



# Maxing Out – MAXIENT

## Expanding Usage to Areas Beyond Student Conduct

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# LEARNING OBJECTIVES

- Participants will be able to identify four areas at Lehigh University, outside of student conduct that are using MAXIENT and how it is being used.
- Participants will be able to demonstrate the use of groups to manage access to different types of cases.
- Participants will be able to identify and verbalize three different areas that their campus could use MAXIENT.

# YOUR PRESENTERS:

**Chris Mulvihill,**

**Assistant Dean of Students**

**Office of Student Conduct & Community Expectations**

- Primary student conduct officer and MAXIENT administrator.
- Responsible for managing all D.O.S. activities in MAXIENT (Student Conduct, Academic Transitions, Records Checks & User Administration).

**Katy Kresge,**

**Assistant Director**

**Office of Residential Services**

- Responsible for the management of half of undergraduate residential facilities.
- Primary hearing office for all lease and life safety violations for half of undergraduate residential population.
- Has been on staff at Lehigh since August 2011.



# LEHIGH UNIVERSITY

Lehigh is a premier residential research university, ranked in the top tier of national research universities each year. We are a coeducational, nondenominational, private university that offers a distinct academic environment of undergraduate and graduate students from across the globe.

**FOUNDED:** 1865 by Asa Packer, an industrial pioneer, entrepreneur and philanthropist

**TYPE OF UNIVERSITY:** Coeducational, nondenominational, private

**UNDERGRADUATE STUDENTS:** 4,718 (57% men; 43% women)

**GRADUATE STUDENTS:** 2,186 (55% men; 45% women)

**LOCATION:** Bethlehem, PA, with easy access to Philadelphia (50 mi south) and NYC (75 mi east).



# LEHIGH UNIVERSITY

## **Residential Services**

- The Office of Residential Services coordinates the facilities management of every residential space on campus.
  - 150 Graduate Student Beds
  - 837 Fraternity/Sorority Beds
  - 2,500 Residence Hall Beds
- The Office falls under the Finance & Administrative branch of the University.
- 5 Professional Staff Members and 3 Administrative Assistants.

## **Dean of Students Office**

- Our staff is committed to promoting a campus environment that fosters academic success, personal growth and student development. We encourage students to actively pursue their academic and life goals. The departments within the Dean of Students Office advance the university's educational mission by extending the learning environment beyond the classroom through a variety of programs and activities that make the Lehigh student experience a distinctively rewarding one.
- 12 departments with over 40 staff members.



# ACADEMIC PETITIONS

- **Committee on the Status of Students (SOS)**
  - **Handles petitions to make exceptions to academic policy.**
    - Waive pre-requisites.
    - Study Abroad exceptions (disciplinary or academic).
    - Academic overload.
    - Uses Course Site to distribute information.
  - **Primary uses of MAXIENT.**
    - Centralize Petitions.
    - Communicate outcomes (student & colleges).
    - Future Plans – online petition submission.

# ACADEMIC TRANSITIONS

- **Students at Risk & “Section 3’s”**
  - Named for its position in the Rules and Procedures of the Faculty (2.2.5. Section 3), Section 3’s are submitted if a student appears to be neglecting course work or interferes with the class. Also used to notify DOS members about students that are having academic issues.
  - Online Submission Form used by Faculty.
  - Case created by administrative assistant.
  - Letter sent to student .
  - Student is required to meet with instructor and discuss situation and bring signed copy of the Section 3 back to Academic Transitions office.
  - Future Plans – Creating custom reports for each office.

# ACADEMIC DISHONESTY

- **Electronic Submission Form**
  - All required information is on the form.
  - Documents can be attached.
- **Conduct Case Created**
- **Student Notified and Meeting Requested**
- **Hearing scheduled**
  - Student packet distributed via MAXIENT (all pdf).
  - Panel members receive packet in Course Site.
- **Outcome Letter copied to faculty & Registrar, if needed.**



# GENERAL STUDENT INFORMATION

- **PDS (Personal Data Sheet)**

- Centralized Information on Students.
  - Replacing “student files.”
  - Examples of usage: student illness that requires a leave, death of family member, general notes after an interaction.

- **SCF (Student Communication Form)**

- Used by Residence Life/OFSA Staff.
  - Replaces weekly contact reports from RA's.
  - Maintains Record when students move into different housing location.
  - This is one of the areas where we are fine tuning our use of Maxient.

# STUDY ABROAD – DISCIPLINARY CHECKS

- **About 40% of Lehigh Students Study Abroad**
  - Disciplinary history is taken into account when approving study abroad.
- **Old Process**
  - Previous to MAXIENT, Study Abroad would send long lists of students and we would check manually.
- **New Process**
  - Set up accounts for Study Abroad staff in a group that shows no details of any case only that there is a case.
  - They look up a student and if there is any kind of record they check with us as to its contents.

# USING AND MANAGING GROUPS

- **Using Groups**

- Helps to secure access to information.
- Helps to limit “screen clutter.”
  - Using MAXIENT for a lot will mean lots of cases.

- **Lehigh’s Groups**

- |                                |                                |
|--------------------------------|--------------------------------|
| • Students of Concern -        | 21 users / 263 Cases           |
| • Academic Petitions -         | 16 users / 1385 Cases          |
| • Academic Support (Sec.3) -   | 21 users / 241 Cases           |
| • Residential Services Group - | 23 users / 928 Cases           |
| • Disciplinary Cases -         | 33 users / 8498 Cases (legacy) |
| • Student Information Group -  | 39 users / 692 Cases           |

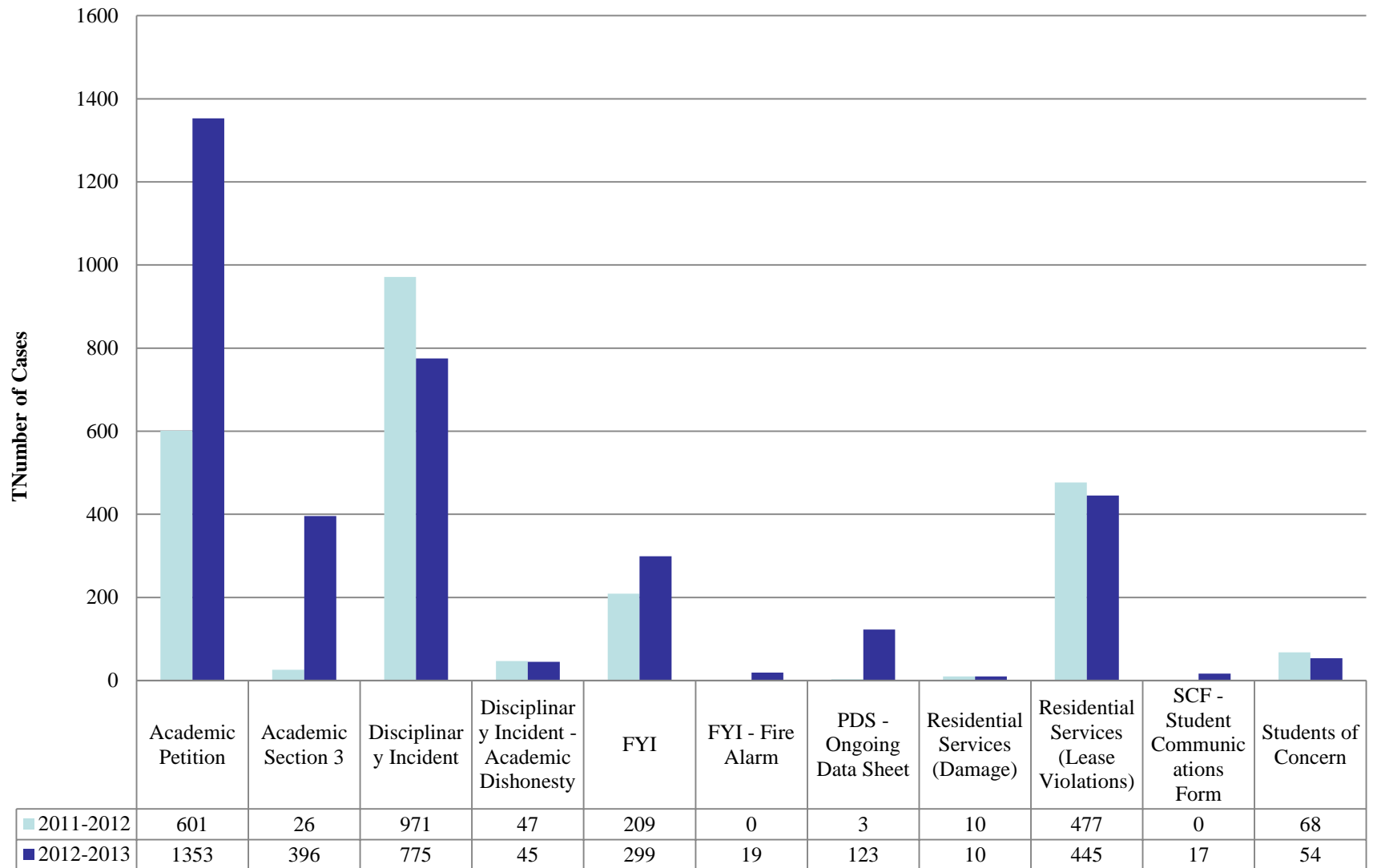
# USAGE STATISTICS- 2011-12 (YEAR 1)

• Academic Petition	601
• Section 3	26
• Disciplinary Incident	971
• Academic Dishonesty	47
• FYI	209
• PDS - Ongoing Data Sheet	3
• Res. Services (Damage)	10
• Res. Services (Lease Violations)	477
• Students of Concern	68

# USAGE STATISTICS- 2012-13 (YEAR 2)

• Academic Petition	1353
• Academic Section 3	396
• Disciplinary Incident	775
• Academic Dishonesty	45
• FYI	299
• FYI - Fire Alarm	19
• PDS - Ongoing Data Sheet	123
• Residential Services (Damage)	10
• Residential Services (Lease Violations)	445
• SCF - Student Communications Form	17
• Students of Concern	54

## Cases By Type Year 1 vs Year 2



# LOOKING TO THE FUTURE

- **Disciplinary Records Checks**

- Create online “reporting form.”
- Page will include a link to our records release form and include the text of our records policy.
- Student will submit the request and the form (which requires a signature)
- Records release will be done electronically.
  - Currently working to determine if schools will accept electronic “certification forms.”
  - Revising record retention and release policies.

- **Disability Services**

- Planned use for maintaining records of disabilities, accommodations, testing, etc.
- Planned use for managing communications with students.

# LOOKING TO THE FUTURE

- **Lockouts**

- Old System
  - Residence Life Staff kept hard copy log to report lockouts.
  - Logs turned into Residential Services monthly.
  - Residential Services would keep information in Access Database and bill students for second lockout and create MAXIENT cases for 3 or more lockouts.
- New System
  - Create online lockout reporting form for Residence Life Staff.
  - Residential Services will track lockouts through online form, bill for second lockout and create MAXIENT cases as lockouts are reported.

- **Room Inspections**

- Create an online reporting form specifically for room inspections.
- This would allow for staff to create cases as violations are found during room inspections.



# QUESTIONS?

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This powerpoint and PDF's of  
workflow charts are available  
online at:

[http://www.lehigh.edu/~indost/conduct/  
maxfest2013.shtml](http://www.lehigh.edu/~indost/conduct/maxfest2013.shtml)

