1. List the program’s student learning outcomes.

1) Students residing in the residence halls will be able to live cooperatively with other people, including people with different backgrounds, lifestyles, and belief systems.

2) The residence hall environment will be conducive to academic success.

3) Business practices will be efficient, accurate, and easy to understand.

4) Facilities will be well maintained.

5) The residence hall environment will be perceived as a safe place to live.

2. Where are your program’s student learning outcomes published?

(Mark all that apply and include URLs when appropriate)

[ ] Website. URL:

[ ] Student Handbook. URL, if available online:

[ ] Information Sheet, Flyer, or Brochure. URL, if available online:

[ ] UHM Catalog. Page Number:

[ X ] Other: These are shared internally with staff. We base these outcomes on our mission statement, which is published on-line (housing.hawaii.edu) and in our handbook.
3. Provide the program’s activity map or other graphic that illustrates how program activities/services align with program student learning outcomes.

<table>
<thead>
<tr>
<th>Activity</th>
<th>SLO #1 Cooperative Living</th>
<th>SLO #2 Academic Success</th>
<th>SLO #3 Business Practices</th>
<th>SLO #4 Facilities Maintained</th>
<th>SLO #5 Safety Perceptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential Learning Programs</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Organizational restructuring</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Business systems review &amp; reengineering</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential facilities replacement or remodeling</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

To make the annual reports more meaningful and useful, please base your responses to questions 4-13 on assessment activities that took place between June 2009 and September 2010.

4. State the assessment question(s) and/or goals of the assessment activity. Include the student learning outcomes that were targeted, if applicable.

What did the program want to find out?

1) Students residing in the residence halls will be able to live cooperatively with other people, including people with different backgrounds, lifestyles, and belief systems.

2) The residence hall environment will be perceived as a safe place to live.

3) Business practices will be efficient, accurate, and easy to understand.
4) The academic and residential components of the student experience will be well integrated

5. State the type(s) of evidence gathered
   To assess the student learning outcome(s) or answer the assessment question, what evidence was collected?
   
   **All residence hall students received an on-line assessment which they filled out between late October and November 2009.**

6. List the person/people who interpreted or analyzed the evidence that was collected.
   
   **Program staff – primarily Director, Associate Director, and Residential Life professional staff.**

7. How did he/she/they evaluate, analyze, or interpret the evidence?
   What method was used to evaluate, analyze, or interpret the evidence?
   
   **Complied survey results and professional judgment.**

8. State how many persons (e.g., students, clients) submitted evidence that was evaluated (e.g., state the sample size).
   If applicable, please include the sampling technique used.
   
   **Survey was sent to all residence hall students. Received 945 responses from approximately 3100 valid e-mail addresses (survey invite sent via e-mail) for a response rate of 30.5%.**

9. Summarize the actual results.
   
   ✴ 77% of respondents agree that residing on campus has “enhanced their ability to meet other people.”
   
   ✴ 85% of respondents agree that they feel safe in their room, but only 71% indicate that they feel safe in their residence hall.
   
   ✴ 19% of respondents indicated they do not feel business practices are efficient and 19% indicate they do not feel business practices are timely.
18% of respondents indicated that the residence all is not conducive to their academic success.

10. What was learned from the results?

- Our social programming strategies are having a high level of success in getting people to meet others.
- We need to develop some strategies to improve the safety perceptions of our residents.
- Strategies need to be developed to improve the perception of our business practices.
- We need to enhance our academic integration strategies toward non-freshmen and apartment students.

11. Use of results/program modifications:

1. Using the strong foundation established by our social programming model, we will evolve our programming model to include more intentional intercultural communication and social justice advocacy programs.

2. Addressing safety perceptions is both a programmatic issue as well as a perceptual one. Programmatically, we will develop safety programs—such as women’s self defense to address this issue. Passively, we will program bulletin boards and other public areas with safety tips. We can address the perception issue with comparative crime statistics showing that the residence halls are safer than the community at large, and safer than other college housing programs in urban areas.

3. Improving perceptions of our business practices will involve getting information—such as the housing application, move in dates, etc.—publicized earlier in the year. Room assignments will also be
finalized several weeks earlier than past years to give incoming students reassurances that they have housing.

4. We have gotten academic integration for freshmen down well, but we have not evolved our model to be inclusive of non-freshmen students. Doing this will involve developing a “Sophomore Year Experience” program; expanding some of our Residential Learning Programs into Residential Colleges for ALL class year; and establishing an “Upper Division” programming model specifically geared toward juniors and seniors.

12. Reflect on the assessment process.
   Is there anything related to assessment procedures your program would do differently next time? What went well?

13. Other important information.