

Assessment Cycle 2020-2021

Student Accountability & Advocacy

Division: Student Experience

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Date: 29 June 2021

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Date: 7 July 2021

Northwestern State Mission. Northwestern State University is a responsive, student-oriented institution committed to acquiring, creating, and disseminating knowledge through innovative teaching, research, and service. With its certificate, undergraduate, and graduate programs, Northwestern State University prepares its increasingly diverse student population to contribute to an inclusive global community with a steadfast dedication to improving our region, state, and nation.

The Student Experience Mission Statement. The Student Experience provides the University community with programs and services to support the academic mission of creating, disseminating, and acquiring knowledge through teaching, research and service while empowering a diverse student population to achieve their highest educational potential. The Student Experience creates a stimulating and inclusive educational environment that is conducive to holistic personal growth. The commitment to students initiates prior to entrance, sustains throughout the college experience and continues beyond graduation. Enrollment Services provides equal access for education to potential students throughout the state and region and promotes economic stability and financial access to citizens. Student Affairs enhances student development and broadens intellectual, social, cultural, ethical, and occupational growth. The Student Experience works closely with faculty, staff, students, and the community to ensure graduates have the capability to promote economic development and improvements in the region.

Student Affairs Mission. The Division of Student Affairs prepares students to be productive members of society and to improve the quality of life of students. Student Affairs provides support services in career development and placement, advocacy and accountability, academic support, mental and physical health, disability accommodations, student activities and organizations, student union life, and opportunities in leadership, community service, and programs for new students. Through hands-on involvement in programs and services, Student Affairs promotes personal development in a student-centered environment, which delivers innovative practices in an environment of respect. Student Affairs encourages integrity, diversity, and collaboration with all members of the university community.

Mission. Student Accountability & Advocacy is a responsive, student-oriented office that encourages integrity, diversity, and collaboration with all members of the University community. The office models social responsibility and community leadership through education and personalized advocacy and mentoring designed to empower students. We emphasize student rights and responsibilities to promote student retention and holistic personal development, to broaden the intellectual, social, cultural, ethical, and

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professional growth of NSU students. The office ensures compliance with laws and policies related to access to education and services.

Methodology:

The assessment process includes:

- (1) Data from assessment tools (both direct-indirect, quantitative, and qualitative) are collected and returned to the dean of students. [Student Conduct Assessment Form and Follow-Up for written complaints]
- (2) The Director of Accountability and Student Conduct will analyze the data to determine whether the applicable outcomes are met.
- (3) Results from the assessment will be discussed with the appropriate staff.
- (4) Individual meetings will be held with staff as required (show cause); and
- (5) In consultation with the staff and senior leadership, will determine to propose changes to measurable outcomes, assessment tools for the next assessment period and, where needed, service changes.

Accountability and Advocacy Effectiveness:

Service Outcomes (SO):

SO 1. The Office of Accountability & Student Conduct assures that students receive quality advocacy and accountability services that teach respect for others and foster awareness of rights and responsibilities.

Measure 1.1 As a result of in the student conduct disciplinary conference, responding students will be able to articulate the impact of their behavior, be it academic or social/behavioral, on themselves and other members of their communities. Measure 80% of the counseled by implementing a survey to reflect students *Acts of Responsibilities*: (a) I admit knowingly and willingly to the allegation(s) in writing and waive all further hearings and right to appeal; (b) I admit knowingly and willingly to the allegation(s) and request an administrative hearing; (c) I deny the allegation(s) in writing and agree to accept the Student Conduct Officer's disposition of the matter without the benefit of an administrative hearing or right to appeal; and (d) I deny the allegation(s) and request an administrative hearing.

Finding. Target Met.

Analysis. In AC 2019-2020 the target was met.

Based on the analysis of the AC 2019-2020 results, in AC 2020-2021 we implemented the use of student conduct behavior software program, *Maxient*, requiring students to articulate their acts of responsibilities after each disciplinary conference.

As a result of these changes, in 2020-2021, findings show that the office achieved a measure of 80% resolution of complaints. The target was attained, as our mission is to bring every complaint to a satisfactory resolution.

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Decision. In AC 2020-2021, based on the analysis results, in each disciplinary conference in AC 2021-2022, the conduct officer will measure an individual's level of ownership for the charged infraction(s), resulting in violating the student code of conduct. The *Acts of Responsibilities* Instrument will be used to improve the student's learning outcome and due process.

Measure 1.2 As a result of the Disciplinary Conference with the student conduct officer, students show an 80% satisfaction rate of their conduct experience, as measured on a Likert scale of 1-5 (e.g., 1=Strongly Disagree, 2=Disagree, 3=Undecided, 4=Agree, and 5=Strongly Agree) measuring the following statements:

1. I was able to make an appointment with the Student Conduct officer in a reasonable amount of time.
2. The student conduct officer explained the violations and processes.
3. I was treated with respect and felt that my opinions were valued.
4. The student conduct officer listened to my side of the conflict.
5. I left the meeting with an understanding of my role in the conflict.
6. The student conduct officer helped me understand the impact of my behavior with others.
7. The student conduct officer helped me understand the campus code.
8. The conduct officer helped me think about alternate ways to handle future conflict.
9. Rate your overall experience with Student Conduct.

Finding: Target Met for 2020-2021

Analysis. In AC 2019-2020 the target was met.

Based on the analysis of the 2019-2020 results in AC 2020-2021 the Director of Accountability & Student Conduct made the following changes in 2020-2021 to drive the cycle of improvement - Students with infractions were encouraged to rate their experience with the Student Conduct Officer after their Disciplinary Conference. A total of 21 students responded to the survey and the target rate of 80%, increased by 13%.

As a result of these changes, in 2020-2021, results indicated based on the nine statements (e.g., named in Measure 1.2), Strongly Agree = 99% and 34 Agree = 0.01%, with an overall 100% satisfied with their experience. These changes had a direct impact on the student's due process.

Decision. In AC 2020-2021 the target was met. Based on the analysis of the AC 2020-2021 results the faculty will implement the following changes in 2021-2022 to drive the cycle of improvement by increasing the awareness of the student code of conduct in University Experience 1000 and provide a hardcopy and digital Student Handbook for students to access. These changes will improve the student's ability to gain awareness of the student code of conduct thereby continuing to push the cycle of improvement forward.

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Measure 1.3 As a result of their resolution meeting with a Student Conduct Officer, students will have greater knowledge and awareness of the Student Conduct Code, the student conduct process, and potential consequence for further violations. The target is to reduce repeat code of conduct violations as measured by census data collected per student on file each semester. The target goal is to reduce recidivism by 50% as measured by our census.

Finding: Target Met for 2020-2021

Analysis. In AC 2019-2020 the target was met.

Based on the analysis of the AC 2019-2020 results in AC 2020-2021 the Director of Accountability & Student Conduct disciplinary records provides digital files to drive the cycle of improvement. By using the Maxient software, digital conduct records are now flagged as priors when students have future infractions. The method allows the conduct officer to track repeat offenders accurately. Now less than 50% of the Disciplinary Conferences were repeat offenders.

As a result of these changes, in 2020-2021 there was a steady rate of 7% repeat offenders violating the student code of conduct. These changes made a constant improvement of civil behavior.

Decision. In AC 2020-2021 the target was met.

Based on the analysis of the AC 2020-2021 results the student conduct staff moved forward with digital changes in 2021-2022 to drive the cycle of improvement. Maxient will manage student's Disciplinary files/record effectively. With the student behavior platform in place, it allows centralized reporting and recordkeeping to prevent the inadequate counting of students addressed with multiple infractions. The program supports the student conduct staff's ability to detect coded reoffenders as "priors" to undergo tailored educational sanctioning to reduce recidivism. New disciplinary files will automatically be kept in Maxient for recordkeeping and to build centralized reporting.

Also, Student Conduct will seek out an internship slot to assist with Disciplinary Workshops (Academic Integrity and Personal Conduct) to reduce recidivism. The intern will be responsible for conducting individual sessions with students who are sanctioned to such sessions according to the severity of their infraction(s). Workshops will be designed to measure and bring awareness to student's inappropriate conduct and to assist them in the learner process and ownership of their behavior while they are encouraged to planning productive outcomes, thereby continuing to push the cycle of improvement forward.

SLO 2. The Title IX Offices and Center for Inclusion and Diversity comply with laws and guidance related to student rights and responsibilities to maintain a safe, inclusive, and educated campus environment.

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Because of personnel changes and reorganization, SLO 2 was not assessed for the 2020-2021 year.

The Center for Inclusion and Diversity was reorganized in July of 2020 under the Vice President for Inclusion and Diversity. Northwestern was without a Title IX Coordinator for most of the spring 2021 semester. This employee went on medical leave in the early spring of 2021 and in June of 2021, informed Northwestern of their decision not to return. Therefore, staff in Human Resources and the Student Experience were required to assume duties of the Title IX Coordinator. With fulltime jobs themselves and limited experience in student Title IX issues, their focus was on maintaining high quality services for students.

Although unit plans for 2021-21 were not completed, this situation presents an opportunity for a new Title IX Coordinator, who will be hired in July 2021, to redevelop goals for the office. Reorganization, new state and federal laws, and new Northwestern policy will now be added to the assessment plan.

Comprehensive Summary of Key Evidence of Improvements Based on Analysis of Results:

Data collected by the Director of Accountability & Student Conduct indicates significant success overall in achieving the mission to encourage integrity, diversity, and collaboration with all members of the university community. Changes implemented in 2020-2021 based on the analysis of the 2019-2020 results are listed below:

- Provided the capability for Accountability & Student Conduct to operate at 100% online.
- Surveyed students' conduct experience after their disciplinary conference, to assess the effectiveness, alertness, fairness, and the sympathy and insight; evidence indicated continuous improvement.
- Assessed student's conduct utilizing the "Acts of Responsibilities" survey.
- Instructors educate University Experience 1000 students of the Student Code of Conduct and bring awareness of their responsibility.
- Provided digital Student Handbook for University Experience classes to access at no cost.
- Incorporated Maxient Reporting Forms on *myNSU* Employee and Student Dashboards for accessibility.

Plan of action moving forward:

- Seek permanent stakeholder(s) to purchase Maxient Annual Service fee of \$8,000 for behavioral and Clery Act issues.
- Train all essential university areas to utilize Maxient software.
- Increase relevant professional development to operate Student Conduct.

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- Offer an internship position under Student Experience to provide educational opportunities to student professionals interested in Student Conduct.

Source Map:

Resources Manual for the Principles of Accreditation: Foundations of Quality Enhancement, Southern Association of Colleges and Schools Commission on Colleges
University of Louisiana System Board of Supervisors
Louisiana Board of Regents Higher Education Bylaws