

Formal Program Review for the  
Office of Residential & Commuter Life



# 20-21 Skyfactor Benchmarkworks Housing Survey Results

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# EVALUATIVE RATIONALE

- 6-year formal program review
- Assessment meets the professional standards outlined by the Association of College and University Housing Officers - International

# EXTERNAL BENCHMARKING

- Nationally benchmarked survey with Carnegie classification (Apartments - N=5 ; Residential - N=6 ; Staff - N=5 ) and all surveyed institutions (Apartments - N=51; Residential - N=322 ; Staff - N=65 ) comparisons .
- Response Rates
  - Longwood : Apartments : 358 (40.9 %); Residential : 450 (45.6 %); Staff : 40 (63.5%)
  - Carnegie : Apartments 1,143 (44.2%); Residential : 21,103 (49.4 %); Staff : 201 (73.6%)
  - All Institutions : Apartments 14,178 (36%); Residential : 305,320 (39.6 %); Staff 4,726 (75.5%)

# RESPONDENT DEMOGRAPHICS

	Identity	Apartments	Residential	Student Staff
<b>Gender</b>	Female	253 (70.7%)	330 (73.7%)	27 (67.5%)
	Male	90 (25.1%)	103 (23%)	11 (27.5%)
	Other	6 (1.7%)	46 (1.3%)	0 (0%)
	Transgender	5 (1.4%)	4 (0.9%)	1 (2.5%)
	No Answer	4 (1.1%)	5 (1.1%)	1 (2.5%)
<b>Ethnicity</b>	White	257 (71.8%)	314 (69.8%)	27 (67.5%)
	Black/African American	52 (14.5%)	55 (12.2%)	9 (22.5%)
	Hispanic	21 (5.9%)	36 (8%)	2 (5%)
	2 or More	15 (4.2%)	29 (6.4%)	1 (2.5%)
	Unknown	7 (2%)	9 (2%)	1 (2.5%)
	Asian	4 (1.1%)	7 (1.6%)	0 (0%)
	American Indian/Alaska Native/First Nation	2 (0.6%)	0 (0%)	0 (0%)
<b>Class Standing</b>	Freshmen	2 (0.6%)	281 (62.6%)	0 (0%)
	Sophomore	97 (27.3%)	83 (18.5%)	7 (17.5%)
	Junior	158 (44.5%)	59 (13.1%)	24 (60%)
	Senior	98 (27.6%)	25 (5.6%)	9 (22.5%)

# Glossary & Symbols

## GOAL

The goal value, set by Skyfactor, is 5.50 on a 7-point scale or a value of 75% on the performance scale.

## PERFORMANCE

Mean scaled from 0 - 100%. "1" on the 7-point scale equates with 0% performance, "4" equates to 50% performance, and "7" equates to 100% performance.

## STATISTICAL SIGNIFIGANCE

The indication of a statistical difference between mean scores.

## RESULTS KEY

SYMBOL	MEANING
↑	LU's scores are statistically ABOVE the comparison group.
↓	LU's scores are statistically BELOW the comparison group.
=	LU'S scores are statistically EQUAL the comparison group.
●	Results meet or exceed the goal. The factor is in GOOD standing
○	Results are near but still below the goal. The factor is in FAIR standing.
○	Results are well below the goal. The factor NEEDS ATTENTION & IMPROVEMENT PRIORITY.

# RESIDENTIAL STUDENT RESULTS

*(Mean Order)*

Residential Factors	Mean	Performance	Improve?	Carnegie	All
Roommates	6.12	87.43%	●	↑	↑
Community Environment	5.91	84.43%	●	↑	↑
Safety & Security	5.89	84.14%	●	↓	↓
Facilities	5.81	83%	●	↑	↑
Alcohol & Drug Use	5.73	81.86%	●	↑	↑
Satisfaction with Student Staff	5.67	81%	●	↓	↓
Room Change	5.67	81%	●	↑	↑
Environment	5.65	80.71%	●	↑	↑
Room Assignment	5.58	79.71%	●	↑	↑
Sense of Community	5.49	78.43%	●	↓	↓
Services Provided	5.39	77%	●	↑	↑
Overall Satisfaction	5.24	74.86%	○	↓	↓
Overall Learning	5.19	74.14%	○	↓	↑
Overall Program Effectiveness	5.12	73.14%	○	=	↑
Diverse Interactions	5.06	72.29%	○	↓	↓
Self-Management	5.05	72.14%	○	↓	↑
Dining Services	4.92	70.29%	○	↑	↑
Personal Interactions	4.92	70.29%	○	↓	↓
Sustainability	4.84	69.14%	○	↓	↑
Academic Success	4.63	66.14%	○	↓	↑
Programming	4.42	63.14%	○	↓	↓

NOTE: A data collection error occurred that resulted in a secondary, corrective data collection offering for these respondents.

# APARTMENT STUDENT RESULTS

*(Mean Order)*

Apartment Factors	Mean	Performance	Improve?	Carnegie	All
Roommates	6.22	88.86%	●	↑	↑
Community Environment	5.82	83.14%	●	↓	↑
Sense of Community	5.65	80.71%	●	↓	↑
Safety & Security	5.6	80%	●	↓	↓
Alcohol & Drug Use	5.36	76.57	●	↑	↑
Apartment Staff & Policies	5.31	75.86%	●	↓	↑
Apartment Environment	5.25	75%	●	↓	↓
Apartment Selection Criteria	5.08	72.57%	○	↓	↓
Life Skills	5.06	72.29%	○	↓	↓
Satisfaction with Contract & Lease	4.88	69.71%	○	↓	↑
Overall Learning	4.86	69.43%	○	↓	↓
Overall Satisfaction	4.85	69.29%	○	↓	↓
Apartment Condition	4.74	67.71%	○	↓	↓
Dining Services	4.71	67.29%	○	↓	↓
Overall Program Effectiveness	4.71	67.29%	○	↓	↓
Apartment Programming	4.68	66.86%	○	↓	↓
Sustainability	4.55	65%	○	↓	↓
Personal Interactions	4.55	65%	○	↓	↑
Services & Facilities Provided	4.52	64.57%	○	↓	↓
Diversity & Social Justice	4.47	63.86%	○	↓	↓

NOTE: A data collection error occurred that resulted in a secondary, corrective data collection offering for these respondents.

# STUDENT STAFF RESULTS

(Mean Order)

Student Staff Factors	Mean	Performance	Improve?	Carnegie	All
Diverse Interactions	6.08	86.86%	●	↓	↓
Practical Competence	5.75	81.43%	●	↓	↓
Residents are respectful.	5.69	81.29%	●	↓	↓
Residents are tolerant.	5.59	79.86%	●	↓	↓
Personal Competence	5.55	79.29%	●	↓	↓
Self-Knowledge & Skills	5.25	75%	●	↓	↓
Supervisor Supporting Student Staff	5.18	74%	○	↓	↓
Empathy	5.12	73.14%	○	↓	↓
Jot Expectations	5.11	73%	○	↓	↓
Management Skills of Supervisor	5.08	72.57%	○	↓	↓
Collaboration within Staff Team	4.81	68.71%	○	↓	↓
Training	4.71	67.29%	○	↓	↓
Overall Learning	4.69	67%	○	↓	↓
Selection Process	4.65	66.43%	○	↓	↓
Types of Training	4.62	66%	○	↓	↓
Overall Program Effectiveness	4.58	65.43%	○	↓	↓
Overall Satisfaction	4.47	63.86%	○	↓	↓
Job Demands & Compensation	4.34	62%	○	↓	↓

NOTE: A data collection error occurred for population. A secondary, corrective data collection option was **not** offered to this set of respondents.

# Action Plan

## RESIDENTIAL

- Update programming model to align with best practices with an enhanced life skills & well-being focus.

## APARTMENT

- Complete living space renovations for Lancer Park & Longwood Landings.
- Develop an apartment community housing options marketing plan.
- Offer extended housing lease & storage options.
- Eliminate COVID - 19 guest restrictions.
- Update programming model to align with best practices with enhance life skills & well-being focus .

## STUDENT STAFF

- Restructure & revamp student staff training to enhance learning, effectiveness, & satisfaction.
- Identify & improve staff selection deficits & challenges.
- Modify student staff work schedules & responsibilities to increase flexibility, decrease extraneous tasks, & improve quality of life.
- Increase professional staff protocol, policy, & supervision training for professional staff.