Housing and Residence Life

ASSESSABLE OUTCOME
In order to ensure satisfaction, Housing and Residence Life would like to receive feedback from residents on the following areas:

- Comfort
- Utilization of resources
- Satisfaction with services (maintenance, food, custodial)
- Peer and professional support
- Academic support
- Perspectives of the benefits to living on campus
- Facilities

OUTCOME SUPPORTS
☐ University: Goal 1
☐ Division: Goal 5
☐ Department: _______________
☐ Other: _______________

DATA COLLECTION TIMEFRAME
July 1, 2014 – June 30, 2015

DATA COLLECTION METHODS
• Survey

OUTCOME TYPE
☒ Performance Outcome
☐ Student Learning Outcome

CRITERIA OF SUCCESS
The Criteria of Success for the Performance Outcome is the following:

- 30% response rate
- Higher satisfaction than the previous year
- 95% of the sample size of students feel safe within the community
- Improvement on the percentage of satisfaction with maintenance and custodial services
- 60% more involvement in community programs & resources in Housing

METHODS AND MEASURES
The data collection method included a 102 question, post-year survey, sent to residents via their campus email. The survey included multiple parts. Specific sections included 20 questions for residents who lived within a theme community and the rest applying to all other residents. If residents marked that they lived in a theme community, they were taken to an exclusive set of questions. The survey was designed in this manner to make it possible to disaggregate the data and control for differences in the theme experience. The survey utilized likert and open ended questions, measuring certain aspects of the Housing and Residence Life experience. As an incentive, participants were entered in an optional opportunity drawing to win an iPad.

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DATA COLLECTION AND ANALYSIS
The Student Satisfaction Survey resulted in many improved areas of experience. However, there were also some areas that would benefit from further improvement. When comparing to last year’s results, there was an improvement in the satisfaction of maintenance and custodial services, as hoped. A large proportion of residents feel that Housing and Residence Life provides enough security to ensure safety, utilizing Community Coordinators, Resident Advisors, and the University Police Department. There were recommendations given for ensuring better safety and security in housing through issuing limited access to building. Respondents felt connected to the community and participated in experiences that assisted in building their academic skills as well as skills like communication, cultural awareness, and independence. Most of the feedback provided by the results was consistent with last year’s survey results. In a number of areas that are critical to the Titan Experience, respondents experiences improved.

Overall:
• The percentage for students who go home less than time a month increased by 4.07%, compared to the 2013-2014 academic year. The percentage of students who go home either every other weekend or once per month lowered and became an equal 20% for each.
• 83% of residents feel safe in the community which lowered from the 91.85% mentioned in the previous academic year. Respondents claimed that the public awareness of the on-campus sexual assaults that occurred this year frightened them. Respondents also claimed that the new lock system also caused their perception of safety to be compromised. Multiple respondents cited the access on keys to rooms and buildings was concerning.
• Respondents felt a high level of safety when walking around the community at night; however, the parking for first year students was not well liked.
• Recommendations:
  o Provide self-defense classes/programs.
  o Install cameras in laundry rooms.
 Install card swipe on back doors of Residence Halls and limit the amount of time the building doors remain open. Respondents felt that buildings were easily accessible to outside
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Maintenance:
- The increase of satisfaction for the professionalism and timely responses to maintenance issues increased by 3.79%.
- Responses to knowing whether maintenance staff had entered the room or responded to a service request while the resident was not present was interesting. Sixteen percent (16%) of participants either disagreed or strongly disagreed.
- 60% of respondents enjoyed/are satisfied with the key card system.
- Overall satisfaction with maintenance services compared to last year:
  - 2013-2014
    - 31.65% very satisfied
    - 44.42% satisfied
  - 2014-2015
    - 28.86% very satisfied
    - 49.11% satisfied
- Recommendations:
  - An overwhelming amount of responses stated that they received timely responses to maintenance requests and facilities issues.
  - Some issues that was mentioned a significant amount of times through the open ended response were regarding air conditioning improvement. Many respondents would like to see better functioning ac. The door issues and response to repairs was also highly mentioned. Respondents had negative experiences with the door lock system where the door would not respond or need constant repair.
  - Additionally, safety was a concern with the new door lock instalation. Many respondents claimed their doors would not shut fully unless pulled leaving respondents concerned about the security of their room.
  - Respondents suggested having the elevators looked at to update expiration dates.
  - Finally, respondents recommended improvements to Wi-Fi service. Almost 60% were dissatisfied with the Wi-Fi service within the community.
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Custodial:
- 74.29% of respondents were satisfied with the cleanliness of the public facilities. In fact, satisfaction was almost identical to the response from the previous 2013-2014 academic year.
- Respondents who had interacted with the custodial staff on their floor had a good relationship with the staff and were more satisfied with the services. Additionally, those respondents knew the name of their custodial staff and had positive feedback.
- Overall 78.61% of respondents were satisfied or very satisfied with the services provide by the custodial staff.

• Recommendations:
The most stated comment/recommendation was to more consistently clean Res Hall bathrooms, especially during the weekend. Many respondents would say that supplies such as toilet paper, paper towels, and soap would run out and take a long time to be replaced.

Grounds:
- 86% of respondents were satisfied by the cleanliness and look of the community grounds.
- Many positive comments were made about grounds staff and the impact on the community.
- Recommendation:
  o The only recommendation mentioned frequently was having the lawn and machine necessary projects delayed until the afternoon to ensure respondents receive quality sleep.
- 94% of respondents thought the community landscape was well maintained.
- An overwhelming amount of residents felt that grounds staff were engaging and an important part of the community. Multiple positive comments were made about the grounds staff.

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Position: Community Coordinator
Date: August 25, 2015
Aramark:

• There was a divide in the responses to the menu variety. Responses were split to an approximate fourth (ranging between 20-25%) rating Good, Neutral, Fair, or Poor.
• The customer service provided in the Gastronome, Community Market, and Late Night Café rated very high satisfaction.
• 71% of residents enjoyed the selection of items offered in the Community Market.
• Recommendations:
  o Respondents would like to see more options for vegan/vegetarian diets, as well as healthier alternatives, and labeling for gluten and lactose dishes.
  o Improving the quality of cleanliness and thorough cooking of food on the Grill station.
  o Respondents thought it would be a great idea to have the menu for each dining location online.
  o Also, respondents would like to see lower prices in the Community Market and a continuation of the programming that is done.

Housing Administration:

• 58% of respondents rated the payment process as satisfactory.
• In regard to interaction with staff and receiving information through communication or interaction with the office, 69% of respondents were satisfied.
• Respondents enjoyed receiving communication through the following means (in rank order):
  • Email & news letter
  • Text message
  • Flyers
  • HRL Website
  • Instagram or other social media
• Over 60% of respondents were satisfied or very satisfied with the administrative services in the housing community.
• Recommendations:
  o Respondents were interested in website updates and revisions to outdated information.
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- More mailroom hours on Sunday.
- Advertisement and marking of events and information was suggested.
- Some specific examples were given of how housing front desk staff can give better customer service when responding to questions and concerns.

Residence Life:
- 69.2% of respondents said they knew who their Community Coordinator was as well as RSA and Building Council representative.
- 21.75% of respondents said they did not participate in community programs. Another portion, 37% said they actively participate in programs offered.
- Over 47% said they strongly disagreed, disagreed, or were neutral in regard to knowing the Faculty in Residence.
- The following were the most stated areas that respondents said they learned and grew the most:
  - Communication and social skills
  - Interpersonal skills
  - Independence and Personal Responsibility
  - More aware of diversity among peers
- 62% of respondents were more aware of resources on campus, as a result of living on campus.
- Respondents rated agree and strongly agree to gaining skills related to their academic major at a rate of 39%.
- Overall 56% of resident said they were very satisfied or satisfied with the services provided my residence life.
- 61% of respondents said they felt a part of the HRL/Titan community as a result of living on campus.
- Recommendations:
  - Respondents suggested more relatable programs and timely advertisement of programs.
  - Reoccurring Thursday night programs.
  - More programming on weekends.
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IMPROVEMENT ACTIONS

For the current academic year, Housing and Residence Life (HRL) wanted to gauge how satisfied residents were with the following areas: custodial services, maintenance services, residence life, administration, and food services (Aramark). To measure satisfaction, HRL utilized the Student Satisfaction Survey to receive feedback on how residents experienced these areas, whether through direct contact or perception. Moreover, the data interpretation focused on resident experiences with regard to comfort, utilization of resources, satisfaction with services, peer and professional support, academic support, perceived benefits to on-campus living, and quality of facilities.

In past two years, the Student Satisfaction Survey has remained relatively intact. This has allowed for longitudinal comparisons between years. For the 2014-2015 academic year, we set a criteria of success that improved on the results from the prior 2013-2014 academic year results. For example, a few goals were to maintain a 30% response rate, improve overall satisfaction of each area of housing, meet a minimum of 95% of respondents claiming to feel safe within the community, improving satisfaction of resident experiences with maintenance and custodial services, and reach a 60% rate of involvement within the community either by participation in programming or utilization of resources.

After reviewing the findings of our survey we realized that we increased and met some of our criteria and were just shy of meeting others. For example, the response rate for our survey was 7% less than we hoped. Although we did not reach a response rate of 30% we still received a good sample size. The overall satisfaction respondents had with each housing area did increase. The rate in which they increased was not a large amount, yet we are hopeful that a continuous effort will surely increase this number over time. The rate for respondents who feel safe within the community reached a percentage of 83%. This is a decrease from last year’s sample. There were key incidents that may have affected students’ perceptions of security that were beyond our control. Additionally, the lower percentage could also be a result of lower survey response.

Moreover, this information will help us to create some intentional programming for the next academic year that may help students cope when issues of safety and security arise. For respondents, the rate of involvement within the community was 37%. This did not meet our goal of 60%. This information is beneficial to help us diversify our programming and opportunities for involvement. A stronger focus on weekend programming and intrusive advertising can add to our participation. The increase in the amount of students who stay on campus through the weekend has increased. From this we might imply a potential correlation to the strong focus on building community and programming. Although some of our criteria for success were not met with specific percentages, we can see from the qualitative answers that respondents did gain a lot of personal and interpersonal growth as a result of living on campus.

The application of these findings will be implemented in the specific roles of each area within Housing and Residence Life. There was a feedback that will help us address small aspects of the services we offer, improvements on how we recruit and market for resident participation, and positive, enjoyed experiences that we will continue to provide our residents.