

# NEACUHO

Northeast Association of College and University Housing Officers



## SHO Summit Annual Conference 2019 Albany, NY Assessment Packet

Included in this Assessment Packet:

- Executive Summary by Assessment Coordinator 2 pages
- Conference Summary via Google Analytics 3 pages
- Comment Responses: Program feedback comments 2 pages

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NEACUHO Assessment Coordinator



**Executive Summary – Reported By: Heather Quire -Assessment Coordinator**

Program: SHO Summit at the Annual Conference in Albany, NY 2019

Conference Date: October 2, 2019

Conference Location: The Desmond Hotel in Albany, NY

Conference Learning Outcomes / Competencies Measured:

- Outcome 1: Attendees will gain knowledge on topics offered.
- Outcome 2: Attendees will have dialogue between SHOs and presenters about the presentation topics.
- Outcome 3: Attendees will have the opportunity to network and create connections with other SHOs.

What assessment methodology was used?

A feedback survey that had a total of 10 questions to respond to. There were 3 open ended questions as qualitative data.

What were the findings?

- There was a response rate of 71.42%; 10 response to the 14 attendees who were apart of this program.
- The overall satisfaction rate (avg.) of the SHO Summit was: (80% [4.0/5.0]).
- The sessions satisfaction:
  - Session #1 Retention and Student Success: (90% [4.5/5.0]).
  - Session #2 ADA Compliance: (90% [4.5/5.0]).
  - Session #3 Strategic Planning: (62% [3.1/5.0])
- Understanding of Conference learning outcomes: Overall Understanding (77.33% [3.86/5.0]).
  - Outcome 1: Attendees will gain knowledge on topics offered: (80% [4.0/5.0]).
  - Outcome 2: Attendees will have dialogue between SHOs and presenters about the presentation topics: (76% [3.8/5.0]).
  - Outcome 3: Attendees will have the opportunity to network and create connections with other SHOs: (76% [3.8/5.0]).
- Topics and/or presenter suggestions are:
  - Title IX
  - Customer Service / Student Service Models
  - Parent philosophies – how do you talk to parents?
  - Legal Issues/Trends –presenter recommendation: Beth Devonshire, lawyer/higher ed pro
  - Presenter/Speaker recommendation: Mary Beth Cooper



Key takeaways:

- High degree of satisfaction on 2 of the 3 topics offered.
- Most of the feedback comments were positive about the overall offering.
- There were comments that the Strategic Planning session was institutional focused verses general knowledge, it would seem attendees would have preferred a more generalized approach to session topic.
- All of the comments to the question that asked if the Summit was relevant to professional development were positive responses. Of the 8 written responses, all affirmed this program was relevant to their professional development.

What change (if any) needs to be made to the assessment process?

Add session learning outcomes to the Summit to be evaluated.

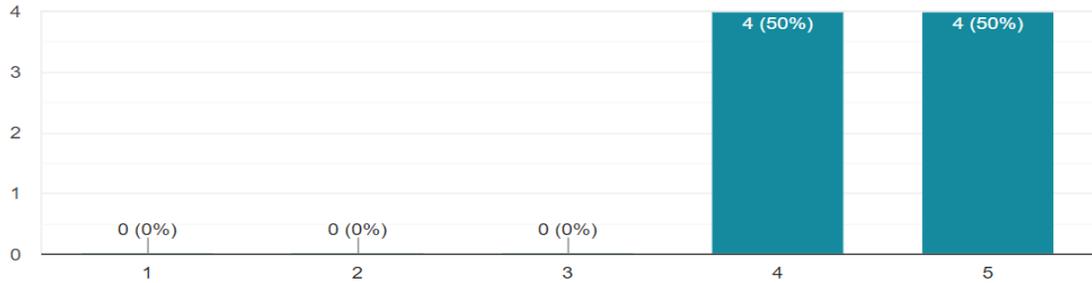
What results do you think should be communicated out to the membership?

Any and all information.

Please rate how satisfied you were with the following sessions/presentations

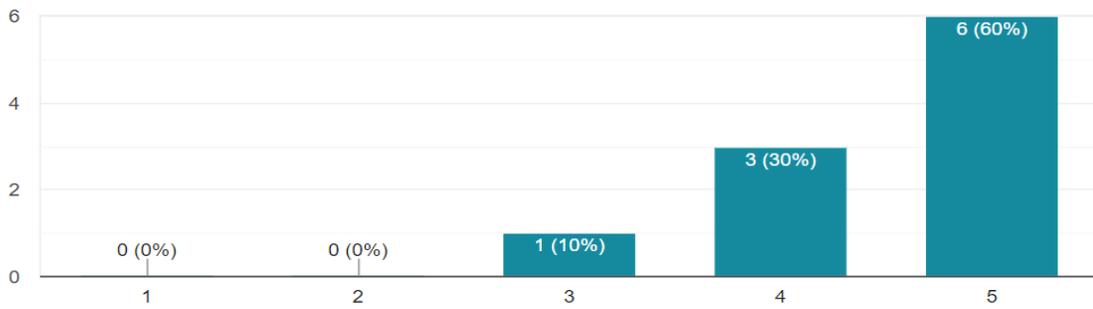
### Session 1: Retention & Student Success

8 responses



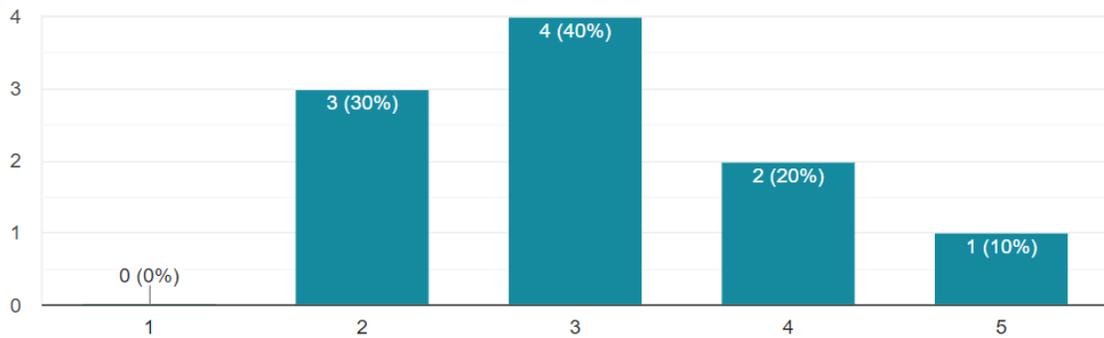
### Session 2: ADA Compliance / Accommodations

10 responses



### Session 3: Strategic Planning

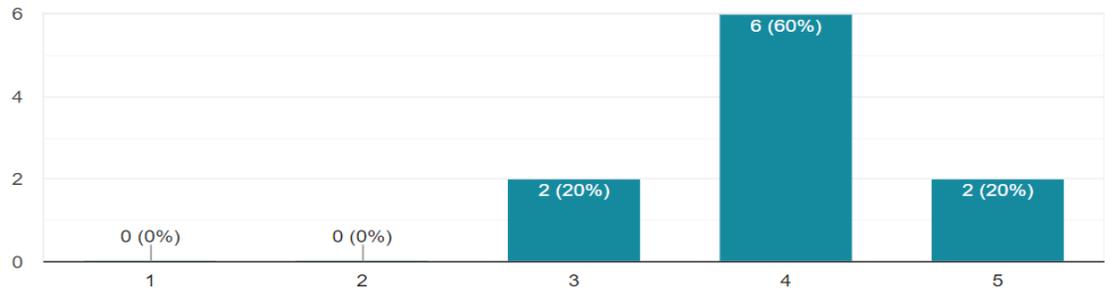
10 responses



## Overall Conference Outcomes

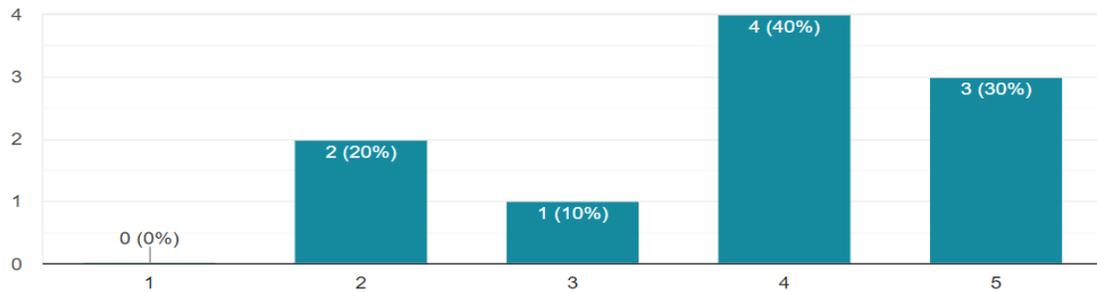
Overall Conference- Outcome 1: Attendees will gain knowledge on topics offered.

10 responses



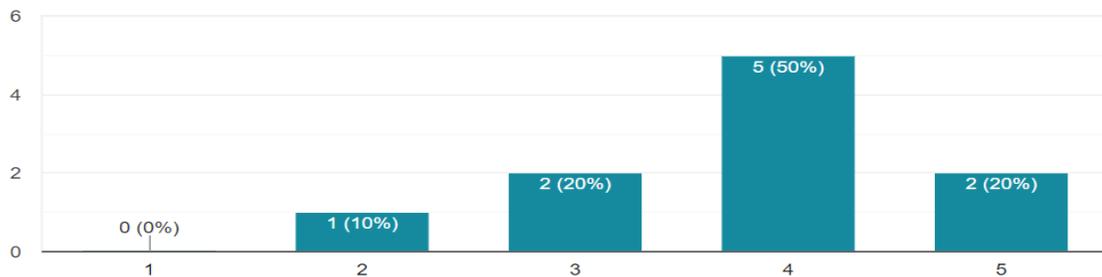
Overall Conference- Outcome 2: Attendees will have dialogue between SHOs and presenters about the presentation topics.

10 responses



Overall Conference - Outcome 3: Attendees will have the opportunity to network and create connections with other SHOs.

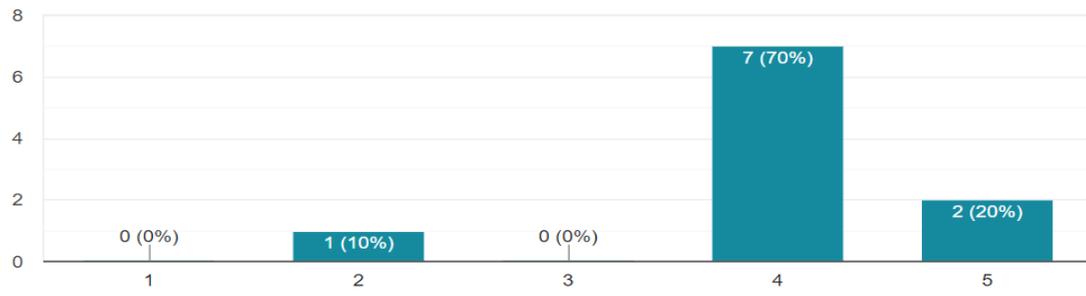
10 responses



## Additional Questions

### Overall SHO Summit Satisfaction

10 responses



**Please provide any suggestions for session topics at future SHO Summits or offerings?**

I think a round table built in to talk about our work would be helpful

No suggestions at this time.

I would have loved to do a welcome/introduction time and talk about 1-2 big issues each of our campuses were dealing with. It might have been a good framework for the rest of the conference.

The Strategic Planning session felt very presenter focused, rather than generally applicable. The topic is good, but I'd be interested in hearing from someone who ran a departmental strategic plan.

Title IX

1. Customer Service or Student Service models 2. Parent Philosophies (do institutions use a practice when talking with parents?)

Legal Issues/Trends to keep up with (Beth Devonshire, lawyer/higher ed pro as recommended speaker)

**Did you find this SHO offering relevant to your professional development? Please explain.**

Yes! I had a lot of takeaways

Yes including networking with other SHOs at the start of the Annual Conference experience.

Yes! The first two sessions provided some incredible takeaways. The third session provided takeaways too, but not necessarily related to the topic at hand

The ADA sessions was most helpful to my development.

Yes, ADA compliance is growing rapidly. I also have a part in our CARE Team, but I missed the first session on this topic.

yes, dealt with topics I am wrestling with on my campus

Yes. The strategic planning session did provide some tangential conversations which did not pertain to the goal of the session, but over all I thought it a strong addition to the conference.

yes, it as specialized, topical, and current

## Do you have any additional comments or feedback about this Summit?

I like the experts. The strategic planning session was hard because it wasn't transferable because it was more "here's what we do" as opposed to best practices

It was great to connect with other SHOs, after being new to my role.

The Strategic Planning session was focused on specific institution verses effective practices/ strategies for success, would have liked this included in session.

I deeply appreciate the opportunity to engage as an SHO! This was an amazing offering. PLEASE repeat it!

I missed the first session because I followed the time in Guidebook and not the email about it.

The SHO summit was very beneficial. Being able to review other institutional policies, practices, struggles, etc. was valuable and provide a space to exchange contact information as well.

round tables might be nice with continental breakfast if it has to start at 8:15am. it could be a track on day one that SHO's go to and not have other SHO sessions on day one (just a thought). Mary Beth Cooper is a former reslife/housing pro and now a president. It would be great to hear from her about her reflections on NEACUHO and how housing should/is able to inform leadership. This could be SHO session or even conference keynote someday.