2016 Monash Residential Services annual exit survey [based on 7pt scale]

2016 survey data: total number of residents = 2,850 with 2,362 surveys returned = 82% response rate

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

- **AVAILABILITY**
- **EFFORTS TO GET TO KNOW YOU**
- **GAINING YOUR RESPECT**
- **HELPING WITH A PROBLEM**
- **ENFORCING POLICIES, RULES & REGULATIONS**
- **TREATING EVERYONE FAIRLY**
- **ORGANISING PROGRAMS & ACTIVITIES**
- **COMMUNICATING RULES & REGULATIONS**
- **PROMOTING TOLERANCE OF OTHERS**
- **RESPECTING ETHNIC DIVERSITY**
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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

85.1% of residents
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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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- not at all
- rarely
- slightly
- moderately
- often
- mostly
- extremely
2016 Monash Residential Services annual exit survey [based on 7pt scale]

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

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

% of residents

0 10 20 30 40 50

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

% of residents

0 10 20 30 40 50

To what extent has living on campus enhanced your ability to meet other people?

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

% of residents

0 10 20 30 40 50

To what extent has living on campus enhanced your ability to live cooperatively?

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

% of residents

0 10 20 30 40 50

To what extent has living on campus enhanced your ability to resolve conflicts?

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

% of residents

0 10 20 30 40 50

To what extent has living on campus enhanced your ability to improve interpersonal relationships?

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

% of residents

0 10 20 30 40 50

To what extent has living on campus enhanced your ability to study more effectively?

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

% of residents

0 10 20 30 40 50

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

% of residents

0 10 20 30 40 50

To what extent has living on campus enhanced your ability to solve your own problems?

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

% of residents

0 10 20 30 40 50

To what extent has living on campus enhanced your ability to respect other races/ethnicities?

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

% of residents

0 10 20 30 40 50

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

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

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