

# Lockout Report 2019-2020

## EXECUTIVE SUMMARY

### Overview -

This report shows an executive summary of the lockouts submitted via Roompack for the 2019-2020 academic year. Due to the COVID-19 restrictions and campus closing in late March, this data is not representative of a full academic year. The data was separated by a variety of factors to determine themes and understanding for where, when, and how lockouts are being performed across campus. The charts below will show the percentage of lockouts completed in each residence hall, as well as a grouping between traditional style, apartment style, and suite style buildings. Additionally, the data was broken down by time of year, separated into months, as well as time of day, which reveals when residents are more frequently seeking lockout assistance.

There are also multiple staff members who may be completing lockouts for students, such as our Resident Advisors in the residence halls, the Desk Assistants, who work specific hours overseeing at a desk serving multiple buildings, our HRL front office staff, who serve predominantly the North side of campus during business hours, and our professional staff. Additionally, we included data that represents the frequency in which students may be getting locked out of their rooms.

From August 2019 through April 2020, a total of **3,213** lockouts were completed and documented via Roompack by Housing & Residence Life staff. In the charts below, the percentages shown are representative of the 3,213 total. While this is a large number, this may not accurately reflect the total number of lockouts completed by staff throughout the year as a resident may be given lockout assistance without the interaction being documented appropriately by staff.

### Highlights

#### By Building

The bar graph below shows the percentage of total lockouts completed by residence hall. Our highest number of lockouts occurred in Jefferson Suites, and our lowest frequency of lockouts was seen in Mary Foust and Guilford Halls. One thing that is interesting about this data is that the buildings in which there is a higher frequency of lockouts tends to be halls that have resident doors that lock automatically, compared to buildings that have doors with deadbolts. The buildings with automatic locks are: Cone, Grogan, Reynolds, Jefferson, Tower Village, Spring

Garden, The Quad, Spartan Village Apartments (Haywood, Highland, Lee, Union). The following buildings have deadbolts: Phillips-Hawkins, Lofts on Lee, Weil/Winfield, Ragsdale-Mendenhall, Moore-Strong, Mary Foust, Guilford, North/South Spencer. The types of locks on the doors matters with the data because it is easier for a student to get locked out of their room if their door locks automatically

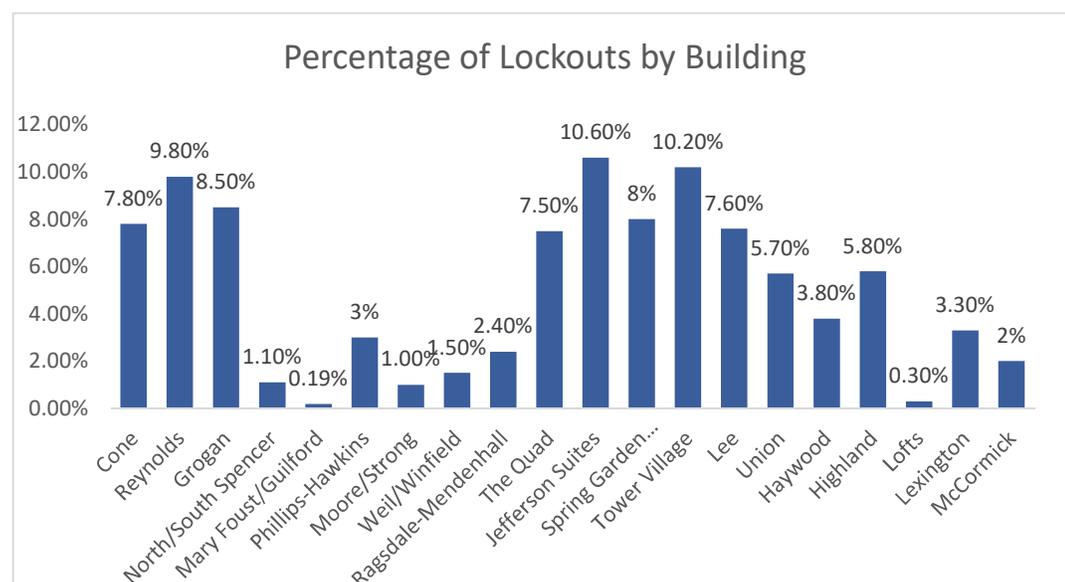


Figure 1: Bar graph showing percentage of total lockouts completed by building across campus

behind them, even if they are just leaving to use the bathroom, compared to student rooms with deadbolts, where a student has to physically turn around and lock the door behind them. This theory does reflect the data in terms of

buildings with the lowest number of lockouts being: Lofts on Lee, Mary Foust/Guilford, and North/South Spencer, all making up only about 1% each of the total lockouts submitted across campus, compared to Jefferson, Tower Village, and Reynolds, which each made up almost 10% of campus lockouts.

Reflective of the data above, this pie graph summarizes the percentage of lockouts completed by the style of building. With the exception of the High Rises, all of our traditional style halls have deadbolts, however traditional style halls still account for over one third of the lockouts done across campus. Additionally, our apartment-style communities account for almost 50% of all lockouts completed across campus, and again can most likely be attributed to mostly automatic locks, and also having two doors where a student can be locked out: The actual apartment, and then the student's individual room within the apartment. We only have two suite-style communities on campus, Jefferson and The Quad, and those communities count for only 18% of campus-wide lockouts.

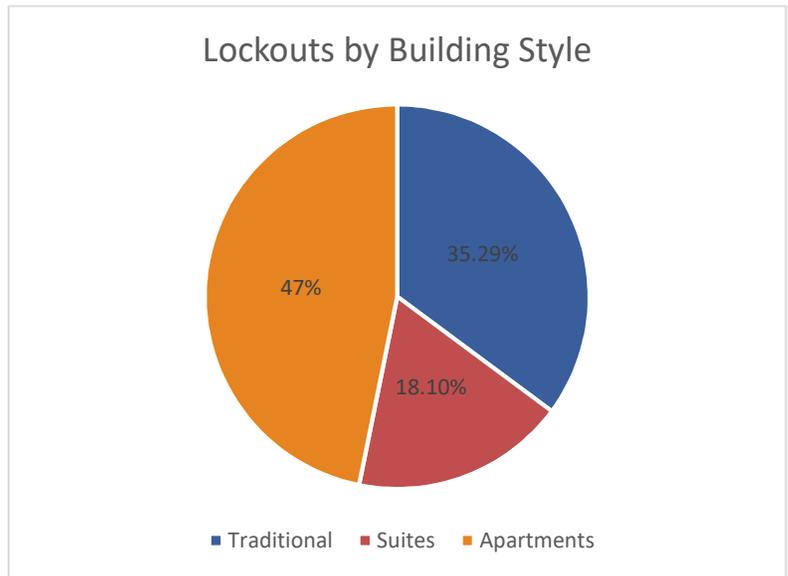


Figure 2: Pie Graph showing percentage of lockouts completed by building style

### Timing and Staff Submissions

The time of year or time of day a lockout was submitted into Roompack provides a longitudinal perspective on when residents are getting locked out of their rooms and seeking assistance from a staff member. As to be assumed, a higher number of lockouts occur at the start of the school year, where many students—particularly first-year students—are getting used to carrying keys around or navigating residence hall life for the first time. The number of lockouts completed

peaked in September at a total of 604 (18.8% of the total). Lockouts declined significantly over the month of December, when most students depart campus for Winter Break, and then peaked again for Spring 2020 semester in January, but overall shows a declining trend throughout the academic year.

Lockout data was also broken down by the time of day they were submitted into a variety of categories: Business hours (8AM-5PM), Evening RA Duty Hours (7PM-7AM), and then the two small time frames where the A/CRL

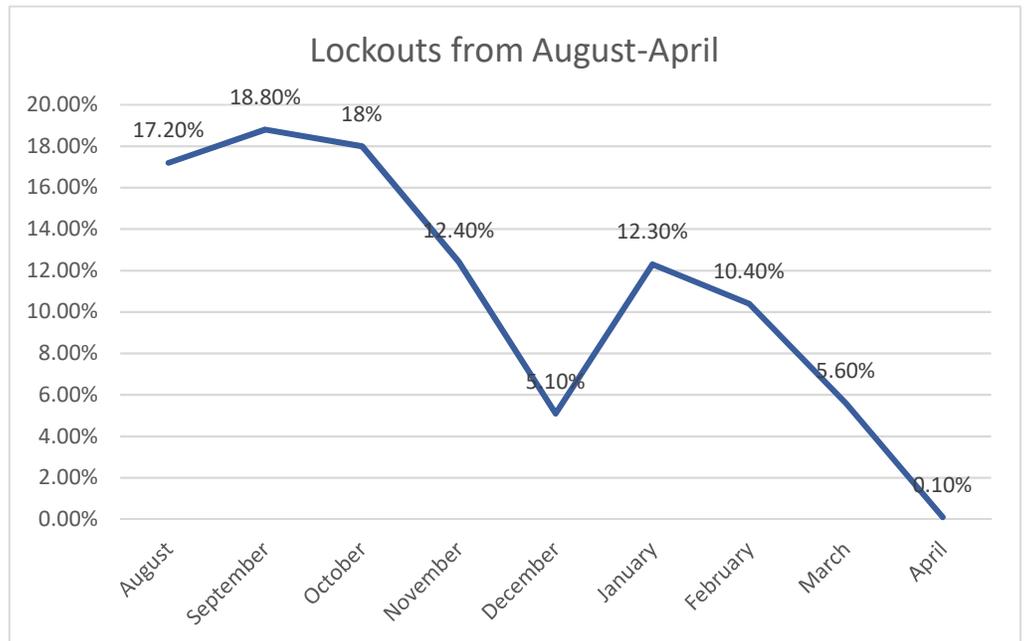
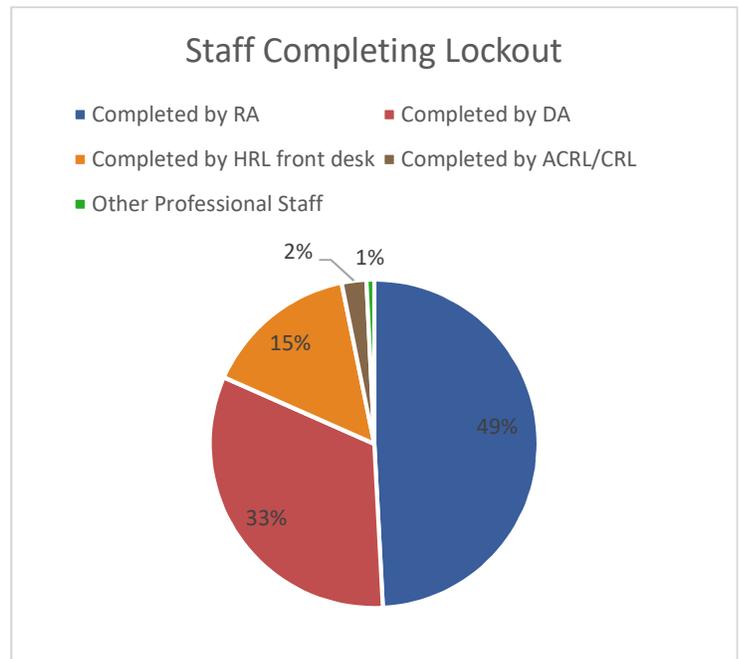


Figure 3: A line graph showing the frequency of lockouts by month from August 2019 through April 2020

on duty is likely to be called for a lockout because the RAs are not on duty yet and the main HRL desk is closed: 5PM-7PM and 7AM-8AM. In total, more than 50% of lockouts occurred during business hours, meaning a staff member from HRL or a Desk Assistant most likely completed the lockout (unless the lockout occurred on a Saturday or Sunday, in which an RA on Duty or Desk Assistant would be performing the lockout). A third of lockouts occurred during Evening RA Duty Hours, meaning more likely than not, an RA completed those lockouts as well.

| Time of Day |      |        |
|-------------|------|--------|
| 8AM-5PM     | 1715 | 53.30% |
| 5pm-7pm     | 392  | 12.20% |
| 7pm-7am     | 1088 | 33.90% |
| 7am-8am     | 19   | 0.60%  |

Where this data is particularly interesting is looking at the number of lockouts submitted by type of staff. The data shows that almost 50% of the total lockouts submitted were from RAs, despite only 33.9% of lockouts occurring during Evening RA Duty hours, and over 53% of total lockouts occurring during business hours, where students are instructed to go to HRL or their community desk for a lockout. This shows that even during the business hours, students are still possibly going to seek out their RA if they are locked out of their room, despite having an alternative. Additionally, many CRLs and ACRLs have had residents come to their offices during business hours to be let into their rooms rather than going to a desk to complete their lockout. The frequency in using RAs as the main staff to complete resident lockouts may be attributed to the RA living on the same hall as their residents or simply being more visible, even during the daytime, which a resident may prefer rather than potentially travelling to a different building for their lockout to be completed. It makes a lot of sense for a resident to seek out the resource that is closest to them at the time, rather than having to travel elsewhere.



### Frequency of Lockouts

Being locked out of your room is one of those things that is bound to happen while living on campus. For many of our students, that happens once and then never happens again. For some students, that's not the case and they become frequent visitors to our front desks or calls to the RA Duty phone. The chart below shows the frequency in which some students were locked out of their rooms. A total of 761 students had multiple lockouts submitted on their behalf, broken down from two, three, or four or more, with the highest being one student who had 12 lockouts submitted throughout the academic year. Despite this, the more common narrative is that a student gets locked out of their room once and then it never happens again, as seen from 1,179 students who only had one lockout submitted.

|                                       |      |
|---------------------------------------|------|
| One lockout                           | 1179 |
| Two lockouts                          | 456  |
| Three lockouts                        | 186  |
| Four or more lockouts                 | 119  |
| Total students with multiple lockouts | 761  |

### Future Implications

The data seen throughout this report shows a multitude of things about how our students handle being locked out of their rooms, as well as how those lockouts are documented by staff. There are a few different implications that can be made for the future, depending on how this data is analyzed and perceived by the department, such as asking the questions of:

- Are students getting locked out of their rooms too often?
- Are staff adequately submitting lockout forms when performing lockouts?

- Should the experience of being locked out of your room be developmental in some capacity?
- How do we hold students accountable that frequently have lockouts?
  - Accordance with HRL policy is that students are charged \$10 for every lockout they have after their third one.

If we perceive that getting locked out of your room at least once during the academic year is almost inevitable, then this data actually shows very positive results. We house a little under 6,000 students on campus, and only 1,940 students are represented in the lockout data, showing that only about one third of students actually get locked out of their rooms at all, and of those students, 60% (1,179) only got locked out once.

Additionally, as we continue to renovate our residence halls, as is happening right now with Ragsdale-Mendenhall, there is becoming a higher likelihood that all of our resident doors will become equipped with automatic locks. As this trend continues, we most likely will see higher numbers of lockouts in the future, because we already see in the data that students who live in buildings with automatic locks are more likely be locked out of their rooms compared to students who live in buildings with deadbolts.

One final consideration is that in order to get accurate data, that required accurate reporting. There is a possibility that this data is actually less than what is happening regarding lockouts in the residence halls if staff are not adequately and accurately submitting the Roomcompact form every time they have a student locked out. This becomes another means to discuss the importance of administrative tasks with our student staff when we train them on our departmental procedures.

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