



Using Web-Based Student Conduct Databases to Improve Efficiency and Accountability

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Purpose

The purpose of the Judicial Affairs (JA) 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. JA was motivated to implement Maxient for the following reasons:

- Recommendations from the 2012 Judicial Affairs Program Review
- Use technology to improve case management, tracking and trending of conduct information, and improve staff efficiency
- Improve continuity of information and conduct-related communication among Judicial Affairs, University Housing Services, Foundation Housing Services, PolyCARES, and Title IX
- Track and trend academic dishonesty cases



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:

- Use of "analytics" function within Maxient
- Review statistics and usage
- Compared caseload data between 2013-14 and 2014-15

Qualitative:

- Internal reviews during staff meetings
- Attended professional development with Maxient
- Quarterly meetings among JA, UHS, FHS
- Consultation with CSU colleagues

Findings

Judicial Affairs learned the following statistics:

- JA managed 672 cases in 2014-15, a 25% increase from 2013-14
- Discovered difficulty in direct year-to-year comparison of data
- Able to independently run analytic reports without submitting request tickets
- Increased case turnaround time, due to hiring of Assistant Director

Implications for Practice

Data showed that implementing Maxient was positive, and showed areas of improvement.

With Maxient, JA will be able to:

- Track caseload and demographic data
- Discover trends in case types
- Use data to create targeted educational workshops to reduce violations
- Maintain ethical standards, confidentiality, and accuracy of information (ASCA, 1993)
- Protect values of integrity, empathy, and wisdom by conducting regular review of programs and systems (CAS, 2006)