

Resident Feedback Survey

Purpose:

Utilized to gain fall resident feedback from their first three months of occupancy as well as to use Resident Advisor (RA) information as a piece of the data in the RAs fall performance evaluation. General information used to help correct course mid-year.

Timeline of distribution: Mid-October to Early November, 2005

Response rate: 1001, 63.8%

Finding Summary:

Academic Mentor (Gateway Heights and Engineering Floor)

Over 55% respondents find them approachable, a campus resource, 66% of students were interested in their Academic Mentor generating Community Service programs as well as Study Group sessions. This information will be used to further enhance the offerings of the Academic Mentors and to strengthen connection between the residents and the role of the Mentor.

Honors Living Learning Floor (Chapel Glen 802, 2nd floor)

77% of students enjoyed taking classes as part of a cohort, however students were split in thirds regarding the shuttling to and from lower campus to take classes at the Honors center. The classroom experience was very high as well as the satisfaction with the Cornerstone professors. We need to do a better job of coordinating the program from classes, advising, to housing selection and communication. For the first year of the program, these items were disjointed.

RA Performance

Overall the RAs rate very high in their performance, including approachability, availability, getting to know the residents, respectful of all students, encourage campus involvement, making information available, fairness and consistency in enforcing policies, and programming in areas of diversity.

From the fall, we made a concerted effort for RAs to enforce quiet hours and maintain the noise so that students would be able to sleep and study. The results in these two areas were positive, with over 70% ranking on both.

Residence Hall Association (RHA)

We also gathered information regarding resident awareness of RHA, activities attended during openings, and suggested activities for the remainder of the year.

Maintenance & Custodial information

The results from this survey coincide with previous survey results in that students see the residence halls as being very clean thanks to the custodial staff. The timeliness of fulfilling maintenance requests does not meet student's expectations. We are working on hiring an additional staff person in this area to help with the backlog and future timeliness.