2011 MRS resident exit survey [responses based on 7 point scale 1 = very dissatisfied 7 = very satisfied]

Total number of residents responding to survey = 1,322. Percentage of responses = 73.6%

How satisfied are you with your Residential Support Team regarding AVAILABILITY
- very satisfied
- moderately satisfied
- slightly satisfied
- neutral
- slightly dissatisfied
- moderately dissatisfied
- very dissatisfied

How satisfied are you with your Residential Support Team regarding EFFORTS TO GET TO KNOW YOU
- very satisfied
- moderately satisfied
- slightly satisfied
- neutral
- slightly dissatisfied
- moderately dissatisfied
- very dissatisfied

How satisfied are you with your Residential Support Team regarding GAINING YOUR RESPECT
- very satisfied
- moderately satisfied
- slightly satisfied
- neutral
- slightly dissatisfied
- moderately dissatisfied
- very dissatisfied

How satisfied are you with your Residential Support Team regarding TREATING EVERYONE FAIRLY
- very satisfied
- moderately satisfied
- slightly satisfied
- neutral
- slightly dissatisfied
- moderately dissatisfied
- very dissatisfied

How satisfied are you with your Residential Support Team regarding ORGANISING PROGRAMS & ACTIVITIES
- very satisfied
- moderately satisfied
- slightly satisfied
- neutral
- slightly dissatisfied
- moderately dissatisfied
- very dissatisfied

How satisfied are you with your Residential Support Team regarding ENFORCING POLICIES, RULES & REGULATIONS
- very satisfied
- moderately satisfied
- slightly satisfied
- neutral
- slightly dissatisfied
- moderately dissatisfied
- very dissatisfied

How satisfied are you with your Residential Support Team regarding PROMOTING TOLERANCE OF OTHERS
- very satisfied
- moderately satisfied
- slightly satisfied
- neutral
- slightly dissatisfied
- moderately dissatisfied
- very dissatisfied

How satisfied are you with your Residential Support Team RESPECTING ETHNIC DIVERSITY
- very satisfied
- moderately satisfied
- slightly satisfied
- neutral
- slightly dissatisfied
- moderately dissatisfied
- very dissatisfied

How satisfied are you with your Residential Support Team COMMUNICATING RULES & REGULATIONS
- very satisfied
- moderately satisfied
- slightly satisfied
- neutral
- slightly dissatisfied
- moderately dissatisfied
- very dissatisfied
OVERALL, how satisfied are you with the PERFORMANCE of your Residential Support Team

How satisfied are you with events provided by your hall regarding SOCIAL, EDUCATIONAL, CULTURAL programs

How satisfied are you with events provided by your hall regarding SPORTING, RECREATIONAL programs

How satisfied are you with events provided by your hall regarding VARIETY OF PROGRAMS

How satisfied are you with ENJOYABLE LIVING ATMOSPHERE

How satisfied are you with NOISE LEVELS OF YOUR FLOOR / COMMUNITY

How satisfied are you with INTERNET CONNECTIVITY IN YOUR ROOM

How satisfied are you with A CARING COMMUNITY - HOME AWAY FROM HOME

Total number of residents responding to survey = 1,322. Percentage of responses = 73.6%
2011 MRS resident exit survey [responses based on 7 point scale 1 = very dissatisfied 7 = very satisfied]

- How satisfied are you with THE CLEANLINESS OF YOUR FLOOR / COMMUNITY
- How satisfied are you with THE ATTITUDE OF THE CLEANING STAFF
- How satisfied are you with WELL MAINTAINED BUILDINGS AND ROOMS
- How satisfied are you with USER FRIENDLY MAINTENANCE REQUESTS & PROCEDURES
- How satisfied are you with THE TIMELINESS OF REPAIRS
- How satisfied are you with WELL MAINTAINED GARDENS & GROUNDS AROUND YOUR RESIDENCES
- How satisfied are you with LAUNDRY ROOM FACILITIES
- How satisfied are you with THE CLEANLINESS OF BATHROOM FACILITIES
- How satisfied are you with MRS INFORMATION DESK SERVICES
- How satisfied are you with CLEARLY UNDERSTOOD APPLICATION FORMS & PROCEDURES

Total number of residents responding to survey = 1,322. Percentage of responses = 73.6%
2011 MRS resident exit survey [responses based on 7 point scale 1 = very dissatisfied 7 = very satisfied]

- How satisfied are you with AVAILABILITY OF WEB BASED & WRITTEN INFORMATION ABOUT RESIDENCES?
- How satisfied are you with SECURITY OF POSSESSIONS IN YOUR ROOM?
- How satisfied are you with HOW SAFE YOU FEEL IN YOUR ROOM?
- How satisfied are you with HOW SAFE YOU FEEL IN YOUR HALL / HOUSE?
- How satisfied are you with HOW SAFE YOU FEEL WALKING ON CAMPUS AT NIGHT?
- How satisfied are you with RESIDENTS AWARE OF FIRE & EMERGENCY PROCEDURES?
- How satisfied are you with THE OVERALL VALUE FOR MONEY RENTAL PACKAGE?

To what degree are you satisfied with your overall residential experience?
To what degree would you recommend living on campus

[Bar chart showing percentage of residents recommending living on campus from not at all to extremely.]

To what degree did your on campus housing experience fulfil your expectations

[Bar chart showing percentage of residents fulfilling expectations from not at all to extremely.]

To what degree has living on campus enhanced your learning experience

[Bar chart showing percentage of residents enhancing learning experience from not at all to extremely.]