Decrease student conduct incident turnaround time

Providing Department: Student Conduct

Responsible Roles:

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 (2015-16 baseline) to 83 percent.

Result 1:

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:

Metric 3:

Result 3:

Metric 4:

Result 4:

Data Collection/Retrieval:
Metric one is captured from answers registered by students in our student conduct assessment survey.

Metric two is captured from a detailed statistical metrics report calculating case turnaround time, including the percentage of cases resolved within 20 business days.

Using Results:

Supplemental Info:
Start: 07/01/2018
End: 06/30/2019
Progress: 0%