

Resident and Apartment Assessments from Skyfactor Benchmarks

RESIDENCE LIFE – TRUMAN STATE UNIVERSITY – 2021/22 ASSESSMENTS

Who takes it?

The assessment is given to all students living in on-campus housing (excluding student staff).

When is it administered?

The students were given a link to complete the assessment on October 25, 2021. The assessment closed on November 8, 2021.

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 was available starting summer 2022.

What type of information is sought?

The assessments asked students to rate their satisfactions with various staff, services, processes, and values. It also asked students to what degree living on campus had impacted their learning in a variety of areas. Basic demographic information (age, gender, race) as well as location information (residence hall, house community) was 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 from Skyfactor Benchworks is administered nationally to residence life programs around the country. The assessment is 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, and 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.

Learning: Self-Management
Learning: Personal Interactions
Satisfaction: Services Provided
Learning: Diverse Interactions
Learning: Sustainability

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.

Satisfaction: Room Assignment
Satisfaction: Safety and Security

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.

Satisfaction: Hall/Apt Student Staff

Satisfaction: Hall/Apt Environment

Satisfaction: Facilities

Satisfaction: Community Environment

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.

Satisfaction: Hall/Apt Programming

Satisfaction: Dining Services

Learning: Alcohol and Drug Use

Learning: Academic Success

All questions and factors are scored on a 7-point scale with 7 being highly satisfied, 4 being a neutral score, and 1 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 encompassing categories of overall satisfaction, learning, and program effectiveness. For 2021-2022, overall satisfaction scored 5.39 (up from 5.33), overall learning scored 5.08 (up from 4.94), and overall program effectiveness scored 5.11 (up from 5.04).

Notes on This Year's Efforts and Scores:

- **Overall Satisfaction by Building:** The highest rated score was again this year Missouri Hall (5.66), with Ryle Hall and West Campus Suites next (both 5.43), then Centennial Hall (5.38), Blanton-Nason-Brewer (5.26), Campbell Apartments (5.15), and Dobson Hall (4.69). This order for top scoring halls has been fairly consistent for many years now. Individual houses (communities) across campus ranged from a high score of 5.96 to a low score of 4.64.
- **Recovery from COVID Era Dips in Scores:** Last year, the aggregated scores in Skyfactor showed there was nationwide drop in student satisfaction and learning while living in residence halls. Nowhere was this more apparent than with the factor named "Personal Interactions." In 2019-20, the score was 5.32. That fell to 5.00 in 2020-21 as COVID restrictions limited the types of experiences that traditionally make living on campus a place to meet and interact with other students. This year, the score rebounded and increased to 5.34 to exceed pre-COVID restriction scoring. An effort was made department wide to emphasize personal interactions as a way to

help students fully experience life at Truman and connect with people in general after many months of isolation either at Truman or in their high school settings. Scores show similar bounce back and longitudinal improvement across the board.

- **Increased Education on Drugs and Alcohol:** Action plans were adapted this year to help Student Advisors capitalize on the growth in learning seen in this factor last year. This year performance again improved, this time from 5.12 to 5.20. While efforts still need to be made to get this to the goal score of 5.50, it is good to see efforts paying off and trending the score upwards.
- **Self Management and Academic Excellence:** Self management is an area that has been trending higher for several years and is now at its highest score (4.96) since 2012-13 (5.15). Academic success has only been measured for three years with this year being the highest (4.52). Some aspects of these factors are covered through existing efforts in the Engagement and Development Plan. Next year the new learning goals of Professional Competency and Academic Excellence will come online in the E&D Plan. We hope to see these scores improve with that efforts underway.
- **Comparing Truman Scores to Other Colleges and Universities:** A benefit of using the Skyfactor assessment is that hundreds of other residence life departments across the country are as well. Skyfactor Benchmarks prepares a comparative report each summer once all participating schools have completed their assessments. The report compares Truman's scores on each factor to three different groups of institutions.
 - **Select 6:** This group of schools is selected by the Director of Residence Life each year from the list of schools completing the assessment. Per the user agreement with Skyfactor, the list of names of institutions in this comparison group is kept confidential. An effort is made to select schools similar to Truman in campus size, rural setting and town size, academic profile, academic mission, and geographic recruitment pool.
 - **Carnegie Class:** This group of schools is made up of other institutions that match Truman's Carnegie Class (Master's Colleges and Universities: Medium Programs). While a somewhat helpful comparison group, student experiences and campuses can vary wildly within it. The Select 6 group is a more accurate comparison group.
 - **All Institutions:** This comparison shows Truman's scores relative to all schools taking the assessment.

As in past years, Truman scores very well against residence life programs across the nation. Student staff, hall environment, sense of community, safety, overall satisfaction, and overall program effectiveness were just some of the areas where Truman outpaced all comparison groups this year. In areas like overall learning, academic success, and self-management, Truman Residence Life has been closing the gap through the continued implementation of the Engagement and Development Plan. Continued improvement in these scores through improved use of the E&D plan can help Truman further exceed scores from other institutions on overall satisfaction, learning, and program effectiveness.

Appendix to Follow:

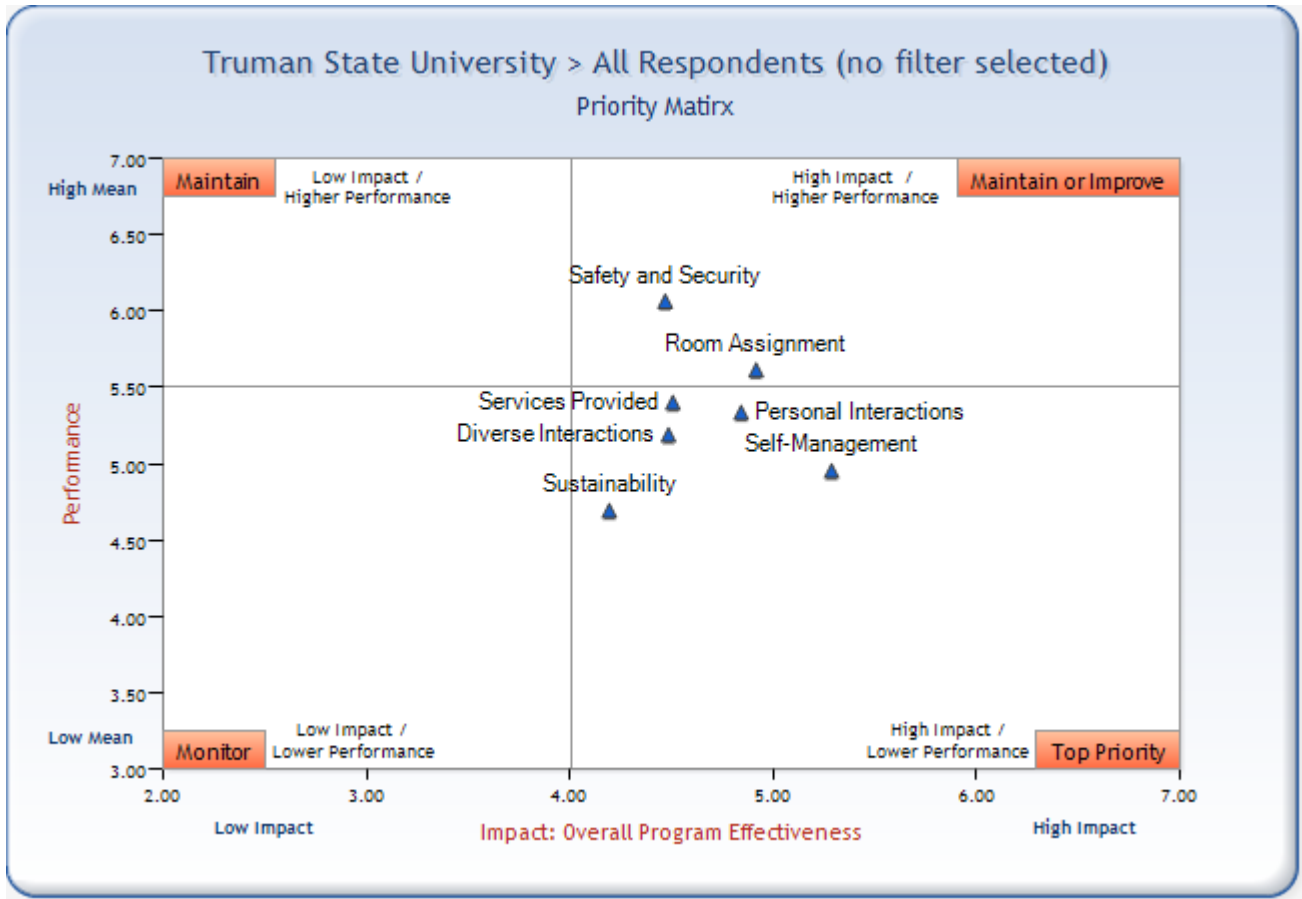
1. **CSAR Priority Matrix:** This is a visual representation that showcases some highlighted factor scores within two axes: performance vs. impact on overall program effectiveness. This diagram emphasizes factors that are most impacting overall satisfaction for a given year. It usually fails to highlight high scoring factors that bear less directly on satisfaction but are key to supporting higher impact factors. All factors and their placing within this matrix were discussed earlier in this report.
2. **External Benchmark Comparison:** In this chart, Truman's scores for each factor are compared to the "Select 6" group of schools, Truman's Carnegie Class peers, and all institutions. Truman scores very well compared to other institutions.
3. **Listing of Factor Scores:** This is a rundown of factor scores for Truman. This shows scores on a scale of 1-7 with scores above 4.00 being positive and 5.50 and above as meeting success goals.
4. **Graph Highlighting "Personal Interaction" Scores Going Back to 2017-18 Academic Year:** Part of this assessment's write-up highlighted the bounce back in "Personal Interactions" scores as representative of the overall bounce back shown in the assessment. This chart showcases five years of data on this factor. It captures the pre-pandemic scores of the 2019-20 academic year (survey taken in Fall 2019), the 2020-21 academic year COVID dip in score (survey taken fall 2020), and the increase above previous positions once COVID mitigation measures were loosened in the 2021-22 academic year (survey taken fall 2021).



Priority Matrix for your institution

Order: 49501 > 2021-22 ACUHO-I/Benchworks Resident Assessment

Population: Truman State University > All Respondents (no filter selected) (590 responses)



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Report: CSAR - Priority Matrix
 Report Generated: 3/6/2023 8:41 PM

ACUHO-I/Benchworks Resident Assessment (Order: 49501)
 Population: Truman State University > All Respondents (no filter selected)

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Comparison of **factor** and/or **scaled question means** for your institution to all **comparison groups**
 Use **Report Selections** to customize the information appearing in your reports.

Order: 49501 > 2021-22 ACUHO-I/Benchworks Resident Assessment

Population: Truman State University > All Respondents (no filter selected) **(590 responses)**

Report Selections

[Close](#)

Comparison Groups:

Choose Factor: **All Factors**

- Your Institution
- Select 6
- Carnegie Class
- All Institutions

Factors & Questions Factors Only Questions Only

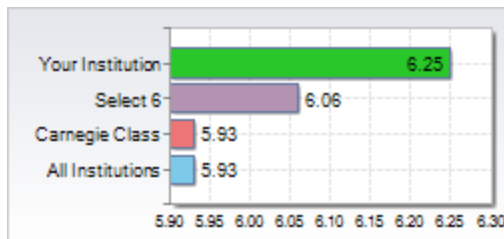
Sort Factors by **Factor** in descending order

Include Individual Select 6

Show up to **100** Factor(s)/Question(s) per Report Page

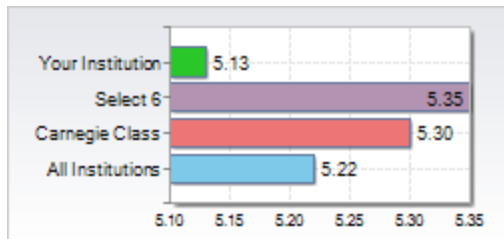
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Factor 1. Satisfaction: Hall/Apt Student Staff



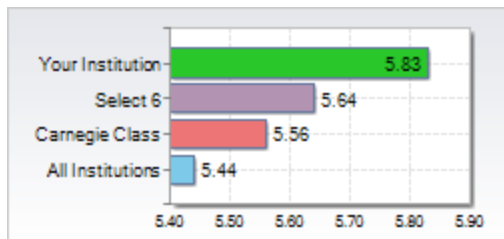
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Your Institution	541	6.25	0.98				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	2780	6.06	1.18	5.50	6.31	0.19	3 of 7
Carnegie Class	14013	5.93	1.29	5.15	6.49	0.32	7 of 38
All Institutions	197400	5.93	1.28	4.49	6.49	0.32	29 of 271

Factor 2. Satisfaction: Hall/Apt Programming



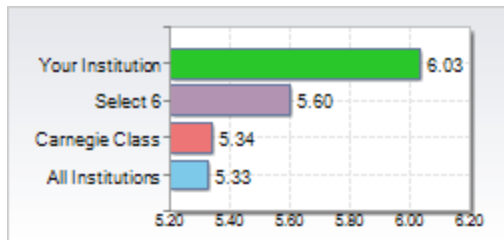
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Your Institution	491	5.13	1.31				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	2567	5.35	1.42	4.72	5.59	-0.22	5 of 7
Carnegie Class	12847	5.30	1.48	4.30	6.01	-0.17	19 of 38
All Institutions	179681	5.22	1.46	4.11	6.01	-0.09	152 of 272

Factor 3. Satisfaction: Hall/Apt Environment



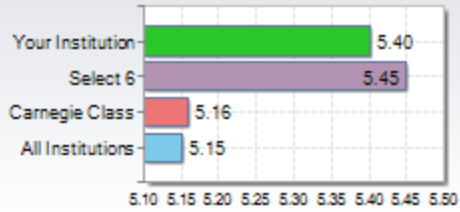
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Your Institution	543	5.83	1.07				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	2814	5.64	1.27	5.15	5.92	0.19	2 of 7
Carnegie Class	14247	5.56	1.30	4.73	6.35	0.27	6 of 38
All Institutions	201692	5.44	1.36	4.60	6.35	0.39	14 of 273

Factor 4. Satisfaction: Facilities



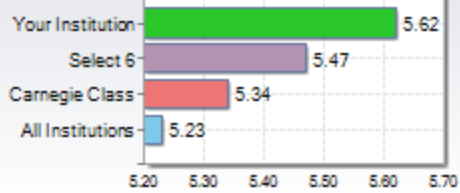
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Your Institution	543	6.03	0.98				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	2813	5.60	1.29	5.32	6.03	0.43	1 of 7
Carnegie Class	14232	5.34	1.42	3.82	6.42	0.69	2 of 38
All Institutions	201535	5.33	1.43	3.82	6.42	0.70	4 of 273

Factor 5. Satisfaction: Services Provided



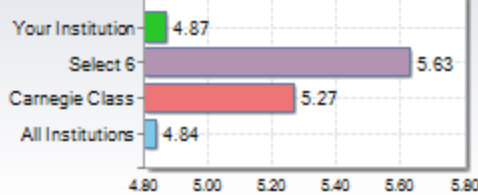
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Your Institution	543	5.40	1.01				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	2816	5.45	1.11	5.09	5.72	-0.05	4 of 7
Carnegie Class	14247	5.16	1.25	4.18	6.07	0.24	7 of 38
All Institutions	201721	5.15	1.23	3.86	6.07	0.25	48 of 273

Factor 6. Satisfaction: Room Assignment



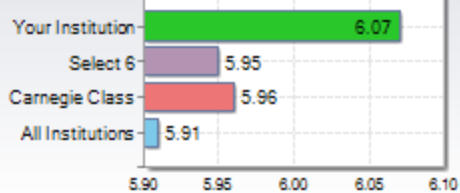
	N	Mean	Std Dev				
Your Institution	528	5.62	1.03				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	2761	5.47	1.23	4.84	5.62	0.15	1 of 7
Carnegie Class	13655	5.34	1.37	4.39	6.23	0.28	9 of 38
All Institutions	183856	5.23	1.35	4.28	6.23	0.39	19 of 265

Factor 7. Satisfaction: Room Change



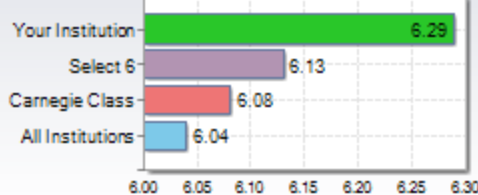
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Your Institution	19	4.87	1.54				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	306	5.63	1.36	4.87	5.92	-0.76	7 of 7
Carnegie Class	985	5.27	1.64	3.78	6.27	-0.40	24 of 30
All Institutions	14864	4.84	1.84	2.82	6.33	0.03	120 of 244

Factor 8. Satisfaction: Safety and Security



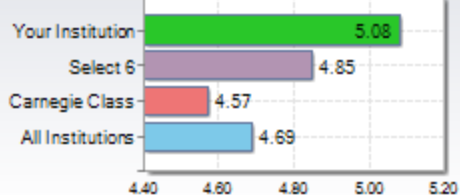
	N	Mean	Std Dev				
Your Institution	543	6.07	0.94				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	2813	5.95	1.05	5.65	6.09	0.12	3 of 7
Carnegie Class	14222	5.96	1.12	5.45	6.52	0.11	12 of 38
All Institutions	201462	5.91	1.14	5.01	6.59	0.16	66 of 273

Factor 9. Satisfaction: Roommates



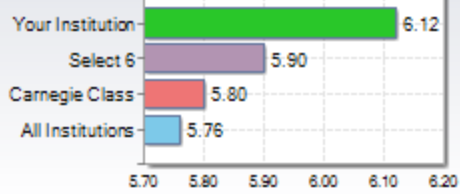
	N	Mean	Std Dev				
Your Institution	391	6.29	1.01				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	1643	6.13	1.22	6.01	6.29	0.16	1 of 7
Carnegie Class	9427	6.08	1.30	5.30	6.47	0.21	7 of 38
All Institutions	137724	6.04	1.31	5.30	6.55	0.25	19 of 270

Factor 10. Satisfaction: Dining Services



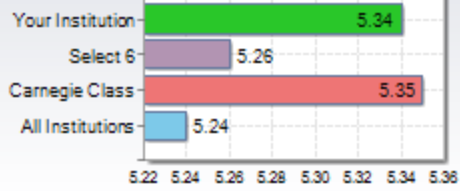
	N	Mean	Std Dev				
Your Institution	536	5.08	1.13				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	2642	4.85	1.32	4.49	5.15	0.23	2 of 7
Carnegie Class	12799	4.57	1.43	3.17	5.18	0.51	4 of 38
All Institutions	174175	4.69	1.39	3.17	5.85	0.39	43 of 266

Factor 11. Satisfaction: Community Environment



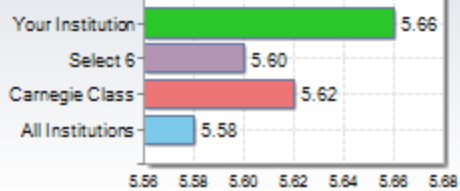
	N	Mean	Std Dev				
Your Institution	514	6.12	1.05				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	2716	5.90	1.20	5.39	6.12	0.22	1 of 7
Carnegie Class	13587	5.80	1.27	5.19	6.60	0.32	6 of 38
All Institutions	190350	5.76	1.29	4.63	6.60	0.36	18 of 270

Factor 12. Learning: Personal Interactions



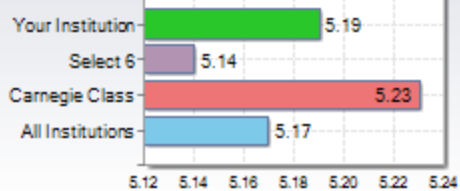
	N	Mean	Std Dev				
Your Institution	494	5.34	1.33				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	2650	5.26	1.54	4.88	5.50	0.08	4 of 7
Carnegie Class	13149	5.35	1.47	4.68	5.99	-0.01	15 of 38
All Institutions	185735	5.24	1.53	3.50	6.00	0.10	78 of 272

Factor 13. Learning: Sense of Community



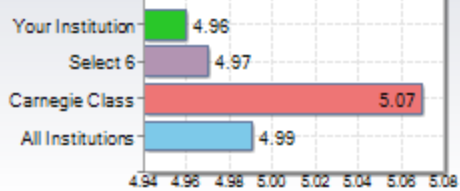
	N	Mean	Std Dev				
Your Institution	519	5.66	1.14				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	2729	5.60	1.22	5.31	5.72	0.06	2 of 7
Carnegie Class	13643	5.62	1.26	5.02	6.16	0.04	12 of 38
All Institutions	192470	5.58	1.27	4.91	6.28	0.08	72 of 272

Factor 14. Learning: Diverse Interactions



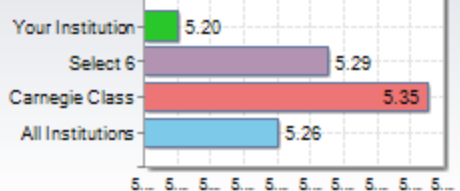
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Your Institution	482	5.19	1.47				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	2620	5.14	1.68	4.70	5.39	0.05	3 of 7
Carnegie Class	12940	5.23	1.60	4.51	6.02	-0.04	21 of 38
All Institutions	182820	5.17	1.65	3.58	6.08	0.02	112 of 272

Factor 15. Learning: Self-Management



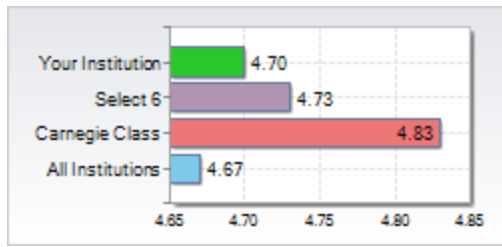
	N	Mean	Std Dev				
Your Institution	492	4.96	1.27				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	2643	4.97	1.44	4.71	5.16	-0.01	3 of 7
Carnegie Class	13136	5.07	1.40	4.51	5.95	-0.11	20 of 38
All Institutions	185269	4.99	1.41	4.21	5.95	-0.03	138 of 272

Factor 16. Learning: Alcohol and Drug Use



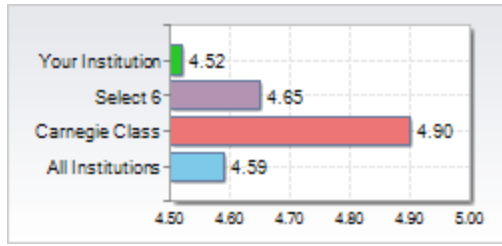
	N	Mean	Std Dev				
Your Institution	456	5.20	1.66				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	2440	5.29	1.86	4.72	5.56	-0.09	4 of 7
Carnegie Class	12116	5.35	1.79	4.36	6.15	-0.15	27 of 38
All Institutions	168667	5.26	1.79	4.07	6.40	-0.06	154 of 268

Factor 17. Learning: Sustainability



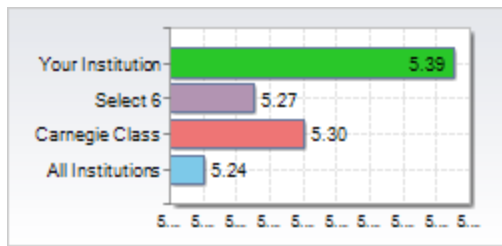
	N	Mean	Std Dev				
Your Institution	476	4.70	1.64				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	2537	4.73	1.78	4.36	5.03	-0.03	4 of 7
Carnegie Class	12349	4.83	1.75	3.90	5.70	-0.13	21 of 38
All Institutions	171849	4.67	1.78	3.38	5.70	0.03	111 of 269

Factor 18. Learning: Academic Success



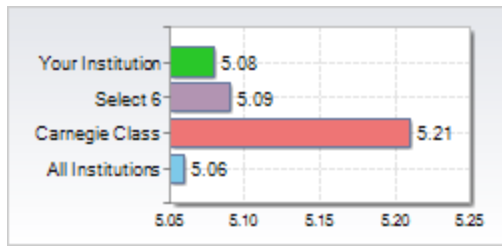
	N	Mean	Std Dev				
Your Institution	493	4.52	1.55				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	2631	4.65	1.67	4.17	4.97	-0.13	5 of 7
Carnegie Class	12967	4.90	1.62	4.14	6.01	-0.38	30 of 38
All Institutions	170788	4.59	1.68	3.35	6.01	-0.07	144 of 264

Factor 19. Overall Satisfaction



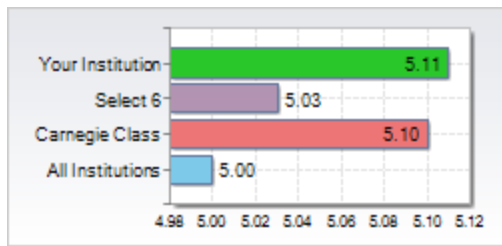
	N	Mean	Std Dev				
Your Institution	492	5.39	1.31				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	2613	5.27	1.50	4.92	5.57	0.12	2 of 7
Carnegie Class	13096	5.30	1.49	4.37	6.22	0.09	11 of 38
All Institutions	185443	5.24	1.50	3.85	6.22	0.15	66 of 273

Factor 20. Overall Learning



	N	Mean	Std Dev				
Your Institution	491	5.08	1.50				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	2607	5.09	1.61	4.72	5.30	-0.01	3 of 7
Carnegie Class	13060	5.21	1.54	4.38	6.12	-0.13	24 of 38
All Institutions	183711	5.06	1.59	3.91	6.12	0.02	126 of 272

Factor 21. Overall Program Effectiveness



	N	Mean	Std Dev				
Your Institution	493	5.11	1.30				
	N	Mean	Std Dev	Min	Max	Difference	Rank
Select 6	2614	5.03	1.46	4.73	5.29	0.08	3 of 7
Carnegie Class	13113	5.10	1.43	4.24	6.06	0.01	12 of 38
All Institutions	185659	5.00	1.44	4.00	6.06	0.11	70 of 273

Show up to Factor(s)/Question(s) per Report Page

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Number of responses, [standard deviation](#) and [mean](#) for all factors
 Use Report Selections to customize the information appearing in your reports.

Order: 49501 > 2021-22 ACUHO-I/Benchworks Resident Assessment

Population: Truman State University > All Respondents (no filter selected) (590 responses)

Report Selections [Close](#)

Sort By in descending order

[Advanced Options](#)

Factor	N	Std Dev	Mean
Factor 1. Satisfaction: Hall/Apt Student Staff	541	0.98	6.25
Factor 2. Satisfaction: Hall/Apt Programming	491	1.31	5.13
Factor 3. Satisfaction: Hall/Apt Environment	543	1.07	5.83
Factor 4. Satisfaction: Facilities	543	0.98	6.03
Factor 5. Satisfaction: Services Provided	543	1.01	5.40
Factor 6. Satisfaction: Room Assignment	528	1.03	5.62
Factor 7. Satisfaction: Room Change	19	1.54	4.87
Factor 8. Satisfaction: Safety and Security	543	0.94	6.07
Factor 9. Satisfaction: Roommates	391	1.01	6.29
Factor 10. Satisfaction: Dining Services	536	1.13	5.08
Factor 11. Satisfaction: Community Environment	514	1.05	6.12
Factor 12. Learning: Personal Interactions	494	1.33	5.34
Factor 13. Learning: Sense of Community	519	1.14	5.66
Factor 14. Learning: Diverse Interactions	482	1.47	5.19
Factor 15. Learning: Self-Management	492	1.27	4.96
Factor 16. Learning: Alcohol and Drug Use	456	1.66	5.20
Factor 17. Learning: Sustainability	476	1.64	4.70
Factor 18. Learning: Academic Success	493	1.55	4.52
Factor 19. Overall Satisfaction	492	1.31	5.39
Factor 20. Overall Learning	491	1.50	5.08
Factor 21. Overall Program Effectiveness	493	1.30	5.11

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Trend analysis, by year, indicating the changes in factor means
Use **Report Selections** to customize the information appearing in your reports.

Order: 49501 > 2021-22 ACUHO-I/Benchworks Resident Assessment

Population: Truman State University > All Respondents (no filter selected) **(590 responses)**

Report Selections

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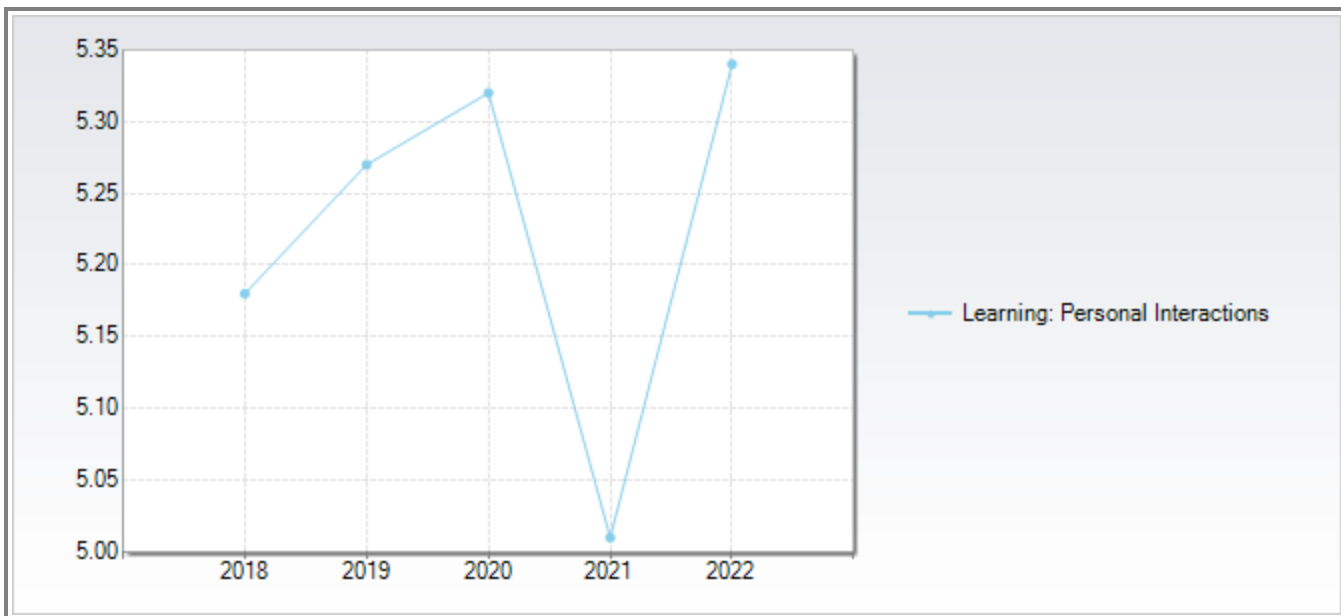
Years:

- 2022
- 2021
- 2020
- 2019
- 2018
- 2017
- 2016
- 2015
- 2014
- 2013
- 2012

Factors:

- Factor 18. Learning: Academic Success
- Factor 19. Overall Satisfaction
- Factor 20. Overall Learning
- Factor 21. Overall Program Effectiveness

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Report: Longitudinal Changes
Report Generated: 3/6/2023 8:37 PM

ACUHO-I/Benchworks Resident Assessment (Order: 49501)
Population: Truman State University > All Respondents (no filter selected)