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**NEACUHO**

Northeast Association of College and University Housing Officers



# Our story through Assessment 2018-2019

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## 9 Conferences held during this 12 month term

- Res Ops (Residential Operations) at Bentley University
  - RD2B at UMASS - Amherst
  - RD2B at NHTI, Concord's Community College
  - EDI (Equity, Diversity, & Inclusion) at University of Hartford
  - New Professionals at Skidmore College
  - Mid-Level Institute at Skidmore College
  - Res. Ed. (Residential Education) at Salve Regina University
  - Toolkit Series at: Franklin Pierce University  
New York University
- Streaming Live
- Annual Conference in Albany, NY \*

*\*Assessment not completed yet*

## Res Ops at Bentley University Assessment

- **There was a 28% response rate 28 respondents of the 100 attendees**
- **Satisfaction of Sessions: average of responses**
  - **Housing Operations to meet Student Needs 85% [4.25/5.0]**
  - **Residential Student Services Best Practices Roundtable 60% [3.0/5.0]**
  - **Prioritizing facilities Issues When they are all a Priority 77.78% [3.88/5.0]**
  - **Footing the Bill: Creating a student Centered damage billing process 88.57% [4.428/5.0]**
  - **No Housing Software Roundtable 60% [3.0/5.0]**
  - **Conference Housing Roundtable 70% [3.5/5.0]**
  - **Medical Accommodations – they're here to stay 88.33% [4.41/5.0]**
  - **Emotional Support Animal Roundtable 87.50% [4.375/5.0]**
  - **Lessons Learned moving room condition reports online 76.67% [3.83/5.0]**
  - **FalcUp the Housing Selection Process- for the better 76% [3.8/5.0]**
  - **How Social Media can change your office 90% [4.5/5.0]**
  - **Room Selection Roundtable 76% [3.8/5.0]**
  - **A Res Life approach to partnering with facilities: a customer service approach 86.67% [4.33/5.0]**
  - **Cracking the Cis-Term: An Examination of Gender Inclusive Housing practices 75% [3.75/5.0]**

## Res Ops at Bentley University Assessment

- **Reason for attending the conference:**
  - Directly related to my current job responsibility – 81.5%
  - Looking to advance in Res Ops to a Mid-Level or Senior-Level position – 33.3%
  - Looking for an opportunity to present – 22.2%
  - Location of Conference - 63%
  - Date & time of conference – 55.6%
  - Other – 3.7%
- **Overall Conference Rating – 82.96% [4.14/5.0]**
- **Key takeaways**
  - General conference feedback comments were positive
  - Only one roundtable had a high satisfaction rating 87.5% which was Emotional Support animal roundtable; the other roundtable satisfaction rating range was 60% - 76%
  - Of the sessions offered, the average satisfaction rating was 82.61%; range was 76% - 90%.

## **RD2B at UMASS - Amherst Assessment**

- **There was a 21.9% response rate 16 respondents of the 73 attendees**
- **Satisfaction of Sessions:**
  - **Welcome: (80% [4.0/5.0])**
  - **Session - Job Search: (89.09% [4.45/5.0])**
  - **Session - Supervising vs. Advising: (85.45% [4.27/5.0])**
  - **Session - Grad School 101: (92.73% [4.63/5.0])**
  - **Session = A day in the life of an RD: (83.33% [4.16/5.0])**
  - **Session - Mock Interview: (82.86% [4.14/5.0])**
  - **Pro Staff Session(s): (80% [4.0/5.0])**

## **RD2B at UMASS - Amherst Assessment**

- **Understanding of learning outcomes of 4 sessions:**
  - **Job Search (85.45% [4.27/5.0])**
  - **Supervising vs. Advising (89.27% [4.46/5.0])**
  - **RD/Grad Life (88.36% [4.4/5.0])**
  - **Mock Interview (78.18% [3.9/5.0])**
- **Key takeaways**
  - **High degree of satisfaction of all sessions above 80%**
  - **Average to High percentage (above 75%) of understanding of learning outcomes for sessions**
  - **Structure of the day seemed to be good**

## **RD2B at NHTI Assessment**

- **There was a 23.2% response rate 10 respondents of the 43 attendees**
- **Satisfaction of Sessions:**
  - **Welcome: (88.89% [4.44/5.0])**
  - **Session - Job Search: (97.14% [4.85/5.0])**
  - **Session - Supervising vs. Advising: (77.50% [3.875/5.0])**
  - **Session - Grad School 101: (92.50% [4.625/5.0])**
  - **Session - A day in the life of an RD: (90% [4.5/5.0])**
  - **Session - Mock Interview (76% [3.8/5.0])**
  - **Pro Staff Session(s): (80% [4.0/5.0])**
  - **Mentor / Mentee (82% [4.1/5.0])**

## **RD2B at NHTI Assessment**

- **Understanding of learning outcomes of 4 sessions:**
  - **Job Search (94.38% [4.71/5.0])**
  - **Supervising vs. Advising (80.63% [4.03/5.0])**
  - **RD/Grad Life (89.17% [4.45/5.0])**
  - **Mock Interview (83.33% [4.16/5.0])**
- **Key takeaways**
  - **Average to High degree of satisfaction of all sessions (above 75%)**
  - **Average to High percentage (above 75%) of understanding of learning outcomes for sessions**
  - **Structure of the day seemed to be good**



## EDI at University of Hartford Assessment

- There was a 27.11% response rate 16 respondents of the 59 attendees.
- There was an average of 5.78 years of experience with the respondent to the evaluation.
- Overall Conference Satisfaction (86.25% [4.31/5.0])
- Satisfaction of Sessions:
  - Session 1: White Fragility : (90% [4.5/5.0])
  - Session 1: Black Privilege: (80% [4.0/5.0])
  - Session 1: Creating Physical Spaces for LGBTQ\* Students on Campus: (88% [4.4/5.0])
  - Session 2: Marketing your Experience for your Next Opportunity - Roundtable (83.33% [4.16/5.0])
  - Session 2: Embracing Sedition: Flesh Bone heart & Bodies of Engagement (53.33% [2.66/5.0])
  - Session 2: Channeling your Passions into Social Justice (80% [4.0/5.0])
  - Group Breakout: Women (80% [4.0/5.0])
  - Group Breakout: Allies (80% [4.0/5.0])
  - Group Breakout: People of Color (70% [3.5/5.0])
  - Group Breakout: LGBTQ (95% [4.75/5.0])

## EDI at University of Hartford Assessment

- **Understanding of Conference learning outcomes: Overall Understanding [81.67% (4.08/5.0)]**
  - Learning Outcome 1: Participants will be able to identify at least 2 topics in Equity, Diversity or inclusion that they plan on looking into more as a result of this retreat [83.75% (4.1875/5.0)]
  - Learning Outcome 2: Participants will be able to have sufficient or significant time to network with colleagues from different institution [77.50% (3.875/5.0)]
  - Learning Outcome 3: Participants will be able to identify at least 2 new things they learned as a result of this retreat [83.75% (4.187/5.0)]
- **Key takeaways:**
  - Variety of degree of satisfaction for the sessions ranging 53% - 97%
  - Average percentage (81.67%) of understanding of learning outcomes for the overall conference.
  - The overall conference satisfaction was above 86%.
  - Most of the breakout sessions were above average in satisfaction. 3 of the 4 breakout sessions were above 80% satisfaction.

## Mid-Level Institute at Skidmore College Assessment

- **There was a 26.92% response rate 7 respondents of the 26 attendees.**
- **Satisfaction of Sessions: All sessions (75.20% [3.75/5.0])**
  - **Welcome & Keynote: (91.43% [4.57/5.0])**
  - **Session 1: Navigating Systems and Your Space Within Them: (85.71% [4.28/5.0])**
  - **Session 2: The Art of Supervising Full-time Professionals (staying authentic in your work): (85.71% [4.28/5.0])**
  - **Session 3: Change Movement, Buy-in, and Negotiation : (53.33% [2.66/5.0])**
  - **Session 4: Resilience & Grit - Building Strategies for Success : (55% [2.75/5.0])**
  - **Lunch with mentor time (80% [4.0/5.0])**
- **Understanding of Conference learning outcomes: Overall Understanding [74.29% (3.71/5.0)]**
  - **Learning Outcome 1 Attendees will gain new strategies to help them be successful as a Mid-Level [77.14% (3.85/5.0)]**
  - **Learning Outcome 2: Attendees will network and create new connections [74.29% (3.71/5.0)]**
  - **Learning Outcome 3: Attendees will be able to brainstorm and create goals to help them move into future roles [71.43% (3.57/5.0)]**

## Mid-Level Institute at Skidmore College Assessment

- **Understanding Session Learning Outcomes**
  - **SESSION 1 - LEARNING OUTCOMES: Navigating Systems and Your Space Within Them [80.95% (4.04/5.0)]**
  - **SESSION 2 - LEARNING OUTCOMES: The Art of Supervising Full-time Professionals [85.71% (4.28/5.0)]**
  - **SESSION 3 - LEARNING OUTCOMES: Change Management, Buy-in, and Negotiation [53.33% (2.66/5.0)]**
  - **SESSION 4 - LEARNING OUTCOMES: Resilience & Grit - Building Strategies for Success [58.33% (2.91/5.0)]**
- **Key takeaways:**
  - **The response rate is low.**
  - **Low of degree of satisfaction and low average understanding of learning outcomes for the sessions 3 & 4.**
  - **The average percentage (74.29%) of understanding of learning outcomes for the overall conference.**
  - **Keynote speaker was well liked.**

## **New Professional at Skidmore College Assessment**

- **There was a 15.38% response rate 4 respondents of the 26 attendees.**
- **Satisfaction of Sessions: All sessions (92.50% [4.625/5.0])**
  - **Welcome & Keynote: (100% [5.0/5.0])**
  - **Session 1: Authentically You: Being yourself at work: (80% [4.0/5.0])**
  - **Session 2: Campus Politics 101: (90% [4.5/5.0])**
  - **Session 3: Self Care: Life as a New Pro & Live on Staff Member (95% [4.75/5.0])**
  - **Session 4: Professional Development & Moving Up (90% [4.5/5.0])**
  - **Lunch with mentor time (100% [5.0/5.0])**
- **Understanding of Conference learning outcomes: Overall Understanding [90% (4.5/5.0)]**
  - **Learning Outcome 1 Attendees will gain new strategies to help them be successful as a New Professional [85% (4.25/5.0)]**
  - **Learning Outcome 2: Attendees will network and create new connections [95% (4.75/5.0)]**
  - **Learning Outcome 3: Attendees will be able to brainstorm and create goals to help them move into future roles [90% (4.5/5.0)]**

## **New Professional at Skidmore College Assessment**

- **Understanding Session Learning Outcomes**
  - **SESSION 1 - LEARNING OUTCOMES: Authentically You: Being yourself at work [73.33% (3.66/5.0)]**
  - **SESSION 2 - LEARNING OUTCOMES: Campus Politics 101 [90% (4.5/5.0)]**
  - **SESSION 3 - LEARNING OUTCOMES: Self Care: Life as a New Pro & Live on Staff Member [96.67% (4.83/5.0)]**
  - **SESSION 4 - LEARNING OUTCOMES: Professional Development & Moving up [98.75% (4.93/5.0)]**
- **Key takeaways**
  - **The response rate is low.**
  - **High of degree of satisfaction for the sessions ranging 80% - 100%**
  - **The average percentage (90%) of understanding of learning outcomes for the overall conference.**
  - **Attendees like this conference.**

## Res. Ed. at Salve Regina University Assessment

- **There was a 44.08% response rate 41 respondents of the 93 attendees.**
- **There was an average of 5.67 years of experience with the respondents to the evaluation.**
- **Satisfaction of Sessions:**
  - **Keynote Speaker: Frankie Minor: (84.39% [4.21/5.0])**
  - **Lunch & Networking: (76% [3.8/5.0])**
  - **Closing Remarks: (72.78% [3.63/5.0])**
  - **Session 1: Transforming LLCs and not overwhelming your team/ Generating Buy In (68.33% [3.41/5.0] 12 responses)**
  - **Session 1: Supporting the Mission, Not the Ministry (90% [4.5/5.0] 2 responses)**
  - **Session 1: Centering Student Staff Voices in Departmental Changes and Initiatives (91.11% [4.55/5.0] 9 responses)**
  - **Session 1: Living-Learning Communities: Bridging the Gap between Academic and Student Affairs (74% [3.7/5.0] 10 responses)**

## Res. Ed. at Salve Regina University Assessment

- **Satisfaction of sessions continued:**
  - **Session 2: Mid-Level to Senior Level Panel: Frankie Minor, Kat Dougherty, Ange Concepcion (100% [5.0/5.0] 5 responses)**
  - **Session 2: Power of an Inclusion and Equity Curriculum 2.0 (96% [4.8/5.0] 15 responses)**
  - **Session 2: Technology to Create a Holistic Student Profile (75% [3.75/5.0] 4 responses)**
  - **Session 2: Redefining a Residential Curriculum: The Residential Upperclass Experience (TRUE) (76.67% [3.83/5.0] 12 responses)**
  - **Session 3: Entry Level to Mid Level Panel: Ryan Bouchard, Meredith Smith, Sonya Alexander (77.50% [3.875/5.0] 8 responses)**
  - **Session 3: Consent Education: Can it be fun? (100% [5.0/5.0] 2 responses)**
  - **Session 3: Young, Involved and Opinionated; Creating RA buy-in during departmental change (88% [4.4/5.0] 14 responses)**
  - **Session 3: Creating A Home: Inception of Loving House: the LGBTQ+ Living Learning Unit (60% [3.0/5.0] 6 responses)**
  - **Session 4: Mission-Based Approaches to Co-curricular Learning: A Year In Review (92.50% [4.625/5.0])**
  - **Session 4: Working to Create an Inclusive Housing Experience for LGBTQ+ Students at SUNY Geneseo (70% [3.5/5.0])**
  - **Session 4: The Balancing Act: Student Activism and Self Care (68% [3.4/5.0] 5 responses)**
  - **Session 4: Let's make our own Learning Interest Community (60% [3.0/5.0] 5 responses)**



## Res. Ed. at Salve Regina University Assessment

- **Overall Conference Satisfaction (83.41% [4.17/5.0])**
- **Understanding of Conference learning outcomes: Overall Understanding [77% (3.85/5.0)]**
  - **Learning Outcome 1: Attendees will have the opportunity to enhance their understanding of residential curriculum, living learning communities and/or working with faculty members [78.50% (3.925/5.0)]**
  - **Learning Outcome 2: Attendees will have the opportunity to learn at least three new residential education topics to bring back to their campuses for discussion [72% (3.6/5.0)]**
  - **Learning Outcome 3: Attendees will have the opportunity to network with colleagues in the region [80.50% (4.025/5.0)]**
- **Key Takeaways**
  - **Most sessions had a high degree of satisfaction:**
    - 4 sessions = below 69%, 5 sessions = 70%-79%, 1 sessions = 80%-89%, 6 sessions = 90%+
  - **Average percentage (77%) of understanding of learning outcomes for the overall conference.**

## ToolKit Series - Live Streaming & On Location: Franklin Pierce University & New York University

- **There was a 89.66% response rate 26 respondents of the 29 attendees online or in person** Note: registration was done differently than past years, institutional registration verses individual registration. Eval could not be sent to each attendee.
- **Overall Conference Satisfaction: (80% [4.0/5.0])**
- **Satisfaction of Sessions:**
  - **Day 1 Overall Satisfaction: (75.56% [3.77/5.0])**
    - **Day 1: Session 1 –Receiving and Providing Feedback (88.89% [4.44/5.0])**
    - **Day 1: Session 2 –Motivating Students during the Conduct & Community Standards Process 62% [3.1/5.0])**
    - **Day 1: Session 3 – Maximizing your Professional Network (75% [3.5/5.0])**
  - **Day 2: Overall Satisfaction (79% [3.95/5.0])**
    - **Day 2: Session 1 – Assessment Strategies in Student Affairs (87% [4.35/5.0])**
    - **Day 2: Session 2 – Preventing Burnout as you become a more seasoned Student Affairs Professional (75.24% [3.76/5.0])**
    - **Day 2: Session 3 – Maximizing your time in Residence Life panel discussion (78% [3.9/50.])**

## ToolKit Series - Live Streaming & On Location: Franklin Pierce University & New York University

- Overall Conference understanding of Learning Outcomes of all sessions (avg. %): (82.90% [4.14/5.0])
- Understanding Session Learning Outcomes
  - Day 1/Session 1: Receiving and Providing Feedback (85.71% [4.28/5.0])
  - Day 1/Session 2: Motivating Students during the Conduct & Community Standards (75.71% [3.78/5.0])
  - Day 1/Session 3: Maximizing your Professional Network (86.67% [4.33/5.0])
  - Day 2/Session 1: Assessment Strategies in Student Affairs (88.57% [4.42/5.0])
  - Day 2/Session 2: Preventing Burnout as you become a more seasoned Student Affairs Professional (84.55% [4.22/5.0])
  - Day 2/Session 3: Maximizing your time in Residence Life panel discussion (76.19% [3.80/5.0])
- Key Takeaways:
  - Technology was challenging – specifically on day 1
  - Presentations / Presenter should engage the online community
  - The average percentage (82.90%) of understanding of learning outcomes for the overall conference.
  - Overall Toolkit Series Conference satisfaction is 80% (avg. %)

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# **Our story through Assessment 2018-2019**

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