

**Residential and Dining Services**  
**Assessment Plan follow-up**  
**February 2011**

1. What **additional** assessment efforts have been made within your department since the assessment plans were completed and shared? This is our primary area of interest (examples might include more data collection, or greater use of data already available, or Student Voice survey data, or additional action taken because of what the data told you, etc.).

- RAD has worked with Aramark in generating and analyzing the results of additional satisfaction surveys due to the physical changes in the dining common with the reopening of the CAB, and to follow up on earlier data suggesting client concerns about satisfaction in variety and quality of services. Results are shared with Aramark leadership and members of the Food Committee to generate responses and solutions.

- Residence Life staff, in conjunction with Police Services and the Campus Grievance Officer, reviewed the results of the Student Voice survey on Campus Safety and Conduct and as a result instituted some specific goals regarding timeliness of grievance follow-ups. Data will be gathered in late winter 2011 and shared with relevant staff to evaluate whether or not goals were accomplished or, if not, how they might be.

- Residence Life continued to gather evaluation information about RA staff performance and shared that with staff (specific feedback to staff members, and aggregate data to all RA's) and for the first time this year we shared the aggregate feedback with all residents via email.

- Residence Life staff surveyed current residents in developing what is hoped to be a stronger gender neutral community and exploring other gender neutral housing options. Data was used to anticipate demand for this new option.

- RAD has begun looking at housing attrition numbers in a longitudinal manner (as opposed to regular benchmark dates like deadline for housing application or day 10 numbers) in an effort to project demand for housing (before fall and other quarters) and attrition (during the academic year). This data is also being used to examine possible need for new housing projects. We have also periodically done exit questionnaires in order to assess why students are leaving.

- Residence Life staff are using current vending revenue projections to examine ways to increase future revenue, and possibly increase and restructure the funding to the Greener Organization.

2. What additional assessment effort(s) would you like to accomplish in the next year (this might be something new, or doing more with some data you currently have)?

- RAD is preparing to participate in this year's Student Voice Residence Life survey, and anticipates sharing the results with RAD staff and selectively with residents as well as highlighting some results on our website.

- RAD has traditionally participated in the EBI national benchmarking survey and will do so again in 2011-2012.

- Facilities will implement a satisfaction survey following up on work orders submitted by residents. Results will be shared with Facilities staff and with residents initiating work orders on the web.

- Residence Life staff are developing learning outcomes that will drive our work next year, and the accompanying assessment that will be necessary to assess these outcomes.

- RAD staff will continue to assess dining services in the near future as we prepare for the RFP process for dining services as we draw near the end of our current dining contract.

3. What is the biggest barrier to additional assessment in your area?

Primarily, it is resource constraints that continue to be a barrier to assessment work, and that includes staff time to develop and follow up with assessment.