

Chapter 7: STUDENT AFFAIRS ASSESSMENT SUMMARIES

- ACUI/Benchworks Student Activities Assessment
- 2020 Student Employee Assessment
- Resident and Apartment Assessments from Skyfactor Benchmarks

2020 ACUI/Benchworks Student Activities Assessment

Who takes it?

The survey was sent out to 3500 random Truman students

When is it administered?

It was administered around the end of February 2020

How long does it take the students to complete the instrument?

20 to 30 minutes

What office administers it?

Union & Involvement Services

Who originates this survey?

The survey is an online instrument provided by Skyfactor Benchworks. Institutional specific questions are added by Union & Involvement services before sent out.

When are results typically available?

The result is live updated. Full results are available 3 months after the survey is completed.

What type of information is sought?

The survey provides information on students' opinions, feelings, and experience being employed at Truman

From whom are the results available?

Union & Involvement Services staff, Vice President for Student Affairs

To whom are the results regularly distributed?

Vice President for Student Affairs per request

Are the results available by department or discipline?

Neither

Are the results comparable to data of other universities?

Yes. In addition to comparative reports via Skyfactor, data is also uploaded as part of the Association of College Union International (ACUI) benchmarking project.

Survey and Respondents Overview

- In 2020, 593 students responded to the survey, a response rate of 16.9%.
- Out of 394 respondents, 70.4% were female.
- 21.1% were Freshman, 27% were Sophomore, 24.8% were Junior, and 22.8% were Senior.
- 82.2% were White, 7.6% were Asian, 5.7% were Black or African American, the other 4.5% were Others or Prefer not to answer.
- 8.3% were international students
- 54.8% had a GPA of 3.50 or above, 26.7% with 3.00-3.49, 11.9% with 2.50-2.99, 2% with 2.00-2.49, and 0.7% with Below 2.00.

The survey questions were divided into **15 factors**, as listed below, along with the score reflected by Truman respondents:

- Learning Outcomes: College Enhanced Practical Competencies: **5.00**
- Learning Outcomes: College Enhanced Personal Competencies: **4.75**
- Learning Outcomes: College Enhanced Personal and Relationship Skills: **4.61**
- Learning Outcomes: College Enhanced Appreciation for Diversity: **4.57**
- Learning Outcomes from Student Activities Participation (Participants Only): **4.73**
- Social Outcomes from Student Activities Participation (Participants Only): **5.35**
- Student Activities Well Advertised and Executed: **5.04**
- Evaluation of Student Government and Programming Board: **3.77**
- Importance of Offering Educational Student Activities: **4.69**
- Importance of Offering Social Student Activities: **4.57**
- Satisfaction with Publicizing and Promoting Student Activities: **4.65**
- Impact of Student Activities and Organizations on Enrollment: **3.42**
- Future Plans: Participation in Student Activities and Organizations: **4.86**
- Future Plans: Graduation and Alumni Participation: **4.51**
- and Overall Program Effectiveness: **5.35**

Every factor consists of several questions rated on a scale of 1 (lowest) to 7 (highest). One factor might be based on as low as 2 questions to as high as 9.

Select Findings

Out of 15 factors, Truman had 4 that has a score of 5.00 or higher:

Social Outcomes from Student Activities Participation (5.35), Overall Program Effectiveness (5.35), Student Activities Well Advertised and Executed (5.04), and Learning Outcomes: College Enhanced Practical Competencies (5.00).

The top 3 lowest rated factors are: Future Plans: Graduation and Alumni Participation (4.51), Evaluation of Student Government and Programming Board (3.77), and Impact of Student Activities and Organizations on Enrollment (3.42).

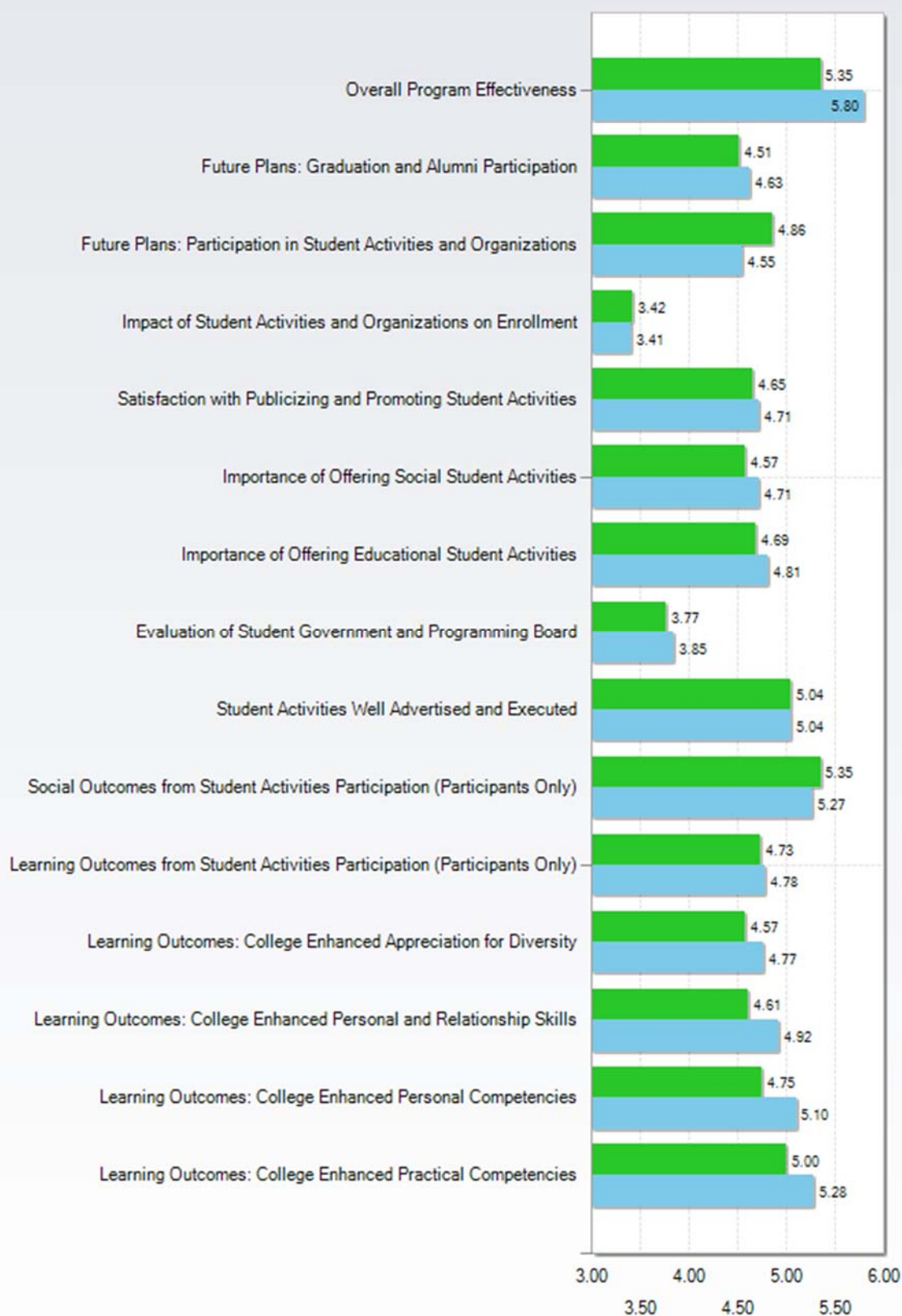
Areas where Truman students' responses compared well against All Institution were: Future Plans: Participation in Student Activities and Organizations, and Social Outcomes from Student Activities Participation

Areas where Truman students' responses did not compare well against All Institution were: Importance of Offering Social Student Activities, Learning Outcomes from Student Activities Participation (Participants Only), Learning Outcomes: College Enhanced Appreciation for Diversity, Learning Outcomes: College Enhanced Personal Competencies, Learning Outcomes: College Enhanced Practical Competencies, and Overall Program Effectiveness.

Institutional Specific Question

- When asked "In what ways do you find out about campus activities and events?" The top 3 answers were: Posters(15.1%), Word of Mouth(14.7%), and Email(12.5%).
- 54.8% of respondents would rather participate in more events in the afternoon/after classes (3pm-7pm), 37.4% prefer evenings and late night(7pm-12am), and only 7.8% prefer during the day/between classes(11am-3pm).
- The types of event that Truman students most likely to attend were: Comedic Event(21.8%), Music Performance(18.5%), Interactive Event(12.9%), Food Based Event(12.7%), Cultural Based Event(9.4%), Athletic Event(9.4%).
- 23.7% respondents are not aware of the U&I Services and the services the office provides.
- 31% are not aware of the FAC and what it does.
- 4.4% are not aware of the Student Government and what it does.
- 2% are not aware of the SAB and what it does.
- 12% respondents were not aware of the Student Activities Fee.
- 67% believes that the Student Activities Fee amount adequately covers the activity resources they utilize.

■ Your Institution ■ All Institutions



2020 Student Employee Assessment

Who takes it?

The survey was sent out to 500 random student employees within the Division of Student Affairs at Truman

When is it administered?

It was administered March 2020

How long does it take the students to complete the instrument?

20 to 30 minutes

What office administers it?

Student Affairs and Union & Involvement Services

Who originates this survey?

The survey is an online instrument provided by Skyfactor Benchworks. Institutional specific questions are added by Union & Involvement services before sent out.

When are results typically available?

The result is live updated. Full results are available 3 months after the survey is completed.

What type of information is sought?

The survey provides information on students' opinions, feelings, and experience with student activities at Truman

From whom are the results available?

Vice President for Student Affairs and Student Affairs Directors

To whom are the results regularly distributed?

Vice President for Student Affairs per request

Are the results available by department or discipline?

Results are done by division of Student Affairs. Factoring can occur to provide departmental breakdown.

Are the results comparable to data of other universities?

Yes. In addition to comparative reports via Skyfactor, data is also uploaded as part of the Association of College Union International (ACUI) benchmarking project.

- In 2020, 121 student employees responded to the survey, a response rate of 24.2%.
- Out of 121 respondents, 70.8% were female. In terms of class standings, 5% were Freshmen, 16.8% were Sophomore, 41.2% were Junior, and 33.6% were Senior.
- In terms of ethnicity, 83.5% were White, 4.1% were Asian, 4.1% were Hispanic, 2.5% were Black or African American. The rest were Unknown or Mixed. 93.3% were not International students.
- 63% respondents had a GPA of 3.50 or higher, 29.4% with 3.00-3.49, 4.2% with 2.50-3.00, and 2.5% with 2.00-2.50. The following highlights some of the most relevant findings.

Job Detail: The respondents' jobs vary in about 20 departments around campus, the top three areas of Student Affairs that got the most number of responses are: Union & Involvement Services, Residence Life, REC Center.

The primary reasons for campus employment according to the students are: Financial (66.1%), Involvement/social connections (13.2%) , and Academic/career goals (11.6%). On average, 43.3% work 1 to 5 hours per week, 30.8% work 6 to 10 hours, 15.8% work 11 to 15 hours, and 9.2% work 16 to 20 hours per week.

Student employees were asked to rate from a scale of 1 to 7

Learning Impact: Learning was divided into 5 factors: Co-workers Respectfulness, Empathy, Self-Knowledge and Skills, Personal Competence, and Diverse Interactions.

- When asked “to what degree did working on campus enhanced their ability to cooperate with and respect their coworkers,” the mean response for these questions was 5.08.
- When asked to “rate the degree that working on campus enhanced their ability to establish personal/ professional relationships and empathize with others,” the mean response for these questions was 5.12.
- Regarding “the degree that the working experience enhanced the respondents’ self-knowledge and skills,” the mean response for these questions was 5.13.
- When asked “to rate the degree that working on campus enhanced their ability to interact with people who are different from them (gender, race, religion,...),” the mean response for these questions was 5.38.
- When asked “to what degree did working on campus help them achieve Personal Competence (Confidence for greater responsibility, sense of department’s mission, and understanding of their own contribution to organization),” the mean response for these questions was 5.14.
- Lastly, when asked “to what degree did your on-campus employee experience provide a positive learning experience?”, the mean response was 5.99.
- Overall, the mean rating for learning outcome from campus job is quite high, at 5.66.

Job Satisfaction:

- When asked to “rate their satisfaction level with the job’s Support and Training,” the mean response for these questions was 5.95.
- The mean response for questions regarding the satisfaction degree of Quality of Supervision was 6.12.
- The mean response for questions regarding the satisfaction degree of Coworkers Collaboration was 5.96.
- When asked “to what degree are you satisfied with your on-campus employee experience?”, the mean response was 6.18.
- When asked about the degree that their experience fulfilled their expectations, the mean response was 6.08.
- Overall, the respondents are quite satisfied with their on-campus jobs within Student Affairs.

Other impact: For the academic aspect of on-campus employment, 88.3% of the respondents think that on-campus employment had no impact on their GPA, 4.2% think it makes their GPA decline, and 5.8% think it makes their GPA improve. When asked to what degree did their job improve the value of their education, the mean response was 5.31.

Institution Specific Questions: See next Page

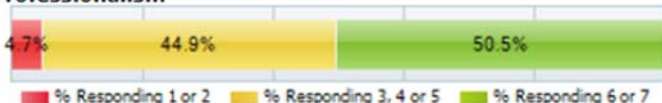
OQ11. Please rate how your student employment experience has improved your skills and knowledge in the following area: Teamwork



	N	% of Total
(1) Not At All	6	5.5%
(2)	5	4.6%
(3)	6	5.5%
(4) Moderately	22	20.2%
(5)	21	19.3%
(6)	25	22.9%
(7) Extremely	24	22.0%

% Resp = 90.1%
N = 109
Mean = 5.00
Std Dev = 1.68

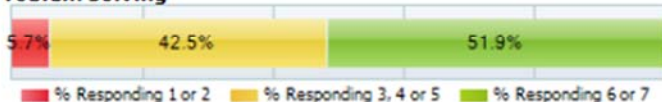
OQ12. Please rate how your student employment experience has improved your skills and knowledge in the following area: Professionalism



	N	% of Total
(1) Not At All	3	2.8%
(2)	2	1.9%
(3)	4	3.7%
(4) Moderately	17	15.9%
(5)	27	25.2%
(6)	26	24.3%
(7) Extremely	28	26.2%

% Resp = 88.4%
N = 107
Mean = 5.36
Std Dev = 1.44

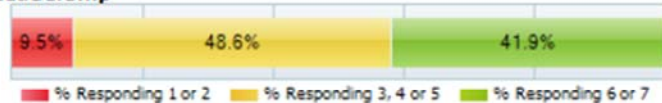
OQ13. Please rate how your student employment experience has improved your skills and knowledge in the following area: Problem solving



	N	% of Total
(1) Not At All	2	1.9%
(2)	4	3.8%
(3)	4	3.8%
(4) Moderately	17	16.0%
(5)	24	22.6%
(6)	26	24.5%
(7) Extremely	29	27.4%

% Resp = 87.6%
N = 106
Mean = 5.37
Std Dev = 1.47

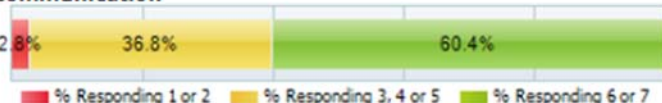
OQ14. Please rate how your student employment experience has improved your skills and knowledge in the following area: Leadership



	N	% of Total
(1) Not At All	4	3.8%
(2)	6	5.7%
(3)	6	5.7%
(4) Moderately	15	14.3%
(5)	30	28.6%
(6)	14	13.3%
(7) Extremely	30	28.6%

% Resp = 86.8%
N = 105
Mean = 5.12
Std Dev = 1.66

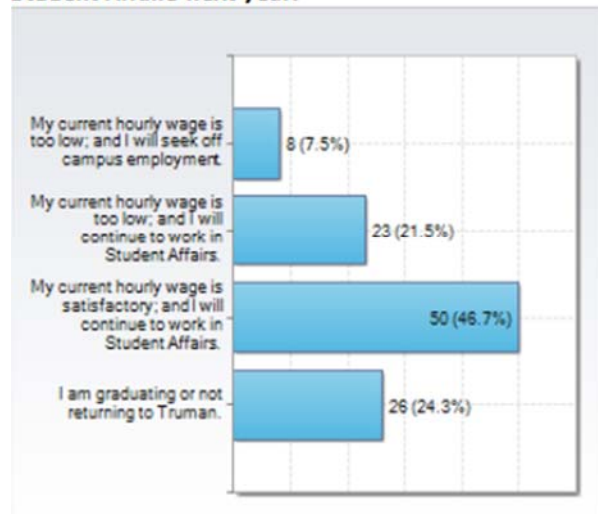
OQ15. Please rate how your student employment experience has improved your skills and knowledge in the following area: Communication



	N	% of Total
(1) Not At All	1	0.9%
(2)	2	1.9%
(3)	4	3.8%
(4) Moderately	10	9.4%
(5)	25	23.6%
(6)	30	28.3%
(7) Extremely	34	32.1%

% Resp = 87.6%
N = 106
Mean = 5.66
Std Dev = 1.30

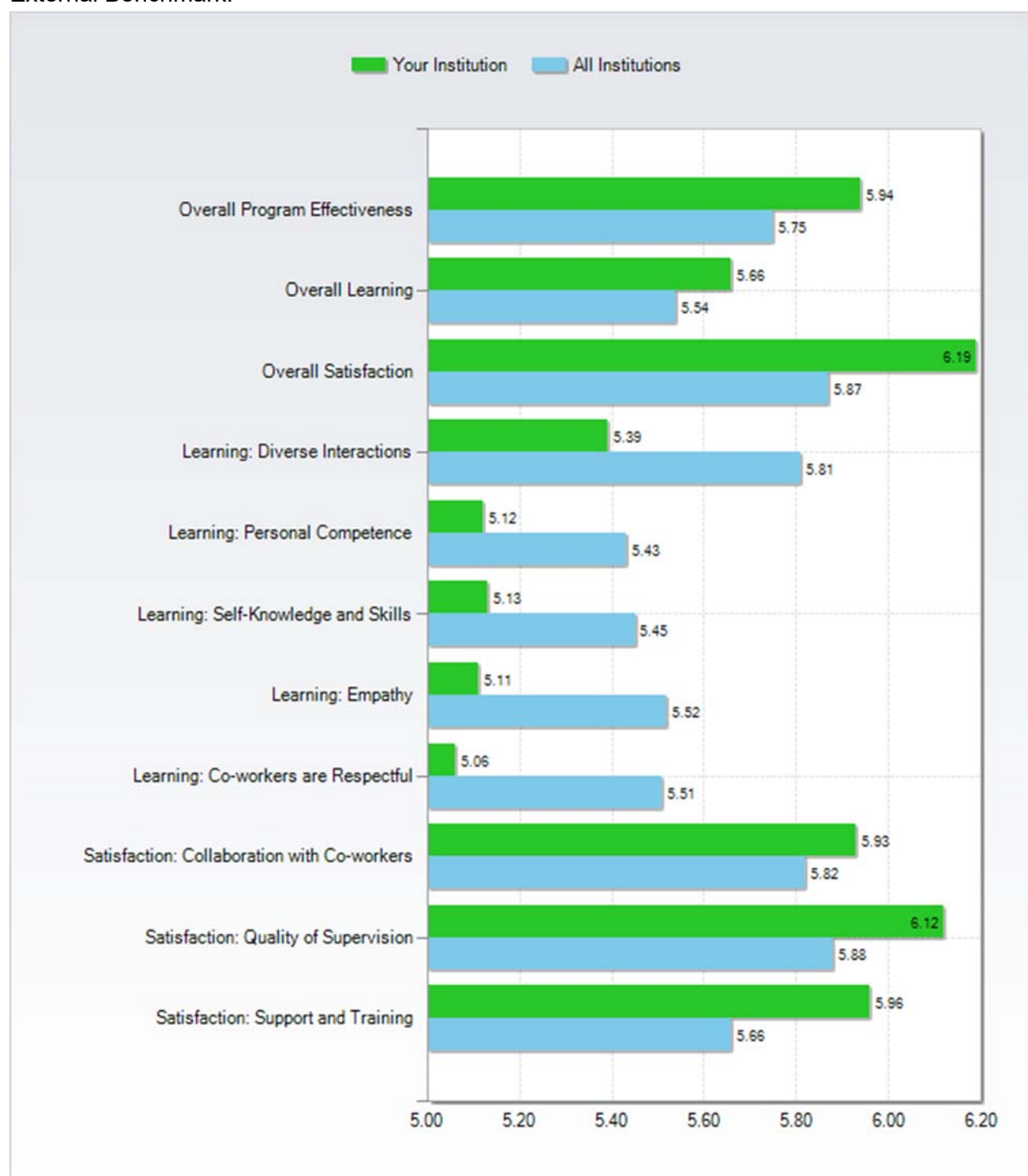
OQ19. Please rate how critical your hourly wage weighs on your decision to continue as a student employee in Student Affairs next year.



	N	% of Total
My current hourly wage is too low; and I will seek off campus employment.	8	7.5%
My current hourly wage is too low; and I will continue to work in Student Affairs.	23	21.5%
My current hourly wage is satisfactory; and I will continue to work in Student Affairs.	50	46.7%
I am graduating or not returning to Truman.	26	24.3%

% Resp = 68.4%
N = 107

External Benchmark:



Resident and Apartment Assessments from Skyfactor Benchmarks

RESIDENCE LIFE – TRUMAN STATE UNIVERSITY – 2020/21 ASSESSMENTS

Who takes it?

These assessments are given to all students living in on-campus housing (excluding residence hall and apartment student staff).

When is it administered?

The students were given a link to complete the assessments on November 5, 2020. The assessments closed on November 20, 2020.

How long does it take the student to complete the instrument?

20-40 minutes

What office administers it?

The Department of Residence Life administers the assessments.

Who originates this survey?

The assessments are national instruments created by Skyfactor Benchmarks and are used by hundreds of institutions around the nation.

When are results available?

Most are available immediately upon the closing of the assessment. Comparative data to other institutions won't be available until summer 2021.

What type of information is sought?

The assessments asks students to rate their satisfactions with various staff, services, processes, and values. It also asks students to what degree living on campus has impacted their learning in a variety of areas. Basic demographic information (age, gender, race) as well as location information (residence hall, house community) is collected as well.

From whom are the results available?

The Director of Residence Life

To whom are the results regularly distributed to?

Results are available to the University community through this almanac. More detailed breakdowns are available from the Director of Residence Life and are regularly shared with the residence hall directors for planning for second semester.

Are the results available by department or discipline?

Neither.

Are the results comparable to data of other universities?

Yes. Hundreds of institutions across the nation utilize these assessments.

The Resident Assessment and Apartment Assessment from Skyfactor Benchworks are administered nationally to residence life programs around the country. The assessments are designed to give residence life programs data about their operations compared internally over time and compared externally to other institutions. Scores from the many questions asked form scores for 18 different factors.

Satisfaction factors include student staff, programming, hall/apartment environment, facilities, services, room assignment, room change, safety and security, roommates, dining services, and community involvement.

Learning factors include personal interactions, sense of community, diverse interactions, self-management, alcohol and drug use, sustainability, academic success.

Skyfactor prepares a priority matrix of all the factors. The factors are grouped into four quadrants, each one showcasing whether or not performance is high and whether or not that factor seems to impact how students rate residence life overall. Truman's factors landed as follows:

Top Priority Quadrant: Factors that have a **high impact** on how students rate overall performance and that are **not scoring as well as they could**.

From SkyFactor: Performance on these factors is below goal value and improvement of these factors should impact Overall Program Effectiveness.

Resident Assessment	Apartment Assessment
Learning: Personal Interactions Learning: Self-Management Satisfaction: Dining Services	No factors were indicated for this section

Maintain or Improve Quadrant: Factors that have a **high impact** on how students rate overall performance that are **scoring well**.

From SkyFactor: Maintaining the current level of performance on these factors is desired since these factors have high impact on Overall Program Effectiveness. However, further improvement will be difficult since current performance is already excellent.

Resident Assessment	Apartment Assessment
Satisfaction: Room Assignment Satisfaction: Hall/Apt Environment Learning: Sense of Community	No factors were indicated for this section

Maintain:

Factors that have a **low impact** on how students rate overall performance and are **scoring well**.

From SkyFactor: If possible, consider reallocating some efforts from these areas to the Top Priority areas.

Maintaining high levels of performance for these factors that have little to no impact on Overall Program Effectiveness may be unnecessary.

Resident Assessment	Apartment Assessment
Satisfaction: Community Environment **	Satisfaction: Apartment Environment
Satisfaction: Hall/Apt Student Staff	Satisfaction: Apartment Staff and Policies
Satisfaction: Facilities	Satisfaction: Safety and Security
Satisfaction: Services Provided	Satisfaction: Community Environment
Satisfaction: Safety and Security	Learning: Sense of Community

Monitor Quadrant: Factors that have a **low impact** on how students rate overall performance and are **not scoring well as well as they could**.

From SkyFactor: Carefully monitor performance in these areas and reallocate some efforts to the Top Priority areas, if possible. While these factors are low performing, they have little if any impact on Overall Program Effectiveness.

Resident Assessment	Apartment Assessment
Learning: Alcohol and Drug Use	Satisfaction: Contract and Lease
Satisfaction: Hall/Apt Programming	Satisfaction: Apartment Condition
Learning: Diverse Interactions	Satisfaction: Services and Facilities Provided
Learning: Sustainability	Satisfaction: Apartment Programming
Learning: Academic Success	Learning: Life Skills
	Learning: Alcohol and Drug Use
	Learning: Sustainability
	Learning: Diversity and Social Justice
	Learning: Personal Interactions

All questions and factors are scored on a 7-point scale with 7 being highly satisfied, 4 being a neutral score, and 0 being a highly unsatisfied. A score of 5.5 is the recommended goal by Skyfactor Benchmarks for all questions and factors. In the Resident Assessment, there are three broad categories of overall satisfaction, learning, and program effectiveness. For 2020-2021, overall satisfaction scored 5.33 (down from 5.41), overall learning scored 4.93 (down from 4.94), and overall program effectiveness scored 5.12 (up from 5.05).

Notes on This Year's Efforts and Scores:

- Overall Satisfaction by Building:** The highest rated score was again this year Missouri Hall (5.57), with Dobson Hall next (5.40), then Ryle Hall (5.35), Blanton-Nason-Brewer (5.28), West Campus Suites (5.24), and Centennial (5.13). This order has been fairly consistent for many years now. Individual houses (communities) across campus ranged from a high score of 6.15 to a low score of 4.67.

- **COVID Related Drop on Personal Interactions Score Minimized:** After last year's SkyFactor results recommended a priority on personal interactions, Residence Life retooled and strengthened its curricular efforts with regards to community building. This included enhancing early interactions of residents in community development, increasing interactions between staff and residents, and more closely monitoring overall resident interactions. This played to the team's advantage in connecting students during a pandemic. While the score for this factor did drop this year (from 5.32 to 5.01), the drop was much less than anticipated and still resulted in a positive rating. Comparison ratings from other universities will not be shared until summer, but it will be worth investigating how Truman compared to other institutions on this factor as COVID likely impacted student interaction around the nation. Increased staff interactions with residents was reported by student staff and reflected positively in the survey. The staff score significantly rose from 5.88 to 6.03 with gains in all related questions including efforts of the staff to get to know residents.

Staff spent time in January 2021 training examining new ways in second semester to increase personal interactions of residents during the continuing pandemic. These plans include everything from book clubs and outdoor exercising groups to large scale building events occurring digitally. These efforts will be evaluated at the end of the year to see what should continue into 2021-22 to further support personal interactions.

- **Increased Education on Drugs and Alcohol:** This became a focus in 2020-2021 due to changes made to the on-campus alcohol policy. It was already slated to be addressed more in depth as the Wellness component of the Resident Engagement and Development plan was set to roll out in full this year. As a result of new efforts, this factor is no longer in the Top Priority quadrant of the priority matrix and saw an increased score this year. Staff efforts were introduced to offer additional education uniformly across campus through bulletin boards and house meetings on alcohol usage, preventing health risks, and understanding policies. The 5.12 score this year represents the highest score Truman has ever earned for this factor. It is hopeful that future educational efforts will benefit residents and be reflected in future assessments.
- **Self Management:** This factor asks students if, as a result of your on-campus housing experience, they are better able to manage money, manage time, solve their own problems, balance commitments, and live healthier. There were increased scores this year on most questions within the factor and the factor overall. Specific efforts were made by staff this year to address time management under the Wellness component of the Resident Engagement and Development plan. The time management score saw a small score increase of 0.06 over last year. Other aspects of this factor will be specifically addressed beginning Fall 2022 with the rollout of the Professional Competence component of the Engagement and Development Plan. Fall 2021 will see the introduction of the Identity component.

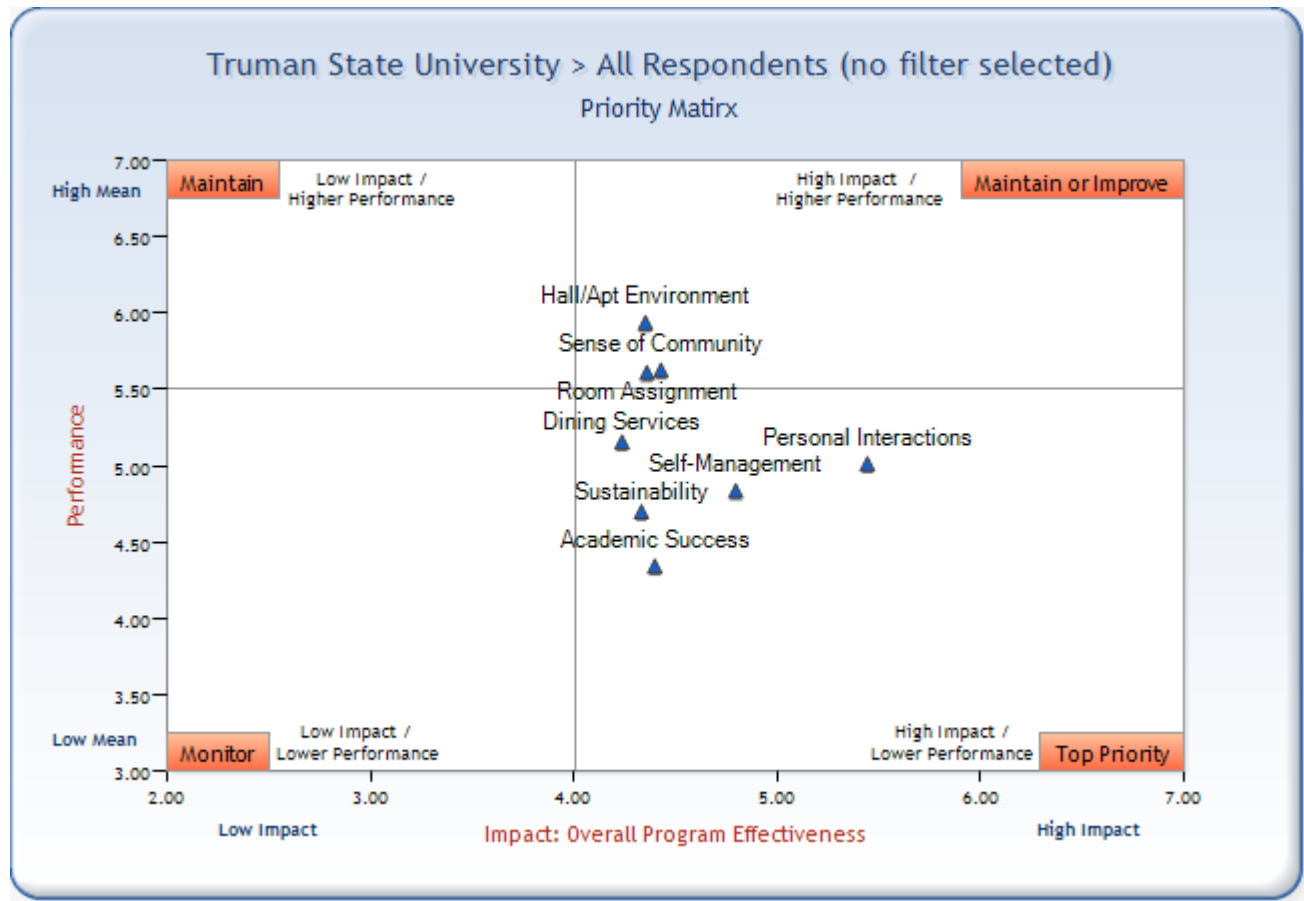
Appendix to Follow:



Priority Matrix for your institution

Order: 48393 > 2020-21 ACUHO-I/Benchworks Resident Assessment

Population: Truman State University > All Respondents (no filter selected) (696 responses)



[back to top](#)

Report: CSAR - Priority Matrix

Report Generated: 1/29/2021 7:33 AM

ACUHO-I/Benchworks Resident Assessment (Order: 48393)
Population: Truman State University > All Respondents (no filter selected)



Number of responses, [standard deviation](#) and [mean](#) for all [factors](#)

Use Report Selections to customize the information appearing in your reports.

Order: 48393 > 2020-21 ACUHO-I/Benchworks Resident Assessment

Population: Truman State University > All Respondents (no filter selected) (696 responses)

Report Selections

[Close](#)

Sort By in descending order ☐

[Advanced Options](#)

Display Factors containing:

Factor	N	Std Dev	Mean
Factor 1. Satisfaction: Hall/Apt Student Staff	649	1.20	6.03
Factor 2. Satisfaction: Hall/Apt Programming	541	1.41	4.86
Factor 3. Satisfaction: Hall/Apt Environment	652	1.08	5.94
Factor 4. Satisfaction: Facilities	652	1.03	6.09
Factor 5. Satisfaction: Services Provided	652	1.01	5.58
Factor 6. Satisfaction: Room Assignment	643	1.09	5.61
Factor 7. Satisfaction: Room Change	45	1.56	5.07
Factor 8. Satisfaction: Safety and Security	653	0.94	6.02
Factor 9. Satisfaction: Roommates	453	1.20	6.24
Factor 10. Satisfaction: Dining Services	645	1.20	5.16
Factor 11. Satisfaction: Community Environment	617	0.98	6.23
Factor 12. Learning: Personal Interactions	610	1.56	5.01
Factor 13. Learning: Sense of Community	622	1.20	5.63
Factor 14. Learning: Diverse Interactions	598	1.67	4.92
Factor 15. Learning: Self-Management	611	1.40	4.84
Factor 16. Learning: Alcohol and Drug Use	560	1.76	5.12
Factor 17. Learning: Sustainability	587	1.65	4.70
Factor 18. Learning: Academic Success	608	1.65	4.34
Factor 19. Overall Satisfaction	615	1.43	5.33
Factor 20. Overall Learning	614	1.54	4.94
Factor 21. Overall Program Effectiveness	616	1.37	5.04