**INTRODUCTION:**
- During the 2019-2020 academic year, Residence Services staff managed over 1,400 conduct cases.
- Issues ranged from simple fire safety violation cases to more complex alcohol cases involving large groups of students.
- Most of the students who were documented met with a hall director.
- This past year, we sought to assess student learning in these meetings.

**CONDUCT FACTS:**
- As of April 2020, Residence Services had managed 1,415 conduct cases involving 3,161 students for the 2019-2020 academic year.
- We used the same software to track 340 mental health CARE reports this year.

**PROGRAM OUTCOMES:**
- 100% of students who completed our survey understood the impact their behavior had on the community.
- 94% of students felt they had a voice in the residence hall conduct process and were able to talk it out with a professional staff member.
- 84% of students learned a new skill, such as decision making or conflict resolution, as part of the conduct process.

**INSIGHTS:**
- We learned our students are benefiting from our conduct process.
- While students are often initially hesitant to participate, our assessment shows that students leave our conduct meetings with new skills and with a plan to change their behavior.

**OUTCOMES ASSESSED IN 2019**
1. Ensuring students understood the impact of their decisions.
2. Ensuring students had a voice in our student conduct process.
3. Ensuring students learned new skills as part of their conduct meeting with a hall director or graduate assistant.

**ASSESSMENT METHODS:**
- 53 students who participated in conduct meetings completed a Qualtrics survey assessing their experience and learning.
- We also looked at recidivism rates across all cases and found that 78% of students were only documented for one incident this year across all incident types.

**ACTION PLAN:**
- We hope to continue to help students understand the impact their behavior had on their residence hall community.
- We also hope to continue to teach students new skills as part of our conduct meetings and our overall commitment to student success.

**NEXT STEPS:**
- We are eager to continue to train our residence hall staff on how to best help students make better decisions, while also helping students repair any harm they caused.
- We plan to continue assessing our process to ensure continued improvement.