



Students are:

- THE MOST IMPORTANT PEOPLE ON THE CAMPUS WITHOUT THEM THERE WOULD BE NO NEED FOR THE INSTITUTION.
- NOT COLD ENROLLMENT STATISTICS, BUT FLESH AND BLOOD HUMAN BEINGS WITH FEELINGS
- NOT PEOPLE TO BE TOLERATED SO WE CAN DO OUR THING. THEY ARE OUR THING.
- NOT DEPENDANT OF US. RATHER, WE ARE DEPENDANT ON THEM.
- NOT AN INTERRUPTION OF OUR WORK, BUT THE PURPOSE OF IT. WE ARE NOT DOING THEM A FAVOR BY SERVING THEM. THEY ARE DOING US A FAVOR BY GIVING US THE OPPURTUNITY TO DO SO.



UALR HOUSING

2801 S University
Little Rock, AR 72204
Phone: 501-661-1743
Fax: 501-6617-1757

Website: <http://housing.ualr.edu>

Email: housing@ualr.edu



University of Arkansas at Little Rock Housing



ASSESSMENT EXPO. 2007

Phone: 501-661-1743



Overview

UALR Housing selected Educational Benchmarking, Inc. (EBI) as the survey tool to measure resident satisfaction in student housing. The EBI Resident Study is endorsed by the Association of College and University Housing Officers-International (ACUHO-I). The Survey is designed to be a diagnostic tool to assist in developing a plan to improve the effectiveness of the overall housing program at UALR. For the purpose of this presentation areas, related to Social and Cultural Awareness, Critical Thinking, and Information Technology will be reviewed.

Demographics

Survey Group Demographics

Gender: Male 43% Female 57%

Race: Black 43% Other 14% White 43%

Class: Freshmen 37% Sophomore 30%

Junior 19% Grad 6% Senior 7%

Data

The EBI Resident Study was administered electronically in the Spring of 2007. The target group consisted of UALR students residing on campus. The survey consisted of 100 EBI questions and 10 institution specific questions. A rating scale of 1-7 with 1 representing lowest satisfaction and 7 highest satisfaction was used. UALR selected six other institutional participants as a comparison group. The survey launched 4/3/07. Reminders were sent 4/6/07 and 4/9/07. A last chance reminder was sent 4/28/07 and the survey closed 5/1/07. 500 surveys were attempted, 238 (48%) were completed. The national return rate for 267 institutions was 52%.

CORE PURPOSE

To establish a foundation for the undergraduate academic experience and to ensure that students develop fundamental skills and a lifelong commitment and ability

HOUSING MISSION

The Office of Student Housing, in support of the academic mission of the university, strives to create and maintain a safe and secure living and learning environment to serve members of the university community. The facilities, programs, and services are designed to promote and support educational,

Results

- * Residents reported greatest satisfaction with the hall staff, diverse interactions, and the University in general.
- * 40% of the respondents reported studying less than 10 hours a week. 42% reported working less than 10 hours a week
- * The top predictor with the greatest impact or program effectiveness was related to critical thinking skills: study habits, time management, and problem solving.
- * Satisfaction with internet connectivity rated lowest of all items.
- * 57.8 of respondents visit an online community "all the time."
- * 86% of the non-graduating respondents indicated they plan to return to UALR next year (6.40 mean). 76% reported they plan to return to campus housing next year.

COMPETENCIES

Social & Cultural Awareness

- Ethnicity • Race • Gender/Sexual Orientation • Behavior • Interactions

Description: Tolerance of fellow residents	UALR Mean	Select Six Mean	National Mean
Respect people of differing genders	5.56	5.92	5.92
Respect people of differing religious beliefs	5.50	5.78	5.66
Respect people of differing races/ethnicities	5.34	5.84	5.78
Respect people of differing sexual orientations	5.02	5.55	5.56

Critical Thinking

- Solving Problems • Making Decisions

Description: Manage time, study, solve problems	UALR Mean	Select Six Mean	National Mean
Extent living on campus has enhanced your ability to solve your own problems	5.27	5.44	5.42
...manage your time more effectively	4.70	4.89	4.91
...study more effectively	4.39	4.69	4.71

Information Technology

- Access • Communication

Description	UALR Mean	Select Six Mean	National Mean
Computer faculties in the hall	5.01	4.73	5.01
Internet connectivity in room	3.85	4.96	5.16
Has living on campus enhanced your communication skills	5.14	5.47	5.47
Satisfaction with Common areas	5.61	5.16	5.24

Evaluation

- 1) Performance of factors related to diverse interactions were rated excellent scoring well above our target mean of 5.5. Programs and learning opportunities in these areas will continue in an effort to keep these satisfaction levels high.
- 2) The Residence Hall Association implemented Study Hall three nights a week this fall to encourage resident students to make better use of discretionary time. Time management and study skills workshops have been planned to improve critical thinking skills.
- 3) Survey results regarding low satisfaction with internet connectivity were shared with our Computing Services partners. Funding was secured to substantially increase bandwidth capacity to the campus. There have also been planned meetings with student users and campus network administrators facilitated by Housing to improve communication. Updated protocols for addressing computer use violations were also drafted with student input. Educational sessions have been presented regarding responsible behavior in on-line communities.

Summary

On campus housing provides the living learning environment that supports development of core competencies. Residents are afforded intentional opportunities for social and cultural interactions. Programs are planned that encourage critical thinking in real life situations. The EBI results from our first administration of the survey provide useful data to assess student satisfaction with the overall effectiveness of our housing program. In the final analysis however, the retention rates of our students validate our efforts. 76% of the survey respondents perceive a high enough value of campus housing to return next year.