Analysis Questions and Analysis Answers

For Administrative Support and Student Support Units

Informed by your assessment activities, what changes have you made in your unit in the last three to five years? Describe the changes, the general results that prompted the changes, and the impact on your unit’s clients/customers that you might attribute to these changes.

Staff members in the Office of Student Conduct continue to actively identify appropriate outcomes and measures to inform their success in meeting programming needs and impacting the campus climate.

During the spring semester of 2011, a change in software systems was implemented to help manage student conduct cases. The installation of this system also fulfilled an identified need to provide real-time data to staff. Prior years’ assessment plans had primarily focused on service numbers for outreach programming. The implementation of this new system allowed staff to expand the assessment plan for the Office of Student Conduct to begin to gather demographic data on students, in addition to the data that was being collected associated with outreach activities, evaluations for in class presentations and survey data on operational & service outcomes. Reported annually this new data has allowed staff to indentify trends, monitor area’s of concern and use programming resources more effectively.

Some of the actions taken as a result of data and feedback from Alcohol & Drug Education Workshop (ADEW) evaluations include the Office of Student Conduct extending invitations to the UA Health Promotion & Wellness Peer Educators as co-presenter to address feedback about learning from peers. Requests to have the workshops be more interactive in approach have resulted in a change in course content and the use of classroom response system (clickers) to have students respond and get feedback in real time for workshop embedded questions.

Feedback from the 2011-2012 Judicial Affairs/Student Conduct Process Evaluation Survey have garnered results that indicate the majority of students involved in the conduct process report satisfaction and a positive experience on key operational and service outcomes with the Office of Student Conduct. Results from the 2013-2014 administration will be available by October 1 and should inform the Office of Student Conducts involvement in participation in a National Assessment of Student Conduct Adjudication Processes (NASCAP) Project for the upcoming 2014-2015 academic year in order to gather additional information on the effectiveness of learning outcomes and system efficacy.

Mission / Purpose

The Mission of the Office of Student Judicial Affairs is to develop students in a manner that provides a foundation of success, a commitment to responsible citizenship and a desire to make positive lifestyle choices based on the Capstone Creed values of fairness, honesty, accountability, integrity and respect.

Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

OthOtm 1: Increased understanding as a result of interaction with OSC programs

As a result of participating in Student Conduct programs and services, students will demonstrate an increased understanding of their responsibility as a member of the University community.

Related Measures

M 1: Number of students involved in more than one incident involving a Code of Student Conduct violation

At the end of the academic year, staff will total the number of students who were involved in more than one incident involving a violation of the Code of Student Conduct.

Source of Evidence: Evaluations

Target:
No Target set.

Finding (2013-2014) - Target: Not Reported This Cycle
A review of the data for the 2013-2014 academic year (May 7, 2013 - May 7, 2014) indicates that 80 students were involved in more than one incident of the Code of Student Conduct. This represents a 6% recidivism rate for all students involved in the conduct process.

M 2: Students will indicate a positive influence on future choices

Students will indicate agreement with the statement "My experience with the conduct process and Student Conduct will positively influence future choices I make concerning my behavior as a student.” (2013-2014 Student Conduct Process Evaluation Survey Q.36.)

Source of Evidence: Evaluations

Target:
No Target set.

Finding (2013-2014) - Target: Not Reported This Cycle
Survey results pending. Results will be reported by September 15, 2014.

M 3: Learned expected behavior after meeting with OSC

...
After meeting with the staff in the Office of Student Conduct, I learned the following: The behavior that is expected of me as a student and community member at the University (2013-2014 Student Conduct Process Evaluation Survey Q.37).

Source of Evidence: Evaluations

**Target:**
No Target set.

**Finding (2013-2014) - Target: Not Reported This Cycle**
Survey results pending. Results will be reported by September 15, 2014.

**OthOtcm 2: Understanding of rights and responsibilities**
UA students will learn about their rights and responsibilities as a member of the UA Community.

**Related Measures**

**M 5: Signed Rights and Responsibilities**
Number of students with a signed Notification of Rights and Responsibilities on file.

Source of Evidence: Activity volume

**Target:**
No Target set.

**Finding (2013-2014) - Target: Not Reported This Cycle**
1,321 of students have a signed Notification of Rights and Responsibilities on file.

**M 6: Awareness of UA Code of Student Conduct**
I was aware of the Code of Student Conduct for the University before this incident. (2013-2014 Student Conduct Process Evaluation - Q. 35).

Source of Evidence: Evaluations

**Target:**
No Target set.

**Finding (2013-2014) - Target: Not Reported This Cycle**
Survey results pending. Results will be reported by September 15, 2014.

**M 7: Clear Written Communication Regarding Charges and Process**
The letters sent to me were clear in conveying the charges against me and the process involved. (2013-2014 Student Conduct Process Evaluation - Q. 35c)

Source of Evidence: Evaluations

**Target:**
No Target set.

**Finding (2013-2014) - Target: Not Reported This Cycle**
Survey results pending. Results will be reported by September 15, 2014.

**M 8: Clear Explanation of Rights**
I was given a clear explanation of my rights prior to the conference or hearing. (2013-2014 Student Conduct Process Evaluation - Q. 35d)

Source of Evidence: Evaluations

**Target:**
No Target set.

**Finding (2013-2014) - Target: Not Reported This Cycle**
Survey results pending. Results will be reported by September 15, 2014.

**M 9: Students will indicate ability to present evidence & perspective**
I was able to present my evidence, perspective and "my side of the story" in the hearing/conference (2013-2014 Student Conduct Process Evaluation - Q.36b).

Source of Evidence: Evaluations

**Target:**
No Target set.

**Finding (2013-2014) - Target: Not Reported This Cycle**
Survey results pending. Results will be reported by September 15, 2014.

**OthOtcm 3: Positive Experience on Operational & Service Outcomes**
Student will indicate that their experience was positive on key operational and service outcomes as a result of their interaction with staff members in the Office of Student Conduct.

**Related Measures**

**M 10: Students will indicate respectful interactions with OSC staff**

Source of Evidence: Evaluations

**Target:**
No Target set.

**Finding (2013-2014) - Target: Not Reported This Cycle**
Survey results pending. Results will be reported by September 15, 2014.

**M 11: Students will indicate attentiveness & confidentiality**
I felt that the entire process was handled with attention and confidentiality. (2013-2014 Student Conduct Process
Evaluation - Q36d
Source of Evidence: Evaluations

Target:
No Target set.

Finding (2013-2014) - Target: Not Reported This Cycle
Survey results pending. Results will be reported by September 1, 2014.

M 12: Case Handled in Timely Manner
My case was handled in a timely manner. (Q36c 2013-2014 Student Conduct Process Evaluation)
Source of Evidence: Evaluations

Target:
No Target set.

Finding (2013-2014) - Target: Not Reported This Cycle
Survey results pending. Results will be reported by September 15, 2014.

M 13: Helpful Staff
Staff members associated with the conduct process were helpful and answered my questions. (Q35e 2013-2014 Student Conduct Process Evaluation)
Source of Evidence: Evaluations

Target:
No Target set.

Finding (2013-2014) - Target: Not Reported This Cycle
Survey results pending. Results will be reported by September 15, 2014.

OthOtcm 4: Benchmark Data - Outreach Activities
Benchmark Data - Outreach Activities

Related Measures

M 14: Number of University Presentations
Number of University Presentations (Table events at Ferguson Center Student Union, University Days, Week of Welcome)
Source of Evidence: Benchmarking

Target:
No Target set.

Finding (2013-2014) - Target: Not Reported This Cycle
In 2013-2014, the Office of Student Conduct conducted 12 University wide presentations. These included the Off Campus Housing Fair, Week of Welcome, Convocation, Student Health Fair and Student Organization Get on Board Day.

M 15: Number of Know the Code Presentations in UA Courses
Number of Know the Code presentations in UA academic courses
Source of Evidence: Benchmarking

Target:
No Target set.

Finding (2013-2014) - Target: Not Reported This Cycle
In 2013-2014, the Office of Student Conduct conducted 72 Know the Code presentations to over 3,000 UA freshman/sophomore students in academic courses. The Know the Code presentation is designed to instruct students on how to make healthy decisions consistent with their values and the values of the Capstone Creed as members of the University community. In addition, the presentation provides information on the Student Code of Conduct.

M 16: Number of Presentations to Individual Groups
Number of presentations to Individual Groups on or off campus.
Source of Evidence: Benchmarking

Target:
No Target set.

Finding (2013-2014) - Target: Not Reported This Cycle
In 2013-2014, the Office of Student Conduct administered 7 presentations to individual groups on campus & in the community.
Mission / Purpose
The Mission of the Office of Student Judicial Affairs is to develop students in a manner that provides a foundation of success, a commitment to responsible citizenship and a desire to make positive lifestyle choices based on the Capstone Creed values of fairness, honesty, accountability, integrity and respect.

Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

OtOtcn 1: Increased understanding as a result of interaction with JA programs
As a result of participating in Judicial Affairs programs and services, students will demonstrate an increased understanding of their responsibility as a member of the University community.

Related Measures

M 1: Number of students involved in more than one incident involving a Code of Student Conduct violation
At the end of the academic year, staff will total the number of students who were involved in more than one incident involving a violation of the Code of Conduct.
Source of Evidence: Activity volume

Target: No Target set.
Finding (2012-2013) - Target: Not Reported This Cycle
A review of the data for the 2012-2013 academic year (May 11, 2012 - May 6, 2013) indicates that 87 students were involved in more than one incident of a violation of the code of student conduct. This represents a 5.64% recidivism rate for all students involved in the conduct process.

M 2: Students will indicate a positive influence on future choices
Students in freshman class presentations will indicate agreement with the statement "I learned things that will help me make better or more informed decisions in the future."

Source of Evidence: Evaluations

Target: No Target set.
Finding (2012-2013) - Target: Not Reported This Cycle
96.8% of respondents to the Fall 2012 Judicial Affairs Know the Code Presentation evaluation indicated agreement with the statement that "I learned things today that will help me make better or more informed decisions in the future."

M 3: Understanding of judicial process
UA students will learn about the judicial process through class presentations.

Source of Evidence: Evaluations

Target: No Target set.
Finding (2012-2013) - Target: Not Reported This Cycle
99% of respondents to the Fall 2012 Judicial Affairs Know the Code Presentation evaluation indicated agreement with the statement that "I have a better understanding of the judicial process because of today's presentation and discussion."

OtOtcn 2: Understanding of rights and responsibilities
UA students will learn about their rights and responsibilities as a member of the UA community.

Related Measures

M 4: Number of students accepting responsibility
At the end of the 2012-2013 academic year, staff will total the number of students who accepted responsibility for their violation of the Code of Student Conduct in their meeting with the hearing officer.

Source of Evidence: Activity volume

Target: No Target set.
Finding (2012-2013) - Target: Not Reported This Cycle
1463 (99.8%) of students accepted responsibility for their violation of the Code of Student Conduct in the meeting with their hearing officer.

M 5: Signed Rights and Responsibilities
Number of students with a signed Notification of Rights and Responsibilities on file.

Source of Evidence: Activity volume

Target: No Target set.
Finding (2012-2013) - Target: Not Reported This Cycle
1,542 students have a signed Notification of Rights and Responsibilities on file.
OthOtcm 3: Positive Experience on Service Outcomes
Students will indicate that their experience was positive on service outcomes as a result of their interaction with staff members in the Office of Judicial Affairs.

Related Measures

M 6: Students will indicate respectful interactions with JA staff
Students will indicate agreement with the statement that the workshop facilitators/presenters from Judicial Affairs were "helpful and open to discussion." (2012-2013 Judicial Affairs Presentation Evaluation: Freshman Seminar Q3.)
Source of Evidence: Evaluations
Target:
No Target set.
Finding (2012-2013) - Target: Not Reported This Cycle
96% of students responding to the 2012-2013 Judicial Affairs Presentation Evaluation were in agreement that "The facilitators were helpful and open to discussion."

OthOtcm 4: Benchmark Data - Outreach Activities
Benchmark data - outreach activities.

Related Measures

M 7: Number of Know the Code Presentations in UA Courses
Number of Know the Code Presentations in UA Courses
Source of Evidence: Activity volume
Target:
No Target set.
Finding (2012-2013) - Target: Not Reported This Cycle
The Office of Student Judicial Affairs conducted 65 freshman/sophomore class Know the Code presentations in the 2012-2013 academic year. The presentations are designed to help students make healthy decisions that are consistent with their values and the values in the Capstone Creed as members of the University community. This number was down slightly from 2011-2012 when 68 presentations were made to academic classes.

OthOtcm 5: Benchmark Data - Student Conduct Violations
Benchmarking data focused on student conduct violations related to Offenses Against the University Community.

Related Measures

M 8: Offenses Against UA Community: Acts of Dishonesty
Bench-marking data focused on student conduct violations related to Offenses Against the University Community: Acts of Dishonesty.
Source of Evidence: Benchmarking
Target:
No Target set.
Finding (2012-2013) - Target: Not Reported This Cycle
A review of the Maxient data for 2012-2013 (May 11, 2012 - May 6, 2013) shows that 261 students were found responsible for an act of dishonesty violation of the Code of Student Conduct.

M 9: Offenses Against UA Community: Disruption or Obstruction
Bench-marking data focused on student conduct violations related to Offenses Against the University Community: Disruption or Obstruction.
Source of Evidence: Benchmarking
Target:
No Target set.
Finding (2012-2013) - Target: Not Reported This Cycle
A review of the Maxient data for 2012-2013 (May 11, 2012 - May 6, 2013) shows that 5 students were found responsible for a disruption or obstruction violation of the Code of Student Conduct.

M 10: Offenses Against UA Community: Failure to Comply
Bench-marking data focused on student conduct violations related to Offenses Against the University Community: Failure to Comply.
Source of Evidence: Benchmarking
Target:
No Target set.
Finding (2012-2013) - Target: Not Reported This Cycle
A review of the Maxient data for 2012-2013 (May 11, 2012 - May 6, 2013) shows that 94 students were found responsible for a failure to comply violation of the Code of Student Conduct.

M 11: Offenses Against UA Community: Violation of Published University Policies
Offenses Against UA Community: Violations of Published University Policies
Source of Evidence: Benchmarking
Target:
No Target set.
Finding (2012-2013) - Target: Not Reported This Cycle
A review of the Maxient data for 2012-2013 (May 11, 2012 - May 6, 2013) shows that 201 students were found responsible for a violation of published university policy related to the Code of Student Conduct.
Mission / Purpose

The Mission of the Office of Student Judicial Affairs is to develop students in a manner that provides a foundation of success, a commitment to responsible citizenship and a desire to make positive lifestyle choices based on the Capstone Creed values of fairness, honesty, accountability, integrity and respect.

Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

OthOtcm 1: Increased understanding as a result of interaction with OSJA programs

As a result of participating in Judicial Affairs programs and services, students will demonstrate an increased understanding of their responsibility as a member of the University community.

Related Measures

M 1: Number of students involved in more than one incident involving a Code of Student Conduct violation

At the end of the academic year, staff will total the number of students who were involved in more than one incident involving a violation of the Code of Conduct.

Source of Evidence: Evaluations

Target: No target set.

Finding (2011-2012) - Target: Not Reported This Cycle

A review of the data for the 2011-12 academic year (May 8, 2011 - May 10, 2012) indicates that 100 students were involved in more than one incident of a violation of the code of student conduct. This represents a 6.85% recidivism rate for all students involved in the conduct process.

M 2: Students will indicate a positive influence on future choices

Students will indicate agreement with the statement "My experience with the discipline process and Judicial Affairs will positively influence future choices I make concerning my behavior as a student."

(2011-2012 Judicial Affairs Process Evaluation Survey Q36f.)

Source of Evidence: Evaluations

Target: No Target Set

Finding (2011-2012) - Target: Not Reported This Cycle

85.0% of respondents on the 2011-2012 Judicial Affairs Survey indicated agreement with the statement that "My experience with the discipline process and Judicial Affairs will positively influence future choices I make concerning my behavior as a student."

M 3: Learned expected behavior after meeting with OSJA

After meeting with the staff in the Office of Student Judicial Affairs, I learned the following: The behavior that is expected of me as a student and community member at the University.

Source of Evidence: Evaluations

Target: No target set.

Finding (2011-2012) - Target: Not Reported This Cycle

78.1% of students responding to the 2011-2012 Judicial Affairs Survey indicated that after meeting with the staff in the Office of Student Judicial Affairs, they learned the behavior that is expected of them as a student and community member at the University.

OthOtcm 2: Understanding of rights and responsibilities

UA students will learn about their rights and responsibilities as a member of the UA Community.

Related Measures

M 4: Number of Know the Code Presentations

Number of Know the Code Presentations

Source of Evidence: Activity volume

Target: No target set.

Finding (2011-2012) - Target: Not Reported This Cycle

"Know the Code" presentations increased from 46 in 2010-2011 to 68 presentations in the 2011-2012 academic year. These presentations are designed to help freshman students make healthy decisions consistent with their values, and the values of the Capstone Creed as members of the University Community.

M 5: Signed Rights and Responsibilities

Number of students with a signed Notification of Rights and Responsibilities on file.

Source of Evidence: Activity volume

Target:
Finding (2011-2012) - Target: Not Reported This Cycle
A total of 1,528 students have a signed Notification of Rights and Responsibilities on file.

M 6: Awareness of UA Code of Student Conduct
I was aware of the Code of Student Conduct for the University before this incident. (Q35a.1 2011-2012 Student Judicial Process Evaluation).
Source of Evidence: Evaluations
Target:
   No Target set.
Finding (2011-2012) - Target: Not Reported This Cycle
78.0% of students responding to the 2011-2012 Student Judicial Process Evaluation indicated that they were aware of the Code of Student Conduct for the University prior to their involvement in an incident involving a violation of the Code of Student Conduct.

M 7: Clear Written Communication Regarding Charges and Process
The letters sent to me were clear in conveying the charges against me and the process involved. (Q35c 2011-2012 Student Judicial Process Evaluation).
Source of Evidence: Evaluations
Target:
   No Target set.
Finding (2011-2012) - Target: Not Reported This Cycle
81.9% of students responding to the 2011-2012 Student Judicial Process Evaluation indicated that the letters sent to them were clear in conveying the charges against them and the process involved.

M 8: Clear Explanation of Rights
I was given a clear explanation of my rights prior to the conference or hearing. (Q35d 2011-2012 Student Judicial Process Evaluation)
Source of Evidence: Evaluations
Target:
   No Target Set
Finding (2011-2012) - Target: Not Reported This Cycle
81.9% of students responding to the 2011-2012 Student Judicial Process Evaluation indicated that they were given a clear explanation of their rights prior to their conference or hearing.

M 9: Students will indicate ability to present evidence & perspective
I was able to present my evidence, perspective and "my side of the story" in the hearing/conference. (Q36d 2011-2012 Student Judicial Process Evaluation)
Source of Evidence: Evaluations
Target:
   No Target has been set.
Finding (2011-2012) - Target: Not Reported This Cycle
91.8% of students responding to the 2011-2012 Student Judicial Process Evaluation indicated that they were able to present their evidence, perspective, and "my side of the story" in the hearing/conference.

OthOtcm 3: Positive Experience on Operational & Service Outcomes
Students will indicate that their experience was positive on key operational and service outcomes as a results of their interaction with staff members in the Office of Judicial Affairs.

Related Measures

M 10: Students will indicate respectful interactions with OSJA staff
Source of Evidence: Evaluations
Target:
   No Target set.
Finding (2011-2012) - Target: Not Reported This Cycle
91.8% of students responding to the 2011-2012 Student Judicial Process Evaluation were in agreement that "the decision maker treated me with respect in the hearing/conference."

M 11: Students will indicate attentiveness & confidentiality
I feel that the entire process was handled with attention and confidentiality. (Q36d. 2011-2012 Student Judicial Process Evaluation)
Source of Evidence: Evaluations
Target:
   No Target set.
Finding (2011-2012) - Target: Not Reported This Cycle
80.9% of respondents indicated that they felt the [student conduct] process was handled with attention and confidentiality.

M 12: Case Handled in Timely Manner
My case was handled in a timely manner. (Q35c. 2011-2012 Student Judicial Process Evaluation)
Source of Evidence: Evaluations
Target:
No Target set.

Finding (2011-2012) - Target: Not Reported This Cycle
86.1% of students who shared feedback on the 2011-2012 Student Judicial Process Evaluation indicated agreement with the statement "My case was handled in a timely manner."

M 13: Helpful Staff
Staff members associated with the judicial process were helpful and answered my questions. (Q35d. 2011-2012 Student Judicial Process Evaluation)
Source of Evidence: Evaluations
Target: No Target set.
Finding (2011-2012) - Target: Not Reported This Cycle
81.5% of respondents on the 2011-2012 Student Judicial Process Evaluation indicated that staff members associated with the judicial process were helpful and answered students' questions.

OthOtcn 4: Benchmark Data - Outreach Activities
Benchmark Data - Outreach Activities

Related Measures

M 14: Number of University Presentations
Number of University Presentations (Table events at Ferguson Center Student Union, University Days, Week of Welcome)
Source of Evidence: Benchmarking
Target: No Target set.
Finding (2011-2012) - Target: Not Reported This Cycle
In 2011-2012, the Office of Student Judicial Affairs conducted 11 University presentations. These included the Off Campus Housing Fair, Week of Welcome, Convocation, Student Health Fair and Student Organization Get on Board Day.

M 15: Number of Know the Code Presentations in UA Courses
Number of Know the Code Presentations in UA Courses
Source of Evidence: Benchmarking
Target: No Target set.
Finding (2011-2012) - Target: Not Reported This Cycle
In 2011-2012, the Office of Student Judicial Affairs conducted 68 Know the Code presentations to UA students in academic courses.

M 16: Number of Presentations to Individual Groups
Number of Presentations to Individual Groups
Source of Evidence: Benchmarking
Target: No Target set.
Finding (2011-2012) - Target: Not Reported This Cycle
In 2011-2012, the Office of Student Judicial Affairs conducted 14 presentations to individual groups on campus & in the community.