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**NEACUHO**

Northeast Association of College and University Housing Officers



# Our story through Assessment 2017-2018

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

## 9 Conferences held during this 12 month term

- Res Ops (Residential Operations) at Northeastern University
- RD2B at Massachusetts College of Liberal Arts (MCLA)
- RD2B at University of Rochester
- EDI (Equity, Diversity, & Inclusion) at Pace University
- New Professionals at Roger Williams University
- Mid-Level Institute at Roger Williams University
- Res. Ed. (Residential Education) at NHTI
- Toolkit Series at:     Dean College  
                                  Brandeis University  
                                  Streaming Live
- Annual Conference in Mystic, CT \*

*\*Assessment not completed yet*

## Res Ops at Northeastern University Assessment

- **There was a 37.36% response rate 34 respondents of the 91 attendees**
- **Reason for attending the conference:**
  - **Directly related to my current job responsibility – 76.5%**
  - **Looking to advance in Res Ops to a Mid-Level or Senior-Level position – 44.1%**
  - **Looking for an opportunity to present – 11.8%**
  - **Location of Conference - 64.7%**
  - **Date & time of conference – 47.1%**
  - **Other – 5.9%**
- **Overall Conference Rating – 82.42% [4.12/5.0]**

## Res Ops at Northeastern University Assessment

- **Key takeaways**
  - **Positive comments about networking and learning about how other institutions do residential operations.**
  - **Attendees like learning best practices.**
  - **Attendees learning different processes to take back to their institutions.**
  - **Working groups could have had more structure.**
  - **Overall positive conference experience.**

## **RD2B at MCLA Assessment**

- **There was a 52.50% response rate 42 respondents of the 80 attendees**
- **Satisfaction of Sessions:**
  - **Welcome: (84.74% [4.23/5.0])**
  - **Session - Job Search: (92.94% [4.64/5.0])**
  - **Session - Supervising vs. Advising: (82.35% [4.11/5.0])**
  - **Session - RD/Grad Life: (73.70% [3.66/5.0])**
  - **Session - Mock Interview/ Mentor Time (91.22% [4.5/5.0])**
  - **Panel Q & A: (76.00% [3.8/5.0])**
  - **Pro Staff: (83.48% [4.17/5.0])**

## **RD2B at MCLA Assessment**

- **Understanding of learning outcomes of 4 sessions:**
  - **Job Search (91.62% [4.58/5.0])**
  - **Supervising vs. Advising (87.94% [4.39/5.0])**
  - **RD/Grad Life (80.08% [4.04/5.0])**
  - **Mock Interview/Mentor Time (84.95% [4.25/5.0])**
- **Key takeaways**
- **High degree of satisfaction of all sessions**
  - **High percentage of understanding of learning outcomes for sessions**
  - **Structure of the day seemed to be good**
  - **Mentors request more instruction and expectations on the mentoring one-on-one portion of the day.**

## **RD2B at University of Rochester Assessment**

- **There was a 30.23% response rate 13 respondents of the 43 attendees**
- **Satisfaction of Sessions:**
  - **Welcome: (80% [4.0/5.0])**
  - **Session - Job Search: (84.44% [4.22/5.0])**
  - **Session - Supervising vs. Advising: (88.89% [4.44/5.0])**
  - **Session - RD/Grad Life: (88.89% [4.44/5.0])**
  - **Session - Mock Interview (95.38% [4.76/5.0])**
  - **Panel Q & A (81.59% [4.07/5.0])**
  - **Pro Staff (96.67% [4.83/5.0])**
  - **Lunch (75.38% [3.75/50.])**
  - **Mentor / Mentee (95.56% [4.77/5.0])**
  - **Communication from Committee (83.33% [4.16/5.0])**
  - **Directions given (75.38% [3.76/5.0])**

## **RD2B at University of Rochester Assessment**

- **Understanding of learning outcomes of 4 sessions:**
  - **Job Search (88.33% [4.41/5.0])**
  - **Supervising vs. Advising (87.22% [4.36/5.0])**
  - **RD/Grad Life (85.93% [4.29/5.0])**
  - **Mock Interview/Mentor Time (90.91% [4.54/5.0])**
- **Key takeaways**
  - **High degree of satisfaction of all sessions**
  - **High percentage (above 85%) of understanding of learning outcomes for sessions**
  - **Structure of the day seemed to be good**
  - **Mentors /Mentee time was highly satisfactory**



## EDI at Pace University Assessment

- There was a 40% response rate 28 respondents of the 70 attendees.
- There was an average of 8.61 years of experience with the respondent to the evaluation.
- Satisfaction of Sessions:
  - Housing Accommodations Round Table : (66.67% [3.33/5.0])
  - Best Practices for Serving Non Binary, Queer, and Trans Populations: (53.20% [2.66/5.0])
  - Coming Out as an Ally : (72% [3.6/5.0])
  - International Students (73.33% [3.66/5.0])
  - Going Beyond Third Party Providers: Diversity in Service Learning (60% [3.0/5.0])
  - The C.H.A.R.G.E Peer Educators at UAlbany (97.14% [4.85/5.0])
  - Engaging White People in Anti-Racism Work (96% [4.8/5.0])
  - Understanding and Minimizing Unconscious Bias (82.22% [4.11/5.0])
  - Breakout - Women (80% [4.0/5.0])
  - Breakout - Allies (85% [4.25/5.0])
  - Breakout – People of Color (90% [4.5/5.0])
  - Breakout – LGBTQ (73.33% [3.66/5.0])
  - Overall Conference Satisfaction (83.57% [4.178/5.0])

## EDI at Pace University Assessment

- **Understanding of Conference learning outcomes: Overall Understanding [76.67% (3.83/5.0)]**
  - 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 [77.86% (3.89/5.0)]
  - Learning Outcome 2: Participants will be able to have sufficient or significant time to network with colleagues from different institution [72.86% (3.64/5.0)]
  - Learning Outcome 3: Participants will be able to identify at least 2 new things they learned as a result of this retreat [72.86% (3.64/5.0)]
- **Key takeaways:**
  - Variety of degree of satisfaction for the sessions ranging 60% - 97%
  - Average percentage (76.67%) of understanding of learning outcomes for the overall conference.
  - The overall conference satisfaction was above 83%.
  - Most of the breakout sessions were above average in satisfaction. 3 of the 4 breakout sessions were above 80% satisfaction.

## Mid-Level Institute at Roger Williams University Assessment

- **There was a 70% response rate 14 respondents of the 20 attendees.**
- **Satisfaction of Sessions: All sessions (77.88% [3.89/5.0])**
  - **Welcome & Keynote: (88.57% [4.42/5.0])**
  - **Session 1: Campus Politics: (88.57% [4.42/5.0])**
  - **Session 2: Budget Management: (68.57% [3.42/5.0])**
  - **Session 3: Crisis Response & Management: (67.69% [3.38/5.0])**
  - **Session 4: Strategic Planning & Assessment: (73.85% [3.69/5.0])**
  - **Lunch with networking (80% [4.0/5.0])**
- **Understanding of Conference learning outcomes: Overall Understanding [69.05% (3.45/5.0)]**
  - **Learning Outcome 1 Attendees will gain new strategies to help them be successful as a Mid-Level [68.57% (3.42/5.0)]**
  - **Learning Outcome 2: Attendees will network and create new connections [77.14% (3.85/5.0)]**
  - **Learning Outcome 3: Attendees will be able to brainstorm and create goals to help them move into future roles [61.43% (3.07/5.0)]**

## Mid-Level Institute at Roger Williams University Assessment

- **Understanding Overall Session Learning Outcomes**
  - Understanding Learning Outcome for Session 1 Campus Politics: Overall Understanding [79.29% (3.96/5.0)]
  - Understanding Learning Outcome for Session 2 Budget management: Overall Understanding [70% (3.5/5.0)]
  - Understanding Learning Outcome for Session 3 Crisis Response & Management: Overall Understanding [61.92% (3.09/5.0)]
  - Understanding Learning Outcome for Session 4 Strategic Planning & Assessment: Overall Understanding [77.95% (3.89/5.0)]
- **Key takeaways:**
  - Variety of degree of satisfaction for the sessions ranging 67% - 88%
  - The average percentage (69.05%) of understanding of learning outcomes for the overall conference.
  - There was a less than 80% degree of understanding of learning outcomes for all sessions (average range 61% - 79%)
  - Attendees like the mentor / mentee time.

## New Professional at Roger Williams University Assessment

- There was a 40.62% response rate 13 respondents of the 32 attendees.
- Satisfaction of Sessions: All sessions (78.40% [3.91/5.0])
  - Welcome & Keynote: (84.62% [4.23/5.0])
  - Session 1: Supervising vs. Advising: (72.31% [3.61/5.0])
  - Session 2: Assessment 101: (72.31% [3.61/5.0])
  - Session 3: Moving up: How do I get there? (83.06% [4.15/5.0])
  - Session 4: Professional Development (75% [3.75/5.0])
  - Lunch with networking (83.06% [4.15/5.0])

## **New Professional at Roger Williams University Assessment**

- **Understanding of Conference learning outcomes: Overall Understanding [75.09% (3.79/5.0)]**
  - **Learning Outcome 1 Attendees will gain new strategies to help them be successful as a New Professional [72.31% (3.61/5.0)]**
  - **Learning Outcome 2: Attendees will network and create new connections [80% (4.0/5.0)]**
  - **Learning Outcome 3: Attendees will be able to brainstorm and create goals to help them move into future roles [73.85% (3.69/5.0)]**
- **Key takeaways**
  - **High of degree of satisfaction for the sessions ranging 72% - 84%**
  - **The average percentage (75.05%) of understanding of learning outcomes for the overall conference.**
  - **Numerous positive comments about lunch**
  - **Attendees like the mentor / mentee time.**

## Res. Ed. at NHTI Assessment

- **There was a 61.76% response rate 63 respondents of the 102 attendees.**
- **There was an average of 6.2 years of experience with the respondents to the evaluation.**
- **Satisfaction of Sessions:**
  - **Keynote Speaker: Dr. Ophelie Rowe Allen : (75.74% [3.78/5.0])**
  - **Lunch & Networking: (75.16% [3.75/5.0])**
  - **Closing Remarks: (75.83% [3.79/5.0])**
  - **Session 1: Residential Curriculum 101: Getting Started with the Curriculum Approach (90.43% [4.52/5.0])**
  - **Session 1: Power of a curriculum for Social Justice Learning (86.67% [4.33/5.0])**
  - **Session 1: LLCs, Student Led/ Student interest focused, Academic Led/Academic focus, Faculty / non-faculty: Challenges & Best Practices (74% [3.7/5.0])**
  - **Session 2: It's the Journey, not the Destination - Launching a Curriculum Model at SNHU (80% [4.0/5.0])**
  - **Session 2: Restorative Practices in Student Affairs: Developing Relationships, Managing Harm, and Transforming Communities (87.33% [4.36/5.0])**
  - **Session 2: The Upper Class Experience - Developing Curriculum focused on upper class students (56.67% [2.03/5.0])**

## Res. Ed. at NHTI Assessment

- **Satisfaction of sessions continued:**
  - **Session 2: What's in this for Me?' Connecting Student Employment to Student Learning by Integrating Professional Development Competencies (74% [3.75/5.0])**
  - **Session 3: Residential Curriculum: The Good, the Bad, and the Unexpected (86.25% [4.31/5.0])**
  - **Session 3: Residential Curriculum 101: Getting Started With the Curricular Approach (also offered in Session # 1-A) (87.27% [4.36/5.0])**
  - **Session 3: Initiating & Facilitating Social Justice Learning in Residential Life (88% [4.4/5.0])**
  - **Session 3: Building and Implementing a Comprehensive First-year Living Learning Experience Program (80% [4.0/5.0])**
  - **Session 4: Residential Curriculum: A Framework to Enhance Learning and Development (89.09% [4.45/5.0])**
  - **Session 4: Meeting the Res. Ed. needs of Transfer Students & Non-traditional Students (57.50% [2.875/5.0])**
  - **Session 4: Creating and Sustaining a First Generation Student Living Learning Community (91.43% [4.57/5.0])**
  - **Session 4: Exploring Institutes - Opportunities for Learning and Professional Development (73.33% [3.66/5.0])**



## Res. Ed. at NHTI Assessment

- **Overall Conference Satisfaction (82.22% [4.11/5.0])**
- **Understanding of Conference learning outcomes: Overall Understanding [80.21% (4.01/5.0)]**
  - **Learning Outcome 1: Attendees will have the opportunity to enhance their understanding of residential curriculum, living learning communities and/or working with faculty members [81.27% (4.06/5.0)]**
  - **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 [76.83% (3.84/5.0)]**
  - **Learning Outcome 3: : Attendees will have the opportunity to network with colleagues in the region [82.54% (4.12/5.0)]**

## Res. Ed. at NHTI Assessment

- **Key takeaways:**
  - **Most sessions had a high degree of satisfaction:  
2 sessions = below 69%, 5 sessions = 70%-79%, 8 sessions = 80%-89%, 2 sessions = 90%+**
  - **Average percentage (80.21%) of understanding of learning outcomes for the overall conference.**
  - **The session on Creating and Sustaining a First Generation Student Living Learning Community received the highest session satisfaction of 91.43%.**
  - **The overall conference satisfaction was above 82%.**

## ToolKit Series - Live Streaming & On Location: Dean College & Brandeis University

- **There was a 14.52% response rate 17 respondents of the 117 attendees online or in person** Note: this response rate is not a good amount of responses and data will not be of significance as it relates to how many attended online or in person.
- **Satisfaction of Sessions:**
  - **Day 1 Overall Satisfaction: (71.25% [3.56/5.0])**
  - **Day 1: Session 1 - Decision Making as a Professional (65.71% [3.28/5.0])**
  - **Day 1: Session 2 - Holding staff, students, and yourself accountable (72.31% [3.61/5.0])**
  - **Day 1: Session 3 - Navigating Campus Politics (80% [4.0/5.0])**
  - **Day 2: Overall Satisfaction (72% [3.6/5.0])**
  - **Day 2: Session 1 - Budgeting as a live-in Professional (71.11% [3.55/5.0])**
  - **Day 2: Session 2 - Managing Up (65% [3.25/5.0])**
  - **Day 2: Session 2 - Establishing Boundaries in your role (81.54% [4.07/5.0])**

## ToolKit Series - Live Streaming & On Location: Dean College & Brandeis University

- **Overall Conference Satisfaction: (71.63% [3.58/5.0])**
- **Key Takeaways:**
  - **Not enough responses to evaluation to be able to determine significance in the data.**
  - **Presenters to try to engage the online audience more.**
  - **Presentations geared at new professionals**

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