2017 Monash Residential Services annual exit survey [based on 7pt scale]

2017 survey data: total number of rooms = 2,850 residents. 2,377 surveys returned = 83% response rate

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

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

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

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

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

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

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

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

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

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

How satisfied are you with events provided in 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

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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

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How satisfied are you with **AVAILABILITY OF WEB BASED & WRITTEN INFORMATION ABOUT RESIDENCES**

- **0** very dissatisfied
- **10** moderately dissatisfied
- **20** slightly dissatisfied
- **30** neutral
- **40** slightly satisfied
- **50** moderately satisfied
- **60** very satisfied

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

- **0** very dissatisfied
- **10** moderately dissatisfied
- **20** slightly dissatisfied
- **30** neutral
- **40** slightly satisfied
- **50** moderately satisfied
- **60** very satisfied

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

- **0** very dissatisfied
- **10** moderately dissatisfied
- **20** slightly dissatisfied
- **30** neutral
- **40** slightly satisfied
- **50** moderately satisfied
- **60** very satisfied

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

- **0** very dissatisfied
- **10** moderately dissatisfied
- **20** slightly dissatisfied
- **30** neutral
- **40** slightly satisfied
- **50** moderately satisfied
- **60** very satisfied

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

- **0** very dissatisfied
- **10** moderately dissatisfied
- **20** slightly dissatisfied
- **30** neutral
- **40** slightly satisfied
- **50** moderately satisfied
- **60** very satisfied

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

- **0** very dissatisfied
- **10** moderately dissatisfied
- **20** slightly dissatisfied
- **30** neutral
- **40** slightly satisfied
- **50** moderately satisfied
- **60** very satisfied

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

- **0** very poor
- **10** poor
- **20** fair
- **30** good
- **40** very good
- **50** excellent
- **60** exceptional

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

- **0** not at all
- **10** rarely
- **20** slightly
- **30** moderately
- **40** often
- **50** mostly
- **60** extremely

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

- Not at all: 10%
- Rarely: 20%
- Slightly: 30%
- Moderately: 20%
- Often: 10%
- Mostly: 5%
- Extremely: 5%

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

- Not at all: 10%
- Rarely: 20%
- Slightly: 30%
- Moderately: 20%
- Often: 10%
- Mostly: 5%
- Extremely: 5%

To what degree has living on campus enhanced your learning experience

- Not at all: 10%
- Rarely: 20%
- Slightly: 30%
- Moderately: 20%
- Often: 10%
- Mostly: 5%
- Extremely: 5%

To what extent has living on campus enhanced your ability to improve or manage your own mental health?

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

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

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

To what extent do your fellow residents respect people of differing gender identities?

- Not at all: 10%
- Rarely: 20%
- Slightly: 30%
- Moderately: 20%
- Often: 10%
- Mostly: 5%
- Extremely: 5%
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To what extent do your fellow residents respect people of different sexual orientation?

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

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

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

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

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

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

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

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

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

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In your living area [floor, community] to what degree do you respect other residents?
- not at all
- rarely
- slightly
- moderately
- often
- mostly
- extremely

In your living area [floor, community] to what degree do you feel accepted by other residents?
- not at all
- rarely
- slightly
- moderately
- often
- mostly
- extremely

To what extent has living on campus enhanced your ability to meet other people?
- not at all
- rarely
- slightly
- moderately
- often
- mostly
- extremely

To what extent has living on campus enhanced your ability to live cooperatively?
- not at all
- rarely
- slightly
- moderately
- often
- mostly
- extremely

To what extent has living on campus enhanced your ability to resolve conflicts?
- not at all
- rarely
- slightly
- moderately
- often
- mostly
- extremely

To what extent has living on campus enhanced your ability to improve interpersonal relationships?
- not at all
- rarely
- slightly
- moderately
- often
- mostly
- extremely

To what extent has living on campus enhanced your ability to study more effectively?
- not at all
- rarely
- slightly
- moderately
- often
- mostly
- extremely

To what extent has living on campus enhanced your ability to manage your time more effectively?
- not at all
- rarely
- slightly
- moderately
- often
- mostly
- extremely

To what extent has living on campus enhanced your ability to solve your own problems?
- not at all
- rarely
- slightly
- moderately
- often
- mostly
- extremely

To what extent has living on campus enhanced your ability to respect other races/ethnicities?
- not at all
- rarely
- slightly
- moderately
- often
- mostly
- extremely
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To what extent has living on campus enhanced your ability to improve your communication skills?

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

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