

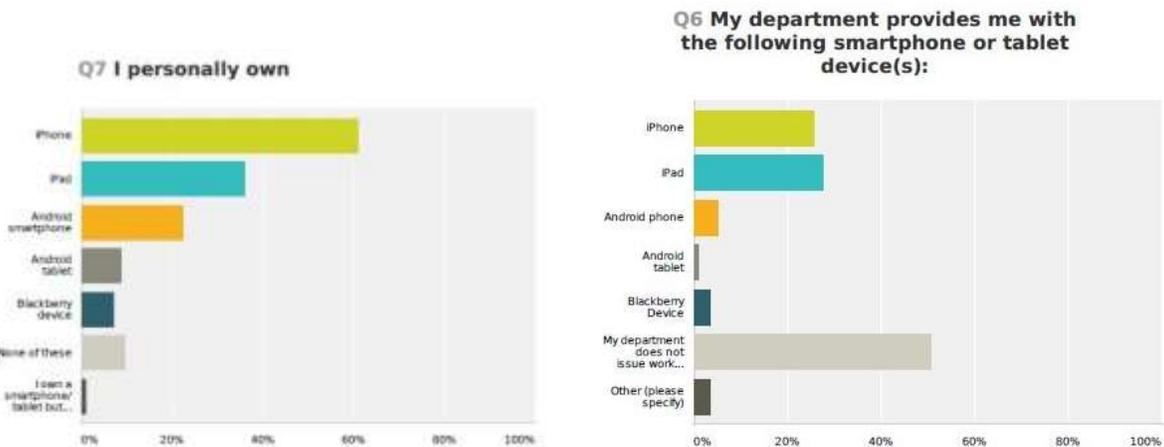
Mobile Technology in the Student Conduct Process Survey Results May 2013

Pave Systems is committed to exploring the role of mobile technology in all aspects of the student-behavior-management process. At the ASCA 2013 Conference, we requested the help of conference attendees in completing a vendor-agnostic survey about the current and potential role of smartphones and tablet computers in the campus student-conduct process. We're excited to share that we had over 120 submissions (about 1 in 7 ASCA attendees) and we have now completed analysis of that data. We would like to share the highlights with you.

A few upfront disclosures:

- a) By a margin of 3-2, the respondents to our survey were primarily from public institutions.
- b) By a margin of 9-1, the respondents from our survey were overwhelming from 4-year institutions as opposed to 2-year institutions or professional schools
- c) 86% of respondents worked either in a Dean-of-Student's/Student Conduct Office or Housing/ResLife.

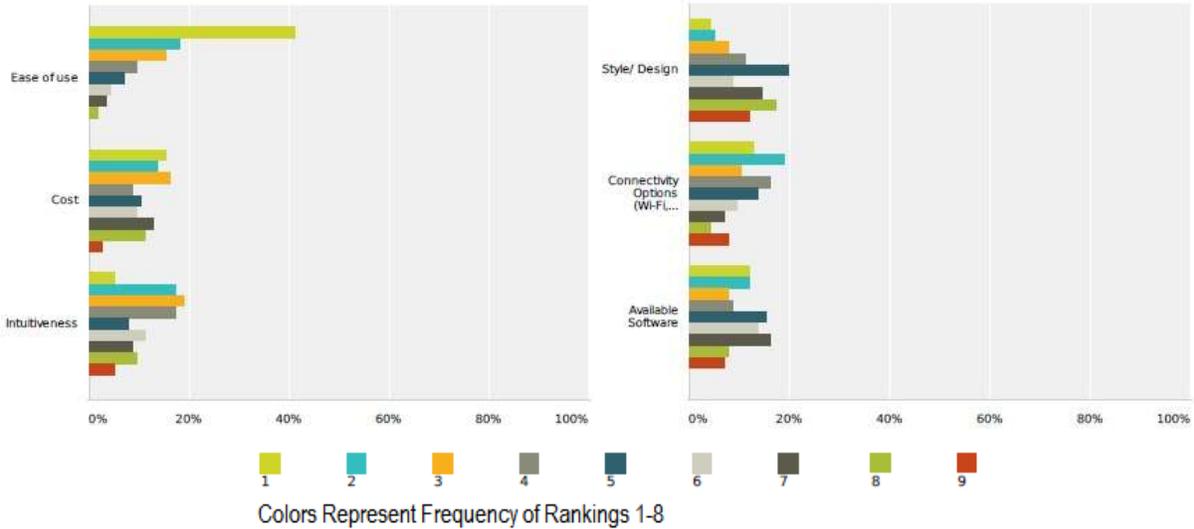
1. **Apple is most beloved:** It probably comes as no surprise that higher education loves Apple products. Our survey asked specifically about the kind of mobile tech devices which were used by ASCA members, and the result was overwhelmingly tilted toward Apple Devices:



It's clear that IT departments provide mobile tech devices only about half the time, but when they do, the devices are overwhelmingly from Apple. But when the question comes to personal choice, Apple's lead is even greater (left graphic). Another question on the survey asked about the most important aspects which influenced the choice of a device (ease of use, available hardware, cost, available software). The choice of 'Ease of Use' was by far the most important quality sought by mobile tech users (41% of respondents chose this as #1 when asked to consider 8 attributers), and Apple again here is best known as the choice for ease of use when it comes to mobile tech devices.

Ease of use, simple interface, interactivity, and intuitive features are key drivers of mobile applications. These were our key assumptions when we decided on goals for the development of our own JA MOBILE app for iPads. The data seems to support our assumptions.

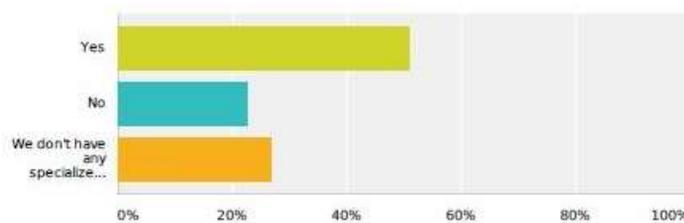
Q8 Please rank order the attributes of a mobile device you value ('1' is most important):



As you might expect, 'cost' is also a significant factor when a respondent purchased their own chosen device.

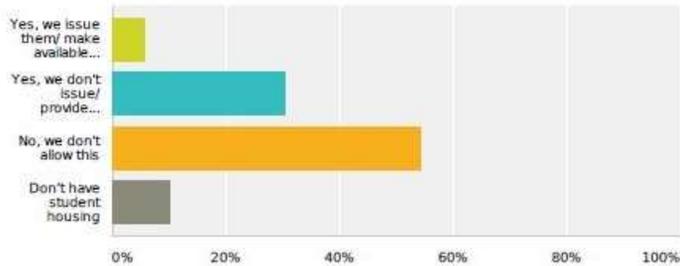
- Using Mobile Tech in the Student Conduct Process:** The results of the survey show a clear desire to use mobile tech devices to help manage the student conduct process. Furthermore, 50% of respondents replied that they are permitted to use their own personally owned devices to support their conduct process.

Q12 Are you allowed to use a personally owned smartphone/tablet to work with your student conduct software?



While use of mobile devices and the desire to use them among professional staff is high, there seems to be much less interest in having student staff members use them in support of the student conduct process. The survey results indicate that only about 5% of institutions actually issue mobile tech devices to student staff. We suspected that those most likely to create incident reports and respond first to concerning student behavior are likely housing-employees. This indicates some bias on the part of our survey.

Q14 Are STUDENT housing employees (RAs, Desk Workers, etc.) issued/ make use of smartphones/ tablet devices to author/ edit student conduct reports et cetera?

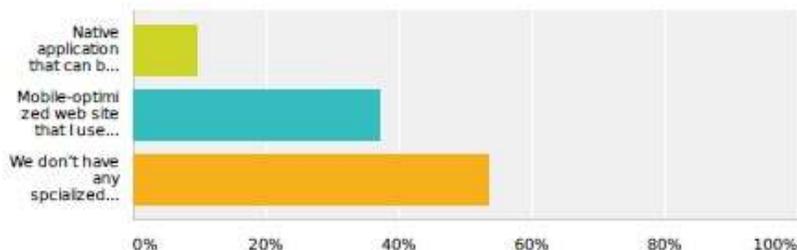


This opinion may be prevalent because institutions believe they will have to issue mobile devices to student workers. This presents a significant management and cost investment. However, there may be another solution. Allowing many users to easily download and use the application on to their own personally-owned device might be the most cost effective way to make use of mobile technology. The concept of ['bring-your-own-device'](#) is emerging as a best practice and with JA MOBILE, institutions can use this method to provide access to student staff members. But what will happen if the iPad device was lost or stolen? This question indicates a place where best-practices still need to be fleshed out. For our part, Pave Systems did address this. With our JA MOBILE app, proven security-solutions have been implemented including requiring an active internet connection, data encryption, and active user authentication. Additionally, since no data is stored on the iPad device, if the device is lost or stolen, a miscreant will not be able to retrieve any data from the device.

3. What Can Be Done on a Mobile Device?

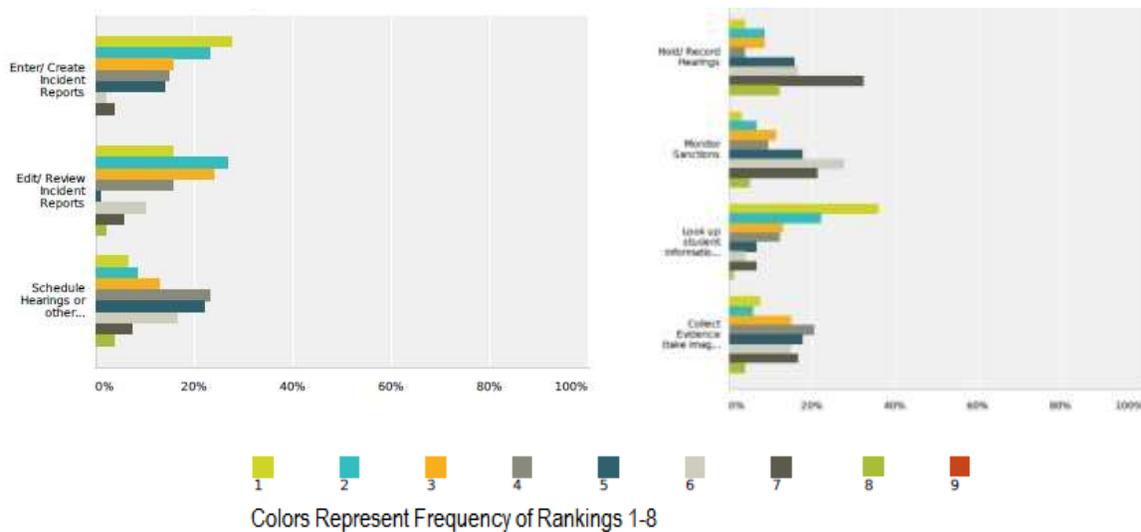
The final questions on the survey asked the participant to rank order their interest in accomplishing certain conduct-process related tasks on a smartphone/ tablet. Here again, the survey made some assumptions about a core question of mobile tech. JA MOBILE is a native application (downloaded from the Apple App store) as opposed to a web site that can be accessed using a mobile web browser. Native applications take full advantage of power of the device like an iPad or an iPhone. Unlike a web site accessed in a browser (like Safari), a native application like JA MOBILE allows for direct interaction with the hardware of the device (microphone, camera, touch-gestures). This means voice recording of incident narratives, voice recognition/transcription, and capturing images is possible using the built-in hardware of an iPad. As far as we know, Pave Systems is the only provider of such a mobile app:

Q13 The specialized student conduct software we use at my university/college has a:



The questions we asked in the survey may be influenced by this assumption on our part, as some of the abilities we ask about are simply not possible in a web-browser.

Having said that, two of the functions survey-respondents are most interested in are 'Enter/ Create Incident Report' (28% ranked as #1) and 'Edit/ Review Incident Report' (23% ranked as #1).



These are valuable abilities of any software used on mobile device in the student conduct process. The ease of collecting incident reports via a mobile device seems evident when the mobile device (especially a smartphone) can be used by any employee (faculty, police, resident assistant and administrative staff, etc.) and is typically available at the scene of any incident. The challenge for incident entry is the heavy-need for text entry of narratives or participant statements. The JA MOBILE application eases that with the usage of voice recognition technology offered by Apple's SIRI system. There may also be other ways to easy entry of long passages of text.

One task-area which ranked higher on the list of interests for mobile devices used in the student conduct process was access to student conduct history. Nearly 38% of respondents said this was the single most important function of any mobile application they would use in their conduct process. The ability to review information about respondents and the kinds of situations they have been involved in is crucial in making decisions about next steps for action. The tablet is an ideal platform for delivering that information because it is easy to access, share with others, and is portable enough to use anywhere.

Some areas *Pave Systems* thought would be of interest in mobile technology, ended up lower on the list. For example, the desire to conduct hearings (enter findings, results, sanctions, etc.) ranked only 4th on the list of interest areas. It likely that student conduct professionals as a whole are concerned about the presence of the mobile device during a hearing- especially those informal hearings where the hearing officer is often in a 1:1 meeting with a student. Some may see the presence of the technology as a deterrent to good conversation and meaningful connections with students. It's likely that as mobile devices get smaller, this sense of intrusion will diminish and the mobile conduct app will become crucial for sharing documents and evidence, and recording audio statements. The JA MOBILE app can do some of these things now, but it is likely it will take a little time for their abilities to be fully embraced.

4. Conclusions

The use of mobile technology in the student conduct process is still in its infancy. But there can be no doubt that as usage and desire for more mobile tech increases among students¹ they will expect student conduct professionals to be more mobile in their thinking and actions. There are many additional technologies which will come to mobile devices in the next few years. Our survey asked about some of those as well: capturing audio/video/handwriting, GPS Mapping, location aware resources and notices, and student-facing mobile apps were just some of the interest areas identified.

Student conduct professionals will need to spend more time thinking about the implications of mobile technologies. Best practices need to be clarified, expectations assessed, and policies set campus-wide. In a few years, we may be able to conduct a similar survey and find very different answers. We hope you will help pave the way for these answers in your usage of mobile applications.

Pave Systems, is a Dallas-based company with an office in Dayton, Ohio. The company delivers student conduct, behavioral intervention and campus safety solutions to college and universities nationwide. JA Mobile is free mobile application for student conduct professionals. With top quality clients and unmatched track record, Pave Systems delivers the most complete products and the best service at the best prices. If you need to more about the company and its products and services, please visit www.pavesystems.com and please contact Drew Chadwick, Director of Client Solutions at 937.412.0922 or email at dchad@pavesystems.com.

¹ <http://cms.bsu.edu/news/articles/2012/2/smartphone-use-by-collegians-dramatically-increases-as-mobile-internet-use-soars>