

Marshall Resident Satisfaction 2012



Name of Assessment Marshall Resident Satisfaction 2012

Project:

**Name(s) of Person(s)
Responsible for
Assessment Project:**

| Role |
|--|
| Assistant Resident Dean (Mitchelle Greenlee) |
| Resident Director (Shane Moise) |

Email Address: mgreenlee@ucsd.edu

Phone Number: 858-534-1678

Other Contacts:

**Providing
Department:** Marshall College

Other Marshall College

**Units/Departments
Involved in**

Assessment Project:

Program, Service, or Event Related to Assessment Project

Residential Life Program Effectiveness
RA Community Building efforts
RA interpersonal skills
HDH Service satisfaction
Residential Life Office Services satisfaction

Assessment Project Description

This assessment project will assess overall resident satisfaction for the 1100 residents living at Marshall College in Residence Halls and apartments. We strive to assess Resident Advisor performance, success and satisfaction of office services, success of associated HDH customer service, and overall effectiveness of the Residential Life program.

We intend to use the data from this assessment to further refine our effectiveness of our overall program and the overall Marshall Residential Life philosophy of "Know yourself, check yourself, be yourself." We also plan to use this data to share feedback with our Resident Advisors about their performance and ways to improve as well as their candidacy for re-hire to the Resident Advisor position for the upcoming academic year. Lastly, we also share with our colleagues in HDH the data pertinent to their results.

Unit/Program Specific Goals and Learning Outcomes

Know yourself
Check yourself
Be yourself

Relationship to Student Affairs Think Critically and Solve Problems, Communicate Effectively, Lead in a Diverse Global Society, Promote Social Justice and Community

Learning Outcomes: Responsibility

Assessment Project Start: 12/3/2012

Assessment Project End: 1/11/2013

Population/Sample

Thurgood Marshall has 1100 residents and the survey will be dispersed to all residents.

Type of Assessment: Student learning outcomes and/or behavioral outcomes, Needs assessment, Satisfaction study, Assessment of culture/climate, Assessment of physical environment, Program/department review

Other Assessment Type(s):

Assessment Methods: Surveys

Other Assessment Method(s):

Data Collection Tools

Student Voice/Baseline

Data Analysis Methods

Compile survey results
Evaluate open ended response data

Presentation of Findings

Mitchelle Greenlee and Shane Moise will receive the findings. Information relevant to Resident Advisors will be presented to them via the Performance Evaluations. Information relevant to HDH will be emailed to the appropriate supervisors. Information relevant to Residential Life as a whole will be evaluated collectively.

Progress:

Link Assessment Project in Campus Labs Baseline

| Name | Source |
|------------------|--|
| All project data | TMC Residential Life Satisfaction Survey 2012-2013 |

Summary of Findings

The response rate was astounding at over 84% of the residents participating. The ratings students gave in our annual survey were consistent with previous years. We were thrilled that the wording

of our questions have consistently resulted in well thought out responses from residents. As unusual, many responses were geared specifically for particular individuals, but the many responses both qualitative and quantitative that were received were beneficial for the greater good. We are excited to report that the assessment project answered the questions we posed at the start of the project.

Impact of Assessment

Based upon our review of the findings we were able to alter two major components to our programming model for the 2013-2014 academic year. We were also able to validate the positive results of our dining staff to the new dining director. Lastly, in January 2013 we brought in a new Marshall College Dean and she found the results and assessment of the results beneficial to understanding the services and mission of the Marshall Residential Life area.

Lessons Learned

The facilitation of the assessment through Student Voice went very well. We were able to administer several reminders to the students. Unfortunately we had not reached our intended goal of 80% response rate as we were preparing to close the survey, so we again sent out an email to the survey with it opened to everyone in general instead of per their specific IP addresses. This shot our response rate over our 80% goal because people no longer needed to go back to find the original email. We anticipate needing to do this every year. There is no much we intend to do differently other than tweak individual questions as needed. Though the full summary of the survey is very long, when printed out the survey from a student perspective isn't too bad. I intend to complete a VERY short follow up survey at the end of the year with only the apartment residents to see if the changes we make from the mid year survey results assist in the specific programming model of those residents.

Supplemental Information

Thank you for providing this opportunity to review our survey.

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