

Resident Feedback Survey

Key Findings and Actions Taken by Section

Academic Mentor Section

Findings:

- There is a personal disconnect between the Academic Mentors and the residents in the first year student areas.

Strategies Implemented:

- The mentor position description was given increased responsibility and compensation.
- Conversation took place regarding their scope as to whether they were a personal resource or an additional programming resource for the community.
- Questions will be explored in the fall 2009 survey as we review the potential to increase the academic mentor staff numbers to support first year students in all areas where we have first year student concentrations.

Resident Advisor

Findings:

- Questions related to developing an inclusive community on the floor show that students see the RA working toward this end.
- The RA is seen as someone knowledgeable and active on campus and shares that information with the residents.
- The level of programming/events is less than expected/desired by the residents

Strategies Implemented/To be implemented:

- Continue with Social Justice inservices.
- Follow up survey in Spring 2009 of the same questions to be able to determine any growth in the level of competence.
- A script has been created for RAs to conduct interviews with their residents in order to serve as an initial contact point for the residents.
- The RHA has restructured in order to better define their programmatic function and outreach to residents.

Learning outcomes

Findings:

Learning outcome questions in order of highest to lowest score

"Through living in the residence halls . . . "

- I have learned to live cooperatively with others.
- I have accessed campus resources that help me be academically successful.
- I feel like I am getting the "college experience" that I anticipated.
- I have been able to meet many people and have developed a social group.

Strategies implemented:

- Fall 2009 we will be utilizing the Student Readiness Inventory to help identify students who may be at greater risk of not being retained at the University.
- A retention comparison was run through OBIA comparing students living on and off campus. Freshman who resided on campus had a higher GPA, First Time Freshman residents showed a smaller GPA benefit in comparison with First Time Freshman living off campus. Freshman and First Time Freshmen were retained at minimum 10% higher rates between the 1st and 2nd term as well as between the 1st and 2nd year.

Legacy Housing

Findings:

- Rent should be lower or comparable to the office campus market to maintain interest of the majority of current residents.
- Almost equal numbers of students preferred the 4 bedroom apartment as well as the 2 bedroom apartment.
- The top amenities requested in the new facilities include:
 - o Laundry room per floor
 - o Café/Convenience store
 - o Information desk and HRE office services
 - o Mailroom
 - o Lounge and gathering space
- Regarding the availability of parking, 37% of respondents indicated it would not impact their decision to live there if parking was not available, 33% of respondents indicated there would be some impact but they would still be interested...this totals 70% of respondents.

Strategies to be implemented:

- This information was used in creating the Performa and will be used as the design/planning of Legacy Housing continues.