Judicial Affairs
Using Web-Based Student Conduct Databases to Improve Efficiency and Accountability
Assessment Report

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Choose One: Operational Assessment

Date of Assessment Implementation: June 2015

Date of Report: July 2015

Purpose of Assessment
The purpose of the Judicial Affairs assessment was to review the first year of implementation for a new web-based student conduct database, Maxient, and to examine our effectiveness and efficiency using Maxient. In 2012, Judicial Affairs underwent a Program Review. One recommendation from the Program Review was to implement a student conduct database that could help improve case management, tracking and trending of conduct information, and improve staff efficiency. Judicial Affairs began to implement Maxient starting July 2014. Maxient has the capability to improve tracking for conduct cases, including sending formal documents and correspondence. Judicial Affairs coordinated efforts with University Housing Services, Foundation Housing Services, PolyCARES, and Title IX to use Maxient as a centralized location for conduct-related information, recording demographic information, and to improve continuity of information regarding incidents, sanctions, referrals, and outcomes. Among the three areas of JA, UHS, and FHS, Maxient allows our offices the ability to use quantitative and qualitative metrics to track data, assess repeat violation and recognize trends. In addition to the anticipated improved communication among JA, UHS, and FHS, Maxient promised to improve JA's ability to track academic dishonesty cases that are primarily reported through faculty. This assessment reviews the first year of Maxient's implementation.

Division Learning Outcome
Professionalism & Ethics

Targeted Learning Outcome
To assess the first year of implementation of Maxient and to identify opportunities to improve future usage.

Assessment Methodology
To assess Maxient's first year of implementation, and to identify opportunities to improve future usage, Judicial Affairs used quantitative and qualitative methods.
- Quantitative methods included using the "analytics" function within Maxient to identify statistics and usage information. This included comparing case data between 2013-14 with 2014-15.
- Qualitative methods included continuous internal assessments throughout the year during department staff meetings. JA staff attended ongoing training with Maxient both in-person and through webinars to learn how to use the database. JA consulted with other CSU campuses, in addition to quarterly meetings with UHS and FHS. JA also developed a partnership with an applications specialist in CPP Information Technology to implement full integration of online database and improve efficiency.

Results

Judicial Affairs learned the following statistics through our assessment:

- Managed 672 cases through Maxient, including:
    - 25% caseload increase from 2013-14
    - 268 cases resulting in an outcome of a warning, probation, or suspension
    - 52 cases resulted in referrals to other departments for educational programs or counseling
    - 15 case involved crisis situations, such as students of concern and/or interim suspensions
- Received 271 incident reports from over 100 campus departments through online reporting tool, including:
    - 163 student conduct reports
    - 97 academic dishonesty reports
    - 11 student of concern reports
    - To determine the number of online incident report submissions from 2013-14, Judicial Affairs would need to request a special report through IT
- Judicial Affairs hired an Assistant Director in March 2015 to support the increased case load. As a result, there was a decrease in the amount of time between case creation, meeting with the student and making an outcome determination:
    - 2013-14 average time between case creation and hearing: 4-6 weeks
    - 2014-15 average time between case creation and hearing: 1-3 weeks
- Developed accountability, collaboration, and shared responsibility of managing student conduct files:
    - 2013-14 number of active department users for FileMaker Pro: 1
    - 2014-15 number of active department users for Maxient: 5

Conclusion and Implications for Practice

The data showed Judicial Affairs that implementing Maxient was positive, but it also showed we have areas of growth and improvement. Prior to 2014, Judicial Affairs used a static database, FileMaker Pro, to track cases. Maxient's capabilities are more dynamic, so direct year-to-year comparisons are challenging. The case load increased by 25% for Judicial Affairs from 2013-14 to 2014-15. Judicial Affairs is able to run a variety of analytic reports, including:

- Tracking caseload information
- Sanction submissions
- Demographic data
- Recidivism
- Turnaround time
- Clery data
- Trends in case types
- And more

The possibilities of using Maxient to better understand common conduct issues our students face is exciting. Judicial Affairs will be able to:

- Create educational workshops to target learning for at-risk groups, in the hopes of reducing violations before they occur
- Monitor fairness, consistency, and transparency across all demographics of student
- Maintain ethical standards of professional responsibility, confidentiality, and accuracy of information during a time of increased enrollment and student conduct concerns (ASCA, 1993)
- Protect values of integrity, empathy, and wisdom by conducting regular review of programs and systems (CAS Standards, 2006)