase in agreement totals, respectively,
 between the Fall 2022 and Spring 2023 surveys. Responses regarding residents' feelings of safety with
 HRL staff stayed flat between the two surveys.
- Respondents to the Fall 2022 survey strongly agreed (91.04%) with the prompt "HRL at UNO ensures that its staff is professional, friendly, efficient, and student centered". This represents a 5.92% increase in agreement to the same prompt from the Fall 2021 survey.
- It is likely (though not explicitly documented by the data) that the return to full "normalcy" in housing and on campus in Fall 2022 following two years of Covid-impacted operations contributed heavily to the increase in affirmative resident responses about HRL staff, programming, and services on the Fall

2022 survey. HRL staff invested heavily in programming and events in housing starting during opening weekend.

Living on Campus Contributes to the Student Experience at UNO

- The prompts about living on-campus (Table E) were added to the Spring 2023 survey to gather information about the ways in which living on campus contributes to the student experience at UNO. These prompts had not previously been included on any HRL survey.
- Residents strongly agreed that living on campus had helped them feel more connected to UNO (74.79%), enhanced their overall experience at UNO (78.16%), and helped them connect with campus resources and supports (64.71%). Approximately 60% agreed that living on campus had enhanced their academic performance at UNO.
- The prompts about living on campus were sent to Honor's students living off campus, as well, as part of an HRL student staff members Honors thesis project. The prompts were phrased as "Living off-campus has..." for these students to assess how the decision to live off-campus had contributed to their student experience at UNO. The responses from off-campus students to some of the prompts has drastically lower agree totals than from on-campus residents:
 - Living off-campus has helped me feel more connected to UNO 6.25% Agree (68.54% lower than on-campus respondents)
 - Living off-campus has enhanced my overall experience at UNO 35.42% (41.74% lower than on-campus respondents)
 - Living off-campus has helped me connect with campus resources and supports 12.5%
 (52.21% lower than on-campus respondents)

Changes in Responses from Semester to Semester

- Regarding questions that were asked the same on both the Fall 2022 and Spring 2023 surveys, the agree percentage totals for responses were consistently lower in the spring than in the fall (indicating a downward movement over the course of the academic year).
 - All the eight prompts in Table A (HRL services and living experience) were anywhere from 7.55 to 25.58% lower. These are all significant decreases between semesters and should be a point of emphasis for understanding and addressing intentionally in the coming year.
 - Four of the six prompts in Table B (identity and inclusion) were anywhere from 0.39 to 3.86% lower.
 - Six of the eight prompts in Table C (safety, inclusion, and welcomeness) were anywhere from 0.02 to 5.73% lower.
- Resident responses to questions asked in Table B (identity and inclusion), while typically lower in the Spring 2023 than on the Fall 2022 survey, were relatively consistent (i.e., +/- 2% points) with responses gathered from residents to the same prompts in Spring 2022.
- Some identity groups did not have a statistically significant number of responses on the Spring 2023 survey to provide data that was meaningful for comparison between semesters. This includes Black students (0 complete responses in Spring 2023), Asian/Pacific Islander students (5 complete responses), and Multiracial students (4 complete responses).



RECOMMENDATIONS

The survey data shows that residents have an overwhelmingly positive perception of HRL staff. This is likely one of the department's greatest strengths to be leveraged when considering next steps to address areas of deficiency or concern with the survey data. Some steps to consider taking may include:

- Continuing the type of resident outreach done by RAs during the 2023-2023 year related to MavChats. RAs were required to document multiple methods of outreach this year when attempted to connect with each of their individual residents. The high rates of agreement (>90%) in the Fall 2022 survey about RAs being approachable, available, and responsive are likely to be connected to the intentional approach implemented in the fall semester for RAs to be calling/texting, door knocking, and emailing to make connections each month with all residents. Candidly, the HRL RA staff struggled to maintain that high level of student outreach throughout the spring semester in the same way as in the fall. Residents seem to be more disconnected during the spring semester, as well. Both may have been contributing factors to the drop in affirmative responses to prompts on the Spring 2023 survey. The department may need to investigate different approaches to individual student connections in the spring semester to navigate around the realities of student disengagement and RA burnout with outreach.
- Professional staff should prioritize individual student outreach and connection with all residents in the coming academic year. With the growth of our live-in professional staff over the course of this year, the department will have more capacity to expect professional staff to prioritize proactive and intentional student connection with all residents. This should include outreach from professional staff to all residents prior to residence hall move in in August, more readily available information to residents about what RLCs do and how residents can contact them during the year, and individual connections between each RLC and the residents in their areas during the first six weeks of the fall semester.
- The drop in affirmative responses between Fall 2022 and Spring 2023 does not have a clear cause based on the survey data alone. Some of the prompts regarding HRL's services and the on-campus living experience have not been asked on spring surveys before, so it is unclear if the drop in agreement percentages between fall and spring semester is typical or not. As one step to addressing this, the department should work on the standardization of questions to be asked on surveys in the fall and spring semesters. Currently, there are some questions that appear on both semester surveys, while others appear on only one or the other. When considering the departmental mission and vision, HRL should consider if there is value having more consistency in the survey each semester to give a regular, semesterly snapshot of the student experience in housing.
- The department should work to understand some of this data from a qualitative perspective in future
 years. While the survey does allow for student to enter text responses to elaborate on the Likert scale
 ratings they provide, few students provide responses that provide a clear picture of things HRL could
 do to maximize our services and meet student needs more generally. HRL should look to implement
 focus groups and other opportunities to collect resident feedback to supplement these semesterly
 surveys.



• Low response rates on the Spring 2023 survey had some a limiting effect on how myopically the data could be evaluated for certain demographic groups. For both the fall and spring survey in future years, HRL should consider ways to incentivize and/or increase response rates. For the assessment project HRL completed in the spring 2022 semester, the department partnered with MCA to intentionally solicit higher levels of feedback from students connected to that office on campus. We did not leverage that same partnership this year. Our response rate for the spring survey this year was much lower than in 2022.

HRL Experience Survey (RA, Pro Staff, Community) - Fall 2022

Start of Block: Default Question Block	
Housing and Residence Life is looking for your feedback! We typically ask our residents to provide feedback at the time of the year on the overall experience of living on Dodge campus. Your response the questions on this short survey will be used to help your Resident Assistant (RA) and Housing state better assist you. The survey is anonymous, so please be honest.	
Page Break -	
We want to start with some basic demographic information. It's important to us that we know about the experience students with varying identities and backgrounds are having in our residence halls. All of information you share here will be aggregated rather than looked at individually. One other note - We recognize that personal identities are nuanced and difficult to sort into clear-cut boxes and labels. The demographic questions below will include some broad identity categories, but we encourage you to s "other" and express your personal identity if that is best for you.	the e
Which of the following best describes your current gender identity?	
○ Female	
O Male	
Transgender Female	
Transgender Male	
Gender Non-Binary / Non-Conforming	
Prefer not to answer	
A gender identity not listed here (include below)	

Which of the following best describes your current sexual orientation?
O Heterosexual/Straight
○ Gay/Lesbian
○ Bisexual
O Prefer not to answer
A sexual orientation not listed here (include below)
Which of the following best describes your racial/ethnic identity?
O Black / African American
O White
O Hispanic / Latino
Asian
O Pacific Islander
Native American / Indigenous
Multiracial / Biracial
Prefer not to answer
A race/ethnicity not listed here (include below)
What village do you live in?
Maverick Village
O University Village

Please select the building in which you live:	
O Building M	
O Building A	
O Building V	
O Building E	
O Building R	
O Building I	
O Building C	
O Building K	

5-8)
O Building 1
O Building 2
O Building 3 Low
O Building 3 High
O Building 4 Low
O Building 4 High
O Building 5 Low
O Building 5 High
O Building 6 Low
O Building 6 High
O Building 7 Low
O Building 7 High
Page Break
Who is your Resident Assistant?

Please select the building in which you live: (Low is apartments ending in 1-4, High is apartment ending in

Please use the scale to provide an answer to each of the following prompts:

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
My RA is approachable, friendly, and genuine.	0	0	0	0	0
I feel comfortable going to my RA for support and guidance.	0	0	0	0	
My RA is available to me.	0	\circ	0	0	0
My RA communicates and upholds the university's expectations and policies within Housing & Residence Life.	0		0		0
My RA plans events which allow me to build relationships with others.		0		0	0
My RA fosters an environment that promotes diversity and inclusivity in the building.		0	0	0	0
My RA addresses community and personal concerns in a timely manner.	0	0	0	0	0

This next section focuses on your experiences of the Housing and Residence Life department as a whole, not just on your specific RA. Please use the scale to provide an answer to each of the following. Housing & Residence Life at UNO... (consider your overall experience as an on-campus resident)

3 **	Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly disagree
creates a positive residential experience.	0	0	0	0	0
supports the evolving needs of its students.	0	\circ	\circ	0	
assists students in forming supportive connections to other students, faculty, and staff.	0	0			0
promotes learning through its programs and services.	0	0	0	0	0
engages students in the decision-making process regarding policies and procedures.	0	0		0	0
celebrates the accomplishments of the housing community.		0	0	0	0
ensures that its staff is professional, friendly, efficient, and student centered.	0	0	0	0	0
maintains its facilities in order to provide high quality, affordable amenities and accommodations.	0	0	0	0	

When I think about my experience living on campus...

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
I feel welcomed and included by my roommates in my apartment	0	0	0	0	0
I feel safe in my individual residence hall apartment	0	0	0	0	
I feel welcome in the housing community	0	\circ		40	. 0
I feel included in the housing community	\circ	\circ		0	0
I feel safe in the housing community	\circ	0		0	\circ
HRL staff (RAs, RLCs, etc.) is welcoming	0	0		0	0
I feel included by HRL staff (RAs, RLCs, etc.)	0		0	0	0
I feel safe with HRL staff (RAs, RLCs, etc.)		0	0	0	0

Housing and Residence Life at UNO...

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
Promotes and celebrates diversity	0	0	0	0	0
Fosters an inclusive and welcoming community	0	0	0	0	0
Provides housing services that meet my needs	0	0	0	0	0
Understands the experience of students who share my identities	0			0	0
Supports students who share my identities	0			0	0
Provides programming and engagement opportunities that meet my needs		0		0	

HRL Experience Survey (Community) - Spring 2023

Dear Residents of University and Maverick Villages
Housing and Residence Life is looking for your feedback! We typically ask our residents to provide feedback at the time of the year on the overall experience of living on Dodge campus. Your responses to the questions on this short survey will be used to help your Resident Assistant (RA) and Housing staff better assist you. The survey is anonymous, so please be honest!

Thank you!

UNO Housing & Residence Life

experience students with varying identities and backgrounds are having in our residence halls. All of the information you share here will be aggregated rather than looked at individually. One other note - We recognize that personal identities are nuanced and difficult to sort into clear-cut boxes and labels. The demographic questions below will include some broad identity categories, but we encourage you to select "other" and express your personal identity if that is best for you. Which of the following best describes your current gender identity? Female Male Transgender Female Transgender Male Gender Non-Binary / Non-Conforming Prefer not to answer A gender identity not listed here (include below) Which of the following best describes your current sexual orientation? Heterosexual/Straight Gay/Lesbian Bisexual Prefer not to answer

A sexual orientation not listed here (include below)

We want to start with some basic demographic information. It's important to us that we know about the

Which of the following best describes your racial/ethnic identity?
O Black / African American
O White
O Hispanic / Latino
O Asian
O Pacific Islander
Native American / Indigenous
O Multiracial / Biracial
O Prefer not to answer
A race/ethnicity not listed here (include below)
What village do you live in?
Maverick Village
O University Village

Please select the building in which you live:
O Building M
O Building A
O Building V
O Building E
O Building R
O Building I
O Building C
O Building K
Please select the building in which you live:

	O Building 1
	O Building 2
	O Building 3 Low
	O Building 3 High
	O Building 4 Low
	O Building 4 High
	O Building 5 Low
	O Building 5 High
	O Building 6 Low
	O Building 6 High
	O Building 7 Low
	O Building 7 High
Pa	ge Break

(Low is apartments ending in 1-4, High is apartment ending in 5-8)

This next section focuses on your experiences of the Housing and Residence Life department as a whole. Please use the scale to provide an answer to each of the following.

Housing & Residence Life at UNO... (consider your overall experience as an on-campus resident)

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
creates a positive residential experience.	0	0	0	<u></u>	0
supports the evolving needs of its students.	0	\circ	0		
assists students in forming supportive connections to other students, faculty, and staff.	0				0
promotes learning through its programs and services.	0			0	0
engages students in the decision-making process regarding policies and procedures	0	0		0	0
celebrates the accomplishments of the housing community.	0	0	0	0	0
ensures that its staff is professional, friendly, efficient, and student centered.	0	0	0	0	0
maintains its facilities in order to provide high quality, affordable amenities and accommodations.	0	0	0	0	0

Living on campus has...

9	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
Helped me feel more connected to UNO	0	0	0	0	0
Enhanced my overall experience at UNO	0	0	0		0
Enhanced my academic performance	\circ	0	0		
Helped me to connect with campus resources and supports	0	0		0	0
Enhanced my overall well- being	\circ		0	0	0
Been supportive for my mental health	0		0	0	0
Helped me develop meaningful interpersonal relationships			0	0	0
Helped me more effectively communicate with others				0	0

When I think about my experience living on campus...

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
I feel welcomed and included by my roommates in my apartment	0	0	0	0	0
I feel safe in my individual residence hall apartment	0	0	0	\odot	0
I feel welcome in the housing community	\circ	\circ	8	0	
I feel included in the housing community	\circ	0		0	0
I feel safe in the housing community	\circ		0		\circ
HRL staff (RAs, RLCs, etc.) is welcoming	0			\circ	0
I feel included by HRL staff (RAs, RLCs, etc.)	0	0	0	0	0
I feel safe with HRL staff (RAs, RLCs, etc.)	D	0		0	0

Housing and Residence Life at UNO...

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
Promotes and celebrates diversity	0	0	0	0	0
Fosters an inclusive and welcoming community	0	0	0		0
Provides housing services that meet my needs	0	0	0	0	
Understands the experience of students who share my identities	0	0			0
Supports students who share my identities	0		0	0	0
Provides programming and engagement opportunities that meet my needs		0		0	0

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