



Loyola Doing as Well or Better in Residence Hall Student Staff and Climate, Compared to Peers

Prepared by the Office of Institutional Research

Preparing people to lead extraordinary lives

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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. This report assesses Loyola students' satisfaction with residence life and the extent to which they feel they benefit from it, compared to students at three groups of reference institutions.

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. Each factor is comprised of between two and ten questions on a theme.¹ The factors measure different aspects of residence life, with factor scores representing the average response across the questions included in the factor.

In this report, Loyola is compared to three peer groups: the Select 6 (institutions selected for their similarity to Loyola), other institutions in the same Carnegie class as Loyola, and all institutions that participated in the Resident Study.

Averages presented in this report are on a scale from 0 (low) to 6 (high). Only meaningful differences between Loyola and the comparison groups are discussed; for the purposes of this report, a meaningful difference is one of at least .25.

Key findings

Satisfaction

- Respondents at Loyola were more satisfied with hall/apartment student staff, on average, than were students at the institutions in each of the comparison groups (see Table 1).
- Loyola students were more satisfied than were those at the Select 6 institutions with hall/apartment

¹ See Appendix A for specific questions comprising factors.

programming, room/floor environment, and the room assignment/change process.

- They were also more satisfied with facilities than were those at the Select 6 institutions.
- There were no meaningful differences between students at Loyola and those at the peer group institutions in satisfaction with hall/apartment services, safety and security, or dining services.

Climate

- To a greater extent than students at Carnegie class peers and all Resident Study participant institutions, Loyola students felt that their fellow hall/apartment residents were tolerant, and they felt more sense of community.
- Students at Loyola reported that their fellow residents were respectful, to a greater degree than did students at any of the other comparison group institutions.

Learning outcomes

- Loyola students reported having and benefiting from more interactions with diverse types of students, compared to those at the same Carnegie class or other overall Resident Study institutions.
- Students at Loyola reported that their ability to manage time, study, and solve problems had been enhanced by residence life more so than did students at the Select 6 institutions.

Full residence experience

- There were no meaningful differences between Loyola students and those at comparison institutions in their overall assessment of residence life program effectiveness.

Conclusions

- Wherever there were meaningful differences between Loyola and the peer group institutions, those differences were positive; that is, Loyola's average was higher than those of the other institutions.
- There was no difference, however, in overall satisfaction with the full residence life experience.

Table 1
Average Factor Scores: Loyola and Comparison Groups

Factors* (scale from 0=low to 6=high)	Loyola	Select 6	Carnegie Class	All Institutions
	Average	Average	Average	Average
<i>Satisfaction (0=very dissatisfied, 6=very satisfied)</i>				
Hall/apartment student staff	6.11	5.82	5.81	5.82
Hall/apartment programming	5.34	5.02	5.11	5.18
Room/floor environment	5.40	5.13	5.20	5.21
Facilities	5.37	5.05	5.21	5.24
Services provided	5.02	4.95	5.16	5.18
Room assignment or change process	5.33	5.03	5.28	5.30
Safety and security	5.75	5.88	5.86	5.85
Dining services	4.59	4.37	4.78	4.78
<i>Climate (to what extent; 0=not at all, 6=extremely)</i>				
Fellow residents are tolerant	6.10	5.88	5.85	5.84
Fellow residents are respectful	5.71	5.38	5.35	5.36
Sense of community	5.87	5.69	5.60	5.60
<i>Learning outcomes</i>				
Personal interactions (extent ability enhanced; 0=not at all, 6=extremely)	5.54	5.42	5.39	5.42
Diverse interactions (degree had and benefited from; 0=not at all, 6=extremely)	5.77	5.54	5.48	5.49
Manage time, study, solve problems (extent ability enhanced; 0=not at all, 6=extremely)	5.27	4.98	5.05	5.06
Personal growth (extent ability enhanced; 0=not at all, 6=extremely)	5.53	5.22	5.28	5.31
Overall				
Program effectiveness: full residence experience (degree; 0=lowest, 6=highest)	5.10	4.91	5.01	5.03

Source: ACUHO-VEBI Resident Study, 2010

Note: **Red** indicates that Loyola has an average factor score at least .25 higher than the comparison group.

* See Appendix A for specific questions comprising factors.

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**