OUTCOME
Residents will experience a quality living and learning environment that is inclusive, safe, well-maintained, and promotes health and wellness.

OUTCOME SUPPORTS
☑ University: Goal 1
☑ Division: Goal 5
☐ Department:
☐ Other:

DATA COLLECTION METHODS
• Surveys

METHODS AND MEASURES
HRE is committed to providing a quality living and learning environment. It is the goal of the department that residents feel that the housing environment is an inclusive, safe, well-maintained environment that promotes health and wellness.

• Survey will be used to capture students’ perceptions on the quality of Housing and Residential Engagement spaces and environment such as inclusivity, safety, cleanliness, and overall promotion of health and wellness.
• Focus groups will be conducted with a random sample of residents who currently live in the housing community.

CRITERIA OF SUCCESS
• 70% of respondents strongly agreed/agreed that the residential life space and environment was inclusive.
• 70% of respondents strongly agreed/agreed that the residential life space and environment was safe.
• 70% of respondents strongly agreed/agreed that the residential life space and environment was clean.
• 70% of respondents strongly agreed/agreed that the residential life space and environment promoted health and wellness.

DATA COLLECTION AND ANALYSIS
Of the approximately 1,900 students that live on campus, about 204 residents responded (10.74% response rate) to an online survey which asked self-perception questions, a majority ranking on a Likert scale. The survey was distributed via email in late April 2016. The survey was sent to all current 2016-2017 “in room” status residents. Residents were encouraged to respond within a two-week time frame, and upon completion they could participate in an incentive opportunity drawing to win an iPad and/or food vouchers from the Late Night Café.

Our criteria for success goals were created by reviewing previous year’s data on attendance and satisfaction and determining a general percentage goal we believe meets basic expectations and which we would like to see become consistent over time. A change that we made was eliminating a “Neutral” option, and including Somewhat Agree. However, we did not change the criterion for
success to reflect the new survey adjustment. As a result, several of our criterion were not met. Below each criterion is the percentage that includes Somewhat Agree from the response. Below are specific descriptions on how the criteria for success were met or not met.

- 66.55% of respondents strongly agreed/agreed that the residential life space and environment was inclusive. Including respondents who selected “Somewhat Agree,” our satisfaction rate was 90.08%.
- 81.25% of respondents strongly agreed/agreed that the residential life space and environment was safe. Including respondents who selected “Somewhat Agree,” our satisfaction rate was 95.16%.
- 63.60% of respondents strongly agreed/agreed that the residential life space and environment was clean. Including respondents who selected “Somewhat Agree,” our satisfaction rate was 87.13%.
- 65.07% of respondents strongly agreed/agreed that the residential life space and environment promoted health and wellness. Including respondents who selected “Somewhat Agree,” our satisfaction rate was 86.30%.

Three out of the four criteria of success were just shy of the 70% mark. Over 60% of respondents felt that the environment was clean, inclusive, and promoted health and wellness. Of the three criteria’s, the largest percentage of respondents was 83.95% stating that they felt safe within the community. This is a slight decrease (2.7%) from the response on the prior years’ survey. This decrease might be attributed to the addition of a “Somewhat Agree” option on the survey.

**IMPROVEMENT ACTIONS**

Overall, this academic years’ assessment project design has assisted the department in moving closer to measuring and reviewing our goals as a department and the practices that reinforce these goals through the student experience. A large majority of our criterion was not met but was in the basic percentage of meeting our expectations.

The department will create new goals for each area that may improve the quality experience for residents and continue in the next academic year to measure the level of quality that students self-report within the housing community. The survey also provided context for other areas of improvement that are not mentioned in this report. This tool was useful in giving a broad scope of the students’ perspective. The outcome will be re-evaluated and re-assessed the following 2017-2018 academic year by the department assessment committee. We hope to use other assessment measures and tools to understand qualitatively what has an impact on student’s perceptions and expectations of a quality experience. The following are a few improvement suggestions for next year’s assessment project:

- It was the goal of the department to include focus groups as a part of the assessment project, however time and resource constraints were a concern. In the future, the department should begin planning for this aspect of the assessment earlier in the academic year.
- The low response rate could have been attributed to a campus-wide survey that was distributed around the same time. It could have resulted in survey fatigue for our residents. If possible, it is recommended in the future that our survey is sent out at a time that will not compete with university-wide surveys.
- In reference to the three criteria for success that were not met, questioning why there is such a large discrepancy between respondents who agree/strongly agree and somewhat agree.