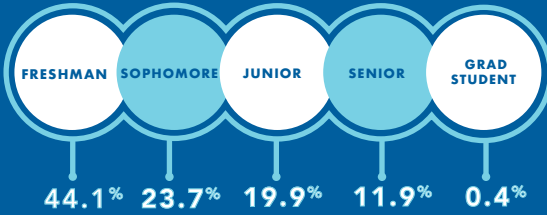


STUDENTS SAY THE TOP FOUR REASONS THEY LIVE ON CAMPUS ARE . . .
COST | CONVENIENCE | FRIENDS | ACTIVITIES

CLASS STATUS % REPRESENTED IN SURVEY



WHY WE LOVE LIVING ON CAMPUS

When making my housing decision, the distance between my classes to and from my room was essential. I did not want to attend a school in which I would have to pay for transportation just to be mobile around campus.

My RA has done their best to involve the rest of the hall in order to better know each other. They help us at any given time.

Air conditioning, restrooms, free laundry, trash and recycling receptacles, sizable kitchen to cook, close bathrooms, suite styles, cost of dining, and clean environment/maintenance from University staff.

99%

feel safe in their residence hall.

99%

agree that staff enforce policies in a fair and consistent manner

96%

believe that RA's are receptive to their concerns

92%

enjoy living in the Residence Halls

91%

are satisfied with the meal serving hours

87%

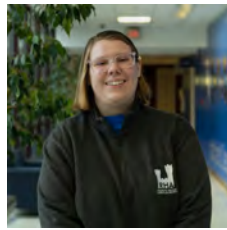
feel that the custodial staff is friendly and receptive to their cleaning needs



THE RESULTS ARE IN

RESIDENCE HALL SATISFACTION SURVEY 2022 - 2023





A QUICK NOTE FROM UNIVERSITY HOUSING & DINING SERVICES AND THE RESIDENCE HALL ASSOCIATION:

We would like to thank the residents who took part in this year's Residence Hall Satisfaction Survey. Those residents who stepped up and gave us valuable insights as to how well your needs are being met is greatly appreciated.

Residents' input helps us better prioritize upgrades, renovations, and program changes by focusing on your high-priority concerns. Given the need to balance residents' needs with limited resources, it's more important than ever for us to listen and respond to your requests and suggestions through surveys such as this one. Every area of University Housing & Dining Services continues to analyze the survey results and implement plans to enhance the residents' experience.

The Residence Hall Association and the Office of University Housing and Dining Services are committed to work together to make sure we understand residents' priorities and act on them. An example of one of the items accomplished from our last survey was the new laundry program implemented in the spring of 2021. This survey shows a 26% increase in satisfaction after implementation.

We hope you will review the included report, which highlights what residents are satisfied with and what we need to continue to improve on. Your ongoing feedback and suggestions are always encouraged. Feel free to communicate any issue to your residence hall staff, Panther Leads (hall council) member, and Residence Hall Association representative or just give us a call. You can also provide input at any time about dining services through our online Comment Card program. For your convenience, you can find the link under the "Our Information" tab at EIU.EDU/DINING to leave us your thoughts. If you leave us your contact information and request a response, we will get back to you in a timely fashion.

We appreciate you choosing to live in on-campus housing and always value your feedback. We look forward to continuing to serve you in the future.

Sincerely,

Mark Hudson, Director
University Housing & Dining Services

Jade Stone, President
Residence Hall Association

THE LATEST SURVEY RESULTS ARE IN . . .

OUT OF THE RESIDENTS WHO PARTICIPATED IN THE RESIDENCE SATISFACTION SURVEY . . .

- 100%** felt when speaking to a staff member in the Central Office they were helped
- 99%** agree that staff enforce policies in a fair and consistent manner
- 99%** feel secure in their residence hall and residence hall front desks are helpful
- 99%** feel the Residence Hall Front Desk operation provides adequate services for the students
- 98%** were satisfied or very satisfied with the social programs offered in their hall
- 98%** appreciate how the corridors and public areas in their building are kept clean
- 97%** feel the atmosphere in the dining centers is comfortable
- 97%** feel that RHA program activities met their needs
- 96%** feel that Night Assistants make them feel more secure in their residence hall
- 96%** are satisfied after reporting problems with their computer connection
- 96%** believe their Resident Assistant is receptive to their concerns
- 95%** agree that RA's do everything they can to develop a positive living environment
- 95%** feel that their Panther Leads (hall council) is effective representing their needs
- 93%** feel there are adequate quiet study areas in their hall
- 93%** feel comfortable talking to an RA, ARD or CD in their hall about a University concern
- 92%** enjoy living in the residence halls
- 91%** are satisfied with the meal serving hours
- 89%** are satisfied with the wireless service in the Residence Halls
- 87%** feel that the custodial staff is friendly and receptive to their cleaning needs
- 86%** state that Late Night Pizza is Good or Very Good
- 86%** feel positive about the water pressure and temperature in their shower
- 85%** feel the laundry facilities in their hall is satisfactory
- 85%** overall rating of the Food Court as good or very good

INTERESTING FACTS:

ACCORDING TO THE RESIDENCE HALL SATISFACTION SURVEY . . .

- 0% thought the overall rating of the Food Court was poor or very poor
- 42% indicated they take their meals "to go" from the dining centers
- 83% of residents think it is their responsibility to ask others to be more quiet
- 85% say that e-mail is their preference for Housing & Dining communication
- 55% students say that convenience is the number one reason students live on campus

ADDRESSING YOUR CONCERNS

WE LISTENED TO WHAT YOU SAID, AND THIS IS WHAT WE ARE GOING TO DO...

Wi-Fi: We know that access to the internet is critically important to our residents. Since this survey was completed we have been able to deploy a new system in Lincoln-Stevenson-Powell/Norton. Pemberton's new system will be active before the school year ends. This completes upgrades in all residence halls, now with access points in every room.

LAUNDRY: Since the last survey a new laundry system has been implemented, including all new machines that are controlled by an app. We have seen a 26% increase in satisfaction with this service.

DINING: 25% were dissatisfied with the variety of foods offered in our residential dining centers. We are currently exploring ways to add more serving stations in the South Quad so that more options could be available every day.

WORK ORDERS: Only 71% were satisfied with speed of a work order resolution. We are partnering with Facilities Planning and Management to purchase a new work order system that will increase the efficiency of our crew's times and also communicate more effectively with you about work orders submitted.

