2019 survey data: total number of rooms = 2,985 residents. 2,543 surveys returned = 85.1% response rate

### How satisfied are you with your Residential Support Team regarding **AVAILABILITY**

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

### How satisfied are you with your Residential Support Team regarding **EFFORTS TO GET TO KNOW YOU**

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

### How satisfied are you with your Residential Support Team regarding **GAINING YOUR RESPECT**

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

### How satisfied are you with your Residential Support Team regarding **HELPING WITH A PROBLEM**

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

### How satisfied are you with your Residential Support Team regarding **ENFORCING POLICIES, RULES & REGULATIONS**

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

### How satisfied are you with your Residential Support Team regarding **ORGANISING PROGRAMS & ACTIVITIES**

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

### How satisfied are you with your Residential Support Team regarding **COMMUNICATING RULES & REGULATIONS**

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

### How satisfied are you with your Residential Support Team regarding **RESPECTING ETHNIC DIVERSITY**

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

### How satisfied are you with your Residential Support Team regarding **PROMOTING TOLERANCE OF OTHERS**

- **very dissatisfied**
- **moderately dissatisfied**
- **slightly dissatisfied**
- **neutral**
- **slightly satisfied**
- **moderately satisfied**
- **very satisfied**
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 events provided by your hall which ENCOURAGE THE PARTICIPATION OF ALL RESIDENTS

How satisfied are you with ENJOYABLE LIVING ATMOSPHERE

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

How satisfied are you with INTERNET CONNECTIVITY IN YOUR ROOM

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

2019 Monash Residential Services annual exit survey [based on 7pt scale]

2019 survey data: total number of rooms = 2,985 residents. 2,543 surveys returned = 85.1% response rate
2019 Monash Residential Services annual exit survey [based on 7pt scale]

2019 survey data: total number of rooms = 2,985 residents. 2,543 surveys returned = 85.1% response rate

- **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 LAUNDRY ROOM FACILITIES**
- **How satisfied are you with WELL MAINTAINED GARDENS & GROUNDS AROUND YOUR RESIDENCES**
- **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**
2019 Monash Residential Services annual exit survey [based on 7pt scale]

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

Comparing the cost to the quality of your on campus living experience how do you rate its OVERALL VALUE?

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

To what degree are you satisfied with your on campus housing experience this year

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

2019 survey data: total number of rooms = 2,985 residents, 2,543 surveys returned = 85.1% response rate
To what extent has living on campus enhanced your ability to improve or manage your own mental health?

To what degree will you recommend living in on campus housing to new students?

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

To what degree has living on campus enhanced your learning experience?

To what extent do your fellow residents respect people of different races/ethnicities?

To what extent do your fellow residents respect people of differing gender identities?
2019 Monash Residential Services annual exit survey [based on 7pt scale]

2019 survey data: total number of rooms = 2,985 residents. 2,543 surveys returned = 85.1% response rate

**To what extent do your fellow residents respect people of different sexual orientation?**

*Not at all*: 5%
*Rarely*: 10%
*Slightly*: 20%
*Moderately*: 25%
*Often*: 20%
*Mostly*: 15%
*Extremely*: 10%

**To what extent do your fellow residents respect people of differing religious beliefs?**

*Not at all*: 5%
*Rarely*: 10%
*Slightly*: 20%
*Moderately*: 25%
*Often*: 20%
*Mostly*: 15%
*Extremely*: 10%

**To what extent do your fellow residents respect people of differing political views?**

*Not at all*: 5%
*Rarely*: 10%
*Slightly*: 20%
*Moderately*: 25%
*Often*: 20%
*Mostly*: 15%
*Extremely*: 10%

**To what degree are residents living with/near you respecting your study time?**

*Not at all*: 5%
*Rarely*: 10%
*Slightly*: 20%
*Moderately*: 25%
*Often*: 20%
*Mostly*: 15%
*Extremely*: 10%

**To what degree are residents living with/near you respecting your sleep time?**

*Not at all*: 5%
*Rarely*: 10%
*Slightly*: 20%
*Moderately*: 25%
*Often*: 20%
*Mostly*: 15%
*Extremely*: 10%

**To what degree are residents living with/near you respecting your privacy?**

*Not at all*: 5%
*Rarely*: 10%
*Slightly*: 20%
*Moderately*: 25%
*Often*: 20%
*Mostly*: 15%
*Extremely*: 10%

**To what degree are residents living with/near you respecting your property?**

*Not at all*: 5%
*Rarely*: 10%
*Slightly*: 20%
*Moderately*: 25%
*Often*: 20%
*Mostly*: 15%
*Extremely*: 10%

**To what degree are residents living with/near you maintaining cleanliness?**

*Not at all*: 5%
*Rarely*: 10%
*Slightly*: 20%
*Moderately*: 25%
*Often*: 20%
*Mostly*: 15%
*Extremely*: 10%

**To what degree are residents living with/near you concerned about their academic success?**

*Not at all*: 5%
*Rarely*: 10%
*Slightly*: 20%
*Moderately*: 25%
*Often*: 20%
*Mostly*: 15%
*Extremely*: 10%

**In your living area [floor, community] to what degree do you trust other residents?**

*Not at all*: 5%
*Rarely*: 10%
*Slightly*: 20%
*Moderately*: 25%
*Often*: 20%
*Mostly*: 15%
*Extremely*: 10%
2019 Monash Residential Services annual exit survey [based on 7pt scale]

- In your living area [floor, community] to what degree do you respect other residents?
- In your living area [floor, community] to what degree do you feel accepted by other residents?
- To what extent has living on campus enhanced your ability to meet other people?
- To what extent has living on campus enhanced your ability to live cooperatively?
- To what extent has living on campus enhanced your ability to resolve conflicts?
- To what extent has living on campus enhanced your ability to improve interpersonal relationships?
- To what extent has living on campus enhanced your ability to study more effectively?
- To what extent has living on campus enhanced your ability to manage your time more effectively?
- To what extent has living on campus enhanced your ability to solve your own problems?
- To what extent has living on campus enhanced your ability to respect other races/ethnicities?
2019 Monash Residential Services annual exit survey [based on 7pt scale]

2,985 residents were surveyed. 2,543 surveys returned = 85.1% response rate

To what extent has living on campus enhanced your ability to improve your communication skills?

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

To what degree have you interacted with residents who are different from you in race/ethnicity, beliefs etc?

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

To what degree have you benefited from interactions with residents who are different from you in race/ethnicity, beliefs etc?

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

Are you aware of Monash's Respectful Community Unit programs and initiatives?

- Yes
- No

Do you know where to go within Monash if you witness sexual assault and or sexual harassment and want to make a report?

- Yes
- No

Do you know where to go within Monash if you experience sexual assault and or sexual harassment?

- Yes
- No

Are you aware of the support and referral services provided by Monash's Safer Community Unit?

- Yes
- No

To what degree are you aware of the support services within Monash for victims of sexual assault and harassment?

- not at all
- somewhat
- very

2019 survey data: total number of rooms = 2,985 residents. 2,543 surveys returned = 85.1% response rate