



WHAT MAKES A GOOD RA?

The following insights were obtained from looking at surveys from the following 2018/2019 surveys:

- ACUHO-I / Benchworks Resident Assessment
 - 251,740 responses
 - 246 institutions
- ACUHO-I / Benchworks Student Staff Assessment
 - 3,389 responses
 - 41 institutions



4 Traits of Good RAs



Sense of Accountability



Consistency in Actions

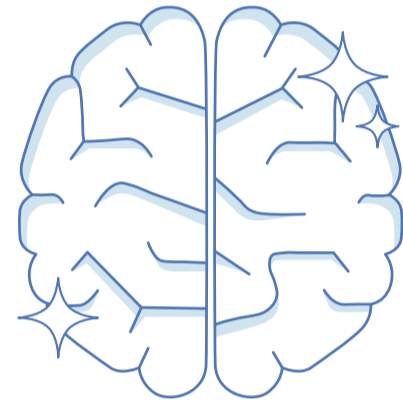


Ability to Connect to Others



Desire to Improve

7 Key Insights



1

Residents Were Highly Satisfied with Their RA

Two-thirds of on-campus residents scored high on the student staff satisfaction factor



2

Relationship Between Satisfaction with RAs and Residence Hall Programming

The top predictor of resident satisfaction with RAs was resident satisfaction with hall programming



3

Residents Recognized that RAs Were Much More Than Programming

On-campus residents who were highly satisfied with their RA were more likely to score high on key factors than on-campus residents overall



4

Resident Experiences Improved the More They Interacted with Their RA

As the number of times in a typical week a resident interacted with their RA increased, so did their scores on all survey factors.



5

A Good RA Experience Meant RAs were Satisfied with Compensation and Job Demands

RAs who were highly satisfied with job requirements and compensation were more likely to rate their overall experience highly than RAs overall



6

A Good Experience was One They Learned From

RAs who rated their overall experience highly were more likely to score high (average of 6 or higher out of 7) on key learning outcomes than RAs overall



7

A Good RA Experience Meant Being Surrounded by Other Good RAs

Relationships with other RAs were a stronger indicator of RA satisfaction than supervisor relationships