



**Benchworks**  
by Elentra



Image provided by SJF

# HOUSING CASE STUDY

## ST. JOHN FISHER UNIVERSITY



St. John Fisher University is one of three winners of the 2024 Benchworks Assessment and Impact Award in housing for high survey scores related to satisfaction with dining services and housing services, as well as learning outcomes related to self-management skills and academic success. With its continuous goal to provide a supportive and safe living-learning environment, Fisher Residential Life uses data from their ACUHO-I/ Benchworks Resident Assessment to co-create a positive community that is conducive to student success.



We gather data to serve a purpose. The value of Benchworks lies in uncovering unexpected insights, compelling us to dig deep and thoroughly evaluate our practices.

**TERRI TRAVAGLINI** | *Assistant Dean of Students*

# HOW THEY USED DATA

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## DATA-DRIVEN INITIATIVES



### Enhancing Community

Survey findings revealed a growing disconnect between residents and their satisfaction with Resident Assistants (RAs) noting fewer interpersonal interactions and a decline in community. In response, we adjusted our programming model and RA agreement. The programming model was re-centered on frequent, small group interactions versus large programs, while the RA agreement added expectations about time on the floor as well as overall RA availability, particularly for specific majors that may require time away from campus for preceptorships and internships. The outcomes of these changes facilitated smaller, more frequent gatherings and engagement activities, resulting stronger connections among residents and fostering trust and safety within the community.



### Transforming Roommate Agreements

Evolving dynamics in student interactions prompted an overhaul of their roommate agreement. Recognizing residents were more hesitant to engage in initial conversations, Fisher restructured the "Roommate Dialogue Form" to incorporate structured questions to facilitate in-depth conversations that move beyond simple details such as turning lights on or off. This mandatory initiative reinforces effective communication between roommates to resolve discrepancies and support the evolution of residents' expectations and experiences over time.



### Data-Driven Dining

Dining services are vital to college life, promoting social interaction, nourishment, and well-being through convenient, communal spaces. Student feedback highlighted concerns about limited dining hours and accessibility of food stations. In response, Fisher added custom questions to the end of their Benchworks assessment to gain greater understanding of student preferences. The result was a data-driven decision to adjust and standardize operating hours, leading to enhanced dining services and a 10% increase in student satisfaction with dining services.