Project Details

Goal and desired outcomes of the program or service:
The goal of this project is to assess the experience of all residents living within HRE and use the data to determine changes that need to be made and make them as necessary.

Goal of assessment:
This comprehensive survey assesses multiple aspects of the on-campus resident experience. Results are shared within HRE and with relevant campus partners. Results are used to drive data-driven decision making and strategic planning efforts.

Population sampled: All HRE residents
Response Rate: 37.14% (1024 of 2757)
Administration Type: Campus Labs email

Summary of Key Findings
Over 72% of students strongly agree or agree that they have been able to meet many people and have developed a social group while living on campus. Over 83% of students strongly agree or agree that they are getting the “college experience” that they anticipated. These are two of four of HRE’s learning objectives for our residents.

More than 72% of residents do not know who their Assistant Residential Education Coordinator (AREC) is and more than 70% do not know how to contact them. 78% of residents surveyed did not know who their Residential Education Coordinator (REC) was.

A majority of residents feel that their Resident Advisor (RA) or Community Manager (CM) seek to understand their interests and needs of all residents and plan programs accordingly. A majority of residents also feel that their RA and CM make them feel comfortable, safe and valued in the community and that they would feel comfortable approaching their RA and CM for personal concerns.

43% of residents indicated that they attended a Late Night Programming event while 11% were unsure or could not remember.

75% of residents indicated that they had not attended a Social Justice Advocate event.
Overall, students were satisfied with their interaction with HRE staff (central office and facilities).

**Actions Taken/Planned based on the findings from this assessment:**
The information from the 2014 Resident Satisfaction Survey will be utilized to improve the services that HRE offers to its students and to offer feedback to staff.

The questions pertaining to student leaders are used in performance evaluations.

Overwhelmingly, results show that most residents do not know who their AREC and REC are. HRE is using this information to make plans for ARECs and RECs to be more present and visible throughout HRE’s community.

In general, the results will be used to advance HRE’s strategic plan, implement student feedback as we are able, and to improve or continue services as needed.

**Alignment**

**Student Affairs Key Activity: Development, Stewardship and Management**

**Departmental Key Activity: Occupancy Management**

**Departmental goal this project addresses:** Manage the various aspects to recruitment, application, reservation, yield, and retention to maintain a high level of occupancy in the apartments and in the residence halls.

**Departmental Key Activity: Budget Management**

**Departmental goal this project addresses:** Progress to and maintain a fiscally sound department.

**Student Affairs Key Activity: Services and Facilities**

**Departmental Key Activity: Facility Management**

**Departmental goal this project addresses:** Maintain the facilities in a manner that supports student community, safety, and lengthens the useful life of the buildings and equipment.
Departmental Key Activity: *Dining Management*

Departmental goal this project addresses: Develop product offerings at locations that meet the needs of the residents.

Student Affairs Key Activity: Planning and Decision Making

Departmental Key Activity: *Utilize coordinated assessment, evaluation and research approach*

Departmental goal this project addresses: We seek to gather and utilize data in decision making and strategic planning.

Learning Domain Connection: *Health & Wellness*

Please explain how this project connects to this Learning Domain: Ensure that students’ health and wellness are properly being met while living on campus. HRE will seek to ensure this by providing programming and other services through RAs and HRE full-time staff.

Learning Domain Connection: *Leadership*

Please explain how this project connects to this Learning Domain: Provide HRE residents with opportunities to serve in student leadership positions, whether they are paid or volunteer positions. These positions can include (but are not limited to): Housing Ambassador, Desk Assistant, Social Justice Advocate, Programming Assistant and Resident Advisor.

Learning Domain Connection: *Diversity & Inclusion*

Please explain how this project connects to this Learning Domain: Provide programming that teaches students about different identities. Become aware of the different identities that are present throughout HRE.

Learning Domain Connection: *Campus Community*

Please explain how this project connects to this Learning Domain: Create a community within HRE as well as connect students to campus as a whole by providing students opportunities to engage with campus.
Learning Domain Connection: Academic Persistence & Achievement
Please explain how this project connects to this Learning Domain: Promote the benefits of living on campus (that GPA is higher and students are more likely to graduate) as a form of recruitment and retention. Provide opportunities for students to be academically successful through Living Learning Communities and free tutoring in the Peterson Heritage Center.

Learning Domain Connection: Civic Engagement & Social Responsibility
Please explain how this project connects to this Learning Domain: Provide students with opportunities to connect to a community larger than themselves and provide opportunities to help them be successful once they are finished with their university experiences.