2020-2021 HRL Round Reports Assessment

Overview

As housing professionals, we know that some of the most active times in residence halls are at night when residents are finished with classes and in their rooms for the rest of the day. For this reason, we require our Resident Advisors (RAs), to complete rounds during this period to ensure the safety and well-being of residents when they are most often in these spaces. Sunday through Thursdays RAs complete three rounds (at 7pm, 10pm and between 11pm-12am) and on Fridays and Saturdays, RAs complete an additional fourth round between 12:30am-2am. After each round is completed, RAs are expected to submit one report per community to detail information from the round. Rounds are conducted to meet the following goals:

- Create an active presence in the Residence Halls to ensure the well-being and safety of Residents during peak activity times.
- Ensure there are no facility concerns that could jeopardize residence safety.
- Provide qualitative and quantitative data about the state of Residence Halls during the round periods.

The sections below will look at general round completion rates in addition to assessing whether rounds were completed at the appropriate times, if reports were submitted in a timely manner, and what common concerns were found on rounds. These sections address overall trends and trends found between community types. The end of this document provides a hall-by-hall breakdown of all data for those wishing to complete a more focused assessment.

Overall Highlights

This year, of the 11,955 Round reports expected, 10,589 (88.6%) were submitted. This is a significant improvement over last year where the completion rate for round reports was only 76.5% overall. Like last year, there is a clear downward trend in round completion from the 1st round to the 3rd & 4th rounds. Due to the 3rd and 4th round reports being combined it is not currently possible to determine if this drop is specific to both rounds or only one of them.

When compared to last year's round reports there are a few areas worth highlighting beyond the overall completion rate of the rounds, specifically, the average length of each round, the average noise levels., and the amount of time it took staff to submit round reports after completion of the round. Most notably, 3rd/4th rounds this year took an average of 52 minutes to complete but 1st and 2nd rounds only took about 20 minutes this year. This is a concern since it doesn't make sense that the later rounds should take almost twice as long to complete as earlier rounds. The noise level reported in the 2nd, 3rd, and 4th rounds was slightly quieter this year compared to last year which makes sense given how COVID-19 has reduced occupancy in buildings. Finally, this year and last year it took staff an average of 2 hours and 57 minutes to submit round reports from the time they indicated they finished the rounds.

Reports Completed by Hall Type

Legend: Traditional — Suites — Apartments — Overall — LY - Overall

Common Concerns Reported

Most issues noted on rounds were related to maintenance concerns. The most common issues addressed were trash or out of place belongings, messy laundry rooms, lights out or flickering and out of order elevators. In most cases but not all, the RAs noted FIXTs being put in for maintenance concerns. In terms of conduct the most common reports were quiet hours reminders, face covering violations, and detection of cannabis.
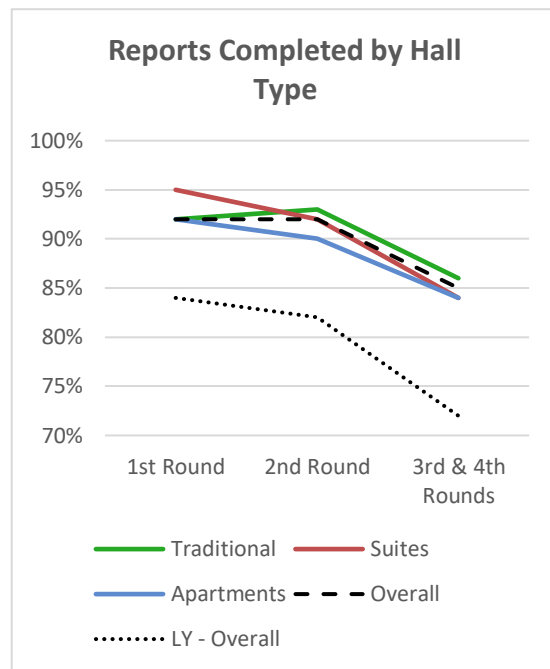
Common Errors in Reports

It is also worth pointing out some frequent errors that occur in round report submission. The errors impacted about 5-6% of the total reports. These errors were corrected for this analysis but could make it difficult for staff to spot check their community's reports. The list below outlines the common errors found.

1. RAs submit the wrong round report (i.e., Submitting a 1st Round Report for their 3rd Round)
2. Both RAs on duty each submitting a round report
3. RAs tagging the incorrect building (No building, incorrect building, or residents tagged)
4. For communities that contain multiple buildings such as SPV or the Quad:
    a. RAs submit a separate round report for each building in the community
    b. RAs only tag some but not all the buildings in the community
5. RAs put AM instead of PM for round times (Impacts round length and time to submit)
6. RAs tag the incorrect day for "Today's Date" field (Especially for 3rd & 4th rounds)

Table 1: Last Year to Current Year Comparison - Overall

Hall Type	% Round Reports Complete		Length (mm:ss)		Time to Submit (hh:mm)	
	CY	LY	CY	LY	CY	LY
Traditional	89.0%	74.8%	30:00	37:49	2:05	2:01
Suites	89.8%	88.5%	34:52	44:04	1:26	3:48
Apartments	87.1%	74.8%	36:16	32:23	5:24	4:11
OVERALL	**88.6%**	**76.5%**	**32:25**	**37:03**	**2:56**	**2:57**

1st Round

During the 2020-2021 academic year (excluding Breaks), there were **3,347 first round reports** filed making up **92.2% of the expected number**. First round report completion rates in individual halls ranged from **75% to 101%.** There should have been 236 1st round reports per hall (except for Tower Village). These rounds **started at 7:04pm** on average and usually lasted for 22 minutes. It should be noted that there were numerous reports indicating rounds starting closer to 8pm than 7pm during this round.

Table 2: Last Year to Current Year Comparison – 1st Round

Hall Type	% Complete		Start Time		Length (mm:ss)		Time to Submit (hh:mm)	
	CY	LY	CY	LY	CY	LY	CY	LY
Traditional	91.5%	83.3%	7:04 PM	6:57 PM	20:18	29:53	1:56	1:26
Suites	95.2%	92.9%	7:04 PM	6:50 PM	23:39	34:18	1:17	1:36
Apartments	92.2%	80.5%	7:04 PM	7:01 PM	23:43	27:15	2:02	3:44
OVERALL	**92.2%**	**83.8%**	**7:04 PM**	**6:57 PM**	**21:44**	**29:43**	**1:53**	**2:09**

2nd Round

There were **3,327 second round reports** filed, which makes up **91.6% of the expected number**. Individual hall completion rates ranged from **74.6% to 98.1%.** There should have been 236 2nd round reports per hall (except for Tower Village). These rounds **started at 10:02pm** on average and usually lasted for 20 minutes. The average **noise level** consistently across all halls was around a **4.05/5** (5 being the quietest). It should be noted that there were numerous reports indicating rounds starting closer to 11pm than 10pm during this round.

Table 3: Last Year to Current Year Comparison – 2nd Round

	% Complete		Start Time		Length (mm:ss)		Time to Submit (hh:mm)		Noise Level	
	CY	LY	CY	LY	CY	LY	CY	LY	CY	LY
Traditional	92.5%	80.8%	10:02 PM	9:32 PM	19:18	35:24	1:27	0:50	4.06	3.83
Suites	92.2%	91.7%	10:01 PM	9:47 PM	21:08	33:32	1:02	1:46	4.16	3.90
Apartments	89.5%	79.4%	10:01 PM	9:41 PM	20:54	22:51	1:48	3:27	3.96	3.85
OVERALL	**91.6%**	**82.0%**	**10:02 PM**	**9:37 PM**	**20:00**	**31:18**	**1:29**	**1:46**	**4.05**	**3.85**

3rd & 4th Rounds

Since the RAs submit the same report for their third and fourth rounds there should have been a total of 302 reports submitted per residence hall. Overall, **3,915 reports** were completed making up **84.9% of the expected number**. Completion ranged from **61.9% to 96.3%** across the individual residence halls. The average **noise level** during these times was a **4.15/5** and was consistently near that level across hall types. The time to submit these reports was over 5 hours on average which indicates that about half the reports are submitted almost right after the round while the other half are submitted the next morning or day.

Table 4: Last Year to Current Year Comparison – 3rd & 4th Rounds

	% Complete		Length (mm:ss)		Time to Submit (hh:mm)		Noise Level	
	CY	LY	CY	LY	CY	LY	CY	LY
Traditional	85.6%	68.6%	47:16	47:44	2:44	3:41	4.17	3.98
Suites	83.9%	84.3%	56:38	01:33	1:54	7:27	4.31	3.98
Apartments	84.0%	72.3%	00:03	45:13	11:20	5:13	4.05	4.01
OVERALL	**84.9%**	**72.2%**	**52:06**	**49:03**	**5:03**	**4:45**	**4.15**	**3.99**

Future Considerations

How Can Report Accuracy be Improved?
As noted, there are a variety of mistakes that commonly occur when submitting reports. We should look into how the forms are set up to attempt to minimize the chance for error through required fields, reminders in question prompts, etc. Additionally, how can RAs and CRLs be trained to ongoingly look for these concerns so reports can be edited and corrected on a rolling basis?

How Can 3rd & 4th Round Report Completion Rates Be Improved ?
The first step to addressing this issue is considering if these two round forms should be separated. By separating reports, it would allow staff to determine if a specific report tends to be the most missed as well as providing the chance to assess if these rounds occur at the correct times. Assessing completion rates on a monthly basis may also reveal specific times of year when report completion may be most impacted.

Are Community Concerns Being Noticed on Rounds? If So, Are They Addressed?
RAs generally do note facility or conduct concerns that they come across during their rounds and some RAs do also note that they have taken steps to address these issues. However, not all reports include these steps making it unknown if RAs simply note the concerns and assume someone else will take steps to address them. Additionally, if a question were added with checkboxes for indicating concerns found on rounds this could improve quantitative assessment of concerns for future years.

Table 5: Last Year to Current Year Comparison | Hall-by-Hall

Residence Hall	Overall % Completion		1st Round % Completion		2nd Round % Completion		3rd & 4th Rounds % Completion		Overall Round Length		Overall Time Taken to Submit	
	CY	LY	CY	LY	CY	LY	CY	LY	CY	LY	CY	LY
Cone	80.9%	66.9%	86.0%	68.5%	85.2%	70.3%	73.5%	63.0%	24:47	34:46	7:58	6:07
Grogan	93.8%	78.6%	93.2%	84.2%	94.1%	81.8%	94.0%	71.6%	29:34	35:06	0:55	1:04
Haywood, Highland & Lofts on Lee	89.7%	65.6%	94.5%	71.5%	91.1%	67.9%	84.8%	59.2%	32:55	47:26	6:54	4:17
Jefferson Suites	90.3%	95.7%	91.9%	98.8%	93.2%	97.6%	86.8%	91.9%	37:33	37:12	0:48	1:11
Lee & Union	91.7%	79.1%	96.2%	84.2%	93.6%	81.2%	86.8%	73.5%	42:14	26:03	8:05	3:57
Lexington & McCormick	69.8%	56.7%	75.0%	63.6%	74.6%	59.4%	61.9%	49.3%	46:29	29:14	6:56	5:21
Mary Foust & Guilford	78.7%	70.6%	84.7%	87.3%	87.7%	83.6%	66.9%	47.4%	33:46	31:38	1:27	3:57
Moore-Strong	92.8%	70.4%	94.9%	75.8%	93.6%	75.2%	90.4%	62.6%	33:01	45:36	0:55	1:53
Phillips-Hawkins	90.2%	90.8%	91.9%	100.0%	96.2%	93.9%	84.1%	81.0%	39:54	49:11	2:06	1:24
Quad	89.3%	81.3%	98.3%	86.1%	91.1%	84.8%	80.8%	74.9%	32:09	52:10	2:04	6:53
Ragsdale Mendenhall	94.2%	77.5%	94.9%	84.2%	95.8%	74.6%	92.4%	74.5%	32:49	40:23	0:42	1:39
Reynolds	86.4%	63.4%	87.7%	70.3%	88.6%	69.1%	83.8%	53.6%	22:27	34:17	0:42	2:41
The Spencers	94.7%	81.7%	96.2%	89.7%	95.3%	83.6%	93.0%	73.9%	31:05	40:50	3:08	1:36
Spring Garden Apartments	92.1%	93.5%	95.3%	97.6%	91.5%	96.4%	90.1%	88.2%	30:50	28:51	2:06	3:03
Tower Village	98.3%	78.7%	101.0%	77.0%	98.1%	81.8%	96.3%	77.7%	25:48	32:42	1:10	4:50
Weil-Winfield	89.8%	81.0%	92.4%	80.6%	94.5%	86.7%	84.1%	76.8%	21:54	26:56	1:22	22:48

Table 6: 2020-2021 Hall-by-Hall Round Report Data

Residence Hall	1st ROUND				2nd ROUND					3rd & 4th ROUNDS			
	% Complete	Start Time	Length (mm:ss)	Time to Submit (hh:mm)	% Complete	Start Time	Length (mm:ss)	Time to Submit (hh:mm)	Noise Level	% Complete	Length (mm:ss)	Time to Submit (hh:mm)	Noise Level
Cone	86.0%	7:05 PM	21:59	7:40	85.2%	10:02 PM	17:58	6:11	4.12	73.5%	33:31	9:51	4.20
Grogan	93.2%	7:04 PM	22:14	0:52	94.1%	10:03 PM	21:18	0:26	3.98	94.0%	41:42	1:20	4.11
Haywood, Highland & Lofts on Lee	94.5%	7:01 PM	26:52	0:53	91.1%	9:59 PM	16:20	0:35	4.05	84.8%	52:07	17:27	4.13
Jefferson Suites	91.9%	7:01 PM	19:51	0:53	93.2%	10:00 PM	19:06	0:44	4.17	86.8%	07:43	0:46	4.36
Lee & Union	96.2%	7:03 PM	24:30	0:47	93.6%	10:01 PM	24:25	0:56	3.82	86.8%	12:37	20:24	3.90
Lexington & McCormick	75.0%	7:04 PM	27:32	5:48	74.6%	10:01 PM	27:36	5:44	3.77	61.9%	22:11	9:09	3.95
Mary Foust & Guilford	84.7%	7:01 PM	27:16	0:57	87.7%	10:04 PM	26:19	0:58	3.99	66.9%	47:49	2:27	4.09
Moore-Strong	94.9%	7:01 PM	27:48	0:33	93.6%	10:03 PM	28:12	0:35	3.73	90.4%	41:12	1:29	3.84
Phillips-Hawkins	91.9%	7:06 PM	18:49	1:46	96.2%	10:01 PM	18:30	0:45	4.18	84.1%	17:02	3:35	4.23
Quad	98.3%	7:06 PM	27:13	1:40	91.1%	10:02 PM	23:13	1:19	4.16	80.8%	44:44	3:06	4.26
Ragsdale Mendenhall	94.9%	7:02 PM	15:19	0:49	95.8%	10:05 PM	15:20	0:52	4.10	92.4%	01:03	0:28	4.16
Reynolds	87.7%	7:03 PM	14:58	0:37	88.6%	10:00 PM	15:25	0:48	4.24	83.8%	34:23	0:42	4.56
The Spencers	96.2%	7:07 PM	21:14	3:11	95.3%	10:03 PM	18:22	2:03	4.12	93.0%	49:12	3:57	4.19
Spring Garden Apartments	95.3%	7:07 PM	20:22	2:00	91.5%	10:05 PM	19:24	1:04	3.95	90.1%	48:34	3:00	4.01
Tower Village	101.0%	7:05 PM	16:11	0:59	98.1%	10:02 PM	14:35	0:56	4.37	96.3%	42:33	1:29	4.45
Weil-Winfield	92.4%	7:04 PM	13:20	1:13	94.5%	10:02 PM	12:38	0:49	4.12	84.1%	37:22	2:00	4.13