

About the Suite

The Benchworks Student Affairs Assessment Suite allows participants to choose from up to eighteen nationally benchmarked assessments and provides powerful, multi-dimensional result views. The Student Affairs Assessment Suite is purchased by the academic year. Your campus determines the appropriate time to administer each assessment and what surveys to use. Campuses can administer to their entire campus population or a sample. Skyfactor is available to assist campuses in developing a rotation schedule to maximize assessment usage while keeping survey fatigue and other considerations in mind.

Why It Matters

The Student Affairs Assessment Suite gives your campus the ability to utilize as many of the assessments as appropriate within an academic year. This allows student affairs professionals to compare the performance of different departments on campus, while empowering directors and staff with the information they need to focus their scarce resources to have the greatest impact on their program.

Assessments Included in the Suite

Housing and Residence Life

- ACUHO-I/Benchworks Resident Assessment
- ACUHO-I/Benchworks Student Staff Assessment
- ACUHO-I/Benchworks Apartment Assessment

College Union, Events, and Activities

- ACUI/Benchworks College Union/Student Center Assessment
- ACUI/Benchworks College Union/Student Center Event Services Assessment
- ACUI/Benchworks Student Activities Assessment
- ACUI/Benchworks Student Organization Leader Assessment
- Benchworks Fraternity/Sorority Assessment
- Benchworks Student Affairs Student Employee Assessment

Campus Climate

- Benchworks Student Campus Climate, Safety, and Sexual Assault Assessment
- Benchworks Faculty/Staff Campus Climate, Safety, and Sexual Assault Assessment

First Year/Academic Advising

- Benchworks Academic Advising Assessment
- Benchworks First-Year Seminar Assessment

Student Services

- Benchworks Career Services Assessment
- Benchworks Counseling Services Assessment
- Benchworks Disability Services Assessment
- Benchworks Recreation Services Assessment
- Benchworks Veterans Services Assessment

Insights That Drive Continuous Improvement



Standard Comparative Analysis with Longitudinal

The Standard Analysis includes results for your entire population, longitudinal and peer benchmarks with your “Select 6” group, your Carnegie Class institutions and all participating institutions.



Custom Statistical Analysis Report (CSAR)

CSAR uses regressions and t-tests to identify which factors have the greatest impact on overall effectiveness and which differences in benchmarking comparisons are statistically valid.



Online Executive Summary

This question-driven assessment report is designed for managers and decision-makers. It helps you focus by asking the right questions.



Advanced Institution-Specific Questions

Add up to 20 categorical, scaled, check-all that apply, numeric and/or text questions to the end of your assessment to customize the content to address topics unique to your institution or department.



Advanced Filtering for Online Reporting

Create populations by selecting multiple criteria. You can then view all reports for the defined population. These filters can be easily created, saved, and edited.



Standards-Based Reporting

View reports showing your survey results mapped to key standards such as CAS, ACUHO-I, and Learning Reconsidered to facilitate program review efforts.



Cross-Study Comparison

Compare results of your assessments in the side-by-side to better understanding how results are trending, how you compare to peer institutions, and which measure is the highest priority.



Population Codes

Population codes allow you to dig deeper by pre-defining and coding up to twenty populations of your choice. Built-in comparative analysis for and filtering based on population codes is provided.

*Reporting features may vary based on product and survey administration

Student Affairs Assessment Suite Factor List 2018-2019 Academic Year

Housing and Residence Life Assessments

ACUHO-I/Benchworks Apartment Assessment	ACUHO-I/Benchworks Resident Assessment	ACUHO-I/Benchworks Student Staff Assessment
Apartment Selection Criteria	Satisfaction: Hall/Apt Student Staff	Satisfaction: Student Staff Selection Process
Satisfaction: Contract and Lease	Satisfaction: Hall/Apt Programming	Satisfaction: Job Expectations
Satisfaction: Apartment Condition	Satisfaction: Hall/Apt Environment	Satisfaction: Job Demands and Compensation
Satisfaction: Apartment Environment	Satisfaction: Facilities	Satisfaction: Supervisor Supporting Student Staff
Satisfaction: Apartment Staff and Policies	Satisfaction: Services Provided	Satisfaction: Management Skills of Supervisor
Satisfaction: Services and Facilities Provided	Satisfaction: Room Assignment	Satisfaction: Types of Training
Satisfaction: Safety and Security	Satisfaction: Room Change	Satisfaction: Training
Satisfaction: Apartment Programming	Satisfaction: Safety and Security	Learning: Empathy
Satisfaction: Roommates	Satisfaction: Roommates	Learning: Collaboration within Staff Team
Satisfaction: Community Environment	Satisfaction: Dining Services	Learning: Residents are Tolerant
Satisfaction: Dining Services (Residents that have meal plans)	Satisfaction: Community Environment	Learning: Residents are Respectful
Learning: Sense of Community	Learning: Personal Interactions	Learning: Self-Knowledge and Skills
Learning: Life Skills	Learning: Sense of Community	Learning: Personal Competence
Learning: Alcohol and Drug Use	Learning: Diverse Interactions	Learning: Practical Competence
Learning: Sustainability	Learning: Self-Management	Learning: Diverse Interactions
Learning: Diversity and Social Justice	Learning: Alcohol and Drug Use	Overall Satisfaction
Learning: Personal Interactions	Learning: Sustainability	Overall Learning
Overall Satisfaction	Learning: LLC Connections and Support	Overall Program Effectiveness
Overall Learning	Overall Satisfaction	
Overall Program Effectiveness	Overall Learning	
	Overall Program Effectiveness	

College Union, Events, and Activities Assessments

ACUI College Union/Student Center Assessment	ACUI/Benchworks Student Activities Assessment	ACUI/Benchworks Student Organization Leader Assessment
Publicizes the Union and Promotes Campus	Practical Competencies	Organization Advisor
College Union has a Positive Environment	Personal Competencies	Leadership Training
College Union is Student Oriented	Personal and Relationship Skills	Interpersonal Competence
College Union is a Source of Entertainment	Appreciation for Diversity	Intrapersonal Competence
College Union Enhances Life and Leadership	Activities Learning Outcomes	Collaboration Among Leaders
Union Food Variety, Quality and Price	Activities Social Outcomes	Collaboration Among Members
Aspects of Dining Service	Activities Well Advertised and Executed	Effective Leadership
Bookstore Staff	Evaluation of Student Government and Programming Board	Self-Knowledge
Bookstore Items Variety and Price	Importance of Educational Activities	Diverse Populations
Union Cleanliness	Importance of Social Activities	Practical Competencies: Contracts and Budgets
Union Staff	Satisfaction with Publicizing and Promoting Student Activities	Practical Competencies: Management
Overall Program Effectiveness	Impact of Student Activities and Organizations on Enrollment	Principled Dissent
	Future Plans: Participation in Activities	Cognitive Complexity
	Future Plans: Graduation and Alumni	Overall Program Effectiveness
	Overall Program Effectiveness	

Benchworks Fraternity/Sorority Assessment

Satisfaction: Housing
Satisfaction: Safety and Security
Satisfaction: Fraternity/Sorority Programming
Learning: Sense of Belonging
Learning: Diverse Interactions
Learning: Interpersonal Relationship Skills
Learning: Interpersonal Competence
Learning: Leadership Skills
Learning: Personal Development Skills
Learning: Healthy Behaviors
Learning: Self-Worth
Learning: Intrapersonal Competence
Learning: Principled Dissent
Learning: Collaboration
Learning: Effective Chapter Leadership
Overall Satisfaction
Overall Learning
Overall Program Effectiveness

Benchworks Event Services Assessment (Sections)

Satisfaction with Planning of Event
Customer Service: Event Reservation Staff
Satisfaction with Custodial Services
Satisfaction with Maintenance Services
Customer Service: Building Manager
Customer Service: Catering Reservation Staff
Satisfaction with Catering Order
Satisfaction with Catering Menu Options
Satisfaction with Catering Items at Event
Satisfaction with Catering Staff at Event
Customer Service: Audio/Visual Reservation Staff
Satisfaction with Audio/Visual Options
Satisfaction with Audio/Visual Staff at Event
Overall Satisfaction

Benchworks Student Affairs Student Employee Assessment

Satisfaction: Support and Training
Satisfaction: Quality of Supervision
Satisfaction: Collaboration with Co-workers
Learning: Co-workers are Respectful
Learning: Empathy
Learning: Self-Knowledge and Skills
Learning: Personal Competence
Learning: Diverse Interactions
Overall Satisfaction
Overall Learning
Overall Program Effectiveness

Student Services Assessment

Benchworks Academic Advising Assessment

Satisfaction: Information from Multiple Advisors (Branch if Student has Multiple Advisors))
Satisfaction: Advisor/Advisee Relationship
Satisfaction: Academic Advisor Knowledgeable
Satisfaction: Academic Advising Meetings
Satisfaction: Advisor Discussed Future Plans and Opportunities
Learning: General Learning Outcomes (All Students)
Learning: Advising Enhanced Self-Assessment
Learning: Career and Professional Goals
Learning: Campus Resources
Learning: Course Registration
Learning: Advising Supported Selecting a Major (Branch Undecided Students)
Learning: Advising Reinforced Decision of Major (Branch Students with Declared Majors)
Overall Satisfaction
Overall Learning
Overall Program Effectiveness

Benchworks Counseling Services Assessment

Satisfaction: Counseling Services Office Environment
Satisfaction: Counseling Services Office Service
Satisfaction: Individual Counseling Meetings
Satisfaction: Individual Counseling Relationship
Satisfaction: Group Counseling Leader
Satisfaction: Group Counseling Relationships
Satisfaction: Current Situation
Satisfaction: Counseling Services Enhanced Knowledge Integration
Learning: Counseling Services Enhanced Cognitive Complexity
Learning: Counseling Services Enhanced Intrapersonal Development
Learning: Counseling Services Enhanced Interpersonal Competence
Learning: Counseling Services Enhanced Understanding of Personal Differences
Learning: Counseling Services Enhanced Practical Competencies
Overall Satisfaction
Overall Learning
Overall Program Effectiveness

Benchworks Recreation Services Assessment

Recreation Center: Activities/Programs
Recreation Center: Environment
Recreation Center: Staff
Recreation Center: Cleanliness
Recreation Center: Equipment
Learning: Understanding Health/Fitness
Learning: Teamwork
Learning: Leadership Skills
Learning: Sustainability and Environmental Issues
Learning: Building Connections
Learning: Managing Health and Wellness
Learning: Diverse Interactions
Learning: Knowledge Integration
Overall Evaluation of Recreation Center
Overall Learning
Overall Program Effectiveness
Retention / Graduation Intent

Benchworks Career Services Assessment

Satisfaction: Career Counseling Meetings
Satisfaction: Career Services Publicizes Programs and Services
Satisfaction: Career Services Environment
Satisfaction: Career Services Staff
Learning: Career Services Enhanced Understanding of Career Goals
Learning: Career Services Enhanced Understanding of Career Steps
Learning: Career Services Enhanced Career Competencies
Career Services Support Choice of Major (Students without Major)
Career Services Reinforced Choice of Major (Students with Major)
Overall Satisfaction
Overall Learning
Overall Program Effectiveness

Benchworks Disability Services Assessment

Disability Services Office Visibility
Accommodations
Campus Accessibility
Campus Climate
Perceptions of Students
Perceptions of Faculty and Staff
Disability Services Office Staff
Disability Services Advisor
Disability Services Office Services
Overall Program Effectiveness
Campus Services

Benchworks Veterans Services Assessment

Satisfaction: Veteran's Certifying Official
Satisfaction: Prior Learning Assessment Process
Satisfaction: Connections
Learning: Classroom Environment
Learning: Outcomes from Experience
Office of Veteran Services Environment
Office of Veteran Services Staff
Office of Veteran Services Outcomes
Overall Satisfaction
Overall Learning
Overall Program Effectiveness

Campus Climate Assessments

Benchworks Student Campus Climate, Safety and Sexual Assault Assessment

Perceptions of the Institution
Visibility
Personal Attitudes and Behaviors
Co-Curricular Environment
Perceptions of Peers
Perceptions of Faculty/Staff
Perceptions of Administration
Policies
Campus Accessibility
Campus Safety
Sexual Assault
Campus Training
Overall Learning
Overall Satisfaction

Benchworks Faculty/Staff Campus Climate, Safety and Sexual Assault Assessment

Perceptions of Institution
Campus Environment
Visibility
Work Environment
Perceptions of Faculty
Perceptions of Staff
Perceptions of Students
Perceptions of Administration
Administrative Policies
Campus Accessibility
Campus Safety
Individual Response to Sexual Assault
Institutional Response to Sexual Assault
Personal Attitudes and Behaviors
Overall Perceptions

Benchworks First-Year Seminar Assessment

Classroom Learners: Engaging Pedagogies
Distance Learners: Online Environment
Usefulness of Course Materials
Transition to College
Understanding of Academic Integrity
Academic Services
Diverse Interactions
Study Strategies
Course Informed Major and Career Choice
Campus Policies
Money Management
Wellness
Library, Research, and Information
Literacy Skills
Academic Skills
Managing Time and Priorities
Stress Management
Critical Thinking
Connections with Faculty
Connections with Peers
Course Increased Co-Curricular Engagement
Course Impacted Retention and Graduation
Social Integration
Overall Program Effectiveness