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
Housing and Residential Engagement (HRE) is committed to providing a quality living and learning environment. It is the goal of the department for residents to feel that the housing environment is an inclusive, safe, well-maintained environment that promotes health and wellness. An end of year survey will be used to capture students’ perceptions on the quality of HRE spaces and environment such as inclusivity, safety, cleanliness, and overall promotion of health and wellness. Focus groups will be also conducted with a random sample of residents who currently live in the housing community.

CRITERIA OF SUCCESS
- 70% of respondents strongly agreed/agreed that HRE space and environment was inclusive.
- 70% of respondents strongly agreed/agreed that HRE space and environment was safe.
- 70% of respondents strongly agreed/agreed that HRE space and environment was clean.
- 70% of respondents strongly agreed/agreed that HRE space and environment promoted health and wellness.

DATA COLLECTION AND ANALYSIS
Of the approximate 1,900 students who live on campus, 455 residents responded (23.9% response rate) to an end of the year online survey that was distributed via email in the last week of April 2018. The survey was sent to all current 2017-2018 “in room” status residents. Residents were encouraged to respond within a two-week time frame, and upon completion they had the option to participate in an opportunity drawing to win an experience (movie passes, tickets to Knott’s Berry Farm or an annual pass to Universal Studios). HRE’s response rate increased significantly in comparison to the 10.74% response rate from the 2016-2017 academic year. The HRE assessment committee believes that the timing of the survey release, in addition to the incentives, and a shortened survey, contributed to the high response rate. The committee was able to eliminate a significant amount of questions, taking the survey from 122 questions to
The data from the end of year survey revealed the following:

- 74.59% of respondents agreed/strongly agreed that HRE space and environment was inclusive.
- 71.80% of respondents agreed/strongly agreed that HRE space and environment was safe.
- 71.11% of respondents agreed/strongly agreed that HRE space and environment was clean. This includes respondents who agreed/strongly agreed that HRE was clean and that public spaces were kept clean. Overall, this criteria of success was met.
  - Overall HRE environment is clean: 63.17% agree/strongly agree
  - Public spaces are kept clean: 79.06% agree/strongly agree
- 55.52% of respondents agreed/strongly agreed that HRE space and environment promoted health and wellness. This includes respondents who agreed/strongly agreed that overall HRE promoted health and wellness and respondents who agreed/strongly agreed that healthy food options were available in the HRE facilities. This criteria of success was not met with only strongly agree and agree responses.
  - Overall HRE promoted health and wellness: 64.11% agree/strongly agree
  - Healthy food options: 46.94% agree/strongly agree
- The HRE assessment committee decided that using agreed and strongly agreed responses would best represent students experience and would be best when analyzing the data and in finding areas of improvement. With that measurement in place, only one out of the four criteria of success was not met.

**IMPROVEMENT ACTIONS**

Overall, only one of the criteria of success was not met with strongly agree and agree responses. After reviewing the data, the HRE assessment committee noticed a significant amount of somewhat agree responses. The department plans to further analyze the somewhat agree responses and identify ways to improve based on those experiences. The goal is to move the somewhat agree responses towards a more concrete agreement response.

The HRE assessment committee also noticed that for the criteria of success that was not met, the health food options agreed/somewhat agreed response is the lowest. This may be due to some leadership transitions and marketing gaps during that transition. The committee plans to further explore this data and make a plan for increasing health and wellness as a whole in HRE.

Unfortunately, the department was not able to conduct focus groups or a small group analysis process this academic year, but plans to do so in the coming years. In the future, the department plans to consider timing and resources for the academic year in advanced. The department was involved in various assessment efforts this year, which could have led to the shortage of resources with regards to assessment. If focus groups will be used for the 18-19 academic year, planning for that should begin in the summer.