On October 12, 2009, the Assessment Oversight Committee (AOC) conducted an assessment review of Student Housing. Ms. Rhonda Viney, program director, presented the report. After identifying the program’s student learning outcomes and the tools used to assess these outcomes—such as the EBI (Educational Benchmarking Inc.) evaluation tool, Ms. Viney described the assessment results. She noted that Housing obtained nearly 100% response rate to the EBI survey, with over 3/4ths of respondents indicating satisfaction with all items on the questionnaire. She also noted that Housing made several changes as a direct result of administration of the EBI survey, including installation of individual register controls to deal with ongoing concerns about inability to control temperature in each residence hall room; discontinuation of landline phones; and improvement of the staff performance appraisal process.

The AOC praised Ms. Viney for her outstanding assessment report. The committee is struck by the fact that the rating on diverse interactions was much higher on the EBI than on NSSE. We recommend that EBI data be shared with George Smith, who has been involved in analysis of NSSE data, and encourage Housing to continue to make improvements based on its assessment results.