2013 Monash Residential Services annual exit survey [based on 7pt scale]

2013 survey data: total number of residents = 2,267 residents. 1,876 surveys returned = 82% 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 ORGANISING PROGRAMS & ACTIVITIES

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

How satisfied are you with your Residential Support Team regarding TREATING EVERYONE FAIRLY

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

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

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

2013 survey data: total number of residents = 2,267 residents. 1,876 surveys returned = 82% response rate
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 by your hall regarding 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

2013 survey data: total number of residents = 2,267 residents. 1,876 surveys returned = 82% response rate
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 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 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 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 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 MRS INFORMATION DESK SERVICES

- 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

---

2013 Monash Residential Services annual exit survey [based on 7pt scale]

2013 survey data: total number of residents = 2,267 residents. 1,876 surveys returned = 82% response rate
2013 survey data: total number of residents = 2,267 residents. 1,876 surveys returned = 82% response rate

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

**RESIDENCES**

- 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**
2013 survey data: total number of residents = 2,267 residents. 1,876 surveys returned = 82% response rate

To what degree did your on-campus housing experience fulfill your expectations?

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

To what degree did your on-campus housing experience fulfill your expectations?