

# Lockout Report 2020-2021

## EXECUTIVE SUMMARY

### Overview

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. Lockouts are completed 24/7 for residents by RAs, DAs, professional staff members and our main office staff. A student's first three lockouts each year are free, and after that they are charged \$10 per lockout. Staff members are expected to submit a lockout form after completing each lockout, however there is no system in place to ensure that this occurs. A lockout includes anytime a student is locked out of their room regardless of if they know where their key is or not. (Due to the pandemic this year, students were not allowed loan keys in the event they could not find their keys temporarily.)

The sections below will review how frequently lockouts occurred overall, where the lockouts happened, when they happened in terms of time of day and by month and who completed the lockout forms. Each of our communities have very different lockout features such as some buildings having DAs while others do not have automatic locks which decreases lockouts in general. Looking at these distinctions on a community-by-community basis will provide insight into on a more microscopic level as well.

### Highlights

During the 2020-2021 academic year there were a total of 1,680 lockouts completed. Given a residential population of ~3,500 students this year, 67% of residents did not have a lockout while 33% of the residents had a lockout recorded at least once this year. Compared to last year, the overall # of lockouts were only half of the 3,213 lockouts last year which is expected since the residential population is this year is only about 70% of last year's population. With that in mind it still suggests that students were locked out less frequently this year.

Of the 11,49 students who were locked out this year, 328 were locked out multiple times with one student being locked out a total of 12 times this year. Only 28.6% of the students with lockouts this year had multiple lockouts compared to last year where 39.2% had multiple lockouts. This shows that for most of our residents, lockouts are a one-time mistake especially this year versus last year.

	2020 – 2021		2019 – 2020	
	#	% of Lockouts	#	% of Lockouts
<b>Residential Population</b>	~3,507		~5,544	
<b>Students With No Lockouts</b>	2,358 <i>(67% of Residents)</i>		3,604 <i>(65% of Residents)</i>	
<b>Students Locked Out</b>	1,149 <i>(33% of Residents)</i>		1,940 <i>(35% of Residents)</i>	
<i>One Lockout</i>	821	71.4%	1179	60.8%
<i>Two Lockouts</i>	206	17.9%	456	23.5%
<i>Three Lockouts</i>	80	7.0%	186	9.6%
<i>Four or More Lockouts</i>	42	3.7%	119	6.1%
<b>TOTAL # of Lockouts</b>	<b>1,680</b>		<b>3,213</b>	

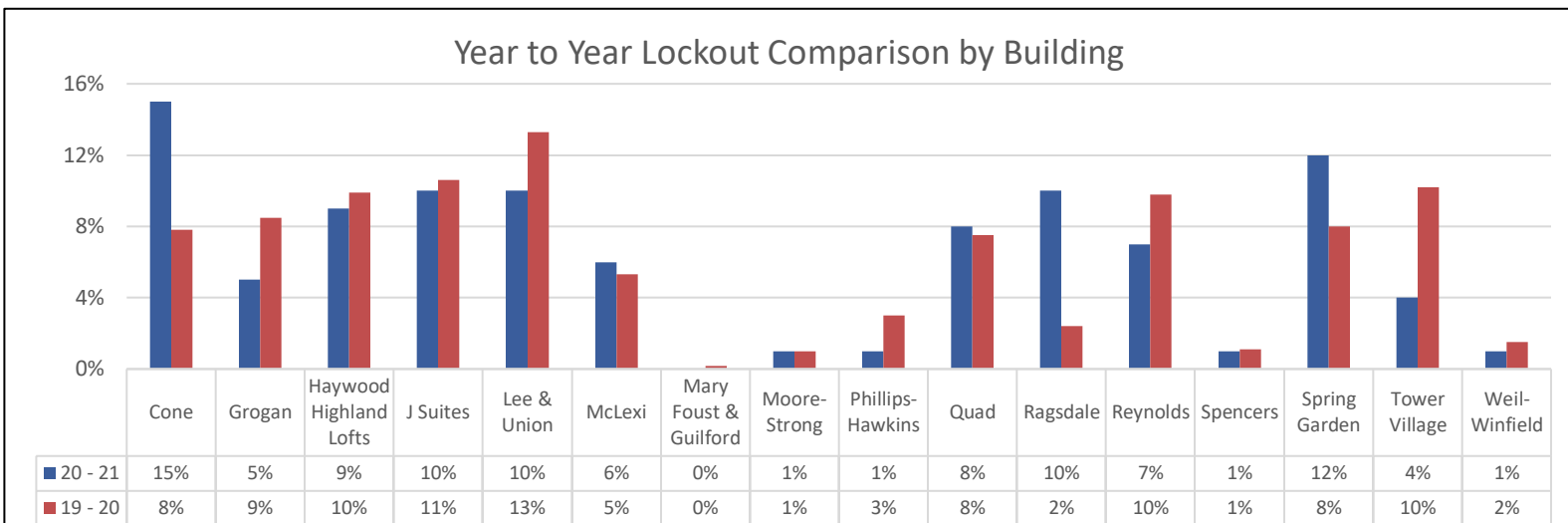
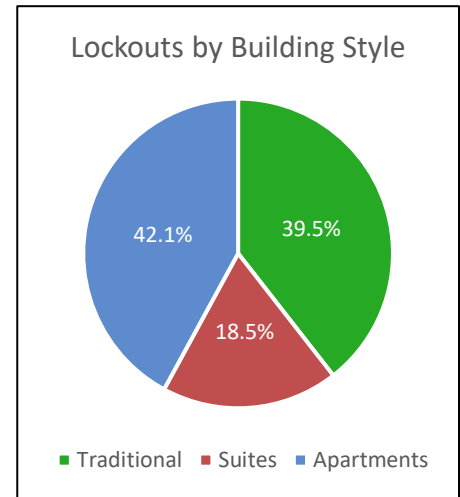
### Lockouts By Building

When considering where lockouts occur each year, it is important to remember that our halls use a mix of automatic locks and manual deadbolt bolts. This distinction is important since it is theoretically easier for a student to get locked out of their room if their door locks automatically behind them, even if they are just leaving to use the bathroom, compared to student rooms with deadbolts, where a student must physically turn around and lock the door behind them. The communities with automatic locks are Cone, Grogan, Reynolds, Jefferson, Tower Village, Spring Garden, The Quad, and Spartan Village Apartments. The communities with manual deadbolts are Phillips-Hawkins, Weil-Winfield, Ragsdale-Mendenhall, Moore-Strong, Mary Foust & Guilford, and The Spencers. The data

does seem to confirm this theory since only 14% of lockouts occurred in the halls with manual locks while the rest occurred in buildings with automatic locks.

This year Cone had the highest percentage of lockouts at 15% while Mary Foust & Guilford was the lowest with no lockouts recorded during the entire year. Compared to last year, Mary Foust & Guilford also had the lowest number of lockouts, but last year Lee & Union had the most lockouts at 10% while Cone only had 8% last year. This shift suggests that this year residents in Cone simply did get locked out more frequently, or that the staff in those buildings were more consistent in submitting every lockout and thus the data in Cone could be more accurate compared to other halls.

In terms of hall type, the apartments made up 42.1% of lockouts this year, the most of any other hall style. This trend does make sense since apartments feature the door into the apartment and the door into the bedroom providing double the opportunity for a resident to be locked out.



## Staff Completing Lockouts

The data shows that 43% of the total lockouts submitted were from RAs, 35% by DAs, 16% by staff in the main office and 5% by CRLs/ACRLs. To interpret what this data means, it is important to remember the lockout expectations per community. The apartments and suite style communities are served by community desks meaning that from 8am-7pm on weekdays and 12pm-7pm on weekends there is a DA available to complete lockouts. For the traditional style halls not served by a desk, students are expected to go to the main office in Ragsdale between 8am-5pm on weekdays or call the RA on duty on weekends. From 7am-8am and 5pm-7pm the CRL on Call is responsible for lockouts for communities with no desk. From 7pm-7am and weekends, RAs on Duty are expected to be available for lockout needs.

## Lockout Timing

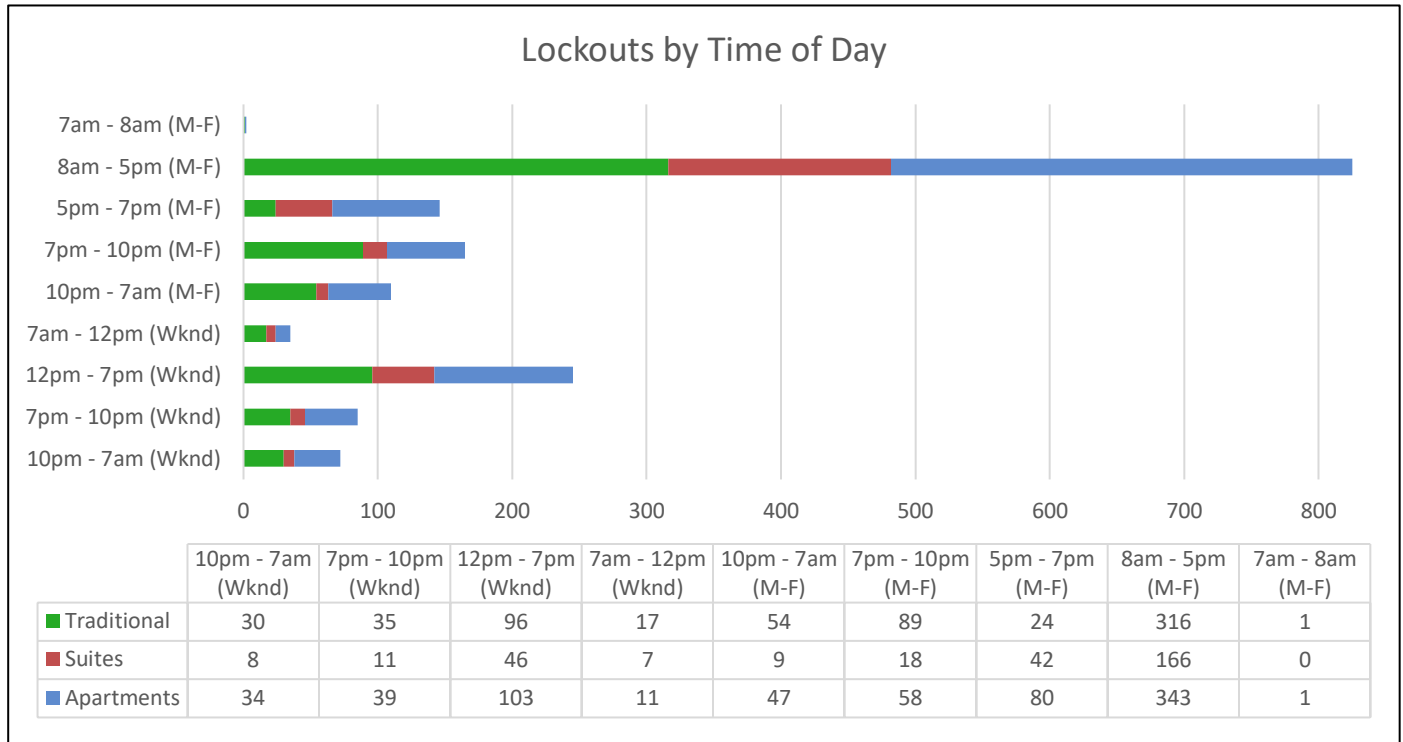
### By Time of Day

Lockout data was broken down by the time of day they were submitted based on the table above to account for differences in which staff are expected to submit lockouts at different times of day. In

		Lockouts During Time	Staff Responsible for Lockouts			
			RAs	DAs	Main Office Staff	CRL on Call
MON - FRI	7am - 8am	2 (0.1%)				X
	8am - 5pm	825 (49.1%)		X	X	
	5pm - 7pm	146 (8.7%)		X		X
	7pm - 10pm	165 (9.8%)	X			
	10pm - 7am	110 (6.5%)	X			
WEEKENDS	7am - 12pm	35 (2.1%)	X			
	12pm - 7pm	245 (14.6%)	X	X		
	7pm - 10pm	85 (5.1%)	X			
	10pm - 7am	72 (4.3%)	X			
<b>% Lockouts By Staff:</b>			<b>43.1%</b>	<b>35.3%</b>	<b>16.2%</b>	<b>5.4%</b>

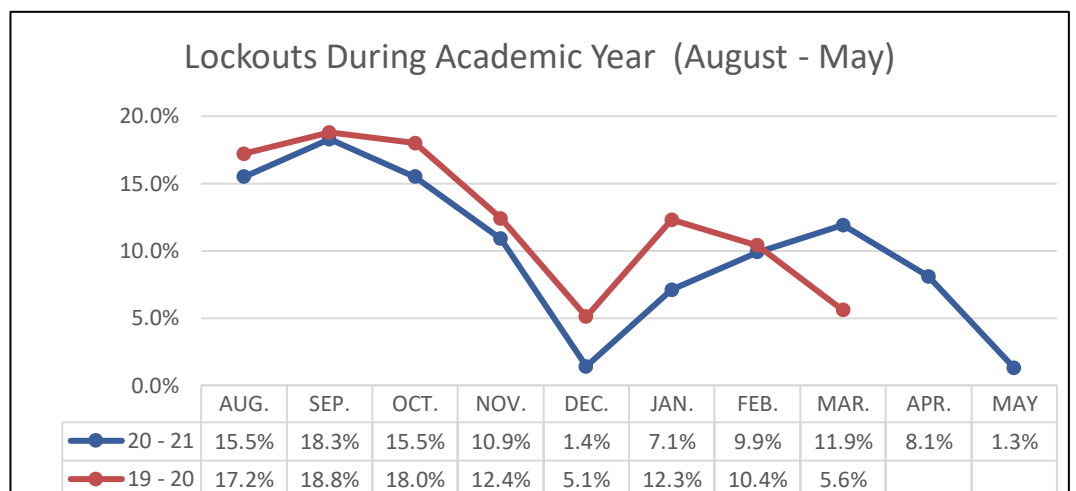
total, almost 50% of lockouts occurred during business hours, meaning a main office staff member or Desk Assistant should have completed about the same percentage of lockouts. While 42% of connections that occur while RAs are on duty, 14.9% occur from 7-10pm while there is an RA staffing the community desk and 10.8% of connections occur during the late-night hours of 10pm-7am.

Of the 146 lockouts that occurred between 5-7pm on weekdays, only 16% occurred in communities not served by a desk indicating that this period is not creating an undue burden on our CRLs on Duty during these hours. Furthermore, only 2.2% of lockouts occurred in the morning hours before our desks (our main office on weekdays) opened further supporting that the hours the community desks are open aligns with the potential timeliness of resident needs that may arise.



### By Month

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 with 18.3% of the lockouts occurring that month. Lockouts declined significantly through the month of December, when most students depart campus for Winter Break. In the spring semester, the lockout trend rose and peaked in March before declining through May. Compared to last year the fall semester trends were similar but the spring semester this year saw a much later peak compared to last year’s peak. It is worth noting that lockout data from last year only goes through late March until the campus shut down due to the pandemic.



## Future Considerations

### **How Can We Educate Residents to Reduce Lockouts?**

As we continue to renovate our residence halls, there is becoming a higher likelihood that all 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 to be locked out of their rooms compared to students who live in buildings with deadbolts. This is already demonstrated by Ragsdale-Mendenhall which last year had only 2% of lockouts but this year with an upgrade to automatic locks, had 10% of lockouts. Additionally, we know that the start of semesters tends to be when residents are most likely to be locked out which tells us when we should most target our education to residents. The only question that remains is what is the best way to do so?

### **Are the Number of Lockouts Submitted Representative of the True Number?**

To get accurate data, it requires accurate reporting. There is a possibility that this data is not a full picture of all lockouts that occurred in the residence halls if staff are not adequately and accurately submitting the Roomcompact form every time they have a student locked out. Looking at the higher-than-average number of lockouts in Cone or the fact that Mary Foust & Guilford had 0 lockouts, there seems to be some inconsistency in lockout reporting. Perhaps Cone excelled this year at submitting a report for every lockout which explains the increased number. This becomes another means to discuss the importance of administrative tasks with our student staff when we train them on our departmental procedures. Additionally, it raises the question of how can CRLs determine if their lockout numbers for their community are accurate? Perhaps it is comparing what their RAs share in staff meetings or 1:1s to reports or comparing to peers ongoingly to look for irregularities.

### **What is the Breakdown of Lockouts By Staff Type for Each Time Period?**

One intersection of data not discussed in this report is around what staff members completed lockouts during the different time periods. For example, we know that 14.6% of lockouts occurred on weekends between 12pm-7pm but of those how many were done by DAs versus the RA on Duty. Having a clearer picture of this data would better inform the department as to how frequently our staff members are needed during these periods and therefore create a better understanding of time commitments.

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Table 1: By Residence Hall Breakdown of Total Lockouts, # of Lockouts per Resident, & Lockouts by Staff  
 (Note: Percentages shown are the percentage of lockouts for the horizontal community not for the vertical category)

Building Name	Total # Lockouts	# Lockouts per Resident					Lockouts by Staff			
		1	2	3	4+	2+	RA	DA	Main Office Staff	CRL / ACRL
<b>Cone</b>	<b>249</b>	84 (34%)	33 (13%)	17 (7%)	10 (4%)	60 (24%)	166 (67%)	0 (0%)	80 (32%)	3 (1%)
<b>Grogan</b>	<b>76</b>	54 (71%)	7 (9%)	1 (1%)	1 (1%)	9 (12%)	33 (43%)	0 (0%)	24 (32%)	19 (25%)
<b>Haywood, Highland &amp; Lofts on Lee</b>	<b>153</b>	74 (48%)	24 (16%)	7 (5%)	2 (1%)	33 (22%)	44 (29%)	93 (61%)	5 (3%)	11 (7%)
<b>Jefferson Suites</b>	<b>175</b>	83 (47%)	22 (13%)	12 (7%)	3 (2%)	37 (21%)	33 (19%)	136 (78%)	3 (2%)	3 (2%)
<b>Lee &amp; Union</b>	<b>174</b>	96 (55%)	20 (11%)	6 (3%)	4 (2%)	30 (17%)	40 (23%)	124 (71%)	2 (1%)	8 (5%)
<b>Lexington &amp; McCormick</b>	<b>109</b>	61 (56%)	8 (7%)	6 (6%)	2 (2%)	16 (15%)	38 (35%)	61 (56%)	1 (1%)	9 (8%)
<b>Mary Foust &amp; Guilford</b>	<b>0</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
<b>Moore-Strong</b>	<b>12</b>	7 (58%)	3 (25%)	0 (0%)	0 (0%)	3 (25%)	1 (8%)	0 (0%)	11 (92%)	0 (0%)
<b>Phillips-Hawkins</b>	<b>20</b>	17 (85%)	2 (10%)	0 (0%)	0 (0%)	2 (10%)	16 (80%)	0 (0%)	4 (20%)	0 (0%)
<b>Quad</b>	<b>135</b>	63 (47%)	13 (10%)	3 (2%)	6 (4%)	22 (16%)	43 (32%)	74 (55%)	17 (13%)	1 (1%)
<b>Ragsdale Mendenhall</b>	<b>160</b>	76 (48%)	28 (18%)	6 (4%)	2 (1%)	36 (23%)	79 (49%)	0 (0%)	81 (51%)	0 (0%)
<b>Reynolds</b>	<b>110</b>	44 (40%)	17 (15%)	8 (7%)	2 (2%)	27 (25%)	85 (77%)	0 (0%)	24 (22%)	1 (1%)
<b>Spencers</b>	<b>22</b>	17 (77%)	3 (14%)	0 (0%)	0 (0%)	3 (14%)	16 (73%)	0 (0%)	6 (27%)	0 (0%)
<b>Spring Garden Apartments</b>	<b>200</b>	93 (47%)	18 (9%)	11 (6%)	8 (4%)	37 (19%)	88 (44%)	74 (37%)	5 (3%)	33 (17%)
<b>Tower Village</b>	<b>71</b>	41 (58%)	8 (11%)	2 (3%)	2 (3%)	12 (17%)	35 (49%)	31 (44%)	2 (3%)	3 (4%)
<b>Weil-Winfield</b>	<b>14</b>	11 (79%)	0 (0%)	1 (7%)	0 (0%)	1 (7%)	7 (50%)	0 (0%)	7 (50%)	0 (0%)
<b>Traditional</b>	<b>663</b>	310 (47%)	93 (14%)	33 (5%)	15 (2%)	141 (21%)	403 (61%)	0 (0%)	237 (36%)	23 (3%)
<b>Suites</b>	<b>310</b>	146 (47%)	35 (11%)	15 (5%)	9 (3%)	59 (19%)	76 (25%)	210 (68%)	20 (6%)	4 (1%)
<b>Apartments</b>	<b>707</b>	365 (52%)	78 (11%)	32 (5%)	18 (3%)	128 (18%)	245 (35%)	383 (54%)	15 (2%)	64 (9%)
<b>OVERALL</b>	<b>1,680</b>	<b>821 (71%)</b>	<b>206 (18%)</b>	<b>80 (7%)</b>	<b>42 (4%)</b>	<b>328 (29%)</b>	<b>724 (43%)</b>	<b>593 (35%)</b>	<b>272 (16%)</b>	<b>91 (5%)</b>

Table 2: By Residence Hall Breakdown of Lockouts by Time Completed

(Note: Percentages shown are the percentage of lockouts for the horizontal community not for the vertical category)

Building Name	WEEKDAYS					WEEKENDS			
	7am – 8am	8am – 5pm	5pm – 7pm	7pm – 10pm	10pm – 7am	7am – 12pm	12pm – 7pm	7pm – 10pm	10pm – 7am
<b>Cone</b>	1 (0%)	106 (43%)	6 (2%)	30 (12%)	15 (6%)	10 (4%)	55 (22%)	14 (6%)	11 (4%)
<b>Grogan</b>	0 (0%)	48 (63%)	5 (7%)	9 (12%)	6 (8%)	0 (0%)	4 (5%)	3 (4%)	1 (1%)
<b>Haywood, Highland &amp; Lofts on Lee</b>	0 (0%)	75 (49%)	21 (14%)	12 (8%)	5 (3%)	4 (3%)	23 (15%)	7 (5%)	8 (5%)
<b>Jefferson Suites</b>	0 (0%)	90 (51%)	26 (15%)	12 (7%)	3 (2%)	4 (2%)	29 (17%)	5 (3%)	3 (2%)
<b>Lee &amp; Union</b>	1 (1%)	91 (52%)	17 (10%)	15 (9%)	7 (4%)	1 (1%)	27 (16%)	8 (5%)	4 (2%)
<b>Lexington &amp; McCormick</b>	0 (0%)	53 (49%)	18 (17%)	7 (6%)	6 (6%)	0 (0%)	15 (14%)	6 (6%)	6 (6%)
<b>Mary Foust &amp; Guilford</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
<b>Moore-Strong</b>	0 (0%)	11 (92%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (8%)	0 (0%)
<b>Phillips-Hawkins</b>	0 (0%)	6 (30%)	1 (5%)	2 (10%)	5 (25%)	1 (5%)	2 (10%)	1 (5%)	2 (10%)
<b>Quad</b>	0 (0%)	76 (56%)	16 (12%)	6 (4%)	6 (4%)	3 (2%)	17 (13%)	6 (4%)	5 (4%)
<b>Ragsdale Mendenhall</b>	0 (0%)	84 (53%)	6 (4%)	25 (16%)	12 (8%)	1 (1%)	13 (8%)	10 (6%)	8 (5%)
<b>Reynolds</b>	0 (0%)	41 (37%)	5 (5%)	20 (18%)	12 (11%)	4 (4%)	19 (17%)	4 (4%)	5 (5%)
<b>Spencers</b>	0 (0%)	11 (50%)	1 (5%)	2 (9%)	4 (18%)	0 (0%)	1 (5%)	1 (5%)	3 (14%)
<b>Spring Garden Apartments</b>	0 (0%)	92 (46%)	19 (10%)	19 (10%)	22 (11%)	5 (3%)	28 (14%)	8 (4%)	10 (5%)
<b>Tower Village</b>	0 (0%)	32 (45%)	5 (7%)	5 (7%)	7 (10%)	1 (1%)	10 (14%)	10 (14%)	6 (8%)
<b>Weil-Winfield</b>	0 (0%)	9 (64%)	0 (0%)	1 (7%)	0 (0%)	1 (7%)	2 (14%)	1 (7%)	0 (0%)
<b>Traditional</b>	1 (0%)	316 (48%)	24 (4%)	89 (13%)	54 (8%)	17 (3%)	96 (14%)	35 (5%)	30 (5%)
<b>Suites</b>	0 (0%)	166 (54%)	42 (14%)	18 (6%)	9 (3%)	7 (2%)	46 (15%)	11 (4%)	8 (3%)
<b>Apartments</b>	1 (0%)	343 (49%)	80 (11%)	58 (8%)	47 (7%)	11 (2%)	103 (15%)	39 (6%)	34 (5%)
<b>OVERALL</b>	<b>2 (0%)</b>	<b>825 (49%)</b>	<b>146 (9%)</b>	<b>165 (10%)</b>	<b>110 (7%)</b>	<b>35 (2%)</b>	<b>245 (15%)</b>	<b>85 (5%)</b>	<b>72 (4%)</b>

Table 3: By Residence Hall Breakdown of Lockouts Completed per Month

(Note: Percentages shown are the percentage of lockouts for the horizontal community not for the vertical category)

	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
<b>Cone</b>	46 (18%)	54 (22%)	33 (13%)	21 (8%)	0 (0%)	16 (6%)	25 (10%)	34 (14%)	17 (7%)	3 (1%)
<b>Grogan</b>	13 (17%)	15 (20%)	16 (21%)	6 (8%)	0 (0%)	6 (8%)	10 (13%)	2 (3%)	6 (8%)	2 (3%)
<b>Haywood, Highland &amp; Lofts on Lee</b>	29 (19%)	28 (18%)	19 (12%)	12 (8%)	6 (4%)	9 (6%)	17 (11%)	15 (10%)	13 (8%)	5 (3%)
<b>Jefferson Suites</b>	13 (7%)	24 (14%)	27 (15%)	19 (11%)	0 (0%)	18 (10%)	24 (14%)	27 (15%)	21 (12%)	2 (1%)
<b>Lee &amp; Union</b>	34 (20%)	26 (15%)	29 (17%)	9 (5%)	5 (3%)	7 (4%)	15 (9%)	29 (17%)	18 (10%)	2 (1%)
<b>Lexington &amp; McCormick</b>	18 (17%)	25 (23%)	18 (17%)	9 (8%)	6 (6%)	11 (10%)	9 (8%)	9 (8%)	4 (4%)	0 (0%)
<b>Mary Foust &amp; Guilford</b>	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
<b>Moore-Strong</b>	0 (0%)	0 (0%)	5 (42%)	0 (0%)	0 (0%)	5 (42%)	0 (0%)	1 (8%)	1 (8%)	0 (0%)
<b>Phillips-Hawkins</b>	3 (15%)	2 (10%)	6 (30%)	1 (5%)	0 (0%)	1 (5%)	1 (5%)	5 (25%)	1 (5%)	0 (0%)
<b>Quad</b>	7 (5%)	18 (13%)	37 (27%)	33 (24%)	0 (0%)	13 (10%)	11 (8%)	9 (7%)	6 (4%)	1 (1%)
<b>Ragsdale Mendenhall</b>	19 (12%)	32 (20%)	23 (14%)	21 (13%)	0 (0%)	9 (6%)	18 (11%)	22 (14%)	14 (9%)	2 (1%)
<b>Reynolds</b>	20 (18%)	17 (15%)	13 (12%)	19 (17%)	0 (0%)	10 (9%)	10 (9%)	8 (7%)	11 (10%)	2 (2%)
<b>Spencers</b>	1 (5%)	4 (18%)	2 (9%)	2 (9%)	0 (0%)	1 (5%)	5 (23%)	5 (23%)	2 (9%)	0 (0%)
<b>Spring Garden Apartments</b>	28 (14%)	37 (19%)	20 (10%)	18 (9%)	6 (3%)	12 (6%)	21 (11%)	34 (17%)	21 (11%)	3 (2%)
<b>Tower Village</b>	25 (35%)	23 (32%)	11 (15%)	11 (15%)	1 (1%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
<b>Weil-Winfield</b>	4 (29%)	3 (21%)	2 (14%)	2 (14%)	0 (0%)	1 (7%)	1 (7%)	0 (0%)	1 (7%)	0 (0%)
<b>Traditional</b>	106 (16%)	127 (19%)	100 (15%)	72 (11%)	0 (0%)	49 (7%)	70 (11%)	77 (12%)	53 (8%)	9 (1%)
<b>Suites</b>	20 (6%)	42 (14%)	64 (21%)	52 (17%)	0 (0%)	31 (10%)	35 (11%)	36 (12%)	27 (9%)	3 (1%)
<b>Apartments</b>	134 (19%)	139 (20%)	97 (14%)	59 (8%)	24 (3%)	39 (6%)	62 (9%)	87 (12%)	56 (8%)	10 (1%)
<b>OVERALL</b>	<b>260 (15%)</b>	<b>308 (18%)</b>	<b>261 (16%)</b>	<b>183 (11%)</b>	<b>24 (1%)</b>	<b>119 (7%)</b>	<b>167 (10%)</b>	<b>200 (12%)</b>	<b>136 (8%)</b>	<b>22 (1%)</b>