

*NCA Self Study*  
*Criterion 4 Documents*

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Eastern Illinois University

*Year* 2014

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Acuho-I EBI Resident Assessment  
Snapshot 2012

Residential Life

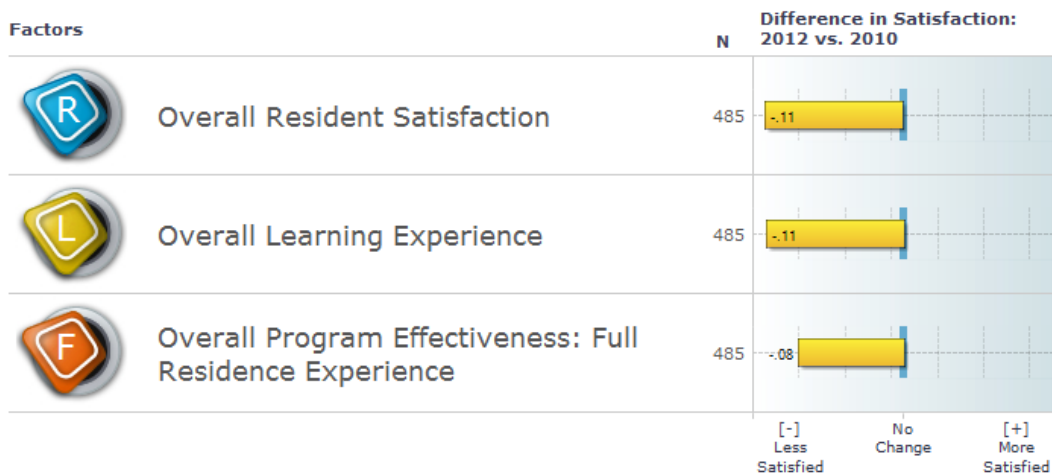
This paper is posted at The Keep.  
[http://thekeep.eiu.edu/eiunca\\_assessment\\_docs/9](http://thekeep.eiu.edu/eiunca_assessment_docs/9)

## Section 1. Three Major Indicators of Satisfaction

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

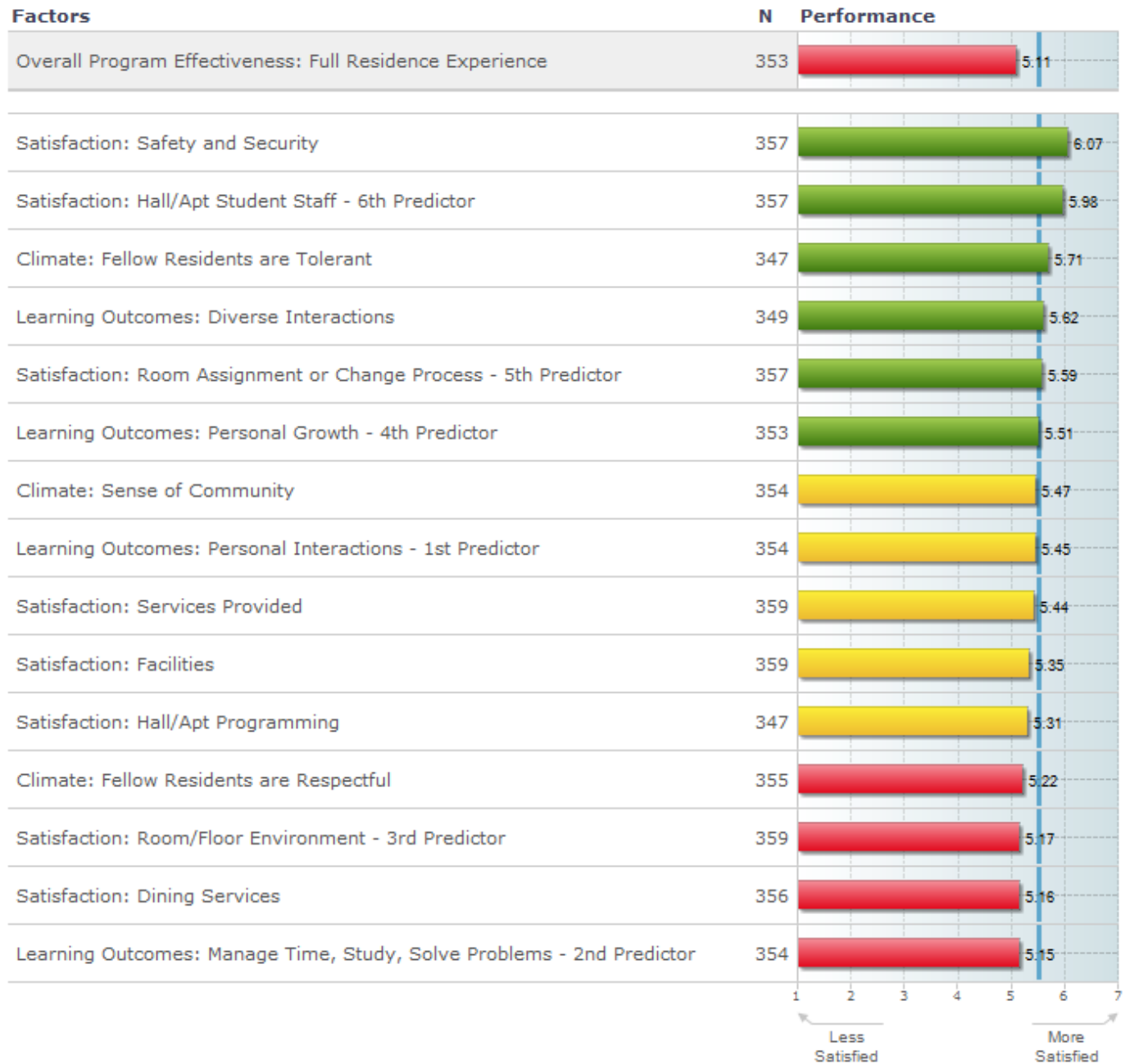


How have the three major indicators of satisfaction changed over time?

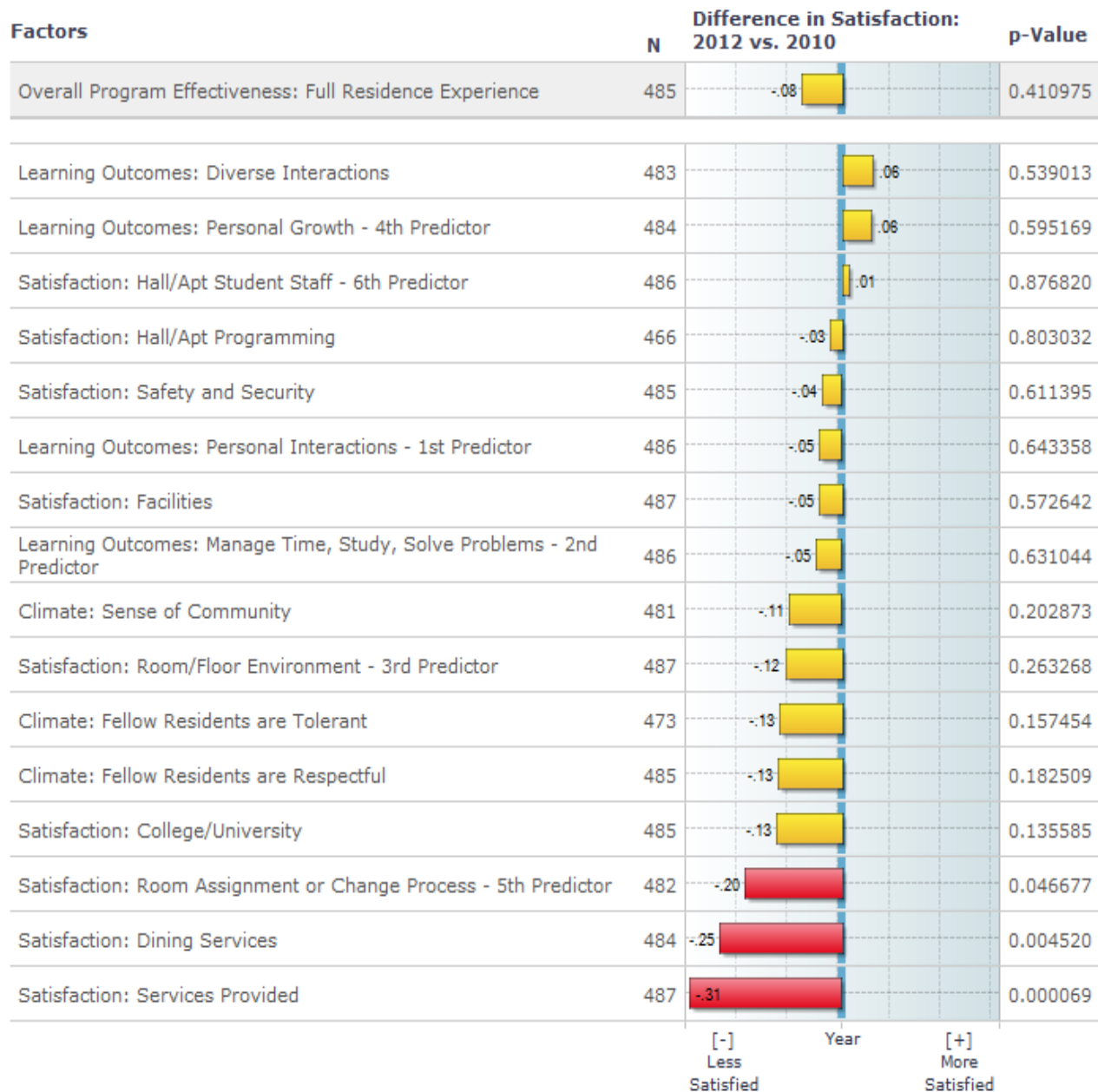


## Section 2. EIU performance across all aspects of the resident experience

### Full Resident Experience



## Where has resident satisfaction improved/declined?



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

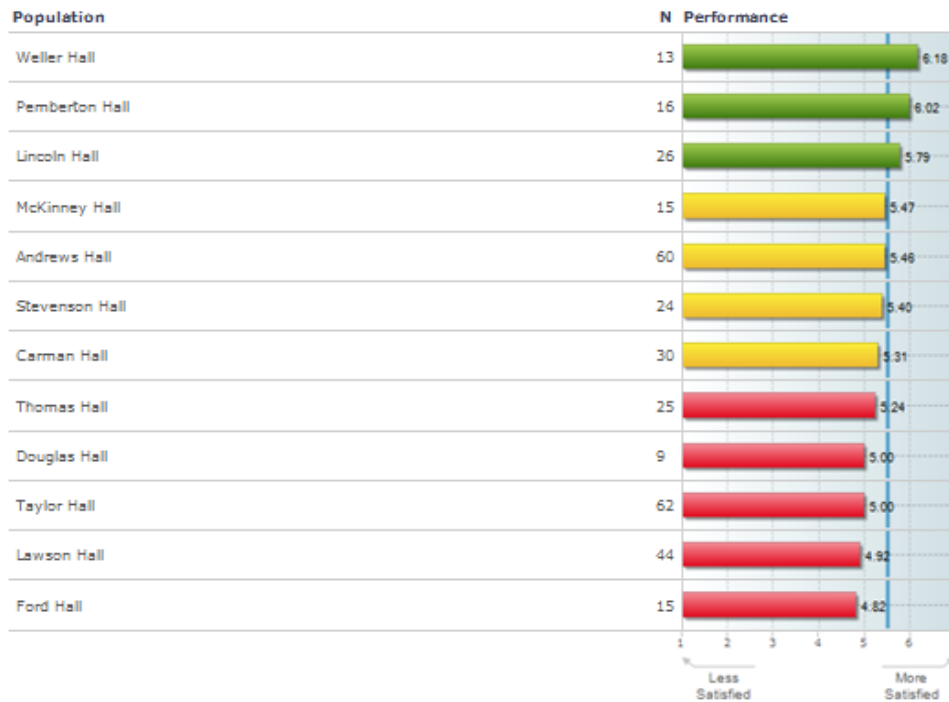
Drivers of Overall Satisfaction: There are two crucial elements for identifying where to invest your time, energy and resources to improve Overall Satisfaction.

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.

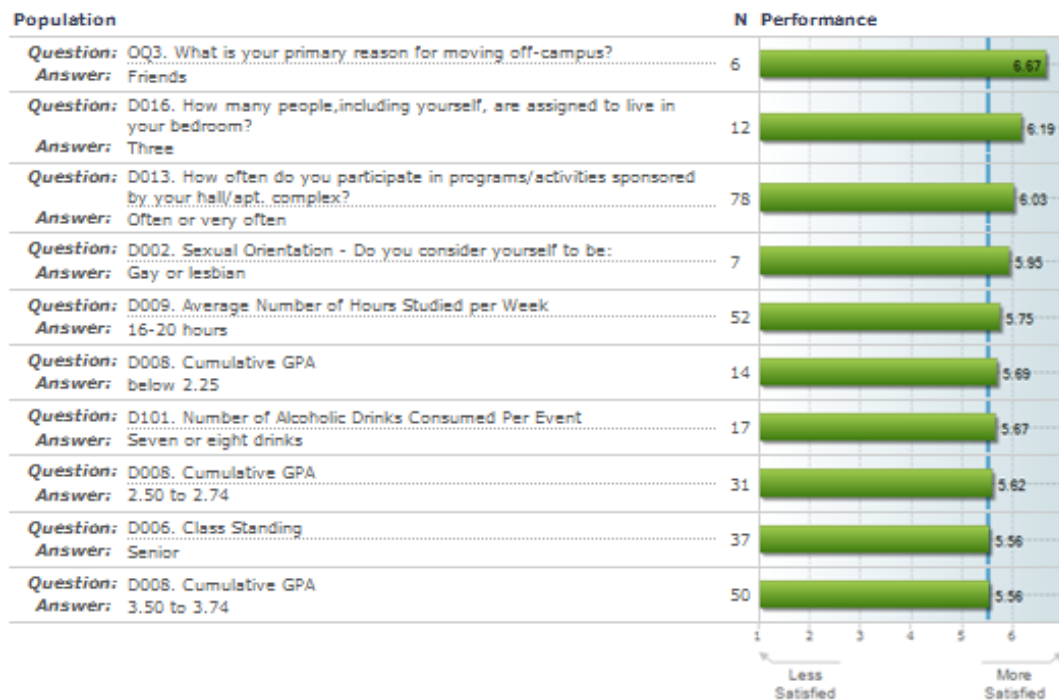
(NOTE: Improving an area with low satisfaction but little impact will do little to improve overall satisfaction. The greatest gains toward improving Overall Satisfaction are made by focusing on the factors that have high impact and low satisfaction).

## Section 4. Comparison by Area

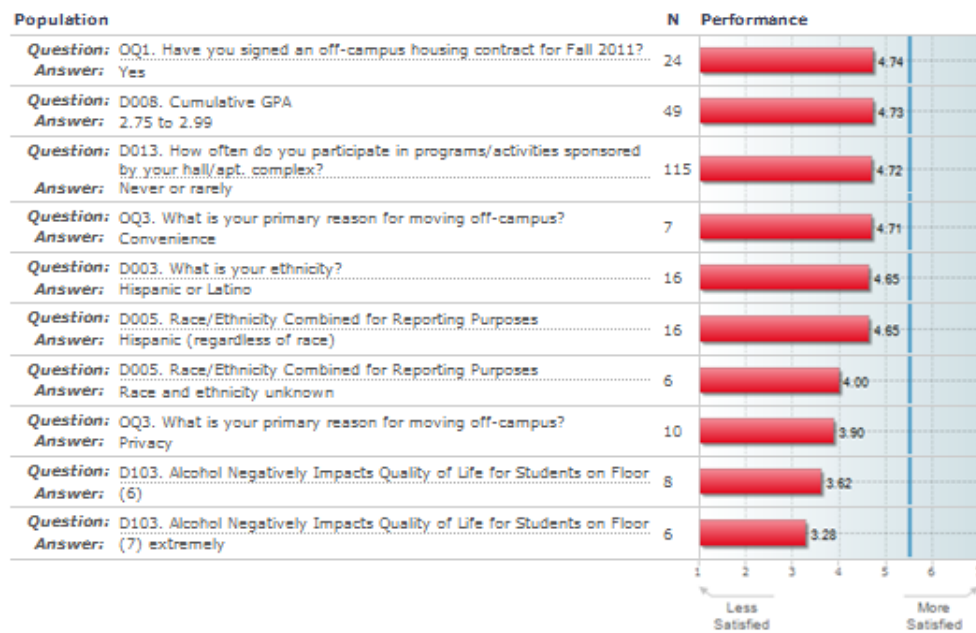


## Section 6. Perceived Population Comparison

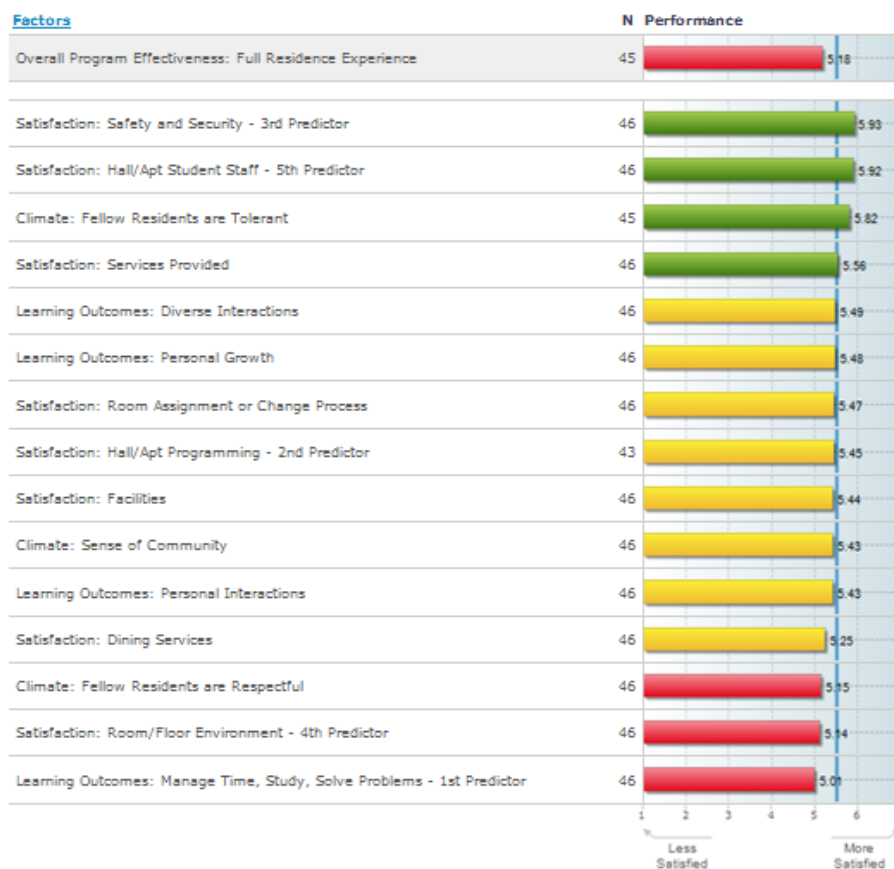
### Most Satisfied




## Least Comparison



## Transfer Student Responses



## Section 7. Miscellaneous

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