REPORT ON THE RESIDENTIAL LIVING SURVEY
SPRING 2007

Analysis and Report By
Institutional Research and Effectiveness
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SUL ROSS STATE UNIVERSITY
Residential Living staff conducted a survey of students living in the residential halls in Spring 2007. The survey was designed to measure student satisfaction with the custodial/grounds services, appearance and condition, safety and security, Residential Living office staff, Residential Living student staff, and with Residential Living programs and activities in the residential halls. The survey consisted of 39 questions with three opportunities to comment. Surveys were given to Residential Assistants (RAs) for distribution and the RAs provided all of the students with survey forms. 159 turned in the completed survey forms. Since the selection included 159 out of 336 students, this indicates that the reader can be 95% sure that the responses on this survey are in the range of plus or minus 6% of how the entire population would have responded. This is a report on the 159 responses to the survey.

Questions 1-8 asked about demographics. Questions 9 to 43 contained the satisfaction questions. Questions 44, 45 and the comments asked about programs and activities. A mean response was computed for the satisfaction questions and the results are graphed below. It clearly shows general satisfaction with almost all aspects of residential living. The exception with mean 1.9 was for the use of the ID cards and card-swipe security doors.

Each of the categories of satisfaction questions included a summary question. Comparison of the means of these summary questions indicates relative satisfaction within the various categories. The means shown below indicate that the greatest satisfaction is with the Residential Living student staff while the least satisfaction is with safety and security.

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Custodial/Grounds services</td>
<td>3.3</td>
</tr>
<tr>
<td>Appearance and condition</td>
<td>3.1</td>
</tr>
<tr>
<td>Safety and security</td>
<td>2.7</td>
</tr>
<tr>
<td>Residential Living office staff</td>
<td>3.2</td>
</tr>
<tr>
<td>Residential Living student staff</td>
<td>3.4</td>
</tr>
</tbody>
</table>
These categories are compared by selected demographics in the table below. Comparison of the means indicates that the greatest difference by building was in security where Lobo Village 2 residents gave lower satisfaction scores. There was little difference in satisfaction scores by gender or by plans to live in residence.

**DEMOGRAPHIC**

<table>
<thead>
<tr>
<th></th>
<th>Custodial/Grounds Services</th>
<th>Maintenance Services</th>
<th>Building Security</th>
<th>Office Staff</th>
<th>Student Staff</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Building</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LV1</td>
<td>3.29</td>
<td>3.23</td>
<td>2.82</td>
<td>3.14</td>
<td>3.28</td>
<td>3.15</td>
</tr>
<tr>
<td>LV2</td>
<td>3.26</td>
<td>3.02</td>
<td>2.55</td>
<td>3.27</td>
<td>3.43</td>
<td>3.11</td>
</tr>
<tr>
<td><strong>Gender</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>3.35</td>
<td>3.09</td>
<td>2.68</td>
<td>3.28</td>
<td>3.35</td>
<td>3.15</td>
</tr>
<tr>
<td>Female</td>
<td>3.18</td>
<td>3.08</td>
<td>2.64</td>
<td>3.20</td>
<td>3.40</td>
<td>3.10</td>
</tr>
<tr>
<td><strong>Future Plans</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Live in</td>
<td>2.87</td>
<td>3.08</td>
<td>2.60</td>
<td>3.22</td>
<td>3.33</td>
<td>3.02</td>
</tr>
<tr>
<td>Live out</td>
<td>3.28</td>
<td>3.14</td>
<td>2.61</td>
<td>3.30</td>
<td>3.46</td>
<td>3.16</td>
</tr>
</tbody>
</table>

**RESPONSES TO SURVEY QUESTIONS**

**DEMOGRAPHICS**

1. **What building do you live in?**
   - Lobo Village 1
   - Lobo Village 2
   - Efficiency Apt.
   - Family Housing

2. **Number of years living at Sul Ross State University:**
   - One
   - Two
   - Three
   - Four
   - More

3. **Gender**
   - Male
   - Female

7. **Do you plan to live in campus housing next year?**
   - Yes
   - No

8. **If not, are you:**
   - Graduating
   - Withdrawing
   - Transferring
**Appearance and Condition**

9. Cleanliness of your apartment/room upon arrival
   (rate cleanliness only, do not include the physical repair of unit)

10. Ongoing cleanliness of the common areas (hallways, lobby, etc.)

11. Cleanliness of parking lots and lawn areas

12. Quality of pest control service

13. Overall quality of Custodial/Grounds Services

14. Physical repair of your apartment/room upon arrival

15. Timeliness of maintenance to repair requested work orders

16. Ability of maintenance to correct/repair problem
17. Consideration to apartment/room while conducting repairs

18. Overall quality of maintenance services

Safety and Security

23. Effectiveness of visitation/escort policy

24. Effectiveness of ID cards and card swipe security doors

25. Enforcement of security measures by Residential Living Staff

26. Overall quality of building security

Residential Living Office Staff

27. Effectiveness of application process

28. Timeliness of assignment information (room, roommate)
37. Overall quality of the office staff

Residential Living Student Staff -- Hall Director, RA, Apt. Manager

38. Availability of student staff

39. Approachability of student staff

40. Responsiveness to personal concerns/issues

41. Responsiveness to maintenance concerns/issues

42. Courtesy and professionalism

43. Overall quality of student staff
44. Have you attended any Residential Living programs or activities this academic year?

Yes
No

Please list any Residential Living programs or activities you have attended this year.

Comments are arranged in order of decreasing frequency

21 Several. Can't remember
9 Lobopalooza
8 Movie night
7 Karaoke, meet & greet
   Sexual Transmitted Diseases program, all the programs done on my floor
4 Sexual harassment seminar
3 Trend
3 Poker tournament
3 N/A
2 Bingo night
2 Texas hold 'em
2 Sand volleyball
1 Sexual harassment seminar
1 Tennis
1 Newman club, lobby activities
1 Super bowl party
1 Cookouts
1 Halloween Party
1 Spring Fling
1 Pool
1 Rootbeer party
1 Buddhism
1 The Party Never Stops
1 PASS Program
1 OK

45. Would you like to see more floor/area programming?

Yes
No

46. Would you like to see more building programming?

Yes
No

What kinds of programs would you like to see offered?

Comments are arranged in order of decreasing frequency

10 N/A
5 Movie nights
5 anything fun!
3 More games like mysterious (?) games and that's all
3 fun one's
3 Sports tournaments
2 Programs involving students that don't have enough money for school
2 Poker
2 music, movies, etc.
1 Elevator working more
1 Hall or floor projects and parties
1 Throw rocks at drunk people!
1 Soccer intramurals
1 Off-campus
1 not sure! Just thought it would be better because people love something to do
1 None
1 More creativity used in coming up with programs!
1 many others
1 Good Quality Residential Living
1 too many programs
1 just more stuff for students (more) to get involved
socials, especially with food and some good music or some other kind of
1 entertainment
1 Don't care

Additional comments:
Comments are arranged in order of decreasing frequency
3 None
1 Ermila is a great RA, probably one of the best ones Sul Ross has.
1 Drunks get too loud and annoying at night
1 See ya next year!
1 The Liz Garcia needs to relax
1 Availability of RA staff in office. Had to come by 3-4 times to find Liz.
1 Don't fine me!
1 I love you, and you look good
1 none, I will miss y'all
1 Good Job!
1 I think David is a great RA! I hope to get to know more of him
1 an air conditioner never fixed!!
1 N/A
1 Good RA! Professional
1 Fines are stupidly overpriced. Elevator almost never worked. A/C issue
1 The bad marks on enforcement of security measures was due to a couple of non caring RA unwilling to
help a fellow student
1 Milo is an excellent RA
1 ID cards don't work
1 Residential living is excellent
1 Awesome RA, nice, loved my roomie
1 better RA this semester! :)
1 Thanks
1 Fall RA was not good, spring RA was great
1 Very nice!
1 I hate the fact I didn't have hot water and it took 3 weeks to get it fixed.
1 Punish the criminals, not everyone! If you can't catch the criminals, get better cops!
1 I think it's BS that I have to move everything out of the dorms and then leave town, just to turn around a
week later and move back
1 Not a thing!
1 Great job Melissa!
1 You guys were great!
RECOMMENDATIONS

- Questions need to be numbered consecutively. This survey had gaps between questions 3 and 7, and between 18 and 23.
- Question 17 might need to be modified to clarify its intent.
- Respondents had difficulty listing the programs or activities they attended in the list after question 44. Perhaps a check list would make it easier and more dependable.
- Questions 45 and 46 were about floor/area vs. building programs and activities. The request for kinds of programs they would like to see offered was not clear to some respondents because they confused it with Campus Activity programs.