

# Resident Feedback Survey 2011

## Brief description of program / project:

Satisfaction and “quality of life” survey of all resident students

## Who was asked to complete the survey:

All resident students

**Response Rate:** 24.82%

**Administration Type:** Campus Labs mailing

## Summary of Key Findings:

Most students (70%) are aware of the free tutoring center in PHC, but they 90% of respondents have never utilized this service. 76% of respondents indicated that there is nothing that would make them use the free tutoring available. Over 80% of students are pleased with their resident advisors and they feel that they are available when needed, and they foster a positive sense of community. Respondents also indicated that they were generally pleased with custodial and maintenance staff. Over 90% of respondents indicated that they were pleased with the cleanliness of the facilities and they indicated that maintenance staff responded to work orders in a timely fashion. Concerning RHA, respondents overwhelmingly indicated (63%) that they would prefer RHA to focus on the dining hall issues as their student voice organization. The next most popular issue was sustainability at 15%. Respondents also indicated that they felt living in the residence halls helped them academically and positively contributed towards their “college experience.”

## Actions Taken:

This information will be utilized to improve HRE services that will benefit students, make informed decisions, and for us to better understand the experience of our students. Information from the survey is also used in our strategic planning efforts.

## Which department and/or program goals does this program / project align with?

- Use the Student Affairs Learning Domains as the guide in providing opportunities to residents to engage as learners
- Improve and promote recreational opportunities
- Analyze policies, procedures, and training to ensure they are inclusive
- Align organization of the department to the needs of the students
- Collaborate with partners to enhance the LLC experience delivered to residents
- Strengthen Partnership with Dining Services
- HRE will develop and maintain a department strategic plan
- Forecast future strategic planning to forecast future programs and growth
- Utilize assessments to define and refine strategic initiatives, using data to drive decision making

- All assessment findings will be reported and documented with AER to develop data-driven best practices for Student Affairs
- Provide, maintain and utilize technology to enhance student services, assessment and communication
- Promote the effective use of best practices within HRE
- Maintain the facilities in a manner that supports student community, safety, and lengthens the life of the buildings and equipment

### **Which Student Affairs goals does this program / project align with?**

1. Develop students as a whole through the cultivation and enrichment of the body, mind and spirit.
2. Provide education that ensures all staff is properly trained to provide professional and competent service.
5. Partner with faculty, staff and external constituencies to foster student development and enhance the greater community.
6. Utilize a coordinated assessment, evaluation and research approach to promote data driven decision-making.
7. Provide, maintain and utilize technology to enhance student services, assessment and communication.