



# University Housing Services **Satisfaction of Programming in Estrellas** Assessment Report

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**Choose One:** Satisfaction Assessment

**Date of Assessment Implementation:** February 2017

**Date of Report:** June 2017

## **Purpose of Assessment**

The residence life team in Estrellas noticed that programs were not highly attended. The purpose of the assessment was to ensure the services, programs and social interactions provided were successful in engaging students in the residence life environment in a first year residential suite community.

## **Division Learning Outcome**

N/A

## **Targeted Learning Outcome**

N/A

## **Assessment Methodology**

The data was collected by:

- Self-reported survey
- Tracking attendance at events
- Observation of students at programs

## **Results**

The formal survey collected 31 responses. The results indicated that 93.5 percent of residents that responded reported knowing their resident assistant name and 87.1 percent of respondents reported knowing the RLC of the community. When asked about programming, only 51.6 percent of respondents attended programs in the building. The survey also included qualitative questions which showed that students in Estrellas were seeking different types of events such as movie nights, tie-dye, and opportunities to interact with others outside of their suites.

## **Conclusion**

Student satisfaction is important when creating programs and services in residential programs. Soliciting feedback and data about the programs and services that are offered. If a practice is not effective, this will help to address issues and increase training opportunities for student staff members.

## **Implications for Practice**

Community building in Estrellas is effective as it stood. There were a few opportunities to increase social interaction with others and offer opportunities at programs and events at later hours of the night. In the suggestions question, many students mentioned the internet quality in the building. This information was passed on the Interhall Council as a suggestion on their advocacy meeting.