RESPECT: A Proactive and Data Based Approach to Community Values

Oral, Students as partners

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Abstract:

Deakin’s RESPECT values guide community expectations and standards amongst the on-campus residential student cohort. First introduced in 2016, these values provide a unique opportunity to measure community sentiment, and extend beyond rules and regulations to outline core ideals embraced by the 2,700 students across multiple campuses who call Deakin home.

By integrating these community values as part of all aspects of campus life, including resident induction, rules and regulations, disciplinary processes, student leadership, and event management they have become part of the fabric of the residential community.

The recent introduction of a RESPECT values index, calculated using aggregated data from targeted questions in an annual survey, provides a quantitative benchmark, the ability to examine the effectiveness of each individual value, and an opportunity to celebrate examples of positive culture.

This paper highlights the rationale behind the introduction of these values, outlines the collaborative design, development and implementation process used to meaningfully establish and embed them within the community, and details the methods employed to effectively assess their impact.

Biography:

As Student Experience Manager within Deakin Residential Services, Deakin University, Laura Burge is responsible for the design, development, and coordination of their student experience framework for over 2700 residents across multiple campuses in Victoria. As part of this role, Laura oversees the strategic development, reporting and analysis of a diverse range of programs and activities canvassing health and wellbeing, academic enrichment, leadership, social and community engagement, arts and culture. Laura has over twelve years’ experience in the sector and is a former president of APSAA, the Asia Pacific Accommodation Association.

Vincent Wilson is a CEO, Director, and Industry Leader. As the Chief Executive Officer of Deakin Residential Services he is responsible for the overall operational and strategic leadership of Deakin Residential Services, a subsidiary of Deakin University, with the
primary purpose of sustainably developing and managing outstanding and market leading student accommodation premises, services, and support for Deakin students. Vincent is the current President of APSAA, which advocates for excellence in the student accommodation industry and boasts a broad membership including traditional colleges, Universities, and the private sector