

## Resident Feedback Survey 2012

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Thank you for taking the time to provide feedback regarding your experience living on campus. Residential Education Staff will use your feedback as we work to better meet the needs of our students. By completing this survey, you will have the opportunity to give input regarding your Resident Advisor, Facilities Staff, Residence Hall Association (RHA), Dining Hall, Housing Office as well as provide your feedback regarding possible additional amenities.

*Mission Statement: Housing & Residential Education, a team of dedicated student leaders and staff, serves the University community by encouraging, facilitating, and supporting the learning and development of all residents while creating an inclusive and safe living environment.*

Required answers: 0      Allowed answers: 0

Q1 In which building do you live?

Benchmark[Code = 1]

Chapel Glen[Code = 2]

Gateway Heights[Code = 3]

Sage Point[Code = 4]

Officers Circle[Code = 5]

Shoreline Ridge[Code = 6]

Downtown Commons[Code = 7]

Marriott Honors Community[Code = 8]

None of the above[Code = 0] [N/A]

Required answers: 1      Allowed answers: 1

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Q2 Who is your RA? (If you are not sure, please indicate by floor/building.)

Brittany Lo (820, 1st floor)[Code = 1]

Connor Butterfield (820, 2nd floor)[Code = 2]

Jenna Matsamura (820, 3rd floor)[Code = 3]

Peter Bergeson (821, 1st floor)[Code = 4]

Natalie Fang (821, 2nd floor)[Code = 5]

Ken Gray (821, 3rd floor)[Code = 6]

Hilary Roberg (822, 1st floor)[Code = 7]

Brittany Thurgood (822, 2nd floor)[Code = 8]

Required answers: 1      Allowed answers: 1

Display if Q1='Benchmark'

Q3 Who is your RA? (If you are not sure, please indicate by floor/building.)

Isaac Scott Vincent (802, 1st floor)[Code = 1]

Jasmyn Lopez (802, 2nd floor)[Code = 2]

Sarah Hammer (802, 3rd floor)[Code = 3]

Morgan Stinson (803, 1st floor)[Code = 4]

Jacqueline Bafford (803, 2nd floor)[Code = 5]

Adam Jones (803, 3rd floor)[Code = 6]

Michael Reese (804, 1st floor)[Code = 7]

Sara Tovar (804, 2nd floor)[Code = 8]

Caitlyn Lee (804, 3rd floor)[Code = 9]

Required answers: 1

Allowed answers: 1

Display if Q1='Chapel Glen'

Q4 Who is your RA? (If you are not sure, please indicate by floor/building.)

Landon Wilkins (806, 1st floor male)[Code = 1]

Kristie Sleight (806, 1st floor female)[Code = 2]

Hans Heath (806, 2nd floor male)[Code = 3]

Julie Beveridge (806, 2nd floor female)[Code = 4]

Josh Burningham (807, 1st floor male)[Code = 5]

Casey Hunt (807, 1st floor female)[Code = 6]

Siosifa Uesi (807, 2nd floor male)[Code = 7]

Julia Popp (807, 2nd floor female)[Code = 8]

Required answers: 1

Allowed answers: 1

Display if Q1='Gateway Heights'

Q5 Who is your RA? (If you are not sure, please indicate by floor/building.)

Victor Walker (810, 1st floor)[Code = 1]

Angelina Montoya (810, 2nd floor)[Code = 2]

Tony Chen (810, 3rd floor)[Code = 3]

Adam Hill (811, 2nd floor)[Code = 4]

Chanon Homdee (811, 3rd floor)[Code = 5]

Tyler Payne (811, 4th floor)[Code = 6]

Annah Frisch (812, 1st floor)[Code = 7]

Fermin Suarez (812, 2nd floor)[Code = 8]

Seawillow Knight (812, 3rd floor)[Code = 9]

John Wright (813, Green Sustainability 1st floor)[Code = 10]

Sal Maciel (813, Go Global 1st floor)[Code = 11]

Jacqueline Rodriguez (813, Go Global 2nd floor)[Code = 12]

Chris Fanelli (813, Outdoor Leadership 3rd floor)[Code = 13]

Sierra Pratt (813, Leadership in Service 3rd floor)[Code = 14]

Luna Koizumi (813, Engineering 4th floor)[Code = 15]

Mayowa Ogunnaike (814, 1st floor)[Code = 16]

Alexander Benjamin (814, 2nd floor)[Code = 17]

Emily Means (814, 3rd floor)[Code = 18]

Required answers: 1

Allowed answers: 1

Display if Q1='Sage Point'

Q6 Who is your RA? (If you are not sure, please indicate by floor/building.)

Andrew Barili (606)[Code = 1]

Analeigh Sanderson (607)[Code = 2]

Kelly Hanks (608)[Code = 3]

Brooke Farris (609)[Code = 4]

Carlie Mzik (610)[Code = 5]

Rachel Sier (611)[Code = 6]

Charlotte Conerly (612)[Code = 7]

Colin McNamara (613)[Code = 8]

Brandon Miller (614)[Code = 9]

Tyler Da Costa Duraes (615)[Code = 10]

Required answers: 1 Allowed answers: 1

Display if Q1='Officers Circle'

**Q7 Who is your RA? (If you are not sure, please indicate by floor/building.)**

Katie Hobbs (825)[Code = 1]

Ross Jensen (826)[Code = 2]

Michael Chen (827)[Code = 3]

Jane Mathisen (827)[Code = 4]

Diego Cordero (828)[Code = 5]

Laramie Riggs (828)[Code = 6]

Paul Chaus (829)[Code = 7]

Divya Pawar (829)[Code = 8]

Wuxin Yang (830)[Code = 9]

Pili Lee (830)[Code = 10]

Required answers: 1 Allowed answers: 1

Display if Q1='Shoreline Ridge'

**Q8 Who is your RA? (If you are not sure, please indicate by floor/building.)**

Kelsey Kachnik (1st Floor, First Year South)[Code = 1]

Rebecca Rasmussen (2nd Floor, Business South & West)[Code = 2]

Vishnu Sanketh Reddy (3rd Floor, Engineering South & West)[Code = 3]

Tristan McGrath (4th Floor, Upper Division South & West)[Code = 4]

Trevor Myrick (5th Floor, Upper Division South & West)[Code = 5]

Jason Chen (2nd/3rd Floors, CORE North)[Code = 6]

Emily Glende (4th/5th Floors, First Year North)[Code = 7]

Required answers: 1 Allowed answers: 1

Display if Q1='Marriott Honors Community'

**Q9 Who is your Community Manager at Downtown Commons?**

Jessica Batty (Downtown 1)[Code = 1]

Bryce Williams (Downtown 2)[Code = 2]

Required answers: 1 Allowed answers: 1

Display if Q1='Downtown Commons'

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Q10 Free Tutoring is offered in the Peterson Heritage Center. Drop-in tutoring available in math, chemistry, biology, economics, writing, and physics is available Sunday - Thursday from 7:00 p.m. to 10:00 p.m.

**Were you aware of the FREE tutoring offered in the Peterson Heritage Center?**

Yes[Code = 1]

No[Code = 2]

Required answers: 1 Allowed answers: 1

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Q11 This semester, how many times have you used the FREE tutoring offered in the Peterson Heritage Center?

Never[Code = 1]

1 time[Code = 2]

2 times[Code = 3]

3 times[Code = 4]

4 times[Code = 5]

5 or more times[Code = 6]

Required answers: 1 Allowed answers: 1

Display if Q10='Yes'

Q12 Is there anything that would make you more likely to utilize the FREE tutoring offered in the Peterson Heritage Center?

Yes (please explain)[Code = 1] [Textbox]

No[Code = 2]

Required answers: 1 Allowed answers: 1

Display if Q10='Yes'

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### Resident Advisor's/Community Manager's Performance

Resident Advisors (RAs) and Community Managers (CMs) serve on each floor to facilitate a cooperative, considerate group living environments and to promote learning in the floor/house/building community.

Please indicate your level of agreement with the following statements:

Q13 My RA/CM has made an effort to get to know me as an individual.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q14 My RA/CM has made an effort to get to know me as an individual.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q15 My RA/CM is available during their posted community hours.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q16 My RA/CM's community hours are convenient for my schedule.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q17 There is a positive sense of community on the floor/house/building including through the use of visual decoration and postings.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q18 My RA/CM seeks to understand the interest/needs of all the residents, and plans programs around those needs and interests.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q19 My RA/CM has advertised and brought residents to at least one social just program per month.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q20 My RA/CM makes members of underrepresented groups feel comfortable, safe and included in our community.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q21 My RA/CM has developed at least one program for my community.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q22 My RA/CM encourages me to get involved on our floor/house/building and on campus.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Please indicate your level of agreement with the following statements:

Q23 My RA/CM demonstrates knowledge about and encourages involvement in the Residence Hall Association committees (RHA).

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q24 I feel my RA/CM devotes adequate time to the community.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q25 I am satisfied with the current academic environment in my community (general study conditions, resident attitudes, academically-oriented programs).

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q26 The noise level of my community has been conducive to being able to sleep and study at appropriate times.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q27 My RA confronts inappropriate behaviors involving sensitive issues like racism, sexual harassment, and homophobia/heterosexism.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q28 My RA keeps information s/he learns about students private.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q29 I would feel comfortable approaching my RA/CM to discuss a personal concern.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q30 My RA/CM is knowledgeable about campus resources and procedures.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q31 My RA/CM knows and consistently enforces the student code of conduct and resident hall policies.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q32 My RA/CM encourages and supports residents to talk with each other to work out roommate/floor issues.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q33 My RA/CM lives by the policies s/he is asked to uphold.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q34 Please make two comments with regard to what your RA/CM does well:

1.[Code = 1] [Textbox]

2.[Code = 2] [Textbox]

Required answers: 0 Allowed answers: 2

Q35 Please make two suggestions on how your RA/CM can improve his/her job performance:

1.[Code = 1] [Textbox]

2.[Code = 2] [Textbox]

Required answers: 0 Allowed answers: 2

Q36 Is there any other information you would like to provide regarding your community experience and/or your RA/CM?  
(Please be specific)

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

### Q37 Maintenance/Custodial

If something in your room or a public area in the residence hall is in need of attention or repair, you can fill out a maintenance request online by accessing the Housing & Residential Education main webpage at [www.housing.utah.edu](http://www.housing.utah.edu) and clicking the link, MAINTENANCE REQUEST and fill in the required fields.

**I would be interested in having HRE custodial staff members enter my suite/apartment (at a cost to me included in rent) to clean the common areas of my suite/apartment (bathroom(s), and if applicable living room & kitchen).**

YES, common areas cleaned WEEKLY at an expense of \$75 (per resident, per semester)[Code = 1]

YES, common areas cleaned MONTHLY at an expense of \$20 (per resident, per semester)[Code = 2]

NO, I prefer to clean the common areas myself[Code = 3]

NO, I do not want HRE staff entering my suite/apartment[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Please indicate your level of agreement with the following statements

Q38 The public facilities are kept sufficiently clean by the custodial staff.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q39 Maintenance requests in my area of the community are completed in a timely manner



Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q40 When I interact with Maintenance staff, I encounter courteous and helpful individuals.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q41 When I interact with Custodial staff, I encounter courteous and helpful individuals.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

NA[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

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The Residence Halls Association (RHA) is a student organization composed of all Heritage Commons residents for the purpose of providing a safe, enjoyable and productive environment for all. There are different boards that students can be a part of including: Programming, Social Justice, First Year Student and Sustainability. The RHA Office is located in back of the Peterson Heritage Center at the top of the stairs on the 1st floor. Come in any time for information about how to get involved with RHA.

**Phone: (801) 587-0866**

**Email: [rha@housing.utah.edu](mailto:rha@housing.utah.edu)**

**Facebook UtahRHA**

Required answers: 0 Allowed answers: 0

Q42 Which type of program/event would you **most** like?

Leadership training[Code = 1]

Entertainment[Code = 2]

Informational[Code = 3]

Social[Code = 4]

Other (please specify)[Code = 5] [Textbox]

Required answers: 1 Allowed answers: 1

Q43 RHA hosts numerous events throughout the year (e.g., Target Event, Outdoor Movies, Water balloon Fight, Leadership Conference).

**What is the most enticing reason to attend an RHA event?**

Food[Code = 1]

Prizes[Code = 2]

Free items (e.g., Clothing, Merchandise)[Code = 3]

Meeting other people[Code = 4]

The appeal of the event itself[Code = 5]

Other (please specify)[Code = 6] [Textbox]

Required answers: 1

Allowed answers: 1

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Q44 The Residence Halls Association has a variety of boards including; marketing, first year, sustainability, honors, apartment, social justice, and programming. Do you want/need a different type of board for any reason?

[Code = 1] [Textbox]

Required answers: 0

Allowed answers: 1

Q45 RHA works to give students a voice on campus. As your voice in the residence halls, what issues would you like RHA to focus on?

[Code = 1] [Textbox]

Required answers: 0

Allowed answers: 1

Q46 Late Night Programming:

**What time would you like to see events/programs happen in the Peterson Heritage Center on Thursday, Friday and Saturday nights?**

8 p.m. - 10 p.m.[Code = 1]

9 p.m. - 11 p.m.[Code = 2]

10 p.m. - 12 a.m.[Code = 3]

Required answers: 1

Allowed answers: 1

Q47 What types of events/programs would you attend at the PHC on Thursday, Friday or Saturday nights?

[Code = 1] [Textbox]

Required answers: 0

Allowed answers: 1

Q48 Social Justice Programming:

**Have you attended a social justice program?**

Yes[Code = 1]

No[Code = 2]

I do not know what a social justice program is[Code = 0] [N/A]

Required answers: 1

Allowed answers: 1

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Q49 Did you learn something new by attending a social justice program?

Yes[Code = 1]

No[Code = 2]

Required answers: 1

Allowed answers: 1

Display if Q48='Yes'

Q50 Is social justice programming helpful in creating an inclusive living community?

Yes[Code = 1]

No[Code = 2]

Required answers: 1 Allowed answers: 1

Display if Q48='Yes'

Please indicate your level of agreement with the following statements:

### Through living in the residence halls . . .

Q51 I have been able to meet many people and have developed a social group.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

Required answers: 1 Allowed answers: 1

Q52 I have learned to live cooperatively with others.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

Required answers: 1 Allowed answers: 1

Q53 I have accessed campus resources that help me be academically successful.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

Required answers: 1 Allowed answers: 1

Q54 I feel like I am getting the "college experience" that I anticipated.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

Required answers: 1 Allowed answers: 1

Q55 Please explain **why** or **why you are not** getting the college experience you anticipated:

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

### Signature Experience

Many residence hall students are involved on campus. Please tell us about your campus involvement.

Q56 Are you an active member or do you volunteer in one or more campus clubs, organizations, service, or department groups?

Yes[Code = 1]

No[Code = 2]

Required answers: 1 Allowed answers: 1

Q57 Do you hold a leadership position in one or more campus clubs, organizations, service, or department groups?

Yes[Code = 1]

No[Code = 2]

Required answers: 1 Allowed answers: 1

Q58 Are you involved in the Undergraduate Research Opportunities Program and/or are you currently working in a lab/research facility conducting research?

Yes[Code = 1]

No[Code = 2]

Required answers: 1 Allowed answers: 1

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**Q59 Dining Hall**

Do you currently have a meal plan?

Yes[Code = 1]

No[Code = 2]

Required answers: 1 Allowed answers: 1

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Q60 Why did you choose to not have a meal plan?

I did not want to pay for a meal plan.[Code = 1]

I wasn't aware I could get a meal plan in an apartment.[Code = 2]

I prefer cooking at home.[Code = 3]

I have a food allergy that limits my diet.[Code = 4]

Other (please specify)[Code = 5] [Textbox]

Required answers: 1 Allowed answers: 1

Display if Q59='No'

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Display if Q59='Yes'

Q61 If you had questions, concerns, or other feedback about the dining hall, were you aware of the texting feedback program, the online feedback form, the PHC Dining Hall's Facebook page, or who to talk to in person about your concerns?

Yes[Code = 1]

No[Code = 2]

Required answers: 1 Allowed answers: 1

Q62 If you used any of these methods (texting feedback program, the online feedback form, the PHC Dining Hall's Facebook page, talking to someone in person), did you feel like your problem, question, or concern was resolved in a timely manner?

Yes[Code = 1]

No[Code = 2]

I did not utilize any of these methods[Code = 0] [N/A]

Required answers: 1

Allowed answers: 1

Q63 When I interact with dining staff, I encounter courteous and helpful individuals.

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

Required answers: 1

Allowed answers: 1

Q64 In what way did you hear about dining hall events? (Check all that apply)

Word of mouth[Code = 1]

Fliers/posters[Code = 2]

PHD Dining Hall Facebook[Code = 3]

E-mails from Dining Services[Code = 4]

Calendar of events on the main floor of the PHC[Code = 5]

Calendar of events posted in the residence halls[Code = 6]

Table tents in the dining hall[Code = 7]

TV at the bottom of the stairs in the PHC[Code = 8]

Dining Services' website (www.dineoncampus.com/utah)[Code = 9]

Other (please specify)[Code = 10] [Textbox]

I do not hear about RHA events.[Code = 0]

I do not hear about Dining events.[Code = 99]

Required answers: 1

Allowed answers: 11

Q65 Are you currently signed up for Dining Services' e-mail list?

Yes[Code = 1]

No[Code = 2]

Required answers: 1

Allowed answers: 1

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Q66 Why are you not currently signed up for the Dining Services' e-mail list?

Was not aware of it[Code = 1]

Do not wish to receive emails from Dining Services[Code = 2]

Other (please specify)[Code = 3] [Textbox]

Required answers: 1

Allowed answers: 1

Display if Q65='No'

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Q67 Please provide specific feedback for Dining Services regarding programs/activities, to-go meals, transfer meals, flex dollars, dining dollars, hours, staff, food taste, etc.:

[Code = 1] [Textbox]

Required answers: 0

Allowed answers: 1

Display if Q59='Yes'

Q68 Do you have a preference for any of the following food choices? (Check all that apply)

Made-without-gluten options[Code = 1]

Kosher[Code = 2]

Lactose free[Code = 3]

Nut free[Code = 4]

Peanut free[Code = 5]

Vegan[Code = 6]

Vegetarian[Code = 7]

Other (please specify)[Code = 8] [Textbox]

None of the above[Code = 9]

Required answers: 1

Allowed answers: 8

Display if Q59='Yes'

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Q69 Are you aware that there is a meal plan accommodation program which allows you to work with dining staff one-on-one to address your preference?

Yes[Code = 1]

No[Code = 2]

Required answers: 1

Allowed answers: 1

Display if Q68='Made-without-gluten options' OR Q68='Kosher' OR Q68='Lactose free' OR Q68='Nut free' OR Q68='Peanut free' OR Q68='Vegan' OR Q68='Vegetarian' OR Q68='Other (please specify)'

### Peterson Heritage Center (PHC)

The PHC is the building located in the center of Heritage Commons that oversees mail operations and front desk information. The PHC is open 24 hours a day and can be reached by phone 24 hours a day at 801-587-2000 for any assistance you may need.

**Please rate your overall satisfaction with the services provided at the Peterson Heritage Center:**

Q70 Information desk

Very satisfied[Code = 4]

Satisfied[Code = 3]

Dissatisfied[Code = 2]

Very dissatisfied[Code = 1]

Required answers: 1

Allowed answers: 1

Q71 Mail room

Very satisfied[Code = 4]

Satisfied[Code = 3]

Dissatisfied[Code = 2]

Very dissatisfied[Code = 1]

Required answers: 1

Allowed answers: 1

Q72 Are you aware of the 24 hour assistance phone number to reach staff on call (801-587-2000)?

Yes[Code = 1]

No[Code = 2]

Required answers: 1

Allowed answers: 1

Q73 How many times on average each week have you utilized the PHC between the hours of Midnight and 6 a.m.?

0 times on average each week[Code = 1]

1 - 2 times on average each week[Code = 2]

3 - 4 times on average each week[Code = 3]

5 or more times on average each week[Code = 4]

Required answers: 1 Allowed answers: 1

Q74 What services would you like to see added to the PHC?

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

Q75 What food options would you purchase between Midnight and 6 a.m. in the PHC?

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

Q76 Please provide feedback for the Peterson Heritage Center:

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

#### Q77 Central Office

The office of Housing & Residential Education is located on the first floor Benchmark 822 and is available to help you with any and all housing questions.

**When you utilize the Housing & Residential Education office, do you interact with courteous staff members who are knowledgeable about the campus and address your questions and concerns efficiently?**

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

Required answers: 1 Allowed answers: 1

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Please indicate your level of satisfaction with the following:

Q78 I found applying for and reserving housing to be a simple process.

Very satisfied[Code = 4]

Satisfied[Code = 3]

Dissatisfied[Code = 2]

Very dissatisfied[Code = 1]

Required answers: 1 Allowed answers: 1

Display if Q1='Benchmark' OR Q1='Shoreline Ridge' OR Q1='Downtown Commons'

Q79 Comments on applying for and reserving housing:

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

Display if Q1='Benchmark' OR Q1='Shoreline Ridge' OR Q1='Downtown Commons'

Q80 How would you prefer to be personally contacted by HRE? (Check all that apply)

Phone call [Code = 1]

E-mail [Code = 2]

Text message [Code = 3]

Letter in the mail [Code = 4]

Required answers: 1 Allowed answers: 4

Q81 Please indicate your level of agreement with the following statement:

**I would prefer to gain information about housing programs and services on Facebook (e.g., event/program information/invites, or new services offered such as 'LaundryView').**

Strongly agree [Code = 4]

Agree [Code = 3]

Disagree [Code = 2]

Strongly disagree [Code = 1]

Required answers: 1 Allowed answers: 1

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UTV

Required answers: 0 Allowed answers: 0

Q82 UTV offers over 120 channels of TV programming to HRE locations. How satisfied are you with the TV channels on UTV?

Very satisfied [Code = 4]

Satisfied [Code = 3]

Dissatisfied [Code = 2]

Very dissatisfied [Code = 1]

Required answers: 1 Allowed answers: 1

Q83 How often do you watch TV?

Daily [Code = 1]

Weekly [Code = 2]

Monthly [Code = 3]

Rarely [Code = 4]

Never [Code = 5]

Required answers: 1 Allowed answers: 1

Q84 How often do you watch TV Shows online with a computer or Laptop?

Daily [Code = 1]

Weekly [Code = 2]

Monthly [Code = 3]

Rarely [Code = 4]

Never [Code = 5]

Required answers: 1 Allowed answers: 1

Q85 What device do you primarily use to watch your favorite TV shows?

Newer HD-TV [Code = 1]

Older Tube TV [Code = 2]



Tablet, Smartphone, or iPad[Code = 3]

Computer or Laptop[Code = 4]

I don't watch TV[Code = 0] [N/A]

Required answers: 1 Allowed answers: 1

Q86 UTV is planning to provide TV programming on the campus data network so users can watch TV on computers and laptops anywhere on campus. How interested are you to watch LIVE broadcast TV (not recently aired episodes like Hulu, etc.) from a computer or laptop on campus?

Very interested[Code = 4]

Interested[Code = 3]

Disinterested[Code = 2]

Very disinterested[Code = 1]

Required answers: 1 Allowed answers: 1

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### Q87 Accounting

Please indicate your level of agreement with the following statement:

**When I utilize the Accounting Staff, I interact with courteous staff members who are knowledgeable about my account and address my questions and concerns efficiently.**

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

Required answers: 1 Allowed answers: 1

Q88 How often do you view the e-mail that is sent around the 25th of each month that includes the detail of your housing bill?

Regularly[Code = 1]

Occasionally[Code = 2]

Never[Code = 3]

Required answers: 1 Allowed answers: 1

Q89 Is it beneficial to have the ability to transfer any excess financial aid to HRE to be applied against your housing and meal plan costs?

Yes[Code = 1]

No[Code = 2]

Required answers: 1 Allowed answers: 1

Q90 Please indicate your level of agreement with the following statement:

**Being able to pay for my housing/meal plan on a monthly basis is important to me.**

Strongly agree[Code = 4]

Agree[Code = 3]

Disagree[Code = 2]

Strongly disagree[Code = 1]

Required answers: 1 Allowed answers: 1

Q91 How do you pay for your housing bill? (Check all that apply)

I pay for all or a portion myself.[Code = 1]

All or a portion is paid for by a parent or someone on your behalf.[Code = 2]

All or a portion is paid by a private scholarship (not associated with U of U Financial Aid)[Code = 3]

All or a portion is paid through Financial Aid grants, loans and/or scholarships[Code = 4]

Required answers: 1 Allowed answers: 4

Q92 Do you work:

On Campus[Code = 1]

Off Campus[Code = 2]

I do not have a job[Code = 3]

Required answers: 1 Allowed answers: 1

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Q93 In an average week, how many hours do you work? (Please enter a whole number)

[Code = 1] [Textbox - Numeric]

Required answers: 0 Allowed answers: 1

Display if Q92='On Campus' OR Q92='Off Campus'

Q94 **Safety & Security**

Campus Alert - Housing & Residential Education has the ability to send notices regarding facility and life safety matters that take place. Signing up is as easy as [www.campusalert.utah.edu](http://www.campusalert.utah.edu).

**Are you currently signed up for Campus Alert?**

Yes[Code = 1]

No[Code = 2]

Required answers: 1 Allowed answers: 1

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Q95 Why are you not currently signed up for Campus Alert? (Check all that apply)

I was unaware of Campus Alert.[Code = 1]

I do not know how to sign up for Campus Alert.[Code = 2]

I keep forgetting to sign up for Campus Alert.[Code = 3]

I chose not to sign up for Campus Alert.[Code = 4]

Other (please explain)[Code = 5] [Textbox]

Required answers: 1 Allowed answers: 5

Display if Q94='No'

Q96 Please provide specific comments regarding Campus Alert:

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

Q97 **University Police Department (UPD)**

University Police Department (UPD) provides an after dark escort service to walk you anywhere on campus. Dispatch can be reached around the clock by calling 801-587-COPS (2677)

**Comments regarding your safety concerns (if there is a specific location of concern, please comment on the**

particular area so we can follow up):

[Code = 1] [Textbox]

Required answers: 0

Allowed answers: 1

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We use the following information in order to gauge how we are doing with regards to providing the most inclusive environment for you. No information you provide us will be personally identifiable and you may skip any questions that you do not wish to answer. We are particularly interested in feedback in regards to the on-campus living experience of students of color and members of the LGBTQ community, therefore multiple questions ask about your identity.

Required answers: 0

Allowed answers: 0

Q98 What is your age?

16 or younger[Code = 1]

17[Code = 2]

18[Code = 3]

19[Code = 4]

20[Code = 5]

21[Code = 6]

22[Code = 7]

23[Code = 8]

24[Code = 9]

25[Code = 10]

26[Code = 11]

27[Code = 12]

28[Code = 13]

29[Code = 14]

30[Code = 15]

31[Code = 16]

32[Code = 17]

33[Code = 18]

34[Code = 19]

35[Code = 20]

36[Code = 21]

37[Code = 22]

38[Code = 23]

39[Code = 24]

40[Code = 25]

41[Code = 26]

42[Code = 27]

43[Code = 28]

44[Code = 29]

45[Code = 30]

46[Code = 31]

47[Code = 32]

48[Code = 33]

49[Code = 34]

50 or older[Code = 35]

Required answers: 0      Allowed answers: 1

Q99 How many years have you lived in HRE on campus housing?

This is my first year living in HRE on campus housing.[Code = 1]

This is my second year living in HRE on campus housing.[Code = 2]

This is my third year living in HRE on campus housing.[Code = 3]

This is my fourth year living in HRE on campus housing.[Code = 4]

I have lived in HRE on campus housing five or more years.[Code = 5]

Required answers: 1      Allowed answers: 1

Q100 What room type do you live in?

Double[Code = 1]

Double deluxe[Code = 2]

Single[Code = 3]

Single deluxe[Code = 4]

Double room in a 4-person apartment[Code = 5]

Double room in a 8-person apartment[Code = 6]

Single room in a 8-person apartment[Code = 7]

Single room in a 2-person apartment[Code = 8]

Single room in a 3-person apartment[Code = 9]

Single room in a 4-person apartment[Code = 10]

Required answers: 1      Allowed answers: 1

Q101 What is your academic status? (Check all that apply)

Freshman[Code = 1]

Sophomore[Code = 2]

Junior[Code = 3]

Senior[Code = 4]

Transfer student[Code = 5]

International student[Code = 6]

Returning/non-traditional student[Code = 7]

Other (please specify)[Code = 8] [Textbox]

Required answers: 0      Allowed answers: 8

Q102 What is your gender?

Male[Code = 1]

Female[Code = 2]

Other[Code = 3]

Required answers: 0      Allowed answers: 1

Q103 What is your ethnicity? (Check all that apply)

African-American/African[Code = 1]

Asian[Code = 2]

Caucasian/White[Code = 3]

Hispanic/Latino(a)[Code = 4]

Native American/Alaska Native[Code = 5]

Pacific Islander[Code = 6]

Multiracial[Code = 7]

Other (please specify)[Code = 8] [Textbox]

Required answers: 0 Allowed answers: 8

Q104 How do you identify your sexual orientation? (Check all that apply)

Heterosexual/straight[Code = 1]

Lesbian [Code = 2]

Gay [Code = 3]

Bisexual [Code = 4]

Other [Code = 5]

Prefer not to answer[Code = 6]

Required answers: 0 Allowed answers: 6

Q105 Please let us know how we can better serve you in reaching our mission:

HRE Mission - Housing & Residential Education, a team of dedicated student leaders and staff, serves the University community by encouraging, facilitating, and supporting the learning and development of all residents while creating an inclusive and safe living environment.

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

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