

Title of Assessment: Resident Feedback Survey 10

Dates of Assessment: 2/2/11-2/17/11

Summary of Key Findings:

- By involving RAs in the notification process, HRE was able to gain participation from 866 residents in the annual Resident Feedback survey. This year the instrument was longer, accounting for 139 participants to stop taking the assessment in the middle.
- Students expressed interest in free laundry services built into their fees.
- Students provided ample feedback within each functional area of our community including Chartwells.

Actions Taken:

- Chartwells has initiated a texting service that allows students an opportunity to give feedback while in the dining hall and has opted to extend hours next academic year.
- This summer we will switch out card operated machines for FREE LAUNDRY system.