

# HOW THEY USED DATA

Florida State University  
University Housing



FLORIDA STATE  
UNIVERSITY

Florida State University (FSU) is one of three winners of the 2020 Benchworks Assessment and Impact Award in Housing for improvement related to dining services. FSU's University Housing used data from the ACUHO-I / Benchworks Resident Assessment to:



## Build Cross-Department Relationships

At FSU, University Housing and Dining Services are separate entities. When University Housing identified patterns in student dissatisfaction with aspects of dining, they shared the results with Dining Services. This sharing resulted in a strengthened collaborative relationship that led to meaningful changes in meal plans and dining operations.



## Identify Areas to Dig Deeper

While analyzing open-ended results by residence hall, FSU noticed that students in one part of campus were disproportionately more likely to cite hours of operation and lack of dining options as a primary concern. The campus is now working with their dining provider to investigate the viability of new venues or adjusted hours to dining facilities in this part of the campus.



## Inform Meal Plan Requirement Changes

FSU analyzed resident satisfaction by hall and noticed patterns in satisfaction with dining services. The bottom seven halls in dining satisfaction were seven of the eight facilities where meal plans were required (due to a vendor contract). In reviewing open-ended comments, staff noticed that residents were dissatisfied because they were required to purchase a meal plan while peers in other halls were not. FSU worked to remove the mandatory meal plan requirement in these halls.



## Demonstrate That Meal Plan Changes Worked

After changes were implemented, FSU looked at longitudinal data—both for the campus overall and by residence halls—to show positive changes in student satisfaction with dining services. Before implementing changes, the seven of the eight residence halls where meal plans were required were below the campus average for dining satisfaction. Following the changes, FSU showed that dining satisfaction increased in all of these residence halls.



**"Without Skyfactor data, we would be making "gut" decisions or communicating concerns that had only been heard informally from our students. The use of these data resulted in meaningful change that has for several years realized improvement in student satisfaction."**

**Steve Kleuver**

Associate Director of Operations  
University Housing  
Florida State University