

## Satisfaction Survey and RA Evaluations Fall 2008

*Answer and enter for a chance to win UMoney and pizza*

The following brief survey is part of our effort to evaluate the effectiveness of the Residence Life student and professional staff. This survey is completely voluntary and confidential. *Please be honest and constructive in your appraisal.* No information given in this survey will be traced back to you, and submission of a student ID number is only used in the drawing for prizes.

Win two ways -- By responding and providing your student ID number, you will be automatically entered into a drawing for the following individual prizes:

1st Place Prize - \$200 certificate

2nd Place Prize - \$100 certificate

3rd Place Prize - \$50 certificate

You may enter only ONE time.

The floor with the most responses will win a pizza party so encourage your fellow residents to participate.

To provide feedback and enter the drawing, answer the questions below:



**Question:** Building where I currently live (required):

**Question Type:** Radio Button

**Response Rate:** 636 of 636 100%

**Responses:**

Jesse	96 of 636	15%
Elrod	15 of 636	2%
Turner	49 of 636	8%
Craig	90 of 636	14%
Knowles	88 of 636	14%
Duniway	47 of 636	7%
Miller	78 of 636	12%
Aber	90 of 636	14%
Pantzer	83 of 636	13%

**Question:** Floor where I currently live (required):

**Question Type:** Radio Button

**Response Rate:** 636 of 636 100%

**Responses:**

5th	30 of 636	5%
4th	80 of 636	13%
9th	27 of 636	4%
11th	10 of 636	2%
2nd	146 of 636	23%
Ground	31 of 636	5%
10th	18 of 636	3%
6th	19 of 636	3%
3rd	143 of 636	22%
7th	24 of 636	4%
1st	78 of 636	12%
8th	30 of 636	5%

**Question:** Gender

**Question Type:** Radio Button

**Response Rate:** 631 of 636 99%

**Responses:**

Female	410 of 631	65%
Male	221 of 631	35%

**Question:** Class Status

**Question Type:** Radio Button

**Response Rate:** 630 of 636 99%

**Responses:**

Sophomore	127 of 630	20%
Graduate	2 of 630	0%
Senior	31 of 630	5%
Other	14 of 630	2%
Junior	48 of 630	8%
Freshman	408 of 630	65%

**Question:** An overall rating of your RA

**Question Type:** Radio Button

**Response Rate:** 628 of 636 99%

**Responses:**

Low	16 of 628	3%
Very High	337 of 628	54%
High	182 of 628	29%
Unknown	10 of 628	2%
Average	78 of 628	12%
Very Low	5 of 628	1%

**Question:** Do you feel safe within your residence hall?

**Question Type:** Radio Button

**Response Rate:** 634 of 636 100%

**Responses:**

Rarely	0 of 634	0%
Always	390 of 634	62%
Usually	217 of 634	34%
No Opinion	2 of 634	0%
Sometimes	22 of 634	3%
Never	3 of 634	0%

**Question:** How could the service be improved at your hall desk (Check all that apply):

**Question Type:** Checkbox

**Response Rate:** 599 of 636 94%

**Responses:**

Increased knowledge of University events	94 of 831	11%
Increased security enforcement at the desk	20 of 831	2%
Friendlier staff	85 of 831	10%
More rental equipment	105 of 831	13%
Up-to-date movie rentals	145 of 831	17%
More hours of availability	99 of 831	12%
Other	44 of 831	5%
None of the above	239 of 831	29%

**Question:** If you were to move off campus at semester break, what would be the primary factor that lead you to make that choice (Check all that apply)?

**Question Type:** Checkbox

**Response Rate:** 620 of 636 97%

**Responses:**

Size of room	255 of 1138	22%
Too costly to live on campus	192 of 1138	17%
Withdrawing from school	21 of 1138	2%
Inconvenience of on-campus housing	41 of 1138	4%
Other	66 of 1138	6%
Lack of privacy	269 of 1138	24%
Transferring schools	44 of 1138	4%
Living with parents is preferable	23 of 1138	2%
I would not move off campus at semester break	202 of 1138	18%
Greek House	25 of 1138	2%

**Question:** Level of satisfaction with building maintenance if you have requested something to be fixed:

**Question Type:** Radio Button

**Response Rate:** 623 of 636 98%

**Responses:**

Low	17 of 623	3%
Very High	133 of 623	21%
High	143 of 623	23%
Unknown	222 of 623	36%
Average	99 of 623	16%
Very Low	9 of 623	1%

**Question:** Level of satisfaction with the cleanliness of your building:

**Question Type:** Radio Button

**Response Rate:** 633 of 636 100%

**Responses:**

Low	31 of 633	5%
Very High	177 of 633	28%
High	225 of 633	36%
Unknown	1 of 633	0%
Average	191 of 633	30%
Very Low	8 of 633	1%

**Question:** Level of satisfaction with the security within your building:

**Question Type:** Radio Button

**Response Rate:** 632 of 636 99%

**Responses:**

Low	13 of 632	2%
Very High	224 of 632	35%
High	240 of 632	38%
Unknown	12 of 632	2%
Average	140 of 632	22%
Very Low	3 of 632	0%

**Question:** Level of satisfaction with the service provided at your hall desk:

**Question Type:** Radio Button

**Response Rate:** 628 of 636 99%

**Responses:**

Low	16 of 628	3%
Very High	248 of 628	39%
High	236 of 628	38%
Unknown	7 of 628	1%
Average	117 of 628	19%
Very Low	4 of 628	1%

**Question:** What does your RA do well and should continue doing (Check all that apply):

**Question Type:** Checkbox

**Response Rate:** 631 of 636 99%

**Responses:**

Being understanding	395 of 3838	10%
Being available often	345 of 3838	9%
Promoting safety	364 of 3838	9%
None of the above	17 of 3838	0%
Being approachable	501 of 3838	13%
Other	59 of 3838	2%
Communicating	411 of 3838	11%
Planning activities	386 of 3838	10%
Effectively maintaining peace on the floor	399 of 3838	10%
Being friendly	572 of 3838	15%
Being present on the floor	389 of 3838	10%

**Question:** What should your RA change (Check all that apply):

**Question Type:** Checkbox

**Response Rate:** 597 of 636 94%

**Responses:**

Be more understanding/lenient	24 of 948	3%
Communicate better	66 of 948	7%
None of the above	207 of 948	22%
More floor activities	150 of 948	16%
Promote floor socializing	156 of 948	16%
Be available more frequently	89 of 948	9%
More floor snacks	129 of 948	14%
Enforce policies	95 of 948	10%
Other	32 of 948	3%

**Question:** Your RA's ability to communicate efficiently

**Question Type:** Radio Button

**Response Rate:** 631 of 636 99%

**Responses:**

Low	22 of 631	3%
Very High	293 of 631	46%
High	204 of 631	32%
Unknown	30 of 631	5%
Average	77 of 631	12%
Very Low	5 of 631	1%

**Question:** Your RA's ability to encourage responsible behavior on your floor

**Question Type:** Radio Button

**Response Rate:** 631 of 636 99%

**Responses:**

Low	29 of 631	5%
Very High	276 of 631	44%
High	186 of 631	29%
Unknown	37 of 631	6%
Average	92 of 631	15%
Very Low	11 of 631	2%

**Question:** Your RA's ability to gain respect of his/her residents

**Question Type:** Radio Button

**Response Rate:** 628 of 636 99%

**Responses:**

Low	18 of 628	3%
Very High	330 of 628	53%
High	158 of 628	25%
Unknown	36 of 628	6%
Average	81 of 628	13%
Very Low	5 of 628	1%

**Question:** Your RA's ability to listen

**Question Type:** Radio Button

**Response Rate:** 634 of 636 100%

**Responses:**

Low	8 of 634	1%
Very High	319 of 634	50%
High	173 of 634	27%
Unknown	68 of 634	11%
Average	62 of 634	10%
Very Low	4 of 634	1%

**Question:** Your RA's ability to provide an atmosphere conducive to academics

**Question Type:** Radio Button

**Response Rate:** 633 of 636 100%

**Responses:**

Low	25 of 633	4%
Very High	249 of 633	39%
High	200 of 633	32%
Unknown	41 of 633	6%
Average	110 of 633	17%
Very Low	8 of 633	1%

**Question:** Your RA's ability to provide you with information you need concerning the University community

**Question Type:** Radio Button

**Response Rate:** 634 of 636 100%

**Responses:**

Low	15 of 634	2%
Very High	254 of 634	40%
High	198 of 634	31%
Unknown	68 of 634	11%
Average	96 of 634	15%
Very Low	3 of 634	0%

**Question:** Your RA's ability to resolve problems with fairness and consistency

**Question Type:** Radio Button

**Response Rate:** 625 of 636 98%

**Responses:**

Low	13 of 625	2%
Very High	230 of 625	37%
High	157 of 625	25%
Unknown	156 of 625	25%
Average	64 of 625	10%
Very Low	5 of 625	1%

**Question:** Your RA's availability during the evening hours

**Question Type:** Radio Button

**Response Rate:** 629 of 636 99%

**Responses:**

Low	18 of 629	3%
Very High	181 of 629	29%
High	207 of 629	33%
Unknown	113 of 629	18%
Average	104 of 629	17%
Very Low	6 of 629	1%

**Question:** Your RA's genuine interest in his/her position

**Question Type:** Radio Button

**Response Rate:** 631 of 636 99%

**Responses:**

Low	13 of 631	2%
Very High	255 of 631	40%
High	209 of 631	33%
Unknown	72 of 631	11%
Average	72 of 631	11%
Very Low	10 of 631	2%