UNIT REPORT
2017-2018 Goals & Metrics_Student Conduct
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Student Conduct

Decrease student conduct incident turnaround time

Providing Department: Student Conduct
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Unit Goal Description:
Decrease the time it takes to resolve student conduct incidents and increase student satisfaction that their case has been handled in a reasonable amount of time.

Metric 1:
Increase the percentage of students responding to the student conduct exit survey who ‘strongly agree’ and ‘agree’ that their cases have been handled in a reasonable amount of time from 78 percent to 83 percent.

Result 1:
In 2017-18, 745 students completed our student conduct exit survey. A record 81.1 percent of students responding answered ‘strongly agree’ or ‘agree’ that their case was handled in a reasonable amount of time. This is a three percent increase from 2016-17 and a one percent increase from 2015-16.

Metric 2:
Resolve at least 70 percent of incidents necessitating an Administrative Resolution meeting within 20 business days (four calendar weeks) of the date of the incident.

Result 2:
In 2017-18, we resolved 65.1 percent of incidents necessitating an Administrative Resolution meeting within 20 business days of the date of the incident. This is a similar percentage as was seen in 2016-17.

Data Collection/Retrieval:
METRIC ONE - Data is captured from responses in the student conduct assessment completed by students after their resolution meetings.

METRIC TWO - Data is calculated from a comprehensive set of case turnaround time metrics, including the percentage of cases completed within 20 business days of the incident.

Using Results:
METRIC ONE - While we did not meet our goal, we saw a positive step toward the goal. We attribute the increased percentage of agreement due to expanded case follow-up efforts by the Office of Student Conduct. We sent open case lists to Student Conduct Officers every two weeks to remind them of open cases and encourage closing them out. We also worked with supervisors earlier in the process to ensure appropriate turnaround times.

We also have developed detailed and expanded turnaround time statistics to track and evaluate how long cases take to be completed. It allows us to see when turnaround times increase for specific staff and then follow-up quicker to prevent cases from lagging behind. We hope these changes will further increase satisfaction with turnaround time.

METRIC TWO - We did not meet our goal as we had a similar percentage as was seen in 2016-17.

Five offices resolved half or less of their administrative resolutions within 20 business days of the date of the incident. We plan to work specifically with these offices to decrease their turnaround time in order to increase the percentage of cases resolved in our desired timeline.

We also plan to reiterate with all of our Student Conduct Officers and Administrative staff in the fall our expectations and Code requirements around case turnaround time. We hope these efforts will aid in increasing the percentage of incidents resolved within 20 business days of the date of the incident.

Supplemental Info:
Start: 07/01/2017
End: 06/30/2018
Progress: 100%