



Summary of Significant Findings

The Fall 2007 Resident Satisfaction Survey was administered and completed the second week of December through StudentVoice. Laptops were made available at the Service Desk of The University Village and staff were stationed to encourage residents to take the survey as well as provide assistance if needed. 126 residents completed the survey during a three-day period which is a response rate of 33.5%. The response rate for Fall 2007 is 11.5% higher than Fall 2006's 88 respondents. The Resident Satisfaction Survey was made up of 45 questions and took approximately 15 to 20 minutes to complete. Sixteen questions were added to this year's survey while four questions were not included from Fall 2006. A majority of the questions added this year pertained to staff members' approach, availability, and response to the residents in the community.

The following information illustrates the significant findings from the comparative data.

- In fall 2006 and 2007, UV residents were asked their level of satisfaction regarding **how clean and organized their roommate kept the suite**. In 2006, 41.5% gave a rating of satisfied while in 2007, 58.73% gave a rating of very satisfied or satisfied.
- In fall 2006 and 2007, UV residents were asked their level of satisfaction regarding **their roommates respecting each other's cooking habits**. In 2006, 68.3% gave a rating of satisfied while in 2007, 77.77% gave a rating of very satisfied or satisfied.
- In fall 2006 and 2007, UV residents were asked their level of satisfaction regarding **the staff at The University Village**. In 2006, 72% gave a rating of satisfied while in 2007, 80.80% gave a rating of very satisfied or satisfied.
- In fall 2006 and 2007, UV residents were asked their level of satisfaction regarding **the safety and security at The University Village**. In 2006, 65.9% gave a rating of satisfied while in 2007, 86.4% gave a rating of very satisfied or satisfied.
- In fall 2006 and 2007, UV residents were asked their level of satisfaction regarding **the events and activities at The University Village**. In 2006, 58.5% gave a rating of satisfied while in 2007, 82.4% gave a rating of very satisfied or satisfied.
- In fall 2006 and 2007, UV residents were asked their level of satisfaction regarding **the availability of campus information at The University Village**. In 2006, 69.5% gave a rating of satisfied while in 2007, 84.8% gave a rating of very satisfied or satisfied.
- In fall 2006 and 2007, UV residents were asked their level of satisfaction regarding **the way problems were handled at The University Village**. In 2006, 46.3% gave a rating of satisfied while in 2007, 66.4% gave a rating of very satisfied or satisfied.

The following questions were added to the Fall 2007 Survey. The results were deemed significant even though there is no comparison data.

- 90.4% gave a rating of very satisfied or satisfied in regards to **the friendliness/helpfulness of Resident Assistants**.

- 87.2% gave a rating of very satisfied or satisfied in regards to **Resident Assistants' knowledge of resources**.
- 91.2% gave a rating of very satisfied or satisfied in regards to **the availability of Resident Assistants**.
- 88% gave a rating of very satisfied or satisfied in regards to **the assistance provided by Community Assistants (Service Desk)**.
- 84.8% gave a rating of very satisfied or satisfied in regards to **the responsiveness of Housing and Residential Education Professional staff regarding questions and concerns (Director, Assistant Director, Graduate Assistant, Business Manager)**.
- 85.6% gave a rating of very satisfied or satisfied in regards to **the availability of Housing and Residential Education Professional staff regarding questions and concerns (Director, Assistant Director, Graduate Assistant, Business Manager)**.
- 91.2% gave a rating of very satisfied or satisfied in regards to **the completion or resolution of a maintenance request reported to the Service Desk**.
- 83.2% gave a rating of very satisfied or satisfied in regards to **the timeliness of completion of a maintenance request reported to the Service Desk**.
- 92.8% gave a rating of very satisfied or satisfied in regards to the **assistance provided by Maintenance and Custodial staff**.