

Institutional Effectiveness Review
Non-Instructional
Viking Woods Student Housing

The purpose of the review is to:

1. Assess the effectiveness of Viking Woods Student Housing over the past five years
2. Identify the areas of strength and areas for improvement.
3. Establish new goals and timelines.

The process will involve the following steps:

Examine existing procedures and methods and identify areas for improvement.

The Director will meet with the housing staff to discuss SWOT

New goals and timelines for completion for Viking Woods Student Housing will be established.

The findings of this process will be reviewed by the President of the College.

Time frames/timeline for the review will be:

This is the first 5-year Administrative Institutional Effectiveness review for Viking Woods.

It will encompass the period from July 1, 2005 through June 30, 2010 and will be completed by April 30, 2010.

Service: Viking Woods Student Housing

Date of Review: June, 2010

Review Participants: Anna Fabatz-Emerick, Director
Johanna Kiralfy, Assistant Director
Edward Flynn, Maintenance Technician

Overview

Purpose of the service and how it relates to college mission, values, and vision:

Residential living is an integral part of the educational process at Jefferson College. Although it is important to provide a safe and comfortable place for students to sleep and study, the development of mutual respect in our residential community is equally as important. Our mission:

In support of the mission of Jefferson College, the housing office at Viking Woods is dedicated to the residents.

We strive to create a community, which provides a student-centered learning environment that supports our expectation of academic achievement and personal development. Through compassionate and collaborative relationships, we are guided by honesty, trust and respect to fulfill our commitment.

Together, we strive for excellence by providing:

- residential facilities that provide flexibility, current technology and amenities to foster the recruitment and retention of students;
- supportive partnerships with faculty to promote critical thinking, values development, appreciation for diverse and international perspectives, and life-long learning;
- coherent and practical administrative policies and procedures that support personal responsibility; and
- a thoroughly trained, team-focused and diverse staff that makes intentional connections with residents and serves as role models for the college community.

Jefferson College Mission Statement

Jefferson College is a student-centered comprehensive community college, committed to providing an accessible, quality college experience as it strives to meet the diverse needs of the students and the community. Superior teaching and services foster a supportive learning environment, which promotes intellectual, social, and personal growth. A strong general education curriculum, college transfer and technical programs, personal enrichment courses, and on-campus experiences prepare students to succeed in their careers, further their education, and prosper in a diverse world. Jefferson College's ongoing assessment of students, programs and services assures that it is a responsive and progressive community college.

Institutional Effectiveness Review Initial 5-Year Review

Innovative Changes (in last 5 years):

This is the first Institutional Effectiveness Review for Viking Woods Student Housing:

The Viking Woods Student Housing staff has worked diligently in continuing to provide a comfortable and safe residential community. The Staff has worked closely with several areas of campus including, but not limited to financial aid, student services, public safety, buildings and grounds, business office, advising, athletics and telecommunications. Continued improvement in these relationships has benefited Viking Woods in its management, as well as other areas.

- improved its surveillance by adding several security cameras on premise
- renovated laundry room and lounge areas of clubhouse in 2007
- increased variety of resident programs

- installation of automatic handicapped door
- improvements made to sidewalks around clubhouse and residential buildings to make handicapped accessible
- collaboration with public safety on evening rounds gives additional security and support to the housing staff
- residential programs have included other faculty and staff across campus, which demonstrates institutional collaboration
- inclusion of electric in rental costs (effective Fall 2010)
- transition to Charter Hi Speed Internet (effective Fall 2010)
- revision of leasing policies and procedures to include criminal background checks
- improved residential assistants (RA) training in the effective ways to handle any situation
- implementation of an e-mail communication system to provide important information to the residents

Staff Qualifications and Professional Development:

- Higher Education experience and/or training
- Experience and/or training in facilities maintenance
- Good communications skills, hospitality oriented, good conflict resolution skills are attributes desirable to be a Viking Woods representative
- Security Essentials for Front Desk Employees
- Customer Service Skills Training
- First Aid/CPR Training
- Security On Campus Seminar (SOS)
- Anti-harassment Training
- Community Emergency Response Team Training (CERT)
- Conduct Reporting webinar
- Applied Suicide Intervention Skills Training (ASIST)
- How to Supervise People seminar
- Dealing with Difficult People training
- Criticism and Discipline Skills for Managers training

The Director has a B.S. in Health and Physical Education K-12 and an M.A. in Higher Education Administration. She has been employed by Jefferson College for three years and has received satisfactory personnel evaluations throughout her time in this department. She serves on the college's student conduct committee, BIT (Behavioral Intervention Team), crisis intervention

team, and the program and facilities planning committee. She has also served as a volunteer the past four years at the Jefferson College Fall Into the Arts and Balloon Glow events.

The Director also serves as one of the assistant coaches on the Jefferson College Women's Basketball team. She has been a key member in this program the past four years where the team has competed at the top of the NJCAA as one of the best junior college programs in the country.

The Director is also a member of the Association of University and College Housing Officers-International (AUCHO-I), Who's Who, National Education Association (NEA), National Association of Professional Women (NAPW), and the Women's Basketball Coaches Association (WBCA). She was also honored in April, 2010 into the elite Phi Kappa Phi National Honors Society for academic excellence in her master's program.

The Assistant Director graduated from Jefferson College with her A.A. degree with an emphasis in education. No stranger to our institution, she came to Hillsboro as a student back in 2003. Her career on the Viking Woods housing staff began as a resident assistant (RA) in 2004 and was hired as the Assistant Director in 2005. Over the past five years, she has received certification in several courses and attended several training seminars.

The Assistant Director is a big sister in the Big Brothers Big Sisters organization, volunteers at a local nursing home and apprentices at a local farm.

Staff Data:

Viking Woods Staff

NAME	DATE of HIRE	TITLE
Anna Fabatz-Emerick	4/15/07	Director
Johanna Kiralfy	5/1/05	Assistant Director
Edward Flynn	7/1/02	Maintenance Technician
Samantha Meyer	8/1/08	Residential Assistant
Chelsie Mickan	8/01/09	Residential Assistant
Michelle Bell	8/01/09	Residential Assistant
Chelsea Tarrillion	02/01/10	Residential Assistant

Services (The degree to which services are thorough, current, and supported)

Services (Scope, Currency, and Changes):

The Viking Woods Student Housing staff provides 24/7 assistance in emergency preparedness and responses, lockouts, security, roommate conflict, trash monitoring, courtesy hours, guest monitoring, etc.

- RA on duty/on-call every night
- Viking Woods does not close; open all-year-round (weekends, breaks, holidays, etc.)
- Maintenance Technician on-call 24/7 (one person who lives off-campus)
- Average of four resident programs per month (**see chart below**)
- Director and Assistant Director on-call every other night and every other weekend (rotating schedule). This also includes on-call during breaks and holidays.

2008-2009 Resident Programs

August, 2008

Welcome Week Events :

BBQ 19th

Movie Night 22nd

Scavenger Hunt and Capture the Flag 25th

Olympic Games 27th

Opening Ceremony 28th

September

Dance and Karaoke Night 17th

Ice Cream Social 22nd

Cultural Club Food Festival 24th

Pool Party 30th

October

Fall Door Decorating Contest 6th

Guitar Hero 15th

Outdoor movie and s'mores 21st

Shocktober 24th

Student Shadow Night 30th

Halloween Party 30th

2009-2010 Resident Programs

August, 2009

Move-In Day 14th

Welcome Week:

Pow-Wow 17th

Outdoor Movie 18th

BBQ and Volleyball 19th

Slip-n-Slide and Treasure Hunt 20th

Pow-Wow II 25th

September

Ice Cream Social 2nd

Game Night 16th

Meet your Neighbor 22nd

Sex Jeopardy 30th

October

Create Your Cookie 7th

Pumpkin Patch 14th

Building Your Immunity 21st

Shocktober 23rd

Halloween Costume Party 28th

November

Food/Clothing Drive (all month)

December

Stress Relief Night

Finals Snack Week 10-13

January, 2009

Move-in 8th

Sex Jeopardy 22nd

Storm the Dorms 28th

February

Resident Appreciation Week

Game Night 17th

Free Laundry 18th

Late Night Breakfast 19th

I Pod drawing 20th

Chili/chips and cheese 26th

March

Open Gym 3rd

Spring Break 16th – 20th

April

A+ Night 7th

RA Interviews 16th – 21st

Health and Nutrition Guest Speaker 22nd

Registration Rally 25th

May

Outdoor Movie Night 5th

Staff Outing 6th

Study Breaks! 11th, 12th, 13th

November

Food and Clothing Drive- All month!

Pancakes, Punch & Popcorn 4th

Laser Tag 18th

Thanksgiving Progressive Dinner 23rd

December

Study Breaks

Early Morning Breakfast 26th

Sweet Treat Social 27th

Popcorn and a Movie 28th

Digital Camera Drawing 29th

February

Candy Grams 12th

Workout Night 10th

Storm the Dorms 16th

Workout Night 17th

Workout Night 23rd

Friend/Couples Game night 24th

March

Pre-Spring Break Luau 11th

St. Patrick's Day Extravaganza! 23rd

Lanyard Making 31st

April

Easter Egg Hunt 8th

BBQ and Alcohol Awareness 14th

Laser Tag 21st

May

TBA

Service Issues (Support, Technology, Equipment):

- The continued full occupancy rate continues to increase maintenance requests and repair necessities; this puts an enormous strain on our only maintenance technician
- Open all year round, Viking Woods struggles to meet timelines for summer camps as well as prepare apartments for move-in.
- Small area for study lounge: consists of six internet accessible computers and one printer (hi volume of use creates functioning issues)
- Ratio of RAs to the number of residents (25:1) can be overwhelming at times.
- No location for residents to congregate for socializing, activities, studying, etc.

Student/Constituent Satisfaction and Feedback:

To assess the degree to which students' needs are met, during move-out 2009, Viking Woods conducted a survey of all residents who moved out as part of their exit from housing. 36 responses were received; 33 questions were posed and the results are as follows:
(refer to chart below)

Satisfaction Survey Spring 2009

	Strongly Disagree	Disagree	neutral	agree	strongly agree
Grounds					
The maintenance staff completes my repair needs with complete proficiency and in a timely manner.	0%	8%	19%	42%	31%
The maintenance staff is friendly and goes out of their way to be helpful.	0%	3%	25%	36%	36%
Parking is not an issue; I can find a parking spot at anytime.	0%	3%	22%	25%	50%
The basketball hoop. Volleyball net and surrounding areas are in useable condition.	0%	9%	9%	44%	38%
Clubhouse and Office Services					
The application and leasing processes are efficient.	0%	3%	14%	39%	44%
I have checked out a vacuum from the office and it was helpful.	3%	3%	39%	22%	33%
I have borrowed other items from the office (board games, volleyball, movies, plunger, etc.)	5%	3%	42%	17%	33%
During office hours, I feel the office staff is available when I need them.					

	3%	0%	11%	33%	53%
The laundry room is maintained in a clean, working order.					

	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree
	0%	3%	25%	39%	33%
The vending machine provides a good snack selection					
	0%	3%	25%	39%	33%
Hours of the clubhouse are student friendly.					
	0%	0%	9%	47%	44%
I feel the clubhouse is easily accessible for my personal use.					
	0%	3%	9%	36%	52%
I feel the computers and printer in the study lounge are convenient for my personal use.					
	9%	5%	19%	31%	36%

Apartment:

My apartment was clean when I moved in.					
	9%	5%	31%	22%	33%
The apartment furnishings and appliances are working properly.					
	0%	8%	27%	25%	39%
I cook most of my meals in my apartment.					
	6%	3%	19%	28%	44%
Pest Control service treatment is effective.					
	5%	11%	17%	36%	31%
I am satisfied with my internet connection.					
	9%	11%	28%	30%	22%

Security and Safety

I am satisfied with the security of my apartment.					
	8%	6%	11%	44%	31%
The lighting around the property is adequate.					
	3%	3%	16%	39%	39%
I can rely on my RA in the event of an emergency.					
	3%	0%	19%	25%	53%
I feel confident in contacting public safety in the event of an emergency.					
	3%	3%	22%	28%	44%
I feel safe when walking in the apartment complex.					
	3%	3%	13%	31%	50%
I understand the emergency procedures in the following events:					
Fire	0%	0%	56%	25%	19%
Tornado	0%	3%	57%	19%	19%
Earthquake	0%	9%	58%	14%	19%
Medical	0%	0%	58%	22%	19%

Resident Life:

The staff is always willing to listen and try to help.

	3%	0%	33%	28%	36%
My building is quiet when I need it to be.					
	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree
	3%	17%	39%	22%	19%
I feel that my fellow residents show respect for each other.					
	5%	9%	42%	22%	22%
When I call the RA cell phone I know that I will be assisted in a timely manner.					
	0%	0%	42%	19%	39%
My RA is accessible and approachable.					
	0%	0%	36%	19%	45%
My RA offers programs that are of interest to me.					
	0%	3%	39%	22%	36%
I have been informed about community activities.					
	3%	3%	36%	22%	36%
The social activities have provided me the opportunity to have fun and meet other people.					
	0%	5%	39%	15%	31%
I enjoy living at Viking Woods.					
	3%	3%	36%	30%	28%

Student/Constituent Success:

The provision of excellent resident services is a priority in making Viking Woods a comfortable and safe environment for students. Viking Woods Student Housing supports all other facets of the institution.

Community:

- Jefferson College is a community college and Viking Woods creates a wonderful opportunity to Jefferson County residents who seek an on-campus living experience. Subsequently, there are family and guests of Viking Woods who frequently visit. Therefore, it is critical that these visitors, as well as our student-residents feel comfortable, safe and secure at housing at all times.

Summary(SWOT):

<p>Strengths</p> <p>Hardworking, attentive, and presentable employees. Student-resident service. Self-sufficiency.</p>	<p>Weaknesses</p> <p>Age of buildings. Small staff, especially in maintenance. Curb appeal of the property.</p>
<p>Opportunities</p> <p>High occupancy rate. Arnold and Northwest campuses may provide an on-campus housing need. Increased awareness of security needs nationwide.</p>	<p>Threats</p> <p>Budget restraints. Increased security threats. Key locks and entrances. Space for equipment and supplies. Economy. Emergency preparedness/evacuation</p>

Future

Proposed Service Goals and Action Plan

Proposed Service Goal	Proposed Assessment Measurement/Action	Person(s) to Implement	Timeframe	Resource Implications
Goal 1	Identify training needs for all employees.	Anna Fabatz-Emerick, Johanna Kiralfy, Edward Flynn	On-going	
Goal 2	Evaluate priorities and coordinate better routines and timelines.	Anna Fabatz-Emerick, Johanna Kiralfy	On-going	

