



College of the Redwoods
**Residential Life
Survey Report**

Spring 2011

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Introduction

The Residential Life Satisfaction Survey (Satisfaction Survey) was constructed to measure Residence Hall students' satisfaction with residential life. The survey examined residents' satisfaction with various residence hall programs and services including the application process, hours of operation, advisors, student discipline and student participation.

Residential Life Overview

The College of the Redwoods' Residence Hall offers students a chance to live in a diverse community of students while working toward their educational goals. Residents receive affordably-priced campus accommodations that not only include room and board, but many other amenities including access to the gym, on-site laundry facility, computer lab, and free admission to CR events. The Residence Halls enhance the academic and social environments experienced by CR students and encourages the development of a positive living and learning community that can add to the success of the residents.

Survey Administration

The Satisfaction Survey was administered to the residents of the CR Residence Halls. Residential Life senior staff distributed surveys to students who had spent the school year residing in the hall. Students received the paper survey with their Residence Hall check-out information. The survey included instructions and stated that the survey should be returned to a locked drop-box in the Residential Life office. The Satisfaction Survey resulted in 30 responses. Of the 138 students who spent the school year residing in the Residence Halls, this represents 21.7% of the population.

Findings

Residence Hall Program Satisfaction





Survey respondents were asked to indicate their satisfaction with the availability of student housing. Just under half of the respondents (43.3%) indicated satisfaction (excellent or good ratings) with the availability of student housing (see Table 1). Twenty percent (20%) were neutral regarding the availability of student housing while 16.7% indicated dissatisfaction (fair or poor ratings) with the availability of student housing.

Table 1: Availability of Student Housing

Excellent	43.3%	
Good	20.0%	
Neutral	20.0%	
Fair	10.0%	
Poor	6.7%	





As shown in Table 2, forty percent of respondents indicated satisfaction with the physical condition of student housing. Most responses fell in the good to neutral range. Only 3.3% of respondents indicated that the physical condition of student housing was poor.

Table 2: Physical Condition of Student Housing

Excellent	6.7%	
Good	33.3%	
Neutral	33.3%	
Fair	23.3%	
Poor	3.3%	






Respondents were asked if they were satisfied with the residential hall application process. The majority of respondents indicated satisfaction with the residential hall application process (see Table 3). Sixteen percent of respondents (16.7%) gave a fair rating, but no poor ratings were given.

Table 3: Residential Hall Application Process

Excellent	23.3%	
Good	43.3%	
Neutral	16.7%	
Fair	16.7%	
Poor	0.0%	

The largest number of respondents (31%) rated the housing price per semester as poor, as indicated in Table 4. Just under a quarter of the respondents indicated satisfaction (excellent or good) with the housing price per semester.

Table 4: Housing Price per Semester

Excellent	3.4%	
Good	20.7%	
Neutral	27.6%	
Fair	17.2%	
Poor	31.0%	

Respondents were asked to indicate their satisfaction with the types of Residential Life activities. Forty percent of respondents (40%) indicated satisfaction with the types of Residential Life activities (see Table 5 on the following page). Similarly, about that same about indicated dissatisfaction with the activities.

Table 5: Types of Residential Life Activities

Excellent	10.0%	
Good	30.0%	
Neutral	16.7%	
Fair	30.0%	
Poor	13.3%	

As shown in Table 6, responses in terms of satisfaction with the types of Residential Life programs varied widely, and were centered around a neutral response.

Table 6: Types of Residential Life Programs

Excellent	11.1%	
Good	25.9%	
Neutral	37.0%	
Fair	14.8%	
Poor	11.1%	

Responses regarding Residential Life rules and regulations were also very widely distributed around neutral (see Table 7). Just slightly more respondents indicated satisfaction with the rules and regulations than those who indicated dissatisfaction.

Table 7: Residential Life Rules and Regulations

Excellent	20.0%	
Good	43.3%	
Neutral	0.0%	
Fair	23.3%	
Poor	13.3%	





Nearly half of respondents (46.7%) indicated satisfaction with the Residential Life safety and security (see Table 8). Most of the other responses were neutral to fair, with only 3.3% indicating that Residential Life safety and Security was poor.

Table 8: Residential Life Safety and Security

Excellent	26.7%	
Good	20.0%	
Neutral	26.7%	
Fair	23.3%	
Poor	3.3%	

Respondents were asked to indicate their level of satisfaction with the clarity of the Residential Life contract. Three quarters of respondents (73.4%) indicated satisfaction with the clarity of the Residential Life contract while none of respondents indicated that the contract was poor(see Table 9).

Table 9: Clarity of the Residential Life Contract

Excellent	36.7%	
Good	36.7%	
Neutral	13.3%	
Fair	13.3%	
Poor	0.0%	






As shown in Table 10, over half of the respondents (60.0%) indicated satisfaction with the Residential Life Office hours of operation. Sixteen percent of respondents (33.4%) indicated dissatisfaction (fair or poor) with the hours of operation.

Table 10: Residential Life Office Hours of Operation

Excellent	26.7%	
Good	33.3%	
Neutral	6.7%	
Fair	16.7%	
Poor	16.7%	






Half of the respondents (50%) indicated satisfaction with the responsiveness of maintenance and repairs while 36.6% indicated dissatisfaction as indicated in Table 11. Almost fifteen percent of respondents (13.3%) indicated neutrality regarding the responsiveness of maintenance and repairs.

Table 11: Responsiveness of Maintenance and Repairs

Excellent	16.7%	
Good	33.3%	
Neutral	13.3%	
Fair	3.3%	
Poor	33.3%	






More than half of respondents (57.1%) indicated satisfaction with the Residential Advisors (see Table 12). A much smaller percentage of respondents (21.4%) indicated dissatisfaction with the Residential Advisors, while 21.4% indicated neutrality.

Table 12: Residential Advisors

Excellent	32.1%	
Good	25.0%	
Neutral	21.4%	
Fair	14.3%	
Poor	7.1%	






Three quarters of respondents (70%) indicated satisfaction with Residential Life staff (see Table 13). Less than a quarter of respondents (23.3%) indicated dissatisfaction with Residential Life staff, while 6.7% indicated feelings of neutrality regarding Residential Life staff.

Table 13: Residential Life Staff

Excellent	40.0%	
Good	30.0%	
Neutral	6.7%	
Fair	13.3%	
Poor	10.0%	

Respondents were asked to indicate their level of satisfaction with their overall experience of living Residential Life housing. Sixty-three percent of respondents indicated satisfaction with their overall experience of living in Residential Life housing (see Table 14). A substantial percentage (26.7%) also gave fair ratings.




Table 14: Overall Experience of Living in Residential Life Housing

Excellent	26.7%	
Good	36.7%	
Neutral	6.7%	
Fair	26.7%	
Poor	3.3%	

Student Discipline

Respondents were asked to indicate whether they were familiar with the Residential Life policies of student discipline. The majority of respondents (84.6%) indicated they were familiar with the Residential Life policies of student discipline as indicated in Table 15. Eleven percent of respondents (11.5%) indicated they were not familiar with the Residential Life policies of student discipline.

Table 15: Familiarity with Policies of Student Discipline

Yes	84.6%	
No	11.5%	
Don't Know	3.8%	

The majority of respondents (80%) indicated that the Residential Hall student disciplines processes were clear (see Table 16 on the following page). A small percentage of respondents (11.5%) indicated the Residential Hall student discipline processes were not clear while an even smaller percentage (7.7%) indicated they did not know whether they were clear or unclear.

Table 16: Clarity of Student Discipline Process

Yes	80.0%	
No	11.5%	
Don't Know	7.7%	

As shown in Table 17, the majority of respondents (92%) are familiar with the CR policies of student conduct. Four percent of respondents (4%) indicated they are not familiar with the policies of student conduct at CR.

Table 17: Familiarity with Policies of Student Conduct

Yes	92.0%	
No	4.0%	
Don't Know	4.0%	

Respondents were asked to indicate whether the CR student conduct process was clear. Eighty percent of respondents (80%) indicated the CR student conduct process was clear while 11.5% of respondents indicated the process was not clear.

Table 18: Clarity of Student Conduct Process

Yes	80.0%	
No	11.5%	
Don't Know	7.7%	

Almost eighty percent of respondents (76%) indicated familiarity with academic probation policies as indicated in Table 19. Sixteen percent of respondents (16%) indicated they were not familiar with academic probation policies and a small percentage (8%) indicated they didn't know.

Table 19: Familiarity with Academic Probation Policies

Yes	76.0%	
No	16.0%	
Don't Know	8.0%	




Nearly sixty percent of respondents (57.7%) indicated satisfaction regarding their experience with the Residential Halls policies of student discipline. Almost a quarter of respondents (23.1%) indicated they were not satisfied regarding their experience with the Residential Halls policies of student discipline.

Table 20: Overall Satisfaction with Policies of Student Discipline

Yes	57.7%	
No	23.1%	
Don't Know	19.2%	

Respondents were asked to indicate whether they were satisfied regarding their experience with the CR policies of student conduct. Sixty-five percent of respondents (65.4%) indicated agreement that they were satisfied regarding their experience with the CR policies of student conduct while 15.4% of respondents indicated disagreement.

Table 21: Overall Satisfaction with Policies of Student Conduct

Yes	65.4%	
No	15.4%	
Don't Know	19.2%	

Student Participation and Contact

Almost half of respondents (48%) indicated they had participated in a Residence Hall program (see Table 22). Of those who did participate in a Residence Hall program, 91.7% are satisfied (see Table 23).

Table 22: Participation in Residence Hall Programs

Yes	48.0%	
No	52.0%	

Table 23: Satisfaction with Residence Hall Programs

Yes	91.7%	
No	8.3%	

Almost three quarters of the respondents (68%) indicated they had participated in a Residence Hall activity (see Table 24). Of those who did participate in a Residence Hall activity, 84.2% were satisfied (see Table 25).

Table 24: Participation in Residence Hall Activities

Yes	68.0%	
No	32.0%	

Table 25: Satisfaction with Residence Hall Activities

Yes	84.2%	
No	15.8%	

Respondents were asked whether they had worked with their assigned advisor/mentor. Almost sixty percent of respondents (56%) indicated they had worked with their assigned advisor/mentor as indicated in Table 26.

Table 26: Worked with Assigned Advisor/Mentor

Yes	56.0%	
No	44.0%	

As Table 27 shows, nearly three quarters of respondents (76.9%) indicated they use their MyCR email account. A little less than one quarter of respondents indicated they do not use their MyCR email account.

Table 27: Use MyCR Email Account

Yes	76.9%	
No	23.1%	



The sixty percent of respondents (61.5%) indicated they had used three or more student services during the semester (see Table 28). Examples were displayed to the respondents and included advisors, counselors, financial aid, and campus life.

Table 28: Use of Three or More Student Services with Semester (advisors, counselors, financial aid, campus life, etc.)

Yes	61.5%	
No	38.5%	

As displayed in Table 29, a little less than half of the respondents (48%) indicated having a Student Education Plan (SEP). Fifty-two percent of respondents (52%) indicated they do not have a Student Education Plan.

Table 29: Possession of a Student Education Plan (SEP)

Yes	48.0%	
No	52.0%	

Respondent Demographics

Students were not asked to report their demographic information on the survey. Instead, students were asked to provide their student ID for these tracking purposes. Just over half (56.6%) of the respondents reported their student ID. Of those respondents, 58.8% were Caucasian. No other ethnic group had more than two students participate.

Of the respondents who could be tracked by ID, 47% were 18-20 years of age, as indicated in Table 30. Another 47% were 21 to 26 years of age or older, while only 6% were 40 years of age or older. Males comprised only 35% of the respondents while females made up 65% of the respondents.

Table 30: Age and Gender

