



Increased Satisfaction Since 2003 with On-Campus Residence Experience

Prepared by the Office of Institutional Research

Preparing people to lead extraordinary lives

Report number: 10-33

July, 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. 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

This report presents results showing statistically significant net changes in average factor scores from 2003 to 2010³. 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.

Key findings

Satisfaction

- There was a positive net change from 4.7 (on a scale from 0 to 6) in 2003 to 5.1 in 2010 in satisfaction with **hall/apartment student staff** (see Table 1). There was a very small positive change in recent years, from 4.8 in 2008 to 5.1 in 2010.
- Satisfaction with **hall/apartment programming**

¹ See Appendix A for specific questions comprising factors.

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 Not all factors could be calculated in all years.

increased from 3.9 in 2003 to 4.3 in 2010. There was a positive change in satisfaction within recent years, from 4.0 in 2007 to 4.3 in 2010.

- There was a net increase in satisfaction with **room/floor environment** from 3.8 in 2003 to 4.4 in 2010.
- Satisfaction with **facilities** showed a net increase from 3.7 in 2003 to 4.4 in 2010.
- There was a net positive change in satisfaction with **services**, from 3.1 in 2003 to 4.0 in 2010.
- Satisfaction with the **room assignment/change process** increased from 3.5 in 2003 to 4.3 in 2010.
- Satisfaction with **safety and security** increased only slightly, from 4.4 in 2003 to 4.8 in 2010.
- Satisfaction with **dining services** showed a small net increase, from 3.1 in 2003 to 3.6 in 2010.

Climate

- The sense that **fellow residents are tolerant** increased from 4.3 in 2003 to 5.1 in 2010).
- There was a slight trend upward in students' reports that **fellow residents are respectful**, but the change is not large enough to be meaningful.
- There was no meaningful change in students' **sense of community** from 2007 to 2010.

Learning outcomes

- There was no meaningful change, from 2003 to 2010 in students' report that living on campus enhanced their **personal interactions**.
- There was no meaningful change from 2007 to 2010 in the degree to which students interacted with **others different from themselves** and benefited from those interactions.
- There was a small net increase in the degree to which students reported that living on campus benefited their abilities to **manage time, study, and solve problems**, from 3.9 in 2003 to 4.3 in 2010. There was no increase in recent years.
- There was a small net increase in the degree to which students reported that living on campus enhanced their **personal growth**, from 4.1 in 2003 to 4.5 in 2010. There was no meaningful change in recent years.

Overall evaluation

- Satisfaction with the **full residence experience** increased quite a bit, from 3.2 in 2003 to 4.1 in 2010. There was no change in recent years.

Conclusions

- All of the net changes between 2003 and 2010 were in a positive direction, including the room assignment change process, hall/apartment student staff, facilities, services, and room/floor environment.
- Only two measures showed increases in very recent years (2007/8 to 2010), satisfaction with hall/apartment student staff and, especially, satisfaction with hall/apartment programming.
- Overall satisfaction with the full residence experience showed an increase from 3.2 in 2003 to 4.1 in 2010.

Table 1 Average Factor Scores by Year								
<i>Factors* (scale from 0 = low to 6 = high)</i>	2003	2004	2005	2006	2007	2008	2009	2010
Satisfaction								
Hall/apt student staff	4.68	4.74	4.86	4.97	4.90	4.82	4.96	5.11
Hall/apt programming	---	3.86	4.09	4.24	4.02	4.05	4.19	4.34
Room/floor environment	3.84	4.06	4.20	4.30	4.24	4.31	4.30	4.40
Facilities	3.74	4.01	4.15	4.27	4.19	4.23	4.36	4.37
Services provided	3.14	3.48	3.63	4.13	4.05	4.12	3.97	4.02
Room assignment/change process	3.52	3.60	3.83	4.18	4.25	4.32	4.27	4.33
Safety and security	4.41	4.48	4.64	4.74	4.78	4.87	4.87	4.75
Dining services	3.10	3.24	3.06	3.26	3.51	3.51	3.43	3.59
Climate								
Fellow residents are tolerant	4.32	4.54	4.71	4.75	4.90	5.02	5.01	5.10
Fellow residents are respectful	---	---	---	---	4.53	4.59	4.60	4.71
Sense of community	---	---	---	---	4.72	4.76	4.81	4.87
Learning outcomes								
Personal interactions	4.33	4.29	4.43	4.54	4.50	4.51	4.52	4.54
Diverse interactions	---	---	---	---	4.71	4.78	4.77	4.77
Manage time, study, solve problems	3.88	3.96	4.15	4.22	4.12	4.20	4.21	4.27
Personal growth	4.10	4.19	4.39	4.51	4.46	4.52	4.50	4.53
Overall								
Program effectiveness: full residence experience	3.19	3.32	3.53	3.75	4.00	4.10	4.05	4.10

Source: ACUHO-VEBI Resident Study, 2010

* See Appendix A for specific questions comprising factors and note on how factor scores were calculated. Not all factors could be calculated in all years.

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