DEPARTMENT MISSION STATEMENT:
Housing and Residence Life (HRL) at California State University, Fullerton provides students with a stimulating, safe, and well sustained environment that supports the pursuit of their individual and collective efforts toward academic achievement. The Residence Halls service as an enlivening space for learning that involves culture and social education; community living; enriching experiences; and leadership training.

PROGRAM/SERVICE OVERVIEW:
Student Satisfaction Survey
Housing and Residence Life’s Student Satisfaction Survey is designed to inquire about the overall experience of the students who live on campus. As a department that focuses on providing an environment that supports student academic success, HRL is interested in hearing the feedback from our students about comfort, utilization of resources, and how housing is meeting the basic needs of CSUF residents. In doing so, we address topics ranging from custodial, facilities, maintenance issues, and professional and peer support in the community.

TYPE OF ASSESSMENT:
- External Reports
- Needs Assessment
- Program Evaluation
- Student Learning Outcomes
- Student Satisfaction Assessment
- Student Success
- Utilization Data

DATA COLLECTION TIMEFRAME:
April 25, 2014 - May 9, 2014

PROJECT SAMPLE:
572 respondents (30.34% response rate)

LIMITATIONS:
Due to the limitations of survey design, we cannot determine the cause and effect relationship between the satisfaction of the residents and what actual experiences created the responses. In order to assist with gaining more specific details, open ended sections were included in all topic areas.
SUMMARY OF RESULTS:
The Student Satisfaction Survey resulted in many new pieces of information about our residents and their experience within our housing community. A large proportion of residents feel that Housing and Residence Life provides enough security to ensure safety utilizing Complex Coordinators, Resident Advisors, and the University Police Department. Student’s satisfaction with the food provided by the Gastronome was evenly distributed among the scale provided. Students were dissatisfied with the price they paid for meal plans and items purchased in the community market. However, they enjoyed the programs that were put on by Aramark.

Students that responded to the survey said they did not attend many programs that were offered by the Faculty in Residence. Residents agreed that they feel a part of the campus community and they have gained some experience/skills relevant to their academic major. Students living in housing reported a greater sense of personal responsibility and an awareness of campus resources.

KEY FINDINGS:
- 94.1% agree or strongly agree the grounds are well maintained.
- 91.85% feel safe within the community.
- 87.50% of students prefer to receive information from housing via email/e-newsletter.
- 79.40% of respondents were satisfied or very satisfied with the services provided by the custodial staff in the housing community.
- 67.58% or residents say agree or strongly agree that they know when maintenance staff has been in their room to make repairs.
- 47.48% of students feel that there is a sense of community within housing.
- 37.02% of respondents said they leave campus less than once per month to go home on the weekend. 17.72% of residents said they leave campus to go home every weekend.
- 35.99% of respondents were very dissatisfied with the wireless internet connection provided.
- 31.24% of respondents are dissatisfied or very dissatisfied with the key card system.

Recommendations:
- Provide email notifications for approximate times that maintenance will be entering the room
- Provide weekend maintenance services
- Ensure less dead door batteries
- Clean showers more frequently
- Provide card access to the rear of buildings for easier entrance and to ensure less propped doors
- Provide more food options for vegetarian and vegan students
- Keep the Gastronome open later on weekends
- Provide more programs on weekends for residents
APPLICATIONS OF FINDINGS:

The Student Satisfaction Survey provided a great deal of information regarding maintenance, facilities, food, custodial, and community satisfaction/issues. This information ranged from positive feedback to some constructive feedback and it will be used to enhance the services and quality of life offered to on-campus residents. For example, it is critical to know the portion of residents that leave campus on the weekend so programing can encourage residents to stay. Although we cannot satisfy every individual’s needs, we do strive to ensure an experience that meets the needs of residents and supports their academic success. By addressing the less positive responses we can become aware of different student perceptions of housing. We will use the data to grow in areas that may affect student success or community building.