

NCA Self Study
Criterion 4 Documents

Eastern Illinois University

Year 2014

Acuho-I EBI Resident Assessment
Snapshot 2012

Residential Life

This paper is posted at The Keep.
http://thekeep.eiu.edu/eiunca_assessment_docs/9

Section 1. Three Major Indicators of Satisfaction

What is the satisfaction level with each of the three major indicators of satisfaction?

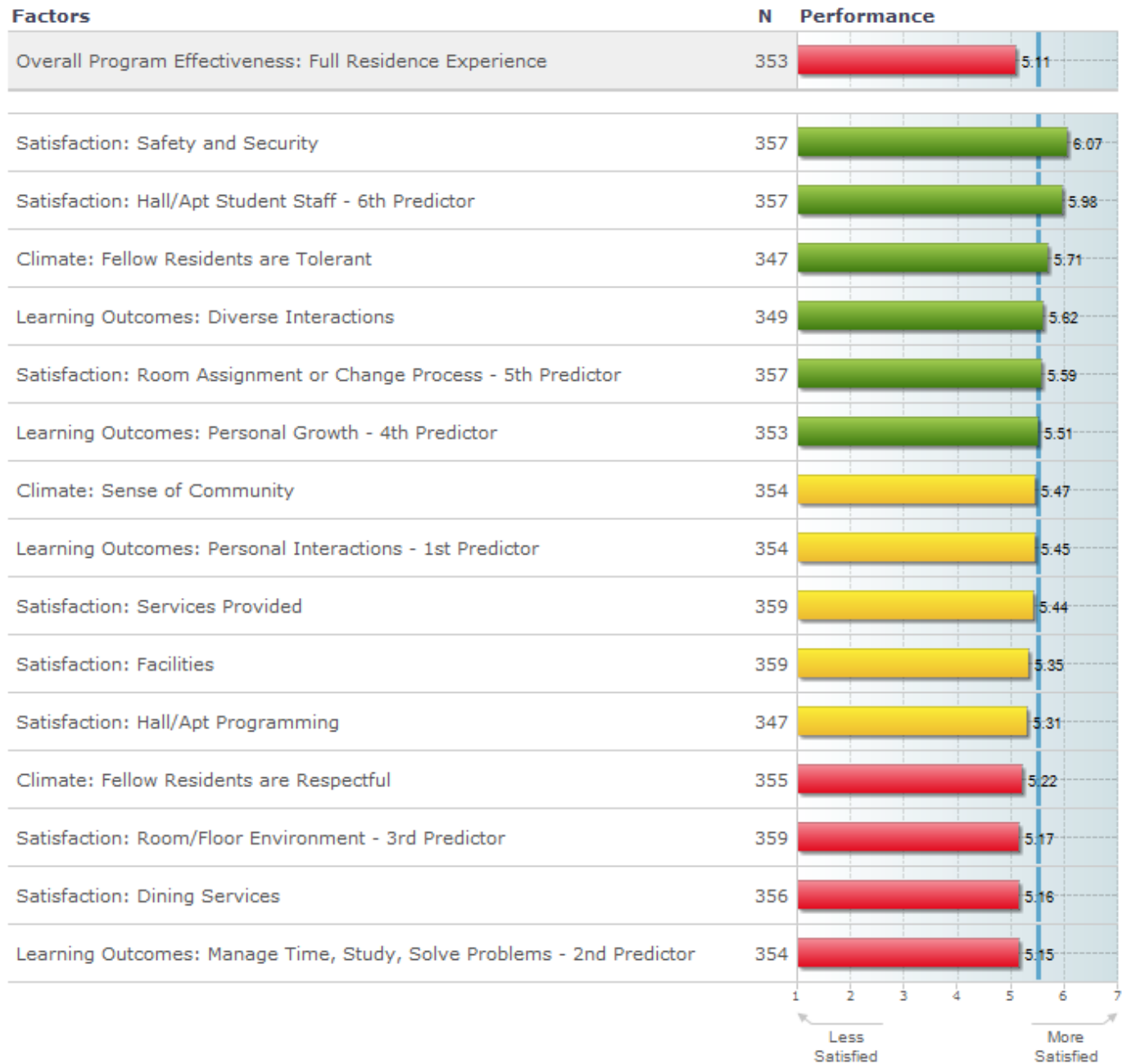


How have the three major indicators of satisfaction changed over time?



Section 2. EIU performance across all aspects of the resident experience

Full Resident Experience



Where has resident satisfaction improved/declined?

Factors	N	Difference in Satisfaction: 2012 vs. 2010		p-Value
		Value	Visual Representation	
Overall Program Effectiveness: Full Residence Experience	485	-0.08		0.410975
Learning Outcomes: Diverse Interactions	483	.06		0.539013
Learning Outcomes: Personal Growth - 4th Predictor	484	.06		0.595169
Satisfaction: Hall/Apt Student Staff - 6th Predictor	486	.01		0.876820
Satisfaction: Hall/Apt Programming	466	-.03		0.803032
Satisfaction: Safety and Security	485	-.04		0.611395
Learning Outcomes: Personal Interactions - 1st Predictor	486	-.05		0.643358
Satisfaction: Facilities	487	-.05		0.572642
Learning Outcomes: Manage Time, Study, Solve Problems - 2nd Predictor	486	-.05		0.631044
Climate: Sense of Community	481	-.11		0.202873
Satisfaction: Room/Floor Environment - 3rd Predictor	487	-.12		0.263268
Climate: Fellow Residents are Tolerant	473	-.13		0.157454
Climate: Fellow Residents are Respectful	485	-.13		0.182509
Satisfaction: College/University	485	-.13		0.135585
Satisfaction: Room Assignment or Change Process - 5th Predictor	482	-.20		0.046677
Satisfaction: Dining Services	484	-.25		0.004520
Satisfaction: Services Provided	487	-.31		0.000069

[-] Less Satisfied Year [+] More Satisfied

Section 3. Recommendations for Improvement

Overall Program Effectiveness: Full Residence Experience Factors	Impact on Overall Program Effectiveness: Full Residence Experience	Contribution to the Total Impact	Factor Performance	Recommendation Category
! High Impact Factors				
Learning Outcomes: Personal Interactions	1st Predictor	15.2%	Below Goal ▼ (5.45)	Top Priority
Learning Outcomes: Manage Time, Study, Solve Problems	2nd Predictor	14.6%	Below Goal ▼ (5.15)	Top Priority
Satisfaction: Room/Floor Environment	3rd Predictor	12.4%	Below Goal ▼ (5.17)	Top Priority
Learning Outcomes: Personal Growth	4th Predictor	11.9%	Above Goal ▲ (5.52)	Maintain or Improve
Satisfaction: Room Assignment or Change Process	5th Predictor	8.6%	Above Goal ▲ (5.59)	Maintain or Improve
Satisfaction: Hall/Apt Student Staff	6th Predictor	7.1%	Above Goal ▲ (5.98)	Maintain or Improve
@ No/Low Impact Factors				
Climate: Fellow Residents are Tolerant	Non Predictor	0.0%	Above Goal ▲ (5.71)	Maintain
Satisfaction: Facilities	Non Predictor	0.0%	Below Goal ▼ (5.35)	Monitor
Satisfaction: Services Provided	Non Predictor	0.0%	Below Goal ▼ (5.44)	Monitor
Satisfaction: Safety and Security	Non Predictor	0.0%	Above Goal ▲ (6.07)	Maintain
Satisfaction: Dining Services	Non Predictor	0.0%	Below Goal ▼ (5.17)	Monitor
Satisfaction: Hall/Apt Programming	Non Predictor	0.0%	Below Goal ▼ (5.31)	Monitor
Climate: Fellow Residents are Respectful	Non Predictor	0.0%	Below Goal ▼ (5.22)	Monitor
Climate: Sense of Community	Non Predictor	0.0%	Below Goal ▼ (5.48)	Monitor
Learning Outcomes: Diverse Interactions	Non Predictor	0.0%	Above Goal ▲ (5.62)	Maintain

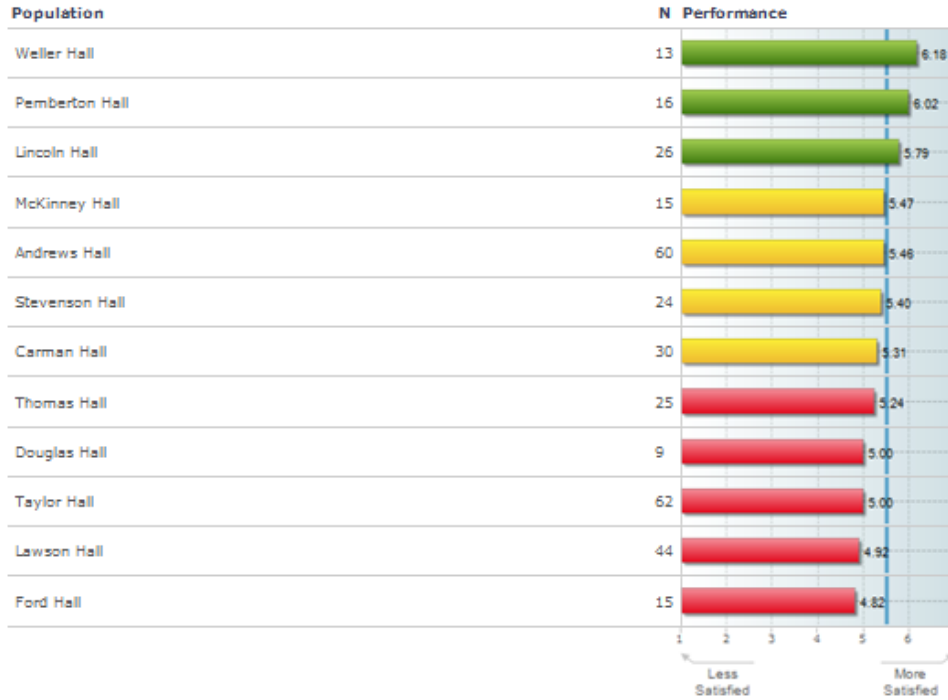
Drivers of Overall Satisfaction: There are two crucial elements for identifying where to invest your time, energy and resources to improve Overall Satisfaction.

1. Level of Satisfaction: The lower the level of satisfaction the greater the opportunity to make improvements.
2. Impact on Overall Satisfaction: The level of impact of a factor on Overall Satisfaction is the degree to which the factor, if improved, will improve Overall Satisfaction. High impact factors, if improved, will do the most to improve Overall Satisfaction.

How to Improve Overall Satisfaction: The most efficient and effective way to improve Overall Satisfaction is to focus on improving the factors with the greatest impact and the lowest performance. These factors are listed below in the Top Priority box.

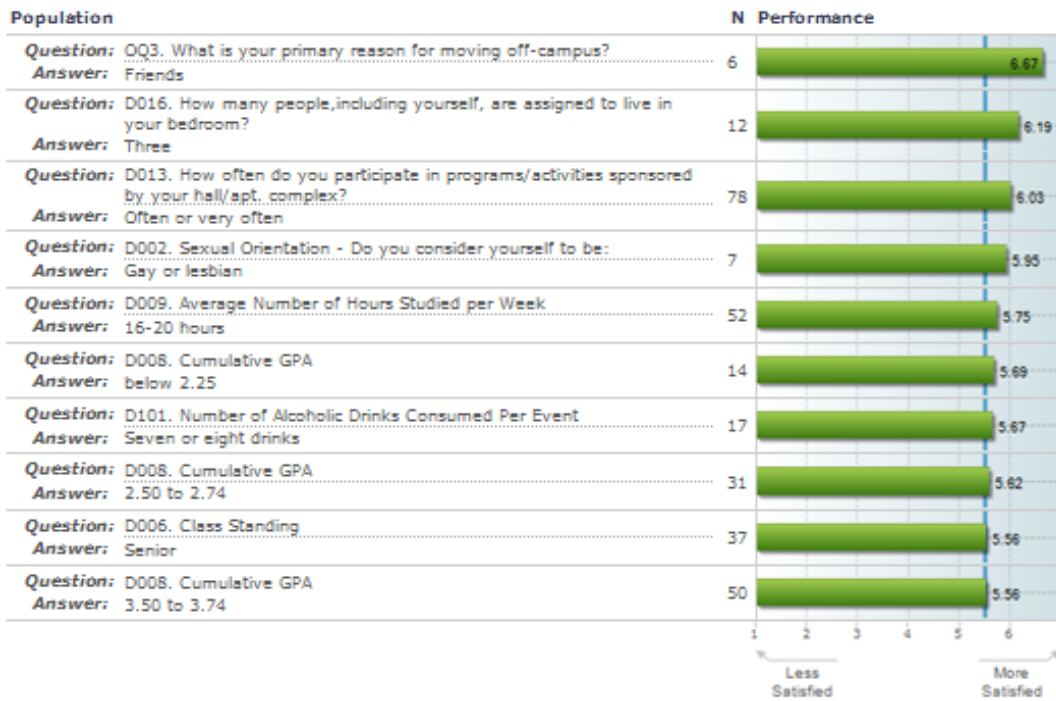
(NOTE: Improving an area with low satisfaction but little impact will do little to improve overall satisfaction. The greatest gains toward improving Overall Satisfaction are made by focusing on the factors that have high impact and low satisfaction).

Section 4. Comparison by Area

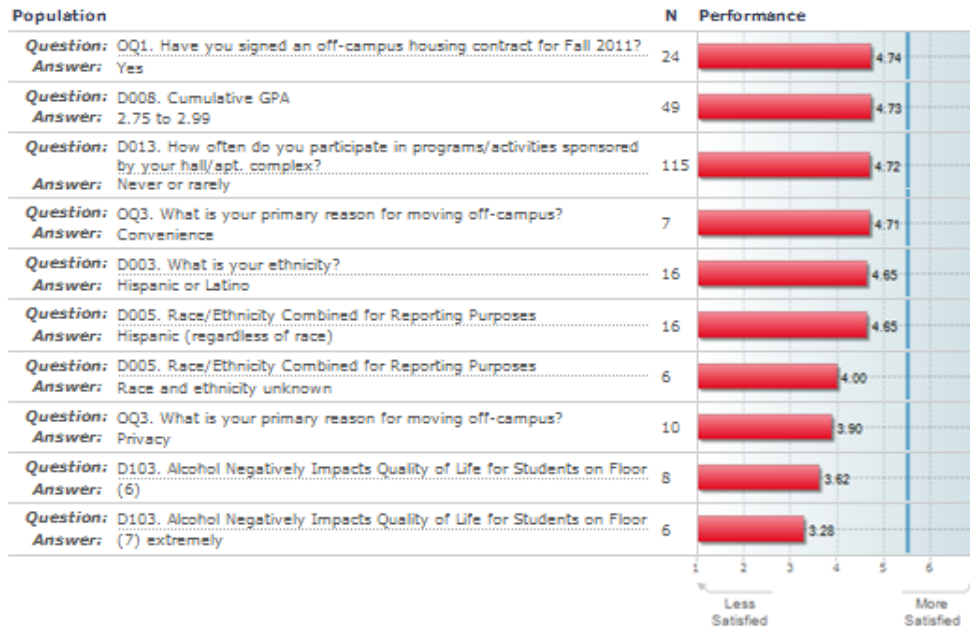


Section 6. Perceived Population Comparison

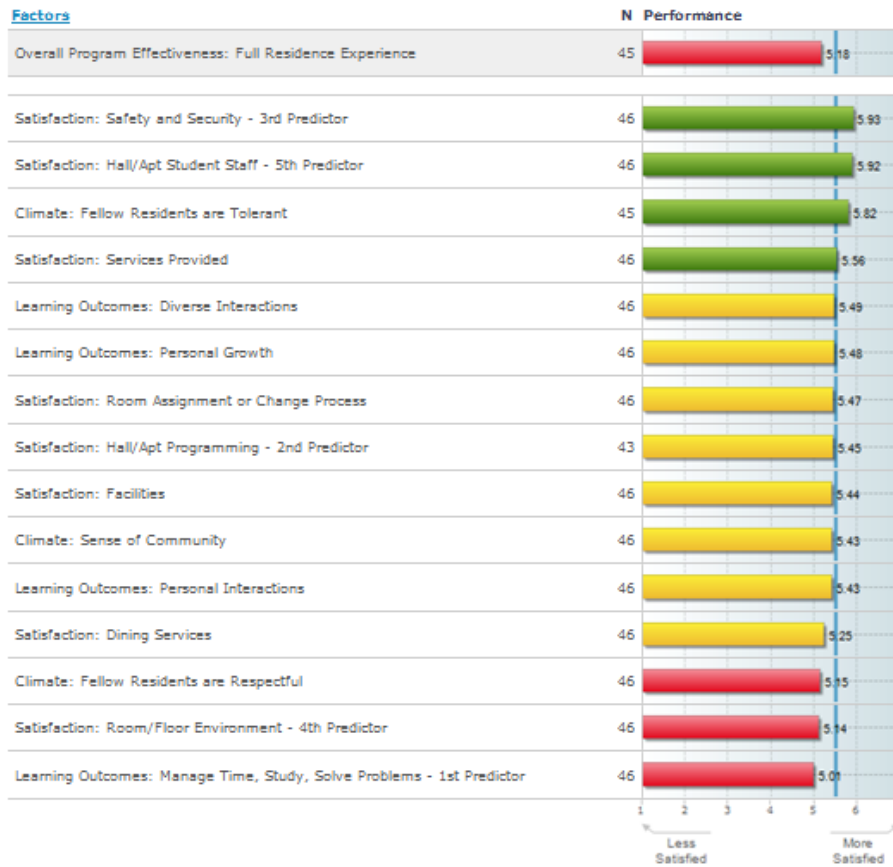
Most Satisfied




















Least Comparison



Transfer Student Responses



Section 7. Miscellaneous

Factor	Reliability 	Details...
Factor 1. Satisfaction: Hall/Apt Student Staff	0.97	
Factor 2. Satisfaction: Hall/Apt Programming	0.96	
Factor 3. Satisfaction: Room/Floor Environment	0.85	
Factor 4. Satisfaction: Facilities	0.80	
Factor 5. Satisfaction: Services Provided	0.91	
Factor 6. Satisfaction: Room Assignment or Change Process	0.84	
Factor 7. Satisfaction: Safety and Security	0.86	
Factor 8. Satisfaction: Dining Services	0.91	
Factor 9. Climate: Fellow Residents are Tolerant	0.95	
Factor 10. Climate: Fellow Residents are Respectful	0.92	
Factor 11. Climate: Sense of Community	0.85	
Factor 12. Learning Outcomes: Personal Interactions	0.93	
Factor 13. Learning Outcomes: Diverse Interactions	0.89	
Factor 14. Learning Outcomes: Manage Time, Study, Solve Problems	0.89	
Factor 15. Learning Outcomes: Personal Growth	0.92	
Factor 16. Satisfaction: College/University	0.75	
Factor 17. Overall Resident Satisfaction	0.91	
Factor 18. Overall Learning Experience	0.69	
Factor 19. Overall Program Effectiveness: Full Residence Experience	0.91	