<table>
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<th>Residential Life</th>
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<tbody>
<tr>
<td>Department Name:</td>
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<tr>
<td>Program or Service:</td>
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<tr>
<td>Brief description of program or service:</td>
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<td>Date:</td>
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1. State the formal learning and/or operational outcomes for the program, service, or department:

**Operational and Learning Outcomes:**
1) As many students as possible who wish to live in campus housing receive a housing assignment.
2) Students participate in room selection and understand the governing values of the process.
3) Students select roommates and room-type preference.

2. Where are these learning outcomes published? Be specific. (Where are the department’s learning expectations accessible to potential students: on the web or in your department’s handouts?):

Students can access these outcomes on the Office of Residential Life’s website. Additional marketing materials are distributed to inform students of this process. The building occupancy statistics are posted in the Boston College Fact Book annually.

3. What data/evidence is used to determine whether participants have achieved the stated outcomes? (What method did you use? What were you measuring?):

This data is captured via our online housing assignment database, StarRez. Student participation is tracked in StarRez and much of the data needed to determine the success of this service can be pulled from this database. Occupancy statistics are tracked weekly during the semester. How often/when a student interfaces with the system can also be tracked, measuring the level of student engagement and successful interactions. Housing cancellations are tracked through StarRez, which is used to evaluate how many bed spaces are available and the relative demand for housing. A survey is conducted following room selection to measure student understanding of the process.

4. Who collects and interprets the evidence? When and how often does this occur? Who assists in interpreting and analyzing the data?:

Data is collected by the Assistant Director for Assignments and Occupancy and other designated Residential Life staff. Adjustments are made in the fall semester, as the majority of assignment processes occur in the spring semester.

5. Individuals with whom the data is shared (list primary and secondary)

Data is shared with Director of Housing Operations, Associate Vice President of Student Affairs, and Enrollment Management Staff. Occupancy data is published in the Boston College Factbook and is available to the public. This data is vital to the success and accuracy of processes in our office as well as other functional areas on campus; precise reporting of these outcomes is an institutional necessity.
| 6. What changes have been made as a result of using the data/evidence? (What was the change? What data led you to make that change?) If no change, indicate why. | **Change:** Eliminating 7-person suites from the room selection process.  
**Data:** This change was made because of low sign-up numbers for 7-person suites and low availability of the suites (only 3 for the entire campus).  
**Change:** Expanding the sign-up period, which allowed more students to participate.  
**Data:** Following this change, more students indicated their housing intent than in previous years. There were fewer instances of students missing the housing sign-up deadline.  
**Change:** Eliminating automatic sign-up for seniors, as most seniors who did not sign-up had no intention of living on-campus, and it took ownership of the process away from the students.  
**Data:** A significant number of seniors who were automatically signed up did not participate in room selection, which made it more difficult to predict the number of vacancies and available spaces. Following this change, more students who wanted to live in campus housing were given the opportunity to do so, and there were fewer vacancies at the start of the academic year.  
**Change:** Increase the number of information sessions offered from three to six.  
**Data:** Feedback from students indicated that they did not understand the process well and had many questions about how room selection worked. By increasing the number of information sessions, the number of students attending sessions increased. Over the last three years, the number of students attending information sessions has doubled. |
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<td>7. How do you know that the changes have resulted in improved learning outcomes? (continuous improvement evidence):</td>
<td>The number of vacancies at the start of the academic year dropped from 125 in 2013 to 10 in 2015. Occupancy rates have increased over the last three years, and more students are living on campus than ever in the history of Boston College. Survey results have shown that over 80% of students have a good understanding of the room selection process and the steps needed to secure housing.</td>
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