

Resident Feedback Survey 09

Summary of Key Findings:

- Residents of Heritage Commons reported significantly high levels of satisfaction with services provided by the Housing & Residential Education front office (95.73%) Peterson Heritage Center (96%) and facility services (93%).
- Students reported the most effective way they learn about events or opportunities is through the use of flyers.
- Students expressed that while they are clear on locations to recycle paper, over half of our students are unaware where to recycle aluminum.

Actions Taken:

- In order to continually assess services provided by the Central Office front desk, periodic review of services provided are scheduled throughout the year following opening and closing as well as on a case-by-case basis.
- Increased communication featured on our website is in the works which will provide students with information regarding aluminum recycling as well as other sustainability initiatives within Heritage Commons.
- Housing & Residential Education increased communication via multimedia avenues such as facebook and twitter in an effort to increase the means of communication with students and prospective students.