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**NEACUHO**

Northeast Association of College and University Housing Officers



# Our story through Assessment 2016-2017

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Presented by Heather Quire M.S. Ed. NEACUHO Assessment Coordinator

## 8 Conferences held during this 16 month term

- RD2B at Sacred Heart University
- Res Ops (Residential Operations) at Western New England University
- EDI (Equity, Diversity, & Inclusion) at Manhattan College
- RD2B at University of New Hampshire
- New Professionals at University of New Hampshire
- Mid-Level Institute at University of New Hampshire
- Toolkit Series at:      Brandeis University  
  NHTI, Concord Community College  
  Sacred Heart University  
  Streaming Live
- Annual Conference in Portland, Maine

**\*\*           1 RD2B Cancelled due to weather and not rescheduled**

## **RD2B at Sacred Heart University Assessment**

- **25 evaluations submitted**
- **92% of respondents reported a high understanding of these ideas post-conference.**
- **80% of respondents felt that they had high understanding of the basic tenants of an appropriate interview**
- **88% felt a high level of confidence in their ability to participate in a job interview.**
- **76% of respondents felt they could now “recognize and appreciate the importance of institutional fit”**
- **76% understood the “day to day responsibilities” of residential life.**
- **96% of respondents felt they could now “evaluate priorities, wants, and needs to plan for [their] own job search.”**
- **88% and 96% of respondents respectively reported satisfaction with the “Mentor & Mentor Group” sessions and the “1-on-1 Mentor Time.”**

## **RD2B at Sacred Heart University Assessment**

- **Overall, there appears to have been a large degree of satisfaction and a high level of understanding amongst respondents. The majority of respondents reported high understanding or high satisfaction on all survey questions, leading to largely positively skewed data and an average rating of 4.2/5. Based on this data, it appears the conference was successful in increasing attendees understanding of residential life requirements and preparing them for a potential interviewing in residential life.**
- **Some potential areas for improvement based on feedback may be:**
  - **Increasing the amount of time spent in mock interview.**
  - **Increasing the amount of time spent with mentor.**
  - **Picking a keynote speaker that is less polarizing.**
  - **Increasing amount of time spent discussing assistantships and how to obtain grad positions.**
  - **Increased focus on recognizing institutional fit.**

## Res Ops at Western New England University Assessment

- 45 evaluations submitted of over 100 attendees
- Overall Satisfaction rating for the conference was 4.1 out of 5.
- Program Session Satisfaction
  - Housing Operations 101” (averaged 4.5 out of 5)
  - Heads on Beds Keeps Budgets Not Red (4.4 out of 5)
  - Crisis Management: Top Ten Things New Professionals (and their supervisors!) Need to Know (4.4 out of 5)
  - The Transition to Mid Level in Operations (4.3 out of 5)
  - Creating a Housing Operations Internship (2.9 out of 5)
  - No More Paper! Room Condition Reports on-line (3 out of 5).
- Key takeaways:
  - Attendees reported that these sessions were informative and that presenters were engaging.

## EDI at Manhattan College Assessment

- 28 evaluations submitted of 59 attendees
- The lowest average across all the presentations was a 3.3 and the highest was a 4.6.
- The keynote speaker 4.3 average scoring by the attendees.
- Attendees scored the retreat a 3.8 average cumulatively across all programs.

## EDI at Manhattan College Assessment

- **Key Takeaways:**
  - Overall, the committee would like to see more presentation offerings.
  - With the success of the retreat dialogue spaces, to offer in the future summits for different marginalized groups within the region.
  - Additionally, need to make sure we do a description of the target audience for presentations.

## Mid-Level Institute at University of New Hampshire Assessment

- **14 evaluations submitted of 24 attendees**
- **75% overall satisfaction with the Conference**
- **79% satisfaction with of 3 sessions**
  - **[Student Conduct (77%)**
  - **Navigating Campus Politics (90%)**
  - **Budget & Finance (69%)**
- **78% understanding of the learning outcomes to 3 sessions**
  - **[Student Conduct(71%)**
  - **Navigating Campus Politics (94%)**
  - **Budget & Finance (69%)**



## Mid-Level Institute at University of New Hampshire Assessment

- **Key takeaways:**
  - **Want more time for conversation in sessions including more networking**
  - **Keynote was “off-putting”/low satisfaction**
  - **Navigating Campus Politics was best avg. satisfaction and understanding of learning outcomes.**

## New Professional at University of New Hampshire Assessment

- **10 evaluations submitted of 29 attendees**
- **86% overall satisfaction with all 6 sessions**
  - **Using Radical Candor( 95%)**
  - **Maximizing Hall Director Experience (85%)**
  - **Being Developmental during Staff Meetings (85%)**
  - **Switching to a program point system (86%)**
  - **Programming through Res. Life Office (100%)**
  - **I'm the Boss Now (65%)**

## New Professional at University of New Hampshire Assessment

- **85% overall understanding of learning outcomes for all 6 sessions**
  - Using Radical Candor (86%)
  - Maximizing Hall Director Experience (75%)
  - Being Developmental during Staff Meetings (88%)
  - Switching to a program point system (88%)
  - Programming through Res. Life Office (100%)
  - I'm the Boss Now (75%)
- **78% understanding to the 3 overall conference learning outcomes**
- **Key takeaways:**
  - Roundtables were well received/positive written comments (Operations, Res. Education, Assessment, Supervision)
  - More time for Networking
  - Keynote had low satisfaction

## RD2B at University of New Hampshire Assessment

- **5 evaluations submitted of 13 attendees**
- **89% satisfaction of all sessions**
  - **Job Search (84%)**
  - **Supervising vs. Advising (69%)**
  - **RD/Grad Life (84%)**
  - **Mock Interview (88%)**
  - **1-on-1 Time(92%)**
- **93% understanding of learning outcomes of 3 sessions**
  - **(Job Search (92%))**
  - **Supervising vs. Advising (98%)**
  - **RD/Grad Life(89%)**

## RD2B at University of New Hampshire Assessment

- **Key takeaways:**
  - **Feel better prepared for job search - positive comments**
  - **High satisfaction of all sessions - like the structure of the day**
  - **More time for Networking**

## ToolKit Series - Live Streaming & On Location: Brandeis University, NHTI-Concord Community College, & Sacred Heart University

- 5 evaluations submitted of 13 attendees
- Overall satisfaction for each day:
  - Day 1 at Brandeis University 3.10 / 5 (62%)
  - Day 2 at NHTI 3.5 / 5 (64%)
  - Day 3 at Sacred Heart 3.27 / 5 (65.4%)
- High level of session satisfaction
  - “Establishing Boundaries: Work / Life Balance” 3.63 / 5 (72.6%)
  - “Receiving Feedback and Attitude in the Workplace” 3.58 / 5 (71.6%)
- Lower level of session satisfaction
  - “Navigating Campus Politics” 2.89 / 5 (57.8%)
  - “Decision-Making Skills for Live-in Professionals” 2.88 / 5 (57.6%)

## ToolKit Series - Live Streaming & On Location: Brandeis University, NHTI-Concord Community College, & Sacred Heart University

- **Key takeaways:**
  - **More interactivity for online participants**
  - **More dynamic, engaging presenters in some sessions**
  - **More in-depth information at a more advanced level**
  - **Some comments that they felt the level of information presented was “pretty basic” or “a refresher”**
- **Additional note:**
  - **There needs to be more of a push to get attendees to submit evaluation, as there were only 9% of those attended either online or in person who submitted an evaluation. The low percentage limits being able to truly understanding the overall feedback about the Toolkit Series.**

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