2014 Monash Residential Services annual exit survey [based on 7pt scale]

How satisfied are you with THE CLEANLINESS OF YOUR FLOOR / COMMUNITY
- very dissatisfied
- moderately dissatisfied
- slightly dissatisfied
- neutral
- slightly satisfied
- moderately satisfied
- very satisfied

How satisfied are you with THE ATTITUDE OF THE CLEANING STAFF
- very dissatisfied
- moderately dissatisfied
- slightly dissatisfied
- neutral
- slightly satisfied
- moderately satisfied
- very satisfied

How satisfied are you with WELL MAINTAINED BUILDINGS AND ROOMS
- very dissatisfied
- moderately dissatisfied
- slightly dissatisfied
- neutral
- slightly satisfied
- moderately satisfied
- very satisfied

How satisfied are you with USER FRIENDLY MAINTENANCE REQUESTS & PROCEDURES
- very dissatisfied
- moderately dissatisfied
- slightly dissatisfied
- neutral
- slightly satisfied
- moderately satisfied
- very satisfied

How satisfied are you with THE TIMELINESS OF REPAIRS
- very dissatisfied
- moderately dissatisfied
- slightly dissatisfied
- neutral
- slightly satisfied
- moderately satisfied
- very satisfied

How satisfied are you with LAUNDRY ROOM FACILITIES
- very dissatisfied
- moderately dissatisfied
- slightly dissatisfied
- neutral
- slightly satisfied
- moderately satisfied
- very satisfied

How satisfied are you with WELL MAINTAINED GARDENS & GROUNDS AROUND YOUR RESIDENCES
- very dissatisfied
- moderately dissatisfied
- slightly dissatisfied
- neutral
- slightly satisfied
- moderately satisfied
- very satisfied

How satisfied are you with CLEARLY UNDERSTOOD APPLICATION FORMS & PROCEDURES
- very dissatisfied
- moderately dissatisfied
- slightly dissatisfied
- neutral
- slightly satisfied
- moderately satisfied
- very satisfied

How satisfied are you with MRS INFORMATION DESK SERVICES
- very dissatisfied
- moderately dissatisfied
- slightly dissatisfied
- neutral
- slightly satisfied
- moderately satisfied
- very satisfied

How satisfied are you with WELL MAINTAINED BATHROOM FACILITIES
- very dissatisfied
- moderately dissatisfied
- slightly dissatisfied
- neutral
- slightly satisfied
- moderately satisfied
- very satisfied
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How satisfied are you with **AVAILABILITY OF WEB BASED & WRITTEN INFORMATION ABOUT RESIDENCES**

- very dissatisfied
- moderately dissatisfied
- slightly dissatisfied
- neutral
- slightly satisfied
- moderately satisfied
- very satisfied

How satisfied are you with **SECURITY OF POSSESSIONS IN YOUR ROOM**

- very dissatisfied
- moderately dissatisfied
- slightly dissatisfied
- neutral
- slightly satisfied
- moderately satisfied
- very satisfied

How satisfied are you with **HOW SAFE YOU FEEL IN YOUR ROOM**

- very dissatisfied
- moderately dissatisfied
- slightly dissatisfied
- neutral
- slightly satisfied
- moderately satisfied
- very satisfied

How satisfied are you with **HOW SAFE YOU FEEL IN YOUR HALL / HOUSE**

- very dissatisfied
- moderately dissatisfied
- slightly dissatisfied
- neutral
- slightly satisfied
- moderately satisfied
- very satisfied

How satisfied are you with **HOW SAFE YOU FEEL WALKING ON CAMPUS AT NIGHT**

- very dissatisfied
- moderately dissatisfied
- slightly dissatisfied
- neutral
- slightly satisfied
- moderately satisfied
- very satisfied

How satisfied are you with **RESIDENTS AWARE OF FIRE & EMERGENCY PROCEDURES**

- very dissatisfied
- moderately dissatisfied
- slightly dissatisfied
- neutral
- slightly satisfied
- moderately satisfied
- very satisfied

How satisfied are you with **THE OVERALL VALUE FOR MONEY RENTAL PACKAGE**

- very poor
- poor
- fair
- good
- very good
- excellent
- exceptional

How satisfied are you with **To what degree are you satisfied with your overall residential experience**

- not at all
- rarely
- slightly
- moderately
- often
- mostly
- extremely

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