Project Summary

Housing & Residential Education / Exit Survey 2014-2015

Goal and desired outcomes of the program or service:
The Exit Survey was designed to help HRE better understand the experience of our students and the reasons they cancel their housing contract before the contract end date.

Goal of assessment:
To understand student experience and reason for cancelling contract.

Population sampled:
Residents who cancel their housing contract prior to contract end date.

How many people were asked (if known)? Click here to enter number.
Respondents: 14
Response Rate: Click here to enter percent.
Administration Type: Department-sent e-mail

Summary of Key Findings

While only 14 students participated in the survey, it was evident they cost of housing contributed to their cancellation. The cost of housing is something we frequently hear about as a concern for students when they cancel or when they participate in our annual Resident Satisfaction Survey.

Interestingly, the majority of students who responded to the survey had only lived on campus for one semester or less.

Roommate issues came up several times as reasons to not consider housing and/or things others should consider when thinking about housing.

About a third of the students indicated they had a positive experience on campus, nearly half indicated fair, and just a couple said they had a poor experience. The two students who indicated the poor experience, cited health reasons for the cancellation and shared that they were moving home. The academic environment/noise level seemed to be a concern for at least one of them.

Actions Taken/Planned based on the findings from this assessment:
We will continue to administer this survey for the 2015-2016 academic year and consider how we can encourage more participation. If we can better understand the student experience and why they cancel,
we can work to better serve and communicate with our students. Multiple students indicated reasons why they lived on campus related to convenience, community, involvement and safety. These are four of the biggest reasons we suggest students live on campus and we will continue to share with students these benefits as we communicate with students.

We need to continue to share with students that you cannot always place a monetary value on academic success, community, convenience and safety. Stressing the ability to pay on a monthly basis may also help students to see the value in housing and to make it more affordable.

Alignment
Student Affairs Key Activity: Recruitment & Access, Services & Facilities

Departmental Key Activity: Occupancy Management
Departmental goal this project addresses: Manage the various aspects to recruitment, application, reservation, yield, and retention to maintain a high level of occupancy in the apartments and in the residence halls.

Departmental Key Activity: Facility Management
Departmental goal this project addresses: Maintain the facilities in a manner that supports student community, safety, and lengthens the useful life of the buildings and equipment.

Student Affairs Key Activity: Planning and Decision Making

Departmental Key Activity: Utilize coordinated assessment, evaluation and research approach
Departmental goal this project addresses: We seek to gather and utilize data in decision making and strategic planning.

Learning Domain Connection: Campus Community
Please explain how this project connects to this Learning Domain: Create a community within HRE as well as connect students to campus as a whole by providing students opportunities to engage with campus