



Students Satisfied with Residence Life Staff

Prepared by the Office of Institutional Research

Report number: 10-14

May, 2010

Non-academics are an important component of the Loyola experience. Residence life is a major part of non-academic life, and many students, especially freshmen, spend much time in their on-campus residence. Because of this, it is important to assess students' satisfaction with residence life and the extent to which they feel they benefit from it.

The Educational Benchmarking, Inc. (EBI) Resident Study is based on standards of the Association of College and University Housing Officers – International. It includes questions designed to assess students' satisfaction with various aspects of residence life, with residence hall climate, and with the contribution of residence life to their own growth. EBI groups questions by theme into factors.¹ Each factor is comprised of between two and ten questions on a theme. The factors measure different aspects of residence life, with factor scores representing the average response across the questions included in the factor.²

Loyola students are required to live on campus during their freshman and sophomore years.³ Freshman residence halls and upperclass residence halls/apartments provide different levels of supervision and different types of programming. Because experience of on-campus housing is likely to differ for freshmen and upperclassmen, this report presents results by class level (freshmen and upperclassmen).

Averages presented are on a scale from 0 (low) to 6 (high); Loyola's Residence Life would like factors to be at 4.5 or greater, with factor averages less than 4.5 considered areas for improvement.

¹ See Appendix A for specific questions comprising factors; see Appendix B for averages, standard deviations, and group sizes.

² For a given student, a factor score was only calculated if the student answered at least two or at least half (whichever is greater) of the questions comprising the factor.

³ Specifically, the requirement is for unmarried, full-time freshmen and sophomores under the age of 21, unless they are living at home with a parent or guardian.

Key findings

Satisfaction

- In general, students were quite satisfied with **resident hall/apartment student staff** (RAs, Advisors, etc). Freshmen were more satisfied with resident staff than were upperclassmen (5.3 and 5.0, respectively; see Table 1).
- There was no meaningful difference between the groups in their satisfaction with **hall/apartment programming** (4.3 overall).
- Upperclassmen were slightly more satisfied than freshmen with both **room/floor environment and facilities** (4.5 vs. 4.3 and 4.4 vs. 4.3), although the latter difference was quite small.
- Freshmen were more satisfied than upperclassmen with **services** provided in the residence, such as internet and telephone services (4.2 v. 4.0).
- Freshmen were more satisfied than upperclassmen with the process by which **rooms are assigned or changed** (4.4 vs. 4.2).
- Freshmen were more satisfied than upperclassmen with **safety/security** in the dorm and the surrounding area (4.9 vs. 4.6).
- Both groups said that improvements were needed in **dining services**, which is a very common situation at virtually all universities (3.6 overall).

Climate

- Both freshmen and upperclassmen, especially the former, reported that their **fellow residents were very tolerant of others who are different** on dimensions such as race/ethnicity and religious beliefs (5.2 and 5.1). This factor was one of the two highest in the results.
- Upperclassmen reported **fellow residents as respectful** to a higher degree than did freshmen (4.8 vs. 4.6).
- Both groups reported feeling a high level of **sense of community** (4.9 each).

Learning outcomes

- Freshmen reported more than did upperclassmen that residence life had enhanced their **abilities for personal interactions** (4.7 v. 4.4).

- Freshmen reported to a greater degree than upperclassmen that they had and had benefited from **interactions with others different from them** in race/ethnicity, beliefs, etc. (4.9 v. 4.7).
- There was no difference between the two groups in the extent to which they felt residence life had enhanced their **abilities to manage time, study, and solve problems** (4.3 overall).
- Freshmen reported more than did upperclassmen that residence life had enhanced their **personal growth** (4.7 vs. 4.4).

Overall evaluation

- Freshmen rated their **full residence experience** higher than did upper classmen (4.3 v. 4.0).

Conclusions

- Students have positive experiences with interpersonal relations in their residence halls; they feel like others are tolerant and respectful, and they have a sense of community.
- Students report that their fellow residents are very tolerant of differences between people and that residence life contributes to degree to which they interact with, and benefit from that interaction, with others who are different in various ways. These

findings fit a pattern of experience with diversity that has been found in the results of other undergraduate surveys.

- Freshmen tend to report to a greater degree than upperclassmen that residence life contributes to their own learning outcomes.
- The results for upperclassmen are not as clear as for freshmen, because it is not clear to what extent they are responding to questions while thinking about their prior years' or just current year's experience.
- Students are very satisfied with residence hall staff.
- Both groups (especially upperclassmen) give an overall rating of their full residence experience that is relatively low compared to how they rate most aspects of that experience. Based on results not shown, this seems to be because of the perceived high cost of on-campus living relative to its value.
- In general, students are satisfied with various aspects of on-campus living, although not all factors met Residence Life's goal of a 4.5 average.
- Overall, based on Residence Life's standards, areas for improvement include residence hall/apartment services and facilities, the room assignment /change process, and programming.

Table 1 Average Factor Scores by Class Level			
Factors* (scale from 0=low to 6=high)	Total <i>Average</i>	Class level	
		Freshmen	Upperclassmen
		<i>Average</i>	<i>Average</i>
<i>Satisfaction (0=very dissatisfied, 6=very satisfied)</i>			
Hall/apartment student staff	5.1	5.3	5.0
Hall/apartment programming	4.3	4.4	4.3
Room/floor environment	4.4	4.3	4.5
Facilities	4.4	4.3	4.4
Services provided	4.1	4.2	4.0
Room assignment or change process	4.3	4.4	4.2
Safety and security	4.7	4.9	4.6
Dining services	3.6	3.5	3.6
<i>Climate (to what extent; 0=not at all, 6=extremely)</i>			
Fellow residents are tolerant	5.1	5.2	5.1
Fellow residents are respectful	4.7	4.6	4.8
Sense of community	4.9	4.9	4.9
<i>Learning outcomes</i>			
Personal interactions (<i>extent ability enhanced; 0=not at all, 6=extremely</i>)	4.6	4.7	4.4
Diverse interactions (<i>degree had and benefited from; 0=not at all, 6=extremely</i>)	4.8	4.9	4.7
Manage time, study, solve problems (<i>extent ability enhanced; 0=not at all, 6=extremely</i>)	4.3	4.3	4.2
Personal growth (<i>extent ability enhanced; 0=not at all, 6=extremely</i>)	4.5	4.7	4.4
<i>Overall</i>			
Program effectiveness: full residence experience (<i>degree; 0=lowest, 6=highest</i>)	4.1	4.3	4.0

Source: ACUHO-VEBI Resident Study, 2010

Note: **Red/blue** indicate that **freshmen/upperclassmen** have the higher average factor score.

* See Appendix A for specific questions comprising factors and note on how factor scores were calculated.

Appendix A
Questions Comprising Residence Life Factors*

Satisfaction: Hall/apartment student staff

- How satisfied are you with your student staff member (i.e. RA, Community Advisor, Mentor, Apt. Advisor) on your floor regarding: **Availability**
- How satisfied are you with your student staff member (i.e. RA, Community Advisor, Mentor, Apt. Advisor) on your floor regarding: **Efforts to get to know you**
- How satisfied are you with your student staff member (i.e. RA, Community Advisor, Mentor, Apt. Advisor) on your floor regarding: **Gaining your respect**
- How satisfied are you with your student staff member (i.e. RA, Community Advisor, Mentor, Apt. Advisor) on your floor regarding: **Helping with a problem**
- How satisfied are you with your student staff member (i.e. RA, Community Advisor, Mentor, Apt. Advisor) on your floor regarding: **Treating everyone fairly**
- How satisfied are you with your student staff member (i.e. RA, Community Advisor, Mentor, Apt. Advisor) on your floor regarding: **Enforcing policies**
- How satisfied are you with your student staff member (i.e. RA, Community Advisor, Mentor, Apt. Advisor) on your floor regarding: **Organizing programs/activities**
- How satisfied are you with your student staff member (i.e. RA, Community Advisor, Mentor, Apt. Advisor) on your floor regarding: **Promoting tolerance of others**
- How satisfied are you with your student staff member (i.e. RA, Community Advisor, Mentor, Apt. Advisor) on your floor regarding: **Respecting ethnic diversity**
- How satisfied are you with your student staff member (i.e. RA, Community Advisor, Mentor, Apt. Advisor) on your floor regarding: **Communicating rules & regulations**
- How satisfied are you with your student staff member (i.e. RA, Community Advisor, Mentor, Apt. Advisor) on your floor regarding: **Overall**, how satisfied are you with the performance of your staff member?

Satisfaction: Hall/apartment programming

- How satisfied are you with programs sponsored by your hall/apt. complex regarding: **Social/educational/cultural programs**
- How satisfied are you with programs sponsored by your hall/apt. complex regarding: **Athletic/recreational activities**
- How satisfied are you with programs sponsored by your hall/apt. complex regarding: **Variety of programs**
- How satisfied are you with programs sponsored by your hall/apt. complex regarding: **Quality of programs**

Satisfaction: Room/floor environment

- How satisfied are you with: **Your ability to study in your room**
- How satisfied are you with: **Your ability to sleep without interruption**
- How satisfied are you with: **Your degree of privacy**
- How satisfied are you with: **Noise level of your floor/community**

Satisfaction: Facilities

- How satisfied are you with: **Temperature regulation in room**
- How satisfied are you with: **The cleanliness of residence hall**
- How satisfied are you with: **The attitude of the cleaning staff**
- How satisfied are you with: **The timeliness of repairs**
- How satisfied are you with: **Cleanliness of bathroom facilities**

Satisfaction: Services provided

- How satisfied are you with: **Internet connectivity in your room**
- How satisfied are you with: **Laundry room facilities**
- How satisfied are you with: **Common areas** (i.e. lounges, study rooms, etc.)
- How satisfied are you with: **Computing facilities in your hall/building**
- How satisfied are you with: **Cable TV services**
- How satisfied are you with: **Telephone services**
- How satisfied are you with: **Postal services**
- How satisfied are you with: **Vending services**
- How satisfied are you with: **Information desk services**

Satisfaction: Room assignment or change policy

- How satisfied are you with: **Flexibility of the room change policy**
- How satisfied are you with: **Room assignment process**
- How satisfied are you with: **Current room assignment**

Satisfaction: Safety and security

- How satisfied are you with: **Security of possessions in room**
- How satisfied are you with: **How safe you feel in your room**
- How satisfied are you with: **How safe you feel in your hall/apt. building**
- How satisfied are you with: **How safe you feel walking on campus at night**

Satisfaction: Dining services

- How satisfied are you with the: **Quality of food**
- How satisfied are you with the: **Cleanliness of dining area**
- How satisfied are you with the: **Dining environment**
- How satisfied are you with the: **Service provided by dining service staff**
- How satisfied are you with the: **Dining service hours**
- How satisfied are you with the: **Variety of the dining plan options**
- How satisfied are you with the: **Value of your dining plan**

Climate: Fellow residents are tolerant

- To what extent do your fellow residents respect people of differing: **Races/ethnicities**
- To what extent do your fellow residents respect people of differing: **Genders**
- To what extent do your fellow residents respect people of differing: **Sexual orientation**
- To what extent do your fellow residents respect people of differing: **Religious beliefs**
- To what extent do your fellow residents respect people of differing: **Political views**

Climate: Fellow residents are respectful

- To what degree are residents living with/near you: **Respecting your study time**
- To what degree are residents living with/near you: **Respecting your sleep time**
- To what degree are residents living with/near you: **Respecting your privacy**
- To what degree are residents living with/near you: **Respecting your property**
- To what degree are residents living with/near you: **Maintaining cleanliness**
- To what degree are residents living with/near you: **Concerned about academic success**

Climate: Sense of community

- In your living area (i.e. floor, apt. section, community, house), to what degree do you: **Trust other students**
- In your living area (i.e. floor, apt. section, community, house), to what degree do you: **Respect other students**
- In your living area (i.e. floor, apt. section, community, house), to what degree do you: **Feel accepted by other students**

Learning outcomes: Personal interactions

- To what extent has living in on-campus housing enhanced your ability to: **Meet other people**
- To what extent has living in on-campus housing enhanced your ability to: **Live cooperatively**
- To what extent has living in on-campus housing enhanced your ability to: **Resolve conflict**
- To what extent has living in on-campus housing enhanced your ability to: **Improve interpersonal relationships**

Learning outcomes: Diverse interactions

- To what degree have you: **Interacted with residents who are different from you** (i.e. race/ethnicity, beliefs, etc.)
- To what degree have you: **Benefited from interactions with residents who are different from you** (i.e. race/ethnicity, beliefs, etc.)

Learning outcomes: Manage time, study, solve problems

- To what extent has living in on-campus housing enhanced your ability to: **Study more effectively**
- To what extent has living in on-campus housing enhanced your ability to: **Manage your time more effectively**
- To what extent has living in on-campus housing enhanced your ability to: **Solve your own problems**

Learning outcomes: personal growth

- To what extent has living in on-campus housing enhanced your ability to: **Understand the consequences of alcohol use and abuse**
- To what extent has living in on-campus housing enhanced your ability to: **Understand the consequences of drug use and abuse**
- To what extent has living in on-campus housing enhanced your ability to: **Respect other races/ethnicities**
- To what extent has living in on-campus housing enhanced your ability to: **Improve communication skills**

Overall learning experience

- To what degree: Are you satisfied with your **overall experience on this campus**
- To what degree: Has living in on-campus housing **enhanced your learning experience**

Overall program effectiveness: Full resident experience

- To what degree: Are you satisfied with your **on-campus housing experience** this year
- To what degree: Has living in on-campus housing **enhanced your learning experience**
- To what degree: Did your on-campus housing experience **fulfill your expectations**
- To what degree: Will you **recommend** living in on-campus housing to new students
- Overall Value: Comparing cost to quality, rate the **overall value of the residence hall experience**

Note: For a given student, factor score was only calculated if the student answered at least half (or at least two, if greater) of the questions comprising the factor.

Appendix B									
Average Factor Scores and Standard Deviations, and Numbers of Students, by Class Level									
Factors* (scale from 0 to 7)	Total			Class level					
				Freshmen			Upperclassmen		
	Average	Std. dev.	No. students	Average	Std. dev.	No. students	Average	Std. dev.	No. students
Satisfaction									
Hall/apartment student staff	5.1	1.07	3,266	5.3	.97	1,528	5.0	1.14	1,738
Hall/apartment programming	4.3	1.32	3,112	4.4	1.26	1,482	4.3	1.37	1,630
Room/floor environment	4.4	1.27	3,291	4.3	1.25	1,530	4.5	1.29	1,761
Facilities	4.4	1.10	3,289	4.3	1.09	1,530	4.4	1.11	1,759
Services provided	4.1	1.17	2,883	4.2	1.09	1,504	4.0	1.25	1,379
Room assignment or change process	4.3	1.48	3,140	4.4	1.49	1,480	4.2	1.47	1,660
Safety and security	4.7	1.07	3,274	4.9	1.02	1,522	4.6	1.11	1,752
Dining services	3.6	1.35	3,170	3.5	1.33	1,522	3.6	1.36	1,648
Climate									
Fellow residents are tolerant	5.1	1.08	3,199	5.2	1.03	1,519	5.1	1.12	1,680
Fellow residents are respectful	4.7	1.21	3,260	4.6	1.19	1,524	4.8	1.21	1,736
Sense of community	4.9	1.11	3,252	4.9	1.07	1,520	4.9	1.15	1,732
Learning outcomes									
Personal interactions	4.6	1.28	3,264	4.7	1.16	1,522	4.4	1.35	1,742
Diverse interactions	4.8	1.30	3,204	4.9	1.22	1,501	4.7	1.35	1,703
Manage time, study, solve problems	4.3	1.40	3,240	4.3	1.35	1,515	4.2	1.43	1,725
Personal growth	4.5	1.38	3,219	4.7	1.27	1,504	4.4	1.46	1,715
Overall									
Program effectiveness: full residence experience	4.1	1.37	3,277	4.3	1.34	1,527	4.0	1.37	1,750

Source: ACUHO-/EBI Resident Study, 2010

* See Appendix 1 for specific questions comprising factors and note on how factor scores were calculated.