

## Residential Conduct Needs Assessment: Executive Summary

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In collaboration with the Housing and Residence Life Assessment Committee and Residential Conduct Working Group, a Needs Assessment was conducted with Assistant Coordinators for Residence Life (ACRLs) and Coordinators for Residence Life (CRLs) to determine areas of improvement that can be conducted when facilitating conduct training with ACRL and CRL staff, or areas to provide additional development for staff to engage in throughout the year. This needs assessment sought out to determine how our staff felt going through the baseline process of executing the Residential Conduct process as a staff member, from educating students on policies, all the way through assigning sanctions to students found in violation of the UNCG Code of Conduct. The assessment yielded 16 responses, out of a total 22 graduate and professional staff members within the department (72.7% response rate). Below is a summary of the findings from this assessment, as well as steps to continue an overall needs assessment throughout the rest of the year.

### Demographic Information

The majority of respondents were CRLs (also proportional to the number of CRLs to ACRLs within the department), and respondents have predominantly been in HRL for 1-2 years.



### Level of Confidence

We wanted to gain a sense of how comfortable or confident staff felt executing a variety of tasks that have to do with completing our Residential Conduct process. The tables below show how staff rated their own feeling of confidence in doing something. Note: Perceived level of confidence in

something may be incongruent with competency in executing a task that may only be determinable by watching someone complete something.  
What is your level of confidence in...

Articulating UNCG policies to RAs	
Highly confident	10
Somewhat confident	6
Not confident	0
Absolutely not confident	0
Articulating UNCG policies to students	
Highly confident	8
Somewhat confident	7
Not confident	1
Absolutely not confident	0
Documenting a policy violation	
Highly confident	12
Somewhat confident	4
Not confident	0
Absolutely not confident	0
Determining policy violation from a Residential Conduct Incident Report	
Highly confident	8
Somewhat confident	7
Not confident	1
Absolutely not confident	0
Creating a case in Maxient	
Highly confident	12
Somewhat confident	3

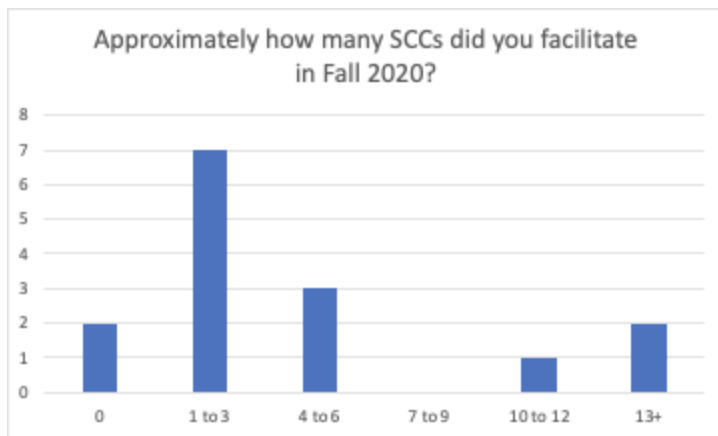
Not confident	1
Absolutely not confident	0
Sending letter notifications through Maxient	
Highly confident	14
Somewhat confident	0
Not confident	1
Absolutely not confident	1
Completing a CRF	
Highly confident	8
Somewhat confident	5
Not confident	3
Absolutely not confident	0
Facilitating an SCC	
Highly confident	7
Somewhat confident	6
Not confident	0
Absolutely not confident	1
Assigning appropriate sanctions	
Highly confident	4
Somewhat confident	9
Not confident	2
Absolutely not confident	1

The table above shows that for the most part, graduate and professional staff feel somewhat confident in most areas. There were small areas of consistency that some staff indicated not feeling confident with that mostly surrounded sanctioning and completing CRFs. When the data was aggregated out, it was determined that many of the “not confident” responses came from graduate students, who are able to facilitate the

Residential Conduct process, however do not do so frequently. Currently, graduate students mainly get their conduct experience if they are in a higher conduct community, intern with the Office of Student Rights and Responsibilities, or are frequently delegated conduct experience by a supervisor. While this structure allows for graduate students to engage with the Residential Conduct process at their own pace, this does not provide consistency in the overall ACRL experience on campus.

How many SCCs did you facilitate in Fall 2020?

We wanted to gain a sense of how often CRLs and ACRLs are practicing and going through the Residential Conduct process, from intaking an

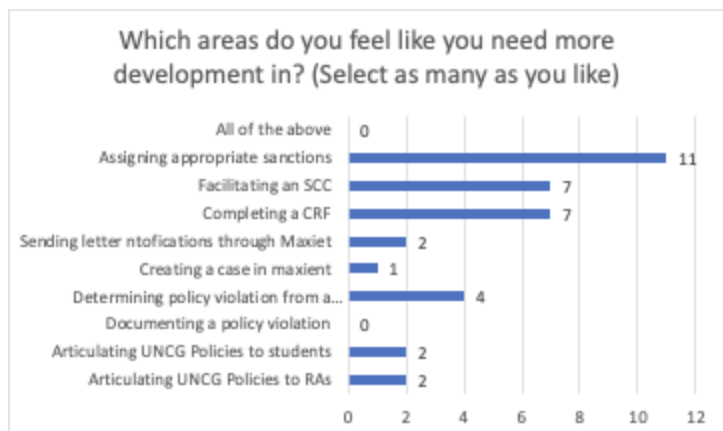


Incident Report, to holding a meeting with an accused student, to assigning sanctions. From asking this, we learned many CRLs do not facilitate a lot of SCCs (under 6 in one semester), but there is a small population of staff who facilitate a large number of SCCs (over 10). This shows a large disparity in the

experience graduate and professional staff are getting to facilitate SCCs and take those opportunities to practice the steps associated with the Residential Conduct process in a realistic setting.

Additional Areas for Development

Staff were able to indicate which areas they wanted more development in when it comes to the Residential Conduct process. The answers provided in this section were reflective of some of the areas staff did not feel generally confident in, however after disaggregating data, we saw a lot more consistency between CRL staff and ACRL staff in wanting similar areas of development.



Overwhelmingly, the largest area for development that staff wanted to see was around assigning appropriate sanctions, closely followed by facilitating an SCC and completing a CRF.

### Overall Conclusions

The conclusion of the needs assessment allowed respondents to share anything further they would like to share with the committees. A summary of those responses is below:

- Sanctions should be standardized as they are for alcohol violations
- Can educational conversations be used as a sanction? Is this separate from the educational environment the SCC already provides?
- Standardized COVID-19 sanctioning protocol is very helpful, but may not be beneficial to every situation outside of those violations.
  - Creating a sanctioning guide/go-to list could be helpful for giving staff ideas on sanctions to assign.
- Conducting SCCs can be frustrating or inconsistent because of feelings that students may feel obligated to plead “responsible” since the ACRL/CRL is not in a position to determine responsibility.
- Some cloudiness exists in terms of which cases/violations can be heard by ACRLs vs. CRLs vs. OSRR, so creating a resource that nicely outlines this may be helpful.
- CRFs can be completed in a couple different ways, which is great to allow flexibility in terms of how an SCC is being conducted (in person or virtual), however can be confusing for staff to understand which is the “correct way” or to remember how a CRF should be completed when staff is new and does not have Maxient experience.
- Some charges in Maxient are similar or may apply to multiple situations, so learning how to differentiate between which charge is more representative or accurate to a situation
- Centralized case management may help with some of the disparities seen in the Residential Conduct process, particularly when it comes to CRLs and ACRLs who get very little conduct experience compared to those who get a lot of conduct experience, purely based on the community they work in. This may look like Maxient reports being sent to a centralized person or committee, who can then delegate cases out to ensure staff have equal opportunity to deal with conduct in their

role, and potentially remove bias from CRLs or ACRLs that may have taken the initial report, been present for the incident, or debriefed RA feelings who may have dealt with the incident in question.

The data shown throughout this assessment indicates that staff overall are doing fairly well with the Residential Conduct process. There can be improvement in a variety of areas to reconsider how conduct is integrated or seen in the ACRL or CRL role, and resources that can be created to aid staff throughout the process as well.