

Dean of Students Office – Division of Student Affairs

Step 1: Performance Outcome

Students will experience a culture of care to enhance their Titan experience.

Step 2: Methods and Measures

The Dean of Students (DOS) helps Titans reach higher by serving as an advocate for students, connecting them to appropriate university resources, and collaborating meaningfully with the campus community through a variety of resources such as workshops, basic needs services, and meetings regarding conduct, student concerns, basic needs, or care services. Post surveys are used to gather information on the student experience with resources offered through the DOS.

Step 3: Criteria for Success

1. 80% of students “strongly agree” or “agree” that DOS staff demonstrated empathy.
2. 80% of students “strongly agree” or “agree” the resources provided were helpful/useful.
3. 55% of conduct cases will receive a restorative justice or educational outcome.
4. 70% of students will feel heard.

Step 4: Results

1. 100% of students strongly agreed / agreed that DOS staff demonstrated empathy. The following data points were used to calculate this:
 - 100% of students strongly agreed / agreed Basic Needs staff demonstrated empathy.
 - 100% strongly agreed that Care Services staff demonstrated empathy
2. 83% of students strongly agreed / agreed the resources provided were helpful/useful. The following data points were used to calculate this:
 - 100% of students strongly agreed / agreed the resources provided during the meeting were helpful.
 - 66% of students agreed the experience with student conduct was useful
3. There were 702 conduct cases received from July 1, 2020, to June 30, 2021. Of these cases, 439 were resolved by June 30, 2021. From the cases that were resolved by the end of the academic year, the results are as follows:
 - 76% of cases were resolved using outcomes that included at least one restorative justice or educational outcome. These outcomes included restorative based reflection papers, meetings, or conversations with involved parties to discuss the impact and how to restore harm, attending educational workshops and restorative circles.
4. 83% of students felt heard. The following data points were used to calculate this:

- 83% of students felt Student Conduct staff actively listen to their perspective on the conduct matter being discussed

Step 5: Improvement Actions

Provide qualitative questions that will better assess students' perceptions of how their interactions with the DOS office directly relates to navigating university resources as well as the impact of policies on their Titan experience. DOS also plans to assess whether students are learning during the initial conversations with Student Conduct staff. Student Conduct plans to expand the pre- and post-meeting survey to collect further direct data on students' perception of the educational or restorative outcomes and whether students are learning from these interventions.