

Resident Feedback Survey 2012

Brief description of program / project:

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

Who was asked to complete the survey:

All students living with HRE

Response Rate: 33.5% (928 of 2770)

Administration Type: Campus Labs mailing

Summary of Key Findings:

Less than half of students were aware of the free tutoring in the PHC (43%), and 90% of those students never used the tutoring center. 77% indicated that nothing could make them use the tutoring center. Over 80% of students were pleased with their resident advisors and they felt that they were available when needed, they fostered a positive sense of community, and they understood student needs. Responding students also indicated that they were satisfied with the programming provided by their RA and the academic environment in the residence halls. Respondents also indicated that they were generally pleased with custodial and maintenance staff. They reported that the staff was courteous and helpful and responded to maintenance request in a timely fashion. The majority of residents indicated that they preferred to see entertainment based programming, followed by social events. Leadership training and informational events were the least appealing. Free items, food, and the appeal of the event itself were the most enticing reasons to attend an event. Most respondents indicated that they would like to see the events happen between the hours of 8pm-10pm, followed very closely by 9pm-11pm. Lastly, most residents indicated that they have never attended a social justice program, or they do not know what a social justice program is. Respondents also indicated that they felt living in the residence halls helped them academically and positively contributed towards their “college experience”. Over 90% of residents indicated that they were satisfied or very satisfied with the Peterson Heritage Center information desk and mailroom. A small minority of residents is not aware of the 24-hour assistance number to reach staff.

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.
8. Promote the effective use of best practices in Student Affairs departments, programs and services.