

## The Mobile Landscape for Student Conduct and Crisis Response Practitioners: Learning the New Landscape

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There can be no question that the availability of low-cost tablet computers and smartphones has completely changed the landscape of personal computing in the last several years. This trend is nothing less than a cultural revolution and is changing the face of not only the corporate world, but of the college and university environment too. Once mostly desk bound, the smart-device revolution has allowed professional student affairs workers to take complex computing tasks out of the office or home and on the go. The ability to access seemingly ubiquitous Wi-Fi hotspots or cellular data means that college administrators are now able to connect and interact with colleagues and students at any time, in any place.

The statistics don't lie. According to a recent Ball State University study<sup>i</sup>, 69% of college students own and regularly use smartphones, one kind of mobile device. This trend is only going to increase. According to Digital Ad Agency Vertic<sup>ii</sup>, tablet usage and adoption trends will only increase in the future. Their 2012 research shows that among companies, tablet adoption will grow by almost 50% per year for the next several years. By 2015 mobile app development projects will outnumber native PC projects by a ratio of 4-to-1. College students have taken to mobile devices faster than even imagined. In March of 2012, a Pearson Foundation survey<sup>iii</sup> found that tablet used among college students tripled from 2011 to 2012. There can be no doubt that this trend will be followed on the college campus.

As penetration of tablets continues on the college campus to increase, whole student cultures are becoming built around them. As such, college and university technology administrators are pushing to deploy more and more mobile-themed resources for college students: virtual text books, on-line discussion forums, distance education options, and other web-based resources and student-tools. The landscape of the academic realm is vastly different now than just 5 years ago, and mobile technology is driving that change.

With the increasingly pervasive influence of mobile gadgets, it is only a matter of time before those who work in Student Conduct and CARE Teams begin to feel that same need to take their work in to the mobile realm. As students increasingly change their lifestyles to a mobile-connected mindset, they will expect student affairs services and administrators to follow suite. In fact, it will become increasingly difficult to reach students and provide services for those offices that don't have a mobile solution in place.

Pave Systems, the nation's leader in student conduct and critical incident response systems, recognized this cultural shift more than two years ago and begin planning. The company planned out a multiyear staged strategy of development and deployment of mobile software. The decision was NOT to rely on simplistic mobile-versions of the JUDICIAL ACTION or CAMPUS COUNTS platforms, but to develop native solutions (apps) delivered through wide-reaching app delivery stores, pre-installed on most tablet devices. This method of delivery has the advantage of delivering the application native to the device taking full advantage of the device's user friendly nature and capabilities. For example, iPad users might use the built-in camera to take and upload pictures. iPhone users might record the audio portion of a hearing with the device's microphone, or check the location of an incident report with a GPS map. Software apps which take advantage of standard hardware features on mobile devices increase the value and usefulness of such native apps.

Given the importance of having a mobile app for its products, Pave Systems spent considerable cash, time, and resources to hire some of the best mobile app developers in the Dallas area. With expertise coming from such companies as Hewlett Packard and Dell, Pave's team of mobile developers is unrivaled in the industry today. With

the team in place, Pave released JA Mobile, the first mobile application for student conduct professionals in 2012. Three salient points drove the development of JA Mobile:

1. The App must allow for use by different kinds of users based on access levels
2. The App must offer robust security to protect student data
3. The App must offer something the web-based software does not.

These three foci are driving Pave's current mobility development slate. Several other applications are already in the planning and development phases. Looking to the future, Pave's research clearly sees college administrators adopting ever-faster and more capable mobile devices. Just as the student community typically drives adoption and change, so will Pave's mobile platforms drive changes in the technology landscape of Student Conduct and Crisis Response? Practitioners in these disciplines looking to embrace mobile technology in their work will face several challenges and questions along the way:

1. What kinds of mobile devices are best for my work?
2. What is the cost and how can I justify their purchase?
3. Who in my department should be issued a mobile and what policies and controls should be established? Are different levels of access or permission needed?
4. Which other stakeholder may be impacted by these decisions and how can I collaborate with them?
5. What training is needed for different user groups?
6. What support should I ask of my technical support team?
7. What is the future of the traditional hearing and sanction model
8. How will these mobile apps change the student learning experience?

In support of the ASCA community and answering these questions Pave Systems has undertaken a focused survey (and focus groups as needed) to further expand knowledge on the role and promise of mobile technology in student conduct and CARE teams. It is hoped that the survey results will provide for additional ideas best-practice suggestions for the use of mobile devices by student conduct and crisis response practitioners.

If you are a student conduct administrator or involved in the CARE team process on your campus, we encourage you to take our survey available now at [www.pavesystems.com/mobility](http://www.pavesystems.com/mobility)

To encourage the ASCA community to share their thoughts and experiences, Pave Systems will be giving away an iPad as a prize to one lucky person who completes the survey and allow for follow up questions.

The results of the survey and other information about the future of mobile technology will be posted on our web site at [www.pavesystems.com](http://www.pavesystems.com) in the spring of 2013 and shared with ASCA members as well.

Mobile technology is only going to increase its influence over student affairs practices. Help take part and shape the future of this realm. We hope you will help us in this important endeavor.

*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. With more than 540 clients and a 15 years track record, Pave Systems delivers the best and most complete products and the best prices. If you need to more about the company and its products and services, please contact Drew Chadwick, Director of Client Solutions at [dchad@pavesystems.com](mailto:dchad@pavesystems.com) or 937.412.0922.*

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

<sup>ii</sup> [http://www.vertic.com/blog/year\\_of\\_the\\_enterprise\\_tablet\\_infographic/](http://www.vertic.com/blog/year_of_the_enterprise_tablet_infographic/)

<sup>iii</sup> <http://chronicle.com/blogs/wiredcampus/tablet-ownership-triples-among-college-students/35764>