



2012-2013 // Colorado Mesa University
ACUHO-I/EBI Resident Assessment
HALL // ALBERS HALL

Since 1994, EBI has been dedicated to improving retention, student success, and the quality of the college student experience. EBI has empowered over 1,500 college and universities to impact student development, learning, retention and satisfaction through the MAP-Works® student success and retention platforms, and through national benchmarking assessments for accreditation and continuous improvement. To learn more about EBI and our history, please visit <http://www.webebi.com/about>.



The Association of College and University Housing Officers International (ACUHO-I) and EBI partnered to develop powerful assessment tools for residence life. EBI's proven assessments are rooted in educational theory and research, utilize rigorous statistical methods, and are closely aligned with ACUHO-I Professional Standards. As a result, EBI provides higher education professionals with the information and support they need to enable students to make the most of their college experience.

Commitment to Assessment // Your institution partnered with EBI to participate in the ACUHO-I/EBI Resident Assessment. This report provides information regarding how your students perceive their experience and how their experience differs from other students at your institution. From their feedback, you can identify areas for improvement, and over time, enhance their experience.

Closing the Assessment Loop // Successful assessment projects combine data collection, analysis, action planning, and (most importantly) implementation of those actions. After reviewing your students' feedback, consider your next steps. Brainstorm with your supervisor where to focus your time, what actions should be implemented, and how to measure success.

Accessing EBI's Online Reports // If you would like to delve deeper into this assessment data, please ask your supervisor for access to EBI's Online Reports. Here you will find additional information (e.g., population characteristics) and interactive tools (e.g., filtering and cross-tabs) that will enrich your understanding of the students' experience.

Protecting Confidentiality // EBI requires participating institutions to agree to a confidentiality statement that prohibits the use of results for anything other than continuous improvement. As an employee of the institution, you also agree to maintain confidentiality of results. It is important that you review and fully understand the Confidentiality Guidelines at <http://www.webebi.com/about/security> before accessing and sharing any information.

Need Help? // If you have questions or comments about this report or EBI's Online Reporting, please contact EBI at (417) 429-0551 (8 a.m. - 5 p.m. CT), email at helpdesk@webebi.com, or sign up for one of EBI's free online webinars at <http://www.webebi.com/community/events>.

Below is a compilation of terms used in this report.

Factor // A group of statistically-related questions which describe a broad concept more completely than just a single question.

Mean // The average (the sum of the values divided by the number of respondents) of the item.

Mean Range // The difference between the minimum mean (Min) and maximum mean (Max) across populations provides a range of means which gives a measure of the variation of the data.

N // Number of respondents to that item.

Performance // Mean scaled from 0-100%. The translation is: "1" on the 7-point scale equates with 0% performance, "4" equates to 50% performance, and "7" equates to 100% performance.

Rank // Sorting the institutions from highest performance to lowest performance, your institution's rank is determined. Note, your institution's data is included when we calculate your institution's ranking within that comparison group (e.g., your institution's Select 6 rank is out of 7 institutions since your institution is included in the rank).

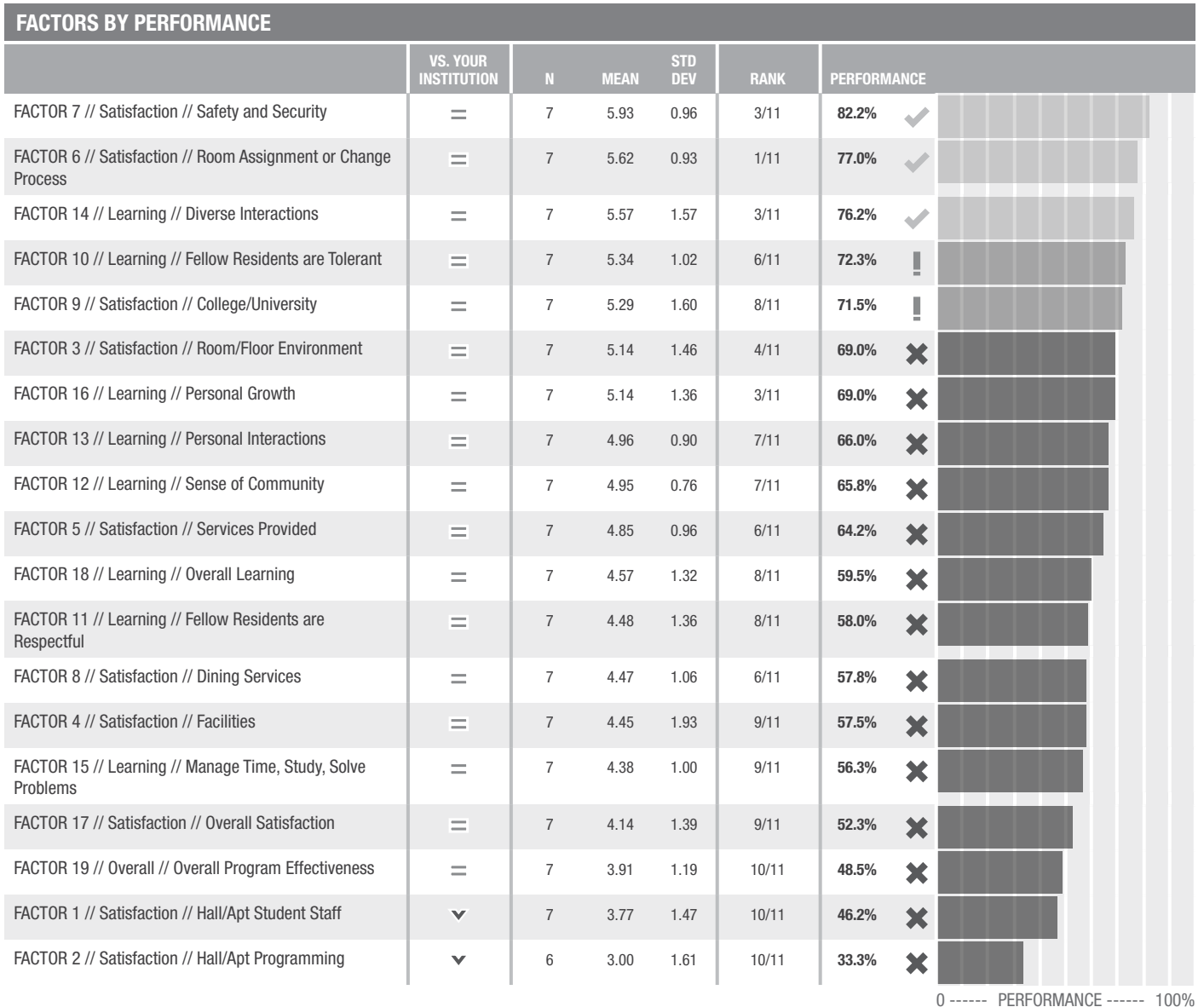
Scaled Questions // These survey questions rely on a 1-to-7 Likert scale with "1" indicating either strong disagreement or being very dissatisfied and "7" indicating either strong agreement or being very satisfied. This type of question is designed to gather perceptions of the participants across a variety of content areas.

Standard Deviation // The measure of the variation in response values within that item. Small standard deviations indicate consistency among respondents. In these cases, any intervention taken can be the same for all populations since respondents are responding similarly. Large standard deviations indicate wide variability among respondents. A deeper understanding of which populations are creating this variability is necessary before an intervention can begin. May be abbreviated as Std Dev in reporting.

Vs. Your Institution // Statistical testing is conducted between your group's results and your institution to determine if differences in the means are statistically significant. ▲ indicates your group performed statistically higher; = indicates no statistical difference; and ▼ indicates your group performed statistically lower than your institution.

FACTOR PERFORMANCE



Below is a summary of your students' perceptions across all factors in this assessment. Make note of the factors where performance is higher or lower than your institution. Also make note of the factors where performance is below the desired level. Visit with your supervisor to determine which factor(s) should be your focus for improvement. The rest of this report explores each factor in-depth.














✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 1 // Satisfaction // Hall/Apt Student Staff

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	274	5.37	1.37	--	--	72.8% 
Albers Hall	7	3.77	1.47	3.77	5.62	46.2% 
0 ----- PERFORMANCE ----- 100%						

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q022 // Treating everyone fairly	7	5.00	2.00	9/11	66.7% 	
Q021 // Helping with a problem	7	4.57	1.76	10/11	59.5% 	
Q020 // Gaining your respect	7	4.14	1.46	9/11	52.3% 	
Q023 // Enforcing policies	7	4.00	1.77	10/11	50.0% 	
Q026 // Respecting ethnic diversity	6	4.00	2.31	10/11	50.0% 	
Q028 // Overall, how satisfied are you with the performance of your staff member?	7	4.00	1.93	10/11	50.0% 	
Q025 // Promoting tolerance of others	7	3.43	2.06	10/11	40.5% 	
Q027 // Communicating rules & regulations	7	3.43	2.38	10/11	40.5% 	
Q018 // Availability	7	3.29	1.58	10/11	38.2% 	
Q019 // Efforts to get to know you	7	3.29	1.83	10/11	38.2% 	
Q024 // Organizing programs/activities	7	2.57	1.59	10/11	26.2% 	
0 ----- PERFORMANCE ----- 100%						

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 2 // Satisfaction // Hall/Apt Programming

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	245	4.57	1.55	--	--	59.5%	✗	<div><div></div></div>	
Albers Hall	6	3.00	1.61	3.00	5.10	33.3%	✗	<div><div></div></div>	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q029 // Social/educational/cultural programs	6	3.17	1.77	9/11	36.2%	✗	<div><div></div></div>		
Q030 // Athletic/recreational activities	6	2.83	1.57	10/11	30.5%	✗	<div><div></div></div>		
Q031 // Variety of programs	5	NR	NR	10/11	NR	NR	<div><div></div></div>		
Q032 // Quality of programs	5	NR	NR	10/11	NR	NR	<div><div></div></div>		

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 3 // Satisfaction // Room/Floor Environment

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	4.89	1.53	--	--	64.8%	✗
Albers Hall	7	5.14	1.46	3.84	5.40	69.0%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q033 // Your ability to study in your room	7	5.86	1.36	2/11	81.0%	✓	
Q035 // Your degree of privacy	7	5.43	1.59	3/11	73.8%	!	
Q034 // Your ability to sleep without interruption	7	5.00	2.33	2/11	66.7%	✗	
Q038 // Noise level of your floor/community	7	4.29	1.58	6/11	54.8%	✗	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 4 // Satisfaction // Facilities

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	4.94	1.27	--	--	65.7%	✗
Albers Hall	7	4.45	1.93	4.29	5.71	57.5%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q039 // The cleanliness of your floor/community	7	5.86	1.12	1/11	81.0%	✓
Q040 // The attitude of the cleaning staff	7	4.71	2.25	9/11	61.8%	✗
Q043 // Cleanliness of bathroom facilities	7	4.71	2.25	8/11	61.8%	✗
Q036 // Temperature regulation in your room	7	3.29	2.71	10/11	38.2%	✗
Q041 // The timeliness of repairs	6	3.17	2.11	10/11	36.2%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 5 // Satisfaction // Services Provided

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE	
Your Institution	277	5.07	1.14	-- --	67.8%	
Albers Hall	7	4.85	0.96	4.44 5.77	64.2%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q037 // Internet connectivity in your room	7	6.29	0.88	1/11	88.2%	
Q047 // Telephone services	6	5.50	1.26	2/11	75.0%	
Q046 // Cable TV services	6	5.17	1.57	8/11	69.5%	
Q048 // Postal services	7	5.14	1.96	7/11	69.0%	
Q042 // Laundry room facilities	7	4.00	1.60	9/11	50.0%	
Q044 // Common areas (i.e. lounges, study rooms, etc.)	5	NR	NR	9/11	NR NR	
Q045 // Computing facilities in your hall/building	5	NR	NR	9/11	NR NR	
Q049 // Vending services	4	NR	NR	9/11	NR NR	
Q050 // Information desk services	4	NR	NR	9/11	NR NR	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:






Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 6 // Satisfaction // Room Assignment or Change Process

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	276	5.20	1.44	--	--	70.0% 
Albers Hall	7	5.62	0.93	3.92	5.62	77.0% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q053 // Current room assignment	7	6.14	0.99	1/11	85.7% 	
Q052 // Room assignment process	7	5.29	1.16	1/11	71.5% 	
Q051 // Flexibility of the room change policy	4	NR	NR	10/11	NR	NR 

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 7 // Satisfaction // Safety and Security

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	5.78	1.22	--	--	79.7%	✓
Albers Hall	7	5.93	0.96	5.12	6.24	82.2%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE




	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q055 // How safe you feel in your room	7	6.29	1.03	2/11	88.2%	✓
Q056 // How safe you feel in your hall/apt. building	7	6.29	0.70	2/11	88.2%	✓
Q054 // Security of possessions in your room	7	5.86	1.36	2/11	81.0%	✓
Q057 // How safe you feel walking on campus at night	7	5.29	1.48	9/11	71.5%	!

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 8 // Satisfaction // Dining Services

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE
Your Institution	257	4.40	1.41	-- --	56.7% ✕
Albers Hall	7	4.47	1.06	4.16 4.74	57.8% ✕

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE
Q060 // Dining environment	7	5.57	1.05	2/11	76.2% ✓
Q059 // Cleanliness of dining area	7	5.29	0.70	2/11	71.5% !
Q062 // Dining service hours	7	4.71	1.83	1/11	61.8% ✕
Q061 // Service provided by dining service staff	7	4.57	1.59	10/11	59.5% ✕
Q063 // Variety of the dining plan options	7	4.14	2.29	5/11	52.3% ✕
Q058 // Quality of food	7	3.86	1.96	8/11	47.7% ✕
Q064 // Value of your dining plan	7	3.14	1.96	10/11	35.7% ✕

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✕ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 9 // Satisfaction // College/University

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	270	5.55	1.29	--	--	75.8% ✓
Albers Hall	7	5.29	1.60	5.11	5.98	71.5% !

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q097 // Will you recommend this college/university to a friend	7	5.71	1.67	5/11	78.5% ✓	
Q092 // Are you satisfied with your overall academic experience on this campus	7	4.86	1.64	10/11	64.3% ✗	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 10 // Learning // Fellow Residents are Tolerant

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	265	5.45	1.28	--	--	74.2%	!		
Albers Hall	7	5.34	1.02	4.41	6.06	72.3%	!		

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q066 // Genders	7	5.86	1.25	4/11	81.0%	✓			
Q065 // Races/ethnicities	7	5.43	1.05	5/11	73.8%	!			
Q067 // Sexual orientation	6	5.17	1.21	4/11	69.5%	✗			
Q068 // Religious beliefs	7	5.00	1.20	9/11	66.7%	✗			
Q069 // Political views	5	NR	NR	10/11	NR	NR			

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 11 // Learning // Fellow Residents are Respectful

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	276	4.76	1.48	--	--	62.7%	✗
Albers Hall	7	4.48	1.36	4.18	5.24	58.0%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q073 // Respecting your property	7	5.14	1.64	8/11	69.0%	✗
Q072 // Respecting your privacy	7	5.00	1.51	10/11	66.7%	✗
Q070 // Respecting your study time	7	4.86	1.46	6/11	64.3%	✗
Q074 // Maintaining cleanliness	7	4.14	1.64	8/11	52.3%	✗
Q075 // Concerned about academic success	7	4.14	1.64	5/11	52.3%	✗
Q071 // Respecting your sleep time	7	3.57	1.84	9/11	42.8%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 12 // Learning // Sense of Community

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	275	5.23	1.25	--	--	70.5%	!
Albers Hall	7	4.95	0.76	4.76	5.67	65.8%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q077 // Respect other students	7	6.00	1.07	3/11	83.3%	✓
Q078 // Feel accepted by other students	7	4.71	1.03	9/11	61.8%	✗
Q076 // Trust other students	7	4.14	1.25	10/11	52.3%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 13 // Learning // Personal Interactions

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	276	5.12	1.51	--	--	68.7%	✗
Albers Hall	7	4.96	0.90	4.66	5.58	66.0%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q082 // Improve interpersonal relationships	7	5.14	1.25	5/11	69.0%	✗
Q079 // Meet other people	7	5.00	0.76	8/11	66.7%	✗
Q080 // Live cooperatively	7	4.86	0.83	8/11	64.3%	✗
Q081 // Resolve conflict	4	NR	NR	10/11	NR	NR

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 14 // Learning // Diverse Interactions

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	5.41	1.42	--	--	73.5%	!
Albers Hall	7	5.57	1.57	4.97	5.88	76.2%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q091 // Benefited from interactions with residents who are different from you (i.e. race/ethnicity, beliefs, etc.)	7	5.86	1.36	1/11	81.0%	✓	
Q090 // Interacted with residents who are different from you (i.e. race/ethnicity, beliefs, etc.)	7	5.29	1.91	7/11	71.5%	!	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 15 // Learning // Manage Time, Study, Solve Problems

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	274	4.74	1.57	--	--	62.3%	✗
Albers Hall	7	4.38	1.00	3.99	5.51	56.3%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q085 // Solve your own problems	7	4.86	1.25	9/11	64.3%	✗
Q084 // Manage your time more effectively	7	4.57	0.90	5/11	59.5%	✗
Q083 // Study more effectively	7	3.71	1.28	9/11	45.2%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 16 // Learning // Personal Growth

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	275	5.06	1.63	--	--	67.7%	✗
Albers Hall	7	5.14	1.36	4.49	5.86	69.0%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q088 // Respect other races/ethnicities	7	5.57	1.50	3/11	76.2%	✓
Q089 // Improve communication skills	7	5.29	1.48	4/11	71.5%	!
Q086 // Understand the consequences of alcohol use and abuse	6	4.67	1.89	4/11	61.2%	✗
Q087 // Understand the consequences of drug use and abuse	6	4.50	1.50	7/11	58.3%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 17 // Satisfaction // Overall Satisfaction

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	4.83	1.70	--	--	63.8%	✗
Albers Hall	7	4.14	1.39	4.00	5.32	52.3%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q096 // Will you recommend living in on-campus housing to new students	7	4.86	1.73	7/11	64.3%	✗
Q093 // Are you satisfied with your on-campus housing experience this year	7	3.86	1.46	10/11	47.7%	✗
Q095 // Did your on-campus housing experience fulfill your expectations	7	3.71	1.39	9/11	45.2%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 18 // Learning // Overall Learning

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	4.97	1.43	--	--	66.2%	✗
Albers Hall	7	4.57	1.32	4.47	5.38	59.5%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q092 // Are you satisfied with your overall academic experience on this campus	7	4.86	1.64	10/11	64.3%	✗
Q094 // Has living in on-campus housing enhanced your learning experience	7	4.29	1.39	8/11	54.8%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 19 // Overall // Overall Program Effectiveness

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	270	4.56	1.50	--	--	59.3%	✗	<div><div></div></div>	
Albers Hall	7	3.91	1.19	3.91	4.98	48.5%	✗	<div><div></div></div>	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q096 // Will you recommend living in on-campus housing to new students	7	4.86	1.73	7/11	64.3%	✗	<div><div></div></div>		
Q094 // Has living in on-campus housing enhanced your learning experience	7	4.29	1.39	8/11	54.8%	✗	<div><div></div></div>		
Q093 // Are you satisfied with your on-campus housing experience this year	7	3.86	1.46	10/11	47.7%	✗	<div><div></div></div>		
Q095 // Did your on-campus housing experience fulfill your expectations	7	3.71	1.39	9/11	45.2%	✗	<div><div></div></div>		
Q100 // Comparing the cost to the quality of your on-campus living experience, how do you rate its overall value?	7	2.86	0.83	10/11	31.0%	✗	<div><div></div></div>		

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:


✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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Non-Factor Questions

QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE
Q098 // Return to THIS college/university for the next academic term (Mark N/A if graduating or for studying abroad.)	7	5.00	2.27	10/11	66.7% 
Q099 // Reside on-campus next year (Mark N/A if graduating or for studying abroad.)	7	2.71	1.48	10/11	28.5% 

0 ----- PERFORMANCE ----- 100%

 **Issue**
0%-70%
  **Needs Work**
71%-74%
  **Good**
75%-100%
 NR Not Reported
NEG Negative Correlation

▼ Lower = Equal ▲ Higher



2012-2013 // Colorado Mesa University
ACUHO-I/EBI Resident Assessment
HALL // ELM HALL

Since 1994, EBI has been dedicated to improving retention, student success, and the quality of the college student experience. EBI has empowered over 1,500 college and universities to impact student development, learning, retention and satisfaction through the MAP-Works® student success and retention platforms, and through national benchmarking assessments for accreditation and continuous improvement. To learn more about EBI and our history, please visit <http://www.webebi.com/about>.



The Association of College and University Housing Officers International (ACUHO-I) and EBI partnered to develop powerful assessment tools for residence life. EBI's proven assessments are rooted in educational theory and research, utilize rigorous statistical methods, and are closely aligned with ACUHO-I Professional Standards. As a result, EBI provides higher education professionals with the information and support they need to enable students to make the most of their college experience.

Commitment to Assessment // Your institution partnered with EBI to participate in the ACUHO-I/EBI Resident Assessment. This report provides information regarding how your students perceive their experience and how their experience differs from other students at your institution. From their feedback, you can identify areas for improvement, and over time, enhance their experience.

Closing the Assessment Loop // Successful assessment projects combine data collection, analysis, action planning, and (most importantly) implementation of those actions. After reviewing your students' feedback, consider your next steps. Brainstorm with your supervisor where to focus your time, what actions should be implemented, and how to measure success.

Accessing EBI's Online Reports // If you would like to delve deeper into this assessment data, please ask your supervisor for access to EBI's Online Reports. Here you will find additional information (e.g., population characteristics) and interactive tools (e.g., filtering and cross-tabs) that will enrich your understanding of the students' experience.

Protecting Confidentiality // EBI requires participating institutions to agree to a confidentiality statement that prohibits the use of results for anything other than continuous improvement. As an employee of the institution, you also agree to maintain confidentiality of results. It is important that you review and fully understand the Confidentiality Guidelines at <http://www.webebi.com/about/security> before accessing and sharing any information.

Need Help? // If you have questions or comments about this report or EBI's Online Reporting, please contact EBI at (417) 429-0551 (8 a.m. - 5 p.m. CT), email at helpdesk@webebi.com, or sign up for one of EBI's free online webinars at <http://www.webebi.com/community/events>.

Below is a compilation of terms used in this report.

Factor // A group of statistically-related questions which describe a broad concept more completely than just a single question.

Mean // The average (the sum of the values divided by the number of respondents) of the item.

Mean Range // The difference between the minimum mean (Min) and maximum mean (Max) across populations provides a range of means which gives a measure of the variation of the data.

N // Number of respondents to that item.

Performance // Mean scaled from 0-100%. The translation is: "1" on the 7-point scale equates with 0% performance, "4" equates to 50% performance, and "7" equates to 100% performance.

Rank // Sorting the institutions from highest performance to lowest performance, your institution's rank is determined. Note, your institution's data is included when we calculate your institution's ranking within that comparison group (e.g., your institution's Select 6 rank is out of 7 institutions since your institution is included in the rank).

Scaled Questions // These survey questions rely on a 1-to-7 Likert scale with "1" indicating either strong disagreement or being very dissatisfied and "7" indicating either strong agreement or being very satisfied. This type of question is designed to gather perceptions of the participants across a variety of content areas.

Standard Deviation // The measure of the variation in response values within that item. Small standard deviations indicate consistency among respondents. In these cases, any intervention taken can be the same for all populations since respondents are responding similarly. Large standard deviations indicate wide variability among respondents. A deeper understanding of which populations are creating this variability is necessary before an intervention can begin. May be abbreviated as Std Dev in reporting.

Vs. Your Institution // Statistical testing is conducted between your group's results and your institution to determine if differences in the means are statistically significant. ▲ indicates your group performed statistically higher; = indicates no statistical difference; and ▼ indicates your group performed statistically lower than your institution.


FACTOR PERFORMANCE

Below is a summary of your students' perceptions across all factors in this assessment. Make note of the factors where performance is higher or lower than your institution. Also make note of the factors where performance is below the desired level. Visit with your supervisor to determine which factor(s) should be your focus for improvement. The rest of this report explores each factor in-depth.

FACTORS BY PERFORMANCE

	VS. YOUR INSTITUTION	N	MEAN	STD DEV	RANK	PERFORMANCE	
FACTOR 1 // Satisfaction // Hall/Apt Student Staff	NR	3	NR	NR	11/11	NR	NR
FACTOR 2 // Satisfaction // Hall/Apt Programming	NR	2	NR	NR	11/11	NR	NR
FACTOR 3 // Satisfaction // Room/Floor Environment	NR	4	NR	NR	11/11	NR	NR
FACTOR 4 // Satisfaction // Facilities	NR	4	NR	NR	11/11	NR	NR
FACTOR 5 // Satisfaction // Services Provided	NR	4	NR	NR	11/11	NR	NR
FACTOR 6 // Satisfaction // Room Assignment or Change Process	NR	4	NR	NR	11/11	NR	NR
FACTOR 7 // Satisfaction // Safety and Security	NR	4	NR	NR	11/11	NR	NR
FACTOR 8 // Satisfaction // Dining Services	NR	4	NR	NR	11/11	NR	NR
FACTOR 9 // Satisfaction // College/University	NR	3	NR	NR	11/11	NR	NR
FACTOR 10 // Learning // Fellow Residents are Tolerant	NR	4	NR	NR	11/11	NR	NR
FACTOR 11 // Learning // Fellow Residents are Respectful	NR	4	NR	NR	11/11	NR	NR
FACTOR 12 // Learning // Sense of Community	NR	3	NR	NR	11/11	NR	NR
FACTOR 13 // Learning // Personal Interactions	NR	4	NR	NR	11/11	NR	NR
FACTOR 14 // Learning // Diverse Interactions	NR	4	NR	NR	11/11	NR	NR
FACTOR 15 // Learning // Manage Time, Study, Solve Problems	NR	4	NR	NR	11/11	NR	NR
FACTOR 16 // Learning // Personal Growth	NR	4	NR	NR	11/11	NR	NR
FACTOR 17 // Satisfaction // Overall Satisfaction	NR	3	NR	NR	11/11	NR	NR
FACTOR 18 // Learning // Overall Learning	NR	3	NR	NR	11/11	NR	NR
FACTOR 19 // Overall // Overall Program Effectiveness	NR	3	NR	NR	11/11	NR	NR

0 ----- PERFORMANCE ----- 100%

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 1 // Satisfaction // Hall/Apt Student Staff

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	274	5.37	1.37	--	--	72.8%	
Elm Hall	3	NR	NR	3.77	5.62	NR	NR

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q018 // Availability	3	NR	NR	11/11	NR	NR
Q019 // Efforts to get to know you	3	NR	NR	11/11	NR	NR
Q020 // Gaining your respect	3	NR	NR	11/11	NR	NR
Q021 // Helping with a problem	3	NR	NR	11/11	NR	NR
Q022 // Treating everyone fairly	3	NR	NR	11/11	NR	NR
Q023 // Enforcing policies	3	NR	NR	11/11	NR	NR
Q024 // Organizing programs/activities	3	NR	NR	11/11	NR	NR
Q025 // Promoting tolerance of others	3	NR	NR	11/11	NR	NR
Q026 // Respecting ethnic diversity	3	NR	NR	11/11	NR	NR
Q027 // Communicating rules & regulations	3	NR	NR	11/11	NR	NR
Q028 // Overall, how satisfied are you with the performance of your staff member?	3	NR	NR	11/11	NR	NR

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

	Issue 0%-70%		Needs Work 71%-74%		Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 2 // Satisfaction // Hall/Apt Programming

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	245	4.57	1.55	--	--	59.5%	✗		
Elm Hall	2	NR	NR	3.00	5.10	NR	NR		

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q029 // Social/educational/cultural programs	2	NR	NR	11/11	NR	NR			
Q030 // Athletic/recreational activities	2	NR	NR	11/11	NR	NR			
Q031 // Variety of programs	2	NR	NR	11/11	NR	NR			
Q032 // Quality of programs	2	NR	NR	11/11	NR	NR			

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 3 // Satisfaction // Room/Floor Environment

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	4.89	1.53	--	--	64.8%	✖
Elm Hall	4	NR	NR	3.84	5.40	NR	NR

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q033 // Your ability to study in your room	4	NR	NR	11/11	NR	NR
Q034 // Your ability to sleep without interruption	4	NR	NR	11/11	NR	NR
Q035 // Your degree of privacy	4	NR	NR	11/11	NR	NR
Q038 // Noise level of your floor/community	4	NR	NR	11/11	NR	NR

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✖ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 4 // Satisfaction // Facilities

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	4.94	1.27	--	--	65.7%	✖
Elm Hall	4	NR	NR	4.29	5.71	NR	NR

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q036 // Temperature regulation in your room	4	NR	NR	11/11	NR	NR
Q039 // The cleanliness of your floor/community	4	NR	NR	11/11	NR	NR
Q040 // The attitude of the cleaning staff	3	NR	NR	10/11	NR	NR
Q041 // The timeliness of repairs	4	NR	NR	11/11	NR	NR
Q043 // Cleanliness of bathroom facilities	4	NR	NR	10/11	NR	NR

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?




Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✖ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 5 // Satisfaction // Services Provided










You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE	
Your Institution	277	5.07	1.14	-- --	67.8% 	
Elm Hall	4	NR	NR	4.44 5.77	NR NR	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE




	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q037 // Internet connectivity in your room	4	NR	NR	11/11	NR NR	
Q042 // Laundry room facilities	4	NR	NR	11/11	NR NR	
Q044 // Common areas (i.e. lounges, study rooms, etc.)	4	NR	NR	10/11	NR NR	
Q045 // Computing facilities in your hall/building	3	NR	NR	10/11	NR NR	
Q046 // Cable TV services	4	NR	NR	11/11	NR NR	
Q047 // Telephone services	3	NR	NR	10/11	NR NR	
Q048 // Postal services	3	NR	NR	11/11	NR NR	
Q049 // Vending services	3	NR	NR	10/11	NR NR	
Q050 // Information desk services	3	NR	NR	10/11	NR NR	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 6 // Satisfaction // Room Assignment or Change Process

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	276	5.20	1.44	--	--	70.0%	!		
Elm Hall	4	NR	NR	3.92	5.62	NR	NR		

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q051 // Flexibility of the room change policy	4	NR	NR	11/11	NR	NR			
Q052 // Room assignment process	4	NR	NR	11/11	NR	NR			
Q053 // Current room assignment	4	NR	NR	11/11	NR	NR			

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 7 // Satisfaction // Safety and Security

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE		
				MIN	MAX			
Your Institution	277	5.78	1.22	--	--	79.7%	✓	
Elm Hall	4	NR	NR	5.12	6.24	NR	NR	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE




	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q054 // Security of possessions in your room	4	NR	NR	11/11	NR	NR	
Q055 // How safe you feel in your room	4	NR	NR	11/11	NR	NR	
Q056 // How safe you feel in your hall/apt. building	4	NR	NR	11/11	NR	NR	
Q057 // How safe you feel walking on campus at night	3	NR	NR	11/11	NR	NR	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?



Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 8 // Satisfaction // Dining Services

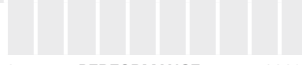
You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE
Your Institution	257	4.40	1.41	-- --	56.7% 
Elm Hall	4	NR	NR	4.16 4.74	NR NR 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE




	N	MEAN	STD DEV	RANK	PERFORMANCE
Q058 // Quality of food	4	NR	NR	11/11	NR NR 
Q059 // Cleanliness of dining area	4	NR	NR	11/11	NR NR 
Q060 // Dining environment	4	NR	NR	11/11	NR NR 
Q061 // Service provided by dining service staff	3	NR	NR	11/11	NR NR 
Q062 // Dining service hours	4	NR	NR	11/11	NR NR 
Q063 // Variety of the dining plan options	4	NR	NR	11/11	NR NR 
Q064 // Value of your dining plan	4	NR	NR	11/11	NR NR 

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 9 // Satisfaction // College/University

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE		
				MIN	MAX			
Your Institution	270	5.55	1.29	--	--	75.8%	✓	
Elm Hall	3	NR	NR	5.11	5.98	NR	NR	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q092 // Are you satisfied with your overall academic experience on this campus	3	NR	NR	11/11	NR	NR	
Q097 // Will you recommend this college/university to a friend	3	NR	NR	11/11	NR	NR	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

	Issue 0%-70%		Needs Work 71%-74%		Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 10 // Learning // Fellow Residents are Tolerant

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	265	5.45	1.28	--	--	74.2%	
Elm Hall	4	NR	NR	4.41	6.06	NR	NR

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q065 // Races/ethnicities	4	NR	NR	11/11	NR	NR
Q066 // Genders	4	NR	NR	11/11	NR	NR
Q067 // Sexual orientation	4	NR	NR	11/11	NR	NR
Q068 // Religious beliefs	4	NR	NR	11/11	NR	NR
Q069 // Political views	4	NR	NR	11/11	NR	NR

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	Lower Equal Higher
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FACTOR 11 // Learning // Fellow Residents are Respectful

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	276	4.76	1.48	--	--	62.7%	✗		
Elm Hall	4	NR	NR	4.18	5.24	NR	NR		

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q070 // Respecting your study time	4	NR	NR	11/11	NR	NR			
Q071 // Respecting your sleep time	4	NR	NR	11/11	NR	NR			
Q072 // Respecting your privacy	4	NR	NR	11/11	NR	NR			
Q073 // Respecting your property	4	NR	NR	11/11	NR	NR			
Q074 // Maintaining cleanliness	4	NR	NR	11/11	NR	NR			
Q075 // Concerned about academic success	4	NR	NR	11/11	NR	NR			

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 12 // Learning // Sense of Community

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	275	5.23	1.25	--	--	70.5%	
Elm Hall	3	NR	NR	4.76	5.67	NR	NR

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q076 // Trust other students	3	NR	NR	11/11	NR	NR
Q077 // Respect other students	3	NR	NR	11/11	NR	NR
Q078 // Feel accepted by other students	3	NR	NR	11/11	NR	NR

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

	Issue 0%-70%		Needs Work 71%-74%		Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 13 // Learning // Personal Interactions

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE		
				MIN	MAX			
Your Institution	276	5.12	1.51	--	--	68.7%	✖	
Elm Hall	4	NR	NR	4.66	5.58	NR	NR	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q079 // Meet other people	4	NR	NR	11/11	NR	NR	
Q080 // Live cooperatively	4	NR	NR	11/11	NR	NR	
Q081 // Resolve conflict	4	NR	NR	11/11	NR	NR	
Q082 // Improve interpersonal relationships	4	NR	NR	11/11	NR	NR	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✖ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 14 // Learning // Diverse Interactions

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	270	5.41	1.42	--	--	73.5%	!		
Elm Hall	4	NR	NR	4.97	5.88	NR	NR		

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q090 // Interacted with residents who are different from you (i.e. race/ethnicity, beliefs, etc.)	4	NR	NR	11/11	NR	NR			
Q091 // Benefited from interactions with residents who are different from you (i.e. race/ethnicity, beliefs, etc.)	4	NR	NR	11/11	NR	NR			

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 15 // Learning // Manage Time, Study, Solve Problems

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	274	4.74	1.57	--	--	62.3%	✗
Elm Hall	4	NR	NR	3.99	5.51	NR	NR

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q083 // Study more effectively	4	NR	NR	11/11	NR	NR
Q084 // Manage your time more effectively	4	NR	NR	11/11	NR	NR
Q085 // Solve your own problems	4	NR	NR	11/11	NR	NR

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 16 // Learning // Personal Growth

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	275	5.06	1.63	--	--	67.7%	✖
Elm Hall	4	NR	NR	4.49	5.86	NR	NR

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q086 // Understand the consequences of alcohol use and abuse	4	NR	NR	11/11	NR	NR
Q087 // Understand the consequences of drug use and abuse	4	NR	NR	11/11	NR	NR
Q088 // Respect other races/ethnicities	4	NR	NR	11/11	NR	NR
Q089 // Improve communication skills	4	NR	NR	11/11	NR	NR

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✖ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 17 // Satisfaction // Overall Satisfaction

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	270	4.83	1.70	--	--	63.8%	✗		
Elm Hall	3	NR	NR	4.00	5.32	NR	NR		

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q093 // Are you satisfied with your on-campus housing experience this year	3	NR	NR	11/11	NR	NR			
Q095 // Did your on-campus housing experience fulfill your expectations	3	NR	NR	11/11	NR	NR			
Q096 // Will you recommend living in on-campus housing to new students	3	NR	NR	11/11	NR	NR			

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 18 // Learning // Overall Learning

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	270	4.97	1.43	--	--	66.2%	✗		
Elm Hall	3	NR	NR	4.47	5.38	NR	NR		

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q092 // Are you satisfied with your overall academic experience on this campus	3	NR	NR	11/11	NR	NR			
Q094 // Has living in on-campus housing enhanced your learning experience	3	NR	NR	11/11	NR	NR			

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 19 // Overall // Overall Program Effectiveness

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	270	4.56	1.50	--	--	59.3%	✗		
Elm Hall	3	NR	NR	3.91	4.98	NR	NR		

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q093 // Are you satisfied with your on-campus housing experience this year	3	NR	NR	11/11	NR	NR			
Q094 // Has living in on-campus housing enhanced your learning experience	3	NR	NR	11/11	NR	NR			
Q095 // Did your on-campus housing experience fulfill your expectations	3	NR	NR	11/11	NR	NR			
Q096 // Will you recommend living in on-campus housing to new students	3	NR	NR	11/11	NR	NR			
Q100 // Comparing the cost to the quality of your on-campus living experience, how do you rate its overall value?	3	NR	NR	11/11	NR	NR			

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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Non-Factor Questions

QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE											
Q098 // Return to THIS college/university for the next academic term (Mark N/A if graduating or for studying abroad.)	3	NR	NR	11/11	NR	NR										
Q099 // Reside on-campus next year (Mark N/A if graduating or for studying abroad.)	3	NR	NR	11/11	NR	NR										

0 ----- PERFORMANCE ----- 100%

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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2012-2013 // Colorado Mesa University
ACUHO-I/EBI Resident Assessment
HALL // GRAND MESA HALL

Since 1994, EBI has been dedicated to improving retention, student success, and the quality of the college student experience. EBI has empowered over 1,500 college and universities to impact student development, learning, retention and satisfaction through the MAP-Works® student success and retention platforms, and through national benchmarking assessments for accreditation and continuous improvement. To learn more about EBI and our history, please visit <http://www.webebi.com/about>.



The Association of College and University Housing Officers International (ACUHO-I) and EBI partnered to develop powerful assessment tools for residence life. EBI's proven assessments are rooted in educational theory and research, utilize rigorous statistical methods, and are closely aligned with ACUHO-I Professional Standards. As a result, EBI provides higher education professionals with the information and support they need to enable students to make the most of their college experience.

Commitment to Assessment // Your institution partnered with EBI to participate in the ACUHO-I/EBI Resident Assessment. This report provides information regarding how your students perceive their experience and how their experience differs from other students at your institution. From their feedback, you can identify areas for improvement, and over time, enhance their experience.

Closing the Assessment Loop // Successful assessment projects combine data collection, analysis, action planning, and (most importantly) implementation of those actions. After reviewing your students' feedback, consider your next steps. Brainstorm with your supervisor where to focus your time, what actions should be implemented, and how to measure success.

Accessing EBI's Online Reports // If you would like to delve deeper into this assessment data, please ask your supervisor for access to EBI's Online Reports. Here you will find additional information (e.g., population characteristics) and interactive tools (e.g., filtering and cross-tabs) that will enrich your understanding of the students' experience.

Protecting Confidentiality // EBI requires participating institutions to agree to a confidentiality statement that prohibits the use of results for anything other than continuous improvement. As an employee of the institution, you also agree to maintain confidentiality of results. It is important that you review and fully understand the Confidentiality Guidelines at <http://www.webebi.com/about/security> before accessing and sharing any information.

Need Help? // If you have questions or comments about this report or EBI's Online Reporting, please contact EBI at (417) 429-0551 (8 a.m. - 5 p.m. CT), email at helpdesk@webebi.com, or sign up for one of EBI's free online webinars at <http://www.webebi.com/community/events>.

Below is a compilation of terms used in this report.

Factor // A group of statistically-related questions which describe a broad concept more completely than just a single question.

Mean // The average (the sum of the values divided by the number of respondents) of the item.

Mean Range // The difference between the minimum mean (Min) and maximum mean (Max) across populations provides a range of means which gives a measure of the variation of the data.

N // Number of respondents to that item.

Performance // Mean scaled from 0-100%. The translation is: "1" on the 7-point scale equates with 0% performance, "4" equates to 50% performance, and "7" equates to 100% performance.

Rank // Sorting the institutions from highest performance to lowest performance, your institution's rank is determined. Note, your institution's data is included when we calculate your institution's ranking within that comparison group (e.g., your institution's Select 6 rank is out of 7 institutions since your institution is included in the rank).

Scaled Questions // These survey questions rely on a 1-to-7 Likert scale with "1" indicating either strong disagreement or being very dissatisfied and "7" indicating either strong agreement or being very satisfied. This type of question is designed to gather perceptions of the participants across a variety of content areas.

Standard Deviation // The measure of the variation in response values within that item. Small standard deviations indicate consistency among respondents. In these cases, any intervention taken can be the same for all populations since respondents are responding similarly. Large standard deviations indicate wide variability among respondents. A deeper understanding of which populations are creating this variability is necessary before an intervention can begin. May be abbreviated as Std Dev in reporting.

Vs. Your Institution // Statistical testing is conducted between your group's results and your institution to determine if differences in the means are statistically significant. ▲ indicates your group performed statistically higher; = indicates no statistical difference; and ▼ indicates your group performed statistically lower than your institution.

FACTOR PERFORMANCE

Below is a summary of your students' perceptions across all factors in this assessment. Make note of the factors where performance is higher or lower than your institution. Also make note of the factors where performance is below the desired level. Visit with your supervisor to determine which factor(s) should be your focus for improvement. The rest of this report explores each factor in-depth.

FACTORS BY PERFORMANCE						
	VS. YOUR INSTITUTION	N	MEAN	STD DEV	RANK	PERFORMANCE
FACTOR 7 // Satisfaction // Safety and Security	=	37	5.94	0.90	2/11	82.3% ✓
FACTOR 10 // Learning // Fellow Residents are Tolerant	=	35	5.55	1.21	2/11	75.8% ✓
FACTOR 9 // Satisfaction // College/University	=	36	5.54	1.14	5/11	75.7% ✓
FACTOR 1 // Satisfaction // Hall/Apt Student Staff	=	37	5.25	1.18	7/11	70.8% !
FACTOR 12 // Learning // Sense of Community	=	37	5.20	1.27	5/11	70.0% !
FACTOR 5 // Satisfaction // Services Provided	=	37	5.14	0.95	4/11	69.0% ✗
FACTOR 6 // Satisfaction // Room Assignment or Change Process	=	37	5.06	1.40	9/11	67.7% ✗
FACTOR 18 // Learning // Overall Learning	=	36	5.01	1.08	5/11	66.8% ✗
FACTOR 14 // Learning // Diverse Interactions	=	37	5.00	1.52	9/11	66.7% ✗
FACTOR 3 // Satisfaction // Room/Floor Environment	=	37	4.82	1.45	6/11	63.7% ✗
FACTOR 4 // Satisfaction // Facilities	=	37	4.79	1.09	6/11	63.2% ✗
FACTOR 11 // Learning // Fellow Residents are Respectful	=	37	4.76	1.39	4/11	62.7% ✗
FACTOR 13 // Learning // Personal Interactions	=	37	4.69	1.59	9/11	61.5% ✗
FACTOR 17 // Satisfaction // Overall Satisfaction	=	36	4.59	1.66	7/11	59.8% ✗
FACTOR 16 // Learning // Personal Growth	▼	37	4.49	1.76	10/11	58.2% ✗
FACTOR 8 // Satisfaction // Dining Services	=	37	4.47	1.41	5/11	57.8% ✗
FACTOR 19 // Overall // Overall Program Effectiveness	=	36	4.47	1.36	5/11	57.8% ✗
FACTOR 2 // Satisfaction // Hall/Apt Programming	=	30	4.38	1.46	7/11	56.3% ✗
FACTOR 15 // Learning // Manage Time, Study, Solve Problems	▼	37	3.99	1.62	10/11	49.8% ✗

0 ----- PERFORMANCE ----- 100%

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 1 // Satisfaction // Hall/Apt Student Staff

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	274	5.37	1.37	--	--	72.8%	■		
Grand Mesa Hall	37	5.25	1.18	3.77	5.62	70.8%	■		

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q026 // Respecting ethnic diversity	36	5.67	1.41	7/11	77.8%	✓			
Q018 // Availability	36	5.56	1.19	3/11	76.0%	✓			
Q027 // Communicating rules & regulations	37	5.43	1.44	8/11	73.8%	■			
Q022 // Treating everyone fairly	37	5.38	1.42	8/11	73.0%	■			
Q028 // Overall, how satisfied are you with the performance of your staff member?	37	5.32	1.47	7/11	72.0%	■			
Q025 // Promoting tolerance of others	37	5.22	1.34	8/11	70.3%	■			
Q020 // Gaining your respect	37	5.16	1.62	6/11	69.3%	✗			
Q023 // Enforcing policies	37	5.14	1.76	8/11	69.0%	✗			
Q024 // Organizing programs/activities	34	5.06	1.51	6/11	67.7%	✗			
Q019 // Efforts to get to know you	37	4.84	1.87	7/11	64.0%	✗			
Q021 // Helping with a problem	35	4.83	1.61	9/11	63.8%	✗			

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 2 // Satisfaction // Hall/Apt Programming

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	245	4.57	1.55	--	--	59.5%	✗
Grand Mesa Hall	30	4.38	1.46	3.00	5.10	56.3%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q030 // Athletic/recreational activities	30	4.53	1.45	5/11	58.8%	✗
Q032 // Quality of programs	29	4.38	1.52	7/11	56.3%	✗
Q031 // Variety of programs	30	4.30	1.66	8/11	55.0%	✗
Q029 // Social/educational/cultural programs	30	4.27	1.67	7/11	54.5%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 3 // Satisfaction // Room/Floor Environment

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	4.89	1.53	--	--	64.8%	✗
Grand Mesa Hall	37	4.82	1.45	3.84	5.40	63.7%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q035 // Your degree of privacy	37	5.41	1.62	4/11	73.5%	!
Q034 // Your ability to sleep without interruption	36	4.69	1.75	4/11	61.5%	✗
Q033 // Your ability to study in your room	37	4.68	1.86	9/11	61.3%	✗
Q038 // Noise level of your floor/community	37	4.49	1.85	4/11	58.2%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 4 // Satisfaction // Facilities

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	4.94	1.27	--	--	65.7%	✗
Grand Mesa Hall	37	4.79	1.09	4.29	5.71	63.2%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q040 // The attitude of the cleaning staff	35	6.03	1.11	6/11	83.8%	✓
Q043 // Cleanliness of bathroom facilities	32	5.28	1.59	4/11	71.3%	!
Q039 // The cleanliness of your floor/community	37	4.70	1.69	7/11	61.7%	✗
Q041 // The timeliness of repairs	36	4.50	1.85	6/11	58.3%	✗
Q036 // Temperature regulation in your room	37	3.59	1.85	9/11	43.2%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 5 // Satisfaction // Services Provided

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE	
Your Institution	277	5.07	1.14	-- --	67.8%	
Grand Mesa Hall	37	5.14	0.95	4.44 5.77	69.0%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q048 // Postal services	35	5.54	1.13	3/11	75.7%	
Q050 // Information desk services	35	5.54	1.13	4/11	75.7%	
Q044 // Common areas (i.e. lounges, study rooms, etc.)	33	5.39	1.46	4/11	73.2%	
Q046 // Cable TV services	35	5.31	1.49	7/11	71.8%	
Q049 // Vending services	35	5.11	1.33	5/11	68.5%	
Q045 // Computing facilities in your hall/building	36	5.11	1.63	6/11	68.5%	
Q042 // Laundry room facilities	37	5.11	1.54	4/11	68.5%	
Q047 // Telephone services	25	5.00	1.26	5/11	66.7%	
Q037 // Internet connectivity in your room	37	4.03	1.79	6/11	50.5%	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 6 // Satisfaction // Room Assignment or Change Process

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	276	5.20	1.44	--	--	70.0% !
Grand Mesa Hall	37	5.06	1.40	3.92	5.62	67.7% ✕

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK		PERFORMANCE
Q053 // Current room assignment	37	5.46	1.79	7/11	74.3%	!
Q051 // Flexibility of the room change policy	30	5.20	1.38	1/11	70.0%	!
Q052 // Room assignment process	37	4.49	1.95	9/11	58.2%	✕

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✕ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 7 // Satisfaction // Safety and Security

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	5.78	1.22	--	--	79.7%	✓
Grand Mesa Hall	37	5.94	0.90	5.12	6.24	82.3%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q056 // How safe you feel in your hall/apt. building	37	6.24	0.82	3/11	87.3%	✓
Q055 // How safe you feel in your room	37	6.00	1.43	5/11	83.3%	✓
Q057 // How safe you feel walking on campus at night	37	5.89	0.98	2/11	81.5%	✓
Q054 // Security of possessions in your room	36	5.61	1.57	5/11	76.8%	✓

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 8 // Satisfaction // Dining Services

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE	
Your Institution	257	4.40	1.41	-- --	56.7%	
Grand Mesa Hall	37	4.47	1.41	4.16 4.74	57.8%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q060 // Dining environment	37	5.11	1.64	6/11	68.5%	
Q059 // Cleanliness of dining area	37	5.00	1.71	4/11	66.7%	
Q061 // Service provided by dining service staff	37	5.00	1.71	5/11	66.7%	
Q063 // Variety of the dining plan options	37	4.27	1.95	2/11	54.5%	
Q062 // Dining service hours	37	4.11	2.06	6/11	51.8%	
Q064 // Value of your dining plan	37	3.97	1.92	4/11	49.5%	
Q058 // Quality of food	37	3.86	1.80	7/11	47.7%	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 9 // Satisfaction // College/University

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	5.55	1.29	--	--	75.8%	✓
Grand Mesa Hall	36	5.54	1.14	5.11	5.98	75.7%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q097 // Will you recommend this college/university to a friend	35	5.74	1.64	4/11	79.0%	✓	
Q092 // Are you satisfied with your overall academic experience on this campus	36	5.36	0.98	4/11	72.7%	!	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:






✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 10 // Learning // Fellow Residents are Tolerant

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	265	5.45	1.28	--	--	74.2% 
Grand Mesa Hall	35	5.55	1.21	4.41	6.06	75.8% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q066 // Genders	35	5.89	1.24	2/11	81.5% 	
Q065 // Races/ethnicities	35	5.86	1.20	2/11	81.0% 	
Q068 // Religious beliefs	34	5.65	1.26	3/11	77.5% 	
Q069 // Political views	33	5.45	1.44	4/11	74.2% 	
Q067 // Sexual orientation	32	4.81	1.81	9/11	63.5% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 11 // Learning // Fellow Residents are Respectful

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	276	4.76	1.48	--	--	62.7%	✗
Grand Mesa Hall	37	4.76	1.39	4.18	5.24	62.7%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q072 // Respecting your privacy	37	5.51	1.70	4/11	75.2%	✓
Q073 // Respecting your property	37	5.38	1.71	5/11	73.0%	!
Q070 // Respecting your study time	37	5.00	1.74	4/11	66.7%	✗
Q071 // Respecting your sleep time	35	4.91	1.66	2/11	65.2%	✗
Q075 // Concerned about academic success	36	4.14	1.75	6/11	52.3%	✗
Q074 // Maintaining cleanliness	37	3.68	1.95	9/11	44.7%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 12 // Learning // Sense of Community

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	275	5.23	1.25	--	--	70.5%	
Grand Mesa Hall	37	5.20	1.27	4.76	5.67	70.0%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q077 // Respect other students	37	5.81	1.23	5/11	80.2%	
Q078 // Feel accepted by other students	37	5.14	1.68	6/11	69.0%	
Q076 // Trust other students	37	4.65	1.56	5/11	60.8%	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 13 // Learning // Personal Interactions

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	276	5.12	1.51	--	--	68.7%	✗
Grand Mesa Hall	37	4.69	1.59	4.66	5.58	61.5%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q079 // Meet other people	37	4.86	1.60	9/11	64.3%	✗
Q080 // Live cooperatively	37	4.84	1.94	9/11	64.0%	✗
Q082 // Improve interpersonal relationships	37	4.57	1.87	10/11	59.5%	✗
Q081 // Resolve conflict	36	4.50	1.82	8/11	58.3%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 14 // Learning // Diverse Interactions

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	5.41	1.42	--	--	73.5%	!
Grand Mesa Hall	37	5.00	1.52	4.97	5.88	66.7%	×

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q090 // Interacted with residents who are different from you (i.e. race/ethnicity, beliefs, etc.)	37	5.05	1.49	9/11	67.5%	×	
Q091 // Benefited from interactions with residents who are different from you (i.e. race/ethnicity, beliefs, etc.)	36	4.97	1.62	10/11	66.2%	×	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

×	Issue 0%-70%	!	Needs Work 71%-74%	✓	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 15 // Learning // Manage Time, Study, Solve Problems

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	274	4.74	1.57	--	--	62.3%	✗
Grand Mesa Hall	37	3.99	1.62	3.99	5.51	49.8%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q085 // Solve your own problems	37	4.65	1.80	10/11	60.8%	✗
Q083 // Study more effectively	37	3.65	1.79	10/11	44.2%	✗
Q084 // Manage your time more effectively	36	3.58	1.88	10/11	43.0%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 16 // Learning // Personal Growth

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	275	5.06	1.63	--	--	67.7%	✗		
Grand Mesa Hall	37	4.49	1.76	4.49	5.86	58.2%	✗		

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q088 // Respect other races/ethnicities	37	4.76	2.02	10/11	62.7%	✗			
Q089 // Improve communication skills	37	4.70	1.97	10/11	61.7%	✗			
Q087 // Understand the consequences of drug use and abuse	31	4.19	2.05	9/11	53.2%	✗			
Q086 // Understand the consequences of alcohol use and abuse	33	4.06	2.06	10/11	51.0%	✗			

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 17 // Satisfaction // Overall Satisfaction

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	270	4.83	1.70	--	--	63.8%	✗	<div><div></div></div>	
Grand Mesa Hall	36	4.59	1.66	4.00	5.32	59.8%	✗	<div><div></div></div>	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q096 // Will you recommend living in on-campus housing to new students	36	4.97	1.85	4/11	66.2%	✗	<div><div></div></div>		
Q093 // Are you satisfied with your on-campus housing experience this year	36	4.42	1.62	7/11	57.0%	✗	<div><div></div></div>		
Q095 // Did your on-campus housing experience fulfill your expectations	36	4.39	1.86	6/11	56.5%	✗	<div><div></div></div>		

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 18 // Learning // Overall Learning

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	4.97	1.43	--	--	66.2%	✗
Grand Mesa Hall	36	5.01	1.08	4.47	5.38	66.8%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q092 // Are you satisfied with your overall academic experience on this campus	36	5.36	0.98	4/11	72.7%	!
Q094 // Has living in on-campus housing enhanced your learning experience	36	4.67	1.67	5/11	61.2%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:






✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 19 // Overall // Overall Program Effectiveness

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	270	4.56	1.50	--	--	59.3% 
Grand Mesa Hall	36	4.47	1.36	3.91	4.98	57.8% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK		PERFORMANCE
Q096 // Will you recommend living in on-campus housing to new students	36	4.97	1.85	4/11	66.2% 	
Q094 // Has living in on-campus housing enhanced your learning experience	36	4.67	1.67	5/11	61.2% 	
Q093 // Are you satisfied with your on-campus housing experience this year	36	4.42	1.62	7/11	57.0% 	
Q095 // Did your on-campus housing experience fulfill your expectations	36	4.39	1.86	6/11	56.5% 	
Q100 // Comparing the cost to the quality of your on-campus living experience, how do you rate its overall value?	36	3.89	1.26	2/11	48.2% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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Non-Factor Questions

QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE
Q098 // Return to THIS college/university for the next academic term (Mark N/A if graduating or for studying abroad.)	34	6.35	1.39	2/11	89.2% ✓
Q099 // Reside on-campus next year (Mark N/A if graduating or for studying abroad.)	35	4.29	2.39	4/11	54.8% ✗

0 ----- PERFORMANCE ----- 100%

 **Issue**
0%-70%
  **Needs Work**
71%-74%
  **Good**
75%-100%
 NR Not Reported
NEG Negative Correlation

▼ Lower = Equal ▲ Higher



2012-2013 // Colorado Mesa University
ACUHO-I/EBI Resident Assessment
HALL // MONUMENT HALL

Since 1994, EBI has been dedicated to improving retention, student success, and the quality of the college student experience. EBI has empowered over 1,500 college and universities to impact student development, learning, retention and satisfaction through the MAP-Works® student success and retention platforms, and through national benchmarking assessments for accreditation and continuous improvement. To learn more about EBI and our history, please visit <http://www.webebi.com/about>.



The Association of College and University Housing Officers International (ACUHO-I) and EBI partnered to develop powerful assessment tools for residence life. EBI's proven assessments are rooted in educational theory and research, utilize rigorous statistical methods, and are closely aligned with ACUHO-I Professional Standards. As a result, EBI provides higher education professionals with the information and support they need to enable students to make the most of their college experience.

Commitment to Assessment // Your institution partnered with EBI to participate in the ACUHO-I/EBI Resident Assessment. This report provides information regarding how your students perceive their experience and how their experience differs from other students at your institution. From their feedback, you can identify areas for improvement, and over time, enhance their experience.

Closing the Assessment Loop // Successful assessment projects combine data collection, analysis, action planning, and (most importantly) implementation of those actions. After reviewing your students' feedback, consider your next steps. Brainstorm with your supervisor where to focus your time, what actions should be implemented, and how to measure success.

Accessing EBI's Online Reports // If you would like to delve deeper into this assessment data, please ask your supervisor for access to EBI's Online Reports. Here you will find additional information (e.g., population characteristics) and interactive tools (e.g., filtering and cross-tabs) that will enrich your understanding of the students' experience.

Protecting Confidentiality // EBI requires participating institutions to agree to a confidentiality statement that prohibits the use of results for anything other than continuous improvement. As an employee of the institution, you also agree to maintain confidentiality of results. It is important that you review and fully understand the Confidentiality Guidelines at <http://www.webebi.com/about/security> before accessing and sharing any information.

Need Help? // If you have questions or comments about this report or EBI's Online Reporting, please contact EBI at (417) 429-0551 (8 a.m. - 5 p.m. CT), email at helpdesk@webebi.com, or sign up for one of EBI's free online webinars at <http://www.webebi.com/community/events>.

Below is a compilation of terms used in this report.

Factor // A group of statistically-related questions which describe a broad concept more completely than just a single question.

Mean // The average (the sum of the values divided by the number of respondents) of the item.

Mean Range // The difference between the minimum mean (Min) and maximum mean (Max) across populations provides a range of means which gives a measure of the variation of the data.

N // Number of respondents to that item.

Performance // Mean scaled from 0-100%. The translation is: "1" on the 7-point scale equates with 0% performance, "4" equates to 50% performance, and "7" equates to 100% performance.

Rank // Sorting the institutions from highest performance to lowest performance, your institution's rank is determined. Note, your institution's data is included when we calculate your institution's ranking within that comparison group (e.g., your institution's Select 6 rank is out of 7 institutions since your institution is included in the rank).

Scaled Questions // These survey questions rely on a 1-to-7 Likert scale with "1" indicating either strong disagreement or being very dissatisfied and "7" indicating either strong agreement or being very satisfied. This type of question is designed to gather perceptions of the participants across a variety of content areas.

Standard Deviation // The measure of the variation in response values within that item. Small standard deviations indicate consistency among respondents. In these cases, any intervention taken can be the same for all populations since respondents are responding similarly. Large standard deviations indicate wide variability among respondents. A deeper understanding of which populations are creating this variability is necessary before an intervention can begin. May be abbreviated as Std Dev in reporting.

Vs. Your Institution // Statistical testing is conducted between your group's results and your institution to determine if differences in the means are statistically significant. ▲ indicates your group performed statistically higher; = indicates no statistical difference; and ▼ indicates your group performed statistically lower than your institution.

FACTOR PERFORMANCE

Below is a summary of your students' perceptions across all factors in this assessment. Make note of the factors where performance is higher or lower than your institution. Also make note of the factors where performance is below the desired level. Visit with your supervisor to determine which factor(s) should be your focus for improvement. The rest of this report explores each factor in-depth.



FACTORS BY PERFORMANCE						
	VS. YOUR INSTITUTION	N	MEAN	STD DEV	RANK	PERFORMANCE
FACTOR 9 // Satisfaction // College/University	=	25	5.78	0.99	2/11	79.7% ✓
FACTOR 7 // Satisfaction // Safety and Security	=	25	5.76	1.39	6/11	79.3% ✓
FACTOR 4 // Satisfaction // Facilities	^	25	5.51	1.05	2/11	75.2% ✓
FACTOR 1 // Satisfaction // Hall/Apt Student Staff	=	25	5.49	1.28	4/11	74.8% !
FACTOR 12 // Learning // Sense of Community	=	25	5.45	1.02	2/11	74.2% !
FACTOR 5 // Satisfaction // Services Provided	=	25	5.43	0.91	2/11	73.8% !
FACTOR 3 // Satisfaction // Room/Floor Environment	=	25	5.40	1.27	1/11	73.3% !
FACTOR 6 // Satisfaction // Room Assignment or Change Process	=	25	5.39	1.21	3/11	73.2% !
FACTOR 10 // Learning // Fellow Residents are Tolerant	=	25	5.34	1.26	7/11	72.3% !
FACTOR 17 // Satisfaction // Overall Satisfaction	=	25	5.32	1.30	1/11	72.0% !
FACTOR 14 // Learning // Diverse Interactions	=	25	5.28	1.37	8/11	71.3% !
FACTOR 18 // Learning // Overall Learning	=	25	5.28	1.18	2/11	71.3% !
FACTOR 13 // Learning // Personal Interactions	=	25	5.20	1.58	5/11	70.0% !
FACTOR 16 // Learning // Personal Growth	=	25	5.12	1.68	4/11	68.7% ✗
FACTOR 15 // Learning // Manage Time, Study, Solve Problems	=	25	5.05	1.44	3/11	67.5% ✗
FACTOR 19 // Overall // Overall Program Effectiveness	=	25	4.98	1.04	1/11	66.3% ✗
FACTOR 11 // Learning // Fellow Residents are Respectful	=	25	4.62	1.64	6/11	60.3% ✗
FACTOR 8 // Satisfaction // Dining Services	=	25	4.31	1.32	8/11	55.2% ✗
FACTOR 2 // Satisfaction // Hall/Apt Programming	=	23	4.25	1.70	8/11	54.2% ✗

0 ----- PERFORMANCE ----- 100%























✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ^ Higher
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FACTOR 1 // Satisfaction // Hall/Apt Student Staff

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	274	5.37	1.37	--	--	72.8% 
Monument Hall	25	5.49	1.28	3.77	5.62	74.8% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q026 // Respecting ethnic diversity	24	6.12	1.01	3/11	85.3% 	
Q022 // Treating everyone fairly	25	5.80	1.41	1/11	80.0% 	
Q027 // Communicating rules & regulations	25	5.80	1.39	3/11	80.0% 	
Q025 // Promoting tolerance of others	24	5.79	1.22	1/11	79.8% 	
Q028 // Overall, how satisfied are you with the performance of your staff member?	25	5.76	1.50	4/11	79.3% 	
Q021 // Helping with a problem	24	5.54	1.58	3/11	75.7% 	
Q020 // Gaining your respect	25	5.52	1.65	3/11	75.3% 	
Q023 // Enforcing policies	25	5.24	1.61	7/11	70.7% 	
Q019 // Efforts to get to know you	25	5.20	1.67	5/11	70.0% 	
Q018 // Availability	23	5.04	1.83	8/11	67.3% 	
Q024 // Organizing programs/activities	24	4.62	1.80	8/11	60.3% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 2 // Satisfaction // Hall/Apt Programming

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	245	4.57	1.55	--	--	59.5%	✗
Monument Hall	23	4.25	1.70	3.00	5.10	54.2%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q032 // Quality of programs	22	4.32	1.74	8/11	55.3%	✗	
Q031 // Variety of programs	23	4.30	1.88	7/11	55.0%	✗	
Q029 // Social/educational/cultural programs	23	4.17	1.63	8/11	52.8%	✗	
Q030 // Athletic/recreational activities	23	4.13	1.73	8/11	52.2%	✗	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:





✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 3 // Satisfaction // Room/Floor Environment

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	277	4.89	1.53	--	--	64.8% 
Monument Hall	25	5.40	1.27	3.84	5.40	73.3% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q033 // Your ability to study in your room	25	5.92	1.32	1/11	82.0% 	
Q034 // Your ability to sleep without interruption	25	5.32	1.71	1/11	72.0% 	
Q035 // Your degree of privacy	25	5.32	1.46	6/11	72.0% 	
Q038 // Noise level of your floor/community	25	5.04	1.61	1/11	67.3% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 4 // Satisfaction // Facilities

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	4.94	1.27	--	--	65.7%	✗
Monument Hall	25	5.51	1.05	4.29	5.71	75.2%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q040 // The attitude of the cleaning staff	25	6.28	1.00	3/11	88.0%	✓
Q041 // The timeliness of repairs	23	5.65	1.68	1/11	77.5%	✓
Q043 // Cleanliness of bathroom facilities	19	5.58	1.14	3/11	76.3%	✓
Q039 // The cleanliness of your floor/community	25	5.20	1.79	5/11	70.0%	!
Q036 // Temperature regulation in your room	25	4.88	1.95	1/11	64.7%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 5 // Satisfaction // Services Provided

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE	
Your Institution	277	5.07	1.14	-- --	67.8%	
Monument Hall	25	5.43	0.91	4.44 5.77	73.8%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q046 // Cable TV services	22	6.18	1.03	2/11	86.3%	
Q050 // Information desk services	25	5.88	1.03	1/11	81.3%	
Q044 // Common areas (i.e. lounges, study rooms, etc.)	25	5.68	1.29	2/11	78.0%	
Q045 // Computing facilities in your hall/building	25	5.56	1.33	2/11	76.0%	
Q048 // Postal services	25	5.52	1.50	4/11	75.3%	
Q049 // Vending services	24	5.46	1.29	1/11	74.3%	
Q042 // Laundry room facilities	25	5.28	1.56	2/11	71.3%	
Q047 // Telephone services	14	4.71	1.79	8/11	61.8%	
Q037 // Internet connectivity in your room	25	4.32	2.15	5/11	55.3%	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:


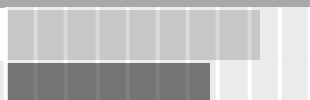




Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 6 // Satisfaction // Room Assignment or Change Process

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	276	5.20	1.44	--	--	70.0% 
Monument Hall	25	5.39	1.21	3.92	5.62	73.2% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK		PERFORMANCE
Q053 // Current room assignment	25	6.00	1.20	3/11	83.3% 	
Q051 // Flexibility of the room change policy	18	5.00	1.63	4/11	66.7% 	
Q052 // Room assignment process	24	4.96	1.99	3/11	66.0% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 7 // Satisfaction // Safety and Security

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	5.78	1.22	--	--	79.7%	✓
Monument Hall	25	5.76	1.39	5.12	6.24	79.3%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE


	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q055 // How safe you feel in your room	25	6.00	1.52	6/11	83.3%	✓
Q056 // How safe you feel in your hall/apt. building	25	5.96	1.25	5/11	82.7%	✓
Q054 // Security of possessions in your room	25	5.60	1.88	6/11	76.7%	✓
Q057 // How safe you feel walking on campus at night	25	5.48	1.50	5/11	74.7%	!

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 8 // Satisfaction // Dining Services

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	257	4.40	1.41	--	--	56.7%	✗
Monument Hall	25	4.31	1.32	4.16	4.74	55.2%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q060 // Dining environment	25	5.00	1.55	8/11	66.7%	✗
Q061 // Service provided by dining service staff	25	5.00	1.85	6/11	66.7%	✗
Q059 // Cleanliness of dining area	25	4.52	1.98	9/11	58.7%	✗
Q062 // Dining service hours	25	4.12	1.63	4/11	52.0%	✗
Q058 // Quality of food	25	4.04	1.78	5/11	50.7%	✗
Q063 // Variety of the dining plan options	25	3.80	1.88	9/11	46.7%	✗
Q064 // Value of your dining plan	25	3.72	1.89	7/11	45.3%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 9 // Satisfaction // College/University

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	5.55	1.29	--	--	75.8%	✓
Monument Hall	25	5.78	0.99	5.11	5.98	79.7%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE




	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q097 // Will you recommend this college/university to a friend	25	5.92	1.13	2/11	82.0%	✓
Q092 // Are you satisfied with your overall academic experience on this campus	25	5.64	1.05	2/11	77.3%	✓

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
--	--	---	---	--------------------------------

FACTOR 10 // Learning // Fellow Residents are Tolerant

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	265	5.45	1.28	--	--	74.2%	
Monument Hall	25	5.34	1.26	4.41	6.06	72.3%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q069 // Political views	22	5.73	1.25	2/11	78.8%	✓	
Q066 // Genders	25	5.64	1.23	5/11	77.3%	✓	
Q068 // Religious beliefs	22	5.36	1.43	6/11	72.7%	!	
Q065 // Races/ethnicities	25	5.28	1.40	6/11	71.3%	!	
Q067 // Sexual orientation	24	4.88	1.72	7/11	64.7%	✗	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

	Issue 0%-70%		Needs Work 71%-74%		Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 11 // Learning // Fellow Residents are Respectful

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	276	4.76	1.48	--	--	62.7%	✗
Monument Hall	25	4.62	1.64	4.18	5.24	60.3%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q072 // Respecting your privacy	25	5.40	1.83	5/11	73.3%	!	
Q070 // Respecting your study time	25	5.00	1.88	5/11	66.7%	✗	
Q073 // Respecting your property	25	4.52	2.06	10/11	58.7%	✗	
Q075 // Concerned about academic success	24	4.38	1.63	3/11	56.3%	✗	
Q071 // Respecting your sleep time	25	4.32	1.89	6/11	55.3%	✗	
Q074 // Maintaining cleanliness	25	4.20	1.96	5/11	53.3%	✗	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 12 // Learning // Sense of Community

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	275	5.23	1.25	--	--	70.5%	
Monument Hall	25	5.45	1.02	4.76	5.67	74.2%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q077 // Respect other students	25	6.16	0.78	2/11	86.0%	
Q078 // Feel accepted by other students	25	5.52	1.42	2/11	75.3%	
Q076 // Trust other students	25	4.68	1.46	4/11	61.3%	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:





Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 13 // Learning // Personal Interactions

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	276	5.12	1.51	--	--	68.7% 
Monument Hall	25	5.20	1.58	4.66	5.58	70.0% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q079 // Meet other people	25	5.48	1.60	2/11	74.7% 	
Q080 // Live cooperatively	25	5.40	1.65	2/11	73.3% 	
Q082 // Improve interpersonal relationships	25	5.16	1.64	4/11	69.3% 	
Q081 // Resolve conflict	25	4.76	1.86	6/11	62.7% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

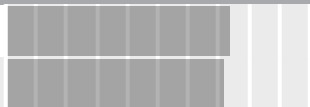

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

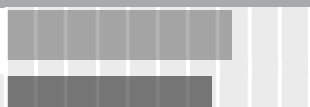

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 14 // Learning // Diverse Interactions

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	5.41	1.42	--	--	73.5%	
Monument Hall	25	5.28	1.37	4.97	5.88	71.3%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q090 // Interacted with residents who are different from you (i.e. race/ethnicity, beliefs, etc.)	25	5.44	1.44	4/11	74.0%	!	
Q091 // Benefited from interactions with residents who are different from you (i.e. race/ethnicity, beliefs, etc.)	24	5.04	1.46	8/11	67.3%	✗	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 15 // Learning // Manage Time, Study, Solve Problems

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	274	4.74	1.57	--	--	62.3%	✗
Monument Hall	25	5.05	1.44	3.99	5.51	67.5%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q085 // Solve your own problems	25	5.48	1.42	4/11	74.7%	!
Q084 // Manage your time more effectively	24	4.88	1.62	4/11	64.7%	✗
Q083 // Study more effectively	24	4.62	1.63	2/11	60.3%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 16 // Learning // Personal Growth

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	275	5.06	1.63	--	--	67.7%	✗	<div><div></div></div>	
Monument Hall	25	5.12	1.68	4.49	5.86	68.7%	✗	<div><div></div></div>	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q088 // Respect other races/ethnicities	25	5.48	1.53	4/11	74.7%	!	<div><div></div></div>		
Q089 // Improve communication skills	24	5.04	1.88	8/11	67.3%	✗	<div><div></div></div>		
Q087 // Understand the consequences of drug use and abuse	19	4.95	2.04	3/11	65.8%	✗	<div><div></div></div>		
Q086 // Understand the consequences of alcohol use and abuse	21	4.90	2.14	3/11	65.0%	✗	<div><div></div></div>		

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:




✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 17 // Satisfaction // Overall Satisfaction

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	270	4.83	1.70	--	--	63.8% 
Monument Hall	25	5.32	1.30	4.00	5.32	72.0% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q093 // Are you satisfied with your on-campus housing experience this year	25	5.48	1.30	1/11	74.7% 	
Q096 // Will you recommend living in on-campus housing to new students	25	5.36	1.74	2/11	72.7% 	
Q095 // Did your on-campus housing experience fulfill your expectations	25	5.12	1.31	2/11	68.7% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 18 // Learning // Overall Learning

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	4.97	1.43	--	--	66.2%	✗
Monument Hall	25	5.28	1.18	4.47	5.38	71.3%	!

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q092 // Are you satisfied with your overall academic experience on this campus	25	5.64	1.05	2/11	77.3%	✓
Q094 // Has living in on-campus housing enhanced your learning experience	24	4.88	1.54	2/11	64.7%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:






✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 19 // Overall // Overall Program Effectiveness

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	270	4.56	1.50	--	--	59.3% 
Monument Hall	25	4.98	1.04	3.91	4.98	66.3% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q093 // Are you satisfied with your on-campus housing experience this year	25	5.48	1.30	1/11	74.7% 	
Q096 // Will you recommend living in on-campus housing to new students	25	5.36	1.74	2/11	72.7% 	
Q095 // Did your on-campus housing experience fulfill your expectations	25	5.12	1.31	2/11	68.7% 	
Q094 // Has living in on-campus housing enhanced your learning experience	24	4.88	1.54	2/11	64.7% 	
Q100 // Comparing the cost to the quality of your on-campus living experience, how do you rate its overall value?	25	4.04	1.04	1/11	50.7% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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Non-Factor Questions

QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q098 // Return to THIS college/university for the next academic term (Mark N/A if graduating or for studying abroad.)	25	6.60	0.85	1/11	93.3%	✓
Q099 // Reside on-campus next year (Mark N/A if graduating or for studying abroad.)	25	4.16	2.57	5/11	52.7%	✗

0 ----- PERFORMANCE ----- 100%

 **Issue**
0%-70%
  **Needs Work**
71%-74%
  **Good**
75%-100%
 NR Not Reported
NEG Negative Correlation

▼ Lower = Equal ▲ Higher



2012-2013 // Colorado Mesa University
ACUHO-I/EBI Resident Assessment
HALL // NORTH AVENUE HALL

Since 1994, EBI has been dedicated to improving retention, student success, and the quality of the college student experience. EBI has empowered over 1,500 college and universities to impact student development, learning, retention and satisfaction through the MAP-Works® student success and retention platforms, and through national benchmarking assessments for accreditation and continuous improvement. To learn more about EBI and our history, please visit <http://www.webebi.com/about>.



The Association of College and University Housing Officers International (ACUHO-I) and EBI partnered to develop powerful assessment tools for residence life. EBI's proven assessments are rooted in educational theory and research, utilize rigorous statistical methods, and are closely aligned with ACUHO-I Professional Standards. As a result, EBI provides higher education professionals with the information and support they need to enable students to make the most of their college experience.

Commitment to Assessment // Your institution partnered with EBI to participate in the ACUHO-I/EBI Resident Assessment. This report provides information regarding how your students perceive their experience and how their experience differs from other students at your institution. From their feedback, you can identify areas for improvement, and over time, enhance their experience.

Closing the Assessment Loop // Successful assessment projects combine data collection, analysis, action planning, and (most importantly) implementation of those actions. After reviewing your students' feedback, consider your next steps. Brainstorm with your supervisor where to focus your time, what actions should be implemented, and how to measure success.

Accessing EBI's Online Reports // If you would like to delve deeper into this assessment data, please ask your supervisor for access to EBI's Online Reports. Here you will find additional information (e.g., population characteristics) and interactive tools (e.g., filtering and cross-tabs) that will enrich your understanding of the students' experience.

Protecting Confidentiality // EBI requires participating institutions to agree to a confidentiality statement that prohibits the use of results for anything other than continuous improvement. As an employee of the institution, you also agree to maintain confidentiality of results. It is important that you review and fully understand the Confidentiality Guidelines at <http://www.webebi.com/about/security> before accessing and sharing any information.

Need Help? // If you have questions or comments about this report or EBI's Online Reporting, please contact EBI at (417) 429-0551 (8 a.m. - 5 p.m. CT), email at helpdesk@webebi.com, or sign up for one of EBI's free online webinars at <http://www.webebi.com/community/events>.

Below is a compilation of terms used in this report.

Factor // A group of statistically-related questions which describe a broad concept more completely than just a single question.

Mean // The average (the sum of the values divided by the number of respondents) of the item.

Mean Range // The difference between the minimum mean (Min) and maximum mean (Max) across populations provides a range of means which gives a measure of the variation of the data.

N // Number of respondents to that item.

Performance // Mean scaled from 0-100%. The translation is: "1" on the 7-point scale equates with 0% performance, "4" equates to 50% performance, and "7" equates to 100% performance.

Rank // Sorting the institutions from highest performance to lowest performance, your institution's rank is determined. Note, your institution's data is included when we calculate your institution's ranking within that comparison group (e.g., your institution's Select 6 rank is out of 7 institutions since your institution is included in the rank).

Scaled Questions // These survey questions rely on a 1-to-7 Likert scale with "1" indicating either strong disagreement or being very dissatisfied and "7" indicating either strong agreement or being very satisfied. This type of question is designed to gather perceptions of the participants across a variety of content areas.

Standard Deviation // The measure of the variation in response values within that item. Small standard deviations indicate consistency among respondents. In these cases, any intervention taken can be the same for all populations since respondents are responding similarly. Large standard deviations indicate wide variability among respondents. A deeper understanding of which populations are creating this variability is necessary before an intervention can begin. May be abbreviated as Std Dev in reporting.

Vs. Your Institution // Statistical testing is conducted between your group's results and your institution to determine if differences in the means are statistically significant. ▲ indicates your group performed statistically higher; = indicates no statistical difference; and ▼ indicates your group performed statistically lower than your institution.

FACTOR PERFORMANCE

Below is a summary of your students' perceptions across all factors in this assessment. Make note of the factors where performance is higher or lower than your institution. Also make note of the factors where performance is below the desired level. Visit with your supervisor to determine which factor(s) should be your focus for improvement. The rest of this report explores each factor in-depth.

FACTORS BY PERFORMANCE



	VS. YOUR INSTITUTION	N	MEAN	STD DEV	RANK	PERFORMANCE	
FACTOR 7 // Satisfaction // Safety and Security	=	48	5.86	1.29	4/11	81.0%	✓
FACTOR 14 // Learning // Diverse Interactions	=	46	5.71	1.14	2/11	78.5%	✓
FACTOR 1 // Satisfaction // Hall/Apt Student Staff	=	47	5.62	1.27	1/11	77.0%	✓
FACTOR 9 // Satisfaction // College/University	=	46	5.59	1.40	3/11	76.5%	✓
FACTOR 10 // Learning // Fellow Residents are Tolerant	=	46	5.54	1.48	3/11	75.7%	✓
FACTOR 12 // Learning // Sense of Community	=	48	5.40	1.32	3/11	73.3%	!
FACTOR 6 // Satisfaction // Room Assignment or Change Process	=	48	5.34	1.63	4/11	72.3%	!
FACTOR 13 // Learning // Personal Interactions	=	47	5.31	1.36	2/11	71.8%	!
FACTOR 5 // Satisfaction // Services Provided	=	48	5.26	1.27	3/11	71.0%	!
FACTOR 11 // Learning // Fellow Residents are Respectful	^	48	5.24	1.44	1/11	70.7%	!
FACTOR 3 // Satisfaction // Room/Floor Environment	=	48	5.23	1.57	2/11	70.5%	!
FACTOR 2 // Satisfaction // Hall/Apt Programming	^	45	5.10	1.43	1/11	68.3%	✗
FACTOR 17 // Satisfaction // Overall Satisfaction	=	46	5.04	1.50	3/11	67.3%	✗
FACTOR 16 // Learning // Personal Growth	=	47	4.97	1.59	5/11	66.2%	✗
FACTOR 18 // Learning // Overall Learning	=	46	4.93	1.28	6/11	65.5%	✗
FACTOR 4 // Satisfaction // Facilities	=	48	4.91	1.15	4/11	65.2%	✗
FACTOR 19 // Overall // Overall Program Effectiveness	=	46	4.66	1.33	3/11	61.0%	✗
FACTOR 15 // Learning // Manage Time, Study, Solve Problems	=	47	4.50	1.71	7/11	58.3%	✗
FACTOR 8 // Satisfaction // Dining Services	=	39	4.19	1.54	9/11	53.2%	✗

0 ----- PERFORMANCE ----- 100%























✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ^ Higher
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FACTOR 1 // Satisfaction // Hall/Apt Student Staff

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	274	5.37	1.37	--	--	72.8% 
North Avenue Hall	47	5.62	1.27	3.77	5.62	77.0% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q026 // Respecting ethnic diversity	46	6.24	1.18	2/11	87.3% 	
Q027 // Communicating rules & regulations	47	5.85	1.57	1/11	80.8% 	
Q028 // Overall, how satisfied are you with the performance of your staff member?	47	5.85	1.52	2/11	80.8% 	
Q022 // Treating everyone fairly	46	5.67	1.82	3/11	77.8% 	
Q025 // Promoting tolerance of others	46	5.67	1.49	4/11	77.8% 	
Q019 // Efforts to get to know you	47	5.66	1.52	1/11	77.7% 	
Q020 // Gaining your respect	47	5.53	1.64	2/11	75.5% 	
Q023 // Enforcing policies	47	5.47	1.69	5/11	74.5% 	
Q018 // Availability	46	5.39	1.57	4/11	73.2% 	
Q024 // Organizing programs/activities	45	5.36	1.61	1/11	72.7% 	
Q021 // Helping with a problem	45	5.00	1.89	7/11	66.7% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 2 // Satisfaction // Hall/Apt Programming

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	245	4.57	1.55	--	--	59.5%	✗
North Avenue Hall	45	5.10	1.43	3.00	5.10	68.3%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q031 // Variety of programs	45	5.29	1.54	1/11	71.5%	!	
Q032 // Quality of programs	45	5.20	1.53	1/11	70.0%	!	
Q029 // Social/educational/cultural programs	43	5.14	1.55	1/11	69.0%	✗	
Q030 // Athletic/recreational activities	45	4.78	1.59	1/11	63.0%	✗	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 3 // Satisfaction // Room/Floor Environment

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	4.89	1.53	--	--	64.8%	✗
North Avenue Hall	48	5.23	1.57	3.84	5.40	70.5%	!

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q035 // Your degree of privacy	48	5.60	1.51	2/11	76.7%	✓
Q033 // Your ability to study in your room	48	5.46	1.86	4/11	74.3%	!
Q038 // Noise level of your floor/community	48	4.96	1.77	3/11	66.0%	✗
Q034 // Your ability to sleep without interruption	48	4.92	1.96	3/11	65.3%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 4 // Satisfaction // Facilities

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE	
Your Institution	277	4.94	1.27	-- --	65.7%	
North Avenue Hall	48	4.91	1.15	4.29 5.71	65.2%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q040 // The attitude of the cleaning staff	47	6.06	1.31	5/11	84.3%	
Q043 // Cleanliness of bathroom facilities	43	5.63	1.54	2/11	77.2%	
Q039 // The cleanliness of your floor/community	48	5.44	1.61	3/11	74.0%	
Q041 // The timeliness of repairs	48	3.90	1.81	9/11	48.3%	
Q036 // Temperature regulation in your room	48	3.73	1.99	8/11	45.5%	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 5 // Satisfaction // Services Provided

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE	
Your Institution	277	5.07	1.14	-- --	67.8%	
North Avenue Hall	48	5.26	1.27	4.44 5.77	71.0%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q046 // Cable TV services	46	5.85	1.41	3/11	80.8%	
Q048 // Postal services	46	5.67	1.42	2/11	77.8%	
Q044 // Common areas (i.e. lounges, study rooms, etc.)	46	5.61	1.50	3/11	76.8%	
Q050 // Information desk services	48	5.40	1.55	5/11	73.3%	
Q045 // Computing facilities in your hall/building	46	5.35	1.55	3/11	72.5%	
Q049 // Vending services	46	5.30	1.52	2/11	71.7%	
Q047 // Telephone services	32	5.22	1.58	3/11	70.3%	
Q042 // Laundry room facilities	48	4.71	1.94	6/11	61.8%	
Q037 // Internet connectivity in your room	48	4.46	1.97	4/11	57.7%	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

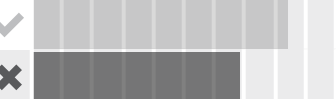


Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 6 // Satisfaction // Room Assignment or Change Process

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	276	5.20	1.44	--	--	70.0% 
North Avenue Hall	48	5.34	1.63	3.92	5.62	72.3% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK		PERFORMANCE
Q053 // Current room assignment	47	6.04	1.35	2/11	84.0%	
Q051 // Flexibility of the room change policy	40	5.08	1.85	3/11	68.0%	
Q052 // Room assignment process	46	4.87	2.10	5/11	64.5%	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 7 // Satisfaction // Safety and Security

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	5.78	1.22	--	--	79.7%	✓
North Avenue Hall	48	5.86	1.29	5.12	6.24	81.0%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q055 // How safe you feel in your room	48	6.23	1.23	3/11	87.2%	✓
Q056 // How safe you feel in your hall/apt. building	48	5.98	1.51	4/11	83.0%	✓
Q054 // Security of possessions in your room	48	5.62	1.74	4/11	77.0%	✓
Q057 // How safe you feel walking on campus at night	48	5.62	1.59	4/11	77.0%	✓

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 8 // Satisfaction // Dining Services

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	257	4.40	1.41	--	--	56.7%	✗
North Avenue Hall	39	4.19	1.54	4.16	4.74	53.2%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q060 // Dining environment	38	5.08	1.68	7/11	68.0%	✗
Q061 // Service provided by dining service staff	38	4.74	1.67	9/11	62.3%	✗
Q059 // Cleanliness of dining area	38	4.71	1.59	6/11	61.8%	✗
Q058 // Quality of food	38	4.05	1.89	4/11	50.8%	✗
Q062 // Dining service hours	38	3.92	1.92	10/11	48.7%	✗
Q063 // Variety of the dining plan options	38	3.87	2.09	8/11	47.8%	✗
Q064 // Value of your dining plan	39	3.46	1.84	8/11	41.0%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 9 // Satisfaction // College/University

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	5.55	1.29	--	--	75.8%	✓
North Avenue Hall	46	5.59	1.40	5.11	5.98	76.5%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q097 // Will you recommend this college/university to a friend	46	5.65	1.63	7/11	77.5%	✓
Q092 // Are you satisfied with your overall academic experience on this campus	46	5.52	1.39	3/11	75.3%	✓

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 10 // Learning // Fellow Residents are Tolerant

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	265	5.45	1.28	--	--	74.2%	!
North Avenue Hall	46	5.54	1.48	4.41	6.06	75.7%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q066 // Genders	46	5.87	1.51	3/11	81.2%	✓
Q068 // Religious beliefs	46	5.57	1.64	4/11	76.2%	✓
Q069 // Political views	45	5.51	1.69	3/11	75.2%	✓
Q065 // Races/ethnicities	46	5.46	1.57	4/11	74.3%	!
Q067 // Sexual orientation	45	5.29	1.68	2/11	71.5%	!

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 11 // Learning // Fellow Residents are Respectful

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE	
Your Institution	276	4.76	1.48	-- --	62.7%	
North Avenue Hall	48	5.24	1.44	4.18 5.24	70.7%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q072 // Respecting your privacy	48	5.92	1.34	1/11	82.0%	
Q073 // Respecting your property	46	5.70	1.50	1/11	78.3%	
Q070 // Respecting your study time	48	5.25	1.82	1/11	70.8%	
Q075 // Concerned about academic success	47	4.98	1.62	1/11	66.3%	
Q071 // Respecting your sleep time	48	4.94	1.94	1/11	65.7%	
Q074 // Maintaining cleanliness	46	4.57	1.86	2/11	59.5%	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 12 // Learning // Sense of Community

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	275	5.23	1.25	--	--	70.5%	
North Avenue Hall	48	5.40	1.32	4.76	5.67	73.3%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q077 // Respect other students	48	5.79	1.41	6/11	79.8%	
Q078 // Feel accepted by other students	47	5.38	1.62	4/11	73.0%	
Q076 // Trust other students	48	5.10	1.58	1/11	68.3%	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?


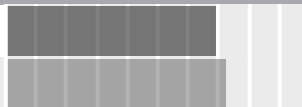


Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 13 // Learning // Personal Interactions


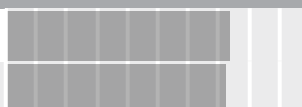



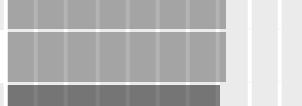


You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE	
Your Institution	276	5.12	1.51	-- --	68.7% 	
North Avenue Hall	47	5.31	1.36	4.66 5.58	71.8% 	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE




	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q079 // Meet other people	47	5.40	1.68	3/11	73.3% 	
Q080 // Live cooperatively	47	5.32	1.47	5/11	72.0% 	
Q082 // Improve interpersonal relationships	44	5.32	1.52	3/11	72.0% 	
Q081 // Resolve conflict	47	5.19	1.51	3/11	69.8% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:



 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 14 // Learning // Diverse Interactions

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	270	5.41	1.42	--	--	73.5% 
North Avenue Hall	46	5.71	1.14	4.97	5.88	78.5% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q090 // Interacted with residents who are different from you (i.e. race/ethnicity, beliefs, etc.)	46	5.78	1.18	2/11	79.7% 	
Q091 // Benefited from interactions with residents who are different from you (i.e. race/ethnicity, beliefs, etc.)	46	5.63	1.24	3/11	77.2% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 15 // Learning // Manage Time, Study, Solve Problems

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	274	4.74	1.57	--	--	62.3%	✗
North Avenue Hall	47	4.50	1.71	3.99	5.51	58.3%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q085 // Solve your own problems	46	5.17	1.76	7/11	69.5%	✗
Q084 // Manage your time more effectively	47	4.28	1.88	8/11	54.7%	✗
Q083 // Study more effectively	47	4.04	1.99	7/11	50.7%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 16 // Learning // Personal Growth

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	275	5.06	1.63	--	--	67.7%	✗
North Avenue Hall	47	4.97	1.59	4.49	5.86	66.2%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q089 // Improve communication skills	47	5.28	1.71	5/11	71.3%	!
Q088 // Respect other races/ethnicities	46	5.24	1.64	6/11	70.7%	!
Q086 // Understand the consequences of alcohol use and abuse	45	4.67	2.07	5/11	61.2%	✗
Q087 // Understand the consequences of drug use and abuse	44	4.52	2.08	6/11	58.7%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:




✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 17 // Satisfaction // Overall Satisfaction

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	270	4.83	1.70	--	--	63.8% 
North Avenue Hall	46	5.04	1.50	4.00	5.32	67.3% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q096 // Will you recommend living in on-campus housing to new students	46	5.22	1.76	3/11	70.3% 	
Q093 // Are you satisfied with your on-campus housing experience this year	46	5.04	1.53	3/11	67.3% 	
Q095 // Did your on-campus housing experience fulfill your expectations	46	4.87	1.60	3/11	64.5% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 18 // Learning // Overall Learning

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	4.97	1.43	--	--	66.2%	✗
North Avenue Hall	46	4.93	1.28	4.47	5.38	65.5%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q092 // Are you satisfied with your overall academic experience on this campus	46	5.52	1.39	3/11	75.3%	✓
Q094 // Has living in on-campus housing enhanced your learning experience	46	4.35	1.71	6/11	55.8%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:






✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 19 // Overall // Overall Program Effectiveness

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	270	4.56	1.50	--	--	59.3% 
North Avenue Hall	46	4.66	1.33	3.91	4.98	61.0% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q096 // Will you recommend living in on-campus housing to new students	46	5.22	1.76	3/11	70.3% 	
Q093 // Are you satisfied with your on-campus housing experience this year	46	5.04	1.53	3/11	67.3% 	
Q095 // Did your on-campus housing experience fulfill your expectations	46	4.87	1.60	3/11	64.5% 	
Q094 // Has living in on-campus housing enhanced your learning experience	46	4.35	1.71	6/11	55.8% 	
Q100 // Comparing the cost to the quality of your on-campus living experience, how do you rate its overall value?	46	3.83	1.32	6/11	47.2% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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Non-Factor Questions

QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE
Q098 // Return to THIS college/university for the next academic term (Mark N/A if graduating or for studying abroad.)	45	6.18	1.52	5/11	86.3% ✓
Q099 // Reside on-campus next year (Mark N/A if graduating or for studying abroad.)	45	2.93	2.32	8/11	32.2% ✗

0 ----- PERFORMANCE ----- 100%

✗	Issue 0%-70%	!	Needs Work 71%-74%	✓	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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2012-2013 // Colorado Mesa University
ACUHO-I/EBI Resident Assessment
HALL // PINON HALL

Since 1994, EBI has been dedicated to improving retention, student success, and the quality of the college student experience. EBI has empowered over 1,500 college and universities to impact student development, learning, retention and satisfaction through the MAP-Works® student success and retention platforms, and through national benchmarking assessments for accreditation and continuous improvement. To learn more about EBI and our history, please visit <http://www.webebi.com/about>.



The Association of College and University Housing Officers International (ACUHO-I) and EBI partnered to develop powerful assessment tools for residence life. EBI's proven assessments are rooted in educational theory and research, utilize rigorous statistical methods, and are closely aligned with ACUHO-I Professional Standards. As a result, EBI provides higher education professionals with the information and support they need to enable students to make the most of their college experience.

Commitment to Assessment // Your institution partnered with EBI to participate in the ACUHO-I/EBI Resident Assessment. This report provides information regarding how your students perceive their experience and how their experience differs from other students at your institution. From their feedback, you can identify areas for improvement, and over time, enhance their experience.

Closing the Assessment Loop // Successful assessment projects combine data collection, analysis, action planning, and (most importantly) implementation of those actions. After reviewing your students' feedback, consider your next steps. Brainstorm with your supervisor where to focus your time, what actions should be implemented, and how to measure success.

Accessing EBI's Online Reports // If you would like to delve deeper into this assessment data, please ask your supervisor for access to EBI's Online Reports. Here you will find additional information (e.g., population characteristics) and interactive tools (e.g., filtering and cross-tabs) that will enrich your understanding of the students' experience.

Protecting Confidentiality // EBI requires participating institutions to agree to a confidentiality statement that prohibits the use of results for anything other than continuous improvement. As an employee of the institution, you also agree to maintain confidentiality of results. It is important that you review and fully understand the Confidentiality Guidelines at <http://www.webebi.com/about/security> before accessing and sharing any information.

Need Help? // If you have questions or comments about this report or EBI's Online Reporting, please contact EBI at (417) 429-0551 (8 a.m. - 5 p.m. CT), email at helpdesk@webebi.com, or sign up for one of EBI's free online webinars at <http://www.webebi.com/community/events>.

Below is a compilation of terms used in this report.

Factor // A group of statistically-related questions which describe a broad concept more completely than just a single question.

Mean // The average (the sum of the values divided by the number of respondents) of the item.

Mean Range // The difference between the minimum mean (Min) and maximum mean (Max) across populations provides a range of means which gives a measure of the variation of the data.

N // Number of respondents to that item.

Performance // Mean scaled from 0-100%. The translation is: "1" on the 7-point scale equates with 0% performance, "4" equates to 50% performance, and "7" equates to 100% performance.

Rank // Sorting the institutions from highest performance to lowest performance, your institution's rank is determined. Note, your institution's data is included when we calculate your institution's ranking within that comparison group (e.g., your institution's Select 6 rank is out of 7 institutions since your institution is included in the rank).

Scaled Questions // These survey questions rely on a 1-to-7 Likert scale with "1" indicating either strong disagreement or being very dissatisfied and "7" indicating either strong agreement or being very satisfied. This type of question is designed to gather perceptions of the participants across a variety of content areas.

Standard Deviation // The measure of the variation in response values within that item. Small standard deviations indicate consistency among respondents. In these cases, any intervention taken can be the same for all populations since respondents are responding similarly. Large standard deviations indicate wide variability among respondents. A deeper understanding of which populations are creating this variability is necessary before an intervention can begin. May be abbreviated as Std Dev in reporting.

Vs. Your Institution // Statistical testing is conducted between your group's results and your institution to determine if differences in the means are statistically significant. ▲ indicates your group performed statistically higher; = indicates no statistical difference; and ▼ indicates your group performed statistically lower than your institution.

FACTOR PERFORMANCE

Below is a summary of your students' perceptions across all factors in this assessment. Make note of the factors where performance is higher or lower than your institution. Also make note of the factors where performance is below the desired level. Visit with your supervisor to determine which factor(s) should be your focus for improvement. The rest of this report explores each factor in-depth.



FACTORS BY PERFORMANCE						
	VS. YOUR INSTITUTION	N	MEAN	STD DEV	RANK	PERFORMANCE
FACTOR 9 // Satisfaction // College/University	=	26	5.56	1.12	4/11	76.0% ✓
FACTOR 7 // Satisfaction // Safety and Security	=	26	5.49	1.12	8/11	74.8% !
FACTOR 1 // Satisfaction // Hall/Apt Student Staff	=	25	5.49	1.31	5/11	74.8% !
FACTOR 10 // Learning // Fellow Residents are Tolerant	=	25	5.47	1.03	4/11	74.5% !
FACTOR 14 // Learning // Diverse Interactions	=	26	5.37	1.39	5/11	72.8% !
FACTOR 6 // Satisfaction // Room Assignment or Change Process	=	26	5.06	1.13	8/11	67.7% ✕
FACTOR 18 // Learning // Overall Learning	=	26	5.06	1.37	3/11	67.7% ✕
FACTOR 13 // Learning // Personal Interactions	=	26	5.04	1.36	6/11	67.3% ✕
FACTOR 12 // Learning // Sense of Community	=	26	5.00	1.06	6/11	66.7% ✕
FACTOR 4 // Satisfaction // Facilities	=	26	4.98	1.16	3/11	66.3% ✕
FACTOR 16 // Learning // Personal Growth	=	26	4.88	1.35	7/11	64.7% ✕
FACTOR 5 // Satisfaction // Services Provided	=	26	4.75	1.07	7/11	62.5% ✕
FACTOR 17 // Satisfaction // Overall Satisfaction	=	26	4.74	1.68	4/11	62.3% ✕
FACTOR 15 // Learning // Manage Time, Study, Solve Problems	=	26	4.71	1.42	5/11	61.8% ✕
FACTOR 3 // Satisfaction // Room/Floor Environment	=	26	4.66	1.48	7/11	61.0% ✕
FACTOR 11 // Learning // Fellow Residents are Respectful	=	26	4.66	1.17	5/11	61.0% ✕
FACTOR 2 // Satisfaction // Hall/Apt Programming	=	25	4.65	1.50	3/11	60.8% ✕
FACTOR 19 // Overall // Overall Program Effectiveness	=	26	4.57	1.59	4/11	59.5% ✕
FACTOR 8 // Satisfaction // Dining Services	=	26	4.55	1.34	2/11	59.2% ✕

0 ----- PERFORMANCE ----- 100%
















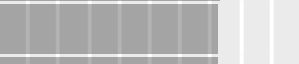






✕ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 1 // Satisfaction // Hall/Apt Student Staff

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	274	5.37	1.37	--	--	72.8% 
Pinon Hall	25	5.49	1.31	3.77	5.62	74.8% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q028 // Overall, how satisfied are you with the performance of your staff member?	24	5.96	1.43	1/11	82.7% 	
Q025 // Promoting tolerance of others	25	5.68	1.41	3/11	78.0% 	
Q026 // Respecting ethnic diversity	23	5.65	1.46	8/11	77.5% 	
Q027 // Communicating rules & regulations	25	5.60	1.81	6/11	76.7% 	
Q023 // Enforcing policies	24	5.54	1.73	3/11	75.7% 	
Q022 // Treating everyone fairly	25	5.52	1.75	6/11	75.3% 	
Q021 // Helping with a problem	25	5.40	1.60	4/11	73.3% 	
Q020 // Gaining your respect	24	5.38	1.58	4/11	73.0% 	
Q019 // Efforts to get to know you	25	5.32	1.62	3/11	72.0% 	
Q024 // Organizing programs/activities	25	5.32	1.49	2/11	72.0% 	
Q018 // Availability	25	5.16	1.49	7/11	69.3% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 2 // Satisfaction // Hall/Apt Programming

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	245	4.57	1.55	--	--	59.5%	✗		
Pinon Hall	25	4.65	1.50	3.00	5.10	60.8%	✗		

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q032 // Quality of programs	24	4.79	1.55	3/11	63.2%	✗			
Q029 // Social/educational/cultural programs	25	4.64	1.62	4/11	60.7%	✗			
Q031 // Variety of programs	25	4.60	1.52	2/11	60.0%	✗			
Q030 // Athletic/recreational activities	23	4.52	1.53	6/11	58.7%	✗			

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 3 // Satisfaction // Room/Floor Environment

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	4.89	1.53	--	--	64.8%	✗
Pinon Hall	26	4.66	1.48	3.84	5.40	61.0%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q033 // Your ability to study in your room	26	5.31	1.64	6/11	71.8%	!
Q034 // Your ability to sleep without interruption	26	4.65	1.92	5/11	60.8%	✗
Q035 // Your degree of privacy	26	4.65	1.66	10/11	60.8%	✗
Q038 // Noise level of your floor/community	26	4.04	1.81	8/11	50.7%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 4 // Satisfaction // Facilities

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE	
Your Institution	277	4.94	1.27	-- --	65.7%	
Pinon Hall	26	4.98	1.16	4.29 5.71	66.3%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q040 // The attitude of the cleaning staff	25	6.24	1.27	4/11	87.3%	
Q043 // Cleanliness of bathroom facilities	25	4.88	1.97	7/11	64.7%	
Q039 // The cleanliness of your floor/community	24	4.83	1.84	6/11	63.8%	
Q041 // The timeliness of repairs	24	4.79	1.55	3/11	63.2%	
Q036 // Temperature regulation in your room	26	4.27	1.72	5/11	54.5%	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 5 // Satisfaction // Services Provided

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	5.07	1.14	--	--	67.8%	✗
Pinon Hall	26	4.75	1.07	4.44	5.77	62.5%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q046 // Cable TV services	25	5.12	1.56	9/11	68.7%	✗
Q047 // Telephone services	20	5.10	1.34	4/11	68.3%	✗
Q050 // Information desk services	25	5.04	1.43	7/11	67.3%	✗
Q049 // Vending services	24	4.96	1.21	6/11	66.0%	✗
Q048 // Postal services	26	4.88	1.67	8/11	64.7%	✗
Q042 // Laundry room facilities	26	4.81	1.86	5/11	63.5%	✗
Q044 // Common areas (i.e. lounges, study rooms, etc.)	26	4.81	1.44	8/11	63.5%	✗
Q045 // Computing facilities in your hall/building	25	4.72	1.54	7/11	62.0%	✗
Q037 // Internet connectivity in your room	26	3.46	2.24	9/11	41.0%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 6 // Satisfaction // Room Assignment or Change Process

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	276	5.20	1.44	--	--	70.0%	!
Pinon Hall	26	5.06	1.13	3.92	5.62	67.7%	×

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q053 // Current room assignment	26	5.42	1.28	8/11	73.7%	!	
Q052 // Room assignment process	26	4.85	1.41	6/11	64.2%	×	
Q051 // Flexibility of the room change policy	19	4.84	1.27	5/11	64.0%	×	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

×	Issue 0%-70%	!	Needs Work 71%-74%	✓	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 7 // Satisfaction // Safety and Security

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE	
Your Institution	277	5.78	1.22	-- --	79.7%	✓
Pinon Hall	26	5.49	1.12	5.12 6.24	74.8%	!

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q055 // How safe you feel in your room	26	5.77	1.37	9/11	79.5%	✓
Q056 // How safe you feel in your hall/apt. building	26	5.65	1.36	8/11	77.5%	✓
Q057 // How safe you feel walking on campus at night	25	5.28	1.34	10/11	71.3%	!
Q054 // Security of possessions in your room	26	5.19	1.69	9/11	69.8%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 8 // Satisfaction // Dining Services

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	257	4.40	1.41	--	--	56.7%	✗
Pinon Hall	26	4.55	1.34	4.16	4.74	59.2%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q061 // Service provided by dining service staff	26	5.35	1.44	3/11	72.5%	!
Q060 // Dining environment	26	5.23	1.15	4/11	70.5%	!
Q059 // Cleanliness of dining area	26	4.69	1.46	7/11	61.5%	✗
Q058 // Quality of food	26	4.23	1.87	1/11	53.8%	✗
Q063 // Variety of the dining plan options	26	4.19	1.57	3/11	53.2%	✗
Q062 // Dining service hours	26	4.12	1.80	5/11	52.0%	✗
Q064 // Value of your dining plan	26	4.08	1.80	2/11	51.3%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 9 // Satisfaction // College/University

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	5.55	1.29	--	--	75.8%	✓
Pinon Hall	26	5.56	1.12	5.11	5.98	76.0%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q097 // Will you recommend this college/university to a friend	25	5.76	1.27	3/11	79.3%	✓
Q092 // Are you satisfied with your overall academic experience on this campus	26	5.35	1.11	6/11	72.5%	!

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 10 // Learning // Fellow Residents are Tolerant

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	265	5.45	1.28	--	--	74.2%	!		
Pinon Hall	25	5.47	1.03	4.41	6.06	74.5%	!		

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q068 // Religious beliefs	24	5.67	1.03	2/11	77.8%	✓			
Q065 // Races/ethnicities	25	5.60	1.06	3/11	76.7%	✓			
Q066 // Genders	25	5.56	1.39	7/11	76.0%	✓			
Q069 // Political views	23	5.43	1.01	5/11	73.8%	!			
Q067 // Sexual orientation	24	5.12	1.36	5/11	68.7%	✗			

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 11 // Learning // Fellow Residents are Respectful

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE	
Your Institution	276	4.76	1.48	-- --	62.7%	
Pinon Hall	26	4.66	1.17	4.18 5.24	61.0%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q073 // Respecting your property	26	5.38	1.42	4/11	73.0%	
Q072 // Respecting your privacy	25	5.24	1.21	6/11	70.7%	
Q070 // Respecting your study time	24	4.50	1.66	7/11	58.3%	
Q071 // Respecting your sleep time	26	4.42	1.67	5/11	57.0%	
Q074 // Maintaining cleanliness	26	4.35	1.64	3/11	55.8%	
Q075 // Concerned about academic success	25	4.00	1.79	8/11	50.0%	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 12 // Learning // Sense of Community

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	275	5.23	1.25	--	--	70.5%	!
Pinon Hall	26	5.00	1.06	4.76	5.67	66.7%	×

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q077 // Respect other students	26	5.77	0.97	7/11	79.5%	✓
Q078 // Feel accepted by other students	26	5.00	1.36	7/11	66.7%	×
Q076 // Trust other students	26	4.23	1.60	9/11	53.8%	×

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 13 // Learning // Personal Interactions

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	276	5.12	1.51	--	--	68.7%	✗
Pinon Hall	26	5.04	1.36	4.66	5.58	67.3%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q079 // Meet other people	26	5.15	1.77	6/11	69.2%	✗
Q082 // Improve interpersonal relationships	24	5.08	1.63	6/11	68.0%	✗
Q080 // Live cooperatively	26	5.08	1.38	6/11	68.0%	✗
Q081 // Resolve conflict	26	4.92	1.73	5/11	65.3%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 14 // Learning // Diverse Interactions

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	5.41	1.42	--	--	73.5%	
Pinon Hall	26	5.37	1.39	4.97	5.88	72.8%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q091 // Benefited from interactions with residents who are different from you (i.e. race/ethnicity, beliefs, etc.)	25	5.52	1.45	4/11	75.3%	✓	
Q090 // Interacted with residents who are different from you (i.e. race/ethnicity, beliefs, etc.)	26	5.27	1.53	8/11	71.2%	!	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

	Issue 0%-70%		Needs Work 71%-74%		Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 15 // Learning // Manage Time, Study, Solve Problems

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	274	4.74	1.57	--	--	62.3%	✗
Pinon Hall	26	4.71	1.42	3.99	5.51	61.8%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q085 // Solve your own problems	25	5.20	1.50	6/11	70.0%	!
Q084 // Manage your time more effectively	25	4.56	1.72	6/11	59.3%	✗
Q083 // Study more effectively	26	4.35	1.64	5/11	55.8%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 16 // Learning // Personal Growth

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	275	5.06	1.63	--	--	67.7%	✗		
Pinon Hall	26	4.88	1.35	4.49	5.86	64.7%	✗		

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q088 // Respect other races/ethnicities	26	5.15	1.46	7/11	69.2%	✗			
Q089 // Improve communication skills	26	5.12	1.55	7/11	68.7%	✗			
Q087 // Understand the consequences of drug use and abuse	24	4.71	1.77	4/11	61.8%	✗			
Q086 // Understand the consequences of alcohol use and abuse	23	4.65	1.78	6/11	60.8%	✗			

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 17 // Satisfaction // Overall Satisfaction

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	4.83	1.70	--	--	63.8%	✗
Pinon Hall	26	4.74	1.68	4.00	5.32	62.3%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q096 // Will you recommend living in on-campus housing to new students	26	4.92	1.84	5/11	65.3%	✗	
Q093 // Are you satisfied with your on-campus housing experience this year	26	4.73	1.68	5/11	62.2%	✗	
Q095 // Did your on-campus housing experience fulfill your expectations	26	4.58	1.84	4/11	59.7%	✗	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 18 // Learning // Overall Learning

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	4.97	1.43	--	--	66.2%	✗
Pinon Hall	26	5.06	1.37	4.47	5.38	67.7%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q092 // Are you satisfied with your overall academic experience on this campus	26	5.35	1.11	6/11	72.5%	!	
Q094 // Has living in on-campus housing enhanced your learning experience	26	4.77	1.91	3/11	62.8%	✗	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 19 // Overall // Overall Program Effectiveness

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	270	4.56	1.50	--	--	59.3%	✗		
Pinon Hall	26	4.57	1.59	3.91	4.98	59.5%	✗		

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q096 // Will you recommend living in on-campus housing to new students	26	4.92	1.84	5/11	65.3%	✗			
Q094 // Has living in on-campus housing enhanced your learning experience	26	4.77	1.91	3/11	62.8%	✗			
Q093 // Are you satisfied with your on-campus housing experience this year	26	4.73	1.68	5/11	62.2%	✗			
Q095 // Did your on-campus housing experience fulfill your expectations	26	4.58	1.84	4/11	59.7%	✗			
Q100 // Comparing the cost to the quality of your on-campus living experience, how do you rate its overall value?	26	3.85	1.75	4/11	47.5%	✗			

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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Non-Factor Questions

QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q098 // Return to THIS college/university for the next academic term (Mark N/A if graduating or for studying abroad.)	26	5.96	1.51	7/11	82.7%	✓
Q099 // Reside on-campus next year (Mark N/A if graduating or for studying abroad.)	25	4.80	2.51	2/11	63.3%	✗

0 ----- PERFORMANCE ----- 100%

✗	Issue 0%-70%	!	Needs Work 71%-74%	✓	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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2012-2013 // Colorado Mesa University
ACUHO-I/EBI Resident Assessment
HALL // RAIT HALL

Since 1994, EBI has been dedicated to improving retention, student success, and the quality of the college student experience. EBI has empowered over 1,500 college and universities to impact student development, learning, retention and satisfaction through the MAP-Works® student success and retention platforms, and through national benchmarking assessments for accreditation and continuous improvement. To learn more about EBI and our history, please visit <http://www.webebi.com/about>.



The Association of College and University Housing Officers International (ACUHO-I) and EBI partnered to develop powerful assessment tools for residence life. EBI's proven assessments are rooted in educational theory and research, utilize rigorous statistical methods, and are closely aligned with ACUHO-I Professional Standards. As a result, EBI provides higher education professionals with the information and support they need to enable students to make the most of their college experience.

Commitment to Assessment // Your institution partnered with EBI to participate in the ACUHO-I/EBI Resident Assessment. This report provides information regarding how your students perceive their experience and how their experience differs from other students at your institution. From their feedback, you can identify areas for improvement, and over time, enhance their experience.

Closing the Assessment Loop // Successful assessment projects combine data collection, analysis, action planning, and (most importantly) implementation of those actions. After reviewing your students' feedback, consider your next steps. Brainstorm with your supervisor where to focus your time, what actions should be implemented, and how to measure success.

Accessing EBI's Online Reports // If you would like to delve deeper into this assessment data, please ask your supervisor for access to EBI's Online Reports. Here you will find additional information (e.g., population characteristics) and interactive tools (e.g., filtering and cross-tabs) that will enrich your understanding of the students' experience.

Protecting Confidentiality // EBI requires participating institutions to agree to a confidentiality statement that prohibits the use of results for anything other than continuous improvement. As an employee of the institution, you also agree to maintain confidentiality of results. It is important that you review and fully understand the Confidentiality Guidelines at <http://www.webebi.com/about/security> before accessing and sharing any information.

Need Help? // If you have questions or comments about this report or EBI's Online Reporting, please contact EBI at (417) 429-0551 (8 a.m. - 5 p.m. CT), email at helpdesk@webebi.com, or sign up for one of EBI's free online webinars at <http://www.webebi.com/community/events>.

Below is a compilation of terms used in this report.

Factor // A group of statistically-related questions which describe a broad concept more completely than just a single question.

Mean // The average (the sum of the values divided by the number of respondents) of the item.

Mean Range // The difference between the minimum mean (Min) and maximum mean (Max) across populations provides a range of means which gives a measure of the variation of the data.

N // Number of respondents to that item.

Performance // Mean scaled from 0-100%. The translation is: "1" on the 7-point scale equates with 0% performance, "4" equates to 50% performance, and "7" equates to 100% performance.

Rank // Sorting the institutions from highest performance to lowest performance, your institution's rank is determined. Note, your institution's data is included when we calculate your institution's ranking within that comparison group (e.g., your institution's Select 6 rank is out of 7 institutions since your institution is included in the rank).

Scaled Questions // These survey questions rely on a 1-to-7 Likert scale with "1" indicating either strong disagreement or being very dissatisfied and "7" indicating either strong agreement or being very satisfied. This type of question is designed to gather perceptions of the participants across a variety of content areas.

Standard Deviation // The measure of the variation in response values within that item. Small standard deviations indicate consistency among respondents. In these cases, any intervention taken can be the same for all populations since respondents are responding similarly. Large standard deviations indicate wide variability among respondents. A deeper understanding of which populations are creating this variability is necessary before an intervention can begin. May be abbreviated as Std Dev in reporting.

Vs. Your Institution // Statistical testing is conducted between your group's results and your institution to determine if differences in the means are statistically significant. ▲ indicates your group performed statistically higher; = indicates no statistical difference; and ▼ indicates your group performed statistically lower than your institution.

FACTOR PERFORMANCE

Below is a summary of your students' perceptions across all factors in this assessment. Make note of the factors where performance is higher or lower than your institution. Also make note of the factors where performance is below the desired level. Visit with your supervisor to determine which factor(s) should be your focus for improvement. The rest of this report explores each factor in-depth.



FACTORS BY PERFORMANCE						
	VS. YOUR INSTITUTION	N	MEAN	STD DEV	RANK	PERFORMANCE
FACTOR 7 // Satisfaction // Safety and Security	=	31	5.78	1.22	5/11	79.7% ✓
FACTOR 1 // Satisfaction // Hall/Apt Student Staff	=	31	5.61	1.12	2/11	76.8% ✓
FACTOR 10 // Learning // Fellow Residents are Tolerant	=	30	5.26	1.25	9/11	71.0% !
FACTOR 6 // Satisfaction // Room Assignment or Change Process	=	30	5.12	1.42	5/11	68.7% ✗
FACTOR 9 // Satisfaction // College/University	▼	31	5.11	1.52	10/11	68.5% ✗
FACTOR 5 // Satisfaction // Services Provided	=	31	5.10	0.93	5/11	68.3% ✗
FACTOR 14 // Learning // Diverse Interactions	=	29	4.97	1.40	10/11	66.2% ✗
FACTOR 12 // Learning // Sense of Community	=	31	4.94	1.24	8/11	65.7% ✗
FACTOR 13 // Learning // Personal Interactions	=	31	4.76	1.70	8/11	62.7% ✗
FACTOR 16 // Learning // Personal Growth	=	31	4.74	1.62	9/11	62.3% ✗
FACTOR 17 // Satisfaction // Overall Satisfaction	=	31	4.72	1.48	5/11	62.0% ✗
FACTOR 3 // Satisfaction // Room/Floor Environment	=	31	4.58	1.43	8/11	59.7% ✗
FACTOR 2 // Satisfaction // Hall/Apt Programming	=	25	4.58	1.33	5/11	59.7% ✗
FACTOR 4 // Satisfaction // Facilities	=	31	4.54	1.48	8/11	59.0% ✗
FACTOR 15 // Learning // Manage Time, Study, Solve Problems	=	31	4.53	1.60	6/11	58.8% ✗
FACTOR 11 // Learning // Fellow Residents are Respectful	=	31	4.50	1.22	7/11	58.3% ✗
FACTOR 18 // Learning // Overall Learning	▼	31	4.47	1.50	10/11	57.8% ✗
FACTOR 8 // Satisfaction // Dining Services	=	31	4.44	1.23	7/11	57.3% ✗
FACTOR 19 // Overall // Overall Program Effectiveness	=	31	4.39	1.39	7/11	56.5% ✗

0 ----- PERFORMANCE ----- 100%























✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 1 // Satisfaction // Hall/Apt Student Staff

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	274	5.37	1.37	--	--	72.8% 
Rait Hall	31	5.61	1.12	3.77	5.62	76.8% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q026 // Respecting ethnic diversity	28	6.00	1.20	4/11	83.3% 	
Q028 // Overall, how satisfied are you with the performance of your staff member?	31	5.81	1.45	3/11	80.2% 	
Q021 // Helping with a problem	30	5.77	1.43	1/11	79.5% 	
Q025 // Promoting tolerance of others	30	5.77	1.28	2/11	79.5% 	
Q022 // Treating everyone fairly	31	5.74	1.39	2/11	79.0% 	
Q018 // Availability	29	5.66	1.35	1/11	77.7% 	
Q027 // Communicating rules & regulations	31	5.61	1.34	5/11	76.8% 	
Q020 // Gaining your respect	31	5.55	1.46	1/11	75.8% 	
Q023 // Enforcing policies	31	5.52	1.60	4/11	75.3% 	
Q019 // Efforts to get to know you	31	5.29	1.55	4/11	71.5% 	
Q024 // Organizing programs/activities	29	5.28	1.46	3/11	71.3% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 2 // Satisfaction // Hall/Apt Programming

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	245	4.57	1.55	--	--	59.5%	✗
Rait Hall	25	4.58	1.33	3.00	5.10	59.7%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q032 // Quality of programs	24	4.83	1.25	2/11	63.8%	✗
Q029 // Social/educational/cultural programs	25	4.64	1.41	5/11	60.7%	✗
Q030 // Athletic/recreational activities	24	4.50	1.55	7/11	58.3%	✗
Q031 // Variety of programs	25	4.44	1.39	6/11	57.3%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 3 // Satisfaction // Room/Floor Environment

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	277	4.89	1.53	--	--	64.8%	✗	<div><div></div></div>	
Rait Hall	31	4.58	1.43	3.84	5.40	59.7%	✗	<div><div></div></div>	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q033 // Your ability to study in your room	31	5.03	1.73	7/11	67.2%	✗	<div><div></div></div>		
Q035 // Your degree of privacy	31	4.74	1.48	9/11	62.3%	✗	<div><div></div></div>		
Q034 // Your ability to sleep without interruption	31	4.32	1.79	8/11	55.3%	✗	<div><div></div></div>		
Q038 // Noise level of your floor/community	31	4.23	1.90	7/11	53.8%	✗	<div><div></div></div>		

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 4 // Satisfaction // Facilities

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	4.94	1.27	--	--	65.7%	✗
Rait Hall	31	4.54	1.48	4.29	5.71	59.0%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q040 // The attitude of the cleaning staff	30	5.20	2.06	8/11	70.0%	!
Q041 // The timeliness of repairs	24	4.62	1.93	4/11	60.3%	✗
Q039 // The cleanliness of your floor/community	31	4.55	1.85	8/11	59.2%	✗
Q043 // Cleanliness of bathroom facilities	30	4.27	2.05	9/11	54.5%	✗
Q036 // Temperature regulation in your room	31	4.06	2.05	6/11	51.0%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 5 // Satisfaction // Services Provided

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE	
Your Institution	277	5.07	1.14	-- --	67.8%	
Rait Hall	31	5.10	0.93	4.44 5.77	68.3%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q046 // Cable TV services	23	5.65	1.46	4/11	77.5%	
Q048 // Postal services	31	5.42	1.29	6/11	73.7%	
Q050 // Information desk services	29	5.28	1.41	6/11	71.3%	
Q049 // Vending services	26	5.23	1.05	4/11	70.5%	
Q045 // Computing facilities in your hall/building	27	5.22	1.55	5/11	70.3%	
Q042 // Laundry room facilities	30	5.13	1.33	3/11	68.8%	
Q044 // Common areas (i.e. lounges, study rooms, etc.)	28	5.04	1.55	6/11	67.3%	
Q047 // Telephone services	13	4.77	1.12	7/11	62.8%	
Q037 // Internet connectivity in your room	30	3.80	1.94	8/11	46.7%	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 6 // Satisfaction // Room Assignment or Change Process

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	276	5.20	1.44	--	--	70.0%	!	<div><div></div></div>	
Rait Hall	30	5.12	1.42	3.92	5.62	68.7%	×	<div><div></div></div>	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK		PERFORMANCE			
Q053 // Current room assignment	29	5.62	1.54	5/11		77.0%	✓	<div><div></div></div>	
Q052 // Room assignment process	30	4.93	1.55	4/11		65.5%	×	<div><div></div></div>	
Q051 // Flexibility of the room change policy	20	4.45	1.43	8/11		57.5%	×	<div><div></div></div>	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 7 // Satisfaction // Safety and Security

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	5.78	1.22	--	--	79.7%	✓
Rait Hall	31	5.78	1.22	5.12	6.24	79.7%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE




	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q055 // How safe you feel in your room	30	6.07	1.21	4/11	84.5%	✓
Q056 // How safe you feel in your hall/apt. building	31	5.77	1.36	7/11	79.5%	✓
Q057 // How safe you feel walking on campus at night	31	5.71	1.63	3/11	78.5%	✓
Q054 // Security of possessions in your room	31	5.68	1.53	3/11	78.0%	✓

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?



Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 8 // Satisfaction // Dining Services








You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE
Your Institution	257	4.40	1.41	-- --	56.7% 
Rait Hall	31	4.44	1.23	4.16 4.74	57.3% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE




	N	MEAN	STD DEV	RANK	PERFORMANCE
Q060 // Dining environment	30	5.13	1.31	5/11	68.8% 
Q061 // Service provided by dining service staff	30	5.13	1.56	4/11	68.8% 
Q059 // Cleanliness of dining area	31	4.77	1.41	5/11	62.8% 
Q058 // Quality of food	31	4.19	1.55	2/11	53.2% 
Q062 // Dining service hours	31	4.00	1.61	7/11	50.0% 
Q064 // Value of your dining plan	31	4.00	1.85	3/11	50.0% 
Q063 // Variety of the dining plan options	31	3.87	1.64	7/11	47.8% 

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 9 // Satisfaction // College/University

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	270	5.55	1.29	--	--	75.8% ✓
Rait Hall	31	5.11	1.52	5.11	5.98	68.5% ✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q097 // Will you recommend this college/university to a friend	30	5.23	1.69	10/11	70.5% !	
Q092 // Are you satisfied with your overall academic experience on this campus	31	4.97	1.66	8/11	66.2% ✗	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 10 // Learning // Fellow Residents are Tolerant

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	265	5.45	1.28	--	--	74.2%	■		
Rait Hall	30	5.26	1.25	4.41	6.06	71.0%	■		

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q066 // Genders	30	5.47	1.09	8/11	74.5%	■			
Q068 // Religious beliefs	28	5.32	1.47	7/11	72.0%	■			
Q067 // Sexual orientation	28	5.21	1.21	3/11	70.2%	■			
Q069 // Political views	26	5.15	1.43	8/11	69.2%	✗			
Q065 // Races/ethnicities	30	5.13	1.43	9/11	68.8%	✗			

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 11 // Learning // Fellow Residents are Respectful

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE	
Your Institution	276	4.76	1.48	-- --	62.7%	
Rait Hall	31	4.50	1.22	4.18 5.24	58.3%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q073 // Respecting your property	30	5.23	1.28	7/11	70.5%	
Q072 // Respecting your privacy	31	5.06	1.50	9/11	67.7%	
Q070 // Respecting your study time	30	4.30	1.46	8/11	55.0%	
Q074 // Maintaining cleanliness	31	4.19	1.57	7/11	53.2%	
Q075 // Concerned about academic success	30	4.13	1.69	7/11	52.2%	
Q071 // Respecting your sleep time	31	4.10	1.63	7/11	51.7%	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 12 // Learning // Sense of Community

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	275	5.23	1.25	--	--	70.5%	!
Rait Hall	31	4.94	1.24	4.76	5.67	65.7%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q077 // Respect other students	31	5.74	1.11	8/11	79.0%	✓
Q078 // Feel accepted by other students	30	4.80	1.64	8/11	63.3%	✗
Q076 // Trust other students	31	4.35	1.70	7/11	55.8%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 13 // Learning // Personal Interactions

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	276	5.12	1.51	--	--	68.7%	✗
Rait Hall	31	4.76	1.70	4.66	5.58	62.7%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q080 // Live cooperatively	31	4.97	1.62	7/11	66.2%	✗
Q082 // Improve interpersonal relationships	30	4.77	1.86	8/11	62.8%	✗
Q079 // Meet other people	31	4.68	1.79	10/11	61.3%	✗
Q081 // Resolve conflict	28	4.64	1.89	7/11	60.7%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:



✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 14 // Learning // Diverse Interactions

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	270	5.41	1.42	--	--	73.5% 
Rait Hall	29	4.97	1.40	4.97	5.88	66.2% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q091 // Benefited from interactions with residents who are different from you (i.e. race/ethnicity, beliefs, etc.)	29	5.00	1.60	9/11	66.7% 	
Q090 // Interacted with residents who are different from you (i.e. race/ethnicity, beliefs, etc.)	29	4.93	1.39	10/11	65.5% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 15 // Learning // Manage Time, Study, Solve Problems

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	274	4.74	1.57	--	--	62.3%	✗
Rait Hall	31	4.53	1.60	3.99	5.51	58.8%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q085 // Solve your own problems	29	5.14	1.59	8/11	69.0%	✗
Q084 // Manage your time more effectively	31	4.35	1.77	7/11	55.8%	✗
Q083 // Study more effectively	31	4.19	1.87	6/11	53.2%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 16 // Learning // Personal Growth

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	275	5.06	1.63	--	--	67.7%	✗
Rait Hall	31	4.74	1.62	4.49	5.86	62.3%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q088 // Respect other races/ethnicities	28	4.93	1.65	9/11	65.5%	✗
Q089 // Improve communication skills	31	4.74	1.70	9/11	62.3%	✗
Q086 // Understand the consequences of alcohol use and abuse	23	4.65	1.95	7/11	60.8%	✗
Q087 // Understand the consequences of drug use and abuse	23	4.48	2.04	8/11	58.0%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 17 // Satisfaction // Overall Satisfaction

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	4.83	1.70	--	--	63.8%	✗
Rait Hall	31	4.72	1.48	4.00	5.32	62.0%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q096 // Will you recommend living in on-campus housing to new students	30	4.90	1.74	6/11	65.0%	✗	
Q093 // Are you satisfied with your on-campus housing experience this year	31	4.84	1.44	4/11	64.0%	✗	
Q095 // Did your on-campus housing experience fulfill your expectations	30	4.40	1.70	5/11	56.7%	✗	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 18 // Learning // Overall Learning

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	4.97	1.43	--	--	66.2%	✗
Rait Hall	31	4.47	1.50	4.47	5.38	57.8%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q092 // Are you satisfied with your overall academic experience on this campus	31	4.97	1.66	8/11	66.2%	✗
Q094 // Has living in on-campus housing enhanced your learning experience	31	3.97	1.79	10/11	49.5%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:






✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 19 // Overall // Overall Program Effectiveness

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	270	4.56	1.50	--	--	59.3% 
Rait Hall	31	4.39	1.39	3.91	4.98	56.5% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q096 // Will you recommend living in on-campus housing to new students	30	4.90	1.74	6/11	65.0% 	
Q093 // Are you satisfied with your on-campus housing experience this year	31	4.84	1.44	4/11	64.0% 	
Q095 // Did your on-campus housing experience fulfill your expectations	30	4.40	1.70	5/11	56.7% 	
Q094 // Has living in on-campus housing enhanced your learning experience	31	3.97	1.79	10/11	49.5% 	
Q100 // Comparing the cost to the quality of your on-campus living experience, how do you rate its overall value?	31	3.84	1.46	5/11	47.3% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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Non-Factor Questions

QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q098 // Return to THIS college/university for the next academic term (Mark N/A if graduating or for studying abroad.)	30	5.93	1.44	8/11	82.2%	✓
Q099 // Reside on-campus next year (Mark N/A if graduating or for studying abroad.)	30	4.50	2.32	3/11	58.3%	✗

0 ----- PERFORMANCE ----- 100%

✗	Issue 0%-70%	!	Needs Work 71%-74%	✓	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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2012-2013 // Colorado Mesa University
ACUHO-I/EBI Resident Assessment
HALL // TOLMAN HALL

Since 1994, EBI has been dedicated to improving retention, student success, and the quality of the college student experience. EBI has empowered over 1,500 college and universities to impact student development, learning, retention and satisfaction through the MAP-Works® student success and retention platforms, and through national benchmarking assessments for accreditation and continuous improvement. To learn more about EBI and our history, please visit <http://www.webebi.com/about>.



The Association of College and University Housing Officers International (ACUHO-I) and EBI partnered to develop powerful assessment tools for residence life. EBI's proven assessments are rooted in educational theory and research, utilize rigorous statistical methods, and are closely aligned with ACUHO-I Professional Standards. As a result, EBI provides higher education professionals with the information and support they need to enable students to make the most of their college experience.

Commitment to Assessment // Your institution partnered with EBI to participate in the ACUHO-I/EBI Resident Assessment. This report provides information regarding how your students perceive their experience and how their experience differs from other students at your institution. From their feedback, you can identify areas for improvement, and over time, enhance their experience.

Closing the Assessment Loop // Successful assessment projects combine data collection, analysis, action planning, and (most importantly) implementation of those actions. After reviewing your students' feedback, consider your next steps. Brainstorm with your supervisor where to focus your time, what actions should be implemented, and how to measure success.

Accessing EBI's Online Reports // If you would like to delve deeper into this assessment data, please ask your supervisor for access to EBI's Online Reports. Here you will find additional information (e.g., population characteristics) and interactive tools (e.g., filtering and cross-tabs) that will enrich your understanding of the students' experience.

Protecting Confidentiality // EBI requires participating institutions to agree to a confidentiality statement that prohibits the use of results for anything other than continuous improvement. As an employee of the institution, you also agree to maintain confidentiality of results. It is important that you review and fully understand the Confidentiality Guidelines at <http://www.webebi.com/about/security> before accessing and sharing any information.

Need Help? // If you have questions or comments about this report or EBI's Online Reporting, please contact EBI at (417) 429-0551 (8 a.m. - 5 p.m. CT), email at helpdesk@webebi.com, or sign up for one of EBI's free online webinars at <http://www.webebi.com/community/events>.

Below is a compilation of terms used in this report.

Factor // A group of statistically-related questions which describe a broad concept more completely than just a single question.

Mean // The average (the sum of the values divided by the number of respondents) of the item.

Mean Range // The difference between the minimum mean (Min) and maximum mean (Max) across populations provides a range of means which gives a measure of the variation of the data.

N // Number of respondents to that item.

Performance // Mean scaled from 0-100%. The translation is: "1" on the 7-point scale equates with 0% performance, "4" equates to 50% performance, and "7" equates to 100% performance.

Rank // Sorting the institutions from highest performance to lowest performance, your institution's rank is determined. Note, your institution's data is included when we calculate your institution's ranking within that comparison group (e.g., your institution's Select 6 rank is out of 7 institutions since your institution is included in the rank).

Scaled Questions // These survey questions rely on a 1-to-7 Likert scale with "1" indicating either strong disagreement or being very dissatisfied and "7" indicating either strong agreement or being very satisfied. This type of question is designed to gather perceptions of the participants across a variety of content areas.

Standard Deviation // The measure of the variation in response values within that item. Small standard deviations indicate consistency among respondents. In these cases, any intervention taken can be the same for all populations since respondents are responding similarly. Large standard deviations indicate wide variability among respondents. A deeper understanding of which populations are creating this variability is necessary before an intervention can begin. May be abbreviated as Std Dev in reporting.

Vs. Your Institution // Statistical testing is conducted between your group's results and your institution to determine if differences in the means are statistically significant. ▲ indicates your group performed statistically higher; = indicates no statistical difference; and ▼ indicates your group performed statistically lower than your institution.

FACTOR PERFORMANCE

Below is a summary of your students' perceptions across all factors in this assessment. Make note of the factors where performance is higher or lower than your institution. Also make note of the factors where performance is below the desired level. Visit with your supervisor to determine which factor(s) should be your focus for improvement. The rest of this report explores each factor in-depth.

FACTORS BY PERFORMANCE						
	VS. YOUR INSTITUTION	N	MEAN	STD DEV	RANK	PERFORMANCE
FACTOR 16 // Learning // Personal Growth	^	30	5.68	1.47	2/11	78.0% ✓
FACTOR 9 // Satisfaction // College/University	=	28	5.52	1.59	6/11	75.3% ✓
FACTOR 7 // Satisfaction // Safety and Security	=	30	5.44	1.49	9/11	74.0% !
FACTOR 1 // Satisfaction // Hall/Apt Student Staff	=	30	5.39	1.56	6/11	73.2% !
FACTOR 14 // Learning // Diverse Interactions	=	30	5.37	1.63	4/11	72.8% !
FACTOR 10 // Learning // Fellow Residents are Tolerant	=	29	5.28	1.45	8/11	71.3% !
FACTOR 13 // Learning // Personal Interactions	=	30	5.25	1.61	4/11	70.8% !
FACTOR 15 // Learning // Manage Time, Study, Solve Problems	=	30	5.13	1.37	2/11	68.8% ✗
FACTOR 6 // Satisfaction // Room Assignment or Change Process	=	30	5.08	1.55	7/11	68.0% ✗
FACTOR 18 // Learning // Overall Learning	=	28	5.02	1.72	4/11	67.0% ✗
FACTOR 4 // Satisfaction // Facilities	=	30	4.91	1.25	5/11	65.2% ✗
FACTOR 12 // Learning // Sense of Community	▼	30	4.76	1.67	10/11	62.7% ✗
FACTOR 5 // Satisfaction // Services Provided	▼	30	4.67	0.96	8/11	61.2% ✗
FACTOR 17 // Satisfaction // Overall Satisfaction	=	28	4.62	2.04	6/11	60.3% ✗
FACTOR 2 // Satisfaction // Hall/Apt Programming	=	28	4.59	1.79	4/11	59.8% ✗
FACTOR 19 // Overall // Overall Program Effectiveness	=	28	4.44	1.81	6/11	57.3% ✗
FACTOR 3 // Satisfaction // Room/Floor Environment	=	30	4.40	1.61	9/11	56.7% ✗
FACTOR 11 // Learning // Fellow Residents are Respectful	=	30	4.38	1.77	9/11	56.3% ✗
FACTOR 8 // Satisfaction // Dining Services	=	30	4.16	1.35	10/11	52.7% ✗

0 ----- PERFORMANCE ----- 100%

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ^ Higher
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FACTOR 1 // Satisfaction // Hall/Apt Student Staff

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	274	5.37	1.37	--	--	72.8%	!		
Tolman Hall	30	5.39	1.56	3.77	5.62	73.2%	!		

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q026 // Respecting ethnic diversity	28	5.86	1.66	5/11	81.0%	✓			
Q018 // Availability	29	5.59	1.52	2/11	76.5%	✓			
Q027 // Communicating rules & regulations	30	5.50	1.82	7/11	75.0%	✓			
Q028 // Overall, how satisfied are you with the performance of your staff member?	30	5.50	1.91	5/11	75.0%	✓			
Q019 // Efforts to get to know you	30	5.43	1.80	2/11	73.8%	!			
Q022 // Treating everyone fairly	29	5.41	1.59	7/11	73.5%	!			
Q025 // Promoting tolerance of others	29	5.28	1.78	7/11	71.3%	!			
Q023 // Enforcing policies	30	5.27	1.98	6/11	71.2%	!			
Q024 // Organizing programs/activities	29	5.21	1.86	4/11	70.2%	!			
Q020 // Gaining your respect	29	5.14	1.83	7/11	69.0%	✗			
Q021 // Helping with a problem	28	5.00	1.98	8/11	66.7%	✗			

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 2 // Satisfaction // Hall/Apt Programming

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	245	4.57	1.55	--	--	59.5%	✗
Tolman Hall	28	4.59	1.79	3.00	5.10	59.8%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q032 // Quality of programs	28	4.71	1.85	5/11	61.8%	✗
Q030 // Athletic/recreational activities	25	4.60	1.90	2/11	60.0%	✗
Q031 // Variety of programs	27	4.44	1.91	5/11	57.3%	✗
Q029 // Social/educational/cultural programs	25	4.36	1.96	6/11	56.0%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 3 // Satisfaction // Room/Floor Environment

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	4.89	1.53	--	--	64.8%	✗
Tolman Hall	30	4.40	1.61	3.84	5.40	56.7%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q035 // Your degree of privacy	30	5.17	1.93	7/11	69.5%	✗
Q033 // Your ability to study in your room	30	4.87	1.82	8/11	64.5%	✗
Q034 // Your ability to sleep without interruption	30	4.13	2.00	9/11	52.2%	✗
Q038 // Noise level of your floor/community	30	3.43	2.14	9/11	40.5%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 4 // Satisfaction // Facilities

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	4.94	1.27	--	--	65.7%	✗
Tolman Hall	30	4.91	1.25	4.29	5.71	65.2%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q040 // The attitude of the cleaning staff	30	6.33	1.04	2/11	88.8%	✓
Q043 // Cleanliness of bathroom facilities	30	5.17	1.65	5/11	69.5%	✗
Q041 // The timeliness of repairs	30	4.60	2.08	5/11	60.0%	✗
Q036 // Temperature regulation in your room	29	4.38	2.23	2/11	56.3%	✗
Q039 // The cleanliness of your floor/community	30	4.07	1.93	9/11	51.2%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 5 // Satisfaction // Services Provided

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE	
Your Institution	277	5.07	1.14	-- --	67.8%	
Tolman Hall	30	4.67	0.96	4.44 5.77	61.2%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q050 // Information desk services	24	5.67	1.46	3/11	77.8%	
Q048 // Postal services	28	5.46	1.50	5/11	74.3%	
Q046 // Cable TV services	28	5.36	1.29	6/11	72.7%	
Q045 // Computing facilities in your hall/building	28	5.29	1.46	4/11	71.5%	
Q049 // Vending services	27	4.93	1.65	7/11	65.5%	
Q044 // Common areas (i.e. lounges, study rooms, etc.)	27	4.81	1.36	7/11	63.5%	
Q047 // Telephone services	19	4.47	1.82	9/11	57.8%	
Q037 // Internet connectivity in your room	30	3.40	2.06	10/11	40.0%	
Q042 // Laundry room facilities	30	3.23	1.99	10/11	37.2%	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:




Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 6 // Satisfaction // Room Assignment or Change Process

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	276	5.20	1.44	--	--	70.0% 
Tolman Hall	30	5.08	1.55	3.92	5.62	68.0% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q053 // Current room assignment	29	5.52	1.55	6/11	75.3% 	
Q051 // Flexibility of the room change policy	21	4.81	1.87	7/11	63.5% 	
Q052 // Room assignment process	30	4.73	1.79	7/11	62.2% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 7 // Satisfaction // Safety and Security

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE	
Your Institution	277	5.78	1.22	-- --	79.7%	✓
Tolman Hall	30	5.44	1.49	5.12 6.24	74.0%	!

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q055 // How safe you feel in your room	29	5.79	1.54	8/11	79.8%	✓
Q057 // How safe you feel walking on campus at night	30	5.37	1.64	7/11	72.8%	!
Q054 // Security of possessions in your room	29	5.31	1.76	7/11	71.8%	!
Q056 // How safe you feel in your hall/apt. building	30	5.30	1.79	9/11	71.7%	!

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 8 // Satisfaction // Dining Services

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE	
Your Institution	257	4.40	1.41	-- --	56.7%	
Tolman Hall	30	4.16	1.35	4.16 4.74	52.7%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q061 // Service provided by dining service staff	30	4.87	1.71	8/11	64.5%	
Q060 // Dining environment	30	4.80	1.72	10/11	63.3%	
Q059 // Cleanliness of dining area	30	4.57	1.61	8/11	59.5%	
Q063 // Variety of the dining plan options	29	4.00	1.84	6/11	50.0%	
Q062 // Dining service hours	30	3.93	1.97	9/11	48.8%	
Q064 // Value of your dining plan	30	3.73	1.91	6/11	45.5%	
Q058 // Quality of food	30	3.23	1.67	10/11	37.2%	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 9 // Satisfaction // College/University

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	5.55	1.29	--	--	75.8%	✓
Tolman Hall	28	5.52	1.59	5.11	5.98	75.3%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q097 // Will you recommend this college/university to a friend	28	5.68	1.65	6/11	78.0%	✓	
Q092 // Are you satisfied with your overall academic experience on this campus	28	5.36	1.65	5/11	72.7%	!	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 10 // Learning // Fellow Residents are Tolerant

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	265	5.45	1.28	--	--	74.2%	
Tolman Hall	29	5.28	1.45	4.41	6.06	71.3%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q069 // Political views	26	5.42	1.34	6/11	73.7%		
Q066 // Genders	29	5.38	1.50	9/11	73.0%		
Q068 // Religious beliefs	27	5.30	1.51	8/11	71.7%		
Q065 // Races/ethnicities	28	5.25	1.62	7/11	70.8%		
Q067 // Sexual orientation	27	4.85	1.84	8/11	64.2%		

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:







	Issue 0%-70%		Needs Work 71%-74%		Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 11 // Learning // Fellow Residents are Respectful

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	276	4.76	1.48	--	--	62.7% 
Tolman Hall	30	4.38	1.77	4.18	5.24	56.3% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q072 // Respecting your privacy	30	5.10	1.87	8/11	68.3% 	
Q073 // Respecting your property	30	5.10	1.92	9/11	68.3% 	
Q070 // Respecting your study time	30	4.20	2.10	10/11	53.3% 	
Q074 // Maintaining cleanliness	30	4.20	2.06	6/11	53.3% 	
Q075 // Concerned about academic success	30	3.97	2.01	9/11	49.5% 	
Q071 // Respecting your sleep time	30	3.70	2.13	8/11	45.0% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 12 // Learning // Sense of Community

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	275	5.23	1.25	--	--	70.5%	!
Tolman Hall	30	4.76	1.67	4.76	5.67	62.7%	×

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q077 // Respect other students	30	5.17	1.57	10/11	69.5%	×
Q078 // Feel accepted by other students	30	4.70	1.93	10/11	61.7%	×
Q076 // Trust other students	30	4.40	1.96	6/11	56.7%	×

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

×	Issue 0%-70%	!	Needs Work 71%-74%	✓	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 13 // Learning // Personal Interactions

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	276	5.12	1.51	--	--	68.7%	✖
Tolman Hall	30	5.25	1.61	4.66	5.58	70.8%	!

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q079 // Meet other people	30	5.40	1.76	4/11	73.3%	!
Q080 // Live cooperatively	30	5.37	1.56	3/11	72.8%	!
Q081 // Resolve conflict	29	5.21	1.73	2/11	70.2%	!
Q082 // Improve interpersonal relationships	29	5.00	1.84	7/11	66.7%	✖

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✖ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 14 // Learning // Diverse Interactions

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	5.41	1.42	--	--	73.5%	
Tolman Hall	30	5.37	1.63	4.97	5.88	72.8%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q090 // Interacted with residents who are different from you (i.e. race/ethnicity, beliefs, etc.)	30	5.53	1.63	3/11	75.5%	✓	
Q091 // Benefited from interactions with residents who are different from you (i.e. race/ethnicity, beliefs, etc.)	30	5.20	1.87	6/11	70.0%	!	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

	Issue 0%-70%		Needs Work 71%-74%		Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 15 // Learning // Manage Time, Study, Solve Problems

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	274	4.74	1.57	--	--	62.3%	✗
Tolman Hall	30	5.13	1.37	3.99	5.51	68.8%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q085 // Solve your own problems	30	5.80	1.30	3/11	80.0%	✓
Q084 // Manage your time more effectively	30	5.13	1.61	2/11	68.8%	✗
Q083 // Study more effectively	30	4.47	1.94	4/11	57.8%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 16 // Learning // Personal Growth

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	275	5.06	1.63	--	--	67.7%	✗
Tolman Hall	30	5.68	1.47	4.49	5.86	78.0%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q088 // Respect other races/ethnicities	29	5.83	1.53	2/11	80.5%	✓	
Q087 // Understand the consequences of drug use and abuse	25	5.68	1.59	1/11	78.0%	✓	
Q086 // Understand the consequences of alcohol use and abuse	26	5.65	1.66	1/11	77.5%	✓	
Q089 // Improve communication skills	30	5.60	1.65	2/11	76.7%	✓	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:




✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 17 // Satisfaction // Overall Satisfaction

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	270	4.83	1.70	--	--	63.8% 
Tolman Hall	28	4.62	2.04	4.00	5.32	60.3% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q096 // Will you recommend living in on-campus housing to new students	28	4.86	2.13	8/11	64.3% 	
Q093 // Are you satisfied with your on-campus housing experience this year	28	4.68	2.04	6/11	61.3% 	
Q095 // Did your on-campus housing experience fulfill your expectations	28	4.32	2.28	7/11	55.3% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 18 // Learning // Overall Learning

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	4.97	1.43	--	--	66.2%	✗
Tolman Hall	28	5.02	1.72	4.47	5.38	67.0%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q092 // Are you satisfied with your overall academic experience on this campus	28	5.36	1.65	5/11	72.7%	!
Q094 // Has living in on-campus housing enhanced your learning experience	28	4.68	2.04	4/11	61.3%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 19 // Overall // Overall Program Effectiveness

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	4.56	1.50	--	--	59.3%	✗
Tolman Hall	28	4.44	1.81	3.91	4.98	57.3%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q096 // Will you recommend living in on-campus housing to new students	28	4.86	2.13	8/11	64.3%	✗	
Q093 // Are you satisfied with your on-campus housing experience this year	28	4.68	2.04	6/11	61.3%	✗	
Q094 // Has living in on-campus housing enhanced your learning experience	28	4.68	2.04	4/11	61.3%	✗	
Q095 // Did your on-campus housing experience fulfill your expectations	28	4.32	2.28	7/11	55.3%	✗	
Q100 // Comparing the cost to the quality of your on-campus living experience, how do you rate its overall value?	27	3.74	1.40	7/11	45.7%	✗	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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Non-Factor Questions

QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q098 // Return to THIS college/university for the next academic term (Mark N/A if graduating or for studying abroad.)	27	6.19	1.39	4/11	86.5%	✓
Q099 // Reside on-campus next year (Mark N/A if graduating or for studying abroad.)	27	4.89	2.04	1/11	64.8%	✗

0 ----- PERFORMANCE ----- 100%

✗	Issue 0%-70%	!	Needs Work 71%-74%	✓	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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2012-2013 // Colorado Mesa University
ACUHO-I/EBI Resident Assessment
HALL // WALNUT RIDGE APARTMENTS

Since 1994, EBI has been dedicated to improving retention, student success, and the quality of the college student experience. EBI has empowered over 1,500 college and universities to impact student development, learning, retention and satisfaction through the MAP-Works® student success and retention platforms, and through national benchmarking assessments for accreditation and continuous improvement. To learn more about EBI and our history, please visit <http://www.webebi.com/about>.



The Association of College and University Housing Officers International (ACUHO-I) and EBI partnered to develop powerful assessment tools for residence life. EBI's proven assessments are rooted in educational theory and research, utilize rigorous statistical methods, and are closely aligned with ACUHO-I Professional Standards. As a result, EBI provides higher education professionals with the information and support they need to enable students to make the most of their college experience.

Commitment to Assessment // Your institution partnered with EBI to participate in the ACUHO-I/EBI Resident Assessment. This report provides information regarding how your students perceive their experience and how their experience differs from other students at your institution. From their feedback, you can identify areas for improvement, and over time, enhance their experience.

Closing the Assessment Loop // Successful assessment projects combine data collection, analysis, action planning, and (most importantly) implementation of those actions. After reviewing your students' feedback, consider your next steps. Brainstorm with your supervisor where to focus your time, what actions should be implemented, and how to measure success.

Accessing EBI's Online Reports // If you would like to delve deeper into this assessment data, please ask your supervisor for access to EBI's Online Reports. Here you will find additional information (e.g., population characteristics) and interactive tools (e.g., filtering and cross-tabs) that will enrich your understanding of the students' experience.

Protecting Confidentiality // EBI requires participating institutions to agree to a confidentiality statement that prohibits the use of results for anything other than continuous improvement. As an employee of the institution, you also agree to maintain confidentiality of results. It is important that you review and fully understand the Confidentiality Guidelines at <http://www.webebi.com/about/security> before accessing and sharing any information.

Need Help? // If you have questions or comments about this report or EBI's Online Reporting, please contact EBI at (417) 429-0551 (8 a.m. - 5 p.m. CT), email at helpdesk@webebi.com, or sign up for one of EBI's free online webinars at <http://www.webebi.com/community/events>.

Below is a compilation of terms used in this report.

Factor // A group of statistically-related questions which describe a broad concept more completely than just a single question.

Mean // The average (the sum of the values divided by the number of respondents) of the item.

Mean Range // The difference between the minimum mean (Min) and maximum mean (Max) across populations provides a range of means which gives a measure of the variation of the data.

N // Number of respondents to that item.

Performance // Mean scaled from 0-100%. The translation is: "1" on the 7-point scale equates with 0% performance, "4" equates to 50% performance, and "7" equates to 100% performance.

Rank // Sorting the institutions from highest performance to lowest performance, your institution's rank is determined. Note, your institution's data is included when we calculate your institution's ranking within that comparison group (e.g., your institution's Select 6 rank is out of 7 institutions since your institution is included in the rank).

Scaled Questions // These survey questions rely on a 1-to-7 Likert scale with "1" indicating either strong disagreement or being very dissatisfied and "7" indicating either strong agreement or being very satisfied. This type of question is designed to gather perceptions of the participants across a variety of content areas.

Standard Deviation // The measure of the variation in response values within that item. Small standard deviations indicate consistency among respondents. In these cases, any intervention taken can be the same for all populations since respondents are responding similarly. Large standard deviations indicate wide variability among respondents. A deeper understanding of which populations are creating this variability is necessary before an intervention can begin. May be abbreviated as Std Dev in reporting.

Vs. Your Institution // Statistical testing is conducted between your group's results and your institution to determine if differences in the means are statistically significant. ▲ indicates your group performed statistically higher; = indicates no statistical difference; and ▼ indicates your group performed statistically lower than your institution.

FACTOR PERFORMANCE

Below is a summary of your students' perceptions across all factors in this assessment. Make note of the factors where performance is higher or lower than your institution. Also make note of the factors where performance is below the desired level. Visit with your supervisor to determine which factor(s) should be your focus for improvement. The rest of this report explores each factor in-depth.

FACTORS BY PERFORMANCE						
	VS. YOUR INSTITUTION	N	MEAN	STD DEV	RANK	PERFORMANCE
FACTOR 7 // Satisfaction // Safety and Security	=	26	5.62	1.14	7/11	77.0% ✓
FACTOR 12 // Learning // Sense of Community	=	26	5.37	1.18	4/11	72.8% !
FACTOR 14 // Learning // Diverse Interactions	=	25	5.36	1.47	6/11	72.7% !
FACTOR 10 // Learning // Fellow Residents are Tolerant	=	23	5.36	1.11	5/11	72.7% !
FACTOR 9 // Satisfaction // College/University	=	25	5.32	1.03	7/11	72.0% !
FACTOR 13 // Learning // Personal Interactions	=	26	5.26	1.33	3/11	71.0% !
FACTOR 1 // Satisfaction // Hall/Apt Student Staff	=	26	5.22	1.33	8/11	70.3% !
FACTOR 6 // Satisfaction // Room Assignment or Change Process	=	26	5.09	1.47	6/11	68.2% ✗
FACTOR 11 // Learning // Fellow Residents are Respectful	=	25	5.07	1.28	2/11	67.8% ✗
FACTOR 15 // Learning // Manage Time, Study, Solve Problems	=	25	4.98	1.16	4/11	66.3% ✗
FACTOR 3 // Satisfaction // Room/Floor Environment	=	26	4.93	1.33	5/11	65.5% ✗
FACTOR 16 // Learning // Personal Growth	=	26	4.91	1.42	6/11	65.2% ✗
FACTOR 18 // Learning // Overall Learning	=	25	4.74	1.21	7/11	62.3% ✗
FACTOR 4 // Satisfaction // Facilities	=	26	4.70	1.25	7/11	61.7% ✗
FACTOR 5 // Satisfaction // Services Provided	▼	26	4.61	1.20	9/11	60.2% ✗
FACTOR 2 // Satisfaction // Hall/Apt Programming	=	22	4.55	1.50	6/11	59.2% ✗
FACTOR 8 // Satisfaction // Dining Services	=	17	4.52	1.69	3/11	58.7% ✗
FACTOR 17 // Satisfaction // Overall Satisfaction	=	25	4.46	1.60	8/11	57.7% ✗
FACTOR 19 // Overall // Overall Program Effectiveness	=	25	4.18	1.38	8/11	53.0% ✗

0 ----- PERFORMANCE ----- 100%

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 1 // Satisfaction // Hall/Apt Student Staff

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	274	5.37	1.37	--	--	72.8%	!		
Walnut Ridge Apartments	26	5.22	1.33	3.77	5.62	70.3%	!		

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q027 // Communicating rules & regulations	26	5.85	1.46	2/11	80.8%	✓			
Q026 // Respecting ethnic diversity	23	5.65	1.20	9/11	77.5%	✓			
Q022 // Treating everyone fairly	24	5.62	1.28	5/11	77.0%	✓			
Q023 // Enforcing policies	25	5.60	1.52	2/11	76.7%	✓			
Q025 // Promoting tolerance of others	24	5.50	1.35	5/11	75.0%	✓			
Q021 // Helping with a problem	24	5.38	1.38	5/11	73.0%	!			
Q028 // Overall, how satisfied are you with the performance of your staff member?	26	5.31	1.61	8/11	71.8%	!			
Q018 // Availability	25	5.28	1.56	6/11	71.3%	!			
Q024 // Organizing programs/activities	26	4.88	1.72	7/11	64.7%	✗			
Q020 // Gaining your respect	25	4.88	2.01	8/11	64.7%	✗			
Q019 // Efforts to get to know you	26	4.23	2.06	9/11	53.8%	✗			

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 2 // Satisfaction // Hall/Apt Programming

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	245	4.57	1.55	--	--	59.5%	✗
Walnut Ridge Apartments	22	4.55	1.50	3.00	5.10	59.2%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q029 // Social/educational/cultural programs	21	4.81	1.26	3/11	63.5%	✗
Q032 // Quality of programs	20	4.75	1.48	4/11	62.5%	✗
Q030 // Athletic/recreational activities	19	4.58	1.31	3/11	59.7%	✗
Q031 // Variety of programs	22	4.45	1.62	4/11	57.5%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 3 // Satisfaction // Room/Floor Environment

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	4.89	1.53	--	--	64.8%	✗
Walnut Ridge Apartments	26	4.93	1.33	3.84	5.40	65.5%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q035 // Your degree of privacy	26	5.38	1.88	5/11	73.0%	!	
Q033 // Your ability to study in your room	26	5.35	1.64	5/11	72.5%	!	
Q034 // Your ability to sleep without interruption	26	4.54	1.80	7/11	59.0%	✗	
Q038 // Noise level of your floor/community	26	4.46	1.76	5/11	57.7%	✗	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 4 // Satisfaction // Facilities

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	4.94	1.27	--	--	65.7%	✗
Walnut Ridge Apartments	26	4.70	1.25	4.29	5.71	61.7%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q040 // The attitude of the cleaning staff	16	5.69	1.16	7/11	78.2%	✓
Q039 // The cleanliness of your floor/community	25	5.24	1.63	4/11	70.7%	!
Q043 // Cleanliness of bathroom facilities	16	5.00	1.32	6/11	66.7%	✗
Q036 // Temperature regulation in your room	26	4.31	1.98	4/11	55.2%	✗
Q041 // The timeliness of repairs	25	4.20	1.85	8/11	53.3%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 5 // Satisfaction // Services Provided

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	5.07	1.14	--	--	67.8%	✗
Walnut Ridge Apartments	26	4.61	1.20	4.44	5.77	60.2%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q046 // Cable TV services	24	5.42	1.19	5/11	73.7%	!
Q044 // Common areas (i.e. lounges, study rooms, etc.)	13	5.23	1.25	5/11	70.5%	!
Q047 // Telephone services	16	4.81	1.18	6/11	63.5%	✗
Q050 // Information desk services	21	4.81	1.59	8/11	63.5%	✗
Q048 // Postal services	26	4.73	1.51	9/11	62.2%	✗
Q045 // Computing facilities in your hall/building	12	4.58	1.61	8/11	59.7%	✗
Q049 // Vending services	14	4.57	1.55	8/11	59.5%	✗
Q042 // Laundry room facilities	26	4.15	1.81	8/11	52.5%	✗
Q037 // Internet connectivity in your room	26	3.88	2.10	7/11	48.0%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 6 // Satisfaction // Room Assignment or Change Process

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	276	5.20	1.44	--	--	70.0% !
Walnut Ridge Apartments	26	5.09	1.47	3.92	5.62	68.2% X

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK		PERFORMANCE
Q053 // Current room assignment	26	5.38	1.52	9/11	73.0%	!
Q051 // Flexibility of the room change policy	19	4.84	1.09	6/11	64.0%	X
Q052 // Room assignment process	24	4.67	1.82	8/11	61.2%	X

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 7 // Satisfaction // Safety and Security

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	5.78	1.22	--	--	79.7%	✓
Walnut Ridge Apartments	26	5.62	1.14	5.12	6.24	77.0%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q055 // How safe you feel in your room	26	5.96	1.06	7/11	82.7%	✓
Q056 // How safe you feel in your hall/apt. building	26	5.88	1.09	6/11	81.3%	✓
Q057 // How safe you feel walking on campus at night	26	5.35	1.47	8/11	72.5%	!
Q054 // Security of possessions in your room	25	5.28	1.69	8/11	71.3%	!

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 8 // Satisfaction // Dining Services

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	257	4.40	1.41	--	--	56.7%	✗
Walnut Ridge Apartments	17	4.52	1.69	4.16	4.74	58.7%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q060 // Dining environment	16	4.94	1.78	9/11	65.7%	✗
Q061 // Service provided by dining service staff	16	4.94	1.71	7/11	65.7%	✗
Q062 // Dining service hours	16	4.62	1.83	2/11	60.3%	✗
Q059 // Cleanliness of dining area	16	4.31	1.89	10/11	55.2%	✗
Q063 // Variety of the dining plan options	17	4.18	2.06	4/11	53.0%	✗
Q058 // Quality of food	16	3.88	1.83	6/11	48.0%	✗
Q064 // Value of your dining plan	16	3.88	1.93	5/11	48.0%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 9 // Satisfaction // College/University

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	270	5.55	1.29	--	--	75.8% ✓
Walnut Ridge Apartments	25	5.32	1.03	5.11	5.98	72.0% !

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q097 // Will you recommend this college/university to a friend	25	5.48	1.10	8/11	74.7% !	
Q092 // Are you satisfied with your overall academic experience on this campus	25	5.16	1.12	7/11	69.3% ✗	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 10 // Learning // Fellow Residents are Tolerant

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	265	5.45	1.28	--	--	74.2%	
Walnut Ridge Apartments	23	5.36	1.11	4.41	6.06	72.7%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q066 // Genders	23	5.61	1.09	6/11	76.8%	✓	
Q068 // Religious beliefs	22	5.45	1.16	5/11	74.2%	!	
Q069 // Political views	21	5.33	1.21	7/11	72.2%	!	
Q065 // Races/ethnicities	23	5.17	1.52	8/11	69.5%	✗	
Q067 // Sexual orientation	22	5.09	1.56	6/11	68.2%	✗	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 11 // Learning // Fellow Residents are Respectful

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	276	4.76	1.48	--	--	62.7%	✗
Walnut Ridge Apartments	25	5.07	1.28	4.18	5.24	67.8%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q072 // Respecting your privacy	25	5.52	1.36	3/11	75.3%	✓
Q073 // Respecting your property	25	5.40	1.23	3/11	73.3%	!
Q070 // Respecting your study time	25	5.08	1.67	3/11	68.0%	✗
Q075 // Concerned about academic success	25	4.96	1.61	2/11	66.0%	✗
Q074 // Maintaining cleanliness	23	4.74	1.77	1/11	62.3%	✗
Q071 // Respecting your sleep time	25	4.68	1.78	3/11	61.3%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 12 // Learning // Sense of Community

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	275	5.23	1.25	--	--	70.5%	
Walnut Ridge Apartments	26	5.37	1.18	4.76	5.67	72.8%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q077 // Respect other students	26	5.92	1.30	4/11	82.0%	
Q078 // Feel accepted by other students	25	5.40	1.33	3/11	73.3%	
Q076 // Trust other students	26	4.81	1.52	2/11	63.5%	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 13 // Learning // Personal Interactions

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	276	5.12	1.51	--	--	68.7%	✖
Walnut Ridge Apartments	26	5.26	1.33	4.66	5.58	71.0%	!

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q082 // Improve interpersonal relationships	26	5.38	1.36	2/11	73.0%	!
Q080 // Live cooperatively	25	5.32	1.32	4/11	72.0%	!
Q079 // Meet other people	26	5.27	1.65	5/11	71.2%	!
Q081 // Resolve conflict	25	5.00	1.50	4/11	66.7%	✖

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✖ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 14 // Learning // Diverse Interactions

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	5.41	1.42	--	--	73.5%	
Walnut Ridge Apartments	25	5.36	1.47	4.97	5.88	72.7%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q090 // Interacted with residents who are different from you (i.e. race/ethnicity, beliefs, etc.)	25	5.40	1.33	6/11	73.3%		
Q091 // Benefited from interactions with residents who are different from you (i.e. race/ethnicity, beliefs, etc.)	24	5.38	1.82	5/11	73.0%		

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

	Issue 0%-70%		Needs Work 71%-74%		Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 15 // Learning // Manage Time, Study, Solve Problems

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE	
Your Institution	274	4.74	1.57	-- --	62.3%	
Walnut Ridge Apartments	25	4.98	1.16	3.99 5.51	66.3%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q085 // Solve your own problems	24	5.29	1.37	5/11	71.5%	
Q084 // Manage your time more effectively	25	5.12	1.39	3/11	68.7%	
Q083 // Study more effectively	25	4.52	1.47	3/11	58.7%	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 16 // Learning // Personal Growth

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	275	5.06	1.63	--	--	67.7%	✗	<div><div></div></div>	
Walnut Ridge Apartments	26	4.91	1.42	4.49	5.86	65.2%	✗	<div><div></div></div>	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q089 // Improve communication skills	26	5.27	1.51	6/11	71.2%	!	<div><div></div></div>		
Q088 // Respect other races/ethnicities	25	5.24	1.34	5/11	70.7%	!	<div><div></div></div>		
Q087 // Understand the consequences of drug use and abuse	21	4.57	1.97	5/11	59.5%	✗	<div><div></div></div>		
Q086 // Understand the consequences of alcohol use and abuse	21	4.52	1.94	8/11	58.7%	✗	<div><div></div></div>		

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 17 // Satisfaction // Overall Satisfaction

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	4.83	1.70	--	--	63.8%	✗
Walnut Ridge Apartments	25	4.46	1.60	4.00	5.32	57.7%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q096 // Will you recommend living in on-campus housing to new students	25	4.84	1.80	9/11	64.0%	✗
Q095 // Did your on-campus housing experience fulfill your expectations	24	4.21	1.58	8/11	53.5%	✗
Q093 // Are you satisfied with your on-campus housing experience this year	23	4.13	1.92	8/11	52.2%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 18 // Learning // Overall Learning

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	270	4.97	1.43	--	--	66.2%	✗	<div><div></div></div>	
Walnut Ridge Apartments	25	4.74	1.21	4.47	5.38	62.3%	✗	<div><div></div></div>	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK		PERFORMANCE			
Q092 // Are you satisfied with your overall academic experience on this campus	25	5.16	1.12	7/11		69.3%	✗	<div><div></div></div>	
Q094 // Has living in on-campus housing enhanced your learning experience	25	4.32	1.69	7/11		55.3%	✗	<div><div></div></div>	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:






✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 19 // Overall // Overall Program Effectiveness

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	270	4.56	1.50	--	--	59.3% 
Walnut Ridge Apartments	25	4.18	1.38	3.91	4.98	53.0% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q096 // Will you recommend living in on-campus housing to new students	25	4.84	1.80	9/11	64.0% 	
Q094 // Has living in on-campus housing enhanced your learning experience	25	4.32	1.69	7/11	55.3% 	
Q095 // Did your on-campus housing experience fulfill your expectations	24	4.21	1.58	8/11	53.5% 	
Q093 // Are you satisfied with your on-campus housing experience this year	23	4.13	1.92	8/11	52.2% 	
Q100 // Comparing the cost to the quality of your on-campus living experience, how do you rate its overall value?	25	3.40	1.47	9/11	40.0% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	 Lower  Equal  Higher
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Non-Factor Questions

QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE
Q098 // Return to THIS college/university for the next academic term (Mark N/A if graduating or for studying abroad.)	24	5.92	1.68	9/11	82.0% ✓
Q099 // Reside on-campus next year (Mark N/A if graduating or for studying abroad.)	23	2.74	2.19	9/11	29.0% ✗

0 ----- PERFORMANCE ----- 100%

✗	Issue 0%-70%	!	Needs Work 71%-74%	✓	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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2012-2013 // Colorado Mesa University
ACUHO-I/EBI Resident Assessment
HALL // BUNTING HALL

Since 1994, EBI has been dedicated to improving retention, student success, and the quality of the college student experience. EBI has empowered over 1,500 college and universities to impact student development, learning, retention and satisfaction through the MAP-Works® student success and retention platforms, and through national benchmarking assessments for accreditation and continuous improvement. To learn more about EBI and our history, please visit <http://www.webebi.com/about>.



The Association of College and University Housing Officers International (ACUHO-I) and EBI partnered to develop powerful assessment tools for residence life. EBI's proven assessments are rooted in educational theory and research, utilize rigorous statistical methods, and are closely aligned with ACUHO-I Professional Standards. As a result, EBI provides higher education professionals with the information and support they need to enable students to make the most of their college experience.

Commitment to Assessment // Your institution partnered with EBI to participate in the ACUHO-I/EBI Resident Assessment. This report provides information regarding how your students perceive their experience and how their experience differs from other students at your institution. From their feedback, you can identify areas for improvement, and over time, enhance their experience.

Closing the Assessment Loop // Successful assessment projects combine data collection, analysis, action planning, and (most importantly) implementation of those actions. After reviewing your students' feedback, consider your next steps. Brainstorm with your supervisor where to focus your time, what actions should be implemented, and how to measure success.

Accessing EBI's Online Reports // If you would like to delve deeper into this assessment data, please ask your supervisor for access to EBI's Online Reports. Here you will find additional information (e.g., population characteristics) and interactive tools (e.g., filtering and cross-tabs) that will enrich your understanding of the students' experience.

Protecting Confidentiality // EBI requires participating institutions to agree to a confidentiality statement that prohibits the use of results for anything other than continuous improvement. As an employee of the institution, you also agree to maintain confidentiality of results. It is important that you review and fully understand the Confidentiality Guidelines at <http://www.webebi.com/about/security> before accessing and sharing any information.

Need Help? // If you have questions or comments about this report or EBI's Online Reporting, please contact EBI at (417) 429-0551 (8 a.m. - 5 p.m. CT), email at helpdesk@webebi.com, or sign up for one of EBI's free online webinars at <http://www.webebi.com/community/events>.

Below is a compilation of terms used in this report.

Factor // A group of statistically-related questions which describe a broad concept more completely than just a single question.

Mean // The average (the sum of the values divided by the number of respondents) of the item.

Mean Range // The difference between the minimum mean (Min) and maximum mean (Max) across populations provides a range of means which gives a measure of the variation of the data.

N // Number of respondents to that item.

Performance // Mean scaled from 0-100%. The translation is: "1" on the 7-point scale equates with 0% performance, "4" equates to 50% performance, and "7" equates to 100% performance.

Rank // Sorting the institutions from highest performance to lowest performance, your institution's rank is determined. Note, your institution's data is included when we calculate your institution's ranking within that comparison group (e.g., your institution's Select 6 rank is out of 7 institutions since your institution is included in the rank).

Scaled Questions // These survey questions rely on a 1-to-7 Likert scale with "1" indicating either strong disagreement or being very dissatisfied and "7" indicating either strong agreement or being very satisfied. This type of question is designed to gather perceptions of the participants across a variety of content areas.

Standard Deviation // The measure of the variation in response values within that item. Small standard deviations indicate consistency among respondents. In these cases, any intervention taken can be the same for all populations since respondents are responding similarly. Large standard deviations indicate wide variability among respondents. A deeper understanding of which populations are creating this variability is necessary before an intervention can begin. May be abbreviated as Std Dev in reporting.

Vs. Your Institution // Statistical testing is conducted between your group's results and your institution to determine if differences in the means are statistically significant. ▲ indicates your group performed statistically higher; = indicates no statistical difference; and ▼ indicates your group performed statistically lower than your institution.

FACTOR PERFORMANCE

Below is a summary of your students' perceptions across all factors in this assessment. Make note of the factors where performance is higher or lower than your institution. Also make note of the factors where performance is below the desired level. Visit with your supervisor to determine which factor(s) should be your focus for improvement. The rest of this report explores each factor in-depth.

FACTORS BY PERFORMANCE

	VS. YOUR INSTITUTION	N	MEAN	STD DEV	RANK	PERFORMANCE	
FACTOR 7 // Satisfaction // Safety and Security	▲	33	6.24	1.01	1/11	87.3%	✓
FACTOR 10 // Learning // Fellow Residents are Tolerant	▲	31	6.06	1.06	1/11	84.3%	✓
FACTOR 9 // Satisfaction // College/University	▲	33	5.98	1.11	1/11	83.0%	✓
FACTOR 14 // Learning // Diverse Interactions	▲	32	5.88	1.31	1/11	81.3%	✓
FACTOR 16 // Learning // Personal Growth	▲	32	5.86	1.50	1/11	81.0%	✓
FACTOR 5 // Satisfaction // Services Provided	▲	33	5.77	0.90	1/11	79.5%	✓
FACTOR 4 // Satisfaction // Facilities	▲	33	5.71	0.93	1/11	78.5%	✓
FACTOR 12 // Learning // Sense of Community	▲	32	5.67	0.96	1/11	77.8%	✓
FACTOR 13 // Learning // Personal Interactions	=	33	5.58	1.43	1/11	76.3%	✓
FACTOR 6 // Satisfaction // Room Assignment or Change Process	=	33	5.54	1.34	2/11	75.7%	✓
FACTOR 1 // Satisfaction // Hall/Apt Student Staff	=	33	5.53	1.41	3/11	75.5%	✓
FACTOR 15 // Learning // Manage Time, Study, Solve Problems	▲	32	5.51	1.50	1/11	75.2%	✓
FACTOR 18 // Learning // Overall Learning	=	33	5.38	1.81	1/11	73.0%	!
FACTOR 17 // Satisfaction // Overall Satisfaction	=	33	5.27	2.08	2/11	71.2%	!
FACTOR 3 // Satisfaction // Room/Floor Environment	=	33	5.20	1.62	3/11	70.0%	!
FACTOR 19 // Overall // Overall Program Effectiveness	=	33	4.93	1.89	2/11	65.5%	✗
FACTOR 11 // Learning // Fellow Residents are Respectful	=	33	4.86	1.63	3/11	64.3%	✗
FACTOR 8 // Satisfaction // Dining Services	=	33	4.74	1.45	1/11	62.3%	✗
FACTOR 2 // Satisfaction // Hall/Apt Programming	=	29	4.66	1.41	2/11	61.0%	✗

0 ----- PERFORMANCE ----- 100%



Issue
0%-70%



Needs Work
71%-74%





Good
75%-100%























NR Not Reported
NEG Negative Correlation

▼ Lower = Equal ▲ Higher

FACTOR 1 // Satisfaction // Hall/Apt Student Staff

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	274	5.37	1.37	--	--	72.8% 
Bunting Hall	33	5.53	1.41	3.77	5.62	75.5% 
0 ----- PERFORMANCE ----- 100%						

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q026 // Respecting ethnic diversity	31	6.45	1.13	1/11	90.8% 	
Q023 // Enforcing policies	32	5.75	1.77	1/11	79.2% 	
Q027 // Communicating rules & regulations	33	5.70	1.55	4/11	78.3% 	
Q022 // Treating everyone fairly	32	5.66	1.80	4/11	77.7% 	
Q021 // Helping with a problem	33	5.61	1.76	2/11	76.8% 	
Q025 // Promoting tolerance of others	32	5.50	1.73	6/11	75.0% 	
Q028 // Overall, how satisfied are you with the performance of your staff member?	32	5.50	1.75	6/11	75.0% 	
Q018 // Availability	33	5.33	1.70	5/11	72.2% 	
Q020 // Gaining your respect	32	5.22	1.92	5/11	70.3% 	
Q024 // Organizing programs/activities	32	5.19	1.67	5/11	69.8% 	
Q019 // Efforts to get to know you	33	5.15	1.84	6/11	69.2% 	
0 ----- PERFORMANCE ----- 100%						

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 2 // Satisfaction // Hall/Apt Programming

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	245	4.57	1.55	--	--	59.5%	✗		
Bunting Hall	29	4.66	1.41	3.00	5.10	61.0%	✗		

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK		PERFORMANCE			
Q029 // Social/educational/cultural programs	29	4.97	1.45	2/11		66.2%	✗		
Q032 // Quality of programs	29	4.62	1.65	6/11		60.3%	✗		
Q031 // Variety of programs	29	4.55	1.43	3/11		59.2%	✗		
Q030 // Athletic/recreational activities	28	4.54	1.90	4/11		59.0%	✗		

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:





✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 3 // Satisfaction // Room/Floor Environment

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	277	4.89	1.53	--	--	64.8% 
Bunting Hall	33	5.20	1.62	3.84	5.40	70.0% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q035 // Your degree of privacy	33	5.67	1.45	1/11	77.8% 	
Q033 // Your ability to study in your room	33	5.61	1.79	3/11	76.8% 	
Q038 // Noise level of your floor/community	33	4.97	1.91	2/11	66.2% 	
Q034 // Your ability to sleep without interruption	33	4.58	2.47	6/11	59.7% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 4 // Satisfaction // Facilities

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	4.94	1.27	--	--	65.7%	✗
Bunting Hall	33	5.71	0.93	4.29	5.71	78.5%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q040 // The attitude of the cleaning staff	32	6.81	0.58	1/11	96.8%	✓
Q043 // Cleanliness of bathroom facilities	27	6.33	1.09	1/11	88.8%	✓
Q039 // The cleanliness of your floor/community	33	5.76	1.58	2/11	79.3%	✓
Q041 // The timeliness of repairs	26	5.62	1.60	2/11	77.0%	✓
Q036 // Temperature regulation in your room	33	4.36	1.81	3/11	56.0%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 5 // Satisfaction // Services Provided

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	5.07	1.14	--	--	67.8%	✗
Bunting Hall	33	5.77	0.90	4.44	5.77	79.5%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q044 // Common areas (i.e. lounges, study rooms, etc.)	31	6.35	1.00	1/11	89.2%	✓
Q046 // Cable TV services	31	6.29	0.89	1/11	88.2%	✓
Q045 // Computing facilities in your hall/building	30	6.13	1.02	1/11	85.5%	✓
Q042 // Laundry room facilities	33	5.97	1.17	1/11	82.8%	✓
Q048 // Postal services	32	5.78	1.32	1/11	79.7%	✓
Q050 // Information desk services	33	5.73	1.54	2/11	78.8%	✓
Q047 // Telephone services	20	5.70	1.45	1/11	78.3%	✓
Q049 // Vending services	29	5.28	1.64	3/11	71.3%	!
Q037 // Internet connectivity in your room	33	4.79	2.09	3/11	63.2%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:




✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 6 // Satisfaction // Room Assignment or Change Process

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	276	5.20	1.44	--	--	70.0% 
Bunting Hall	33	5.54	1.34	3.92	5.62	75.7% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q053 // Current room assignment	33	5.91	1.75	4/11	81.8% 	
Q052 // Room assignment process	30	5.27	1.59	2/11	71.2% 	
Q051 // Flexibility of the room change policy	25	5.16	1.54	2/11	69.3% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 7 // Satisfaction // Safety and Security

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	5.78	1.22	--	--	79.7%	✓
Bunting Hall	33	6.24	1.01	5.12	6.24	87.3%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE



	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q056 // How safe you feel in your hall/apt. building	33	6.55	0.82	1/11	92.5%	✓
Q055 // How safe you feel in your room	33	6.42	1.26	1/11	90.3%	✓
Q054 // Security of possessions in your room	33	6.03	1.36	1/11	83.8%	✓
Q057 // How safe you feel walking on campus at night	32	5.94	1.50	1/11	82.3%	✓

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 8 // Satisfaction // Dining Services

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE	
Your Institution	257	4.40	1.41	-- --	56.7%	
Bunting Hall	33	4.74	1.45	4.16 4.74	62.3%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q060 // Dining environment	33	5.70	1.47	1/11	78.3%	
Q061 // Service provided by dining service staff	32	5.41	1.80	2/11	73.5%	
Q059 // Cleanliness of dining area	32	5.03	1.94	3/11	67.2%	
Q063 // Variety of the dining plan options	33	4.58	1.74	1/11	59.7%	
Q062 // Dining service hours	33	4.39	2.01	3/11	56.5%	
Q064 // Value of your dining plan	32	4.38	2.00	1/11	56.3%	
Q058 // Quality of food	33	3.79	1.85	9/11	46.5%	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 9 // Satisfaction // College/University

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	5.55	1.29	--	--	75.8%	✓
Bunting Hall	33	5.98	1.11	5.11	5.98	83.0%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q097 // Will you recommend this college/university to a friend	33	6.18	1.03	1/11	86.3%	✓	
Q092 // Are you satisfied with your overall academic experience on this campus	33	5.79	1.39	1/11	79.8%	✓	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 10 // Learning // Fellow Residents are Tolerant

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	265	5.45	1.28	--	--	74.2%	!
Bunting Hall	31	6.06	1.06	4.41	6.06	84.3%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q066 // Genders	31	6.39	0.97	1/11	89.8%	✓	
Q068 // Religious beliefs	28	6.14	1.16	1/11	85.7%	✓	
Q069 // Political views	27	6.11	1.07	1/11	85.2%	✓	
Q065 // Races/ethnicities	31	6.06	1.29	1/11	84.3%	✓	
Q067 // Sexual orientation	29	5.76	1.36	1/11	79.3%	✓	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 11 // Learning // Fellow Residents are Respectful

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	276	4.76	1.48	--	--	62.7%	✗
Bunting Hall	33	4.86	1.63	4.18	5.24	64.3%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q072 // Respecting your privacy	33	5.61	1.87	2/11	76.8%	✓
Q073 // Respecting your property	33	5.42	1.72	2/11	73.7%	!
Q070 // Respecting your study time	33	5.15	1.96	2/11	69.2%	✗
Q071 // Respecting your sleep time	33	4.45	2.15	4/11	57.5%	✗
Q075 // Concerned about academic success	32	4.25	2.14	4/11	54.2%	✗
Q074 // Maintaining cleanliness	33	4.24	2.12	4/11	54.0%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:




✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 12 // Learning // Sense of Community

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	275	5.23	1.25	--	--	70.5% 
Bunting Hall	32	5.67	0.96	4.76	5.67	77.8% 

0 ----- PERFORMANCE ----- 100%



FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q077 // Respect other students	32	6.47	0.75	1/11	91.2% 	
Q078 // Feel accepted by other students	32	5.78	1.39	1/11	79.7% 	
Q076 // Trust other students	32	4.75	1.64	3/11	62.5% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 13 // Learning // Personal Interactions

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	276	5.12	1.51	--	--	68.7%	✗
Bunting Hall	33	5.58	1.43	4.66	5.58	76.3%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q079 // Meet other people	33	5.82	1.57	1/11	80.3%	✓
Q080 // Live cooperatively	31	5.65	1.54	1/11	77.5%	✓
Q082 // Improve interpersonal relationships	31	5.55	1.62	1/11	75.8%	✓
Q081 // Resolve conflict	31	5.26	1.76	1/11	71.0%	!

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 14 // Learning // Diverse Interactions

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	5.41	1.42	--	--	73.5%	!
Bunting Hall	32	5.88	1.31	4.97	5.88	81.3%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q090 // Interacted with residents who are different from you (i.e. race/ethnicity, beliefs, etc.)	32	6.03	1.29	1/11	83.8%	✓	
Q091 // Benefited from interactions with residents who are different from you (i.e. race/ethnicity, beliefs, etc.)	31	5.68	1.59	2/11	78.0%	✓	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 15 // Learning // Manage Time, Study, Solve Problems

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE	
Your Institution	274	4.74	1.57	-- --	62.3%	✗
Bunting Hall	32	5.51	1.50	3.99 5.51	75.2%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q085 // Solve your own problems	31	6.06	1.54	1/11	84.3%	✓
Q084 // Manage your time more effectively	32	5.47	1.62	1/11	74.5%	!
Q083 // Study more effectively	32	5.03	1.99	1/11	67.2%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 16 // Learning // Personal Growth

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE							
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	275	5.06	1.63	--	--	67.7%	✗
Bunting Hall	32	5.86	1.50	4.49	5.86	81.0%	✓

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE							
	N	MEAN	STD DEV	RANK	PERFORMANCE		
Q088 // Respect other races/ethnicities	29	6.14	1.46	1/11	85.7%	✓	
Q089 // Improve communication skills	32	5.97	1.47	1/11	82.8%	✓	
Q087 // Understand the consequences of drug use and abuse	27	5.67	1.87	2/11	77.8%	✓	
Q086 // Understand the consequences of alcohol use and abuse	27	5.63	1.81	2/11	77.2%	✓	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

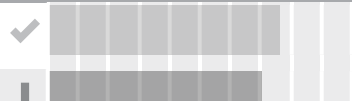

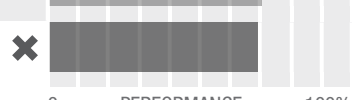
✗	Issue 0%-70%	!	Needs Work 71%-74%	✓	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 17 // Satisfaction // Overall Satisfaction

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	270	4.83	1.70	--	--	63.8% 
Bunting Hall	33	5.27	2.08	4.00	5.32	71.2% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q096 // Will you recommend living in on-campus housing to new students	32	5.56	2.15	1/11	76.0% 	
Q095 // Did your on-campus housing experience fulfill your expectations	32	5.22	2.29	1/11	70.3% 	
Q093 // Are you satisfied with your on-campus housing experience this year	33	5.12	2.01	2/11	68.7% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:



 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 18 // Learning // Overall Learning

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	270	4.97	1.43	--	--	66.2% 
Bunting Hall	33	5.38	1.81	4.47	5.38	73.0% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q092 // Are you satisfied with your overall academic experience on this campus	33	5.79	1.39	1/11	79.8% 	
Q094 // Has living in on-campus housing enhanced your learning experience	33	4.97	2.44	1/11	66.2% 	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 19 // Overall // Overall Program Effectiveness

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	270	4.56	1.50	--	--	59.3% ✕
Bunting Hall	33	4.93	1.89	3.91	4.98	65.5% ✕

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q096 // Will you recommend living in on-campus housing to new students	32	5.56	2.15	1/11	76.0% ✓	
Q095 // Did your on-campus housing experience fulfill your expectations	32	5.22	2.29	1/11	70.3% !	
Q093 // Are you satisfied with your on-campus housing experience this year	33	5.12	2.01	2/11	68.7% ✕	
Q094 // Has living in on-campus housing enhanced your learning experience	33	4.97	2.44	1/11	66.2% ✕	
Q100 // Comparing the cost to the quality of your on-campus living experience, how do you rate its overall value?	33	3.85	1.52	3/11	47.5% ✕	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✕ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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Non-Factor Questions

QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q098 // Return to THIS college/university for the next academic term (Mark N/A if graduating or for studying abroad.)	33	6.27	1.31	3/11	87.8%	✓
Q099 // Reside on-campus next year (Mark N/A if graduating or for studying abroad.)	31	4.13	2.51	6/11	52.2%	✗

0 ----- PERFORMANCE ----- 100%

✗	Issue 0%-70%	!	Needs Work 71%-74%	✓	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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2012-2013 // Colorado Mesa University
ACUHO-I/EBI Resident Assessment
HALL // FOUR POINT APARTMENTS

Since 1994, EBI has been dedicated to improving retention, student success, and the quality of the college student experience. EBI has empowered over 1,500 college and universities to impact student development, learning, retention and satisfaction through the MAP-Works® student success and retention platforms, and through national benchmarking assessments for accreditation and continuous improvement. To learn more about EBI and our history, please visit <http://www.webebi.com/about>.



The Association of College and University Housing Officers International (ACUHO-I) and EBI partnered to develop powerful assessment tools for residence life. EBI's proven assessments are rooted in educational theory and research, utilize rigorous statistical methods, and are closely aligned with ACUHO-I Professional Standards. As a result, EBI provides higher education professionals with the information and support they need to enable students to make the most of their college experience.

Commitment to Assessment // Your institution partnered with EBI to participate in the ACUHO-I/EBI Resident Assessment. This report provides information regarding how your students perceive their experience and how their experience differs from other students at your institution. From their feedback, you can identify areas for improvement, and over time, enhance their experience.

Closing the Assessment Loop // Successful assessment projects combine data collection, analysis, action planning, and (most importantly) implementation of those actions. After reviewing your students' feedback, consider your next steps. Brainstorm with your supervisor where to focus your time, what actions should be implemented, and how to measure success.

Accessing EBI's Online Reports // If you would like to delve deeper into this assessment data, please ask your supervisor for access to EBI's Online Reports. Here you will find additional information (e.g., population characteristics) and interactive tools (e.g., filtering and cross-tabs) that will enrich your understanding of the students' experience.

Protecting Confidentiality // EBI requires participating institutions to agree to a confidentiality statement that prohibits the use of results for anything other than continuous improvement. As an employee of the institution, you also agree to maintain confidentiality of results. It is important that you review and fully understand the Confidentiality Guidelines at <http://www.webebi.com/about/security> before accessing and sharing any information.

Need Help? // If you have questions or comments about this report or EBI's Online Reporting, please contact EBI at (417) 429-0551 (8 a.m. - 5 p.m. CT), email at helpdesk@webebi.com, or sign up for one of EBI's free online webinars at <http://www.webebi.com/community/events>.

Below is a compilation of terms used in this report.

Factor // A group of statistically-related questions which describe a broad concept more completely than just a single question.

Mean // The average (the sum of the values divided by the number of respondents) of the item.

Mean Range // The difference between the minimum mean (Min) and maximum mean (Max) across populations provides a range of means which gives a measure of the variation of the data.

N // Number of respondents to that item.

Performance // Mean scaled from 0-100%. The translation is: "1" on the 7-point scale equates with 0% performance, "4" equates to 50% performance, and "7" equates to 100% performance.

Rank // Sorting the institutions from highest performance to lowest performance, your institution's rank is determined. Note, your institution's data is included when we calculate your institution's ranking within that comparison group (e.g., your institution's Select 6 rank is out of 7 institutions since your institution is included in the rank).

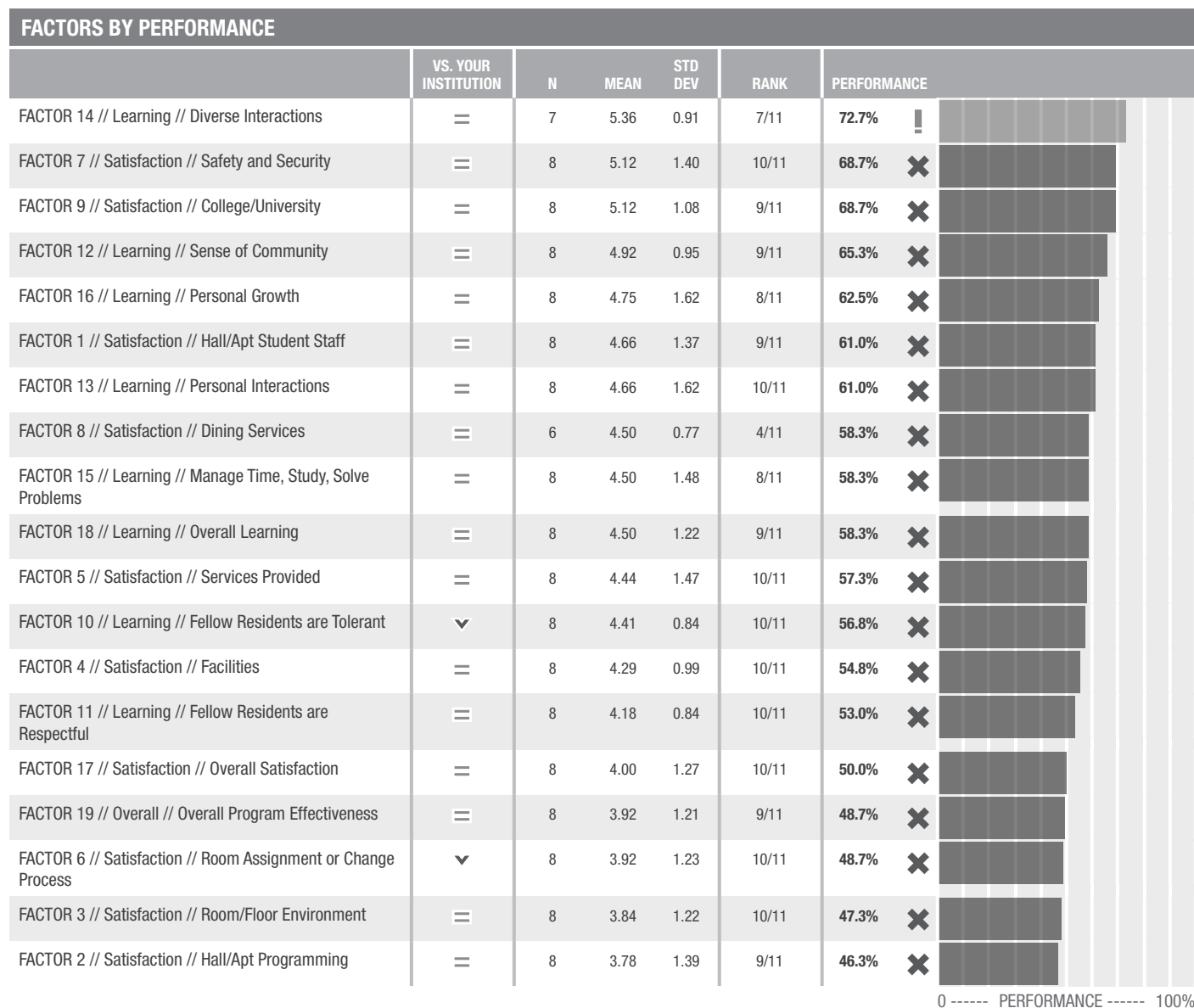
Scaled Questions // These survey questions rely on a 1-to-7 Likert scale with "1" indicating either strong disagreement or being very dissatisfied and "7" indicating either strong agreement or being very satisfied. This type of question is designed to gather perceptions of the participants across a variety of content areas.


Standard Deviation // The measure of the variation in response values within that item. Small standard deviations indicate consistency among respondents. In these cases, any intervention taken can be the same for all populations since respondents are responding similarly. Large standard deviations indicate wide variability among respondents. A deeper understanding of which populations are creating this variability is necessary before an intervention can begin. May be abbreviated as Std Dev in reporting.

Vs. Your Institution // Statistical testing is conducted between your group's results and your institution to determine if differences in the means are statistically significant. ▲ indicates your group performed statistically higher; = indicates no statistical difference; and ▼ indicates your group performed statistically lower than your institution.

FACTOR PERFORMANCE

Below is a summary of your students' perceptions across all factors in this assessment. Make note of the factors where performance is higher or lower than your institution. Also make note of the factors where performance is below the desired level. Visit with your supervisor to determine which factor(s) should be your focus for improvement. The rest of this report explores each factor in-depth.



 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 1 // Satisfaction // Hall/Apt Student Staff

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	274	5.37	1.37	--	--	72.8% !
Four Point Apartments	8	4.66	1.37	3.77	5.62	61.0% X

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q026 // Respecting ethnic diversity	7	5.86	0.99	6/11	81.0%	✓
Q027 // Communicating rules & regulations	8	5.25	1.39	9/11	70.8%	!
Q021 // Helping with a problem	8	5.12	1.69	6/11	68.7%	X
Q028 // Overall, how satisfied are you with the performance of your staff member?	8	4.88	1.54	9/11	64.7%	X
Q022 // Treating everyone fairly	8	4.75	1.71	10/11	62.5%	X
Q025 // Promoting tolerance of others	8	4.62	1.73	9/11	60.3%	X
Q019 // Efforts to get to know you	8	4.50	1.87	8/11	58.3%	X
Q023 // Enforcing policies	7	4.43	1.76	9/11	57.2%	X
Q020 // Gaining your respect	8	4.12	1.90	10/11	52.0%	X
Q024 // Organizing programs/activities	8	4.12	1.45	9/11	52.0%	X
Q018 // Availability	8	3.75	1.39	9/11	45.8%	X

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 2 // Satisfaction // Hall/Apt Programming

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	245	4.57	1.55	--	--	59.5% 
Four Point Apartments	8	3.78	1.39	3.00	5.10	46.3% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE											
	N	MEAN	STD DEV	RANK	PERFORMANCE						
Q032 // Quality of programs	8	4.12	1.36	9/11	52.0%	✘	<div></div>				
Q031 // Variety of programs	8	3.75	1.48	9/11	45.8%	✘	<div></div>				
Q030 // Athletic/recreational activities	8	3.62	1.49	9/11	43.7%	✘	<div></div>				
Q029 // Social/educational/cultural programs	7	3.14	0.83	10/11	35.7%	✘	<div></div>				
					0	PERFORMANCE					100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:





 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 3 // Satisfaction // Room/Floor Environment

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	277	4.89	1.53	--	--	64.8% 
Four Point Apartments	8	3.84	1.22	3.84	5.40	47.3% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK		PERFORMANCE
Q035 // Your degree of privacy	8	5.00	1.73	8/11	66.7%	
Q033 // Your ability to study in your room	8	3.75	1.39	10/11	45.8%	
Q034 // Your ability to sleep without interruption	8	3.38	1.22	10/11	39.7%	
Q038 // Noise level of your floor/community	8	3.25	1.92	10/11	37.5%	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 4 // Satisfaction // Facilities

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	4.94	1.27	--	--	65.7%	✗
Four Point Apartments	8	4.29	0.99	4.29	5.71	54.8%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q041 // The timeliness of repairs	8	4.25	1.56	7/11	54.2%	✗
Q036 // Temperature regulation in your room	8	4.00	1.12	7/11	50.0%	✗
Q039 // The cleanliness of your floor/community	8	3.62	2.00	10/11	43.7%	✗
Q040 // The attitude of the cleaning staff	5	NR	NR	11/11	NR	NR
Q043 // Cleanliness of bathroom facilities	4	NR	NR	11/11	NR	NR

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 5 // Satisfaction // Services Provided

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	277	5.07	1.14	--	--	67.8%	✗
Four Point Apartments	8	4.44	1.47	4.44	5.77	57.3%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q037 // Internet connectivity in your room	8	4.88	1.76	2/11	64.7%	✗
Q046 // Cable TV services	6	4.67	1.97	10/11	61.2%	✗
Q042 // Laundry room facilities	8	4.25	1.92	7/11	54.2%	✗
Q048 // Postal services	8	4.12	1.62	10/11	52.0%	✗
Q044 // Common areas (i.e. lounges, study rooms, etc.)	3	NR	NR	11/11	NR	NR
Q045 // Computing facilities in your hall/building	3	NR	NR	11/11	NR	NR
Q047 // Telephone services	2	NR	NR	11/11	NR	NR
Q049 // Vending services	1	NR	NR	11/11	NR	NR
Q050 // Information desk services	2	NR	NR	11/11	NR	NR

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:




✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 6 // Satisfaction // Room Assignment or Change Process

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	276	5.20	1.44	--	--	70.0% 
Four Point Apartments	8	3.92	1.23	3.92	5.62	48.7% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK		PERFORMANCE
Q053 // Current room assignment	8	4.88	2.03	10/11	64.7%	
Q051 // Flexibility of the room change policy	7	3.71	1.48	9/11	45.2%	
Q052 // Room assignment process	8	3.38	1.73	10/11	39.7%	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 7 // Satisfaction // Safety and Security

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE	
Your Institution	277	5.78	1.22	-- --	79.7% ✓	
Four Point Apartments	8	5.12	1.40	5.12 6.24	68.7% ✗	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q057 // How safe you feel walking on campus at night	8	5.38	1.80	6/11	73.0% !	
Q056 // How safe you feel in your hall/apt. building	8	5.25	1.20	10/11	70.8% !	
Q054 // Security of possessions in your room	8	5.00	2.00	10/11	66.7% ✗	
Q055 // How safe you feel in your room	8	4.88	1.76	10/11	64.7% ✗	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 8 // Satisfaction // Dining Services

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE
Your Institution	257	4.40	1.41	-- --	56.7% ✕
Four Point Apartments	6	4.50	0.77	4.16 4.74	58.3% ✕

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE
Q059 // Cleanliness of dining area	6	5.83	1.46	1/11	80.5% ✓
Q061 // Service provided by dining service staff	6	5.67	1.11	1/11	77.8% ✓
Q060 // Dining environment	6	5.33	1.11	3/11	72.2% !
Q058 // Quality of food	6	4.17	1.34	3/11	52.8% ✕
Q062 // Dining service hours	6	4.00	1.83	8/11	50.0% ✕
Q063 // Variety of the dining plan options	6	3.33	1.37	10/11	38.8% ✕
Q064 // Value of your dining plan	6	3.17	1.46	9/11	36.2% ✕

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✕ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 9 // Satisfaction // College/University

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	270	5.55	1.29	--	--	75.8% ✓
Four Point Apartments	8	5.12	1.08	5.11	5.98	68.7% ✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q097 // Will you recommend this college/university to a friend	8	5.38	1.41	9/11	73.0% !	
Q092 // Are you satisfied with your overall academic experience on this campus	8	4.88	1.17	9/11	64.7% ✗	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?






Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 10 // Learning // Fellow Residents are Tolerant

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	265	5.45	1.28	--	--	74.2% 
Four Point Apartments	8	4.41	0.84	4.41	6.06	56.8% 
0 ----- PERFORMANCE ----- 100%						

FACTOR QUESTION PERFORMANCE						
	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q066 // Genders	8	4.50	1.00	10/11	58.3% 	
Q068 // Religious beliefs	7	4.29	0.70	10/11	54.8% 	
Q069 // Political views	6	4.17	0.69	9/11	52.8% 	
Q067 // Sexual orientation	7	4.14	0.64	10/11	52.3% 	
Q065 // Races/ethnicities	7	4.00	0.53	10/11	50.0% 	
0 ----- PERFORMANCE ----- 100%						

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 11 // Learning // Fellow Residents are Respectful

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE	
Your Institution	276	4.76	1.48	-- --	62.7%	
Four Point Apartments	8	4.18	0.84	4.18 5.24	53.0%	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q073 // Respecting your property	8	5.25	1.09	6/11	70.8%	
Q072 // Respecting your privacy	8	5.12	1.17	7/11	68.7%	
Q070 // Respecting your study time	8	4.25	1.30	9/11	54.2%	
Q075 // Concerned about academic success	7	3.57	1.59	10/11	42.8%	
Q074 // Maintaining cleanliness	8	3.50	1.50	10/11	41.7%	
Q071 // Respecting your sleep time	8	3.25	1.30	10/11	37.5%	

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

Issue 0%-70%	Needs Work 71%-74%	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 12 // Learning // Sense of Community

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	275	5.23	1.25	--	--	70.5%	!
Four Point Apartments	8	4.92	0.95	4.76	5.67	65.3%	×

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q077 // Respect other students	8	5.25	0.97	9/11	70.8%	!
Q078 // Feel accepted by other students	8	5.25	1.20	5/11	70.8%	!
Q076 // Trust other students	8	4.25	1.20	8/11	54.2%	×

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

×	Issue 0%-70%	!	Needs Work 71%-74%	✓	Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower	= Equal	▲ Higher
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FACTOR 13 // Learning // Personal Interactions

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	276	5.12	1.51	--	--	68.7%	✗
Four Point Apartments	8	4.66	1.62	4.66	5.58	61.0%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q079 // Meet other people	8	5.12	1.17	7/11	68.7%	✗
Q082 // Improve interpersonal relationships	8	4.62	1.80	9/11	60.3%	✗
Q080 // Live cooperatively	8	4.50	1.87	10/11	58.3%	✗
Q081 // Resolve conflict	8	4.38	2.12	9/11	56.3%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 14 // Learning // Diverse Interactions

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	270	5.41	1.42	--	--	73.5%	!	<div><div></div></div>	
Four Point Apartments	7	5.36	0.91	4.97	5.88	72.7%	!	<div><div></div></div>	

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q090 // Interacted with residents who are different from you (i.e. race/ethnicity, beliefs, etc.)	7	5.43	1.18	5/11	73.8%	!	<div><div></div></div>		
Q091 // Benefited from interactions with residents who are different from you (i.e. race/ethnicity, beliefs, etc.)	6	5.17	0.90	7/11	69.5%	✗	<div><div></div></div>		

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 15 // Learning // Manage Time, Study, Solve Problems

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE MIN MAX	PERFORMANCE	
Your Institution	274	4.74	1.57	-- --	62.3%	✗
Four Point Apartments	8	4.50	1.48	3.99 5.51	58.3%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q085 // Solve your own problems	7	5.86	1.12	2/11	81.0%	✓
Q084 // Manage your time more effectively	8	4.00	2.00	9/11	50.0%	✗
Q083 // Study more effectively	8	3.88	2.15	8/11	48.0%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 16 // Learning // Personal Growth

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	275	5.06	1.63	--	--	67.7%	✗
Four Point Apartments	8	4.75	1.62	4.49	5.86	62.5%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q089 // Improve communication skills	7	5.43	1.29	3/11	73.8%	!
Q088 // Respect other races/ethnicities	7	5.14	1.25	8/11	69.0%	✗
Q086 // Understand the consequences of alcohol use and abuse	8	4.12	2.37	9/11	52.0%	✗
Q087 // Understand the consequences of drug use and abuse	8	4.12	2.37	10/11	52.0%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:



- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 17 // Satisfaction // Overall Satisfaction

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE						
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE
				MIN	MAX	
Your Institution	270	4.83	1.70	--	--	63.8% 
Four Point Apartments	8	4.00	1.27	4.00	5.32	50.0% 

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE										
	N	MEAN	STD DEV	RANK	PERFORMANCE					
Q096 // Will you recommend living in on-campus housing to new students	8	4.50	1.58	10/11	58.3%	✗				
Q093 // Are you satisfied with your on-campus housing experience this year	8	3.88	1.36	9/11	48.0%	✗				
Q095 // Did your on-campus housing experience fulfill your expectations	8	3.62	1.49	10/11	43.7%	✗				
					0	-----	PERFORMANCE	-----	100%	

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

 Issue 0%-70%	 Needs Work 71%-74%	 Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 18 // Learning // Overall Learning

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE

	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE	
				MIN	MAX		
Your Institution	270	4.97	1.43	--	--	66.2%	✗
Four Point Apartments	8	4.50	1.22	4.47	5.38	58.3%	✗

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE	
Q092 // Are you satisfied with your overall academic experience on this campus	8	4.88	1.17	9/11	64.7%	✗
Q094 // Has living in on-campus housing enhanced your learning experience	8	4.12	1.76	9/11	52.0%	✗

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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FACTOR 19 // Overall // Overall Program Effectiveness

You are likely referencing this factor to better understand its performance before developing a course of action for improvement. The first table, Factor Performance, contains your institution's results in total and your group's results specifically. The second table, Factor Question Performance, shows your group's performance for each of the scaled questions that compose the factor, the range of means across all groups, and your group's rank.

FACTOR PERFORMANCE									
	N	MEAN	STD DEV	MEAN RANGE		PERFORMANCE			
				MIN	MAX				
Your Institution	270	4.56	1.50	--	--	59.3%	✗		
Four Point Apartments	8	3.92	1.21	3.91	4.98	48.7%	✗		

0 ----- PERFORMANCE ----- 100%

FACTOR QUESTION PERFORMANCE									
	N	MEAN	STD DEV	RANK	PERFORMANCE				
Q096 // Will you recommend living in on-campus housing to new students	8	4.50	1.58	10/11	58.3%	✗			
Q094 // Has living in on-campus housing enhanced your learning experience	8	4.12	1.76	9/11	52.0%	✗			
Q093 // Are you satisfied with your on-campus housing experience this year	8	3.88	1.36	9/11	48.0%	✗			
Q095 // Did your on-campus housing experience fulfill your expectations	8	3.62	1.49	10/11	43.7%	✗			
Q100 // Comparing the cost to the quality of your on-campus living experience, how do you rate its overall value?	8	3.50	1.94	8/11	41.7%	✗			

0 ----- PERFORMANCE ----- 100%

Ask Yourself // As you review the results for this factor, ask yourself these questions:

- Were your students' perceptions higher or lower compared to all students at your institution (look at the first table)?
- Which question performed highest/lowest (look at the second table)?
- Did your group rank higher or lower among other groups (look at the second table)?
- Why did your students rate their experience this way?

Improvement // If you want to improve your students' perceptions on this factor, brainstorm with your supervisor about potential actions. Also think about resources on campus that can help you in your efforts. In the space below, list three actions you'll take to improve your students' experience on this factor:

✗ Issue 0%-70%	! Needs Work 71%-74%	✓ Good 75%-100%	NR Not Reported NEG Negative Correlation	▼ Lower = Equal ▲ Higher
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Non-Factor Questions

QUESTION PERFORMANCE

	N	MEAN	STD DEV	RANK	PERFORMANCE
Q098 // Return to THIS college/university for the next academic term (Mark N/A if graduating or for studying abroad.)	8	6.12	1.62	6/11	85.3% ✓
Q099 // Reside on-campus next year (Mark N/A if graduating or for studying abroad.)	8	3.75	2.38	7/11	45.8% ✗

0 ----- PERFORMANCE ----- 100%

 **Issue**
0%-70%
  **Needs Work**
71%-74%
  **Good**
75%-100%
 NR Not Reported
NEG Negative Correlation

▼ Lower = Equal ▲ Higher

