Project Summary Form

Please complete this form about the data you gathered for this project and how you used it. This summary will be posted on the Student Affairs Assessment website and in Campus Labs (previously StudentVoice). The information will be used for division and department strategic planning as well as accreditation reports.

Date desired by: *3/17/2014*

Resident Feedback Survey 2013

Brief description of program / project:

Each fall, HRE conducts the Resident Satisfaction Survey (RSS). This survey helps us to better understand the student experience and how we can continue the good work in areas of strength and how we can work to improve our services. Multiple areas are covered in the survey (HRE learning outcomes, residence life, student leader staff, safety/security, dining services, student programming, student involvement, HRE office services). The data is shared with the department and specific areas, and it is used when engaging in department decision making and strategic planning.

Who was asked to complete the survey (e.g., "students who attended…"):

Students living in the residence halls during the fall 2013 semester.

Response Rate: 39.97% (1107 of 2769)

Administration Type: Campus Labs email

Summary of Key Findings:

Overall, the RSS yielded information indicating that students were satisfied with campus housing and their experience living on campus. Very strong satisfaction rates were reported in several areas of administration and service. Students indicated that overall, they were satisfied with the quality of service in the residential areas, but some of the buildings/communities reported much lower levels of satisfaction, and those areas/items have been discussed and called to action.

Actions Taken:

Following the close of the survey, multiple reports were run (well over 100). Reports were created for student leaders (to be used in performance evaluations), individual buildings, collective communities, HRE service areas (facilities, accounting, residence life, etc.), and different demographic groups. Approximately 10 presentations and meetings were held to disseminate the information across areas and/or the department. I also met with the HRE director to discuss all the results and the plan for next year's RSS.

Seeing as this survey will occur again next fall, I also asked areas to consider questions for next year (what needs to change, be deleted, and/or added) and stated the goal was to reduce the number of questions on the survey if possible. I will meet with this areas again in the summer to begin shaping the 2014 RSS.

Which department and/or program goals does this program / project align with? *(Finalized department strategic plans can be found on our website:* http://studentaffairs.utah.edu/assessment/departments.php*)*

- Provide educational opportunities to all staff to ensure they provide professional and competent service
- Analyze policies, procedures, and training to ensure they are inclusive
- Align organization of the department to the needs of the students
- Collaborate with partners to enhance the LLC experience delivered to residents
- Strengthen Partnership with Dining Services
- HRE will develop and maintain a department strategic plan
- Utilize assessments to define and refine strategic initiatives, using data to drive decision making
- All assessment findings will be reported and documented with AER to develop data-driven best practices for Student Affairs
- Promote the effective use of best practices within HRE

Which Student Affairs goals (http://studentaffairs.utah.edu/assessment/documents/strategic-plans/strategic-plan-brochure.pdf) does this program / project align with?

2. Provide education that ensures all staff is properly trained to provide professional and competent service.

6. Utilize a coordinated assessment, evaluation and research approach to promote data driven decision-making.

8. Promote the effective use of best practices in Student Affairs departments, programs and services.

Which Learning Domain(s) does this program / project align with? (http://studentaffairs.utah.edu/assessment/documents/planning/Student-Affairs-Learning-Domains.pdf)

N/A