EBI Housing Survey
Updated 07/11/2012

Description:

Source: Educational Benchmarking, Inc (EBI). Survey is used to understand attitudes and perceptions of residence hall students regarding the quality of services provided in the residence halls. The survey instrument consists of 102 standard questions and 13 institution specific questions. The instrument consisted of 19 factors (groups of common questions) falling into three categories:

- Resident satisfaction,
- Learning experience, and
- Program effectiveness: full residence experience.

Sample: Students living in the residence halls and university owned apartments.

Response rates:

<table>
<thead>
<tr>
<th>Survey Administration</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011 (Fall; Nov 13-21)</td>
<td>38%</td>
</tr>
<tr>
<td>2010 (Fall)</td>
<td>35%</td>
</tr>
<tr>
<td>2010 (Spring)</td>
<td>41%</td>
</tr>
<tr>
<td>2009</td>
<td>48%</td>
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</tbody>
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Previous findings:

2011:

Overall Results: We were looking for an average score of 5.5 or above in the student responses.

- Overall Resident Satisfaction: 5.10
- Overall Learning Experience: 5.23
- Overall Program Effectiveness: Full Residence Experience: 4.85

What we learned:
The results recommend that we increase our efforts in the following areas:

- Managing time, study, solve problems
- Personal Interactions
- Sense of community
- Personal Growth

As a result we will continue review our RA expectations regarding programming, community building and resident interaction. We will continue to work to develop systems and tools to help Resident Assistants be more intentional in their role as community builders. Although we switched to a community building programming model, we will again review our programming efforts to where we can improve to increase resident satisfaction in the areas mentioned above. We also did an assessment of our student staff to help bridge the gap between what our RAs are experiencing and how that related to the residents they are supervising. We will use this information to
improve our training efforts so our residents receive more direction and support from their student staff peers.

2010:

Changes are being made to our programming model to be more community development focused. Changes are also being made in our response time to maintenance requests from students.