



2009-2010 Residence Life Perception Study Executive Summary

In an effort to continually evaluate student satisfaction with their residence hall living experience, the Office of Residence Life conducts an annual perception study. The study is administered in November of the fall semester. This particular survey addressed facilities, grounds, safety, housekeeping, maintenance, student staff, hall programming, hall policies, and the First Year Involvement program. This year 1,094 useable surveys were collected. The following summary represents the highlights of the study. A favorable rating indicates student responses of “strongly agree” or “agree” in terms of their satisfaction with particular services, programs, or amenities.

Overall Satisfaction

Regarding satisfaction with their overall on-campus living experience, 88% of students reported a favorable response which is down slightly compared to 91% in 2008-09.

Maintenance and Housekeeping

Student’s perception regarding the proper process for reporting maintenance and housekeeping issues remained the same this year as 80% again reported they understand the process.

This year students also reported the same level of satisfaction with the cleanliness of the halls on weekends as they did last year. 75% again found these conditions to be acceptable.

Residence Hall Atmosphere

When asked if they believed the residence halls to be conducive to study, 72% of students answered favorably (down minimally from 73% last year).

When asked if they believed the study lounges in the residence halls to be conducive to studying, 83% answered favorably (same as last year).

Acceptance of Diversity

Students’ perception of the climate of acceptance in their hall regarding issues of diversity has remained steady at 94% for the last three years.

Safety and Security

This year, 95% of students indicated that they feel safe in their residence hall, slightly down from 97% in 2008-09.

96% of students indicated that they believe their personal belongings are safe in their room. This number has not dropped below 95% in the last five years.

Residence hall programs and activities

Students’ perception of the impact of residence hall activities on their learning experience was represented by a favorable response rate of 78%, which is down slightly from 82% in 2008-09.

Residence Hall Phones

Just 5% of students believe that they need a landline phone in their room.

90% of students reported that they receive an adequate cell phone signal in their room and more than 97% reported they use their cell phone as their primary way of making long distance and local calls.